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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?

A voter can determine whether they are registered to vote by checking the California Secretary of State website and entering their information at <https://voterstatus.sos.ca.gov/>. Alternatively, some county elections officials also allow voters to check their voter registration status through the county website, by telephone, or both. See <https://www.sos.ca.gov/elections/registration-status>.

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

To register to vote, a voter must complete a registration form. The form is available to complete and submit online at <http://registertovote.ca.gov/>. A voter can obtain a paper voter registration form by calling the Secretary of State's toll-free voter hotline at (800) 345-VOTE (8683). Alternatively, a paper voter registration form may be obtained at any DMV field office or at many post offices, public libraries, and government offices. Voters may also request a paper registration form from their county elections office (<https://www.sos.ca.gov/elections/voting-resources/county-elections-offices>).

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

The voter registration application asks for the voter's driver license or California identification card number. If the voter does not have either, they may use the last four digits of their Social Security number. If a voter does not have either a driver license, California identification card, or Social Security card, they may leave that space blank, and they will be assigned a unique identification number.ⁱ

Voters who do not provide a driver's license, ID, or Social Security number upon registering will be asked for ID when they vote for the first time. See Question #36 for accepted forms of identification.

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?

The voter registration deadline is 15 days before an election (October 19, 2020 for the November 3, 2020 General Election). Voter registration applications submitted by mail will be processed if they are postmarked on or before the 15th day before Election Day (October 19, 2020 for the November 3, 2020 General Election).ⁱⁱ Alternatively, California permits voters to register after the voter registration deadline at an in-person voting location before or on Election Day. See Question #5.

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?

Yes, Californians can register to vote after the voter registration deadline, anytime through Election Day. Eligible voters may complete their Conditional Voter Registration at their county elections office, polling place, vote center, or any other satellite voting location established in their county. The voter will then be permitted to cast a provisional ballot, which will be counted if the county is able to determine the voter is eligible to vote.ⁱⁱⁱ

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

Any voter can update their voter registration information, including their name and address, before and on Election Day at any voting location with Same Day Registration. In counties that do not offer countywide voting, voters should visit their assigned polling place for their new address to register and vote in their correct precinct. Voters in counties with countywide voting can visit any location to register to vote and cast a ballot.

Any voter can also register as a new, first-time California voter through Same Day Registration as well. This includes new citizens, young people, and new California residents.

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

If a voter has been temporarily displaced from their home, and the voter intends to return to their residence in the future, and/or mail delivery to their residence is disrupted, the voter can continue to use their prior permanent residence where they were registered to vote as their address for the purpose of voting and they can re-register to update their mailing address for this election; a vote-by-mail ballot can be sent to the home of a family member or friend, a post office box, or to the voter's work. If a voter does not wish to register with a new mailing address, the voter can either request a Remote Accessible Vote-by-Mail (RAVBM) ballot through your office (this will soon be an available request via VoterStatus.ca.gov) or use the one-time Vote-by-Mail Ballot Application to provide a mailing address where they can receive their ballot for this November 2020 election.

If a voter's displacement is permanent, they can update their California residence and/or mailing address by re-registering, or if they have a residential address update within your county, they can also send a signed letter, with their date of birth and current residential address to your office.^{iv}

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?

Californians living away from home while attending college may either register to vote at their campus address or their home address.^v A student may only register in one location. Students can vote in the precinct in which they are registered, or may request to vote by mail. *See Question #19.* Note: If a student is taking classes remotely, they can register at their home address or campus address (if they have one).

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

Voters living abroad must apply for a vote-by-mail ballot by completing the online voter registration application (<http://registertovote.ca.gov/>), or by completing the Federal Post Card Application (<https://www.fvap.gov/uploads/FVAP/Forms/fpca2013.pdf>) and mailing it to their county elections official. Assistance is available through the Federal Voting Assistance Program. <https://www.fvap.gov/>.

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

Yes, if an individual is not currently incarcerated and is not on parole with the California Department of Corrections and Rehabilitation, they can register to vote and vote regardless of their criminal conviction.^{vi} Individuals on probation, on mandatory supervision, on post-release community supervision, on federal supervised release, or a person with a juvenile wardship adjudication can register to vote are also eligible to vote. If the person is currently incarcerated, they may be able to vote. See Question #11.

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

It depends. If an individual is currently incarcerated in a state or federal prison, they cannot register to vote. Further, they cannot register to vote if they are currently on parole with the California Department of Corrections and Rehabilitation, in county jail for a parole violation, or temporarily in county jail awaiting transfer to state or federal prison. An individual incarcerated in county jail can register to vote if they are: (1) serving a misdemeanor sentence; (2) in jail as a condition of probation; (3) serving a felony jail sentence; or (4) awaiting trial.^{vii}

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?

Yes. Voters whose names do not appear on the rolls can register or re-register with Same Day Registration. They will vote with a type of provisional ballot after the county elections official verifies their voter information. A provisional ballot will not be rejected simply because a voter submitted it in the wrong precinct.^{viii}

Volunteers should first help the voter verify they are in the correct precinct or polling location. If the voter is at the wrong location, volunteers should encourage the voter to go to the correct precinct so that they may vote by regular ballot. However, if the voter does not wish to travel to the correct precinct or polling location, the voter should vote by provisional ballot.

Voters in counties with countywide voting, including Voter's Choice Act counties, can vote anywhere in the county. If they are not on the voter rolls at the vote center, they can register or re-register to vote through Same Day Registration. Voter's Choice Act counties that offer countywide voting are Amador, Butte, Calaveras, El Dorado, Fresno, Los Angeles, Madera, Mariposa, Napa, Nevada, Orange, Sacramento, San Mateo, Santa Clara and Tuolumne counties.

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 be removed from the voting list by:^{ix}

- The voter's signed, written request;
- The voter's legally established mental incompetency;
- Proof the voter is currently imprisoned or on parole for conviction of a felony;
- A judgment directing the removal;
- Death;
- Return of a preelection confirmation postcard that indicates the voter is no longer a resident;
- Notification the voter is registered to vote in another county or state; or
- Proof that the person is otherwise ineligible to vote.

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 re-register to have their name restored to the statewide voter registration system. For more information on how to register, or the deadline to register, see *Question #2* and *Question #4*.

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?

Many counties will have one or more early voting locations open for at least three days beginning Saturday, October 31, 2020. A list of locations offering early voting will be available at <https://caearlyvoting.sos.ca.gov/>.

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

No. If the voter resides in a county offering early voting, the voter does not need a specific reason to vote early.

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

Many counties will have one or more early voting locations open for at least three days beginning Saturday, October 31, 2020. A list of locations offering early voting will be available at <https://caearlyvoting.sos.ca.gov/>.

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

Many counties will have one or more early voting locations open for at least three days beginning October 31, 2020. A list of locations offering early voting will be available at <https://caearlyvoting.sos.ca.gov/>.

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

See FAQ 36.

HOW TO VOTE: ABSENTEE AND/OR VOTE BY MAIL

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

For the November 3, 2020 election, because of the COVID-19 pandemic, a vote-by-mail ballot will be sent to every active registered voter whether they requested one or not.^x The vote-by-mail ballot will be automatically sent to the voter's residence per their voter registration. If a voter has moved, they can re-register to vote using their new address (see Question # 6) or fill out the California Vote-By-Mail Ballot Application (<https://elections.cdn.sos.ca.gov/vote-by-mail/pdf/vote-by-mail-application.pdf>) and return it to their county elections official.

*Special Note for First Time Voters: see Question # 26.

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

No application is necessary to receive a vote-by-mail ballot for the November 3, 2020 election. See Question # 19. If a voter needs to request a vote-by-mail ballot for their new address within 7 days of the election (October 27 for the November 3, 2020 General Election), they must do so in person at their county elections office.^{xi} To request a replacement vote-by-mail ballot, contact your county elections office. If you cannot visit your county elections office, you can request a Remote Accessible Vote by Mail Ballot (RAVMB). RAVMBs are not limited to voters with disabilities for the November 3 election. This is NOT internet voting. Voter must be able to download and print the ballot, place it in an envelope, and drop the envelope in a dropbox, at an early voting location, or at a polling place anywhere in the state. The voter can designate someone to drop it off for them. Depending on the county, the voter may be able to download the RAVMB directly, or they may be required to request one by email. Detailed instructions are available [here](#).

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

Every registered voter in California, regardless of their county, will automatically be sent a vote-by-mail ballot for the November 3, 2020 election. See Question # 19. If they lose, spoil, or do not receive their ballot, see FAQ 25.

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

Voters can check the status of their vote-by-mail ballot by visiting <https://voterstatus.sos.ca.gov/>. Voters can also track their ballot using “Where’s My Ballot,” a service available through the California Secretary of State.^{xii} Voters can sign up for the service at <https://california.ballottrax.net/voter/>. Voters can check the following:

- When the ballot has been delivered
- When the voter's completed ballot has been received by the county
- Whether the voter's completed ballot has been accepted or a reason why the ballot could not be accepted and instructions of steps the voter can take in order to have the ballot accepted

23. 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?

If a voter failed to receive their vote-by-mail ballot or has lost or destroyed their original ballot, they can [contact their county elections official](#) in order to be sent a second vote-by-mail ballot.^{xiii} They can also visit an in-person voting location to receive and cast a ballot in person. The voter may also request a Remote Accessible Vote by Mail Ballot if they have the ability to print it. See details at FAQ 20.

In the event that a vote-by-mail ballot is rejected because of an issue with the voter’s signature, the county elections official shall provide notice to the voter. The voter will have the opportunity to verify their signature no later than 5:00 p.m. two days prior to the certification of the election by completing a signature verification statement and returning it to the county elections official.^{xiv} Voters can also track whether their ballot was accepted or not and why on BallotTrax at <https://california.ballottrax.net/voter/>.

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

Completed ballots may be returned by:^{xv}

1. Mailing the ballot to the county elections official (USPS postage is pre-paid for all VBM ballots);
2. Returning it in person to a polling place, vote center, or the office of the county elections official;
3. Dropping the ballot off into a designated ballot drop box; or
4. Authorizing someone to return the ballot on behalf of the voter. Anyone may return a ballot, as long as they do not get paid on a per ballot basis. In order for the ballot to be counted, the voter must fill out the authorization section found on the outside of the ballot envelope.

First time voters who did not provide their driver license number, California identification number, or the last four digits of their Social Security number at the time they registered to vote are advised to send a photocopy of some personal identification to their county elections official before the election.^{xvi} A copy of a recent utility bill, the county Voter Information Guide received from the voter’s county elections office, or another document sent to the voter by a government agency are examples of acceptable forms of identification. Other examples include a passport, driver license, official California identification card, or student identification card.

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For more information on identification to use when voting for the first time, check the complete list of acceptable forms of identification^{xvii} or call the Secretary of State's toll-free voter hotline at (800) 345-VOTE (8683).

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

[Contact your county elections official](#) in order to be sent a second vote-by-mail ballot.^{xviii} Additionally, you may vote in-person at your polling place or a vote center if you notify a poll worker that your VBM was lost, destroyed, spoiled, or not received. Voters may also use [remote accessible vote-by-mail \(RAVBM\)](#). See details at FAQ 20.

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

Before polls close on Election Day, a vote-by-mail voter can vote at any in-person voting location or the office of the elections official.^{xix}

Vote-by-mail voters who return to their home precincts on Election Day can vote if they surrender their vote-by-mail ballots to the inspector of the precinct board, or if the voting authority can verify that their ballot has not already been returned.^{xx} Any vote-by-mail voter who is unable to do so can also vote by provisional ballot.^{xxi}

For voters in Voters Choice Act counties (Amador, Butte, Calaveras, El Dorado, Fresno, Los Angeles, Madera, Mariposa, Napa, Nevada, Orange, Sacramento, San Mateo, Santa Clara and Tuolumne counties in 2020) and voters in counties offering countywide voting in November, voters do not need to surrender their vote-by-mail ballots to vote with a regular ballot.

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

The completed ballot must be received at a designated dropbox, voting location, or the county elections office by the close of polls on election day (8PM). Mailed ballots MUST be postmarked by Nov. 3, 2020 and received no later than 17 days after election day to be counted.

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

An emergency ballot can be applied for if an absentee ballot is not received. Voter should check county website and can complete emergency ballot application. Emergency ballot application will appoint authorized representative to pick up and return ballot on behalf of voter. All voters can vote in person at early voting locations, at their polling place, or at their county elections office. See FAQ 26 for details. Alternatively, the voter may use the RAVMB procedure if they are able to print their ballot at home. See FAQ 20 for details.

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

A list of locations where a vote-by-mail ballot can be dropped off will be available online at <https://caearlyvoting.sos.ca.gov/>. A voter can also drop off their ballot at any in-person voting location. California does not require voters to drop off their ballots in their home county; voters may use any dropbox in the state. Election officials will route ballots to the appropriate county for processing.

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

Yes. Californians who vote using vote-by-mail ballots are able to select anyone to return their voted ballots to either the elections official who issued the ballot, the precinct board at a polling location or at a vote center in participating counties, or to a vote-by-mail ballot dropoff location within the state once their voted ballot is sealed inside the ballot envelope. The ballot must be postmarked by 11/3, or dropped in a dropbox, early voting location, polling place, or county elections office before the close of the polls at 8 pm on Election Day.

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

Some counties offer early voting at a few locations before election day. Voters should contact their county elections office to see if they offer early voting. County contact information can be found by visiting the Secretary of State's website at: <http://www.sos.ca.gov/elections/voting-resources/county-elections-offices>.

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?

The polls must be open from 7:00 a.m. to 8:00 p.m. PST on Election Day.^{xxii} A voter waiting in line at 8:00 p.m. must be allowed to vote.^{xxiii}

***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?

The address of a voter's polling place or vote center locations are found in the Voter Information Guide mailed by county elections officials a few weeks before election day. Alternatively, a voter may (i) visit the California Secretary of State's website (<https://www.sos.ca.gov/elections/polling-place>), (ii) call the toll-free voter hotline (1-800-345-VOTE (8683)), or (iii) text "Vote" to GOVOTE (468683).

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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?

Most California voters do not need to show identification to vote. However, voters may need to provide identification if (i) they are voting for the first time after registering by mail or online and (ii) they did not provide a driver's license number, a California identification number, or the last four digits of their social security number when registering.^{xxiv}

In these narrow circumstances, a voter may provide an original or copy of the following:

- Current and valid photo identification, including:^{xxv}
 - Driver's license or identification card of any state;
 - Passport;
 - Employee identification card;
 - Identification card provided by a commercial establishment;
 - Credit or debit card;
 - Military identification card;
 - Student identification card;
 - Health club identification card;
 - Insurance plan identification card; or
 - Public housing identification card.

- A document that includes the voter's name and address, and that is dated since the date of the last general election, including:^{xxvi}
 - Utility bill;
 - Bank statement;
 - Government check or paycheck;
 - A document issued by a government agency (for example, a sample ballot dated for the current election; voter notification card; public housing identification card; lease or rental statement or agreement; student identification card; tuition statement or bill; insurance plan card or drug discount card; discharge certificates, pardons, or other official documents issued in connection with a criminal case, indictment, sentence or other matter; public transportation authority senior citizen and disabled discount card; identification document issued by a governmental disability agency, government homeless shelter, and other government temporary or transitional facilities; drug prescription issued by a government doctor or government health care provider; property tax statement; vehicle registration; or vehicle certificate of ownership)

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?

Voters should immediately notify the election officers if voting equipment breaks down while the polls are open. If the problem cannot be fixed in a timely manner, voters should ask if an emergency paper ballot is available.

Voters should be permitted to vote by paper ballot (in counties with voting machines) or by provisional ballot if necessary. The provisional ballots will be counted as regular ballots if the voter is otherwise qualified.^{xxvii}

***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?

County elections officials must create a written, worksite-specific COVID-19 prevention action plan for every voting location. At a minimum, the plan must ensure sufficient space for physical distancing; confirm cleaning and disinfection with facility management; and provide layout and traffic-flow guidance to election workers.

Counties must provide face coverings to elections staff and workers, and must make disposable face coverings available to voters and observers who arrive without them. Voters may not be turned away if they refuse to wear a face covering. Voters who wear a branded face covering that represents a candidate or ballot measure may be deemed to be electioneering and may be asked to use a different face covering.

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

Yes. The precinct board should instruct voters on usage of the machines before they enter the booth and are required to answer any related questions.^{xxviii} Voters can also designate up to two people to assist them in marking and casting their ballot at a voting location, with a few exceptions as listed in Question 41.

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

In general, yes. All vote centers and polling places must meet minimum accessibility guidelines, including: accessible parking; a clear path from the parking area to the polling place; doors that are wide and easy to open; election materials and signs in large print; and poll workers to answer questions and help voters. Accessible polling places are indicated by a blue wheelchair symbol on the back page of the sample ballot.^{xxix}

If a polling place is inaccessible, a voter may call their county elections official to request to be assigned to another polling place that is accessible. Alternatively, a physically disabled person may request that a poll worker must bring a regular or vote-by-mail ballot to a place that is accessible and as near as possible to the polling place (*i.e.*, curbside voting). A precinct board member will take a regular ballot to the voter, qualify that person to vote, and return the voted ballot to the polling place. If it is impractical to vote a regular ballot outside the polling place, the voter should be provided with a vote-by-mail ballot and may vote in the same manner as a regular ballot.^{xxx}

Any voters who, for any reason, require or want assistance to vote may have the right to receive assistance from no more than two persons selected by the voter, other than the voter's employer, an agent of the voter's employer, or an officer or agent of the union of which the voter is a member. All voters who require assistance must take an oath and state the reason why they require assistance.^{xxxi} A person who assists a voter shall not divulge any information regarding the marking of the ballot.^{xxxii}

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 voters who, for any reason, require or want assistance to vote may have the right to receive assistance from no more than two persons selected by the voter, other than the voter's employer, an agent of the voter's employer, or an officer or agent of the union of which the voter is a member. All voters who require assistance must take an oath and state the reason why they require assistance.^{xxxiii} In addition, American Sign Language, large print, and audio versions of the Official Voter Information Guide are available at the California Secretary of State's website (<https://voterguide.sos.ca.gov/en/alt-versions/>) and telephone number (1-800-345-VOTE (8683) (voice or TDD/TTY)). Language assistance must also be provided under federal and state laws for certain counties and precincts which have a sizable population of eligible voters who have limited proficiency in English.^{xxxiv}

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

If a polling place is inaccessible, a physically disabled person may request, and a poll worker must bring, a regular or vote-by-mail ballot to a place that is accessible and as near as possible to the polling place (*i.e.*, curbside voting). A precinct board member will take a regular ballot to the voter, quality that person to vote, and return the completed ballot to the polling place. If it is impractical to vote with a regular ballot outside the polling place, the voter should be provided with a vote-by-mail ballot and may vote in the same manner as a regular ballot.^{xxxv} Polling places with curbside voting should have a sign posted outside the polling place with a phone number or doorbell to call to request curbside voting.^{to call}

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

Electioneering, including the visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot, is prohibited within 100 feet of a polling place, a vote center, an elections official's office, or a satellite location.^{xxxvi}

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

A voter's eligibility can be orally challenged only by a member of the precinct board. Grounds for a challenge include any or all of the following grounds:

- The voter is not the person whose name appears on the roster;
- The voter is not a resident of the precinct, or not a resident of the county (if voting at a vote center);
- The voter is not a U.S. citizen;
- The voter has already voted in the election; or
- The voter is a convicted felon who is presently on parole.

A voter's eligibility can also be challenged by anyone in writing. The written challenge must be submitted to a member of a precinct board, who must immediately contact the elections official responsible for conducting the election and describe the challenge and any evidence received. The elections official will advise the precinct board as to whether probable cause exists for the challenge. If probable cause exists, the precinct board will try the eligibility of the voter. If the challenge relates to residency, dual voting, or identity, an oath by the voter as to their eligibility will determine the challenge in favor of the voter.^{xxxvii}

The California Secretary of State has recently published a memorandum summarizing information on voter intimidation and challenges. It is available at <https://elections.cdn.sos.ca.gov/ccrov/pdf/2020/october/20236jl.pdf>

In the event that the precinct board determines that persistent challenging of voters is resulting in a delay of voting sufficient to cause voters to forego voting due to insufficient time or fear on unwarranted intimidation, the board shall discontinue all challenges.^{xxxviii}

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

In California, no person in possession of a firearm, no uniformed peace officer, private guard or security personnel, and no person wearing the uniform of a peace officer, guard or security personnel may be stationed in the immediate vicinity of, or posted at, a polling place without written authorization of the appropriate city or county elections official.^{xxxix} However, the following exceptions apply:

- An unarmed uniformed guard or security personnel who is at the polling place to cast his or her vote;
- A peace officer who is conducting official business in the course of his or her public employment, or who is at the polling place to cast his or her vote;
- A private guard or security personnel hired or arranged for by a city or county elections official; and
- A private guard or security personnel hired or arranged for by the owner or manager of the facility where the polling place is located, if the guard or security personnel is not hired or arranged solely for election day.

In addition, California prohibits the use or threat of any force, violence, or tactic of coercion or intimidation to induce or compel someone to vote or refrain from voting.^{xi}

The California Secretary of State has recently published a memorandum summarizing information on voter intimidation and challenges. It is available at <https://elections.cdn.sos.ca.gov/ccrov/pdf/2020/october/20236jl.pdf>

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

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

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

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- The voter is conditionally registered (also known as Same Day Registration);^{xli}
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- The voter did not surrender their vote by mail ballot;^{xlii} or
- The voter database indicates that the voter already voted;
- The voter cannot show ID and is required to;
- The voter is voting during extended polling place hours per a court order.^{xliii}

***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 Secretary of State's office maintains the following toll-free voter hotlines:

- (800) 345-VOTE (8683) – English
- (800) 232-VOTA (8682) - español / Spanish
- (800) 339-2857 - 中文 / Chinese
- (888) 345-2692 - हिन्दी / Hindi
- (800) 339-2865 - 日本語 / Japanese
- (888) 345-4917 - ខ្មែរ / Khmer
- (866) 575-1558 - 한국어 / Korean
- (800) 339-2957 - Tagalog
- (855) 345-3933 - ภาษาไทย / Thai
- (800) 339-8163 - Việt ngữ / Vietnamese
- (800) 833-8683 – TTY/TDD

In addition, contact information for each county elections office is listed here:

<https://www.sos.ca.gov/elections/voting-resources/county-elections-offices>

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- ⁱ Cal. Elec. Code § 2150(a)(7).
- ⁱⁱ Cal. Elec. Code § 2119(d); <https://www.sos.ca.gov/elections/voting-resources/voting-california/election-dates-and-resources>.
- ⁱⁱⁱ Cal. Elec. Code § 2170; <https://www.sos.ca.gov/elections/voter-registration/same-day-reg>.
- ^{iv} CCROV #20215; <https://elections.cdn.sos.ca.gov/ccrov/pdf/2020/september/20215jl.pdf>
- ^v Cal. Elec. Code § 2025; <https://www.sos.ca.gov/elections/voting-resources/voting-california/students>.
- ^{vi} <https://www.sos.ca.gov/elections/voting-resources/voting-california/who-can-vote-california/voting-rights-californians/>.
- ^{vii} <https://www.sos.ca.gov/elections/voting-resources/voting-california/who-can-vote-california/voting-rights-californians/>.
- ^{viii} Cal. Elec. Code § 14310(c); <https://www.sos.ca.gov/elections/voting-resources/voting-california/no-name-list>.
- ^{ix} Cal. Elec. Code § 2201.
- ^x COVID-19 Update, <https://www.sos.ca.gov/elections/voter-registration/vote-mail>; Executive Order N-64-20, (May 8, 2020), <https://www.gov.ca.gov/wp-content/uploads/2020/05/05.08.2020-EO-N-64-20-signed.pdf>.
- ^{xi} <https://www.sos.ca.gov/elections/voter-registration/vote-mail>
- ^{xii} <https://www.sos.ca.gov/elections/ballot-status/wheres-my-ballot>.
- ^{xiii} <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.
- ^{xiv} Cal. Elec. Code § 3019.
- ^{xv} <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.
- ^{xvi} <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.
- ^{xvii} Cal. Code Regs. tit. 2, § 20107; available online at https://elections.cdn.sos.ca.gov/regulations/hava_id_regs_from_barclays_3_3_06.pdf.
- ^{xviii} <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.
- ^{xix} Cal. Elec. Code § 3018.
- ^{xx} Cal. Elec. Code §§ 3015, 3016.
- ^{xxi} Cal. Elec. Code §§ 3015,3016.
- ^{xxii} Cal. Elec. Code § 14212.
- ^{xxiii} Cal. Elec. Code § 14401.
- ^{xxiv} <https://www.sos.ca.gov/elections/voting-resources/voting-california/what-bring>
- ^{xxv} Cal. Code Regs. tit. 2, § 20107(d)(1).
- ^{xxvi} Cal. Code Regs. tit. 2, § 20107(d)(2).
- ^{xxvii} Cal. Elec. Code § 14300(e).
- ^{xxviii} Cal. Elec. Code § 14272.
- ^{xxix} See Help America Vote Act (52 U.S.C. § 20901, et seq.); Voting Accessibility for the Elderly and Handicapped Act (42 U.S.C. § 1973ee, et seq.); Americans with Disabilities Act (42 U.S.C. § 12101, et seq.); California Disabled Persons Act (Cal. Civ. Code § 54, et seq.). For a helpful overview of these laws, see “Polling Place Accessibility Guidelines” (March 2018), published by the California Secretary of State and available at <https://elections.cdn.sos.ca.gov/polling-place-accessibility/guidelines/overview.pdf>.
- ^{xxx} Cal. Elec. Code § 14282.
- ^{xxxi} Cal. Elec. Code § 14282(a).
- ^{xxxii} Cal. Elec. Code § 14282(c)
- ^{xxxiii} Cal. Elec. Code § 14282(a).
- ^{xxxiv} Cal. Elec. Code § 14201 (state law requiring translation of certain voting materials for certain precincts based on population size); Cal. Elec. Code § 12303(c) (requiring election officials to attempt to recruit bilingual poll

workers at precincts that reach the 3% threshold); “Fact Sheet: Language Assistance During Election” provided by *Asian Americans Advancing for Justice*, found at <http://advancingjustice-la.org/sites/default/files/LanguageAssistanceFactSheet.pdf>.

xxxv Cal. Elec. Code § 14282.

xxxvi Cal. Elec. Code § 319.5.

xxxvii Cal. Elec. Code § 14240 *et seq.*

xxxviii Cal. Elec. Code § 14253.

xxxix Cal. Elec. Code §§ 18544, 18545.

xl Cal. Elec. Code § 18540 *et seq.*

xli Cal. Elec. Code § 2170.

xlii Cal. Elec. Code § 3016.

xliii Cal. Elec. Code § 14402.5.