



**2018 Ontario Municipal and School Board Elections
Common Voter Questions and Answers for Electronic
Voting**

1. Who will get a Voter Instruction Letter with a PIN to vote in the election?

A. All qualified Electors on the official municipal Electors List provided by the municipality.

2. What if my name is not on the Electors List?

A. Eligible Electors who are not on the official Electors List will have to go to a location designated by the election officials and complete the required form to have their name added to the Electors list. Once this is completed you will be given a PIN by the election official. The Intelivote System has the ability to provide enumeration, which includes producing the required documentation (EL-15).

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 3- 5 days prior to the first voting day. The first voting day for Hastings Highlands is Tuesday, October 9, 2018.

4. What if I don't get a PIN in the mail nearing the end of the Voting Period?

A. If you are an eligible voter and on the official Electors List, but you did not get a PIN in the mail and it is nearing the end of the Voting period, you can request a replacement PIN. If the election authorities' records indicate you were sent a PIN in the mail, that original PIN will be cancelled 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 identification.

If you are **NOT** attending at the municipal office, your identification will need to be certified and mailed, emailed or faxed in to the municipal office. The new PIN will then be mailed if time allows. If time does not allow, the PIN may be issued via email address.

5. Why would I not get a PIN in the mail?

A. If you didn't get a PIN in the mail one of two things may have happened. First, your name was not on the official Electors List. PINs are only mailed to Electors whose names appear on the official Electors Lists as supplied by your 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. What if I lose or misplace my PIN?

A. If an Elector loses or misplaces their PIN they should contact the Municipal Office. The election officials can decide to replace the missing PIN if it has not already been voted. They will require the Elector to attend the municipal office and sign a form, and then replace the missing PIN. The original lost or missing PIN will be cancelled and it will not be able to be voted in the election. The Elector will be encouraged to vote immediately at the Voter Help Centre following the re-issue of the new PIN.

8. 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.

9. How do I access the voting system?

A. Voting instructions will be included in the Voter Instruction Letter mailed to each person on the official Electors List. Included in this information are instructions on how to access the voting system. Electors can cast their ballot using the telephone or cell phone by calling a toll free number. Electors using personal computers will use the internet to visit a website that will allow them entry into the voting system where they will cast their vote.

10. Once I enter my PIN and start my voting process do I have to complete all the races on the ballot in one session? For example, what if I am interrupted and have to hang up the phone for some reason or, if I am voting using the internet and have to leave my session?

A. No, you do not have to vote all the races on your ballot at one time uninterrupted. You can disconnect from the internet or the telephone and reconnect later, re-enter your PIN, 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 using your phone or cell phone, or come back to vote using the internet, and complete your ballot.

11. What do I do if I am not sure if I completed a race or the 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 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 municipal office to get more information.

12. 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.

For example:

“To select Jane Doe – Press 1”

“To select Fred Dunn – Press 2”

“To select Joe Howe – Press 3”

Once you enter the corresponding number, the system will verify your selection with a statement, and ask you to confirm your selection.

For example:

“You have selected Joe Howe. To confirm this selection, press the number sign (#) key now. Or to change your selection press zero (0) now.”

If you want to change your selection you would press zero (0) and make your change at this time. It is only after you have confirmed your selection with the number sign key (#) that your vote for that candidate will be “dropped into the ballot box”. You will get a confirmation message once your vote has been deposited in the virtual ballot box.

For example:

“Your selection has been recorded for Joe Howe.”

14. 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 voter 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.

15. 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. You can also use telephone service and connect to the voting system toll free from anywhere in Ontario simply by dialing the toll free number contained in your Voter Instruction letter.

16. 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 Municipal Office's Voter Help Centre during business hours.

17. 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 confidentiality you reserve for your bank card and PIN. Do not give your PIN to anyone who may call or approach you for the number.

18. What do I do if the phone line is busy when I call and try to vote?

A. If the phone lines are busy, simply hang up and call back a short time later. The voting system is capable of handling a significant volume of calls simultaneously but there is always the possibility that many voters are attempting to call in the same timeframe. Voters will be able to connect to the system over the course of a number of days during the voting period.

19. Could someone steal my PIN and vote it?

A. Stealing and opening another person's mail is illegal. It is also illegal to represent yourself as another person and steal their right to vote in an election. Both these acts are illegal and have penalties defined by law. If you know someone has voted your PIN illegally you should report it to the Election Official. You can obtain a replacement PIN to cast your vote by presenting yourself to the Election Official and swearing an affidavit that the PIN assigned to you was not voted by you but by someone else.

20. If I am a voter with a disability; deafness, blindness, or a mobility disability, can someone help me with the voting process?

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

21. 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.

You may receive a second PIN if you own or rent property in another municipality that is using electronic voting and they are mailing out voter letters to eligible Electors as well. You can participate in that election as well if you satisfy the voting requirements for that municipality.