

## Frequently Asked Questions

### California - General Election 2024

Last Updated: 8/6/2024

**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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# REGISTERING TO VOTE

## 1. **ELIGIBILITY:** Can I register to vote?

To register to vote in California, a person must be:

- a United States citizen and a resident of California (for at least 15 days prior to Election Day; if 14 days or less, are ELIGIBLE to vote in the Presidential/Vice Presidential race.<sup>1</sup>)

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<sup>1</sup> Cal. Elec. Code § 332

- 18 years old or older on Election Day (16 years or older can pre-register<sup>2</sup>);
- not currently serving a state or federal prison term for the conviction of a felony; and
- not currently found mentally incompetent by a court.<sup>3</sup>

2. **PRIMARY ELECTION:** Can I vote in the primary election? Do I need to be registered with a political party? Can I change my party registration to vote in another party's primary election? When I voted, the poll worker asked my party affiliation. Are they allowed to do that?

**Presidential Primary/County Central Committee/Local Offices:**

CA presidential primaries are either closed or modified-closed depending on political party affiliation.

A voter may change their party registration to vote in another party's primary election by re-registering with that specific party. This can be done *online* at [registertovote.ca.gov](http://registertovote.ca.gov) up to 15 days prior to the election. If a voter needs to re-register to change party affiliation within 15 days of an election, the voter must register to vote *in person* at a polling place, vote center, or the voter's county elections office.

[County Elections Office](#).

Poll workers can ask whether a voter is registered with a political party *FOR THESE TYPES OF RACES ONLY*, and if so, which party in order to ensure that the voter receives the correct ballot.

More information on voting in primaries for the US President in CA: [Vote for US President](#)

**U.S. Congressional/State Legislative/State Constitutional Offices:**

All candidates, regardless of party, appear on one ballot (so there is NO NEED for a poll worker to ask a voter's party affiliation). A voter may vote for any candidate, regardless of their partisan registration status.

3. **STATUS:** Am I registered to vote?

A voter can determine whether they are registered to vote by checking the California Secretary of State website [My Voter Status](#) or using the look-up tool on their county website [Check Your Voter Registration Status](#). A voter can also contact their county elections office directly to confirm registration. [County Elections Office](#).

4. **HOW:** How do I register to vote? Can I register online? Do I need a printer? Can I register to vote in person?

Registration Options:

- Online: [California Online Voter Registration](#).
- Automatically: when completing a driver's license, state ID, or change of address with the DMV.<sup>4</sup>

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<sup>2</sup> Cal. Elec. Code § 2000

<sup>3</sup> Cal. Elec. Code § 2208(a); <https://www.sos.ca.gov/elections/voter-registration/conservatorship>

<sup>4</sup> Cal. Elec. Code § 2265

- Complete a paper application form available at county elections offices, libraries, DMV offices, U.S. post offices, or other government offices and mail, or return to their county elections office in person or place in dropbox (open 29 days before Election Day and delivered daily to county elections office).
- In person/phone/email/fax, request a paper registration form from their county elections office ([County Elections Offices](#)). Return by mail or in person (if 29 days before Election Day, can place in county ballot drop box)
- [Standard Form 76, "Federal Post Card Application \(FPCA\)"](#) for military/overseas residents
- Same Day Registration: a person may conditionally register at their polling place or voting center on Election Day.
  - Military/overseas voters and those voters with disabilities will be able to avail themselves of same day registration by conditionally registering through their county's "Remote Conditional Registration Form" available online.
- Complete National Voter Registration Application: [Register To Vote In Your State By Using This Postcard Form and Guide For US Citizens](#)
- "Safe at Home" applicants (also includes victims of child abduction and their families)<sup>5</sup>: should NOT USE the regular online portal to register; for information on how to register to vote: <https://www.sos.ca.gov/registries/safe-home>

5. **IDENTIFICATION:** [What ID is required to register to vote?](#)

To **fully** register online you will need:

- Your California driver license or California identification card number,
- The last four digits of your social security number, and
- Your date of birth.

A person can begin the registration process online even if they do not possess a California driver license, California identification card, or social security number (with none of these, a unique identification number will be assigned to the registrant<sup>6</sup>). If they filled out all the other requested information, the website ( [California Online Voter Registration](#) )will create a pre-filled voter registration application for the registrant to print, **sign** and deliver to their [County Elections Office](#) via mail, in person, or by placing in the county elections ballot drop box (if 29 days or less before Election Day). Elections officials will contact the voter whether their application is approved or if more information is needed to confirm eligibility.

NOTE: Voters who do not provide a driver's license, ID, or Social Security number upon registering, or at some other time before voting, will be asked for ID when they vote for the first time. See [Question #19](#) for accepted forms of identification.

6. **DEADLINES:** [When is/was the voter registration deadline? Are there different deadlines whether I register by mail, in-person, online or on Election Day?](#)

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<sup>5</sup> Cal Gov't Code § 6205

<sup>6</sup> Cal. Elec. Code § 2150(a)(7)(C)

Voter registration applications must be received by the voter's county elections office 15 days prior to Election Day (October 21, 2024).<sup>7</sup>

7. **SAME DAY:** [Does my state have Same Day Registration? If so, what is the process?](#)

Yes, Californians can register to vote if they miss the 15-day deadline, until 8 p.m. Election Day. Eligible voters *MUST* go *IN PERSON* to their county elections office, polling place, vote center, or any other satellite voting location established in their county to complete a "Conditional Voter Registration." ( If <https://caearlyvoting.sos.ca.gov/> has not been updated for the current election cycle locations, refer voter to their [County Elections Offices](#) for location information to complete the conditional voter registration).

Military/overseas voters and voters with a disability *can* conditionally (same-day) register by using the online request through their county's "Remote Conditional Registration Form" available online. Once elections officials verify eligibility information, the voter is registered. Voters should contact their local elections office for further assistance. [County Elections Offices](#). The Voter will likely need to call their county elections office directly.

8. **PERMANENT MOVE:** [I have moved permanently and I didn't update my voter registration, can I vote?](#)

Yes. Voters must use the conditional registration process to change their voter registration address at the polling place/voting center. See [Question 7](#) above.

If the voter already updated their address with the Department of Motor Vehicles or U.S. Postal Service, their voter registration will have been automatically updated.<sup>8</sup>

Voters that have moved permanently can re-register online (<https://registertovote.ca.gov/>) or by paper voter registration application, or by sending a signed letter to the voter's current county elections office ([County Elections Offices](#)) with the voter's name, current new address, and DOB up to 15 days prior to Election Day. If they miss the 15 day deadline, they will need to re-register *IN PERSON*, see [Question 7](#).

9. **TEMPORARY MOVE:** [I have moved temporarily. How can I vote?](#)

If the voter intends to return to their permanent residence at a future date, the voter can continue to use their permanent residence as their registration address, and simply update the mailing address for their ballot to be received at their temporary location.

- \*Online at <https://registertovote.ca.gov/>. Ideally, this should be done at least 30 days before Election Day. If between 29 and 7 days before any election, the voter can request a replacement ballot instead with the temporary address.
- \*If the voter misses the 7 day deadline to request a replacement ballot to their temporary address, they still have the option to receive a ballot by using the "Accessible Vote by Mail Ballot:" (RAVBM) They will need to contact their county elections for assistance with this option. ([County Elections Offices](#))
- Written requests to update a mailing address should be mailed/delivered in person ideally at least 30 days prior to Election Day in order for a new ballot to be sent to the voter's temporary

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<sup>7</sup> Cal. Elec. Code § 2119(d); [Election Dates and Resources: California Secretary of State](#).

<sup>8</sup> Cal Elec. Code 2408(c); [Frequently Asked Questions](#).

residence. If between 29 and 7 days before any election, the voter can request a replacement ballot instead with the temporary address; **however**, the 7 day window is a small one for the USPS to deliver a ballot, and the voter should have a “Plan B” (think [RABVM](#) (see above)).

“\*”: most reliable options

**Note:** Ballots are mailed out to all registered voters 29 days before Election Day. If a voter requests an address change within the 29-7 day window, it is possible that the voter will be issued two ballots: one going to their permanent address, the other to their temporary mailing address. The voter should not be concerned about this, as the county registrar will accept only one ballot-whichever ballot is received first by their office.

10. **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.<sup>9</sup> A student may only register in one location during an election cycle. A student voter should check their registration status at <https://voterstatus.sos.ca.gov/> See also [Question 4](#).

Registered student voters will receive a mail ballot to their mailing address listed on their registration. If they want their ballot to come to their campus address, they can update their mailing address at [Register to Vote](#) online. They can also contact their official county registrar to request a replacement ballot [County Elections Offices](#), but no ballots will be mailed to voters beginning 10 days before Election Day.<sup>10</sup> If it is within 10 days of Election Day, a registered student can use the “Accessible Vote by Mail Ballot (RAVBM)” option to print their ballot after contacting their local county elections office. (The voter can also check their county website, as they may be able to access the RAVBM ballot there). Using the RAVBM option is the safest option if they want to vote the races on their original ballot sent to their home address and they want to maintain that address going forward. Otherwise, the student voter will need to go **in person** to their closest polling location/voting center. (The CA SOS website will have polling locations listed at this URL: <https://www.sos.ca.gov/elections/voting-info> ). The student voter will be given a provisional ballot, and *potentially* portions of the PB may not be counted if school location and home address are in different counties(all statewide races/propositions will count, however).<sup>11</sup> Under these circumstances, the student voter can decide if they want to relinquish their home address and “conditionally register” at their current school location (The PB envelope will serve as the registration affidavit that will allow the student to be registered at their school address) .

If a student is taking classes remotely, they must register where they are physically domiciled/or their home address.

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

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<sup>9</sup> Cal. Elec. Code § 2025; [College Students and Voters Living Abroad :: California Secretary of State](#).

<sup>10</sup> Cal. Elec. Code § 4101

<sup>11</sup> Cal. Elec. Code §14310(c)(3)



**WITH ANY CALLERS WHO ARE OVERSEAS/MILITARY VOTERS, IT IS VITALLY IMPORTANT TO REMIND THEM TO READ ALL INSTRUCTIONS ON THEIR ELECTION MATERIALS EXTREMELY CAREFULLY!**

**Registration:**

A CA resident qualifies as a military/overseas voter if they are absent from the county in which they are eligible to be registered if they are:

- A member of the active or reserve components of the United States Army, Navy, Air Force, Marine Corps, or Coast Guard; a Merchant Marine; a member of the United States Public Health Service Commissioned Corps; a member of the National Oceanic and Atmospheric Administration Commissioned Corps of the United States; or a member on activated status of the National Guard or state militia, including their spouse and/or dependents; or
- a citizen of the United States living outside of the territorial limits of the United States or the District of Columbia.<sup>12</sup>
- a member of the military called for military service within the United States seven or less days before Election Day.<sup>13</sup>

Regardless of their current registration status, Military/Overseas CA residents **must complete** either the [online voter registration application](#) or the [Federal Post Card Application \(FPCA\) \(PDF\)](#) in order to receive election materials and vote when absent from the country.<sup>14</sup> They must provide election officials with an electronic mail address, and can request ongoing delivery of election materials and ballots to their overseas address.<sup>15</sup> In the on-line process, they can choose their preferred means of ballot delivery (mail/fax/email). The voter can also register by completing the Federal Post Card Application ([Standard Form 76, "Federal Post Card Application \(FPCA\)"](#)) and mailing it to their county elections official. Assistance is available through the Federal Voting Assistance Program. <https://www.fvap.gov/>.<sup>16</sup> Another available option for registration is the Federal Write-In Absentee Ballot (FWAB).

Registration deadline is 15 days prior to Election Day. If the military/overseas voter misses this deadline, they should contact their local elections office for further assistance with registration. [County Elections Office](#).

**Voting:**

Ballots will be sent/transmitted to military/overseas voters (in the manner the voter requested in their application) no sooner than 60 days and no later than 45 days before Election Day.<sup>17</sup> If a military/overseas voter sends in their registration application after 45 days before Election Day, election officials will send/transmit the voter's ballot as soon as practicable.<sup>18</sup> **Completed ballots can be returned only by mail or fax:**

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<sup>12</sup> Cal.Elec. Code §300

<sup>13</sup> Cal.Elec. Code §3111

<sup>14</sup> <https://www.sos.ca.gov/elections/voter-registration/military-overseas-voters>

<sup>15</sup> Cal.Elec. Code § 3120

<sup>16</sup> <https://www.sos.ca.gov/elections/voter-registration/military-overseas-voters>.

<sup>17</sup> Cal.Elec. Code § 3114

<sup>18</sup> Cal.Elec. Code § 3114

- If mailing: The voted ballot and signed return envelope must be postmarked/time stamped on or before 8PM PST Election Day, and received by the voter's county elections office no later than 7 days after Election Day.
- If faxing: In addition to their completed ballot with a signed declaration on the return envelope, the military/overseas voter must also fax an "Oath of Voter" form to waive their right to a confidential vote. (This oath is *in addition* to the voter's declaration that is on the Military or Overseas Voter Return Envelope.) The voter should use the oath form provided by their county; however, many counties also accept the [Federal Voting Assistance Program \(FVAP\) Alternative Form \(PDF\)](#). The voter should check with their county elections office [County Elections Offices](#) before using FVAP's Alternative Form. The faxed ballot package (ballot, envelope, oath) must be received by their county elections office by 8:00 p.m. PST on Election Day.
- If the military/overseas has no access to a fax machine, they can email the completed ballot, the Standard Oath, and the Oath of Voter to [fax@fvap.org](mailto:fax@fvap.org) and the Federal Voting Assistance Program will fax the voter's election materials to their local elections office.

Information on Mailing Addresses and FAX numbers for Military and Overseas Voters can be found at: [Mailing Addresses and Fax Numbers for Military or Overseas Voters](#)

**Non-Receipt of Ballot:**

If the voter sent their application materials at least 30 days before Election Day, and still have not received their ballot within 14 days of Election Day, they should *first contact their county elections office ASAP* ( <https://www.sos.ca.gov/elections/voting-resources/county-elections-offices> ) to inform them of the situation and discuss what remedies exist for the specific circumstances of the military/overseas voter (i.e replacement ballot or Remote Accessible Vote By Mail (RAVBM) option (*military/overseas voter must have internet access computer/tablet device, and a printer to use this option.*) Voters cannot get access to a RAVBM ballot without contacting their county elections office first (the voter can also check their county website, as they may be able to access the RAVBM ballot there). The RAVBM ballot is sent via email, where it is completed online, printed, and then signed/dated. It **CANNOT BE RETURNED ELECTRONICALLY. It must be returned by mail.** The return envelope must have the voter's signature on the outside of the envelope, with their own postage (Unless the voter has a postage-paid envelope that came in their election materials, which might occur if they spoiled their ballot and just needed a new ballot via RAVBM). The ballot must be postmarked/time stamped by 8 p.m. PST Election Day to count.<sup>19</sup>

**FWAB:** If the military/overseas voter is concerned that they won't receive their regular ballot in time to vote, they can request a Federal Write-In Absentee Ballot (FWAB), which is a blank write-in ballot. FWABs are available at consulates, embassies, from Military Voting Assistance Officers, and online at <https://www.fvap.gov/uploads/FVAP/Forms/fwab.pdf>. FWABs can be returned by mail or fax (must be overseas or activated within 6 days of Election Day to use one):

- By Mail: The completed FWAB must be signed and the "Voter Information" page dated. The voter folds along the dotted line and seals the completed "Official Backup Ballot." The voter

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<sup>19</sup> <https://www.sos.ca.gov/elections/voting-resources/remote-accessible-vote-mail>

SHOULD NOT write on the "Official Ballot" envelope. They need to insert the sealed "Official Ballot" envelope and the "Voter Information" page into the mailing envelope and mail directly to their county election office. [County Elections Offices](#). Military voters can request to have the Prepaid Mail Label 11-DoD applied to the general election ballot.<sup>20</sup> Embassies/Consulates will vary on dedicated hours and procedures for dropping off ballots for postage free return to the United States, so it's best to call or check their website first. Ballots must be postmarked/time stamped by 8PM PST Election Day to be counted.

- By FAX: Once the FWAB is completed, the voter must sign and date the "Voter Information" page. Fax the signed "Voter Information" page, the "Official Backup Ballot" and the "Transmission Cover Sheet," found online at [FVAP.gov](#), directly to their county elections office [County Elections Offices](#). The voter must sign the secrecy waiver on the "Transmission Cover Sheet". They can use the DoD Fax Service to fax their FWAB toll-free if they do not have access to a fax machine that can reach their county elections office directly.<sup>21</sup> Instructions for the DoD Fax Service are in the "Important Information" online at [FVAP.gov](#). Fax transmission must be received by 8 p.m. PST at the voter's county election office for their ballot to be counted.

Information on Mailing Addresses and FAX numbers for Military and Overseas Voters can be found at: [Mailing Addresses and Fax Numbers for Military or Overseas Voters](#)

**12. CRIMINAL CONVICTION:** I have a felony criminal conviction. Can I register to vote? Does the type of conviction matter? Are there any restrictions after any misdemeanor convictions?

CA residents with a misdemeanor conviction, or those with a criminal conviction in juvenile court do not lose their right to vote and should follow steps outlined in FAQ #4 to register to vote.

<https://registertovote.ca.gov/> .

CA residents with federal or certain kinds of state felony convictions currently serving a state or federal prison sentence, either in prison or in a local detention facility/county jail (in lieu of being housed in prison, NOT a "felony jail sentence"), or who are currently in a county jail awaiting transfer to a state or federal prison cannot register to vote or vote (if they had been registered prior to imprisonment).<sup>22</sup> When the resident is released from prison, their right to vote is automatically restored but they will need to re-register. See <https://registertovote.ca.gov/> CA residents convicted of a felony and given a "Felony Jail Sentence" do not lose their right to vote or register to vote.<sup>23</sup>

CA residents with a history of criminal convictions can check their eligibility on the state on-line tool [Voting Rights Restored](#).

Check the resources at [Restore Your Vote](#) for latest and detailed information.

**13. INCARCERATED:** I am currently incarcerated. Can I register to vote? Can I vote from jail?

An individual *serving a state or federal prison term* for a felony in a federal or state prison, or a local

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<sup>20</sup> <https://www.fvap.gov/guide/chapter2/california>

<sup>21</sup> <https://www.fvap.gov/guide/chapter2/california>

<sup>22</sup> Cal. Const. art. II § 4; Cal. Penal Code 2910.5; Cal. Elec. Code §2101(c)

<sup>23</sup> <https://www.sos.ca.gov/elections/voting-rights-restored>

detention facility county or local jail is *not* allowed to register and vote.

All incarcerated individuals currently in jail serving a felony jail sentence, a misdemeanor sentence, or awaiting trial (but *not those serving a prison felony sentence and awaiting transfer to a state or federal prison*) are eligible to register to vote and cast a ballot from jail. See California SOS's guidelines available at [Voting Rights: Persons with a Criminal History](#).

\*NOTE: Always check the resources at Campaign Legal [Restore Your Vote](#) for latest information.

#### 14. REGISTRATION CHALLENGED: My registration has been challenged, what should I do?

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; or
- The voter has already voted in the election.<sup>24</sup>

Only a member of a precinct board or other official responsible for the conduct of the election may challenge a voter's eligibility to vote directly.<sup>25</sup> Any other person is prohibited from challenging or questioning any voter concerning the voter's qualifications to vote. If the precinct board receives any document/list regarding the voter's eligibility, the board member shall first determine whether the document or list contains or is accompanied by evidence constituting probable cause to justify or substantiate a challenge. Then, the precinct board member must notify the elections official charged with the duty of conducting the election, and describe the contents of the document or list and the evidence, if any, received bearing on voting qualifications. The elections official shall advise the members of the precinct board as to the sufficiency of probable cause for instituting and substantiating the challenge.<sup>26</sup>

The voter can expect to be sworn to take an oath and answer questions directly asked by precinct board members. The voter must agree to take the oath and to swear/affirm their responses or they will not be permitted to vote. If the voter answers the questions unequivocally that assert their eligibility to vote, no additional questions can be asked.<sup>27</sup> Any doubt in interpretation of the law must be resolved in favor of the voter.<sup>28</sup> 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 of unwarranted intimidation, the board must discontinue all challenges.<sup>29</sup>

## HOW TO VOTE: ELECTION DAY

<sup>24</sup> Cal. Elec. Code § 14240(a)

<sup>25</sup> Cal. Elec. Code § 14240(b)

<sup>26</sup> Cal. Elec. Code § 14240(c)

<sup>27</sup> Cal. Elec. Code § 14244

<sup>28</sup> Cal. Elec. Code § 14251

<sup>29</sup> Cal. Elec. Code § 14253.

15. **HOURS:** When do the polls open/close on Election Day?

The polls must be open from 7:00 a.m. to 8:00 p.m. PST on Election Day.<sup>30</sup>  
Individuals in line at 8:00 p.m. PST must be allowed to vote.

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

All registered voters receive a mail ballot, but if they wish to vote in person, they can locate their polling location online at [Find Your Polling Place](#) , contact their local elections office/check their website [County Elections Offices](#), or go to any voting center in their county if their county is a VCA county [VCA Participating Counties](#).

If a voter has moved and not updated their voter registration before the 15 day registration deadline prior to Election Day, they will need to go *in person* to a polling location to “conditionally register” and cast a provisional ballot. If the updated registration information can be verified at the polling location, the voter should be provided with a regular ballot. See [Question 7](#).

Additionally, 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.

17. **TIME OFF WORK:** Is my employer required to give me time off to vote? Is it paid or unpaid?

A public or private employer is required to give paid time off to vote ONLY for statewide elections. The employee is required to give at least two working days’ notice that they will need time off to vote, if on the third day before Election Day the employee knows/has reason to know that time off will be necessary. No more than two hours of the time off for voting needs to be paid by the employer. In addition, the time off for voting shall be only at the beginning or end of the regular working shift, whichever allows the most free time for voting and the least time off from the regular working shift, unless otherwise mutually agreed upon.<sup>31</sup>

18. **CLOSING:** What if the polls close when I am already in line?

A voter waiting in line at 8:00 p.m. must be allowed to vote.<sup>32</sup>

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 in line** at the polling location and contact your hotline captain immediately.

19. **IDENTIFICATION:** What identification is required to vote?

A **fully** registered CA voter will not need to provide identification to vote as their identity has already been verified by county elections officials. Poll workers cannot ask for identification, unless it is marked

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<sup>30</sup> Cal. Elec. Code § 14212.

<sup>31</sup> Cal. Elec. Code § 14000; 14002

<sup>32</sup> Cal. Elec. Code § 14401.

on the polling location's voter's roster that "ID Required."<sup>33</sup>

**First-time Voters:** If a voter did not provide a driver's license number, a California identification number, or the last four digits of their social security number when registering to vote, they will need to provide proof of identity regardless of whether the voter plans to vote by mail or go in person to cast their ballot:

- *By Mail:* prior to voting their ballot, the voter must send a photocopy of their personal identification (see list of acceptable ID below) to their county elections official [County Elections Offices](#). Their ballot will remain unopened until the photocopy is provided.
- *In Person:* Prior to receiving a ballot at their polling location, the voter must show an acceptable form of identification, or else must vote provisionally.

Acceptable forms of identification include:<sup>34</sup>

- Current and valid photo identification, **OR** a document that includes the voter's name and address, and that is dated after the last General Election, including:<sup>35 36</sup>
  - 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.
  - Utility bill;
  - Bank statement;
  - Government check or paycheck;
  - A document issued by a **government agency**;
    - sample ballot or other official elections document dated for the election in which the voter is providing it as proof of residence of identity;
    - voter notification card;
    - public housing identification card;
    - lease or rental statement or agreement;
    - student identification card;
    - tuition statement or bill;

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<sup>33</sup> Section 2 – Ensuring and Protecting the Rights of Every Voter “Rights of Voters Who are Required to Provide Identification” ;

<https://www.sos.ca.gov/elections/voting-resources/voting-california/help-strengthen-our-democracy/poll-worker-training-standards/section-two>

<sup>34</sup> Cal. Code Regs. tit. 2, § 20107(d)(1).

<sup>35</sup> Cal. Code Regs. tit. 2, § 20107(d)(2).

<sup>36</sup> Cal. Code Regs. tit. 2, § 20107(d)(1).

- insurance plan card or drug discount card;
- discharge certificates, pardons, or other official documents in connection with the resolution of a criminal case, indictment, sentence or other matter;
- public transportation authority senior citizen and disabled discount cards
- identification documents issued by governmental disability agencies;
- identification documents issued by government homeless shelters and other government temporary or transitional facilities;
- drug prescription issued by a government doctor or other governmental health care provider;
- property tax statement;
- vehicle reregistration; or
- vehicle certificate of ownership.

**20. NO IDENTIFICATION:** *Can I vote without providing identification?*

See [Question 19](#) Above.

**21. NOT ON ROLLS AT MY POLLING PLACE:** *I am at my polling place but am not showing up on the voter registration roll. Can I vote where I am?*

The registered voter should first confirm that they are at the correct polling location, unless they are residents of a VCA county (can vote at any vote center [VCA Participating Counties](#)). If feasible, the voter should go to their correct polling place.

Ask the registered voter if they moved within their county (if non-VCA resident), and did not update their address with the DMV or their elections office. They will need to sign a written affirmation, stating that they are eligible to vote and are registered in the county where they desire to vote<sup>37</sup>. They must be given a provisional ballot, and provide their new address on the PB envelope which will update their information going forward.

If the registered voter has NOT moved but is just at the wrong precinct (and cannot travel to their assigned precinct), they must be given a provisional ballot to vote.<sup>38</sup> If the ballot cast by the voter at their *current* location contains candidates/measures on which the voter would not have been entitled to vote in their assigned precinct, only the votes for the candidates/measures on which the voter was entitled to vote in their assigned precinct will be counted.<sup>39</sup>

If the registered voter has moved outside of their precinct or county/unregistered voter and did not update their information before the 15 day deadline, they can re-register at their new location, see

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<sup>37</sup> Cal. Elec. Code § 14310(a)

<sup>38</sup> Cal. Elec. Code § 14310(c); [What To Do If Your Name Is Not on the Voter Roster](#).

<sup>39</sup> Cal. Elec. Code § 14310(c)(3)(B)

[Question 7 \(Same Day Registration\)](#), and vote with a provisional ballot and their vote will be counted after the county elections official verifies their voter information. (Some counties can verify on site, allowing voters to use a regular ballot.)

If the voter *IS NO LONGER REGISTERED TO VOTE* due to a past determination of ineligibility, who subsequently becomes eligible to vote, the voter must re-register. See [Question 7 \(Same Day Registration\)](#), *AND THEY MUST BE ALLOWED TO VOTE A PROVISIONAL BALLOT*.

## 22. GIVEN PROVISIONAL BALLOT: I am being told I have to vote provisionally, what does that mean?

It means that the election officials at the voter's polling location cannot verify the voter's eligibility to vote and/or they are actually registered to vote in the county where the voter desires to cast their ballot.<sup>40</sup> The voter should inquire as to the precise reason they are being offered a provisional ballot instead of a regular one, and do their best to provide any identification/documentation to resolve the issue. If not, they can vote a provisional ballot.

Common reasons why a voter may be told they must vote provisionally include:<sup>41</sup>

- The voter moved but did not update their voter registration record to reflect the move;
- The voter's name does not appear on the list of registered voters and their eligibility to vote cannot be verified at the polling place;
- The voter's name (unless it is a changed surname) or address is different than that listed on the roster lists;
- The voter is a first-time voter who is unable or refuses to provide proof of identity.
- The voter had previously requested a mail ballot, but cannot surrender that ballot, AND the polling location cannot verify if the voter has already returned a ballot.
- The voter is voting during polling place hours that have been extended by a state or federal court.
- The voter is registered to vote, but is attempting to vote in a precinct different from the one in which the voter is registered (Non-VCA); or
- The voter is challenged and the challenge is not resolved in their favor.

## 23. REQUESTING PROVISIONAL BALLOT: I am being told I can't vote, can I vote provisionally?

YES. Any voter claiming to be properly registered is entitled by law to be given a provisional ballot under ANY circumstance.<sup>42</sup> The provisional ballot will be placed in an envelope of a different color than a regular ballot.

## 24. PROVISIONAL BALLOT NEXT STEPS: I voted a provisional ballot, what now?

At the polling location, the voter must be given information by election officials regarding the provisional ballot process, and on how to check the status of their provisional ballot going forward. The simplest way to check status is to use the [track my ballot](#) website or contact the voter's local county elections office

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<sup>40</sup> Cal. Elec. Code § 14310

<sup>41</sup> <https://www.sos.ca.gov/elections/voter-registration/nvra/laws-standards/nvra-manual/chap-5>

<sup>42</sup> Cal. Elec. Code § 2300(a)(2), § 14310



provisional ballot direct phone line <https://www.sos.ca.gov/elections/ballot-status> . The voter has the right to know if their ballot was counted and, if not, the reason why it was not counted.

After Election Day, the voter’s signature on the provisional ballot envelope will be examined and liberally construed in the favor of the voter.<sup>43</sup> If the voter did not sign the provisional ballot envelope, or if the elections official determined that the signature on the provision ballot envelope does not compare to the signature(s) of the voter in the voter’s record, the elections official must, on or before the next business day but no later than 8 days before certification of the election (30 days), inform the voter of the signature mismatch by first class mail with postage-paid return envelope/phone/email/in person. The voter has until 5pm two days before certification of the election to cure their ballot.<sup>44</sup>

## HOW TO VOTE: IN-PERSON EARLY VOTING

**25. AVAILABILITY:** Is there early voting in my state (whether called early voting or in person absentee voting)?

In CA, this is known as *EARLY VOTING*. They do not use the term “*IN PERSON ABSENTEE*”

Yes. All VCA counties will have early voting opportunities. For voters living in non VCA-counties, check with the county elections office to see if early voting is offered: [County Elections](#).

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

No.

**27. WHEN:** When does early voting begin/end?

Early voting begins 10 days before Election Day where offered.

**28. WHERE:** Where do I vote during early voting?

A list of locations offering early voting will be available at [Early Voting](#). Follow the link, add the county, city, or zip code for early voting locations, days, and hours of operation.

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<sup>43</sup> Cal. Elec. Code § 3019(a)(2)(A)

<sup>44</sup> Cal. Elec. Code § 3019 (d)(1)(A)

**29. IDENTIFICATION:** What identification is required for early voting? What if I don't have an ID?

See [Question 19](#).

**30. ASSISTANCE:** What if I need assistance voting early in person?

A voter must be allowed assistance from not 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.<sup>45</sup>

## HOW TO VOTE: VOTE BY MAIL

**31. AUTOMATIC MAIL BALLOT:** Will I automatically be sent a ballot in the mail?

Yes. All registered voters will be sent a ballot to the address listed on their voter registration beginning 29 days before Election Day.

For registered voters with disabilities and require the use of assisted technology to fill out their ballot, they can request a Remote Accessible Vote by Mail Ballot (RAVBM) when they review their voter status at <https://voterstatus.sos.ca.gov/>, or by contacting their elections office [County Elections Offices](#).

**32. ELIGIBILITY:** Do I need a specific reason to vote by mail?

N/A. All registered voters receive a mail ballot.

**33. APPLICATION DEADLINE:** What is the deadline for requesting a mail-in ballot?

N/A. See [Question 32](#).

**34. APPLICATION ASSISTANCE:** Can someone assist me with filling out the application?

N/A. See [Question 32](#).

**35. APPLICATION RETURN:** How do I submit my mail-in ballot application? Can someone return it for me? Does it have to be postmarked by a specific date?

N/A. See [Question 32](#).

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<sup>45</sup> Cal. Elec. Code §14282(a)

36. **IDENTIFICATION:** Are there identification requirements when I return my mail-in ballot application and/or ballot?

See [Question 19](#).

37. **RECEIVING MAIL BALLOT:** Does the ballot have to be sent to my home, or can I have it sent somewhere else? What if I don't have a home address or my address is a PO Box?

A voter must provide an address where they physically reside to register to vote, including apt # or unit # if applicable. If a voter does not have a street address, they may give an exact description of their location (i.e. cross streets)<sup>46</sup>. A voter CANNOT use a PO as a home address to register to vote, BUT THEY CAN use it for a mailing address to receive their ballot.

38. **MISSED THE APPLICATION DEADLINE:** What if I have not requested a mail-in ballot by the deadline?

N/A. See [Question 33](#).

39. **STATUS OF APPLICATION AND/OR BALLOT:** How can I check the status of my application and/or mail-in ballot?

Voters can sign up at <https://california.ballottrax.net/voter/> to receive automatic email, SMS (text), or voice call notifications about their ballot. Additionally, they can call their county elections office. [County Elections Offices](#).

40. **APPLICATION OR BALLOT REJECTED:** I learned my mail-in ballot application and/or ballot was rejected. What can I do to fix any errors or get another one?

Election officials must give notice to the voter no later than 8 days before certification of the election (22nd day after Election Day), of a missing signature/signature mismatch **by both** first class mail with postage-paid return envelope **and by phone (must leave voicemail)/email/text** listed in the voter's registration record.<sup>47</sup> Included in the notice must be either a "signature verification statement" (in the case of a mismatch) or an "unsigned ballot statement" (If voter forgot to sign) for the voter to complete and return. These can be returned in person, by mail with a prepaid envelope provided by the county, by email, FAX, or ballot drop box/open polling location (these last two are only options if the voter learned prior to Election Day that their ballot was rejected). The voter has until 5pm two days before certification (28th day after Election Day) of the election to cure their ballot.<sup>48</sup> The voter should continue to check the status of their ballot acceptance after returning the notice to the county elections office. See [Question 39](#).

41. **COMPLETING BALLOT:** How do I complete the mail-in ballot?

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<sup>46</sup> Cal. Elec. Code §2027

<sup>47</sup> Cal. Elec. Code § 3019(d)(1)(B)

<sup>48</sup> Cal. Elec. Code § 3019 (d)(1)(A)

**Follow the instructions on the ballot CAREFULLY.** When the voter has finished marking their choices, they should insert the ballot into the envelope provided, making sure they have completed **all** required information. The voter should sign their name in a consistent style with how they signed their DL/State ID.

Completed ballots may be returned by:<sup>49</sup>

1. Mailing the ballot to the county elections official (USPS postage is pre-paid) postmarked/time stamped by 8 p.m. Election Day; OR
2. Returning it in person in the sealed identification envelope to any voting site or county elections office within the state no later than 8:00 p.m. on Election Day
3. Returning it in person without a sealed identification envelope *to their assigned polling place or vote center*;<sup>50</sup> OR
4. Dropping the ballot into a designated ballot drop box within the state no later than at 8:00 p.m. on Election Day; OR
5. Authorizing someone to return the ballot on behalf of the voter by 8 p.m. Election Day. Anyone may return a ballot, as long as they do not get paid to do so or receive another form of compensation.<sup>51</sup> A voter availing themselves of this option must fill out the authorization section found on the outside of the ballot envelope.<sup>52</sup>

**42. ASSISTANCE COMPLETING BALLOT:** [Can someone assist me in filling out my ballot?](#)

Yes. A voter may select not more than two persons, and they cannot be 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.<sup>53</sup> If a voter needs assistance for language reasons, they may be able to get information online in their native language. Nine additional languages/information at <https://www.sos.ca.gov/elections/voting-resources/voting-california/>

**43. DEADLINE TO RETURN BALLOT:** [What is the deadline for the ballot to be received? Does it have to be postmarked by a specific date? Can I drop it off in person?](#)

The completed ballot must be received at a designated dropbox, voting location, or the county elections office by 8 p.m. PST on Election Day. Mailed ballots **MUST** be postmarked/time stamped by 8 p.m. PST Election Day, **AND** received no later than 7 days after Election Day to be counted.<sup>54</sup> Faxed military/overseas ballots must be received by 8 p.m. PST Election Day.

**44. BALLOT DROP OFF LOCATIONS:** [What are the locations for dropping off a ballot \(instead of mailing it\)?](#)

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<sup>49</sup> <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.

<sup>50</sup> Cal. Elec. Code § 3016.5(a)

<sup>51</sup> Cal. Elec. Code § 3017(d)(2)

<sup>52</sup> <https://www.sos.ca.gov/elections/voter-registration/vote-mail#vote-by-mail>

<sup>53</sup> Cal. Elec. Code § 14282(a); <https://www.sos.ca.gov/elections/voter-bill-rights>

<sup>54</sup> Cal. Elec. Code § 3020

The voter will be able to access information on drop boxes at this website: <https://caearlyvoting.sos.ca.gov/>. They can also contact their elections office or check its website: <https://www.sos.ca.gov/elections/voting-resources/county-elections-offices>

NOTE: California does not require voters to drop off their mail ballots in their home county; voters may use any voting site or dropbox in the state. Election officials will route ballots to the appropriate county for processing.

**45. ASSISTANCE DROPPING OFF BALLOT: Can someone else drop off my completed ballot for me?**

Yes. The voter may select anyone to return their sealed ballot, so long as the person designated to return the ballot (and any entity they work for), does not receive any form of compensation for returning the completed ballot.<sup>55</sup> The voter must fill out the authorization section found on the outside of the ballot envelope. The person designated by the voter to return their ballot must return the ballot no later than 3 days after receiving it from the voter or 8 p.m. Election Day, whichever time period is shorter.

**46. LOST OR SPOILED BALLOT: What if I lost my mail-in ballot, made a mistake on it (spoiled it), or I received an incorrect ballot?**

The voter will need to request a replacement ballot. Only the registered voter may request a replacement ballot, but can designate a personal representative to pick it up (see below). A voter may request up to TWO additional ballots after losing/spoiling the first one.<sup>56</sup>

Even though county websites say that the deadline to have a replacement ballot mailed is 7 days prior to Election Day, that number is based on the feasibility of the USPS delivering the ballot by Election Day. Ideally, requests should be made 10-14 days before Election Day.

- \*Online at <https://registertovote.ca.gov/>.
- \*Call their local county elections office and request a replacement ballot directly. [County Elections Offices](#), prior to 7 days before Election Day.
- \*If the voter misses the 7 day deadline, they still have the option to use an “Accessible Vote by Mail Ballot” (RAVBM). They will need to contact their county elections for assistance with this option. [County Elections Offices](#)
- Written replacement ballot application requests ([California Replacement Ballot Application](#)) which can be returned by mail/fax/email/ballot dropbox/ in person to their county elections office. [County Elections Offices](#) . The closer to Election Day it becomes, the less reliable the mail option will be for the voter to receive a ballot in a timely manner.
- If the voter needs a personal representative to pick up their ballot, they will need to fill out this form, [Application to Provide Vote-By-Mail Ballot to Representative](#) , and their representative will

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<sup>55</sup> Cal. Elec. Code § 3017

<sup>56</sup> Cal. Elec. Code §14288

need to bring this permission form *IN PERSON* to the voter's county elections office. [County Elections Offices](#).

**Lost:** If the registered voter does not have the ballot or it never arrived, election officials will first need to verify that they had not previously cast a ballot. The voter should contact their county elections office to determine when they can get a replacement ballot. If they are unable to verify at the polling place/voting center, the voter will be given a provisional ballot.<sup>57</sup>

**Spoiled Ballot:** If the voter did not destroy their ballot, they should ideally bring the spoiled ballot with them to their county elections office or, if it is within 10 days of Election Day, a polling place/voting center so elections officials can receive the ballot and easily verify that the voter has not yet cast a ballot. If they did destroy the ballot, they can request a replacement ballot per FAQ # 46.

47. **NON-RECEIPT OF BALLOT:** What if I requested a mail-in ballot but have not received it? What are my options for voting?

Voters should first check <https://california.ballottrax.net/voter/> to view the date when their ballot was actually mailed, and whether the elapsed time between the date of mailing and call to hotline is concerning, as well as the closeness to Election Day. Then, follow FAQ #46 above.

48. **IN PERSON OPTION:** What if I requested or received a mail-in ballot but I want to vote in person on Election Day?

Any voter can choose to vote in-person rather than by mail.<sup>58</sup> Voters have the following options:

- They can bring their completed, signed, and sealed mail ballot to any polling location or county elections office within the state.<sup>59</sup>
- They can bring their marked ballot *without* the envelope to their assigned polling place or vote center, which will be counted if the polling location has electronic ability to check that the voter has not already voted, and can change the voter's status to "in person," and the voter provides name, address, and signature.<sup>60</sup>
- They can go to their *assigned polling location* (If living in VCA county, can be any voting center within the voter's county of residence) and bring their *unmarked* ballot to surrender to elections officials and exchange for a polling place ballot.
- If they are unable to surrender their mail ballot, but elections officials are able to verify that the voter's ballot has not already been returned and notates the voter's records to ensure that the voter's mail ballot is not cast or tabulated after the voter casts their ballot at the polls, they may vote a regular ballot; or
- Vote in person by provisional ballot if none of the above apply.<sup>61</sup>

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<sup>57</sup> Cal. Elec. Code § 4005

<sup>58</sup> Cal. Elec. Code § 3018. Also see [Voting at a Polling Place after Applying to Vote by Mail :: California Secretary of State](#).

<sup>59</sup> Cal. Elec. Code § 3017(d)(2)

<sup>60</sup> Cal. Elec Code § 3016.5

<sup>61</sup> Cal. Elec. Code §§ 3015, 3016.

# **HOW TO VOTE: ABSENTEE**

**(in this state defined as: Vote By Mail Ballot)**

**49. ELIGIBILITY:** Am I eligible to request an absentee ballot?

All active registered voters automatically receive mail ballots.

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

N/A. See [Question 49](#).

**51. IDENTIFICATION:** Are there any identification requirements?

See [Question 19](#).

**52. EMERGENCY:** Is there an emergency absentee ballot? If so, am I eligible?

Within 6 days of Election Day (deadline to request a replacement ballot be mailed has passed), there are three options to get a ballot delivered under emergency circumstances:

- *IF THE VOTER HAS ACCESS TO INTERNET, COMPUTER OR TABLET, AND PRINTER*, the easiest option would be for the registered voter to complete a RAVBM, and have an authorized person either mail, deliver to ballot dropbox, or deliver in person to county elections office/polling location/vote center. Voters cannot get access to a RAVBM ballot without contacting their county elections office first (the voter can also check their county website, as they may be able to access the RAVBM ballot there). The RAVBM ballot is sent via email, where it is completed online, printed, and then signed/dated. It ***CANNOT BE RETURNED ELECTRONICALLY. It must be returned by mail.*** Voters can conditionally (same-day) register by using the online request through their county’s “Remote Conditional Registration Form” available online. Once elections officials verify eligibility information, the voter is registered and then can receive a RAVBM.
- A registered voter, may request in any written statement signed under penalty of perjury, that a ballot be delivered to their authorized representative on behalf of the voter. The signature on the application MUST MATCH voter’s signature on their registration record, or a ballot WILL NOT BE PROVIDED to the representative.<sup>62</sup> ([Application to Provide Vote-By-Mail Ballot to Representative; County Elections Offices](#) to get the county-specific pre-printed form). This form must be dropped off in person, but if that is an impossibility, contact the voter’s county elections office to see if any other options exist (CA has an expansive voter’s bill of rights, and elections officials can help problem-solve under these often stressful circumstances). [County Elections Offices](#)

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<sup>62</sup> Cal. Elec. Code §3021

- If either option above is not feasible, contact the voter’s county elections office **directly** and let an elections official know the specific circumstances of the voter’s situation. They can help problem-solve the situation and develop a voting plan. [County Elections Offices](#)
- An “authorized representative” can be anyone, including a hospital volunteer, who may return a ballot on behalf of a voter, as long as they do not get paid to do so or receive another form of compensation.<sup>63</sup>

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

N/A, since all registered voters will receive a mail ballot, but if it is a replacement ballot application ([Application to Provide Vote-By-Mail Ballot to Representative](#)); anyone may return that application to the voter’s county elections office ([County Elections Offices](#)), as long as they do not get paid to do so or receive another form of compensation.<sup>64</sup>

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

Voters can track their ballot at [Where's My Ballot?](#) and check the following:

- When the ballot was mailed;
- When the voter's completed ballot has been received by the county; and
- 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.

**55. APPLICATION OR BALLOT REJECTED:** I learned my absentee ballot application and/or ballot was rejected. How can I confirm this and what can I do to fix any errors or get another one?

The voter should first try the ballot tracker (see [Question 54](#) above).

Election officials must give notice to the voter no later than 8 days before certification of the election (22nd day after Election Day), of a missing signature/signature mismatch **by both** first class mail with postage-paid return envelope **and** by phone (must leave a voicemail)/email/other means listed in the voter registration record.<sup>65</sup> Included in the notice must be either a “signature verification statement” (in the case of a mismatch) or an “unsigned ballot statement” (If voter forgot to sign) for the voter to complete and return. These can be returned in person, by mail with a prepaid envelope provided by the county, by email, FAX, or ballot drop box/open polling location (these last two are only options if the voter learned prior to Election Day that their ballot was rejected). The voter has until 5pm two days before certification (28th day after Election Day) of the election to cure their ballot.<sup>66</sup> The voter should continue to check the status of their ballot acceptance after returning the notice to the county elections office.

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<sup>63</sup> Cal. Elec. Code § 3017(d)(2)

<sup>64</sup> Cal. Elec. Code § 3017(d)(2)

<sup>65</sup> Cal. Elec. Code § 3019(d)(1)(B)

<sup>66</sup> Cal. Elec. Code § 3019 (d)(1)(A)



**56. COMPLETING BALLOT:** How do I complete the absentee ballot?

**Follow the instructions on the ballot CAREFULLY.** When the voter has finished marking their choices, they should insert the ballot in the envelope provided, making sure they have completed **all** required information on the envelope. The voter should sign their name in a consistent manner with how they signed their DL/State ID.

Completed ballots may be returned by:<sup>67</sup>

- Mailing the ballot (USPS postage is pre-paid) to the voter's county elections office [County Elections Offices](#) postmarked or time-stamped by 8 p.m. Election Day; OR
- Returning it in person to any voting site or county elections office within the state no later than 8 p.m. Election Day; OR
- Dropping the ballot into a designated ballot drop box within the state no later than 8 p.m. Election Day; OR
- Authorizing someone to return the ballot on behalf of the voter by 8 p.m. Election Day. Anyone may return a ballot on behalf of a voter, as long as they do not get paid to do so or receive another form of compensation.<sup>68</sup> A voter availing themselves of this option must fill out the authorization section found on the outside of the ballot envelope.<sup>69</sup>

**57. ASSISTANCE COMPLETING BALLOT:** Can someone assist me filling out the ballot?

Yes. A voter may select not more than two persons, and they cannot be 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.<sup>70</sup> If a voter needs assistance for language reasons, they may be able to get information online in their native language. Nine additional languages/information at <https://www.sos.ca.gov/elections/voting-resources/voting-california/>

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

A completed ballot must be dropped off in person at any drop-box, voting location, or county elections office within the state by 8 p.m. Election Day. Mailed ballots **MUST** be postmarked/time stamped by 8 p.m. Election Day **AND** received no later than 7 days after Election Day to be counted.<sup>71</sup>

**59. BALLOT DROP OFF LOCATIONS:** Where can I drop off a ballot (instead of mailing it)?

See [Question 58](#) above.

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<sup>67</sup> <https://www.sos.ca.gov/elections/voter-registration/vote-mail>.

<sup>68</sup> Cal. Elec. Code § 3017(d)(2)

<sup>69</sup> <https://www.sos.ca.gov/elections/voter-registration/vote-mail#vote-by-mail>

<sup>70</sup> Cal. Elec. Code §14282(a); <https://www.sos.ca.gov/elections/voter-bill-rights>

<sup>71</sup>. <https://www.sos.ca.gov/elections/frequently-asked-questions>

A list of locations where a vote-by-mail ballot can be dropped off will be available online at <https://caearlyvoting.sos.ca.gov/>.

**60. ASSISTANCE DROPPING OFF:** *Can someone else drop off my completed ballot for me?*

Yes. The voter may select anyone to return their sealed ballot, so long as the person designated to return the ballot (and any entity they work for), does not receive any form of compensation for returning the completed ballot.<sup>72</sup> The voter must fill out the authorization section found on the outside of the ballot envelope. The person designated by the voter to return their ballot must return the ballot no later than 3 days after receiving it from the voter or 8 p.m. Election Day, whichever time period is shorter.

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

***Lost:*** If the registered voter does not have their ballot or it never arrived, election officials will first need to verify that the voter has not previously cast a ballot. The voter should contact their county elections office ([County Elections Offices](#)) to determine when they can get a replacement ballot. (See [Question 46](#)). If the voter is at their polling location, the voter will be given a provisional ballot.<sup>73</sup>

***Spoiled Ballot:*** If the voter did not destroy their ballot, they should ideally bring the spoiled ballot with them to their county elections office or, if it is within 10 days of Election Day, a polling place/voting center so elections officials can receive the ballot and easily verify that the voter has not yet cast a ballot. If they did destroy the ballot, they can request a replacement ballot per FAQ # 46.

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

Voters should first check <https://california.ballottrax.net/voter/> to view the date when their ballot was actually mailed, and whether the elapsed time between the date of mailing and call to hotline is concerning, as well as the closeness to Election Day. Then, follow FAQ #46 above.

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

Any voter can choose to vote in-person rather than by mail.<sup>74</sup> Voters have the following options but each one IS COUNTY-DEPENDENT (ask voter if they live in a VCA or non-VCA county):

- They can bring their completed, signed, and sealed ballot to any polling location or county elections office within the state.<sup>75</sup> (Polling location is accepting the ballot as if it was going to be placed in a drop box)
- They can bring their marked mail ballot to their *assigned* polling place/vote center *without* the envelope, which will be counted only if the polling location has electronic ability to confirm that the voter has not already voted in the current election. Polling officials can then change the

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<sup>72</sup> Cal. Elec. Code § 3017

<sup>73</sup> Cal. Elec. Code § 4005

<sup>74</sup> Cal. Elec. Code § 3018. Also see [Voting at a Polling Place after Applying to Vote by Mail :: California Secretary of State](#).

<sup>75</sup> Cal. Elec. Code § 3017(d)(2)

- voter's status to "in person," and the voter provides their name, address, and signature, and vote a *regular* ballot.<sup>76</sup>
- They can go to their *assigned polling location* (If living in a VCA county, can be any voting center within the voter's county of residence) and bring *their unmarked ballot* to surrender to elections officials, in exchange for a polling place ballot.<sup>77</sup>
  - If they are unable to surrender their mail ballot, but election officials are able to verify that the voter's ballot has not already been returned and notates the voter's record to ensure that the voter's mail ballot is not cast or tabulated after they vote at the polls, then they may vote a regular ballot.
  - Vote in person by provisional ballot if none of the above apply.<sup>78</sup>

**64. IN PERSON ABSENTEE:** *Where do I vote in-person absentee? When can I do this?*

In CA, this is considered "Early Voting." Many counties offer early voting before Election Day. Voting Centers in VCA counties will be open 10 days prior to Election Day; Non-VCA counties must be contacted for early voting options. [VCA Participating Counties](#) , [County Elections Offices](#).

## POLLING PLACE ISSUES

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

First, confirm that the voter is at the correct polling location by going to their county elections website [County Elections Offices](#). (Counties may have more current information as to polling locations than the SOS website). If the website information indicates they are at the correct location, then determine from the voter what election races they were anticipating voting for, as sometimes the polling location is not open because there is no actual election (very common with municipal and county races) being held at the voter's registered address. If you learn that the voter IS at the correct polling location, AND there IS an election in their precinct occurring, AND the polling location is closed, **THEN** advise the voter to **stay in line and NOT LEAVE! GET THEIR POLLING LOCATION DETAILS!** If possible, have the caller remain on the line while you and notify your hotline captain immediately.

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

**MOST IMPORTANTLY, TELL THE VOTER TO NOT LEAVE!** Get the polling location address! Ask the voter if they have been provided with ANY EXPLANATION as to WHY the lines are so long (i.e equipment failure, running out of ballots and waiting for more to be delivered, etc.). IMMEDIATELY inform your captain, and provide them these details.

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<sup>76</sup> Cal. Elec. Code 3016.5; § 14216

<sup>77</sup> Cal. Elec. Code § 3015, 3017

<sup>78</sup> Cal. Elec. Code §3015,3016

Any voter (including a voter dropping off a vote-by-mail ballot) waiting in line at 8:00 p.m. **MUST** be allowed to vote.<sup>79</sup> **THEY MUST NOT LEAVE THE LINE, OR THEY WILL FORFEIT THIS RIGHT.** Notify your captain IMMEDIATELY of the situation.

67. **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. **VOTERS SHOULD NOT LEAVE WITHOUT CASTING SOME FORM OF BALLOT.** All voting locations must have state-approved alternative procedures in place in case of equipment problems or running out of ballots.<sup>80</sup> All polling locations will have a polling place supervisor that the voter can speak with, if they still have questions after speaking with the poll workers and need additional assurance that they will be able to cast a ballot..

**Ballot Shortage:** If the polling location runs out of ballots, elections officials **MUST** deliver additional ballots to ensure that voters may cast a ballot within two hours.<sup>81</sup> Election officials **MUST OFFER** any voter who **CANNOT WAIT** one of the following state-approved alternative means to cast their ballot:<sup>82</sup>

- Provisional ballots-under these circumstances, the provisional ballot **WILL BE COUNTED** as a regular ballot<sup>83</sup>
- Vote-by-mail ballots
- Sample ballots
- Facsimile ballots
- Ballots from neighboring precincts
- Ballot marking devices
- Emergency or test ballots that many counties include in precinct supply kits (provided the ballots contain the names of all candidates and titles of all ballot measures along with corresponding areas for voters to mark their choices)

**Broken Accessible Voting System Equipment:** If an accessible voting system is not available or is broken, the voter should inform elections officials immediately and the voter should ask the elections officials to please call the Disability Rights California’s voting hotline at 1-888-569-7955.<sup>84</sup> (DRC works with county election offices *directly* to resolve equipment issues on behalf of voters with disabilities. DRC also assists voters with filing equipment related complaints after elections.) Depending on the voter’s needs, election officials may be able to deliver another accessible voting system or find an alternative means for the voter to cast a ballot (i.e assisting with completing a paper ballot.). This situation can be extremely frustrating and disempowering for voters with disabilities, and the voter should contact DRC to file a complaint even if it is after the election. In the future the voter could explore the option of utilizing a

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<sup>79</sup> Cal. Elec. Code § 14401. See also Section 3 Polling Place Hours

<https://www.sos.ca.gov/elections/voting-resources/voting-california/help-strengthen-our-democracy/poll-worker-training-standards/section-three>.

<sup>80</sup> Cal. Elec. Code § 14299

<sup>81</sup> Cal. Elec. Code § 14299

<sup>82</sup> <https://www.sos.ca.gov/elections/voting-resources/voting-california/help-strengthen-our-democracy/poll-worker-training-standards/section-four>; “Ballot Shortages”

<sup>83</sup> Cal. Elec. Code § 14300(e)

<sup>84</sup> <https://www.disabilityrightscalifornia.org/publications/voters-with-disabilities>.

RAVBM from their residence in the future if they don't already know about it. [Remote Accessible Vote-By-Mail Frequently Asked Questions \(FAQs\)](#)

68. **CAMPAIGNING:** What rules apply to people campaigning or “hanging around” my polling place? What counts as campaigning or electioneering? Can people approach me?

Any visible display or audible dissemination of information that advocates for/against any candidate or measure on the ballot *is prohibited within 100 feet* of a voting center/polling place (*or a building entrance that houses that polling place/voting center*), curbside voting location, a dropbox, or a county elections office/its satellite location.<sup>85</sup>

Clearly identified members of the news media/Exit opinion poll researchers may speak to voters leaving the polling place as long as they do not interrupt voting and are at least 25 feet from the polling place entrance.<sup>86</sup>

A voter can be approached *outside of the 100 ft.* boundary, but the voter's access to polling location entry cannot be blocked. The voter should immediately inform elections officials at the polling location if this is happening, as well as any other prohibited conduct (see [Question 69](#)), as elections officials are responsible for maintaining the electioneering zone around the polling location. If the voter fears for their physical safety, advise them to immediately call 9-1-1.

69. **VOTER CONDUCT:** What am I prohibited from wearing or doing in a polling place? Can I take photos inside?

Prohibited materials and information and actions include, but are not limited to:

- A display of a candidate's name, likeness, or logo;
- A display of a ballot measure's number, title, subject, or logo;
- Buttons, hats, pencils, pens, shirts, signs, or stickers containing information about candidates or issues on the ballot information about candidates or issues on the ballot;
- Any audible broadcasting of information about candidates or measures on the ballot; and
- Obstructing access to, loitering near, or disseminating visual or audible electioneering information within 100 ft of a ballot drop box;
- Interfering with a voter's right to cast their ballot/Interfering with election officials performing their official duties;<sup>87</sup>
- Displaying a weapon/firearm, unless the voter is a peace officer who is at the polling place to cast their ballot, a uniformed security officer hired by the county or city, or a private guard hired permanently by the property owner of the polling location, not just for Election Day;<sup>88</sup>
- Harassing or threatening behavior, including aggressive questioning of voters based on a person's race, gender identity, or aggressively questioning voters about their citizenship, criminal record, or other qualifications to vote;
- Challenging voters' right to vote.

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<sup>85</sup> Cal. Elec. Code § 319.5; Cal. Elec. Code § 3018

<sup>86</sup> [Section 2 – Ensuring and Protecting the Rights of Every Voter](#), “Rights of News Media and Opinion Pollsters”

<sup>87</sup> Cal. Elec. Code § 18502

<sup>88</sup> Cal. Elec. Code § 18544

A voter may enter the polling location with clothing or a face covering that contains just the slogan of a particular candidate. This is not considered electioneering.<sup>89</sup>

Voters may take photographs of their own ballot within the privacy of their voting booth, but they must NOT show the photo to other voters at the polling location or take photos of other people voting,<sup>90</sup> and they should not photograph or record a voter entering or exiting a polling place.<sup>91</sup>

70. **POLL WORKER CONDUCT:** What is a poll worker prohibited from wearing or doing in a polling place?

Poll workers may not engage in electioneering; see [Question 68 and 69](#) or intimidation, see [Question 71](#). They cannot discriminate or act with insensitivity in matters regarding a voter’s race, ethnicity, language, literacy, gender/LGBTQ+, age, disability, or party preference.<sup>92</sup> They cannot take any actions that threaten the voting process or infringe on the rights of voters.<sup>93</sup> They cannot wear campaign-related attire while on duty in the polling place.<sup>94</sup>

71. **INTIMIDATION:** Are there any other specific restrictions on conduct outside of a polling place? What should I do if I feel unsafe or uncomfortable outside the polling place?

- If the voter fears for their personal or another’s physical safety, advise them to immediately call 9-1-1.
- If it is not an emergency situation, collect all details as to what is occurring. Voter intimidation in CA is a felony offense<sup>95</sup>, so it is critical to get all possible documentation. Please use the EP materials for reference: <https://eplegal.wpengine.com/#voter-Intimidation> <https://866ourvote.org/wp-content/uploads/2020/10/Election-Protection-Guidance-on-Voter-Intimidation-re-up.pdf> . Ask the voter if they have any photos/videos illustrating the situation. Open a SMS with the caller, so they can upload the photos/videos. These can be added into the OVL report, see EP reference guide: <https://eplegal.wpengine.com/wp-content/uploads/Get-Documentation-From-a-Caller.pdf>
- Have the voter inform election officials IMMEDIATELY, and document what they told the voter the actions that they would take to remedy the intimidation.
- Examples of prohibited acts of voter intimidation that may occur *within or outside of the polling location* can include:<sup>96</sup>
  - Blocking access to and from the voting locations (including the parking lot)<sup>97</sup>

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<sup>89</sup> [Section 4 – Procedures for New Voters, Vote-by-Mail Voting, Provisional Voting, and Other Situations](#) “Electioneering” Section

<sup>90</sup> Cal. Elec. Code § 14291; §§ 2300(a)(4), 18540; California Constitution, art. II, § 7

<sup>91</sup> [Notices Regarding Prohibition of Electioneering and Corruption of the Voting Process](#) “What Activities are Prohibited”

<sup>92</sup> [Section 2 – Ensuring and Protecting the Rights of Every Voter](#)

<sup>93</sup> [Section 2 – Ensuring and Protecting the Rights of Every Voter](#)

<sup>94</sup> Cal. Gov. Code §8314

<sup>95</sup> Cal. Elec. Code § 18540

<sup>96</sup> <https://elections.cdn.sos.ca.gov/ccrov/2022/september/22231jl.pdf>

<sup>97</sup> Cal. Elec. Code § 18541

- Threatening criminal action against voters
- Presenting false information about voter eligibility requirements, including criminal consequences for voting (e.g., credit card debt, arrest warrant checks, etc.)
- Harassing or threatening behavior, including aggressive questioning of voters based on a person's race/ethnicity, gender identity, or aggressively questioning voters about their citizenship, criminal record, or other qualifications to vote
- Challenging voters' right to vote
- Presenting false information to voters about the voting process and requirements, including the ability to speak English, or the need to present certain types of photo identification
- Assault, battery, threats of violence, brandishing a weapon/firearm

72. **CHALLENGE:** Someone is formally challenging my vote. What should I do?

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; or
- The voter has already voted in the election.<sup>98</sup>

Only a member of a precinct board or other official responsible for the conduct of the election may challenge a voter's eligibility to vote directly to their face.<sup>99</sup> Any other person is prohibited from challenging or questioning any voter concerning the voter's qualifications to vote. If the precinct board receives any document/list challenging the voter's eligibility, the board member must first determine whether the evidence constitutes probable cause to justify or substantiate a challenge. Then the board member must notify the elections official charged with the duty of conducting the election, and describe the evidence bearing on the voter's qualifications to vote. The elections official shall advise the members of the precinct board as to whether probable cause exists for instituting and substantiating the challenge.<sup>100</sup> If so, the voter must take an oath and answer questions directly asked by precinct board members. The voter must agree to take the oath and to swear/affirm their responses or they will not be permitted to vote. If the voter answers the questions unequivocally that asserts their eligibility to vote, no additional questions can be asked.<sup>101</sup> Any doubt in interpretation of the law must be resolved in favor of the voter.<sup>102</sup>

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 of unwarranted intimidation, the board shall discontinue all voter challenges.<sup>103</sup>

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<sup>98</sup> Cal. Elec. Code § 14240

<sup>99</sup> Cal. Elec. Code § 14240

<sup>100</sup> Cal. Elec. Code § 14240(c)

<sup>101</sup> Cal. Elec. Code § 14244

<sup>102</sup> Cal. Elec. Code § 14251

<sup>103</sup> Cal. Elec. Code § 14253.

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

In California, no person in possession of a firearm, no uniformed law enforcement officer, private guard or security personnel, and *no person wearing the uniform* of a law enforcement 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.<sup>104</sup> However, the following exceptions apply:

- An unarmed uniformed guard or security personnel who is at the polling place to cast their ballot
- A law enforcement officer who is conducting official business in the course their public employment, or who is at the polling place to cast their ballot
- A private guard or security personnel hired or arranged for by city or county elections officials
- 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.<sup>105</sup>

74. **THOUGHT WAS REGISTERED:** My name isn't on the voter registration roll but I thought I was registered. What should I do?

The registered voter should first confirm that they are at the correct polling location, unless they are residents of a VCA county (can vote at any vote center [VCA Participating Counties](#)). If feasible, the voter should go to their correct polling place. Residents in VCA counties should work with the elections administration staff (poll workers) to confirm whether they are registered in the county. If their registration can not be confirmed, then the voter should request and cast a provisional ballot.

Ask the registered voter if they moved within their county (if non-VCA resident), and did not update their address with their elections office. They will need to sign a written affirmation, stating that they are eligible to vote and are registered in the county where they desire to vote<sup>106</sup>. They must be given a provisional ballot, and provide their new address on the PB envelope which will update their information going forward.

If the registered voter has NOT moved but is just at the wrong precinct (and cannot travel to their assigned precinct), they must be given a provisional ballot to vote.<sup>107</sup> If the ballot cast by the voter at their *current* location contains candidates/measures on which the voter would not have been entitled to vote in their assigned precinct, only the votes for the candidates/measures on which the voter was entitled to vote in their assigned precinct will be counted.<sup>108</sup>

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<sup>104</sup> Cal. Elec. Code §§ 18544, 18545.

<sup>105</sup> Cal. Elec. Code § 18540 *et seq.*

<sup>106</sup> Cal. Elec. Code § 14310(a)

<sup>107</sup> Cal. Elec. Code §§ 14217, 14310(c); [What To Do If Your Name Is Not on the Voter Roster](#).

<sup>108</sup> Cal. Elec. Code § 14310(c)(3)(B)



If the registered voter has moved outside of their precinct or county/unregistered voter and did not update their information before the 15 day deadline, they can re-register at their new location,(see [Question 7 Same Day Registration](#)), and vote with a provisional ballot. Their vote will be counted after county elections officials verify their voter information. (Some counties can verify on site, allowing voters to use a regular ballot.)

If the voter *IS NO LONGER REGISTERED TO VOTE* due to a past determination of ineligibility, who subsequently becomes eligible to vote, the voter must re-register. See [Question 4](#) (how to), [Question 6](#) (deadlines), [Question 7](#) (same day), *AND THEY MUST BE ALLOWED TO VOTE A PROVISIONAL BALLOT.*

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

The voter should inquire as to the precise reason, as it means that the election officials at the voter's polling location cannot verify the voter's eligibility to vote. The voter should try to confirm they are at the correct polling place, and are actually registered to vote in the county where the voter desires to cast their ballot.<sup>109</sup> The voter should do their best to provide any identification/documentation to resolve the issue; and if not, they can vote a provisional ballot.

Common reasons why a voter may be told they must vote provisionally include:<sup>110</sup>

- The voter moved but did not update their voter registration record to reflect the move;
- The voter's name does not appear on the list of registered voters and the eligibility to vote cannot be verified at the polling place;
- The voter's name (unless it is a changed surname) or address is different than that listed on the roster lists;
- The voter is required to provide identification under HAVA and is unable or refuses to provide proof of identity. Under HAVA, first-time voters who registered by mail – and for whom neither the social security number nor state identification number could be verified – may be required to provide proof of identity;
- The voter requested a vote-by-mail ballot, but cannot surrender their vote-by-mail ballot, AND your location cannot verify if the voter has already returned their voted vote-by-mail ballot, and cannot notate the voter's voter record accordingly;
- The voter is voting during polling place hours that have been extended by a state or federal court;
- The voter is registered to vote, but is attempting to vote in a precinct different from the one in which the voter is registered or assigned (this does not apply in counties that conduct elections using vote centers); or
- The voter is challenged and the challenge is not resolved in their favor.

## ACCESSIBILITY/ASSISTANCE

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

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<sup>109</sup> Cal. Elec. Code § 14310

<sup>110</sup> <https://www.sos.ca.gov/elections/voter-registration/nvra/laws-standards/nvra-manual/chap-5>

Yes. Elections officials must instruct voters on usage of the machines before they enter the booth and are required to answer any related questions.<sup>111</sup> If the voter enters the booth and still needs assistance working the equipment, elections officials must provide any information that will assist the voter to operate the machines.<sup>112</sup>

**77. PHYSICAL DISABILITY: I have a physical disability and need assistance. Is my polling place ADA compliant? Does my voting location have an accessible voting system?**

All voting centers and polling places must be accessible for all elections. Generally all voting locations in California are accessible and actually go above and beyond the ADA requirements but in some rare instances a polling place might be inaccessible but the elections office should have notified the voter. , As of 2024 in CA vote centers and polling locations must provide both a handheld magnifying glass and signature guide card, to assist persons while signing their names on the roster.<sup>113</sup> Curbside voting is now available statewide. A voter with a disability must be allowed to vote by regular ballot outside any vote center or polling place, REGARDLESS of the polling place’s accessibility.<sup>114</sup>

Before heading to their polling location, the voter should:

- Review the types of accessible voting systems their county uses at [How to Use Your County's Voting System](#).
- Check their sample ballot: accessible polling places are indicated by a blue wheelchair symbol on the back page of the sample ballot.<sup>115</sup>
- Consider voting from home through “Remote Accessible Vote by Mail” that allows voters with disabilities to utilize their own personalized adaptive technologies. This can be done 29 days before, and through Election Day. The voter can request a RAVBM ballot either online through [My Voter Status](#) or by contacting their county elections office directly at [County Elections Offices](#). Then, they can return their voted ballot in person to the polling location/voting center/county elections office, place it in a drop box, or mail via USPS (must be postmarked by 8 p.m. Election Day). If the voter with a disability needs to same-day “Conditionally Register,” they may also do this from home. They will need to complete this conditional registration form to their county first to confirm their eligibility to vote: <https://forms.office.com/pages/responsepage.aspx?id=SHJZBzjqG0WKvqY47dusgfJPx4YDuzhPtFESzJdogOtUNjMwTjFMVlhCNlIUWkNNMkIKWjUzR1RJWC4u&web=1&wdLOR=c532AB8F8-215C-40B3-BD45-F248ADECC58D>

Each vote center must have at least three voting machines that are accessible to voters with disabilities.<sup>116</sup> Each polling place must have at least one voting machine that is accessible to voters with disabilities.<sup>117</sup> For specific details on assistive technology available in the voter’s county, check: [How to Use Your County's Voting System](#)

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<sup>111</sup> Cal. Elec. Code § 14272.

<sup>112</sup> Cal. Elec. Code § 14272

<sup>113</sup> Cal. Elec. Code § 14105(p)

<sup>114</sup> Cal. Elec. Code § 14282 (d)(3)

<sup>115</sup> <https://www.disabilityrightsca.org/publications/voters-with-disabilities>

<sup>116</sup> Cal. Elec. Code § 4005(a)(2)(B)

<sup>117</sup> <https://www.disabilityrightsca.org/publications/voters-with-disabilities>

For voters who have specific questions related to accommodations for disabled voters voting-by-mail or voting in person– refer them to the Disability Rights California Hotline at 1-888-569-7955 or visit [CA Disability Rights Organization](#) for more information.

**78. 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, for any reason, requires or wants assistance, must receive assistance from up to two persons selected by the voter<sup>118</sup>, 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.

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)).

**79. LANGUAGE ACCESS:** I am not an English speaker. What language resources are available? Can I bring someone in the booth to help me understand the ballot?

Yes. Any voter who requests assistance has 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.

Language assistance must be provided under both federal and state laws for [certain counties and precincts](#) which have a sizable population of eligible voters who have limited proficiency in English.<sup>119</sup>

Also, see [this guide](#) (“Language Assistance for CA Voters”) for more information.

**80. CURBSIDE VOTING:** Is curbside voting available? How do I request it?

All polling locations must offer curbside voting and the voters should contact their [country elections office](#) to confirm procedures for contacting the elections officials at their polling location. Outside of the polling locations with curbside voting should have a sign with directions posted outside the polling place with how to contact the elections official to come outside for the curbside voting. A precinct board member will then check-in the voter, take a regular ballot to the voter, and return the completed ballot to the polling place.

**81. VOTER GUIDE:** Can I bring a voting guide or reference notes with me into the voting booth?

Yes, a voter may reference notes (including those on electronic devices) and/or bring a voting guide/sample ballot into the voting booth, however none of these notes/sample ballot choices should be

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<sup>118</sup> Cal. Elec. Code § 14282(a)

<sup>119</sup> Cal. Elec. Code § 2300 (a)(8)

visible to other voters.<sup>120</sup> In addition, extra local voter guides are typically available at most polling places.<sup>121</sup>

## CALIFORNIA SPECIFIC SUPPLEMENT

### 82. What issues will be on the ballot?

[2024 Ballot Measures](#) and [Voter Guide](#)

### 83. QUESTIONS: 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
- 711 – 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>.

CA Voter Guide will be available in September 2024 [Here](#)

More information on language assistance

<https://www.advancingjustice-alc.org/media/Programs/Voting-Rights/March-2024-Language-Access-Flyer.pdf>

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<sup>120</sup> Cal. Elec. Code § 14291; Cal. Elec. Code § 2302; Cal.Code Regs. tit. 2 §20107(2)(F); Cal. Elec. Code § 319.5; Cal. Elec. Code § 18370

<sup>121</sup> <https://www.calvoter.org/content/voting-faq>.