



Election  
Security



Voters



Election  
Officials



Accessibility



Poll  
Workers

## Best Practices: FAQs



Election  
Results



Voter  
Registration



Mail-In  
Voting



In-Person  
Voting



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## Introduction

Election offices across the country provide voters with essential information to successfully participate in elections. With more voters looking for trustworthy election information online, it is a best practice to include a Frequently Asked Questions (FAQ) page on election websites. At a minimum, information should include how to **register to vote**, what to expect when **voting in person**, how to vote **absentee or with a mailed ballot**, where to find accurate **election results** and what controls are used to **secure election technology**.

The FAQs listed in this document are intended as a guide for election officials to expand their own websites. The example questions and answers are generically applicable to most elections offices and will mirror information that is available on the EAC website. Election officials are encouraged to customize the questions and answers to precisely describe the steps they take to facilitate accessible, transparent, and secure elections in their jurisdictions.

This document also includes infographics, social media graphics, and social media text that election officials can customize to meet their needs. These materials can supplement information provided on official websites, and help drive traffic to the most trusted, and most accurate, source of election information – state and local election officials.

## Purpose

One of the best ways to educate the public is for election officials to proactively and consistently provide accurate and timely information to voters. The purpose of this document is to provide election officials with messaging guidance, infographic facts sheets, social media graphics, social media text, and example FAQs, that can easily be shared on websites and social media platforms to inform voters about important election procedures.

## Scope

The scope of this project includes:

- Frequently Asked Questions and Suggested Answers
- Infographics with Voter Information
- Social Media Graphics and Messaging

Election officials are encouraged to augment their existing materials with this information, use these materials a starting point for customized information, or use these materials as-is.

No single document can answer every question an election office may receive from a voter; therefore, this document is intended to be a framework flexible enough to meet the needs of many jurisdictions, while providing essential information that is largely consistent across the United States.

## Frequently Asked Questions – FAQs



### Registering to Vote

#### Who can register to vote?

Requirements for registering to vote in [insert jurisdiction] are:

- You're a U.S. Citizen
- You live in [insert jurisdiction]
- You will be at least 18 years old before or on election day
- Not currently serving a state or federal prison term [insert additional applicable laws for jurisdiction]
- [Insert any other qualifications required in the jurisdiction]

The Help America Vote Act requires that first-time voters who registered by mail and have not previously voted in a federal election in the state, to present a form of identification to vote on or before election day. The voter's personal identification is kept confidential. [Insert acceptable forms of ID here – these typically include a driver's license number or the last four digits of a voter's Social Security Number, but these rules vary by state.]

Voters without a street address, such as homeless voters, can register to vote, but they must provide a description of where they live, such as cross streets, or routes, on the form so that we can assign them to a precinct for voting. They must also provide a mailing address to receive official election mail.

It is a crime to knowingly complete a voter registration form with false information. Voter registration fraud carries serious penalties, including fines and jail time.

#### Am I registered to vote?

You can check to see if you are registered to vote, and that your information is up to date, online [if available, link to online registration check] or by contacting our office [insert preferred method of communication].

Remember to check your registration information 30 days prior to every election. This gives you time if you need to re-register or make changes, such as update your party affiliation or residence address.

#### How do I register to vote?

Registering is the first step to voting. You can register to vote or update your voter registration in [insert jurisdiction] using the following methods:

Online: To register online, you will need [insert requirement, such as a state issued ID or date of birth]. Once you have the needed documents, you can register to vote online here: [insert link to online voter registration portal].



-or-

**By mail:** You can register to vote by filling out the state or national voter registration form [insert link to form] and mailing it in to the [insert jurisdiction]. If you don't have a printer, you can pick up a voter registration card at any, U.S. Postal Service Office, the Department of Motor Vehicles or [insert all available locations]. If you would like a voter registration card to be mailed to you at no charge, [insert preferred method of communication] and one will be mailed to you. If you're living in another country, see info on military and overseas voting [insert link to the Federal Voting Assistance Program].

-or-

**In-person:** You can register to vote in-person at the [insert jurisdiction] during regular business hours, at the following address (s) [insert physical locations].

When we receive your voter registration information, including the image of your signature, it is cross-checked with other agencies to verify the information. If your information is verified, you will be notified that you are eligible to vote. If the information is not verified (e.g., the last name does not match the birthdate or ID provided on record), then you will be given information about what additional steps will be required before you are eligible to vote.

### **Clearie Award Spotlight Arizona Secretary of State**

Beginning in the 2020 election cycle, the Secretary of State's Office convened the Voter Outreach Advisory Council. The Council consists of community advocates from across the state, such as the NAACP, Kids Voting USA, the Intertribal Council of Arizona, and the Clean Elections Commission. Council participants connected regularly, first in-person and then virtually, to support pandemic safety protocols. During meetings, participants provided updates on their organizational efforts to register and activate voters. For more information on this program, and to see an example, go to [www.eac.gov](http://www.eac.gov).

### **Do you ever take my name off the voter registration list?**

Yes. A voter's name can be taken off the voter registration list for the following reasons:

- Voter has died
- Voter has moved out of [insert jurisdiction]
- Voter is in prison [insert other applicable laws] for the conviction of a felony
- [Insert any other disqualifications for voting in the jurisdiction]
- Voters who do not vote in two consecutive General Elections (which take place in even numbered years) will receive a notice that their names will be removed from the active voter file unless they reply to the notice.
- Voter request

State and Federal laws prohibit voter impersonation, including casting a ballot on behalf of a deceased individual. Election officials regularly remove deceased individuals from voter registration rolls based on death records shared by state vital statistics agencies and the Social Security Administration. Election officials may have the authority to remove deceased voters after review of obituaries and confirmation of death or notification from the family or relatives. Lag time between a person's death and their removal from the voter registration list, may lead to some mail-in ballots being delivered to addresses of deceased individuals. Death records provide a strong audit trail to identify any illegal attempts to cast ballots on behalf of deceased individuals. Additional election integrity safeguards, including signature matching and information checks, further protect against voter impersonation and voting by ineligible persons.

In some instances, living persons may return mail-in ballots or vote early in-person, and then die before Election Day. [Insert applicable laws and regulation for jurisdiction. Some states permit such voters' ballots to be counted, while others disallow such ballots and follow procedures to identify and reject them during processing.]



### Voting In-Person

#### What are my rights as a voter?

You have the right to:

- Vote privately and independently.
- Have an accessible polling place with voting machines for voters with disabilities.
- Change or correct your ballot before it is cast.
- Be provided a provisional ballot if you believe you are in the correct polling place during federal elections.

Additionally, you may:

- Seek assistance from workers at your polling place or bring someone of your choice to help you cast a ballot (Note: there are a few exceptions. Under federal law, you may not receive voting assistance from your employer or an agent of your union. Additionally, some states have limitations on who or how someone may assist you).
- To request information about any accessible equipment, aids, or procedures that are available to help you vote, contact our office at [insert preferred communication method].

Campaigning is not allowed inside a polling place or within [insert appropriate distance] from the entrance to a polling place. To report campaigning, harassment, or intimidation at a polling place, contact our office at [insert preferred communication method].

#### Where can I vote in person?

- For jurisdictions that have traditional polling places:

Where you vote depends on where you live. You can take advantage of early voting, even if you are capable of voting at the polls on election day. You can find your polling place, and your voting hours, using your address here [insert polling place look-up tool or webpage].

- For jurisdictions that have vote centers or voter assistance centers:  
Voters who are registered and eligible to vote may vote at any vote center during polling hours in [insert jurisdiction] from [insert times and dates]. To find your nearest vote center, visit our vote center look-up page here [insert vote center look-up tool or webpage].

Poll workers are available to assist you and provide you with everything you need when voting in person. Use only the pens provided, to avoid potential problems when marking the ballot.

Poll watchers and the media are permitted to observe at in-person voting locations. However, they may not interfere with the voting process, handle voting or election materials, campaign, harass or intimidate voters [insert applicable restrictions or laws].

Ballot secrecy is guaranteed by law in all states. Election officials implement safeguards to protect voters' choices from being viewable or knowable by others, including poll workers. For in-person voting, privacy measures include dividers between voting stations and requirements that poll workers maintain distance from voters while they are casting their ballots. Once cast, your ballot cannot be traced back to you.

If you have any trouble finding the information you are looking for on our website, please contact us at [insert preferred communication method] for assistance in finding an in-person voting location.

### Do I need an ID to vote?

- For states that require photo ID:  
All voters in [insert jurisdiction] must provide a photo ID in order to receive a ballot when they go to their polling place. Acceptable forms of ID include: [insert acceptable forms of ID below]
  - A driver's license
  - A state ID card
  - A US Passport
  - A Military ID card
  - A Tribal ID card
  - A student ID card from an accredited institution
  - Other state or federal photo ID

[Where applicable] For voters who are unable to present a photo ID when they go vote, they may sign an affidavit stating that they are not in possession of a photo ID before being issued a ballot.

[Where applicable] If you do not have a valid form of photo ID when you go to your polling place, you may be required to cast a Provisional Ballot. Individuals who cast a Provisional Ballot may be required to bring a photo ID or other proof of residency to the elections office within [insert number] days in order for their ballot to be counted.

- For states that require ID:

In [insert jurisdiction], a voter must present some form of identification at the polls to vote. The identification does not necessarily need to include a photo. A voter can either present a photo ID that includes your name and registered address, or two forms of non-photo ID that include your name and registered address. A full list of acceptable forms of ID include: [insert a list of acceptable forms of ID].

Every individual who is eligible to vote should have the opportunity to do so. If you would like to vote, and have either lost your ID, or are unable to obtain a form of acceptable ID to vote in-person, contact the elections office at [insert preferred method of communication].

- For states that do not require ID to vote:

In most cases, [jurisdiction] voters are not required to show identification at their polling place. However, it is a good idea to bring identification with you if you can. Acceptable forms of ID include: [insert a list of acceptable forms of ID].

### How can I sign up to be a poll worker?

The [insert jurisdiction] department is currently recruiting election workers for upcoming elections. Poll workers are a critical part of the election process. This is a great opportunity to serve your community and earn extra money in the process.

Poll workers are neighbors in your community who give their time, for a small compensation, in order to ensure an effective election at the local level. They help democracy by setting up and closing polling places, helping voters understand their rights, and protecting ballots and voting equipment. All poll workers receive training to uphold all laws and procedures required to assist voters.

To be a poll worker in [insert jurisdiction], you must be a U.S. Citizen, over the age of [insert age], available to attend a training class prior to election day, and must be available to work on election day from [insert time] until [insert time], or until all of the closing procedures have been completed.

If you are interested in being an election worker, contact [insert preferred method of communication].

#### **Clearie Award Spotlight** **Wake County, North Carolina**

The Vote to Volunteer program in Wake County, NC, has successfully recruited thousands of poll workers since it was first implemented in 2011. As part of this program, Wake County includes a small piece of paper with countywide mailings to encourage people to serve as poll workers. Since these mailings are already going to every address in the county, the cost of this program is little more than the \$0.025 per slip it costs to print the advertisements. For more information on this program, and to see an example, go to [www.eac.gov](http://www.eac.gov).



### What are the roles and responsibilities of poll workers?

Each polling local needs election workers to perform a variety of tasks to serve voters. Poll workers may serve as greeters, welcoming voters to the polling place, and helping them to find their correct precinct or voting location. Other poll workers may check voters in and verify that they are eligible to cast a ballot. Poll workers are also needed to issue ballots to voters. This may involve keeping track of the total number of paper ballots that have been issued or assisting voters with using equipment to mark their choices electronically.

### What can I do if I am unable to vote in my polling place on Election Day?

Contact the [insert jurisdiction] elections office if you are unable to vote in-person on election day, and we will assist you with identifying your voting options, including whether you are eligible to cast an absentee ballot.

[Use applicable alternative voting methods for jurisdiction]

A voter who is unable to enter their polling place because it is inaccessible may request assignment to an accessible polling place by contacting the elections office at [insert preferred communication method] before the election.

You may request that a ballot be brought to you outside the polling place. The poll worker will bring you a ballot and deposit it in the ballot box after you have voted.

Voters with disabilities [insert applicable voters for jurisdictions] may request to use the Remote Accessible Vote by Mail (RAVBM) system by signing up here: [insert link to electronic ballot delivery system].



## Voting by Mail

### How can I vote by mail?

#### 1. Request A Mailed Ballot

All registered voters in [insert jurisdiction] can vote by mail, also called absentee voting. You can ask to get your ballot in the mail for the next election, or for all future elections by contacting the election department [insert applicable laws and preferred method of communication].

#### 2. Mark your Ballot

- Mark your ballot using a dark ballpoint pen.
- To vote for a candidate, completely fill in [insert oval, box, connect the arrow or other applicable method] next to your choice.
- To vote on any measure, completely fill in [insert oval, box, connect the arrow or other applicable method] next to the word Yes or the word No.
- If you make a mistake, request a replacement ballot by [insert preferred method of communication]

- If you vote for more candidates than allowed, or if you vote both Yes and No on a measure, your vote will not count for that candidate or measure.
- You do not have to vote on all contests. Those you do vote on will still count.
- Check both sides of your ballot for voting contest.

### 3. Sign and Seal Your Ballot Envelope

- Your mailed ballot includes a return envelope with pre-printed address.
- After you have finished voting, complete the information on the return envelope. This includes your signature and physical address. [add additional required information, if applicable]
- Affix postage in the amount of [insert amount, if applicable].

### 4. Return your Ballot [Use applicable return methods for jurisdiction]

You may have three main ways to return your ballot to the elections office:

- By mail
  - You can mail your ballot to the elections offices through the U.S. Postal Service. We recommend mailing your ballot at least seven days prior to the election to ensure there is enough time for it to be received by the deadline.
- By drop box
  - You can drop your ballot off at any ballot drop box location [insert link to locations].
  - Make sure you are returning your ballot in a drop box that is clearly marked as belonging to [insert jurisdiction].
  - Make sure to return your ballot during the hours when the drop box is available, and no later than the close of polls on Election Day.
- In person
  - You can drop your ballot off at any voting location [insert link to polling places] from [insert applicable dates and times]
  - You can drop your ballot off in-person to the elections office, located at [insert address] from [insert applicable dates and times]

### 5. Track your Ballot [Use applicable tracking methods for jurisdiction]

Track your mailed ballot – when it is mailed, received, and counted – by signing up to receive automatic email SMS (text), or voice call notifications about your ballot, here [insert link to tracking service].

-or-

Contact the [insert jurisdiction] elections office to confirm that a ballot has been mailed, received and/or counted [insert preferred communication method]

Election officials verify each mailed ballot by first, verifying the ballot was received from a voter who was properly issued a ballot, and secondly, making sure that the signature and/or other identifying information on the ballot envelope matches the voter's information on file.

If the signature on a ballot envelope does not match the signature on file, the ballot may be rejected. In some cases, the voter may be contacted to either update their signature or correct the issue in person.

### How can I protect my ballot when voting by mail?

Every ballot is subject to a strict chain of custody process, whether that ballot is issued to a voter in person or by mail. When a ballot is returned to an elections' office by mail, it must be in a sealed envelope that has been signed by the voter [insert additional requirements such as witness signatures or unique identification]. Once a signature is compared to the voter's signature on file, and if the ballot has been properly returned, the ballot will be counted.

It is possible for ballots to be tampered with if they are given to someone else before being sealed in the proper envelope. Do not give your ballot to someone you do not know [insert additional requirements, such as if it is illegal to give your ballot to someone else to return for you]. If you need assistance returning your ballot, contact our office at [insert preferred communication method] to find your best option for returning your ballot.

### Are drop boxes secure?

All official drop boxes have a lock and tamper-evident seal and are subject to staff monitoring and video surveillance [insert security controls applicable to jurisdiction]. [Insert jurisdiction] strategically placed drop boxes in secure locations where you can safely drop off a completed mail ballot. Only election officials can access a ballot once it's placed in a drop box.

In addition, our office follows all of the best practices, as outlined in the guidance issued by U.S. Election Assistance Commission (EAC), in conjunction with Cybersecurity and Infrastructure Security Agency (CISA), titled Ballot Drop Box Paper [insert hyper-link: [https://www.eac.gov/sites/default/files/electionofficials/vbm/Ballot\\_Drop\\_Box.pdf](https://www.eac.gov/sites/default/files/electionofficials/vbm/Ballot_Drop_Box.pdf)] on effective using and securing drop boxes.



## Election Results

### When will I know the results of the election?

Results from early, absentee, and mailed ballots received by [insert the deadline for jurisdiction] will be counted by [insert estimated time or expand on the process of counting these ballots] on election night. Results from all ballots cast in-person are expected to be counted by [insert estimated time] on election night.

If applicable: [insert your jurisdiction] expanded the number of days ballots can be received after the election and will still be accepted for counting. Ballots that were postmarked by [insert the deadline], and received by the deadline, will be processed, and added to the elections results. Final results are expected to be certified by [insert the estimated date of certification].

Note: Election night results are posted online as soon as they are tabulated. However, election night results are unofficial. The results of the election are not official until after the results have been certified and a canvass of results completed. The canvass includes verifying the total number of voters in an

election, verifying that only valid votes are included in the final results and accounting for every ballot issued and returned. Additionally, a post-election tabulation audit is conducted to verify that the election results were tabulated correctly.

Some races or contests may also be recounted at some point during the certification process. Recounts differ from audits in that every ballot in the election is recounted, and the official results of the election may change as a result. Typically, a recount is either triggered automatically (because the outcome of a contest falls within a legally required limit), or at the request of a candidate or interest group.

### **Clearie Award Spotlight** **Douglas County, Colorado**

Recognizing a critical need to provide voters with a trusted source of information, the Douglas County Clerk and Records' Office conducted an extensive outreach campaign in the 2020 elections. The office created a trusted elections information webpage, produced several voter education videos, published a frequently asked questions and quick reference guide, and developed a poll watcher liaison program to oversee the large number of poll watchers across the county. The efforts helped staff create an ongoing dialogue with citizens and media. For more information on this program, and to see an example, go to [www.eac.gov](http://www.eac.gov).

### **Did my ballot count?**

Our office verifies if you participated in a specific election, but who you voted for is kept secret. We keep an electronic record that a voter participated in a particular election, but it only indicates if a ballot was mailed, if a mailed ballot was returned or if you voted in person. This is called “voter history” and you can look-up your voter history here [insert a link to the voter participation look-up tool].

One of the basic tenets of democracy is that each person only has one vote. [insert jurisdiction] takes many steps to ensure voters only cast one ballot in an election, or if a voter casts more than one ballot (i.e., votes a mailed ballot and then attempts to vote in person on election day), that only one ballot is counted. First, we maintain current and accurate voter lists. To ensure that only one ballot is counted for each voter, any request for an absentee, mailed or early ballot is recorded in the voter’s history file. On Election Day, any request for an early ballot is noted in the pollbook used to check in voters. If a voter has already requested an early ballot, but has not voted the ballot, they will be instructed on options to be issued a new ballot. If voter is not listed in the pollbook, they will be instructed on how to [insert appropriate process, such as registering and voting a provisional ballot or using a same day voter registration depending on the laws in the jurisdiction].

### **How do I know if results are accurate?**

Voters must be registered and qualified to vote. Each ballot is accounted for in the precinct on Election Day. Every ballot mailed is recorded and tracked to prevent a voter casting more than one ballot. Before election results are certified, a canvass of votes is conducted. After the election, candidates and interest groups may call for a recount of the paper ballots.

After the elections office has accounted for every valid vote, a post-election tabulation audit is conducted. A randomly selected sample of total votes cast is selected, and a complete hand count of

this sub-set of ballots is compared with the total number of votes reported by the tabulators. Other materials are also reviewed, including applications for mailed ballots, and signatures on polling place rosters. The canvass and post-election tabulation audit is open to the public, and election materials can be viewed at any time.



### Voting Technology and Election Security

#### How do I know if the voting equipment used to count ballots is trustworthy?

The [insert jurisdiction] elections office takes election security very seriously. There are several steps that are taken to ensure the accuracy of voting tabulation equipment, before, during and after an election. These steps include:

- Purchasing elections systems that have been tested and certified by the U.S. Election Assistance Commission, as required by state law [if applicable].
- Programming all devices according to state and local laws and regulations.
- Testing voting equipment for accuracy prior to every election and inviting the public to attend.
- Conducting an election with bipartisan poll workers and observers.
- Verifying that the total number of ballots cast matches the total number of voters.
- Conducting a post-election tabulation audit to ensure that the voting equipment counted votes accurately.
- Maintaining a strict chain of custody, verified by at least two witnesses.
- Using two-factor authentication on all public facing systems.
- Maintaining physical security is through video surveillance and access controls.
- [Add any other requirements applicable to jurisdiction]

The chain of custody of ballots, physical security and cybersecurity of voting equipment, and protection of all associated data is essential to ensure the election system remains trustworthy. Our chain of custody procedures are updated and published prior to every election. You can view the latest version of chain of custody procedures, here [insert link to written chain of custody procedures]

#### How are voting systems certified?

It is requirement that voting systems used in [insert jurisdiction], are certified prior to use. [Use applicable certification requirements for jurisdiction]

At the federal level, the U.S. Election Assistance Commission (EAC) provides oversight of testing voting systems per Section 231(a) (1) of the Help America Vote Act (HAVA), via the EAC Voting System Testing and Certification Program. This program provides clear procedures for EAC accredited Voting System Test Labs (VSTLs) as well as voting system manufacturers for the testing and certification of voting systems against Federal standards, which are called Voluntary Voting System Guidelines, or VVSG.

Each voting system in test with the EAC is subject to a thorough technical analysis and testing by a VSTL. This analysis and testing may include, but is not limited to documentation review, source code review, physical and functional configuration audits, electrical and environmental testing, functional tests, and system level integration tests.

Prior to any testing, a build of source code is performed by the VSTL to ensure that the VSTL has full chain of custody over the tested voting system configuration. At the completion of testing, a test report is provided by the VSTL to the EAC that contains test results, the tested configuration of the system, and hash codes collected by the VSTL that can be used to confirm the exact version(s) of the software tested.

The information in the EAC certified voting system test reports allow state certification programs and local election officials to confirm the exact hardware and software they are using during their logic & accuracy testing, acceptance testing, and pre- election verification. This process ensures quality and compliance in voting system equipment, as well as voter confidence in using the voting systems on Election Day.

At the state level [insert state specific voting system laws and regulations].

### Can a voting machine switch votes?

There are rigorous steps in place to ensure that voting machines cannot be tampered with to switch votes from one candidate to another. Tabulators are programed with a unique flash drive using a computer that cannot be connected to the internet. Before an election, every tabulator is tested at a public accuracy and logic test. On Election Day, all seal numbers and machines are checked to ensure they have not been tampered with between the test and Election Day. After the election, the [insert jurisdiction] Board of Canvassers and the post-election tabulation audits ensure that voting machines counted votes correctly.

#### **Clearie Award Spotlight Ottawa County, Michigan**

Recognizing the serious implications for national security, the Ottawa County election office staff undertook a coordinated campaign to get trusted information into the hands of voters. Through a concerted effort, staff verified the office's Facebook and Twitter accounts, acquired professional software to create official content, developed a consistent brand including logo and language, and launched advertising campaigns on social media to proactively provide information according to the election calendar. Taking advantage of outside funding sources, the elections office published 44 posts on Facebook between September 20 and November 6, 2020. These posts were viewed over 500,000 times, more than two times per registered voter. For more information on this program, and to see an example, go to [www.eac.gov](http://www.eac.gov).

### How can I tell if election information is rumor or reality?

Elections are administered by state and local officials who are trusted sources of accurate information. Opinion and characterization of the voting process and safeguards may not always be 100% factual or include important context. Misinformation and disinformation narratives can spread rapidly online. It is always best to check with our office to find out if something is true or not, before sharing it with others to ensure that you are not unintentionally spreading false and misleading election information. The last line of defense in election security is you - the American voter. Be a smart consumer and sharer of information.



# Top 5 Frequently Asked Questions



## 1. What are my rights as a voter?



Voters

Under the Help America Vote Act (HAVA), you have several important rights when it comes to voting. You have the right to: **vote privately and independently**; **request assistance to vote** (except from your employer or union representative); **change or correct your ballot before it is cast**; **be provided a provisional ballot** if you believe you are in the correct voting place for federal elections; and **make a complaint to your election official**.

## 2. Do I need an ID to register to vote?



Voter  
Registration

The Help America Vote Act creates mandatory minimum standards for states to follow when citizens register to vote for the first time. Most voter registration forms will ask for either a driver's license number, or the last four digits of your social security number, but each state has different guidelines to register to vote. Please visit [your state or local election official](#) for guidance regarding voter ID requirements in your state.

## 3. How can I sign up to be a poll worker?



Poll  
Workers

Visit [helpamericavote.gov](https://helpamericavote.gov) to find information about how to sign up as a poll worker in your state.

To get the most up to date information about current poll worker requirements, including student poll workers and language assistance, visit your [state or territory's election office](#). Additionally, the EAC created a [Compendium of State Poll Worker Requirements](#), last updated in 2016, as a framework for understanding who can serve as a poll worker in the 50 States, the District of Columbia, and four territories.

## 4. How do election officials prevent someone from voting twice?



Election  
Officials

Election administrators take many steps to ensure that voters only cast one ballot in an election. Voters have to be eligible to receive a ballot. Election officials keep detailed records of who has already voted, and who has already requested and received a ballot in the mail. These steps make it difficult for someone to cheat, so voting twice is both easy to catch and extremely rare. Additionally, most state laws make this type of illegal activity a felony that is punishable by time in jail, large fines, or both.

## 5. How can I tell if election information is a rumor or reality?



Election  
Security

Elections are administered by state and local officials who are trusted sources of accurate information. Opinions about the election process may be incorrect or misleading, and this misinformation can spread rapidly online. It is always best to check with your [local elections official](#) whether something is true or not, before sharing it with others to ensure that you are not unintentionally spreading false and misleading election information. **The last line of defense in election security is you - the American voter. Be a smart consumer and sharer of information.**

EAC | Helping America Vote



[eac.gov](https://eac.gov)



[clearinghouse@eac.gov](mailto:clearinghouse@eac.gov)



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# EAC Frequently Asked Questions Toolkit

Helping America Vote

## Your Rights as a Voter

**About this document:** This toolkit includes: a common voter question, graphics about this question, and sample social media and website content. This document is intended for election officials to use and customize to suit to their needs. Click the links to go to additional documentation and graphics that your office can use to answer this question for your voters. More Voter FAQs can be found on our website: [EAC.gov](https://eac.gov).

### Frequently Asked Question

**Q** What are my rights as a voter?

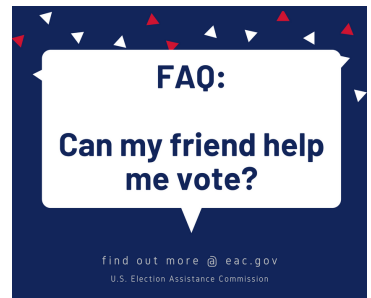
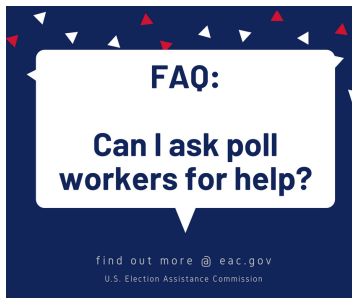
**A** You have the right to:

- Vote privately and independently.
- Have an accessible polling place with voting machines for voters with disabilities.

**Additionally, you may:**

- Seek assistance from either workers at your polling place, or you may bring someone of your choice to help you cast a ballot (except for your employer or an agent of your union).
- Request that your local election officials to tell you about any accessible equipment, aids, or procedures that are available to help you vote.

### Social Media Graphics



### Sample Social Media Text

#### Facebook / Instagram

- Did you know? You have the right vote privately and independently. Our office has voting equipment that can help you read and mark a ballot without having to rely on someone else to help you fill in your ballot.

You can find answers to other common voting questions here: (insert link to your website, or to the [EAC's Voter FAQs](#)).

- Need help at the polls? Our poll workers are trained and ready to help you [insert specific task: use our voting equipment, find your correct polling place, etc.].

You can find answers to other common voting questions here: (insert link to your website, or to the [EAC's Voter FAQs](#)).

#### Twitter

- ? Did you know? You have the right vote privately and independently. Find out more: (insert link to your website, or to the [EAC's Voter FAQs](#)) #Vote

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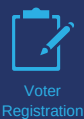


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# EAC Frequently Asked Questions Toolkit

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## Federal ID Requirement

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### Frequently Asked Question



**Do I need an ID to register to vote?**



The Help America Vote Act creates mandatory minimum standards for states to follow when citizens register to vote for the first time. Most voter registration forms will ask for either a driver's license number, or that the last four digits of your social security number, but each state has different guidelines to register to vote. Please contact your local election office or visit your state or local election website for guidance regarding voter ID requirements in your state.

### Social Media Graphics




### Sample Social Media Text

#### Facebook / Instagram

- Did you know? You can register to vote with a driver's license number, or the last-4 digits of your SSN. *[In states where applicable]* Don't have those handy? Here are other ways you can get registered today: *[list valid forms of photo ID and/or if there is a waiver option available in your state]*

You can find answers to other common voting questions here: [\[insert link to your website, or to the EAC's Voter FAQs\]](#)

#### Twitter

- ? Did you know? You can register to vote with a driver's license or the last-4 of your SSN. Find out more about registering to vote at [\[insert state or local website here\]](#). #RegisterToVote
- Get verified for democracy!  Find out how you can register to vote at [\[insert state or local website here\]](#). #RegisterToVote
- *[In states where applicable]* Not registered to vote? You can register online! (laptop emoji) Get your driver's license handy and go to [\[insert state or local website here\]](#) to get started! #RegisterToVote

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Voters



Election  
Officials



Poll  
Workers



Voter  
Registration



In-Person  
Voting



Mail-In  
Voting



Election  
Results



Accessibility



Election  
Security

# EAC Frequently Asked Questions Toolkit

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## Becoming a Poll Worker

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### Frequently Asked Question



How can I sign up to be a poll worker?



Call your local elections office or visit [helpamericavote.gov](https://helpamericavote.gov) to find information about how to sign up as a poll worker in your state. To get the most up to date information about current poll worker requirements, including student poll workers and language assistance, visit your state or territory's elections website. Additionally, the EAC created a Compendium of State Poll Worker Requirements, last updated in 2016, as a framework for understanding who can serve as a poll worker in the 50 States, the District of Columbia, and four territories.

### Social Media Graphics



### Sample Social Media Text

#### Facebook / Instagram

- America needs YOU to work the polls!

Every community relies on people to make elections happen. By serving your community as a poll worker, you can get a front row seat to American democracy, serve your friends and neighbors, and earn some money. In many communities, individuals as young as 16 can serve as poll workers. Join the hundreds of thousands of Americans who serve their communities by going to [www.helpamericavote.com](https://www.helpamericavote.com), or by contacting your local election official.

#### Twitter

- ? Did you know? People as young as 16 can serve as poll workers during an election. Find out more about being a poll worker at [www.helpamericavote.com](https://www.helpamericavote.com), or by going to [insert state or local website here]. #HelpAmericaVote
- Earn cash and serve your community! Find out how you can become a poll worker at [www.helpamericavote.com](https://www.helpamericavote.com), or by going to [insert state or local website here]. #HelpAmericaVote
- Get a front seat to democracy - sign up today to be a poll worker! Go to [www.helpamericavote.com](https://www.helpamericavote.com), or [insert state or local website here]. (laptop emoji) #HelpAmericaVote

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# EAC Frequently Asked Questions Toolkit

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## Preventing Voting Multiple Times

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### Frequently Asked Question

**Q** How do election officials prevent someone from voting twice?

**A** Election administrators take many steps to ensure that voters only cast one ballot in an election. Voters have to be eligible to receive a ballot. Election officials keep detailed records of who has already voted, and who has already requested and received a ballot in the mail. These steps make it difficult for someone to cheat, so voting twice is both easy to catch and extremely rare. Additionally, most state laws make this type of illegal activity a felony that is punishable by time in jail, large fines, or both.

### Social Media Graphics



### Sample Social Media Text

#### Facebook / Instagram

- Election officials take security seriously. That's why we keep detailed records of:
  - Who is eligible to vote
  - Who has received a ballot
  - Who has cast a ballot

When we say "one person, one vote," we mean it. Find out more about election security at [www.eac.gov](https://www.eac.gov), or by going to [insert state or local website here].

#### Twitter

- ? Did you know? Election officials keep detailed records for every voter. These records ensure that every eligible voter is able to get a ballot - and that they get only one. Find out more at [www.eac.gov](https://www.eac.gov), or [insert state or local website here]. #ElectionSecurity
- Making sure that each voter only gets one ballot is just one part election security. □ Find out more at [www.eac.gov](https://www.eac.gov), or [insert state or local website here]. #ElectionSecurity
- When we say "one person, one vote," we mean it. Find out more about election security at [www.eac.gov](https://www.eac.gov), or by going to [insert state or local website here]. #ElectionSecurity

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# EAC Frequently Asked Questions Toolkit

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## Rumor vs. Reality

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### Frequently Asked Question

**Q** How can I tell if election information is a rumor or reality?

**A** Elections are administered by state and local officials who are trusted sources of accurate information. Opinions about the election process may be incorrect or misleading, and this misinformation can spread rapidly online. It is always best to check with your local elections official whether something is true or not, before sharing it with others to ensure that you are not unintentionally spreading false and misleading election information. The last line of defense in election security is you - the American voter. Be a smart consumer and sharer of information.

### Social Media Graphics



### Sample Social Media Text

#### Facebook / Instagram

- Opinions about the election process may be incorrect or misleading, and this misinformation can spread rapidly online.

It is always best to check with your local elections official whether something is true or not, before sharing it with others to ensure that you are not spreading false or misleading election information.

The last line of defense in election security is you - the American voter. Be a smart consumer and sharer of information.

#### Twitter

- ? Did you know? The best information about elections comes from your local election official. Find out more at [www.eac.gov](https://www.eac.gov), or [insert state or local website here]. #VoteLocal
- Get the voting information that's right for you. Ask your local election official. #VoteLocal
- The last line of defense in election security is you. ☐ Check with your local officials before sharing election information online. #VoteLocal

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