Disclaimer: This guide is designed for informational purposes only. It is not legal advice and is not intended to create an attorney-client relationship. The Election Protection Coalition does not warrant any information contained in this guide, nor does the Coalition suggest that the information in this guide should be used as a basis to pursue legal advice or decision-making.

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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1. Am I registered to vote?

You can confirm whether you are registered to vote and your voter registration address at https://olvr.hawaii.gov/ or call 1-808-453-VOTE (8683). Neighbor Islands may call toll free at 1-800-442-VOTE (8683). You will need a:

- Hawaii Driver License
- Hawaii State ID
- Last 4 digits of Social Security Number

2. Where do I vote?

Hawaii is a vote by mail state starting with the 2020 elections. Ballots should arrive in a registered voter’s mailbox around July 21, 2020 for the August 8th Primary Election and around October 16th for the November 3rd General Election. Ballots cannot be forwarded to a different address.

If you do not receive your ballots by July 25, 2020 for the August 8th Primary, call your county clerk to ask for another ballot to be mailed to you ASAP. Look up the county clerks’ numbers: https://elections.hawaii.gov/resources/county-election-divisions/.

If you do not receive your ballots by October 20, 2020 for the November 3rd General, call your county clerk to ask for another ballot to be mailed to you ASAP. Look up the county clerks’ numbers: https://elections.hawaii.gov/resources/county-election-divisions/.

If you want to vote in-person, there are no longer traditional polling places. There are only 8 voter service centers statewide to accommodate in-person voting, same-day voter registration, and other voting needs. You can look up the location of the 8 voter service centers and their days and hours of operations here: https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedc. You can also call 1-808-453-VOTE (8683) or toll free from neighbor islands at 1-800-442-VOTE (8683).

3. Where is early voting and when do the polls open/close?

Voter service centers are all open for the:

- August 8th Primary -- July 27 through August 7, 8:00 am to 4:30 pm, Monday through Saturday, and on August 8th Primary Election Day, 7:00 am to 7:00 pm.

- November 3rd General -- October 20 through November 2, 8:00 am to 4:30 pm, Monday through Saturday, and on November 3rd Election Day, 7:00 am to 7:00 pm.

You can look up the location of the 8 voter service centers (and their days and hours of operations) here: https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedc.
4. When is/was the voter registration deadline?

For the August 8th Primary, the voter registration deadline for the ballot to be mailed is July 9th. For the November 3rd General, the voter registration deadline for the ballot to be mailed is October 5th.

Ballots should arrive in a registered voter's mailbox around July 21, 2020 for the August 8th Primary Election and October 16th for the November 3rd General Election. Ballots cannot be forwarded to a different address.

If you do not receive your ballots by July 25, 2020 for the August 8th Primary, call your county clerk to ask for another ballot to be mailed to you ASAP. Look up the county clerks’ numbers: https://elections.hawaii.gov/resources/county-election-divisions/.

If you do not receive your ballots by October 20, 2020 for the November 3rd General, call your county clerk to ask for another ballot to be mailed to you ASAP. Look up the county clerks' numbers: https://elections.hawaii.gov/resources/county-election-divisions/.

Voters can register to vote online and check your voter registration address is correct to receive your mailed ballot at https://olvr.hawaii.gov/ or call 1-808-453-VOTE (8683). Neighbor Islands may call toll free at 1-800-442-VOTE (8683). You will need a:

- Hawaii Driver License
- Hawaii State ID
- Last 4 digits of Social Security Number

People can also same day register and vote in-person at a voter service center (see Questions #2 and #3 above) for location and days/hours of voter service centers. To register to vote in-person you will be asked to complete a registration affidavit (of citizenship, age, and Hawaii residency) and provide physical identification.[i] The following are acceptable forms of ID:

- Hawaii Driver License
- Hawaii State ID
- Last 4 digits of Social Security Number
- Current utility bill, bank statement, government check, or other government issued documents showing name and address.

[i] https://elections.hawaii.gov/voters/registration/
5. Can I vote without providing identification?

Yes. However, you must re-register, which you may do (1) online (at https://olvr.hawaii.gov/), (2) in person (at a voter service center in your county of residence), or (3) by mail.[i] If you moved from one county to another without re-registering by the registration deadline (which is July 9th for the August 3rd Primary and October 5th for the November 3rd General for the ballots to be mailed), you may re-register and vote in-person at a voter service center in your new county of residence. (See Questions #2, #3, and #4 above). You will be presented a form by the election official. You will be immediately added to the register of the new precinct, and may vote only at the new precinct.

[i] https://elections.hawaii.gov/voters/registration/

6. If I have moved and I didn’t update my voter registration, can I vote?

Yes. However, you must re-register, which you may do (1) online (at https://olvr.hawaii.gov/), (2) in person (at a voter service center in your county of residence), or (3) by mail.[i] If you moved from one county to another without re-registering by the registration deadline (which is July 9th for the August 3rd Primary and October 5th for the November 3rd General for the ballots to be mailed), you may re-register and vote in-person at a voter service center in your new county of residence. (See Questions #2, #3, and #4 above). You will be presented a form by the election official. You will be immediately added to the register of the new precinct, and may vote only at the new precinct.

[i] https://elections.hawaii.gov/voters/registration/

7. What should I do if there are equipment problems at my precinct?

A voter should immediately notify the election officers if the voting equipment breaks down while voter service centers are open. There will not be paper ballots available at a voter service center, except for the one in Kauai County. Voter service centers except for Kauai County should have Direct Recording Electronic Voting Machines and not paper ballots.

If you are a hotline volunteer and learn of equipment not working properly at a voter service center, notify your hotline captain, who will notify a voting machine expert or speak with election officials.
If you are a field volunteer at voter service centers and the equipment is not working properly, notify the command center, which will notify a voting machine expert.

8. I am a registered voter who is not on the rolls where I currently am. Can I vote where I am?

Hawaii is voting by mail in 2020. All registered voters should be mailed a ballot. If you already a registered to vote, you do not need to re-register to vote. You should confirm your address at https://olvr.hawaii.gov/ so that you will receive your ballot. (See Question #1). Ballots are not forwardable. If you moved or changed your name, you will need to re-register to vote. (See Question #5). The deadlines to register to vote to have a ballot mailed to you are July 9th for the August 8th Primary and October 5th for the November 3rd General.

If you need a one-time absentee ballot mailed to you, please adhere to the same deadlines of July 9th for the August 8th Primary and October 5th for the General to receive your ballot in the mail: https://elections.hawaii.gov/wp-content/uploads/2015/03/AB-Form-English-20191211-website.pdf

9. My name isn’t popping up on the list of registered voters – could it have been removed?

A voter’s name will be removed from the registry if: a) he or she did not vote in the preceding two General Elections, the preceding two Primary Elections, as well as any regularly scheduled Special Elections held in conjunction with those Primary and General Elections, with the exception of those who submitted requests for absentee ballots or anyone who preregistered; b) if the clerk receives a notice or other correspondence returned as undeliverable; or c) the voter notifies the clerk that he or she wishes to have his or her name removed from the register.[i]

On Election Day, a voter whose name was removed because undeliverable correspondence was returned to the clerk may be restored to the register if the person completes an affidavit or other form prescribed by the chief election officer affirming that the person: claims the person’s legal residence at the address listed on the register; changed the person’s legal residence after the closing of the register for that election; or, moved to a new residence within the same district as the person’s residence as listed on the register.[ii]

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 may be restored in the register by re-registering by the registration deadline.[iii]
10. I have a criminal conviction. Can I vote?

Yes. A person sentenced for a felony, from the time of the person’s sentence until the person’s final discharge, may not vote in an election, but if the person is placed on probation or the person is paroled after commitment to imprisonment, the person may vote during the period of the probation or parole.[i]


11. I have been offered a provisional ballot. What should I do?

Inquire why the voter was offered a provisional ballot. Was it for one of the following reasons:

• The voter’s name does not appear on the list of registered voters at the precinct; or
• An election official asserts that the voter is not eligible to vote;

Other than for these reasons, the voter should be able to cast a regular ballot. A provisional ballot should be a last resort. However, if the voter needs to cast a provisional ballot, they will need to execute a written affirmation in front of an election official stating that they are both eligible to vote in that election and that they are registered in the jurisdiction in which they are attempting to vote.[i]

If you are a field or hotline volunteer make sure that the voter is in the right voter service center for his or her current address before the voter fills out a provisional ballot. Give the poll official the voter’s current address and ask whether the voter is in the right voter service center. If you are at the voter service center and cannot verify this, call your command center or the hotline and they will be able to check the voter’s voter service center. If a voter uses a provisional ballot in the wrong voter service center, his or her vote will not count.

If the voter casts a provisional ballot, remind the voter to ask the poll worker if any additional steps will be needed to make sure the ballot is counted. The voter will most likely need to furnish an acceptable identification to the clerk’s office no later than August 11, 2020 for the Primary Election and no later than November 5, 2020 for the General Election for the provisional ballot to be counted.
12. I am a college student. Can I register to vote where I go to school?

Yes, out-of-state students may establish residency in Hawaii for voting purposes if their residence is that place in which their habitation is fixed, and to which, whenever they are absent, they have the intent to return. However, a person does not gain residency solely by the person's presence while a student of an institution of learning. Further demonstration of intent to establish a permanent dwelling place within such precinct is necessary. A person may have only one legal residence for the purpose of voting, and a person loses his/her status as a legal resident for the purposes of voting if that person votes in an election held in another state by absentee ballot or in person.[i]


13. I am physically disabled and need assistance. Will my polling place be accessible?

Yes, all voter service centers, voting booths, and designated places of deposit for ballots must be wheelchair accessible. Most voter service centers offer accessible parking. Voters unable to leave their vehicles to vote may use curbside voting services. Elections workers are trained to assist people with disabilities.[i]


14. I am blind, physically disabled, or cannot read English and require assistance in order to vote. Can I get assistance at the polls?

Yes, if a voter cannot read, write, or speak English or if he or she is blind or otherwise physically disabled, she or he has the right to receive help with voting by a person of his or
her choice. The voter may not receive assistance from the voter’s employer or agent of that employer, an agent of the voter’s labor union, or a candidate for any office that is listed on the ballot.[i] Voters at the voter service center may request assistance in having information and the ballot read to them.

Additionally, on Election Day, voter service centers should offer the following:

- Auxiliary Aids Kit with tools to assist voters with disabilities, such as magnifiers, signature guides, and communication cards for voters who are deaf or hard of hearing;
- Curbside voting for voters unable to leave their vehicles to vote;
- Direct Recording Electronic Voting Machines, which provide nonvisual access for voters who are blind or visually impaired as well as language accessibility in Chinese, Ilocano, and Japanese;
- Oral and/or written assistance for voters with difficulty understanding the English Language.
- A Voter Assistance Official where voters can request special assistance.[ii]


15. I don’t know how to use the voting equipment. Can I get help?

Yes, any person who requires assistance to vote at a voter service center may be given assistance by a person of the voter’s choice other than the voter’s employer or agent of that employer, an agent of the voter’s labor union, or a candidate for any office that is listed on the ballot.[i]


16. Can I vote absentee or vote in person before election day?


Yes. All Hawaii registered voters will be mailed a ballot around July 21st for the August 8th Primary and around October 16th for the November 3rd General.

The deadline to registered to vote to receive a mailed ballot is July 9th for the August 8th Primary. The deadline to register to vote to receive a mailed ballot is October 5th for the November 3rd General. If you are registered to vote already, you do not need to re-register. If you moved or changed your name, then you need to register to vote. You do so online at https://olvr.hawaii.gov/.

Voters may choose to vote in-person at a voter service center. You can look up the locations of the 8 voter service centers and their days and hours of operations here: https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedcf. You can also call 1-808-453-VOTE (8683) or toll free from neighbor islands at 1-800-442-VOTE (8683). Voter service centers are all open for the:

- August 8th Primary -- July 27 through August 7, 8:00 am to 4:30 pm, Monday through Saturday, and on August 8th Primary Election Day, 7:00 am to 7:00 pm.
- November 3rd General -- October 20 through November 2, 8:00 am to 4:30 pm, Monday through Saturday, and on November 3rd Election Day, 7:00 am to 7:00 pm.

There will no longer be traditional polling places open.

Voted ballots must be received by your clerk’s office no later than 7 pm on Election Day. If you mail you ballots back, postmarks to not count.

17. What if I requested an absentee ballot but I want to vote in person on election day?

As long as the voter has not already returned a voted ballot, and is otherwise qualified, they should be allowed to vote in person at a voter service center. However, any person having returned a voted ballot shall not be entitled to vote at a voter service center on Election Day or request another ballot by mail.[i]


18. Does my state have same-day registration? If so, what is the process?

People can also same day register and vote in-person at a voter service center. If you want to
vote in-person, there are no longer traditional polling places. There are only 8 voter service centers statewide to accommodate in-person voting, same-day voter registration, and other voting needs. You can look up the location of the 8 voter service centers and their days and hours of operations here: https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedcf. You can also call 1-808-453-VOTE (8683) or toll free from neighbor islands at 1-800-442-VOTE (8683).

To register to vote in-person you will be asked to complete a registration affidavit (of citizenship, age, and Hawaii residency) and provide physical identification.[i] The following are acceptable forms of ID:

- Hawaii Driver License
- Hawaii State ID
- Last 4 digits of Social Security Number
- Current utility bill, bank statement, government check, or other government issued documents showing name and address.

[i] https://elections.hawaii.gov/voters/registration/

19. What rules apply to people campaigning or “hanging around” my polling place? Can people approach me?

Campaining is not allowed within 200 feet of the voting service center and appurtenances, which include:

- The building in which the voting service center is located
- Any parking lot adjacent to the building and routinely used for parking at that building
- The routes of access between the building and any parking lot
- Any route of access between any public thoroughfare and the voting service center

Any person who remains or loiters within the area of 200 feet from the perimeter of the voting service center and its appurtenances for the purpose of campaigning will be guilty of a misdemeanor. Campaign activities include:

- Distribution, circulation, carrying, holding, posting, or staking of campaign cards, pamphlets, posters, and other literature
- Use of public address systems and other public communication media
- Use of motor caravans, parades, entertainment troupes
Distribution of goods and services

Voters must remove or cover campaign materials before entering the voter service center. Cars and other vehicles with political signs and stickers may remain within the 200 foot perimeter while drivers or occupants are voting. Elections officials who have cars with political bumper stickers must cover the stickers for the day.[i]

Each qualified political party is entitled to appoint one (1) watcher for each voter service center. Watchers observe the conduct of the election at the voter service center during hours of operation. They may not interfere with the activities of any voter or elections official.[ii]


20. Someone is formally challenging my right to vote. What do I do? Can I vote in the primary election?

You should talk to elections officials and attempt to have them confirm that you are both eligible to vote and this is the correct location. If this confirmation cannot be achieved by the elections officials, then you can vote using a provisional ballot. The voter will most likely need to furnish an acceptable identification to the clerk's office no later than August 11, 2020 for the Primary Election and no later than November 5, 2020 for the General Election. The county clerk's office will determine if a provisional ballot is to be counted in accordance with State Law. You will be able to verify if the ballot did or did not count, and the reason why it was not counted by calling the toll-free number provided or through the Office of Elections website:

www.elections.hawaii.gov.[i]

[i] https://elections.hawaii.gov/resources/provisional-voting/

21. When should mailed ballots be returned?

Voted ballots must be received by the county clerks by 7 pm on Election Day – this means August 8th Primary or November 3rd General.

Return envelopes are postage prepaid, so mail your voted ballots at least 3 to 5 days prior to August 8th Primary or November 3rd General to ensure that your ballot is received by the county clerk’s office by 7 pm on Election Day.
If it is too late to mail back your ballot to be received by the county clerk by 7 pm on Election Day, you may take your ballot to a place of deposit or voter service center by 7 pm on Election Day – this means August 8th Primary or November 3rd General. For locations and hours of places of deposit, please look here: https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedcf.

Places of deposit are open in all counties 5 days before the August 8th Primary, starting August 3rd, and 5 days before the November 3rd General, starting October 27th. The hours of each place of deposit may vary, so please check https://histategis.maps.arcgis.com/apps/MapSeries/index.html?appid=40a88743b85b4fbfb8cf6128bacfedcf.

Remember that all ballots must be received by the clerk by 7 pm on Election Day.

If you are waiting in line at a voter service center to drop off your ballot (or to vote) at 7 pm, please continue to do so.

22. How do I return my ballot by mail?

A voter will receive ballot packet in the mail contains containing:

- A ballot
- A ballot secrecy sleeve
- A return ballot envelope (postage prepaid)
- Voting instructions

The ballot packet will arrive around July 21st for the August 8th Primary and October 16th for the November 3rd General. If you do not receive your mail ballot packet by July 25, 2020 for the August 8th Primary or October 20, 2020 for the November 3rd General, contact your clerk's office.

Voting Your Ballot: Follow these tips to ensure that your vote counts.[i]

- Before voting, review the instructions, contests, and candidates on both sides of the ballot. Click here to learn more about Hawaii elections. When voting in the Primary, you must select one political preference, and only vote for candidates within that ballot. If you vote outside your political preference or vote for more than the number of candidates allowed in a contest, your vote will not be counted.
- A properly marked ballot counts 100% of the time. When marking the ballot, completely fill in the box to the left of your choice with a black or blue pen.
- You don’t have to vote for all candidates or measures. Your ballot will still be counted.
- Voters have the right to spoil their ballot. If you change your mind or make an error and have not yet returned your ballot, contact the clerk's office for a replacement ballot. Do not use whiteout.
- Once you return your ballot and is received by the clerk’s office, it is considered cast
Preparing Your Ballot for Return: After voting your ballot, re-fold it and seal it in the secret ballot sleeve. The secret ballot sleeve ensures your right to secrecy as the ballots are opened and prepared for counting. Once sealed, place the secret ballot sleeve in the return envelope. Read the affirmation statement and sign the return envelope before returning it to the clerk's office. Voters must sign the return envelope for the ballot to be counted. Your signature on the return envelope enables election officials to verify you as the voter. The signature you provide on the return ballot envelope is verified against the signature on file in your voter registration record. If you do not sign your return ballot envelope, your ballot will not be counted. The County Election Officials should contact the voter to obtain the missing signature or if there is an issue concerning the signature verification. Voters will have until 5 business days after the election to provide their signature if it is missing or answer questions about the signature verification. Ballots that still do not have verified signatures by this date are not counted.[ii]

Returning Your Ballot: Voters may return their ballot by mail or in-person at a designated place of deposit. Voted ballots must be received by the clerk's office by 7:00 p.m. on Election Day.

- By mail: Voters should mail their voted ballot 3-5 days before the election to ensure that the clerk's office receives it by the deadline. The return envelope is postage paid via the U.S. Postal Service and addressed to your clerk’s office.
- Voter service center or place of deposit: Voters may visit any voter service center or place of deposit within their county to drop off their voted ballot.

2. Who can return a voted ballot?

If you are unable to return your ballot due to a disability or illness, you may designate someone to pick up and deliver your ballot. Ensure your ballot return envelope is sealed and signed before returning.[iii]

3. Why sign the return envelope of the voted ballot?

As ballots are received, the signature on the outside of your return envelope is scanned by County Election Officials. This signature is then matched to the signature on file in your voter registration record. If it matches, your ballot is validated and forwarded to be counted.[iv]

4. How can I be sure that my ballot is received by the clerk’s office?

You can track your ballot online via the ballot receipt portal at https://elections.hawaii.gov by logging in with your Hawaii Driver License or State ID. This portal will tell you when your ballot was mailed and when it is received by the county.[v]

[i] https://elections.hawaii.gov/elections-in-hawaii/
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[ii] [https://elections.hawaii.gov/election-security/#jump-8](https://elections.hawaii.gov/election-security/#jump-8)

[iii] [https://elections.hawaii.gov/election-security/#jump-8](https://elections.hawaii.gov/election-security/#jump-8)

[iv] [https://elections.hawaii.gov/election-security/#jump-8](https://elections.hawaii.gov/election-security/#jump-8)

[v] [https://elections.hawaii.gov/election-security/#jump-5](https://elections.hawaii.gov/election-security/#jump-5)