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Note: This FAQ is not exhaustive. Situations or inquiries may arise that are not answered below. In those circumstances, contact your hotline captain or command center for assistance. Please make sure to record all of the voter's contact information should follow-up be necessary.

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REGISTERING TO VOTE

1. STATUS: Am I registered to vote?

You can confirm whether a voter is registered to vote by checking the Missouri Secretary of State's "Elections & Voting" website (<https://s1.sos.mo.gov/elections/voterlookup/>). You can also ask voters if they received a voter notification postcard in the mail from their election authority, which is sent to all registered voters in advance of each election.

2. HOW: How do I register to vote? What if I don't have access to a computer and/or printer?

You can register or update your registration through several different methods: entirely online (if you have access to a smart phone or tablet); print & mail your application; register in person at your local election authority or request an application to register to vote. The Secretary of State's website has links to assist with all of these methods:

<https://www.sos.mo.gov/elections/goVoteMissouri/register>

3. IDENTIFICATION: What ID is required to register to vote?

A person registering to vote before an election authority or registrar must present proof of United States citizenship and a form of personal identification, such as a valid Missouri Drivers License. Documents proving citizenship include a birth certificate, a Native American tribal document or other citizenship documents.ⁱ People who register online or by mail must present such identification the first time they cast a ballot.

4. DEADLINES: When is/was the voter registration deadline? Are there different deadlines whether I register by mail, in-person, online or on Election Day?

Missourians must apply to register to vote by the fourth Wednesday before an election in which they intend to vote. If registering by mail, your voter registration must be *postmarked* by such date. Voters in Missouri can register online (at: <https://www.sos.mo.gov/elections/goVoteMissouri/register>). If registering online, the application must have been submitted before midnight on the election deadline.

The deadlines to register to vote in the upcoming 2020 elections
(<https://www.sos.mo.gov/elections/calendar/>)

For the November 3, 2020 General Elections – registration deadline is October 7, 2020

5. SAME DAY: Does my state have Same Day Registration (i.e. I can register to vote the same day I vote)? If so, what is the process?

Missouri does not have same day voter registration

6. PERMANENT MOVE: I have moved permanently and I didn't update my voter registration, can I vote?

Refer to the table below. The answer to this question depends on whether the voter moved within the same county/election jurisdiction or moved to a new county.

Moved within the same precinct	Moved to a different precinct but within the same county	Moved to a different election jurisdiction (typically county) ⁱⁱ	Moved from a different state
The voter should go to the appropriate polling place serving their new address. They will have to confirm their new address. They voter may also file a change of address and vote at the central polling location.	The voter should go to the appropriate polling place serving their new address. They will have to confirm their new address. They voter may also file a change of address and vote at the central polling location.	The voter must complete a new registration prior to the registration deadline in order to be eligible to vote a full ballot in the voter's new jurisdiction. Intrastate New Residents who move from one jurisdiction to another within Missouri after the registration deadline can vote a limited absentee ballot for statewide and federal offices and issues.	The voter must register anew in MO to the registration deadline. New Residents who have moved to after the registration deadline can vote for President/Vice President electors.

** NOTE: St. Louis City and St. Louis County are separate and distinct election jurisdictions, governed by different election authorities. And Kansas City city limits is a separate election jurisdiction from the remainder of Jackson County. Voters who move from St. Louis City to St. Louis County; or voters who move from Kansas City to another part of Jackson County would have to register to vote anew.*

7. TEMPORARY MOVE: I have moved temporarily due to Covid-19 or some other reason. Where can I vote?

If the voter has moved temporarily and still has the intention to return to their previous home, they vote by either voting in person at the polling place for their permanent address, or (if qualified) may request an absentee ballot or, may request a no-excuse mail-in ballot during 2020 only. If the voter has no intention to return to their previous home, and intends to make where they are living their residence either permanently or indefinitely, then they should register where they are intending to permanently reside.ⁱⁱⁱ

8. STUDENT: I am a college student. Can I register to vote where I go to school? What if I am taking classes remotely? Where can I vote?

A college student who meets the generally applicable registration requirements may register to vote at their school address if they presently intend to make it their residence either permanently or indefinitely.^{iv} Such voters must register by the voter registration deadline.

9. LIVING ABROAD: I am living abroad and/or am serving in the military. How can I register and/or vote?

Military service members and their dependents stationed either in the United States or overseas, and Missouri voters who are living abroad may use the Military and Voters Overseas Access Portal:

<https://www.sos.mo.gov/elections/goVoteMissouri/registeroverseas>.

Absentee ballots for military/overseas voters are available 46 days before an election. Relatives within the second degree may complete an absentee ballot application, in person at the office of the voter's local election authority, for an eligible voter wishing to vote absentee. Absentee ballots can also be requested through the Military and Overseas Voting Access Portal or by completing a Federal Post Card Application and mailing it to their local election authority.

10. CRIMINAL CONVICTION: I have a criminal conviction. Can I vote?

In Missouri, a person is ineligible to vote upon conviction of a felony while they are under state supervision. A person may not vote: (1) while under a sentence of imprisonment, (2) upon conviction of a felony (or a misdemeanor related to voting); or (3) while they are under state supervision for conviction of a felony.^v Those convicted of a felony do not become eligible until discharged from probation or parole (also known as being "off paper").^{vi} Although they are automatically restored to eligibility, any person whose name was removed from the voter registration list on the basis of a criminal conviction who subsequently becomes eligible to vote must re-register in order to have their name restored to the statewide voter registration system.^{vii} People who are in jail on pretrial detention or awaiting trial – as well as anyone who has not been convicted - have a right to vote absentee.

A person convicted of a felony or a misdemeanor related to voting is ineligible to vote, even after serving their sentence,^{viii} unless such person is pardoned by the governor^{ix} and, after such pardon, the election authority determines that such person is eligible to vote.^x

11. INCARCERATED: I am currently in jail. Can I vote?

In Missouri, a person is ineligible to vote upon conviction of a felony, but retains voting rights if incarcerated if the person has not yet been convicted. People who are incarcerated awaiting trial or conviction may apply for an absentee ballot.^{xi}

12. NOT ON ROLLS AT POLLING PLACE: I am at my polling place and am not on the voter registration roll. Can I vote where I am?

Missouri requires precinct-specific voting. In most jurisdictions, this means that a voter must vote in their assigned polling place (St. Louis County being a notable exception).^{xii} If a voter believes they are registered at that polling place but their eligibility cannot be determined by the election official after calling the local election authority, the voter is entitled to cast a provisional ballot.^{xiii}

Provisional ballots cast at the wrong polling place will not count. If a voter appears at the polling place but their name can not be found on the roster at check in, the following steps should occur:

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- The poll worker should check the inactive voter list. If a voter is listed as inactive, they are still registered and must be allowed to vote. Their act of voting will reactivate their status.
- If the poll worker cannot find the voter's name on the precinct roster, the poll worker (or poll supervisor) should contact the election authority before turning the voter away or giving them a provisional ballot. The Election Authority will do a further check of the voter's status.
- If it turns out that the voter is in the incorrect polling place, the poll worker must direct the voter to their correct polling place (or central headquarters) and inform the voter that a vote cast at the incorrect polling place will not count.
- If the voter's eligibility cannot be determined, or if the voter is not willing to go to their correct polling place or central headquarters (in cases where it is determined the voter is at the incorrect location), the voter must be allowed to cast a provisional ballot.

When the voter casts a provisional ballot, the poll worker should provide them with information regarding a free access system (a toll-free number) where the voter may determine whether their vote was counted, and, if the vote was not counted, the reason that the vote was not counted.^{xiv}

13. THOUGHT WAS REGISTERED: My name isn't on the voter registration roll but I thought I was registered. Could it have been removed? What do I do?

A voter's name may only be removed from the list of registered voters if:

- The voter confirms in writing that the voter has changed residence to a place outside the jurisdiction;^{xv}
- The voter fails to respond to a non-forwardable notice by mail and has not voted in two general elections after the date of the notice;^{xvi}
- The election authority (i.e. the board of elections or county clerk) receives notice from another election authority that a voter has subsequently registered in another jurisdiction;^{xvii} or
- The election authority receives notice of a voter's death or judicial judgement of incapacity, conviction of a felony, or conviction of a misdemeanor connected to the right to vote.^{xviii}

If a voter's eligibility cannot be immediately established by examining the precinct roster, the poll worker is required to contact the election authority.^{xix} If the voter is registered at a different polling place then the one at which they have appeared, the poll worker should direct the voter to her correct polling place. If the election authority believes that the name of any voter was improperly removed from the registration records, it may, by telephone or in writing on Election Day, authorize election judges to permit the voter to vote.^{xx} Voters who have been improperly removed from the rolls may petition the duty judge in their jurisdiction to have their name reinstated and that they be allowed to vote. A voter who is registered in the jurisdiction may also update their registration or correct errors at the polls (ie., typos or misspellings of name or address)

If the election authority cannot immediately establish that a voter is eligible to vote, the voter shall be notified that they are entitled to cast a provisional ballot.^{xxi} If the voter appears to be eligible to vote at another polling place, the election judge shall inform the voter that they may cast a provisional ballot at the current polling place or travel to either the correct polling place or a central polling place and cast a regular ballot.^{xxii}

Any voter whose name was removed from the voter registration list on the basis of a determination of ineligibility who subsequently becomes eligible to vote must reregister.

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Note that you can take steps to help to determine why a voter's name is not popping up on the list of registered voters:

- Check the voter's registration status using the registration lookup tool to make sure they are registered to vote and at the right place. (see [Question 1](#))
- Has the voter moved recently? Could they be registered at an old address? Check that address in the registration lookup tool. (see [Question 1](#) and [Question 6](#))
- Has the voter changed their name recently, or could they be registered under a different name? Check that name (and any variations of the voter's name, especially for hyphenated names, or people who have multiple family members with the same name (i.e, juniors and seniors) which sometimes trip up databases) in the registration lookup tool. (see [Question 1](#))
- When/where did the voter register to vote? Was that before the deadline?

HOW TO VOTE: EARLY VOTING

14. AVAILABILITY: Is there early voting in my state (whether called early voting or in person absentee voting)? When is it?

Missouri voters may cast excuse-based absentee ballots or no-excuse based mail-in ballots in 2020 starting six weeks before Election Day - beginning on September 22, 2020. While Missouri does not have Early Voting, voters may cast excuse-based Absentee Ballots in-person at their local election authority from Sept. 22 - Nov. 2, 2020 or by mail. Any Missouri voter may cast a no-excuse mail-in ballot via U.S Mail in advance of Election Day beginning on Sept. 22, 2020. The mail ballot option expires at the end of 2020.

Excuse-based Absentee Voting:

Registered voters who expect to be prevented from going to their polling place on Election Day may vote absentee beginning six weeks prior to an election. Voters can request absentee ballots from their local election authority in person, by mail, by email or by fax.^{xxiii} An absentee ballot application is available online on the local election website or the SOS website (<https://www.sos.mo.gov/CMSImages/ElectionGoVoteMissouri/2020AbsenteeBallotrequestformfillable.pdf>).

Absentee voters must submit an application for an absentee ballot listing one of the following reasons they expect to need to vote absentee:^{xxiv}

1. Absence on Election Day from the jurisdiction of the election authority in which such voter is registered to vote
2. Incapacity or confinement due to illness or physical disability, including a person who is primarily responsible for the physical care of a person who is incapacitated or confined due to illness or disability (NOTARY NOT REQUIRED)^{xxv};
3. Religious belief or practice;
4. Employment as an election authority, as a member of an election authority, or by an election authority at a location other than such voter's polling place;
5. Incarceration, provided all qualifications for voting are retained; or

6. Certified participation in an address confidentiality program established because of safety concerns.
7. For an election that occurs during the year 2020, the voter has contracted or is in an at-risk category for contracting or transmitting severe acute respiratory syndrome coronavirus (NOTARY NOT REQUIRED).

Available in 2020 only. Voters deemed at-risk and eligible to vote absentee without a notary include any voter:

- 65 years or older
- In a long term care facility,
- Chronic lung disease or moderate/severe asthma • serious heart condition,
- Immunocompromised,
- Diabetes,
- Liver disease
- Chronic kidney disease and is on dialysis

All other registered voters can cast "mail-in" ballots without a reason under a newly created provision, 115.302, in effect for 2020 only. Those ballots need to be notarized.

No-Excuse Vote by Mail:

Missouri also has vote by mail for the November 3, 2020 General Election.

In response to the COVID-19 pandemic, Missouri enacted a new law allowing any Missouri voter who to cast a no-excuse mail-in ballot in 2020 only. Unlike absentee ballots, which require an excuse, mail ballot applications do not require any reason.^{xxvi}

Absentee ballots may be requested by email and fax in addition to mail and in-person, but mail-in ballots may be requested only by mail or in person. Some absentee ballots are exempt from the notary requirement but all Mail-in Ballots must be notarized. All completed absentee and mail-in ballots must be received by the election authority by 7pm on Nov. 3. Absentee ballots may be returned by mail or in person, but mail-in ballots may only be returned by U.S. mail.

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<i>What's the difference between absentee & mail-in ballots?</i>	Excuse-based Absentee Ballot	No-Excuse Mail-in Ballot
How to submit application to local election authority?	<ul style="list-style-type: none"> • Email, fax, mail or in person • By voter or close relative 	<ul style="list-style-type: none"> • Mail or in person • By voter or close relative
Excuse required?	Yes	No
Deadline to apply	Application must be <i>received</i> by 5pm Oct. 21, 2020	Application must be <i>received</i> by 5pm Oct. 21, 2020
Notary Required	Most. Exceptions: Ballots cast for health related reasons (#2 confinement due to illness; or #7 voter is in an at-risk category for COVID-19); permanent absentee voters & military/overseas voters do NOT require a notary.	Yes. <u>ALL</u> mail-in ballots must be notarized.
How to return completed ballot?	<ul style="list-style-type: none"> • By mail (including mail services like Fed Ex/UPS) or in person • By voter or close relative 	• By U.S. Mail only
Deadline to return ballot to local election authority	Ballot must be <i>received</i> by local election authority by 7p.m. on Election Day	Ballot must be <i>received</i> by local election authority by 7p.m. on Election Day

Absentee and Mail-in ballot requests must be received by the election authority no later than 5:00 p.m. on the second Wednesday prior to any election - or October 21, 2020 for the November 3, 2020 Election. Voters requesting an absentee or mail-in ballot by mail who have registered by mail and have not voted in person are required to submit a copy of their personal identification unless they provided a copy with their registration application.

Absentee and Mail-in ballots must be returned in the provided envelope, with the statement on the envelope signed and, where applicable, witnessed by a notary. In order to be counted, absentee and mail-in ballots must be received by the election authority at or before the time fixed by law for the closing of the polls on Election Day (7:00 p.m.).

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- Are you confined, ill or at high risk of COVID-19? Vote Absentee – No Notary Required
- Permanent absentee voter – No Notary Required
- All other voters – Can vote by mail in 2020 – Ballot must be notarized

HOW TO VOTE ABSENTEE OR BY MAIL IN MISSOURI IN 2020 DUE TO COVID-19

	How Can I Vote by Mail?	Does my ballot need to be notarized?	How can I request a ballot?	Deadline to request a ballot?	How can I submit my ballot?	Deadline to submit the ballot
Do you expect to be confined due to illness or disability, or are caring for someone who is?	Can vote absentee under excuse #2: (2) Incapacity or confinement due to illness or physical disability (permanent)	NO	By email, fax, in-person or by mail. Can vote absentee in person at local election office during the six weeks before the election.	Request for mail-ballot must be received by 2 nd Wednesday before Election Day • July 22: primary • Oct.21: general Can vote absentee in person until 5p.m. day before Election Day	Can be returned in-person or by mail, by voter or a close relative of voter	Ballot must be received by close of polls on Election Day
Do you have or are you in a category at risk for contracting or spreading COVID-19? At risk categories are those: • 65 years or older • in a long term care facility, • chronic lung disease or moderate/severe asthma • serious heart condition, • immunocompromised, • diabetes, • liver disease, • chronic kidney disease/dialysis	Can vote absentee under excuse #7: (7) For an election that occurs during the year 2020, the voter has contracted or is in an at-risk category for contracting or transmitting severe acute respiratory syndrome coronavirus (For 2020 only)	NO	By email, fax, in-person or by mail. Can vote absentee in person at local election office during the six weeks before the election.	Request for mail-ballot must be received by 2 nd Wednesday before Election Day • July 22: primary • Oct.21: general Can vote absentee in person until 5p.m. day before Election Day	Can be returned in-person or by mail, by voter or a close relative of voter	Ballot must be received by close of polls on Election Day
Vote by mail available to any Missouri voter in 2020 without an excuse.	Any voter can vote by mail for 2020 elections. No excuse required. (For 2020 only)	YES	In-person or by mail	Request for mail-ballot must be received by 2 nd Wednesday before Election Day	Must be returned to the election authority by MAIL only.	Ballot must be received by close of polls on Election Day

MISSOURI VOTER PROTECTION COALITION

Questions? denise@movpc.org

Sign up for alerts from MOVPC: [Text MOVPC to 66866](#)

15. ELIGIBILITY: Do I have to have a reason to vote early?

Absentee voters must provide a reason to vote absentee, but no-excuse mail-in voters do not need to provide any reason.

Absentee voters must submit an application for an absentee ballot listing *one* of the following reasons they expect to need to vote absentee:^{xxvii} (do not select more than one reason)

1. Absence on Election Day from the jurisdiction of the election authority in which such voter is registered to vote
2. Incapacity or confinement due to illness or physical disability, including a person who is primarily responsible for the physical care of a person who is incapacitated or confined due to illness or disability (NOTARY NOT REQUIRED)^{xxviii};
3. Religious belief or practice;
4. Employment as an election authority, as a member of an election authority, or by an election authority at a location other than such voter's polling place;
5. Incarceration, provided all qualifications for voting are retained; or
6. Certified participation in an address confidentiality program established because of safety concerns.

7. For an election that occurs during the year 2020, the voter has contracted or is in an at-risk category for contracting or transmitting severe acute respiratory syndrome coronavirus (NOTARY NOT REQUIRED). Available in 2020 only. Voters deemed at-risk and eligible to vote absentee without a notary include any voter:
- 65 years or older
 - in a long term care facility,
 - chronic lung disease or moderate/severe asthma• serious heart condition,
 - Immunocompromised,
 - Diabetes,
 - liver disease
 - chronic kidney disease/dialysis

Voters do not need to provide additional documentation or explanation of the reason they have selected.

Voters can request absentee ballots from their local election authority in person, by mail, by email or by fax.^{xxix}

Requests for absentee ballots can be made by mail, email, fax or in person. **Absentee ballot requests must be received by 5p.m. the second Wednesday before Election Day.**^{xxx}

- For the November general elections – absentee requests must be received by Oct. 21

Voters may submit applications anytime, though the election authority will not begin sending and processing absentee ballots until 6 weeks before election day.

- Absentee ballots may be requested by email, fax, mail or in-person^{xxxi}
- Mail-in ballots may be requested by mail or in-person^{xxxii}

Voters casting ballots in person must show a form of ID, listed above.

Voters must return their absentee or mail ballot in a postage pre-paid envelope provided by the election authority. Voters do not need to provide additional postage.^{xxxiii}

Voters must complete and sign the form on the absentee and mail ballot mailing envelope. Absentee ballots cast due to excuse #2 “illness/confinement”; excuse #7 (at risk for COVID) or absentee ballots cast by permanent absentee voters or by overseas/military voters do **not** need to be notarized. All other absentee and mail in ballots must be notarized. Failure to complete the form can result in the ballot being rejected.^{xxxiv}

First time voters who registered by mail (people who have not voted in person since registering) must include with their absentee or mail ballot application a copy of a form of ID, either: (1) an ID issued by the Federal Government, state of Missouri, or a local election authority; (2) ID issued by a Missouri institution (public or private) of higher education; or (3) a current utility bill, bank statement, paycheck, government check or other government document that contains your name and address.

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DEADLINE: Completed absentee ballots returned must be *received* by the election authority by the close of polls on Election Day.

- Absentee ballots can be returned in-person or by mail, by the voter or a close relative (2nd degree of consanguinity) of voter.
- Mail-in ballots may be returned only by mail.^{xxxv}

16. WHEN: When do the polls open/close during early voting?

Voters who qualify to vote absentee may begin voting absentee **in person** starting six weeks before election day, from Sept. 22, 2020 until 5p.m. Mon. Nov. 2, the day before Election Day. Check your local election authority office for the time it will be open. The election authority must also provide in-person absentee voting on the final Saturday before election day, Oct. 31.

In-person absentee voting occurs at the voter's local election authority office and any satellite absentee voting locations the election authority has set up. There is no polling-place voting in Missouri during the absentee voting period.

17. WHERE: Where do I vote during early voting?

Missouri does not have early voting. In person absentee voting may be done in person at the local election authority, until 5 p.m. the day before the election.

18. IDENTIFICATION: What identification is required for early voting? Can I vote without providing identification?

Absentee or Mail In Voting:

Application: First time-voters who registered by mail must provide a copy of their ID when they apply for an absentee or mail-in ballot.

Notarization: Voters must complete and sign the form on the absentee and mail ballot mailing envelope. Absentee ballots cast due to excuse #2 "illness/confinement"; excuse #7 (at risk for COVID) or absentee ballots cast by permanent absentee voters or by overseas/military voters do not need to be notarized. All other absentee and mail in ballots must be signed in front of a notary, who may require a form of ID. Failure to complete the form can result in the ballot being rejected.

In person Absentee voting requires the same type of ID as regular voting.

First time voters who registered by mail (people who have not voted in person since registering) must include with their absentee or mail ballot application a copy of a form of ID, either: (1) an ID issued by the Federal Government, state of Missouri, or a local election authority; (2) ID issued by a Missouri institution (public or private) of higher education; or (3) a current utility bill, bank statement, paycheck, government check or other government document that contains your name and address.

Mail in Ballots:

All Mail in ballots must be notarized. In addition, first time voters who registered by mail (people who have not voted in person since registering) must include with their absentee or mail ballot application a copy of a form of ID, either: (1) an ID issued by the Federal Government, state of Missouri, or a local

election authority; (2) ID issued by a Missouri institution (public or private) of higher education; or (3) a

HOW TO VOTE: ABSENTEE AND/OR VOTE BY MAIL

current utility bill, bank statement, paycheck, government check or other government document that contains your name and address.

19. AUTOMATIC: Do I have to request an absentee ballot or will my state mail me one automatically? How do I request one?

All voters in Missouri must apply for an absentee or mail-in ballot. Voters on the permanent absentee voter list will automatically receive an application in the mail from their local election authority. An absentee ballot application is available online on the local election website or the SOS website (<https://www.sos.mo.gov/CMSImages/ElectionGoVoteMissouri/2020AbsenteeBallotrequestformfillable.pdf>)

Voters can also call their local election authority. Requests for absentee ballots can be made by mail, email, fax or in person. ^{xxxvi} Requests for a Mail in Ballot must be made in person or by mail.

20. APPLICATION DEADLINE: What is the deadline for requesting an absentee ballot?

Absentee ballot requests and mail-in ballot requests must be *received* by the local election authority by 5p.m. the second Wednesday before Election Day. ^{xxxvii}

- For the November general elections – the deadline for receipt by the election authority for an application for an absentee ballot or mail ballot to be sent to the voter is Oct. 21, 2020.

Voters who did not request a ballot by mail by the deadline can cast an absentee ballot in person until 5 p.m. the day before Election Day. **In-person requests must be done in the office of the local election authority by 5:00 p.m. on the day before the election.** ^{xxxviii} If a voter becomes hospitalized or confined after the absentee ballot request deadline, the election authority will appoint a team to deliver and witness and return the voter's absentee ballot. ^{xxxix}

21. APPLICATION RETURN: Where and/or how can I return my absentee ballot application? Can someone return it for me?

Requests for absentee ballots can be made by mail, email, fax or in person. Requests for a Mail in Ballot must be made in person or by mail. Relatives within the second degree (spouse, parents and children) may complete a mail-in ballot or absentee ballot application, in person, on behalf of the voter who wishes to vote by absentee or by using a mail-in ballot.

22. DIDN'T REQUEST IN TIME: What if I have not requested an absentee ballot by the deadline?

Voters who did not request a ballot by mail by the deadline can cast an absentee ballot in person until 5 p.m. the day before Election Day. **In-person requests must be done in the office of the local election authority by 5:00 p.m. on the day before the election.**^{xi}

23. ELIGIBILITY: Do I have to have a specific reason for requesting to vote by absentee ballot?

Please see the answer to [Question 16](#), above.

24. STATUS OF APPLICATION AND/OR BALLOT: How can I check the status of my application and/or absentee ballot?

Missouri does not provide a single place to check the status of an absentee or mail in ballot. Many jurisdictions include a bar code and/or QR code on their ballot envelope that the voter can use to check the status of their ballot. Voters may also call their local election authority to confirm receipt and processing of both their application and their ballot.

If election authority is satisfied applicant is entitled to vote absentee, will send voter absentee ballot within three working days of receiving the application

25. APPLICATION AND/OR BALLOT REJECTED: I learned my absentee ballot application and/or ballot was rejected. What can I do to fix any errors or get another one?

Upon receipt of a signed application for an absentee ballot and if satisfied the applicant is entitled to vote by absentee ballot, the election authority shall, within three working days after receiving the application, or if absentee ballots are not available at the time the application is received, within five working days after they become available, deliver to the voter an absentee ballot, ballot envelope and such instructions as are necessary for the applicant to vote.^{xli}

If the election authority is not satisfied that any applicant is entitled to vote by absentee ballot, it shall not deliver an absentee ballot to the applicant. Within three working days of receiving such an application, the election authority shall notify the applicant and state the reason he or she is not entitled to vote by absentee ballot. The applicant may appeal the decision of the election authority to the circuit court in the manner provided in section 115.223^{*xlii}

26. COMPLETING BALLOT: How do I complete the absentee ballot? Are there any identification requirements?

Voters must complete the affidavit on the ballot envelope, and sign in the presence of a notary if required. Ballots with incomplete statements will be rejected.

Voters do not need to provide ID with their return ballot. However, first time voters who registered by mail must provide a copy of their ID with their ballot application.

27. LOST OR SPOILED: What if I lost my absentee ballot or it is spoiled or I received an incorrect one?

A voter may vote in person after having requested an absentee or mail-in ballot if the absentee or mail-in ballot has not been submitted, received and recorded in the precinct register by the election authority by Election Day.

A voter can bring her absentee or mail ballot to the polling place or local election authority, surrender that ballot (“spoil” it) and vote a REGULAR ballot in-person.

- A voter who requested and received, but did not submit an absentee or mail ballot can bring the ballot to the polls or local election authority, surrender that ballot and vote a REGULAR ballot at the polls.
- A voter who requested but did not receive an absentee or mail ballot can complete a “Lost Ballot Affidavit” at the polls or election authority and vote a REGULAR ballot on Election Day
- A voter who lost their absentee or mail ballot and did not return a cast ballot may complete a “Lost Ballot Affidavit” at the polls or election authority and vote a REGULAR ballot on Election Day
- A voter eligible to vote absentee may vote absentee in person at the local election authority until 5p.m. the day before the Election.

A voter may not vote by both absentee ballot and regular in-person ballot on Election Day.^{xliii}

28. NON-RECEIPT OF BALLOT: What if I requested an absentee ballot but have not received it? Can I do anything?

A voter who requested but did not receive an absentee or mail ballot can complete a “Lost Ballot Affidavit” at the polls or election authority and vote a REGULAR ballot on Election Day.

A voter who lost their absentee or mail ballot and did not return a cast ballot may complete a “Lost Ballot Affidavit” at the polls or election authority and vote a REGULAR ballot on Election Day

29. IN PERSON OPTION: What if I requested an absentee ballot but I want to vote in person on Election Day?

A voter who requested and received, but did not submit an absentee or mail ballot can bring the ballot to the polls or local election authority, surrender (or “spoil”) that ballot and vote a REGULAR ballot at the polls.

30. BALLOT DEADLINES: What is the deadline for the ballot to be postmarked and/or received by, including dropping it off in person?

Completed absentee and mail-in ballots must be received by the election authority by the close of polls on Election Day.

- Absentee ballots can be returned in-person or by mail, by the voter or a close relative (2nd degree of consanguinity) of voter.
- **Mail-in ballots may be returned only by U.S. mail.** Voters must take care to get the ballot in the mail in enough time for it to be *received* by the election authority by Election Day.

31. BALLOT DROP OFF LOCATIONS: What are the locations for dropping off a completed ballot (instead of mailing it)?

All absentee and mail-in ballots must be returned only to the local election authority. There are no remote "drop boxes" in Missouri. Ballots may only be returned to the election authority. Ballots may not be returned at a polling place, library, courthouse or other government center aside from the election office. Absentee ballots can be returned in-person to the office of the election authority (including by curbside) or by mail, including private mail services like Fed Ex or UPS, by the voter or a close relative (2nd degree of consanguinity) of voter.

Mail-in ballots may be returned only by U.S. Postal Service mail.

32. ASSISTANCE DROPPING OFF: Can someone drop off my completed ballot for me?

Absentee ballots can be returned in-person to the office of the election authority or by mail, by the voter or a close relative (2nd degree of consanguinity) of voter.

Mail-in ballots may be returned only by U.S. mail.

33. IN PERSON ABSENTEE: Where do I vote in-person absentee?

A voter may vote in person by absentee at their election authority or designated absentee satellite locations until 5p.m. the day before the election.

HOW TO VOTE: ELECTION DAY

34. HOURS: When do the polls open and close on Election Day? What if the polls are closing but I'm in line?

Missouri polls open at 6 a.m. and close at 7 p.m. If you are in line by 7:00 p.m., you will be permitted to vote so long as you do not leave the line.

***Note to hotline volunteer:** If you learn that a polling place prohibits those who were in line by the time the polls closed from voting, advise voters to stay at the polling location and contact your hotline captain immediately.

35. POLLING LOCATION: Where do I vote on Election Day?

If a voter has moved recently and has not updated their voter registration, refer to [Questions #6 and 7](#).

***Note to hotline volunteer:** Due to the COVID-19 Pandemic, many polling places have been moved or consolidated. Voters should be advised to check the polling place listed on the Voter Notification Card they received from the local election authority a few days before the election.

36. IDENTIFICATION: What identification is required to vote on Election Day? Can I vote without providing identification?

Missouri voters must show some form of ID to vote, but it does not need to be a state-issued photo ID. If a voter does not possess any of the acceptable forms of identification, they may still cast a provisional ballot that will be counted only if the voter returns to the polls with valid photo ID or if their signature matches the signature on file with the election authority on their voter registration.

Missouri law, 115.427 RSMo. sets forth forms of ID acceptable to vote. As a result, all Missouri voters can cast a regular ballot upon presenting any one of the photo or non-photo forms of identification specified in Section 115.427,^{xliv} including:

- Identification issued by the state of Missouri, an agency of the state, or a local election authority of the state (such as a driver's or non-driver's license or voter registration card);
- Identification issued by the United States government or agency thereof (such as a Passport or Military ID);
- Student identification issued by an institution of higher education, including a university, college, vocational and technical school, located within the state of Missouri; or
- A copy of a current utility bill, bank statement, paycheck, government check or other government document that contains the name and current address of the voter (including the voter notification card the voter received in the mail from the election authority).

CONTINUES ON NEXT PAGE

Voters who do not have one of these forms of ID but are registered can cast a provisional ballot but that provisional ballot will be counted only if the voter returns to their polling place before close of polls on Election Day with valid photo ID, or if the signature on the provisional ballot is found to match the signature on their voter registration record.

See <https://www.sos.mo.gov/CMSImages/ElectionGoVoteMissouri/AcceptableIDstoVote--01.17.2020.pdf> for a list and images of acceptable IDs to vote in Missouri.
Examples of voter ID circumstances to flag as problematic:

- voters asked to present a photo ID
- voters asked to present a secondary form of ID if not presenting a photo ID
- voters told that the voter notification card is not acceptable to vote
- voters not offered a provisional ballot if they present no ID

POLLING PLACE ISSUES

37. POLLING PLACE NOT OPEN: The polling place is not open. What do I do?

***Note to hotline volunteer:** If you learn of a polling place not opening on time or is closed, notify your hotline captain immediately.

38. LONG LINES: There are long lines at the polling place. What do I do? What if the polls are closing while I'm in line?

See [Question 34](#) for answer if voter is in line when polls are closing.

***Note to hotline volunteer:** If you learn of long lines, notify your hotline captain immediately.

39. EQUIPMENT FAILURE: What should I do if there are equipment problems at my precinct?

If you can still vote on equipment at your polling place without an issue, please do so. If no equipment is functional, and you can wait at your polling place until it is fixed, please do so. If the polls are about to close, do not leave the polls, stay in line until the issue is fixed. At other times of the day, if you can return to the polls at a later time, that is an option for the voter. In St. Louis County you can vote at any polling place.

***Note to hotline volunteer:** If you learn of equipment not working properly at a polling place, notify your hotline captain immediately.

40. NO PPE/COVID: What if my polling place is not enforcing COVID-19 precautions or has run out of supplies?

Health and safety protocols differ by jurisdiction. Some require all voters and poll workers to wear masks; others do not require it. Capture any concerns about COVID safety precautions in the OVL ticket. Report the situation to your local election authority.

41. EQUIPMENT ASSISTANCE: I don't know how to use the voting equipment. Can I get help?

The election authority must provide, for each polling place, instruction cards on how to operate voting equipment^{xlv} and must post voting instructions in a visible place at each polling place,^{xlvi} including in the voting booth.^{xlvii} A voter may request a demonstration of the voting equipment by the poll workers.^{xlviii} If, after entering the voting booth, the voter asks for further instructions, two election judges of different political parties shall give such instructions.^{xlix} Voters who need assistance reading or casting their ballot may request such assistance from a person of their choice. Missouri state election law does not place a limit on the time voters can spend in the booth.

42. PHYSICAL DISABILITY: I have a physical disability and need assistance. Will my polling place be accessible?

If a voter has a physical disability, and their polling place is not accessible, the election authority in any jurisdiction must designate an alternate polling place accessible to the disabled voter.ⁱ The voter may have their polling place permanently re-assigned, and the election authority may also assign members of the disabled voter's household and caregiver to the alternate location.ⁱⁱ Each election authority is also required to designate at least one common site as a central polling place accessible to voters who have physical disabilities.ⁱⁱⁱ Such sites must conform to nationally accepted accessibility standards.

Voters who have disabilities or impairments that they believe they cannot enter the polling place or wait in long lines inside the polling place also have the option of "curbside" voting. For any voter within 200 feet of a polling location who is unable to enter the location or wait in line due to physical disability, two election judges (one from each party) must take the ballot and necessary equipment to the voter in the car to place their vote. If paper ballots are unavailable, the judges shall use an absentee ballot.ⁱⁱⁱⁱ Voters do not need to present any paperwork or divulge any medical information to avail themselves of curbside voting. Any voter who believes she needs this assistance is entitled to it.

In the wake of the COVID-19 pandemic, more voters are seeking to vote curbside. Please escalate tickets reflecting issues with significant delays in obtaining curbside voting, or voters whose requests for curbside voting are denied.

Persons with permanent disabilities or who are homebound can request to be placed on a designated list to automatically be mailed an absentee ballot application prior to each election.^{lv} Persons who were hospitalized after the absentee application request deadline can request a team of election officials to bring the ballot to the hospital on Election Day.

43. READING/LANGUAGE ASSISTANCE: I am blind, have a physical disability, or cannot read English and require assistance in order to vote. Can I get assistance at the polls?

Yes. Any voter who needs assistance voting due to disability, blindness, or inability to read or write (including a limited proficiency to read or write English) is entitled to have a person of their choice (except their employer or union representative) mark the voter's choices or assist the voter in marking their choices on the ballot. The chosen assistant does not need to be 18 years old, or a registered voter. Alternatively, the voter may seek assistance from a bipartisan team of poll workers.

44. CURBSIDE VOTING: When can I request curbside voting?

Voters who have disabilities or for other reasons believe they cannot physically enter the polling place or wait in long lines inside the polling place also have the option of "curbside" voting. For any voter within 200 feet of a polling location who is unable to enter the location or wait in line due to physical disability, two election judges (one from each party) must take the ballot and necessary equipment to the voter in the car to place their vote. If paper ballots are unavailable, the judges shall use an absentee ballot.^{lv} Voters do not need to present any paperwork or divulge any medical information to avail themselves of curbside voting. Any voter who believes she needs this assistance is entitled to it.

In the wake of the COVID-19 pandemic, more voters are seeking to vote curbside. Please escalate tickets reflecting issues with significant delays in obtaining curbside voting, or voters whose requests for curbside voting are denied.

45. CAMPAIGNING: What rules apply to people campaigning or "hanging around" my polling place? Can people approach me?

Exit polling, surveying, sampling, electioneering, distributing election literature, posting signs or placing vehicles bearing signs with respect to any candidate or question to be voted on at an election on election day inside the building in which a polling place is located or within twenty-five feet of the building's outer door closest to the polling place.^{lvi}

46. CHALLENGES: Someone is formally challenging my vote. What do I do?

The identity or qualifications (e.g., residency) of any voter may be challenged by an election worker, any registered voter or a credentialed challenger at the polls.^{lvii} A challenge does not automatically result in a provisional ballot or the voter being turned away. Rather, it sparks a verification by the poll worker to confirm the voter's identity or qualifications. If the voter's identity and qualifications are verified by the poll roster and/or a call to the election authority, the voter is entitled to cast a regular ballot. A challenger may not speak directly to the voter, but may assert a challenge and the basis for the challenge to the poll worker as the voter checks in. Doubt concerning the voter's eligibility is decided by a majority of the judges from the major political parties, and if they cannot decide, by the election authority. A voter who is denied can appeal to the election authority under 115.193 or file a complaint with the SOS office under 115.219.^{lviii} A challenged voter may be asked to execute a statement affirming her qualifications.

47. POLICE/MILITARY PRESENCE: There are police/members of the military at the polling place. Is this okay? What do I do?

***Note to hotline volunteer:** If you learn of police/members of the military at the polling place, notify your hotline captain immediately. Intimidation of voters is illegal, including by police. Police may be present at poll sites for official police business, for example, transporting an election official, or picking up mid-day ballots, but they cannot linger or constrain access to the poll entrances in a way that is intimidating. Get specific data on number of police, location, what they are doing, and encourage a voter who is outside to take a picture. Aside from limited police business, police should not be inside the voting area.

48. PROVISIONAL BALLOT: I have been offered a provisional ballot. What should I do?

The voter should inquire why he or she was offered a provisional ballot. The voter should only be offered a provisional ballot for one of the following reasons:

- The voter's name does not appear on the list of registered voters and their eligibility to vote cannot otherwise be established;^{lix}
- The voter refuses to vote at their correct polling place or a central polling place;^{lx}
- The voter requests an absentee ballot in person, but such voter's eligibility cannot be immediately established;^{lxi}
- The voter voted pursuant to a court order extending the time of poll closing;^{lxii} or
- The voter appears at a polling place without any acceptable identification.^{lxiii}

A provisional ballot should be a last resort, because such ballots will be counted only if the election authority determines before the election is certified that the voter is registered and eligible to vote at that polling place. Provisional ballots cast at the wrong polling place will not be counted.^{lxiv} However, if the voter must cast a provisional ballot, the election authority should provide them with information on a free access system where the voter may determine whether the vote was counted and, if the vote was not counted, the reason that the vote was not counted.^{lxv}

If the voter casts a provisional ballot, the voter should ask the poll worker if the voter should take any additional steps to make sure the ballot is counted.

***Note to hotline volunteer:** If you learn of police/members of the military at the polling place, notify your hotline captain immediately.

QUESTIONS

49. Who should I contact if I have questions about any of the above?

The Missouri Secretary of State can be contacted at <https://www.sos.mo.gov/pollworker/contact.asp>
The website for the Secretary of State has contact information for the election officials for each jurisdiction:

<https://www.sos.mo.gov/elections/goVoteMissouri/localelectionauthority>

ⁱ MO Rev Stat § 115.135(2)

ⁱⁱⁱ Mo. Rev. Stat. § 115.133; *Marre v. Reed*, 775 S.W.2d 951 (Mo. 1989)

^{iv} Mo. Rev. Stat. § 115.133; *Chomeau v. Roth*, 72 S.W.2d 997, 999 (Mo. Ct. App.1934).

^v Mo. Rev. Stat. § 115.133.4

^{vi} Mo. Rev. Stat. § 115.133.4.

^{vii} Mo. Rev. Stat. § 115.199.

^{viii} Mo. Rev. Stat. § 115.133.2(3).

^{ix} Mo. Rev. Stat. § 115.197.

^x Mo. Rev. Stat. § 115.199.

^{xi} Mo. Rev. Stat §115.277.1

^{xii} Missouri has precinct-specific voting, requiring voters to cast ballots at their assigned polling place. However, in **St. Louis County** voters may cast ballots at *any* polling place in the jurisdiction because their voting machines allow them to print an individual precinct-specific ballot for each voter when they check in to vote. In Kansas City, a voter may cast a ballot at any poll in the jurisdiction *if* they are using an electronic voting machine to cast their ballot but cannot do so if voting by paper ballot. Voters in other jurisdictions must appear at their assigned poll.

^{xiii} Mo. Rev. Stat. § 115.430(2).

^{xiv} Mo. Rev. Stat. § 115.430(13).

^{xv} Mo. Rev. Stat. § 115.193(1).

^{xvi} *Id.*

^{xvii} Mo. Rev. Stat. § 115.165(4).

^{xviii} Mo. Rev. Stat. §§ 115.195, 115.199.

^{xix} Mo. Rev. Stat. § 115.430.2(2)(b).

^{xx} Mo. Rev. Stat. § 115.193(4).

^{xxi} Mo. Rev. Stat. § 115.430.2(2)(b).

^{xxii} Mo. Rev. Stat. § 115.430.2(3).

^{xxiii} Mo. Rev. Stat. § 115.279(1).

^{xxiv} Mo. Rev. Stat. § 115.277(1)

^{xxv} Note: in the wake of the COVID-19 pandemic, some but not all, election authorities have interpreted 115.277.1(2)'s "illness/confinement" excuse to apply to voters who expect to confine themselves to avoid contracting or spreading COVID-19 at a polling place on election day. A legal challenge on this question, *NAACP v Missouri* - which also challenges notary requirements for mail/absentee ballots, is pending before the Missouri Supreme Court

^{xxvi} Mo. Rev. Stat. § 115.302

^{xxvii} Mo. Rev. Stat. § 115.277(1)

^{xxviii} *Note: in the wake of the COVID-19 pandemic, some but not all, election authorities have interpreted 115.277.1(2)'s "illness/confinement" excuse to apply to voters who expect to confine themselves to avoid contracting or spreading COVID-19 at a polling place on election day. A legal challenge on this question, *NAACP v Missouri* - which also challenges notary requirements for mail/absentee ballots, is pending

^{xxix} Mo. Rev. Stat. § 115.279(1).

^{xxx} Mo. Rev. Stat. § 115.279(3)

^{xxxi} Mo. Rev. Stat. § 115.279(1).

^{xxxii} Mo. Rev Stat. §115.302(1)

^{xxxiii} Mo. Rev Stat. §115.302(12)

^{xxxiv} If the statements on any ballot envelope have not been completed, the absentee ballot in the envelope shall be rejected." Mo. Rev. Stat. § 115.295.2

xxxv	Mo. Rev Stat. §115.302(12)
xxxvi	Mo. Rev. Stat. § 115.279(1).
xxxvii	Mo. Rev. Stat. § 115.279(3)
xxxviii	<i>Id.</i>
xxxix	Mo. Rev. Stat. § 115.287.2
xl	<i>Id.</i>
xli	Mo. Rev. Stat. § 115.287.1
xlii	Mo. Rev. Stat. § 115.287.1
xliii	Mo. Rev. Stat. § 115.297.
xliv	A Jan. 2020 Missouri Supreme Court decision in <i>Priorities USA v. State of Missouri</i> blocked part of Missouri's voter ID law. The Supreme Court's ruling (1) prohibits use of an affidavit for voters who present non-photo ID's and (2) prohibits the state from disseminating materials indicating that a photo ID is required to vote.
xlv	Mo. Rev. Stat. § 115.417(1).
xlvi	Mo. Rev. Stat. § 115.417(2).
xlvi	Mo. Rev. Stat. § 115.421(2).
xlvi	Mo. Rev. Stat. § 115.417(2).
xlvi	Mo. Rev. Stat. § 115.445(2).
l	Mo. Rev. Stat. § 115.436(3).
li	<i>Id.</i>
lii	Mo. Rev. Stat. § 115.115(5).
liii	Mo. Rev. Stat. § 115.436.
liv	Mo. Rev. Stat. § 115.284.
lv	Mo. Rev. Stat. § 115.436.
lvi	Mo Rev. Stat. § 115.637(18)
lvii	Mo Rev. Stat. § 115.149.2
lviii	Mo Rev. Stat. § 115.149.3,4
lix	Mo. Rev. Stat. § 115.430.2(1).
lx	<i>Id.</i>
lxi	Mo. Rev. Stat. § 115.430.2(4).
lxii	Mo. Rev. Stat. § 115.430.14.
lxiii	Mo. Rev. Stat. § 115.427(4).
lxiv	Mo. Rev. Stat. §§ 115.430(5)(1).
lxv	Mo. Rev. Stat. § 115.430(13).