Election Day Guide

A manual for the effective operation of polling places

2026

General Election

ARLINGTON
VIRGINIA

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Key Contact Information

Election Officer Information
For assistance scheduling classes and to get more details about your assignment.

Phone	703-228-3456
Website	vote.arlingtonva.gov
Email	pollworkers@arlingtonva.us

Help Desk

Election Day Support

Call **703-228-3456** for immediate support. Report non-urgent matters or questions using the online form.

Staff Members

(Do not call individual staff numbers for Election Day support)

	Office Phone	Mobile
Gretchen Reinemeyer, Director of Elections	703-228-3455	571-319-9742
Alyssa Myers, Deputy Director	703-228-3462	571-481-8576
Jackie Letizia, Election Specialist	703-228-3457	703-850-6533
Tania Griffin, Outreach Coordinator		
Bill Sands, Senior Deputy Registrar		
Don Hodgen, Senior Deputy Registrar		

Electoral Board Members
Kimberly Phillip, Chair
Dave Leichtman, Vice Chair
Dominick Schirripa, Secretary

Other Virginia Election Offices

Alexandria	703-746-4050
Falls Church	703-248-5085
Fairfax County	703-222-0776
Fairfax City	703-385-7891
Loudoun County	703-777-0380
Prince William County	703-792-6470

Basic Information

Key information to understand the role of Election Officers and prepare before Election Day

Pre-Election Checklist

Weeks Before the Election

- [ ] **Complete Training**
  Follow instructions in your assignment email.
- [ ] **Communicate with Your Chief/Election Officers**
  Get details on the location, entrance, and food options.
- [ ] **Know Your Work Location**
  Plan how you will get to your work location, which door is the entrance, parking, etc.

Day Before the Election

- [ ] **Pack Necessary Food & Medication**
  Bring all food and medication you will need for the entire day. Your polling location may or may not have access to a kitchen or microwave so plan accordingly.
- [ ] **Pack Your Clothing & Shoes**
  Make sure you have clean clothes, layers for changing temperatures, and comfortable shoes.
- [ ] **Pack Phone Chargers**
- [ ] **Set Your Alarm**
  Set an alarm to arrive at your polling place by 5 a.m.

Election Officer Ready!

Chief's Pre-Election Checklist

Weeks Before the Election

- [ ] **Complete Training**
  Follow instructions in your assignment email.
- [ ] **Communicate with Your Election Officers**
  Confirm they know where they will be working, where to park, and which entrance to use. Let them know what the food options are.
- [ ] **Visit Your Polling Place**
  Determine layout, check outlets, confirm your cell phone will work inside the building, know who will open the facility election morning.

Day Before the Election

- [ ] **Pick up Chief's Supplies**
  Between 10am and 6pm Monday before the Election, pick up your black bag and pollbooks.
- [ ] **Pack Your Clothing & Shoes**
  Make sure you have clean clothes, layers for changing temperatures, and comfortable shoes.
- [ ] **Pack Phone Chargers**
- [ ] **Set Your Alarm**
  Set an alarm to arrive at your polling place by 5 a.m.

Chief Election Officer Ready!

Election Worker Basics

ROLES

Chief & Assistant Chief
Responsible for overall management of precinct. To become a chief or assistant chief, you must have worked a few elections. If you are interested in becoming a chief or assistant chief, contact us.

Election Officers
Election Officers assist voters with the process of casting their ballot and might be asked to do a number of tasks on election day.

Greeters
Greeters are the first point of contact for voters. They help identify voters who might have trouble waiting in line to offer chairs, remind voters to have IDs ready, pass out sample ballots, manage the line, and identify voters who might be in the wrong polling place.

Voting Booth Officer
Voting Booth Officers are responsible for traffic flow once voters have their ballots. They direct voters to empty marking stations, answer basic questions on how to mark a ballot, make sure no voter leaves their ballot behind, remove campaign literature left behind by voters, and rescue runaway pens. This position requires long periods of standing.

Pollbook Officer
Pollbook Officers are responsible for ensuring voters are qualified to vote in the precinct. They ensure voters have appropriate ID, are registered to vote at the correct address, and mark who has voted. They should be comfortable using an electronic tablet and sitting for long periods of time.

Ballot Officer
Ballot Officers are responsible for managing ballots. They maintain the ballot record report, account for all used, unused, void and spoiled ballots. They should be detail oriented, able to count, and able to sit for long periods of time.

Registration Clerk
Registration Clerks are responsible for processing all voter registrations and provisional ballots, including Same Day Registration Provisionals, cast at the precinct. This position requires specialized training and will sit for long periods of time.

Scanner Officer
Scanner Officers provide basic instructions to voters on how to feed their ballot into the scanner, assist voters if their ballot is rejected by the scanner, ensure the scanner is not tampered with, and distribute ‘I Voted’ stickers.

CELL PHONE POLICY

Election Officers are only permitted to talk on their cell phone in the room where voting is taking place when talking to our office. You are permitted to use your mobile device and check messages during your breaks.

E-Readers are also permitted. All other electronic devices should be left at home.

Voters and Poll Watchers are not allowed to talk on their phones inside the room where voting is taking place. They may use their phones if it is done silently. Voters may take photos of their ballot as long as they do not violate the privacy of other voters. Poll Watchers are not permitted to take any photos or videos inside the polling place at any time, including during results reporting.

Please do not plug personal chargers into power strips that are used for election equipment.

EMPLOYMENT

Employment Protection

The Code of Virginia provides certain employment protections to Officers of Election. Officers shall not be discharged from employment nor have any adverse personnel action taken against them. They shall also not be required to use sick or vacation leave provided reasonable notice has been given. This provision might not apply if you work for the federal government or your employer is outside of Virginia. (§ 24.2-118.1)

Jury Duty Exemption

Election Officers are exempt from jury duty service on election day. (§8.01-341.1)

Compensation

Election Officers are paid for their service at the following rates:

Chiefs - $300
Assistant Chief and Registration Clerk- $250
Regular Worker - $200

Chiefs or their appointed representative are given a reimbursement of $12 for each drop-off and pickup of supplies the day before Election Day and after the polls close.

Election Officers are paid via direct deposit. Payments are issued 3-4 weeks after the election. Election Officers can also opt to waive compensation. (§24.2-116)

To expedite payment, help us by ensuring we have your current name, address, and bank information prior to Election Day.

Setting up the Polling Place

Tasks to complete before the polls open Election Day morning.

Opening Checklist

Tasks to complete prior to opening the polls

- [ ] Chief's Tasks
- [ ] Set up Scanner & Ballot Marker
- [ ] Set up Pollbook & Check In Station
- [ ] Set up Blue Mail Ballot Drop Box Bag
- [ ] Prepare Registration Clerk & Ballot Table
- [ ] Set up Voting Stations
- [ ] Hang Signs
- [ ] Accessibility Checklist
- [ ] Complete Opening Paperwork
- [ ] Submit Opening Survey

Election Ready!

Polling Place Supplies

Polling Place Supplies

Election supplies are delivered in 2 places:

- **Precinct Cart** delivered before Election Day.
- **Black Bag** that is picked up by the Chief, or their representative, the night before the Election.

Precinct Cart Contents

- ☐ Scanner and Ballot Box
- ☐ Ballot Marker (BM)
- ☐ Power Cords
- ☐ Power Strips
- ☐ Extension Cords
- ☐ Privacy Folders
- ☐ Headphones
- ☐ Tape Measure
- ☐ "I Voted" Stickers
- ☐ "Future Voter" Stickers
- ☐ Green Tape
- ☐ Blue Tape
- ☐ Packing Tape Strips
- ☐ Sign Bag
- ☐ Unused Ballots
- ☐ ADA Cardboard Station
- ☐ Cardboard Marking Stations
- ☐ 2 Stand up Voting Stations
- ☐ Polling Place Yard Signs
- ☐ Empty Cardboard Ballot Box
- ☐ Empty Blue Mail Ballot Drop Box Bag
- ☐ 2 Yellow Cones and Curbside Voting Sign
- ☐ Green Ballot Bag (Used for Provisional Ballots)
  - ☐ Voter Notices
  - ☐ Privacy Folders
  - ☐ Reg Clerk Toolkit
  - ☐ Provisional Envelopes & Seals

Optional

Included in some Precinct Carts as needed.

- ☐ Tables
- ☐ Chairs
- ☐ Cord Cover
- ☐ A-frame
- ☐ Door Stops
- ☐ Sign Stand

Black Bag Contents

Side Pocket

- ☐ 2 Election Day Guides
- ☐ Chief's Folder
  - ☐ Officer of Election Oath
  - ☐ Ballot Record Report
  - ☐ Provisional Ballot Record Report
  - ☐ Statement of Results (2 copies)
  - ☐ Machine Problem Report (Beige)
  - ☐ Printed Return Sheet (Yellow)
  - ☐ Call-In Sheet (Gray)
  - ☐ Mail ballot certification form
  - ☐ Scanner Header & Close Cards
  - ☐ Apartment Change Form (white)
  - ☐ Voter Turnout Form (white)
  - ☐ Envelope 2B (for tapes)
  - ☐ Label for Box 3 - Counted Ballots
  - ☐ Label for Box 6 - Unused Ballots
  - ☐ Seal Cards for envelopes 2 & 7
  - ☐ Envelope Seals for 1A, 2A & 4
  - ☐ Gold Password Sheet
- ☐ Paper Pollbook and Final List of Absentee Voters
- ☐ Ballot Bag - Contains 1 Pack of 100 Ballots for each ballot style and provisional ballots
- ☐ Envelopes & Bags for Paperwork
  - ☐ Envelope 1A (Green Stripe)
  - ☐ Envelope 2 (Blue)
  - ☐ Envelope 2A (Yellow Stripe)
  - ☐ Envelope 4 (Orange Stripe)
  - ☐ Red Bag / Envelope 7 with Keys, Seals, and Cable ties
  - ☐ Maroon Bag / Envelope 8

Main Pocket

- ☐ Accordion File Folder (Blue or Gray)
  - ☐ Phone Inquiry & Election Day Referral Forms
  - ☐ Affirmation of Eligibility
  - ☐ ID Confirmation Form
  - ☐ Request for Assistance
  - ☐ Official Note Pad
  - ☐ Hand Count Tally Sheets
- ☐ Signs to be Posted & Handouts
- ☐ Blue Supply Case
- ☐ Virginia Election Law Book
- ☐ Magnifier
- ☐ Clipboard
- ☐ Voter Registration Applications
- ☐ Comment & Complaint Forms
- ☐ Incident Report
- ☐ Request to Cancel Registration
- ☐ Request to Cancel Permanent Absentee
- ☐ Absentee Ballot Applications
- ☐ Report of Death
- ☐ Pollbooks
- ☐ Gray Folder
  - ☐ Badges and nametags
  - ☐ Voting Permits
  - ☐ Emergency Evacuation Cards
  - ☐ Referral to Registration Clerk Forms

Chief's Tasks

Welcome Authorized Persons

List of Persons Permitted in Polling Place on Page 33.
Verify persons are authorized to witness polls open.
Verify Persons are registered voters in Virginia.
Place Authorizations in Maroon Bag 8.

Administer Oath of Officer of Election

All workers including Chief sign.
Place Oath in Blue Bag / Envelope 2.

Pink Check-In Form

All workers must sign.
Return to Chief's Folder.

Assign Opening Tasks

Scanner
Check In
Ballot Marker
Reg. Clerk
Ballot Table
Voting Area
Drop Box
Signs & Postings

Reminder

Set up checklists are in the 'last minute changes' folder.

Unlock Precinct Cart

Distribute Evacuation Cards

Chief's Ready!

Accessible Polling Places

The Americans with Disabilities Act (ADA) is a federal civil rights law that provides protections to people with disabilities to ensure that they are treated equally in all aspects of life. Title II of the ADA requires state and local governments ensure that people with disabilities have a full and equal opportunity to vote. The ADA's provisions apply to all aspects of voting, including polling places.

Ensuring Facilities are Accessible

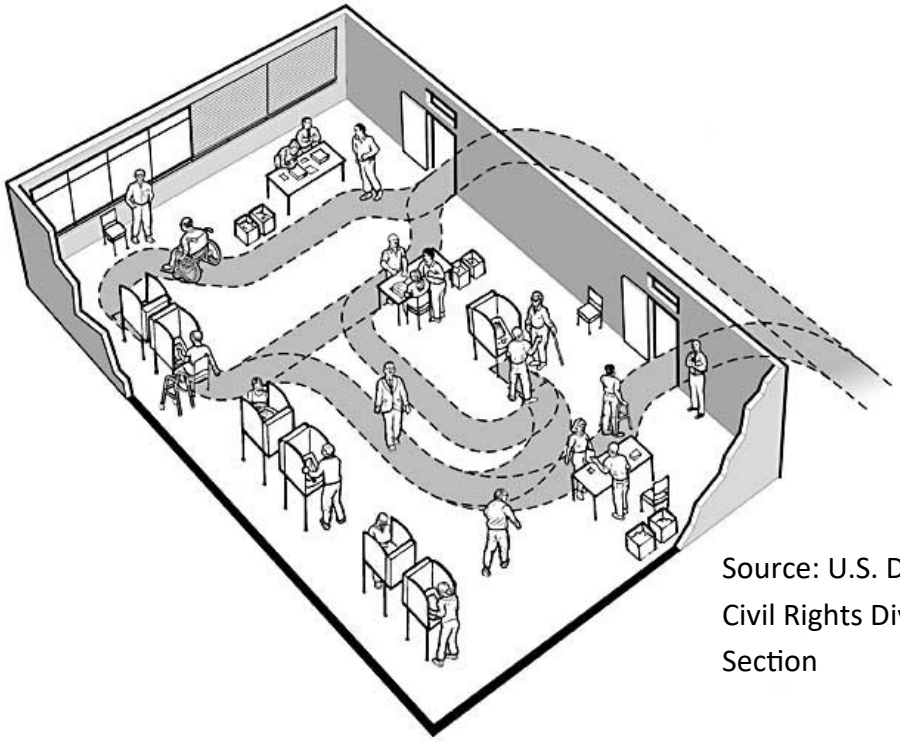
The voting area must have an accessible entrance and adequate space for voters who use wheelchairs or scooters, or who walk with mobility devices, to maneuver around the voting area, sign in at the check-in table, and go to the voting stations or machines.

Within the voting area there must be enough clearance for an individual with a disability to access and use all the voting equipment.

Voting Stations and the Ballot Markers (BM) should be on a surface 28-34 inches from the floor. If voters are expected to vote at counters or tables, there should be a writing surface that provides knee and toe clearance so that a voter who uses a wheelchair may sit at and use the counter or table.

Service animals are permitted.

See the **Assisting Voters** section for information on serving voters with disabilities.



Source: U.S. Department of Justice, Civil Rights Division, Disability Rights Section

Accessibility Checklist

Outside Polling Place

Accessible parking is provided and clearly marked.

Curbside area is designated with yellow cones and signs.

Accessible entrance is marked.

Signs posted for parking, curbside voting, and accessible entrance.

All entrances are unlocked during voting hours.

Paths

All paths, from parking lot to exit, are at least 36 inches wide.

Paths are clear of obstructions, protruding objects, cords, steps, abrupt changes in level.

Walking surfaces are stable, firm, and slip resistant.

Inside Polling Place

There is 60 inches of turning space in front of at least 1 voting station, the BM, and Scanner.

BM is on a surface 28-34 inches high, turned on and ready for use with headphones and touchpad out.

Opening Paperwork Checklist

- [ ] **Officer of Election Oath**
  Signed by All Election Officers including the Chief.
- [ ] **Pink Check-In Form**
  Signed by All Election Officers. Place in Envelope 8
- [ ] **Seal & Count Form**
  Opening Box for Scanners & Ballot Marker.
  Opening Box for Pollbooks.
  Opening Box for Envelope 7 & Yellow Bag.
- [ ] **Ballot Record Report**
  Part 1: Confirm the number of ballots delivered.
  Part 2: Ballot packs opened.

---------- **Coffee Time!**

Serving Voters on Election Day

How to assist voters checking in, getting a ballot, and casting their ballot.

Election Officer Positions

In small elections, you might serve in several positions simultaneously.

Greeter
Directs traffic outside of the polling place and controls the line at the point of entry into the voting room.

Pollbook Officer
Checks in voters on the pollbook.

Ballot Officer
Distributes ballots to voters. Keeps a record of ballots issued. Responsible for ensuring the Ballot Record Report is completed.

Voting Booth Officer
Helps direct voters to open voting booths, clean surfaces, and provide assistance to voters as requested.

Registration Clerk
Processes all voter registration applications, provisional ballots including Same Day Registration Provisionals, and other paperwork needed.

Scanner Officer
Monitors the ballot scanner and provides assistance as needed.

Chief & Assistant Chief
Responsible for overall management of precinct. Chiefs and assistant Chiefs may also fill any other role, if needed.

Greeter

Directs traffic outside of the polling place and controls the line at the point of entry into the voting room.

Duties

- Direct voters into the voting room.
- Remind voters to have their ID ready.
- Show sample ballots and information on amendments and bond questions (if applicable).
- Answer questions about the voting process, how to mark a ballot, etc.
- Identify voters who might have difficulty standing in line. Allow voters to sit and mark their place in line so they don't have to stand for a long duration.
- Direct the line to where it is safe for voters (for example along a sidewalk, not across a parking lot).
- Make sure the path of the line is accessible (for example watch for curbs, obstructions, trip hazards)
- Identify and assist curbside voters.
- Ensure that campaigners are remaining outside the Prohibited Area. Notify the chief of issues.

Pollbook Officer

Checks in voters on the pollbook and may distribute ballots.

Duties

- Check in voters on the Pollbook.
- Refer special issues to the Registration Clerk.

Check In Process

1. Ask voter to show ID.
2. Look up voter in Pollbook.
3. Ask voter to state name and current address.
4. Select the correct voter on the Pollbook.
5. Hit the blue "Accept" button.
6. **Dual Party Primary only:** Ask voter which ballot they would like. Choose their selection and hit the blue "Accept" button.
7. Repeat the voter's **name only**. In a Dual Party Primary, also say the election.
8. Hit the blue "Submit" button.
9. Give the voter a voting permit and direct to the Ballot Officer.

Never turn a voter away for lack of ID. Voters can usually sign the **ID Confirmation Statement.**

Special Issues

Voters that show a status other than **ACTIVE** use a Referral Slip to direct voters to the Registration Clerk. For instructions on processing voters, see **What Ifs.**

- **Inactive:** We believe these voters have moved. The voter needs to confirm their address before voting.
- **Issued:** These voters have been issued a mail ballot.
- **On Machine, Pre-Processed, or Marked**: These voters voted early or by mail.
- **Federal Only**: These voters have permanently moved out of the US. They are permitted to vote for federal offices only.
- **Overseas:** These voters are listed as living overseas. If this is still true, they can be checked in without referring to the Registration Clerk.
- **Wrong Polling Place:** This voter is in the wrong polling place. Voters must vote at their assigned polling place in Virginia.
- **Voted:** This voter has already been checked in. They can vote a provisional ballot.
- **Verify ID:** Voters who register to vote by mail and this is their first time voting in a federal election will receive this status. These voters cannot sign the ID Confirmation statement. If they have presented an ID, check them in as a regular voter.

Ballot Officer

Distributes ballots. Keeps a record of ballots issued. Responsible for ensuring the Ballot Record Report is completed.

Duties

- Distribute ballots to voters.
- Responsible for ensuring the Ballot Record Report is completed.
- Open and count the number of ballots in each pack. Record on Report.
- Distribute Provisional ballots.
- Collect Void & Spoiled ballots in Envelope 4.

Ballot Distribution

Exchange voting permit for ballot. Ensure each voter has a privacy folder. Provide basic instructions about the ballot.

Void or Spoiled Ballot

- A **void ballot** happens when a voter is checked in on the pollbook, but does not insert their ballot into the scanner. These are 'abandoned' ballots.
- A **spoiled ballot** is when a voter makes a mistake marking their ballot, and would like another ballot.

In both cases, do the following:

- Have the voter fill in all ovals on the ballot if possible.
- Officer defaces ballot by scribbling out the barcode at the bottom and writes "Void" or "Spoiled"
- Insert ballot into Envelope 4
- Make a mark in the appropriate box on the Ballot Record Report for Void or Spoiled.

Provisional Ballot

Review the section on Registration Clerks for more information. If the Registration Clerk determines that a voter needs to cast a provisional ballot, do the following:

- Give the Registration Clerk a provisional ballot.
- Make a mark in the appropriate box on the Provisional Ballot Record Report.

Voting Booth Officer

Helps direct voters to open voting booths, clean surfaces, and provide assistance to voters as requested.

Duties

- Remove pens, folders, and campaign literature left behind.
- Answer basic questions voters have.
- Prevent prohibited activities in the voting area.
- Maintain a safe distance from voters and do not disturb their privacy.
- Make sure voters take ballots to the scanner and that none are left behind in the voting booths.
- Periodically spray and wipe voting booth surfaces with disinfectant.

Prohibited in the Voting Area

- Talking
- Using mobile phones in a way that makes sound, including calls
- Photographing other voters or their ballots (ballot selfies are ok)

Request for Assistance Forms

Any time a voter's vote can be influenced, a **Request for Assistance** form must be filled out. This includes situations where family members wish to discuss the ballot together. If a child is assisting a voter, no form is needed.

If a voter requests assistance, anyone in the polling place including a willing Election Officer can assist except the following:

1. An Authorized Representative (Observer)
2. The voter's boss
3. The voter's union representative

See pg. 31 for more information on assisting voters

Using the Ballot Marker

The Ballot Marker (BM) is designed for voters who cannot mark a paper ballot independently without assistance. It provides audio, large print, and sip & puff features to mark a ballot. Sip & puff is an accessibility device that controls the ballot marker with inhaling and exhaling. The voter would bring the device with them.

Any voter can request to use the BM. Election Officers can offer the BM to any voter who might benefit from using it, including voters who are struggling to mark a Ranked Choice Vote ballot.

Voter Uses Ballot Marker

1. Voter is checked in as a regular voter on the Pollbook.
2. Enter the code from the Gold Password Sheet on the Ballot Marker. Press **Enter.** During Dual Party Primaries, you will select the party on the next screen.
3. Seat the voter in front of the ballot marker. If the voter is using an audio ballot, give them basic instructions on how to use the key pad. Tell the voter that when they are finished, their ballot will print and will need to be scanned.
4. Hand the voter the head phones and key pad, if using audio ballot.
5. The voter can now vote independently. Remain nearby to the side of the machine, to preserve the voter's privacy.
6. When the voter is finished marking the ballot and it prints, give them a privacy folder.
7. Escort the voter to the scanner if needed.
8. Provide verbal instructions, if needed, for voter to insert ballot into scanner. If unable to insert ballot independently, a Request for Assistance form must be filled out.

Registration Clerk

Processes all voter registration applications, provisional ballots, and other paperwork needed.

Duties

- Using the Tool Kit, determine eligibility and paperwork needed from voters unable to check in with the Pollbook Officers.
- Issue Provisional Ballots, including Same Day Registration.
- Help voters complete necessary paperwork.

Paperwork

- **Voter Registration Application (VRA)** is used to register, update a name or address, or remove an overseas status.
- **Affirmation of Eligibility (AOE)** is used when an inactive voter has not moved or when certain moving conditions are met.
- **Provisional Ballot Record Report** is an accounting of all provisional ballots and the types of provisional ballots issued.
- **Provisional Ballot Envelopes,** including Same Day Registration (SDR), hold ballots from Provisional Voters.
- **Provisional Ballot Notices** are given to provisional voters informing them of their rights.
- **Election Day Referral Form** is used to send voters to other precincts.
- **ID Confirmation Statement** is used when a voter does not have an ID.
- **Request to Cancel Voter Registration Form** is used to cancel a voter's registration.
- **Registration Clerk Toolkit** contains the **Quick Guide, Moving Conditions, Step-B-Steps, a Street File, and Precinct Map Book**

See the Pollbook Officer Page for a list of flags in the pollbook and their meanings.

Scanner Officer

Monitors the ballot scanner and provides assistance as needed.

Duties

- Position yourself to be available between the voting booths and scanner.
- As voter approaches scanner, remind voter to insert in either direction.
- Maintain adequate distance for privacy.
- Keep “I Voted” stickers stocked on a table near the scanner.
- Direct provisional voters back to the Registration Clerk. Provisional ballots may not be scanned in the precinct. Provisional voters will have green privacy folders.

What If Scanner Rejects Ballot?

If the ballot is invalid, it will display a message on the screen.
Never ask to look at a voter’s ballot. Ask the voter to remove the tape, if printed, and read it to you.

- **Overvote** is when a voter makes too many selections for an office or have ranked multiple candidates as the same rank. No selection will be recorded.
- **Duplicate** means the voter has ranked a candidate multiple times.
- **Blank Ballot** the voter failed to make a clear mark in any oval.
- In these scenarios, the voter has 2 choices. (1) They can cast their ballot as is or (2) get a new ballot. If the voter wants a new ballot, direct them to the Ballot Table. If the voter wants to cast their ballot as is the voter should insert ballot into scanner again. The ballot will be rejected again. At this point, the voter should select “Accept Ballot” check box and insert their ballot again. All contests marked correctly will be tabulated.
- **Invalid Ballots** happens if the scanner does not get a proper picture of the ballot. The voter can simply change the direction of the ballot and try inserting it again. If the scanner still rejects it, they can get a new ballot from the Ballot Table.
- **Unauthorized Ballot Type** happens if the voter is inserting a provisional ballot or ballot from the wrong precinct. Never add the ballot type unless directed to by the main office. Send the voter to the Registration Clerk for more help.

Ballot Jams

Occasionally the scanner will jam. The scanner will usually be able to clear the jam by ejecting the ballot. Have the voter re-insert their ballot once the error message has cleared. If the scanner is jammed and cannot eject the ballot, call the office for support.

Chief & Assistant Chief

Responsible for overall management of precinct. To become a chief or assistant chief, you must have worked a few elections. If you are interested in becoming a chief or assistant chief, contact us.

Duties

- Periodically monitor the Prohibited Area. Confirm that campaign workers are in compliance with electioneering limits.
- Assign tasks to workers during setup, voting, and closing.
- Assist at the check-in table and machines to resolve problems and relieve other officers.
- Make sure your workers are following procedures correctly. If you notice a worker having problems that seems to be slowing down the process, move that worker to another task.
- Ensure workers are able to have breaks.
- During slow times, check your machine totals with the Pollbook numbers to see they have the same totals.
- Note all problems and discrepancies on both copies of the Statement of Results (SOR).
- Respond to questions and concerns from voters with tact and consideration. Give voters with concerns the opportunity to complete a comment form (inside the accordion folder) to leave with you or to take home and mail directly to the Voter Registration office.
- Resolve problems with political workers outside the polls, or with poll watchers inside the polling place.
- Interact with media and neutral observers and ensure they are following guidelines.

Polling Place Laws

The Chief is responsible for making sure they are following all laws that govern polling places on Election Day. On the following pages, we highlight different laws and special scenarios.

Laws

Voter ID
Provisional Ballots
Assisting Voters
Persons Permitted Inside Polling Place
Media
What Ifs

Voter ID

All voters casting a ballot in-person will be asked to show one form of identification. Any voter who does not present acceptable identification may instead sign a statement, subject to felony penalties, that they are the named registered voter who they claim to be. Any voter who does **not** present acceptable identification or sign this statement **must** vote a provisional ballot.

Identification	Is Accepted?
Virginia driver's license	Yes, may be current or expired.
Virginia DMV-issued ID card	Yes, may be current or expired. Acceptable in electronic form only if it is through official DMV "Virginia mID" app.
Valid employee ID card, containing a photograph, issued by voter's employer in ordinary course of business (public or private employer)	Yes
U.S. Military ID	Yes
Valid student ID issued by a public or private high school or institution of higher education located in Virginia	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid student ID, containing a photograph, issued by a public or private institution of higher education located in the U.S.	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid U.S. passport or passport card	Yes
Government-issued ID card from a federal, Virginia, or local political subdivision	Yes
Voter ID card issued by the Department of Elections	Yes
Voter confirmation documents	Yes
Valid tribal enrollment or other tribal ID	Yes, if issued by one of the 11 tribes recognized by Virginia.**
Nursing home resident ID	Yes, if issued by a government facility.
Current utility bill, bank statement, government check, or paycheck containing the name and address of the voter	Yes. The document cannot be more than 12 months old. Acceptable in physical or electronic form.
Any other current government document containing the name and address of the voter	Yes. Acceptable in physical or electronic form.
Signed ID Confirmation Statement	Yes
Out-of-state driver's license	**No**
Student ID from a high school located outside of Virginia	**No**
Membership card from private organization displaying a photograph	**No**
Credit card displaying a photograph	**No**
Virginia Driver and Identification Privilege card	**No**

Voter ID Continued

Virginia voter identification requirements: Va. Code § 24.2-643(B)

Voter Confirmation Documents

- Valid Virginia driver's license.
- Valid United States passport.
- Any other identification card issued by a government agency of the Commonwealth, one of its political subdivisions, or the United States.
- Valid student identification card issued by any institution of higher education located in the Commonwealth of Virginia.
- Valid student identification card issued by any institution of higher education located in any other state or territory of the United States.
- Valid Student identification card issued by any public or private high school located in Virginia.
- Any valid employee identification card containing a photograph of the voter and issued by an employer of the voter in the ordinary course of the employer's business.
- A copy of a current utility bill, bank statement, government check, paycheck, or other government document containing the name and address of the voter
- A signed ID Confirmation Statement.
- Valid Tribal Enrollment or other Tribal ID.

Remember: Unless otherwise noted, acceptable forms of identification do NOT have to contain a photograph of the voter.

- ”Valid” means the document is genuine and is not expired for more than twelve months, EXCEPT for a Virginia driver’s license, for which the expiration date should NOT be considered when determining its validity.

** *See* Va. Code §§ 8.01-385, 51.1-700. Eleven tribes are: Cheroenhaka (Nottoway), Chickahominy, Eastern Chickahominy, Mattaponi, Monacan, Nansemond, Nottoway of Virginia, Pamunkey, Patawomeck, Rappahannock, & Upper Mattaponi.

Provisional Ballots

A provisional ballot is a ballot cast by a voter whose eligibility cannot be determined on election day. Instead of inserting their ballot in the scanner, the voter will seal it in a green envelope and insert it into the green provisional ballot bag.

Provisional Ballot Meeting

After the election, the Electoral Board meets to determine the eligibility of provisional ballots and count those accepted.

Voters who cast a provisional ballot have the right to appear at the provisional ballot meeting. This meeting is held Wednesday after the election at noon.

Reasons Codes for a Provisional Ballot Issued

1. Name not on pollbook. Same Day Registration.
3. Voting after hours due to a court order.
4. Voter applied for a mail ballot.
5. Voter is shown as already voted.
6. Other reasons.
7. Voter has no ID and does not want to sign the ID Confirmation Statement

Process - See Registration Clerk Toolkit for instructions.

If a Pollbook Officer encounters a problem during check in, voters are referred to the Registration Clerk's table. The Clerk should use their toolkit to determine if the voter needs to be issued a provisional ballot. Use the following steps if it is determined that a provisional ballot should be issued. **Remember: a voter should never fill out both sides of the provisional envelope. The front is for SDR provisional voters and the back is for all other types of provisional voters.**

Assisting Voters

Section 51.5-43 of the *Code of Virginia* states that, "Discrimination against qualified persons with disabilities in exercising the right to vote is prohibited." It is your duty to enforce this law. No qualified voter has a disability that prohibits voting; only those who have been adjudicated by the courts as mentally incapacitated lose their qualification to vote. It is your job to be aware of all legal options available, and to work with voters who have disabilities to find the most suitable method for them to cast a ballot.

Guidelines

1. Be courteous and respectful.
2. Be considerate of extra time it may take for a person who is disabled or elderly to get things done, and give unhurried attention to a person who has difficulty speaking.
3. Always speak directly to the voter, and not to a companion, aide, or interpreter.
4. Ask before you help.
5. On the other hand, don't be shy about offering assistance.
6. Be sure that sufficient signs are in place to direct a person to the most accessible route to the polling location.

Voters with Mobility Impairments

1. Do not touch another person's wheelchair or equipment without prior consent.
2. Try to put yourself at eye level when talking to someone in a wheelchair. Sit or kneel in front of the person.
3. Ask before helping.
4. Know where the accessible restrooms and water fountains are in the building.
5. When giving directions to a person in a wheelchair, consider distance, weather conditions, and physical obstacles (curbs, stairs, steep hills, etc.).
6. Either fasten mats and throw-rugs down securely or move them out of the way. A person with mobility impairment could trip.
7. Keep floors as dry as possible on rainy or snowy days.
8. Keep the ramps and wheelchair-accessible doors to the polling place unlocked and free of clutter.

Voters with Speech or Hearing Impairments

1. A voter who cannot speak can confirm his name and address in writing.
2. Follow the voter's cues to determine whether speaking, gestures, or writing are the most effective means of communication
3. If speaking, speak calmly, slowly, and directly to the voter.
4. Do not shout.
5. Let the person take the lead in establishing the communication modes.

Assisting Voters Continued

Voters who are Blind or Low Vision

A voter who is blind may choose to either use an assistant or vote an audio ballot unassisted. Remember that a blind voter is never required to sign any form, including the Request for Assistance, but the person assisting must complete Section B of this form.

Read aloud any required oaths or affirmations to the blind voter, and, if the voter so affirms, write "blind voter" on the signature line.

1. Identify yourself and state that you are an Officer of Election.
2. If guiding a blind voter, offer your arm to the voter, rather than taking the voter's arm. Walk slightly ahead of the person.
3. As you guide the person into a room, describe the layout and the location of furniture, and note who else is nearby. Point out doors, stairs, and other barriers as you approach them. Be specific about describing the location of objects: "There's a table two feet to your left."
4. If a blind voter has a guide dog, walk on the opposite side of the voter from the dog. Do not pet or otherwise distract a guide dog without permission from the owner.
5. Let the blind person know if you must leave his or her presence.

Language Assistance

Officers of Election can provide translation assistance if requested using the Language Line (information in Appendix). You must offer party or candidate observers present the chance to observe translation if they speak the voter's language.

Outside the Polls (Curbside)

Voters aged 65 and older or who are physically unable to come into the polling place are permitted to vote curbside. Confirm Voter's Identity on Pollbook. Check the Curbside box. Take a blank ballot, pen, clipboard, privacy folder, Request for Assistance Form, and sticker to voter. Immediately insert ballot into scanner upon returning to polling place. **The voter only needs to fill out the Request for Assistance form if they need additional assistance to vote.**

Request for Assistance Form

Use a Request for Assistance form if the voter asks for assistance in casting a ballot. The voter may choose anyone in the polling place except for a poll watcher, neutral observers, voter's employer, or union representative to serve as an assistant. Election Officers and High School Pages can serve as assistants.

If the voter is unable to sign, the Assistant can write 'Blind Voter' or 'Unable to Sign' in the signature line for the voter as appropriate.

Persons Permitted Inside Polling Place

Authorized Persons

- Any member of the Arlington County Electoral Board or office staff
- Rovers assigned to assist your precinct
- Officers of Election assigned to work the election
- Media
    - Must present press credentials
- Party or Candidate Representatives
    - Must be qualified Virginia Voter. Call office if they are not in your pollbook
    - Must present letter of authorization from the Party or Campaign
    - Put letter in Envelope 8
- Neutral observers authorized by the Electoral Board
    - Must present letter of authorization from General Registrar

Party or Candidate Representatives (Poll Watchers)

Before Polls Open (§24.2-639)

One watcher of each political party or of each independent candidate is allowed to observe opening the polling place.

While Polls are Open (§24.2-604)

For each pollbook, one watcher of each political party or of each independent candidate is allowed. If less than three pollbooks in use, you have discretion to limit reps to a maximum of three.

Watchers must respect the privacy of voters and not interfere. They are permitted some movement in the polling place. The Chief should determine a reasonable distance from which they can observe without interference.

After Polls Close (§24.2-655)

Two watchers of each political party and one watcher of each independent candidate may observe you closing the polls. The watcher must remain until the precinct has reported results.

Watchers may witness the completion of the results and make notes but may not touch or handle ballots, voting equipment, or official document, nor may they interfere in any manner.

Media

All media are welcome at the polls provided they follow these Guidelines.

- Their presence doesn't disrupt the election.
- Voters don't feel uncomfortable with their presence.

Media Guidelines

- Media are permitted inside the polling place when the polls are open.
- Media should contact the Chief upon entering the voting area.
- Media should display press credentials.
- The Chief will show media where to set up equipment so as not to show the faces of those attempting to vote or hinder the flow of voting.
- The length of any visit is restricted to a reasonable and limited period of time, and all representatives should leave immediately when done filming.

Permitted and Prohibited Activities

- Interviews or taping reporters' remarks are prohibited inside the Prohibited Area. There shall be no interviews or discussions with voters, election officials, authorized representatives, and others inside the Prohibited Area and polling place.
- Media are prohibited from filming or photographing any person who specifically asks that he/she not be filmed or photographed.
- No filming or photographing may be performed in a way that divulges how any individual is voting.
- Representatives shall not film or photograph the voter list or any other voter record or material at the precinct in such a way that it divulges the name or other information concerning any individual voter.
- Electioneering within the Prohibited Area is prohibited. This includes, but is not limited to, wearing campaign apparel, handing out campaign literature, and urging the election or defeat of any candidate or issue.

Exit Polls

- Question only those people leaving the polling place.
- Advise people that answering questions is voluntary — don't press anyone who refuses to answer or seems uncomfortable or annoyed.
- Don't interfere in any way with polling place access.
- Positioned more than 40 feet from of the polling place entrance.

VIRGINIA'S WHAT IFS

What to do when…

A complete guide for helping voters with exceptional situations

Identification
Problems 1-3

Address Changes
Problems 4-8

Pollbook
Problems 9-12

Provisional
Problem 13

Accessibility
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Abbreviations

AB	Absentee Ballot
AB Report ballot	List of voters who have absentee voted or applied for an absentee
CAP	Central Absentee Precinct
EPB	Electronic Pollbook
ID	Identification
OP	Outside Polls
S	Voter has completed a required statement including the Affirmation of Eligibility and Virginia Registration Application.
SOR	Statement of Results
VRA	Voter Registration Application
24.2 Laws.	Title of the Code of Virginia, also known as the Virginia Election

Voter may have moved and must confirm their current residential address. Voter may also be listed as “inactive.”

Federal Only –overseas voter eligible to vote for federal offices only.

? The answer to this question determines which way to proceed.

➲ Indicates additional information.

Acceptable ID List

Voter Identification List:

- Voter registration confirmation documents.
- Virginia driver's license or Virginia DMV- issued ID (may be current or expired).
- Valid United States passport or passport card.*
- United States Military ID.
- Voter ID card issued by the Department of Elections.
- Nursing home resident ID issued by a government facility.
- Any other valid ID issued by a government agency of the Commonwealth, one of its political subdivisions, or the United States government.
- Valid student ID issued by any public or private high school or institution of higher education located in Virginia. (electronic form acceptable only if it is an officially adopted method of issuing a student ID by the institution).**
- Valid student ID issued by a public or private institution of higher education located in the United States (electronic form acceptable only if it is an officially adopted method of issuing a student ID by the institution).**
- Valid employee ID containing a photograph issued in ordinary course of business (public or private employer).
- Copy of a current utility bill, bank statement, government check, or paycheck containing the name and address of the voter (cannot be more than 12 months old; may be in physical or electronic form).
- Any other government document containing the name and address of the voter (may be in physical or electronic form).
- Signed ID Confirmation Statement.
- Tribal ID issued by one of the 11 recognized tribes in Virginia, [§8.01-385, 51.1-700]:
    - Cheroenhaka (Nottoway)
    - Chickahominy
    - Eastern Chickahominy
    - Mattaponi
    - Monacan
    - Nansemond
    - Nottoway of Virginia
    - Pamunkey
    - Patawomeck
    - Rappahannock
    - Upper Mattaponi

*When used on this list, "valid" means the document is genuine and is not expired for more than twelve months, except for a Virginia driver's license or DMV-issued ID card, for which the expiration date should not be considered when determining its validity.

**Call the main office for a list of qualified colleges and universities.

1

Voter does not have acceptable ID or you are unsure you can accept the provided ID.

If the voter does not have an acceptable form of ID, the voter may sign an ID Confirmation Statement unless otherwise indicated in the pollbook. Place paperwork in Maroon Bag 8.

If the voter does not have an acceptable form of ID and does not complete or sign the statement, the voter may vote a provisional ballot.

➲ Never turn a voter away because of lack of ID. If you are unsure whether a voter has presented an acceptable ID, call the General Registrar.

Verify ID—Help America Vote Act (Federal Elections Only)

If the voter is marked Verify ID, they are required by the Help America Vote Act (52 U.S.C. § 21083(b)) to show identification the first time they vote in a federal election. The voter must present one of the following:

- A current and valid photo identification.
- A copy of a current utility bill, bank statement, government paycheck, paycheck, or other government document containing the name and address of the voter.

If the voter does not have an acceptable form of ID, go to problem 13 and have them vote a provisional ballot. An ID Confirmation Statement is not acceptable in these circumstances.

2

Voter's name does not match name in pollbook.

1. Allow voter to vote if the name on the voter's ID is:
    - similar to the name in the pollbook; and/or
    - lists a maiden name, nickname, or initials instead of the full name.

➲ If the voter's name has changed or is incorrect in the pollbook, have them fill out a VRA and allow the voter to vote normally.

643-2.24§(C)

3

Voter provides address (orally or in writing) that does not match address in pollbook.

Refer to "Moving Conditions" Chart and/or Problems 4-8.

➲ The address the voter provides orally or in writing must match the address in the pollbook but it does NOT have to match the address on the ID.

➲ If an address on an ID does not match the address on the pollbook, it does not make the ID unacceptable for proving voter identity.

➲ Some acceptable forms of ID do not have an address.

➲ If you are uncertain, call the General Registrar.

§ 24.2-428.2, §24.651-2

4
Voter is marked "Inactive"

Has voter moved?

- If yes, go to problems 5-8
- If no, officer must complete Affirmation of Eligibility with the voter

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box A.
2. Voter fills out and signs Section B –Affirmation of Voter.
3. Officer makes sure voter signs Section B.
4. Officer checks voter into the pollbook. Enter the Chief's password.
5. Officer places completed documents in Maroon Bag 8.
6. Voter casts ballot as normal in precinct.

➲ Why does this happen?

Voter was sent an address confirmation notice and the Elections Office did not receive a response. The confirmation notice was sent because:

- There was a possible address change OR
- Previous mailings from the Election Office were returned as undeliverable.

Use this "Moving Conditions" chart when a voter has moved.

Ask the voter:

Question 1: Where did you move?

Question 2: When did you move?

How far did voter move? ➔ **When did voter move? ⬇**	**Within precinct**	**Within county/city**	**To a different county/city**	**Outside of Virginia**
On or After November 5, 2025	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered.	See problem 7: Voter can vote in precinct where registered.	See problem 8b for presidential elections; see problem 8a for non-presidential elections.
Between November 9, 2022 and November 4, 2025	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered with Affirmation of Eligibility.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.
On or Before November 8, 2022	See problem 5: Voter can vote.	See problem 6: Voter may vote provisionally in precinct where they live.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.

§24.2-401

5
Voter moved within the same precinct.

➲ Voter might be marked “inactive”

1. Officer asks voter to complete and sign a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Officer places completed documents in Maroon Bag 8.
4. Voter casts ballot as normal in the precinct.

§24.2-401

6
Voter moved to a different precinct within the same county/city.

➲ Voter might be marked “inactive”

Choose which statement describes **when** the voter moved and use the instructions that follow.

? Voter moved on or after November 5, 2025.

1. Voter completes and signs a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Maroon Bag 8.

? Voter moved between November 9, 2022 and Nov. 4, 2025.

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 4.
2. Voter fills out and signs Section B – Affirmation of Voter using their new address.
3. Officer checks voter into the pollbook.
4. Voter casts ballot as normal in precinct where still registered.
5. Officer places completed documents in Maroon Bag 8.

? Voter moved on or before November 8, 2022.

1. Voter may vote a provisional ballot in new precinct. See problem 13, Reason 1.
2. Voter completes and signs a Voter Registration Application.
3. Officer places completed documents in Maroon Bag 8.

§24.2-401

7
Voter moved to a different county/city.

➲ Voter might be marked “inactive”

Choose which statement describes **when** the voter moved and use the instructions that follow.

? Voter moved on or after November 5, 2025.

1. Voter completes and signs a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Maroon Bag 8.

? Voter moved before November 6, 2024.

1. Voter may vote a provisional ballot in new precinct. See problem 13, Reason 1.
2. Voter completes and signs a Voter Registration Application.
3. Officer places completed documents in Maroon Bag 8.

8

Voter moved to another state.

Is this a presidential election?

? If No, go to problem 8a.

? If Yes

- Did the voter move out of state more than 30 days ago? Go to problem 8a.
- Did the voter move out of state less than 30 days ago? Go to problem 8b.

8a:

Voter is no longer eligible to vote in Virginia.

1. Ask voter to fill out a Cancellation Request form (ELECT 427(A))
2. Place Cancellation Request or note in Maroon Bag 8.

If voter insists they are registered and eligible to vote in the precinct, they may vote a provisional ballot. See problem 13, Reason 1, or 6.

8b:

Voter may vote a "Presidential-Only" Ballot.

(This is a presidential election AND voter moved out of state less than 30 days ago.)

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 3.
2. Voter fills out and signs Section B - Affirmation of Voter using new address.
3. Officer tells voter that the General Registrar will cancel the voter's Virginia registration after this election.
4. Officer checks voter into the pollbook.
5. Officer issues a presidential-only ballot.
6. Voter casts presidential-only ballot as normal in the precinct.
7. Officer places completed documents in Maroon Bag 8.

Presidential Elections Only

§ 24.2-420.1, § 24.2-453, , § 24.2-653.1, § 24.2-708, § 24.2-711, §24.2-712

9

Voter marked "Federal Only" in pollbook.

➲ Voter can only vote for federal offices. Call the Office at 703-228-3456 to discuss this voter's eligibility.

If the voter also has a status of "issued":

9a

Voter marked with "Federal Only" in pollbook and they have their absentee ballot.

Go to problem 19 and follow instructions.

9b

Voter marked with "Federal Only" in pollbook and they DO NOT have their absentee ballot.

Go to problem 20 and follow instructions.

652-24.2§

10

Voter's name is not in the pollbook.

1. Check for correct spelling or a recent name change.
2. Check if voter is in the right polling place. Ask voter for their:
   - address;
   - when/where they registered to vote; and
   - when/where they last voted.

Collect any documentation or registration receipts provided by the voter and put them in Maroon Bag 8.

3. If voter is a Same-Day Registration (SDR) voter see problem 13.

5. Call the General Registrar. The GR will either:
   - instruct you to add a voter's name to the pollbook;
   - tell you the person can vote a provisional ballot. (See problem 13); or
   - let you know if voter is registered and eligible to vote in another precinct.

➲ If General Registrar is unavailable or unable to confirm qualifications, voter may vote a provisional ballot. See problem 13, using Reason 1.

➲ Only the General Registrar can authorize adding a voter to the pollbook. This is a separate process from adding a voter to record a Same Day Registration Provisional. The General Registrar will give you instructions if that is necessary § 24.2-651

11

Voter's name marked in pollbook as already voted.

1. Tell voter they can vote a provisional ballot.
2. Go to problem 13 and follow instructions using Reason 5.

12

Voter changes mind about which primary ballot they want to vote.

If voter has NOT yet scanned their ballot, they may switch ballots and vote in the other political party's primary election:

1. look up the voter;
2. undo check-in and
3. re-check the voter in for the correct primary or leave unchecked if there is only one political party's primary election taking place.

The pollbook officer will need the Chief Officer to enter the Chief's password to complete the check-in process.

➲ If voter has already been issued a ballot, you will first need to deface the ballot and place it in Envelope 4.

➲After the polls close, the number of names stricken from a primary election's pollbook because the voter changed their mind or was given the wrong ballot must be entered on that Primary's Statement of Results in the EXPLANATION OF DISCREPANCY section.

13

Provisional Reason Codes

Use steps in problem 14 to issue a provisional ballot using the correct reason code below:

Same Day Registration (or not on pollbook)	
1	Voter **not on the pollbook and**: • **is unregistered and otherwise qualified to register using Same Day Registration;** • **is a resident of the precinct or has been since the November general election last year**; or, • **has been a resident of the precinct for the last two federal elections, is now a resident of the county or city, and current residence is in the same congressional district as this precinct.**
Non-Same Day Registration	
3	Voter is **voting after hours** due to court order.
4	Voter **applied for an absentee ballot, but does not have the ballot with them.**
5	Voter **is shown in the pollbook as already having voted.**
6	**Other** (any reason not captured in the other codes).
7	**Voter does not have required ID and declined to complete ID confirmation statement.**

§24.2-653

14
Voter must vote a provisional ballot.

14a: Voter Using Same Day Registration (or not on pollbook).

Complete only Same Day Registration (SDR) side of provisional envelope.

1. Voter completes SDR side of envelope and signs the affirmation statement.
2. Officer Adds voter to the pollbook or updates address and checks voter in provisionally.
3. Officer selects “Reason Code #1: Same Day Registration (or not on pollbook)” in ELECTION OFFICER box on the envelope.
4. Officer asks voter for ID and selects “Yes” or “No” to question “Did voter show ID or complete ID Confirmation Statement?” in the ELECTION OFFICER box on the envelope.
5. Officer signs envelope in ELECTION OFFICER box on envelope.
6. Officer proceeds to 14c to issue ballot and enter into pollbook as a provisional voter.

14b: Non-SDR Voter using Reason Codes #3-7.

Complete only Non-SDR side of provisional envelope.

1. Officer checks voter in provisionally
2. Voter completes non-SDR side of envelope and signs the Statement of Voter.
3. Officer asks voter for ID. If ID is not provided (and ID Confirmation Statement is not completed), Officer selects “Reason Code #7: Voter does not have required ID and declined to complete ID Confirmation Statement” in ELECTION OFFICER box on envelope.
4. Officer marks all other applicable Reason Codes #3-6 as reason for casting a provisional ballot in ELECTION OFFICER box on envelope.
5. Officer signs envelope in ELECTION OFFICER box on envelope.
6. Officer proceeds to 14c to issue ballot and enter into pollbook as a provisional voter.

14c: Voter casts provisional ballot.

1. Officer gets a provisional ballot from the ballot officer.
2. Ballot Officer marks on the Provisional Ballot Record Report that a provisional ballot was used.
3. Voter votes a ballot and seals ballot in the provisional ballot envelope.
4. Officer places the envelope in provisional ballot box.
5. Officer gives voter the green Provisional Voter Notice.

➲ Provisional ballots must be cast in the precinct where the voter is qualified to vote—this usually means the provisional ballot will be cast in the precinct where the voter currently lives.

15
Voter asks for help voting.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria on the Request for Assistance form.
3. Voter signs Section A – Request of Voter.

➲ If voter is unable to sign, ask the assistant to write "voter unable to sign" and to print the voter's name.

4. Assistant fills out and signs Section B – Agreement of Assistant.
5. Officer checks in voter as normal.
6. Officer shows the voter and assistant to the voting booth.
7. Voter or assistant places the ballot in the scanner.
8. Officer places completed documents in Maroon Bag 8.

➲ If appropriate, let voters know they have the option to mark their ballot using an electronic Ballot Marker with an audio ballot and/or larger text.

➲ If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

Use Request for Assistance form ELECT-649.

§ 24.2-649(C)

16
Voter asks Election Officer to translate the ballot.

Who is allowed to translate a ballot and instructions for a voter?

- An Election Officer. Follow the instructions below.
- A volunteer including third party volunteers. See Problem 15.
- A person designated by the voter. See Problem 15.
- A remote translation service contracted by the Office of the General Registrar. No form is needed in this case.

➲ One representative interpreter for each party or candidate is allowed to observe.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Voter fills out and signs Section A – Request of Voter.
3. Election Officer-Translator fills out and signs Section C – Voter Asks Officer to Translate Ballot.
4. If Election Officer-Translator will be assisting the voter in the booth, they must also complete and sign Section B – Agreement of Assistant.
5. Officer checks voter in as normal.
6. Officer shows voter to the voting booth (and assistant, if requested).
7. Voter or assistant places the ballot in the scanner or ballot box.

➲ If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

Use Request for Assistance form ELECT-649.

§

17
Voter is blind or low vision and asks for assistance.

➲ Let voters know they have the option to mark their ballot independently using an electronic Ballot Marker with an audio ballot and/or larger text.

➲ If voter chooses to use the electronic Ballot Marker, an assistant may help but is not required. If an assistant is used:

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria for blind voters on the Request for Assistance form.

➲ Voters who are blind do not have to sign this form, but they must show ID.

1. Officer writes “blind voter” on the signature line in Section A – Request of Voter and prints voter’s name on the line below the signature.
2. Assistant completes and signs Section B – Agreement of Assistant.
3. Officer checks in voter as normal.
4. Officer indicates in the pollbook that assistance was given.
5. Officer shows the voter and assistant to the voting booth.
6. Voter or assistant places the ballot in the scanner or ballot box.
7. Officer places completed documents in Maroon Bag 8.

If Election Officer is explaining how the electronic Ballot Marker works, but will not be assisting voter with the ballot itself, no Request for Assistance form is needed.

§ 24.2-638, § 24.2-649

18
Voter asks to vote outside of the polling place.

Voters may vote outside and within 150 feet of the entrance to the polling place if they are:

- 65 or older; OR,
- Physically disabled.

1. Check voter into the pollbook as normal (including a review of ID).

2. Indicate in the pollbook that this is a Curbside voter.
3. If practicable, two Election Officers from different political parties bring the Request for Assistance form, pen, privacy envelope, and ballot to the voter.
4. Officer will place the voted ballot in the scanner or ballot box.

➲ If this would leave too few Election Officers in the polling place to meet legal requirements, then the Election Chief or Assistant Election Chief can go alone.

➲ If voter asks for help voting, go to problem 15.

§ 24.2-708; § 24.2-709

19

Absentee voter comes to polling place WITH their absentee ballot.

1. Voter removes ballot from envelope and defaces the ballot. If voter filled in any part of the ballot, they can fill in the rest of the ovals for privacy.
2. Voter returns the ballot and any other related materials to the envelope or attaches them together.
3. Officer places the spoiled ballot pkg. in Envelope 4.
4. Officer checks voter into pollbook and has them cast vote as normal.
5. Checking in this voter will require the Chief's password.
6. Ballot officer indicates on the Ballot Record Report that a mail ballot has been exchanged.

➲ If voter comes with an emailed ballot, use instructions for problem 20.

§ 24.2-653; § 24.2-707; § 24.2-708

20

Absentee voter comes to polling place WITHOUT their absentee ballot.

20a: On Election Day:

1. Have voter vote a provisional ballot. Go to problem 13 using Reason 4.

20b: Before Election Day: Voter's name in the pollbook status as "Issued"

1. Voter should complete a "Statement of Voter to be Used when Absentee Ballot Not Received or Lost" **Gold Form**
2. Officer checks voter into pollbook and has them cast vote as normal.

Voter's name in the pollbook shows status as ''Marked'' or ''On Machine.''

1. If voter's record says "pre-processed", "marked" or "on machine" (instead of "issued") voter has already voted and cannot vote again.
2. If voter says they did not vote, go to problem 13 using Reason 5.

653-24.2 §

21

Court orders polls to stay open past 7 p.m.

Voters who arrive at the polling place after 7 p.m. will vote a provisional ballot.

➲ Let all voters who arrive BEFORE 7 p.m. finish voting before you begin issuing Provisional ballots to those who arrive after 7 p.m.

➲ All provisional ballots issued using Reason 3 must be separated from other provisional ballots and placed in Envelope 1B. In such cases, precincts will be provided with Envelope 1B .

Emergency Coordinator Duties

1. **Conduct Safety Assessment for the Polling Location**
    - Locate fire extinguishers/fire alarms.
    - Identify emergency escape routes/exits.
    - Designate a meeting point to be used in the case of evacuation. Meeting Point must be at least 300 feet away from the building and out side of parking areas.
    - Identify potential hazard areas (icy steps/sidewalks, slick/wet floors) and notify custodial or management staff of the polling place to correct the hazards.
2. **Familiarize yourself with emergency equipment, procedures, and contacts.**
3. **Pass out Evacuation Checklists at start of day.**
4. **Assign tasks during an emergency**
5. **Complete contact information and emergency meeting point above.**
6. **Communicate meeting point to all polling place team members.**

Emergency Contacts

Elections Office 703-228-3456
Facility Contact _____
Chief Contact _____
Meeting Point _____

Fire

1. Call 9-1-1 to report the fire.
2. If the fire is very small and contained, attempt to extinguish with a fire extinguisher.
3. If the fire cannot be extinguished, evacuate all voters and Election Officers to the predetermined meeting point.
4. If evacuation is necessary, follow procedures below.
5. Call the Elections Office when safe to do so.

Weather

The Elections Office will monitor reports of extreme weather conditions. In the event of a report of dangerous pending conditions or if you are experiencing any of these conditions, follow the appropriate plans:

Earthquake. Evacuate the building as described below and assemble at the predetermined meeting point.
Tornado. Assemble voters and election officials in an interior space away from windows. Get under something sturdy like a desk or table if possible.
Ice or Snow. Contact your facility's janitors or assign an Election Officer to keep entrances free of ice and snow. Post signs indicating "caution" areas (wet floors, icy walkways, etc.). Keep the Elections Office apprised of present and changing conditions.
Flood. Contact your facility's janitors or assign an Election Officer to keep areas dry. Post signs indicating "caution" areas (wet floors). Keep the Elections Office apprised of present and changing conditions.

Medical Emergency

If you are uncertain of whether someone is in need of medical assistance, err on the side of caution and contact emergency services at 9-1-1.

1. Call 9-1-1. The Election Officer should identify themselves, give the precinct address, and provide details on the person's condition or injury.
2. Do NOT touch the person or offer to treat or provide medications to the individual.
3. Do NOT instruct the individual on a course of treatment (unless a licensed individual is available).
4. Do NOT make any statement admitting guilt or wrongdoing.
5. Complete an Incident Report Form.
6. Call the Elections Office to report the incident.

Bomb Threat

If you or the facility receive a bomb threat:

1. Evacuate all voters and Election Officers from the polling place using the instructions in this guide.
2. Call 9-1-1 to inform emergency services.
3. Call the Elections Office when safe to do so.

Power Outage

1. Contact the Elections Office. They will attempt to get power restored or auxiliary power provided.
2. If possible, contact the facility staff of the polling place.
3. Pollbooks: Has battery power, so checking in voters can continue.
4. Scanner: Has approximately 3.5 hours of battery. Continue using as normal. Voting cannot be closed on battery power.
5. Use (and suggest voters use) cell phone flash lights until power is restored.
6. The polling location may temporarily be moved to another area of the building where natural light is available or car headlights can be directed into the area.

If power cannot be restored, the electoral board may opt to move polling to another location. Should this happen, follow the directions on relocating a polling place.

Unruly Behavior

In the event of a poll watcher or voter disrupting the polls or person(s) campaigning within the prohibited area. Unsafe behavior may include the following:

- Display of weapons.
- Shoving, pushing, unnecessary physical contact, abusive language or gestures.
- Statements that contain violent descriptions.

1. Two Election Officers should ask the offender(s) to leave.
2. If the person persists, call 9-1-1 and identify yourself as an Election Officer.
3. Complete an Incident Report.

➲ Do not get personally involved if it is believed an assault is occurring. Instead, call 9-1-1 and complete the Incident Report.

Election Officer Emergencies

Chief Election Officer does not arrive

1. Any Election Officer present should notify the Elections Office by 5:15 a.m.
2. The Elections Office will attempt to reach the Chief at their home.
3. If the Chief cannot immediately get to the polls with the supplies and pollbooks, a Rover will come unlock the precinct cart and deliver extra Chief's supplies.

Chief Election Officer has an Emergency before the election,

The Assistant Chief will now serve as Chief and will be notified to pick up the supplies.

Supplies are Destroyed or Missing

The supplies should not to be left overnight in a car. In the event of them being destroyed or missing, contact the Elections Office immediately.

Election Officers do not Show

Contact the Election Office as soon as possible. The Elections Office will attempt to replace the officers. The other Election Officers must proceed in opening the polls.

Polling Location Locked

1. The Chief should contact the facility staff.
2. If the Chief cannot make contact, they should contact the Elections Office.
3. The Chief has 1 pollbook, 100 ballots, and a yellow Ballot Bag.
4. Begin voting at 6am (even if not yet in the facility).
5. The Chief should contact the Elections Office once they gain entry the polling place.
6. If the location cannot be opened, the Elections Office may authorize relocation.

➲ Section 24.2-603 of the Code of Virginia states that polls MUST be open and allow voters to cast their vote at 6:00 a.m.

Technical Difficulties at Elections Office

Elections Office phones are not working

Cell phones may be used until service is restored. All precincts must be notified of the new temporary number at which the staff may be reached.

Relocation of Polling Place

If an Election Day emergency requires the polling place be moved to an alternate location:

1. The Chief should contact the Elections Office.
2. *If the polling site must be evacuated, election officials should follow the emergency procedures in this document.*
3. The Elections Office will contact local emergency services.
4. After contact with local emergency services, the Elections Office should contact the Commissioner of Elections with an alternate location and proposed method of handling the continuation of the election.
5. If safety permits, an alternate location must be established within 1,000 feet of the prior polling site. If it is unsafe to do so, an alternate location may be chosen outside of this limit, but not to exceed 1,500 feet outside the precinct boundary. Arrangements should be made to transport the necessary equipment and supplies to the new location. Resume voting as soon as possible after the Commissioner of Elections approves the new location.
6. If the Electoral Board opts to move polling to another location, the Election Officers must leave directions to the new location posted on the doors (post on both regular and handicapped accessible entryways) and the time you vacated this polling place.

Evacuation from the Polling Location

1. Alert all present individuals of the emergency and the Meeting Point.
2. Each position should follow the steps on their Evacuation Cards.
3. Scanner Officer should take note of the "Public Counter" number on machine.
4. IF TIME PERMITS, polling place officials should take with them the following:
    - The scanner (runs on battery power) or Green Ballot Bag
    - Pollbook(s)
    - Public Counter number recorded from each machine
    - Ballots
    - Pens
    - Paper
    - Necessary forms and materials to allow voting to continue, such as Affirmation of Eligibility and provisional ballot envelopes
    - Personal belongings
4. Evacuate all election officials and voters to the Meeting Point.
5. Designated officer should notify the Elections Office ASAP.
6. Designated officer should ensure that all Election Officers and evacuated voters are accounted for.
7. Designated officer should list the names of those who checked in before the evacuation but were unable to vote.
8. Officers should advise voters they may do one of the following:
    - Wait until the building can be re-entered.
    - Leave and return before 7 p.m.
    - Vote & cast in the Green Ballot Bag (if officers have the materials to allow it).
9. Attempt to resume the election at the Meeting Point only if circumstances permit.

Any voter who leaves and later returns to vote MUST be allowed to go to the head of any line of persons waiting to vote.

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Closing the Polls

Tasks to complete after the polls close on Election Day.

Closing Checklist

6:45 PM

- [ ] **Announce "Polls Close in 15 Minutes"**
  Go outside and announce polls close in 15 minutes so that anyone standing around can get in line.

7:00 PM

- [ ] **Announce the Polls are "Officially Closed"**
  Only voters in line at 7:00pm are permitted to vote. If you have a line, place an Election Officer at the end of the line to notify voters arriving late.
- [ ] **Wait until all voters leave the polling place before continuing.**

Closing Down Polling Place

- [ ] **Shut down scanner**
- [ ] **Reconcile Provisional Ballots**
- [ ] **Call In Results**
  Results should be called in as soon as they are available. You do NOT need to complete your entire SOR before calling in results.
- [ ] **Get Check-in numbers from Pollbooks**
- [ ] **Pack Up Scanner, Pollbooks, Drop Box, Ballot table, Ballot Marker, & Voting Booths**
  Use the provided instructions to pack up all equipment.
- [ ] **Complete all Paperwork & Pack Envelopes**
- [ ] **Pack Up and Seal Ballot Boxes 3 & 6**
  Box 3 has counted ballots. Box 6 has all unused, blank ballots.
- [ ] **Ensure Equipment Sealed and Paperwork is Signed**
  Box 3, SORs, and Printed Returns Sheet should be signed by all officers. Scanner, BM, Pollbook, Envelopes 2 & 7, and Mail Ballot Drop Box Bag should have numbered seals.
- [ ] **Return supplies to Election Central**

Closing Tips

There are several paths to correctly close down your precinct. Your only requirement is to ensure that the Task Sheets are completed. Below are some tips to help you get there.

Assign Tasks

Before the final rush of voters, assign tasks to workers by distributing task sheets. This will allow time to review their task before closing. Some tasks must be started **after** other tasks. Below is a table of those dependencies.

Complete first	Then begin
Scanner—through step 7	**Report Results**—Gather and Report Initial Results
Registration Clerk—through step 4	
Registration Clerk—through step 7	**Paperwork**—Complete Statement of Results and Yellow Printed Returns Sheet
Poll Books—through step 4	
Scanner—through step 7	**Ballots**— Reconcile Ballots (can begin before other tasks are complete)
Ballot Marker—through step 5	
Scanner—All	**Envelopes**
Poll Books—All	
Registration Clerk—All	
Ballot Table—All	
Ballot Marker—All	
Mail Ballot Drop Box Bag—All	

REMINDER: Poll Watchers at Closing

2 observers for each political party or candidate are permitted at closing. If there are fewer than 2 observers, bystanders are permitted to observe.

Observers cannot touch ballots or equipment.

Observers must remain until final results have been reported to office.

Task Sheet List (End of Day)

- ☐ Scanner
- ☐ Registration Clerk
- ☐ Results
- ☐ Poll Books
- ☐ Ballot Marker
- ☐ Ballot Table
- ☐ Voting Area
- ☐ Mail Ballot Drop Box Bag
- ☐ Envelopes
- ☐ Chief

Signature Reminders

Signed by All

- ☐ Check-in Sheet (morning—make sure reserve officers are added)
- ☐ Election Day Oath (morning—make sure reserve officers are added)
- ☐ SOR A
- ☐ SOR B
- ☐ Yellow Printed Returns Sheet
- ☐ Box 3

Equipment Checklist (End of Day)

Precinct Cart Contents

- ☐ Scanner
- ☐ Ballot Marker
- ☐ Power Cords
- ☐ Power Strips
- ☐ Extension Cords
- ☐ Privacy Folders
- ☐ Headphones
- ☐ Tape Measure
- ☐ All Stickers
- ☐ Green Tape
- ☐ Blue Tape
- ☐ Blue Sign Bag with permanent signs
- ☐ Black Ballot Box
- ☐ ADA Cardboard Station
- ☐ Cardboard Marking Stations
- ☐ 2 Stand up Voting Stations
- ☐ Polling Place Yard Signs
- ☐ 2 Yellow Cones and Curbside Voting Sign
- ☐ Green provisional ballot bag with unused Registration Clerk Supplies inside (**except provisional ballots**)

Optional

Included as needed.

- ☐ Tables
- ☐ Chairs
- ☐ Cord Cover
- ☐ A-frame
- ☐ Door Stops
- ☐ Sign Stand

Chief's Black Bag—Return to Office

- ☐ Chief's Folder
- ☐ Emergency Ballot Bag—EMPTY
- ☐ **ALL** Numbered Envelopes & Bags—Sealed
- ☐ Accordion Folder (Blue or Gray)
- ☐ Signs to be Posted—Discard Election Specific Signs
- ☐ Gray Folder w/ Voting Permits
- ☐ Blue Supply Case
- ☐ Law Book
- ☐ Magnifier
- ☐ Clipboards
- ☐ **Pollbooks—Sealed**
- ☐ **All Ballots**
  - ☐ **Box 3– Counted**
  - ☐ **Box 6—Unused**
  - ☐ **Green Provisional 1A**
  - ☐ **Blue mail ballot bag**
  - ☐ **Orange Envelope 4**

Closing Paperwork Checklist

- [ ] **Seal & Count Form**
  Closing Box for Scanners & Ballot Marker
  Closing Box for Pollbooks
  Closing Box for Bag / Envelopes 2 & 7

- [ ] **Statement Of Results**
  Part 1 & 2: Voter Check-In and Outside the Polls all lines are complete
  Part 3: Ballots Cast all lines are complete
  Part 4: Discrepancies is complete if Sections 1 & 3 do not equal
  Part 5: **ALL** Election Officers must sign
  Attach election summary tape

- [ ] **Ballot Record Report**
  Part 4: Ballots After Polls Close is completed

- [ ] **Provisional Ballot Record Report**
  Added up the Reason Codes
  Confirm Each Provisional Ballot is recorded in pollbooks.
  Complete & Sign Certification on Envelope 1A

- [ ] **Yellow Printed Return Sheet**
  Record the Machine Numbers
  ALL Election Officers must sign
  Attach election summary tape

- [ ] **Complete Envelope Checklist**

- [ ] **Return all numbered Envelopes, Boxes, and Bags to office with Chief Election Night, plus the mail ballot drop box bag and the emergency ballot bag.**

Envelope Checklist

Envelope or Box 1A

- ☐ Provisional Ballots Cast during normal voting hours.

Sealing & Signing

- ☐ Number of Envelopes on back
- ☐ 2 Officers Sign Certification
- ☐ Seal with Label over flap
- ☐ 2 Officers Sign & Date Seal

Blue Bag / Envelope 2

- ☐ SOR A w/ Attached Election Sum Tape
- ☐ SOR B w/ Attached Election Sum Tape
- ☐ Ballot Record Report
- ☐ Machine Problem Report
- ☐ Officer of Election Oath
- ☐ Seal & Count Form
- ☐ iSync
- ☐ Envelope 2B

Sealing & Signing

- ☐ Record number of selected seal on Seal & Count Form
- ☐ 2 Officers sign & date seal card (In Chief's Folder)
- ☐ Place seal card in slot
- ☐ Seal with numbered cable tie after all other envelopes are complete. (In Red Bag / Envelope 7)

Envelope 2A

- ☐ Yellow Printed Return Sheet w/ Election Summary Tape Attached

Sealing & Signing

- ☐ Seal with Label
- ☐ 2 Officers Sign & Date Seal

Box 3

- ☐ Counted Ballots

Sealing & Signing

- ☐ Seal with label
- ☐ ALL Officers Sign & Date seal

Envelope 4

- ☐ Spoiled Ballots
- ☐ Voided Ballots
- ☐ Mail Ballots exchanged
- ☐ VCM (Voter Changes Mind) ballots (primary only)

Sealing & Signing

- ☐ Seal with Label
- ☐ 2 Officers Sign & Date Seal

Box 6

- ☐ Unused Regular Ballots
- ☐ Unused Provisional Ballots

Sealing & Signing

- ☐ Seal with Label
- ☐ 2 Officers Sign & Date Seal

Red Bag / Envelope 7

- ☐ Thumb Drive (TM) from Scanner
- ☐ Machine Keys
- ☐ Unused seals & cable ties

Sealing & Signing

- ☐ Seal with numbered cable tie
- ☐ 2 Officers complete seal card (sign & record scanner information)
- ☐ Place seal card in slot

Maroon Bag / Envelope 8

- ☐ All other forms completed by voters
- ☐ Provisional Ballot Record Report
- ☐ Pink Check-in sheet
- ☐ Chief's Notes

No Seal Required

Blue Mail Ballot Drop Bag

- ☐ Mail Ballots

Sealing & Signing

- ☐ Complete Drop Box Certification
- ☐ Insert certification into pocket
- ☐ Seal with numbered cable tie

CLOSE

Appendix

Additional Information to help you on Election Day

Forms Guide

Several forms are used over the course of the election. All forms are located in the Blue or Gray accordion folder.

Absentee Ballot Application
Form used if someone would like to request a mail ballot or to be placed on the permanent absentee ballot list.

Affirmation of Eligibility (AOE)
Used when a voter's eligibility is being challenged or a voter marked Inactive has not moved.

Comment Form
Used when a voter would like to file a complaint or comment.

Complaint Form
State form used when a voter would like to file a complaint.

Election Day Referral
Complete this form when referring a voter to another polling place.

Phone Inquiry / Telephone Form
Complete this form before calling the office with a question about a voter.

ID Confirmation Statement
Used when a voter does not bring proper ID.

Incident Report
Used when there is an incident that needs to be reported such as an injury.

Report of Death of Registered Voter
Form used if someone would like to report the death of a voter.

Request for Assistance (EN/SP)
Used when a voter requires assistance marking their ballot.

Request to Cancel Registration
Form you can give to voters to need to cancel their registration if they are moving out of Virginia.

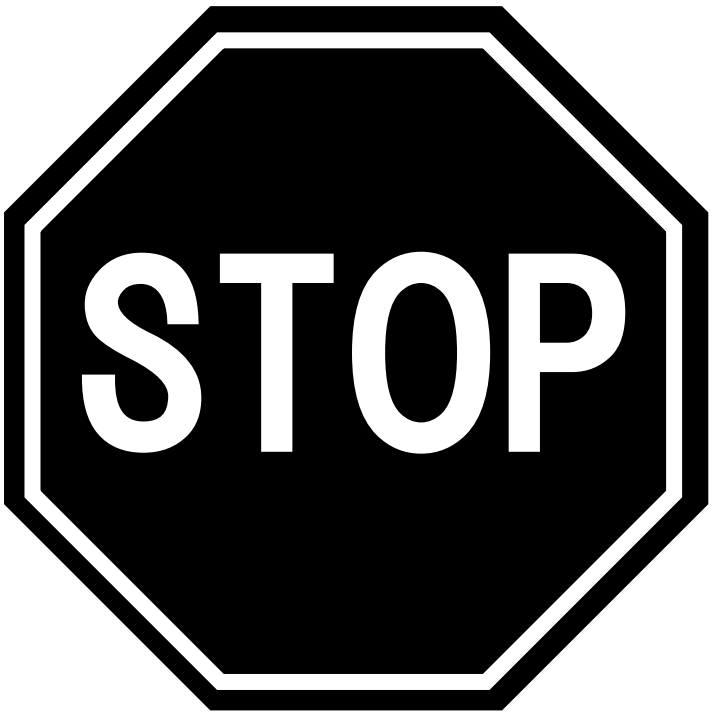
Statement to be Removed from Permanent Absentee Ballot List
Form used if someone would like to be removed from the PAB list.

Voter Registration Application (VRA)
Used to update a voter's name or address on Election Day. These are processed after the election.

Referral Slips
Form used to refer voters to the Registration Clerk.

Provisional Envelope and Voter Notice
Used when a voter's eligibility cannot be determined on election day.

BEFORE YOU LEAVE



Have you signed. . .

☐ BOTH copies of the Statement of Results

☐ Yellow Printed Returns Sheet

☐ Box 3 (All counted ballots)

From this morning…

☐ Check-In Sheet

☐ Oath