

## **FAQs: MyVote Wisconsin 2.0**

**Q. Is the information accurate re: in-office absentee voting? I thought in-office voting was not restricted to the third Monday prior to the election? As the screen zipped past, I thought that was the text on the screen?**

A. This is the test environment. This information does not appear on the live site.

**Q. Are Clerks required to send an absentee ballot to an overseas permanent voter even if the voter chooses to use the online ballot option?**

A. No, if the voter selected the online option, it's the voter's responsibility to download the ballot and return it to the clerk.

**Q. In this test environment, the ballot that just zipped by, is not correct. Since only federal offices will appear on the ballot, the military voter could vote in all contests in their municipality so the test ballot could represent that.**

A. MyVote is programmed so that Military voters get the full ballot with federal, state, and local contests. Where are permanent overseas voters only get federal ballots as per state law. The election in the test environment was using test data, so please ignore the ballot set up shown. In the live version of MyVote, your voter will see the official ballot for your municipality (or the federal only ballot if they are permanent overseas)

**Q. I received an Application for Absentee Ballot - It is hard to read the voter's information; can the information the voter puts in be printed in bold?**

A. Yes, we are working to enlarge the font and put it in bold. Because it involves programming the site and complicated computer logic, it's a more difficult change than it may seem. We will hopefully have the enlarged font in the next week or so.

**Q. We have had staff receive the registrations and the voter information is hard to pick out from the field headers. Is there a way to make the information stand out, such as making the print a little larger or something. It all blends together.**

A. Yes, we are working to enlarge the font and put it in bold. Because it involves programming the site and complicated computer logic, it's a more difficult change than it may seem. We will hopefully have the enlarged font in the next week or so.

**Q. Will you be making your boxes/buttons darker? It is hard to see the boxes/buttons in MyVote.**

A. We weren't sure what buttons need to be darker? All of the buttons on the MyVote site are currently either a bold red or blue. If there are specific functions you find difficult to see, please let us know specifically which ones.

**Q. What is the update on the Middle Initial/Middle Name uploading into WisVote for a new voter?**

A. If the voter provides a middle name, it should appear in WisVote. However, a middle initial/name

**Q. Almost everyone that has registered in MyVote has created duplicates. Is that user error?**

A. There were some duplicate issues with how WisVote was handling MyVote applications. There was a recent change to the system that should help eliminate duplicates. That being said, if there is a duplicate created for your voter, you can leave the duplicate record in MyVote pending and we will automatically delete them after 45 days.

**Q. What happens if the ballot is returned without being in a 2nd envelope or with the proper markings?**

A. If the voter does not put their ballot in a second envelope, then you will put it in an envelope to send to the polls. The voter needs to complete the certificate envelope, including the voter's signature and a witness signature/address for the ballot to be counted. If the certificate is not complete, contact the voter.

**Q. What language will appear if the voter is not registered to vote? Is this language being modified next week as well? (Asking because we're preparing our training materials now)**

A. If a voter is not registered, a message will display saying that no record was found and prompting the voter to register. If the voter is inactive, they will see a message

**Q. Comment – military seem to be choosing email much more frequently than online – I wish there was some language here that would make it more attractive to them to receive the ballot online – to decrease clerk workload.**

A. Thanks for your suggestion! Many military voters are unable to download due to military firewall restrictions. Because of this, they may choose email more frequently.

**Q. Do they get reminders to download their online ballot online if they do not do so immediately?**

A. Yes! Once all ballots, statewide are available (by the 45 day deadline) we send an email to voters who have requested an online ballot letting them know that their ballot is now available for download on MyVote.

**Q. Is your tutorial suitable for posting as a link on a city's website as a general resource for voters? Or is it more suited for training election workers?**

A. The ten minute tutorial is more suitable for training your election inspectors.

**Q. Would you recommend having a computer available on Election Day for electors to access MyVote to register on Election Day?**

A. Sure, a number of clerks use the site on Election Day. The voter or an election inspector can use it for registration.

**Q. Since in-person absentee voting dates and times will now be different for all municipalities, is there a place on My Vote that will list the dates and times for in-person absentee voting for a voter's municipality?**

A. There will not be a display for this information on MyVote. MyVote will have a message for voters to contact their clerk for absentee dates and times.

**Q. Right now, My Vote indicates that in-person absentee voting will start the third Monday before Election Day (which is incorrect for our municipality). Will this at least be deleted?**

A. This is the test environment, it's not on the production site.

**Q. When using MyVote to register voters (either the public doing their own or if we do it here in the office), the County, Apartment # and Previous Address fields do not auto populate onto the printed Registration Application Form...will this be changed so that we can utilize MyVote on Election Day to register voters instead of hand writing everything in on a paper form?**

A. Yes! Those fields should now be populating on the form.

**Q. I noticed on the my elected officials page for my record, so all of them in our municipality list our Chairman and Supervisors' names as last name, first name rather than first name and last like all the other offices are listed. How do I change that so the view of their names is the same as the rest of the list?**

A. This is how the elected official must be appearing in WisVote. Please contact our office and a WisVote specialist can help you correct the record.

**Q. I tried using the request an absentee ballot section earlier this week for myself. I live in the Town of Red River but my mailing address is Luxemburg, WI. The application printed out with Luxemburg as my jurisdiction. Amber Shallow 12/19/1979 if you want to try it...**

A. MyVote is pulling in the postal code in that field on the absentee application. That will be corrected very shortly.

**Q. Under voter search by name. Will the voter show up if entering a short version of name. Example entering Bob instead of Robert?**

A. The name needs to be entered as it appears on their registration application and WisVote.

**Q. I tried to walk someone through the absentee application and she said that it instructed her to print the pdf. Are they supposed to come through automatically to Wisvote?**

A. If a voter does not have a photo ID on file, then the site currently says that they will need to email the PDF to their clerk along with a copy of the photo ID. The requests automatically go to WisVote only for voters who have a photo ID on file already or are exempt from photo ID.

**Q. On the old MyVote site the sample ballot showed the ballot style on the top. We always changed the ballot style to the color of the ballot the voter should receive. Very helpful at Registration on election day. Can this be added?**

A. We are weighing those options. Some voters found it confusing to have "blue" or "red" listed on their ballot.

**Q. Where will you be posting the manual?**

A. <http://www.gab.wi.gov/node/3974>.

**Q: When Meagan said a permanent overseas voter has to be registered as Permanent Overseas, did she mean in registration or in the absentee application entry?**

A: The voter must be registered to vote as permanent overseas (so they must be permanent overseas in their WisVote voter record) before they will have permanent overseas options when requesting their absentee ballot. They cannot change their status to permanent overseas through an absentee ballot request.

**Q: I like the sample ballot that Meagan showed!**

A: Thanks, it looks good, doesn't it?