

## “Greeting, Processing, & Assisting Voters”

*Now that the polls are open, greet & process all voters. Assist eligible voters who need help.*

**IMPORTANT NOTICE:** no voter may be prevented from voting under any circumstances. Voters who are not in the poll book or who are in the wrong precinct or district must vote a provisional ballot. **DO NOT** sign the back of a *provisional* ballot.

### Greeting and Processing Voters

**For each voter that enters the election room, invite them to the poll worker / poll clerk table and take the following steps in this order:**

1. **Ask each voter for their name, address and a form of acceptable voter ID** (*see Voter ID handout for forms of acceptable ID and information about exemptions to the Voter ID law*).
2. **Find the voter’s name in the poll book to confirm their name and address** (*see next section for information on how to update outdated or incorrect information*); and
3. **Look at the voter’s photo ID and confirm that it is an acceptable form and that the name matches** (*ensure the picture is truly an image of the voter who is presenting the ID; also, the address on the voter ID is not to be considered*).

Once you confirm the voter information and ID, proceed to have the voter sign the poll book and issue the voter a ballot (*see next section for details*).

### Issuing a Ballot to the Voter

**REMEMBER:** before issuing a ballot to the voter, always check the absentee ballot list or the early voting list to ensure the voter has not already voted.

**Once the voter is determined eligible to vote, take the following steps:**

1. Have the voter sign the poll book next to her/his name;
2. The poll worker then confirms that the poll book signature and voter’s signature match;
3. Have the voter update any incorrect or outdated name or address in the poll book;
4. Write the lowest-numbered ballot stub number onto the poll slip located in the poll book;
5. Tear the poll slip from the poll book;
6. Have two (2) poll workers of opposite political parties sign the back of the lowest numbered ballot and fold the ballot in half along the perforated line (*or give the voter the ballot in a secrecy sleeve*); and
7. Hand both the poll slip and ballot to the voter to go vote.

### **Updating Incorrect or Outdated Address or Name in the Poll Book**

If a voter's name or address is not correct in the Poll Book, have the voter update that information in the poll book. Once the election materials are returned to the County Clerk's Office, the voter's information will be updated in the Statewide Voter Registration System.

### **Updating Incorrect or Outdated Address or Name in the Poll Book (cont.)**

If the address is not correct and the voter updates the address in the poll book, call the County Clerk's office to confirm that the voter is still in the proper precinct (or in the correct district or ward for municipal elections).

If the voter is not in the proper precinct, the voter may either a voter a provisional ballot, *or* go to her or his correct precinct to vote a regular ballot. Remember, never sign the back of a provisional ballot.

### **Processing Voters Listed in the Poll Book as "Needs to Show ID"**

If a voter registered to vote for the first time (or in a new county) without providing a proper proof of residency, the poll book will provide next to the voter's name "Needs to Show ID." For these voters, they must show one (1) of the following forms of ID to vote a regular ballot:

- Valid (not expired) driver's license;
- Government issued check;
- Current paycheck;
- Current bank statement; or
- Current utility bill.

If one of the above forms of ID *is not* presented, the voter must vote a provisional ballot. If one of those form of ID *is* presented, the poll clerk should indicate in the poll book that the voter did show ID and issue the voter a regular ballot.

Follow the same procedures for issuing a ballot to the voter as provided above, with the exception of not signing the back of a provisional ballot for voters who do not show ID.

### **Providing Assistance to Eligible Voters**

For voters who need assistance, poll workers must use the "List of Assisted Voters & Assistants' Oath" form provided in the precinct kit materials.

If a voter requests assistance to vote, the poll worker must first determine whether or not it is necessary. Examples of voters who are eligible for assistance include voters with a disability, visually impaired voters, voters who cannot read, etc. If the voter is deemed eligible to receive assistance, enter the required information onto the "List of Assisted Voters & Assistants' Oath" form, and have the person providing assistance to the voter sign the oath.

Persons who may give the voter assistance and accompany the voter to the voting machine or voting booth may be either a person of the voter's choice, *or* two (2) poll workers of opposite political parties.

If the poll worker determines the voter *does not* need assistance, but the voter insists on receiving assistance, the poll worker may require the voter to vote a provisional ballot.

### **Processing a Voted Ballot**

When a voter is finished voting, the voter is to approach the poll worker(s) at the precinct scanner or ballot box. The voter will then hand their ballot (folded to the perforated line for secrecy or inside a secrecy sleeve), along with the poll slip to the poll worker(s). The poll worker(s) then compare ballot stub number with the number written on the poll slip. If the numbers match, remove the ballot stub, place the ballot in the precinct scanner or ballot box, and string the ballot stub and poll slip together.

If the number on the poll slip does not match the ballot stub, the ballot should be spoiled and placed in the spoiled ballot envelope. The voter's poll slip must be reused. The poll worker at the clerk's table then issues a *new* ballot and the new ballot stub number should be written on the original poll slip by marking through the old ballot stub number with a pen and writing the new ballot stub number on the poll slip. The voter then proceeds to vote again and follow the same procedures as above.

### **After the Voter's Ballot is Placed in the Precinct Scanner or Ballot Box**

Finally, once the voter's ballot is placed in the secure precinct scanner (or ballot box for a paper ballot county or election), politely thank the voter for voting and ask the voter to exit the polling place (no loitering!).