



## **Municipality of Calvin**

### **Municipal & School Board Elections**

## **Common Voter Questions and Answers for eVoting**

- 1. Who will get a Voter Instruction Letter (VIL) with a PIN to vote in the election?**

A. All qualified electors on the official Municipality of Calvin Voters' List.
- 2. What if my name is not on the Voters' List?**

A. Eligible electors who are not on the official Voters' List will have to go to the Municipality of Calvin Administration Office to complete the required form to have their name added to the Voters' List. Once this is completed you will be mailed and/or provided a VIL by the Election Official.
- 3. When should I expect to receive my PIN in the mail?**

A. Individual PINs will be mailed to eligible electors so that they are received approximately seven (7) to fourteen (14) days prior to the first voting day.
- 4. What if I do not get a PIN in the mail by Election Day?**

A. If you are an eligible elector and on the official Voters' List, but you did not get a PIN in the mail by the start of the election period, you can request a replacement PIN. If the Election Official's records indicate you were sent a PIN in the mail, then the original PIN will be disabled and cannot be used to cast a vote in the election. A replacement PIN will be issued to you if the original PIN has not been voted and you provide appropriate identification.
- 5. Why would I not get a PIN in the mail?**

A. If you did not get a PIN in the mail, one of two things may have happened. First, your name was not on the official Voters' List. PINs are only mailed to electors whose names appear on the Voters' List as supplied by the municipality. Secondly, a PIN may have been mailed to you and it has been delayed for some reason in the mail system.
- 6. Can anyone tell how I voted if they know my PIN?**

A: No. The system does not track how a particular PIN has voted, only that the PIN has been used to cast a vote.
- 7. Once I have my PIN, do I have to register in advance if I want to use either the telephone or the Internet to cast my vote?**

A. No, there is no registration required. During the election period, using your PIN, you can use either the telephone or the Internet to cast your vote.
- 8. What if I lose or misplace my PIN?**

A. If an elector loses or misplaces their PIN, they should contact the Voter HelpLine. The Elections Clerk can decide to replace the missing PIN if it has not already been voted and the process to follow. The original lost or missing PIN will be disabled, and it will not be able to be voted in the election.
- 9. Once I enter my PIN and start my voting process do I have to complete all ballots in one session? For example, what if I am interrupted and must hang up the phone for some reason or, if I am voting using the Internet and must leave my session?**

A. No, you do not have to vote all ballots at one time uninterrupted. You can disconnect from the Internet or the telephone and re-connect later, re-enter your PIN and any other credentials required and complete your voting activity at that time. In fact, if you find it more convenient, you can switch from one method to the other and complete your voting using the other method. For example, you can start your voting on the Internet and at some point close your Internet session and then later re-start the voting process and re-enter your PIN and any other credentials required using your phone or cell phone and complete your ballot.

## eVoting Common Questions and Answers

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**10. What do I do if I am not sure if I completed a ballot?**

A. During the voting period you can connect to the voting system and enter your PIN. If you have yet to complete all ballots assigned to you, the system will begin where you left off - at the next race you are eligible to complete. When you have completed voting all ballots assigned to you, entering your PIN online and any other credentials required in the voting system during the voting period will display a message containing your vote status. This message will advise if you have completed voting. You can also contact the Voter HelpLine to get more information.

**11. If I am using the telephone to vote, how will I know what number to press to vote for the candidate of my choice, or what if I make a mistake and select a different candidate than the one I want to vote for?**

A. The Voter Instruction letter mailed to you has the list of candidates included on it for your reference purpose. In addition, each time the system presents you with a race to vote for, it lists the eligible candidates running for that position and instructs you to select the corresponding number for that candidate. You may also clear your ballot selections and start over.

**12. Once a vote has been confirmed, can it be changed?**

A. No. Once a vote has been confirmed it cannot be changed. This process is the same as dropping the ballot into the ballot box in a traditional paper-based election ensuring complete elector anonymity and secrecy of ballot. The system does not know how the ballot was voted; only that the PIN was used in the election to cast a vote and thus it cannot be removed from the vote count.

**13. How do I vote if I am away from home, out of town, out of the province, or out of the country?**

A. You can vote during the election voting period using the Internet from anywhere in the world.

**14. What if I have a rotary phone at home, no cell phone and don't have a computer with Internet service. How can I vote?**

A. You do not have to vote from home. You can vote from any location using any phone with touch tone service or from any computer. You can also vote in person at the Municipality of Calvin Voter Help Centre where the municipality will have a computer for use.

**15. If someone calls me and asks for my PIN, what should I do?**

A. You should treat your voting PIN with the same level of secrecy and confidentially you reserve for your bank card and PIN. Do not give your PIN to anyone who may call or approach you for the number.

**16. If I am an elector with a disability; deafness, blindness, or a mobility disability, can someone help me with the voting process?**

A. Electronic voting allows increased right of privacy to electors with physical challenges that make traditional voting at polling stations more difficult. Blind electors can make use of the telephone and deaf electors can use the Internet to vote with little or no assistance required from others. If you need assistance at the Voter Help Centre to cast your vote, the Election Official present will be able to assist you.

**17. Would it be possible for me to be sent more than one PIN?**

A. If you received more than one PIN, it is because your name appeared on the Elector List more than once. This rare situation might occur if you changed your place of residence and have been enumerated in both locations or you own property and are the registered resident at both locations. You are only permitted to vote once in a municipality, and you should only cast a vote using the PIN associated with your primary place of residence. Notify the Election Official of the additional PIN and they will disable this PIN rendering it unusable for the election.



Barbara Major, Elections Clerk, Municipality of Calvin