

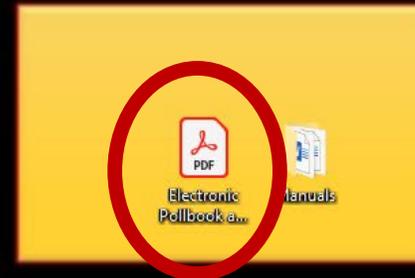
# Electronic Pollbook and Self Help Guide

Call the BOE for any issue you cannot quickly resolve

TO BEGIN THE VOTING  
PROCESS DOUBLE CLICK  
THE STOP SIGN



FOR POLL WORKER  
TRAINING MATERIALS  
DOUBLE CLICK THE  
FOLDER



# Differences Between One-Stop and Election Day



On Election Day you CANNOT Register a NEW VOTER



On Election Day you CANNOT CANCEL a Vote



On Election Day you DO NOT place the ATV NUMBER on the BALLOT



There is not a chance to review the voter information on the ATV. Once you select vote it is done.

# Table of Contents

(Click the red 'house' in the lower right beside the page number to return to this page at any time)



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## Other Training Documents

- [North Carolina State Board of Elections: Check In Quick Reference Guide](#)
- [North Carolina State Board of Elections: Check In Station Manual](#)
- [North Carolina State Board of Elections: Check In Station Official Training Slides](#)
- [North Carolina State Board of Elections: Curbside Check In Official Training Slides](#)
- [North Carolina State Board of Elections: Curbside Manual](#)
- [North Carolina State Board of Elections: Curbside Quick Reference](#)
- [North Carolina State Board of Elections: Help Station Manual](#)
- [North Carolina State Board of Elections: Station Guide](#)
- [Onslow County Board of Elections: Policy and Procedure Manual \[23 Jan 2020\]](#)
- [Onslow County Board of Elections: Policy and Procedure Training Overview](#)



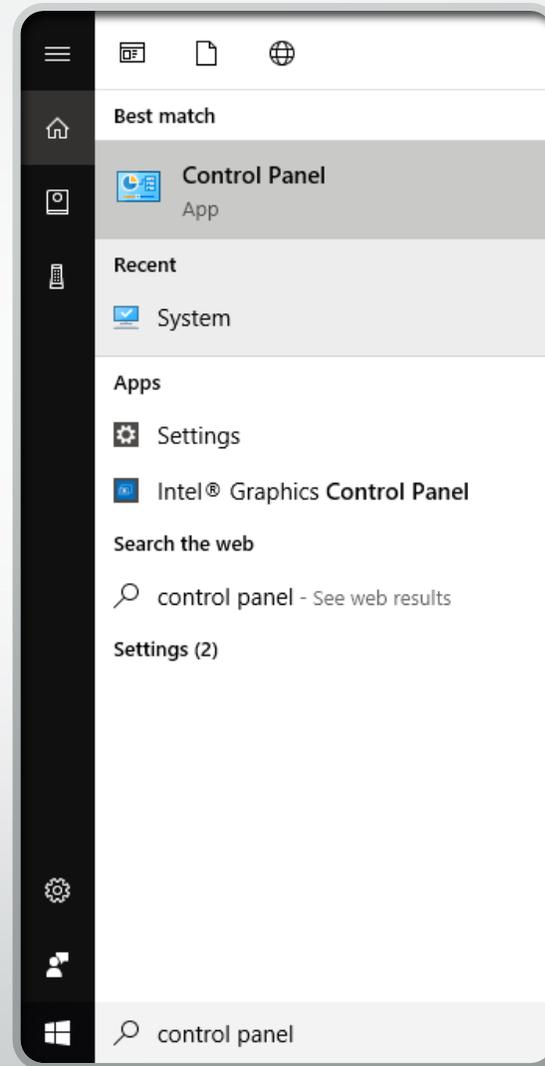
## Connecting Printer to the Computer

- Connect the USB cable end with the sticker into the USB port on the computer with the sticker as shown below (Sticker colors will vary).

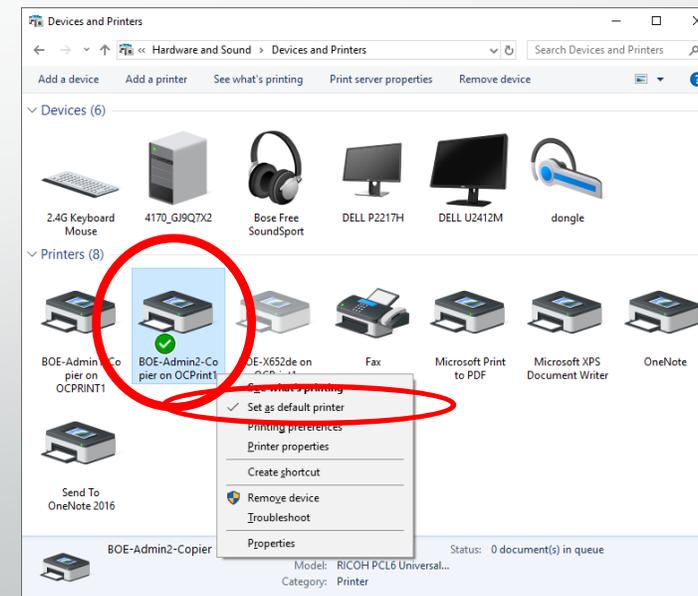
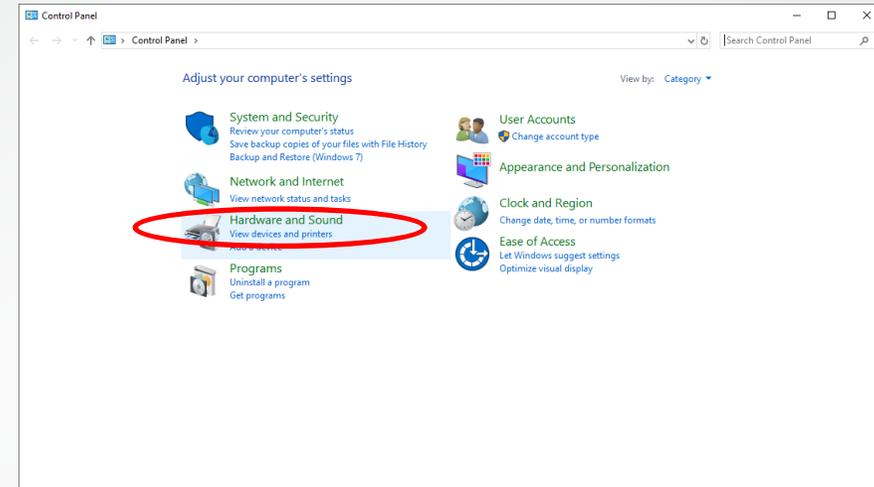


# Checking Default Printer in Windows 10

- 1) Click in the box that says “Type here to search” on the lower left corner of the desktop.
- 2) Type “control panel” slowly. You should see a ‘Best Match’ appear that says “Control Panel” like the picture to the right, click those words to open up the control panel menu.

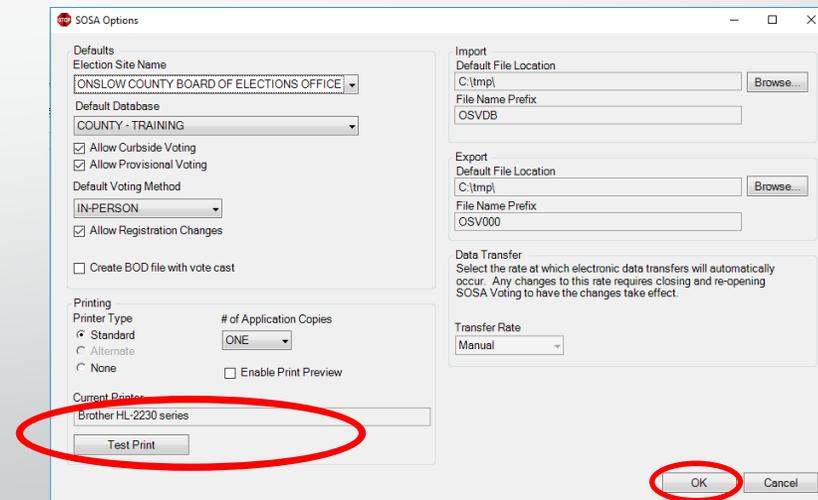
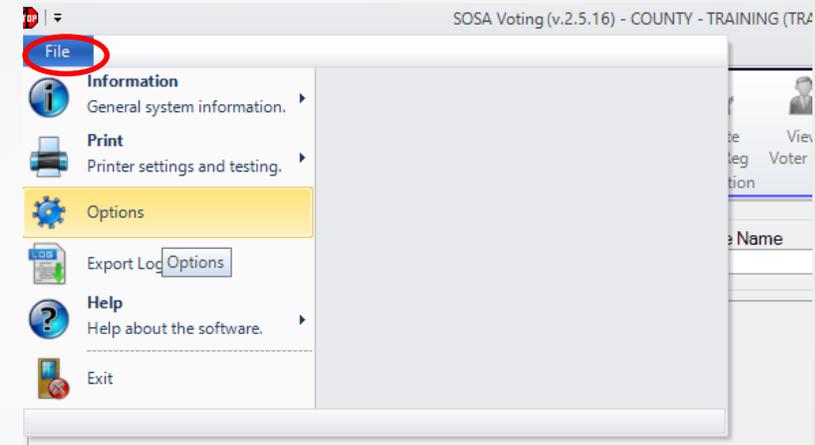


- 3) When the control panel opens up click on 'View devices and printers.
- 4) Under printers, look for the printer name of the printer that you have hooked up (e.g. Brother HL-2300 Series).
- 5) Right click on the picture of it to bring up the small menu and then click 'Set as default printer'. If you get a message saying this will turn off a windows feature click 'OK'
- 6) When done you should see a green check mark on the picture of your printer. If you see the check mark then you can close those windows.



- 7) In SOSA/OVRD click 'File' and then 'Options' to get to the page for your test print.
- 8) In the bottom left corner of the screen ensure the current printer has the same name as the default printer you selected.
  - If not go back to step 3.
- 9) If it is the same then click the 'Test Print' button and a test page will print from the connected printer. Click the 'OK' button after it is done printing.

You are now set to being the voting process



## Troubleshooting

Turn off the printer.

Ensure the printer cable is securely attached to the back of the printer and the USB port on the computer.

Turn back on the printer.

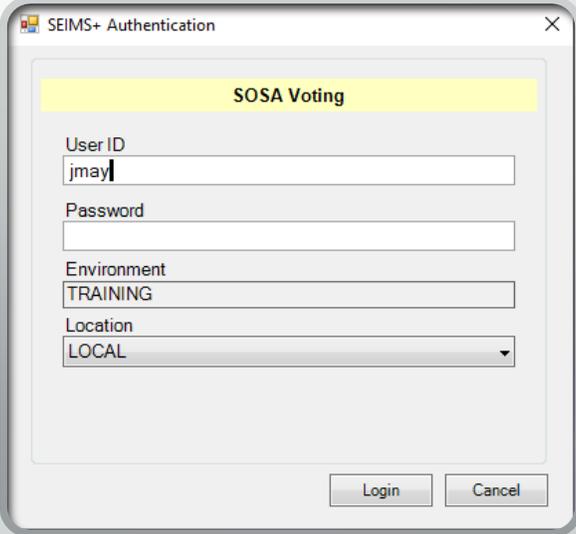
Ensure the correct printer is selected as the default printer

When all else fails call the BOE



# Log-In Procedure

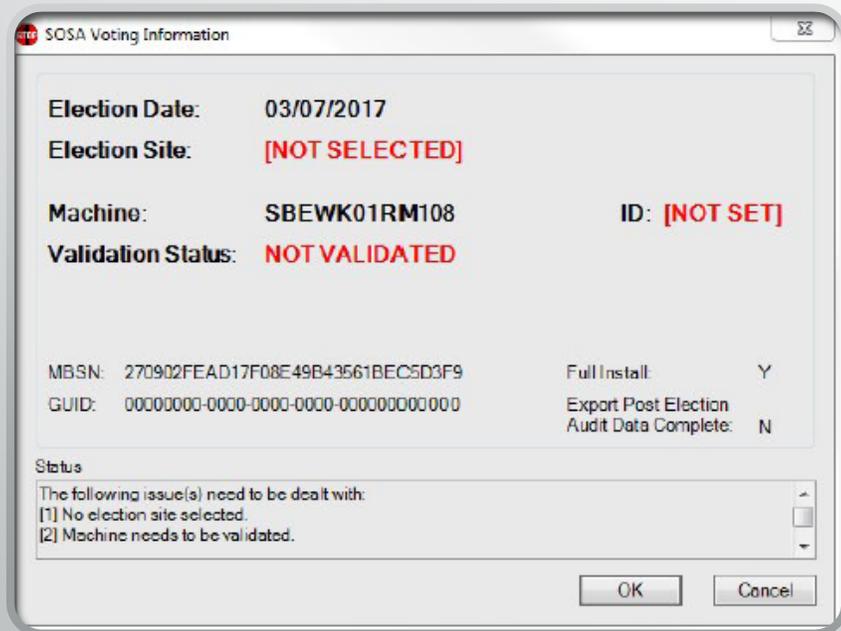
- From the computer desktop, double-click the One-Stop Voting icon and the One-Stop Voting authentication window will appear.
- Enter the username and password provided by BOE for you to use; ensure 'Production' is selected and location is 'LOCAL'. Click the 'Login' button to login to SOSA/OVRD, or click the 'Cancel' button to cancel the login. Click 'Login'. Voting Information popup appears. If the site and location match, click the 'OK' button.



The screenshot shows a window titled "SEIMS+ Authentication" with a close button in the top right corner. The window has a yellow header bar that says "SOSA Voting". Below the header, there are four input fields: "User ID" with the text "jmay" entered, "Password" (empty), "Environment" with "TRAINING" selected, and "Location" with "LOCAL" selected in a dropdown menu. At the bottom right of the window, there are two buttons: "Login" and "Cancel".



# One-Stop ONLY



- After clicking login, if you see the screen to the right with red writing on it, STOP AND CALL THE BOE.
- If election site has your location, validation status says "Validated" and ID has the same number that is written on the Desktop of the computer then click 'Ok' and the main screen will appear.



# Election Day ONLY

OVRD Voting Information

Election Date: 03/07/2017

Election Site: [NOT SELECTED]

Machine: SBEWK01RM108

Machine ID: [NOT SELECTED]

Alphabet Range: [NOT SELECTED]

MBSN: 270902FEAD17F08E49B43561BEC5D3F9

GUID: 00000000-0000-0000-0000-000000000000

Provisional Voting Allowed: Y

Status

The following issue(s) need to be dealt with:

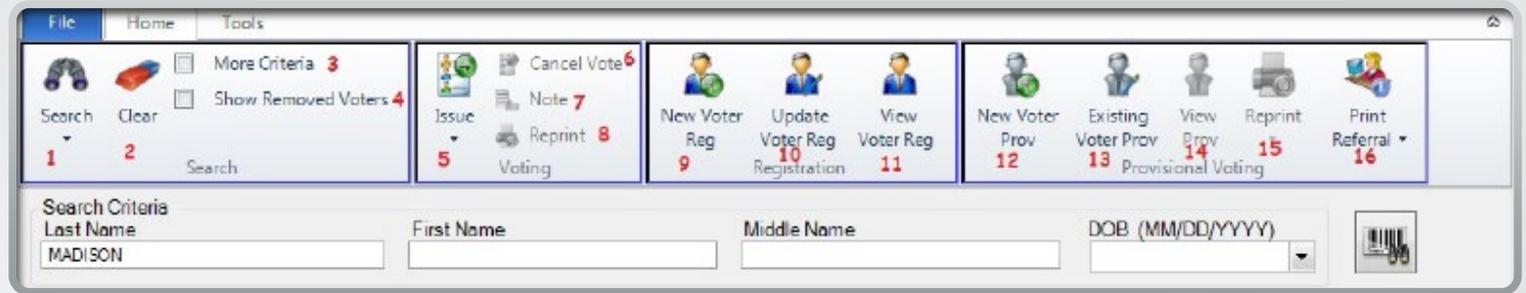
[1] No election site selected.

[2] No alphabet range selected.

OK Cancel

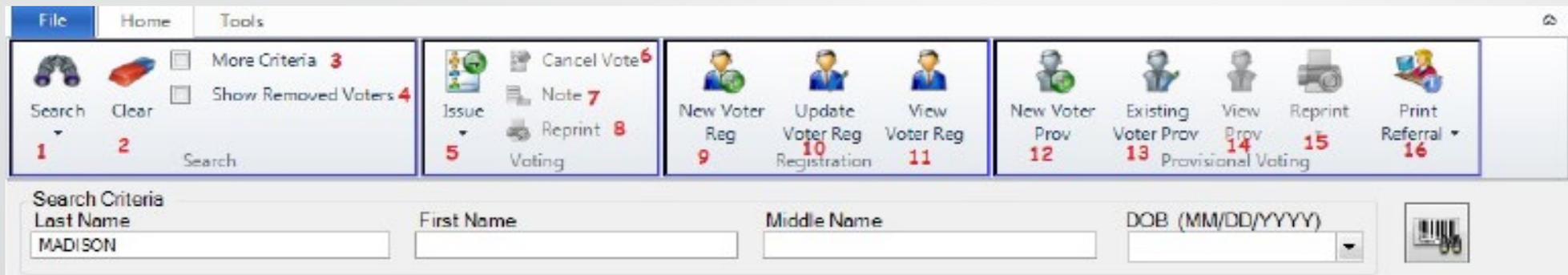
- If the Election Site matches your location and there is a machine ID along with an assigned alphabetic range then you can click ok to proceed to the main screen.
- If you see red writing in any of those locations, like the picture to the left, or the election site does not match your location, STOP AND CALL THE BOE.

# Basic Pollbook Functions (One-Stop)



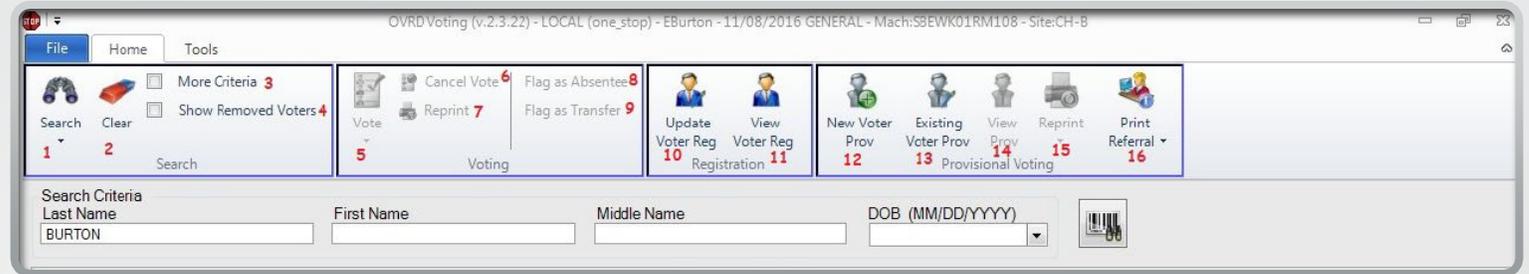
- 1) Search – Initiates the search of the database for potential voters based on the criteria entered. Return limited to 500 records.
- 2) Clear – Clears all fields in the search criteria area.
- 3) More Criteria – Displays more searching criteria including address.
- 4) Show Removed Voters – NOT TO BE USED BY POLL WORKERS
- 5) Issue – Initiates the vote process for the selected voter from the Potential Voters How to Vote, has a drop down for In-Person or Curbside(if allowed).





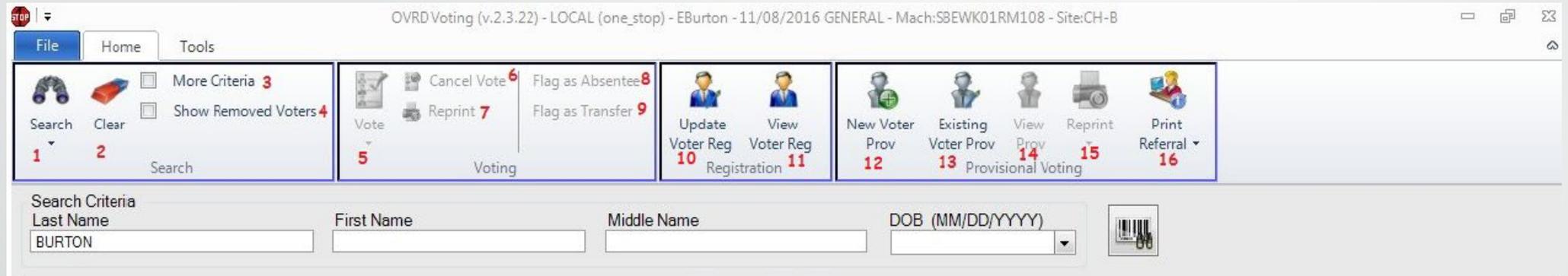
- 6) Cancel Vote – Opens the Cancel Vote Screen [Cancelling A Vote \(One-Stop\)](#)
- 7) Note – Opens the Note screen to begin adding a note to the voter’s absentee vote information.
- 8) Reprint – Allows the user to reprint the voter application to the connected printer. [Reprinting an One-Stop Application](#)
- 9) New Voter Reg – Opens the New Registration screen to register and vote a Same Day (IPR) registrant. [New In-Person \(Same Day\) Registration](#)
- 10) Update Voter Reg – Opens the Edit Registration screen to begin editing voter information that has been provided with a voter application. [Updating An Existing Registration](#)
- 11) View Voter Reg – Opens the Voter Registration screen in read-only mode so the user can review the voter information in detail. [View Registration Information](#)
- 12) New Voter Prov - Allows a new provisional voter to be added (non-existing registrant) [How to Vote Provisional](#)
- 13) Existing Voter Prov – Allows adding a provisional vote to an existing registered voter.
- 14) View Prov- Allows view the provisional vote entered on this machine. [View Provisional Information](#)
- 15) Reprint(Prov) – Allows the reprinting of provisional forms to the connected printer. [Reprinting A Provisional Form](#)
- 16) Print Referral – Allows the printing of a blank Help Referral Form or pre-populated form for a selected voter. [Printing A Help Referral Form](#)

# Basic Pollbook Functions (Election Day)



- 1) Search – Initiates the search of the database for potential voters based on the criteria entered. Return limited to 500 records.
- 2) Clear – Clears all fields in the search criteria area.
- 3) More Criteria – Displays more searching criteria including address.
- 4) Show Removed Voters – NOT TO BE USED BY POLL WORKERS
- 5) Vote – Initiates the vote process for the selected voter from the Potential Voters [How to Vote OVRD](#), has a drop down for In-Person or Curbside(if allowed).





- 7) Reprint – Allows the user to reprint the voter application to the connected printer. [Reprinting an ATV](#)
- 8) Flag as Absentee – Flag the selected voter as having returned an absentee ballot.
- 9) Flag as Transfer – Flag the voter as having voted in another precinct.
- 10) Update Voter Reg – Opens the Edit Registration screen to begin editing voter information that has been provided with a voter application. [Updating An Existing Registration](#)
- 11) View Voter Reg – Opens the Voter Registration screen in read-only mode so the user can review the voter information in detail. [View Registration Information](#)
- 12) New Voter Prov - Allows a new provisional voter to be added (non-existing registrant) [How to Vote Provisional](#)
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- 16) Print Referral – Allows the printing of a blank Help Referral Form or pre-populated form for a selected voter. [Printing A Help Referral Form](#)



# Searching for a Voter

- You search by name, date of birth or address (click the "More Criteria" box first)
- Enter the voter's last name in the 'Last Name' field, e.g. "SMITH". If the user is unsure of the spelling of the voter's last name (SMITH vs. SMYTH), the wildcard symbol (%) can be used to ensure all spellings of the name are located (e.g. "SM%TH").
- Make sure you select the right voter, look at the suffix (i.e. Jr, Sr, I, II, III, IV)

The interface features two main sections: "Voting" and "Registration". The "Voting" section includes buttons for "Vote" (with a dropdown arrow), "Cancel Vote", and "Reprint". The "Registration" section includes buttons for "Flag as Absentee", "Flag as Transfer", "View Voter", "Update Voter", and "Add New".

Search criteria fields:

First Name:

Middle Name:

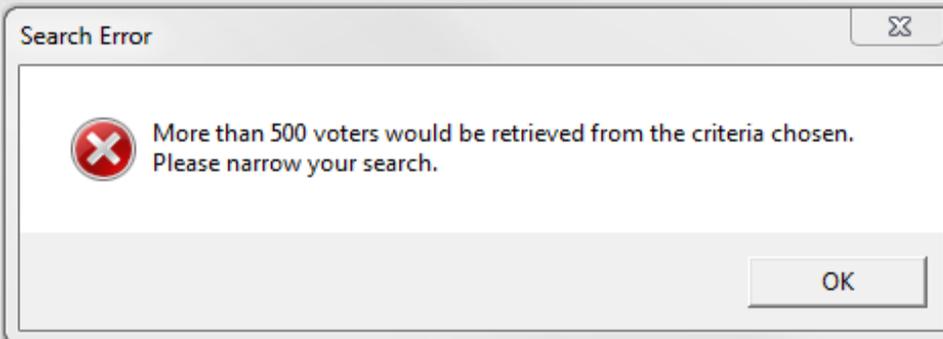
Type:  Suffix:  Unit:  City:

Potential Voters (88 rows)

Address	Mail Add	Ballot
111 GAMBLE WAY HUBERT, NC 28539		R001
175 PENINSULA MANOR RD HUBERT, NC 28539		D003
301 CINNAMON DR HUBERT, NC 28539		R001
500 DION DR HUBERT, NC 28539		R001
170 VAN RIGGS RD HUBERT, NC 28539		N007/D
656 BEAR CREEK RD HUBERT, NC 28539		D003
278 REID ACRES LN # C HUBERT, NC 28539		R001
314 N WINCHESTER LN HUBERT, NC 28539		N007/D
535 WEST WILLIS LNDG RD # 5 HUBERT, NC 28539		N007/D
389 HWY 172 HUBERT, NC 28539		R001
502 WEST WILLIS LNDG RD HUBERT, NC 28539		D003
118 EAST IVYBRIDGE DR HUBERT, NC 28539		R001
105 MILTFIELD DR HUBERT, NC 28539		N007/D

BC21/BC21





- A search on just a voter's last name can be used. However, to speed up the search and reduce the number of voters located, it is best to use both the first and last name of the voter. If more than 500 results are going to be returned, a message displays to narrow the search. Click 'OK' to clear the message and begin the search again.

## IF THE VOTER'S NAME CANNOT BE FOUND, TRY THE FOLLOWING:

Verify the spelling of the name.

- Verify there is no name change.
- Search using only a portion of the voter's last name and first name, such as the first few letters and add the wildcard symbol (%) at the end.
  - Example: 'Last Name': "SM%" 'First Name': "D%", this will find all voters with last names beginning with "SM", and first names beginning with "D".
- Search using other criteria fields instead, such as 'Street Name' or 'DOB (MM/DD/YYYY)'. The 'More Criteria' and box on the Home tab will give you more search options.

### One-Stop Only

- If the voters name cannot be found after this begin a New Voter Registration. [New In-Person \(Same Day\) Registration](#)



# Voter Information Grid

1	2	3	4	5	6	7	8
Name	Address	Mail Addr	Ballot Style	Party(Voted Part	Gender	Race	DOB
▶ VOTING, ALWAYS B	246 GEORGETOWN RD JACKSONVILLE, NC 28540		R0108	REP			01/03/2000
VOTING, IMA B	246 GEORGETOWN RD JACKSONVILLE, NC 28540			REP	FEMALE	WHITE	12/31/1999
VOTING, MIGHT COULD	246 GEORGETOWN RD JACKSONVILLE, NC 28540		G0060	GRE			01/02/2000

- 1) Name – The full name of the registered or provisional voter presented as last name first.
- 2) Address – The residential address of the registered or provisional voter.
- 3) Mail Addr – Indicates with an X that the registrant or provisional voter has a mailing address.
- 4) Ballot Style – The ballot style of the registered or provisional voter.
- 5) Party (Voted Party) – Displays the registrant or provisional voter’s registered party and party voted.
- 6) Gender – The gender of the registered or provisional voter.
- 7) Race – The race of the registered or provisional voter.
- 8) DOB – The date of birth of the registered or provisional voter. \*\*A voter’s DOB is confidential, DO NOT GIVE IT OUT\*\*

# Voter Information Panel

Voter	1 VRN:	4 ACTIVE	5 JA01/JA01	6 VOTED	
Changes	2 VOTING, ALWAYS B				
	3 246 GEORGETOWN RD JACKSONVILLE, NC 28540	7 Election Date:	03/03/2020		
		Voted Date:	02/26/2020		
		Ballot Style:	R0108		
		PCT/VTD:	JA01/JA01		
		Ballot ID:	110-9		
		Appl. Num:	OS-LOB-110-7		

- 1) Voter Registration Number (VRN) – If the selected voter is registered then a number will appear if not it will be blank.
- 2) Name – Displays the voter’s Last Name, First Name, Middle Name (if in the system), Suffix (if applicable).
- 3) Address – Displays the voter’s mailing address.
- 4) Status – Displays the voter’s current status (Active or Inactive)
- 5) Voter Precinct /Voter District – Displays the Precinct and District associated with the voter’s registered address.
- 6) Voter Information Icons – Will change depending on specific voter information. See the following slides for descriptions of each.
- 7) If Voted Information – Once a voter has been entered in the system as voted this information will be populated. See the following slides for descriptions of each field.





**Can Vote** - Green checkmark icon displays indicating the selected registrant is eligible to vote.



**No Ballot** - Red exclamation triangle icon displays indicating the selected registrant has no ballot for the election.



**Has Voted** - Displays red exclamation triangle icon when a voter presents themselves to vote when they have previously voted in the current election.



**Has Voted** - Displays black and red "no" icon when a voter presents themselves to vote when they have previously voted.



**Return** - Envelope icon displays indicating that a By-mail absentee ballot has been returned to the One-Stop site.



**ID Validation** - ID icon displays when the voter is flagged as needing to provide HAVA ID.



**Inactive Voter** - Address book and red exclamation triangle icons display when a voter presents themselves to vote after their status changed to Inactive.



**Note** – Note icon displays if there is a note on the selected voters record.



**Provisional Voter** – Provisional icon displays when a record was logged as a provisional voter.



		1	VOTED	
2	Election Date:	03/03/2020		
3	Voted Date:	02/26/2020		
4	Ballot Style:	R0108		
5	PCT/VTD:	JA01/JA01		
6	Ballot ID:	110-9		
7	Appl. Num:	OS-LOB-110-7		

- 1) Voter Status – Shows that the individual has voted.
- 2) Election Date – Shows the current election date after the Vote Button is clicked.
- 3) Voted Date – Shows the date that the voter cast the ballot after the Vote Button is clicked.
- 4) Ballot Style – Shows the Ballot Style assigned to the voter after the Vote Button is clicked.
- 5) PCT/VTD – Shows the Precinct and District associated with the voter’s registered address after the Vote Button is clicked.
- 6) Ballot ID – Shows the Ballot ID associated to the voter after the Vote Button is clicked. The number is made up of the machine abbreviation and a unique ballot number for that machine (e.g. 101-56).
- 7) Appl. Number – Shows the application number of the one-stop vote which is made up of request type (OS), voting place, machine number and a sequence number (e.g. OS-OFF-101-98).

## How to Vote (One-Stop)

- 1) Enter appropriate search criteria in the Search Criteria fields. Start with the voters last and first name. Refer to [Searching for a Voter in SOSA](#).
  - If the voter is located proceed to step 2
  - If the voter is not located:
    - Check the spelling of the name
    - Use wildcard options (%) in the name search
    - Verify the voter has not changed their name since their last registration update.
      - If there is a name change, proceed with a voter update using 'Update Voter Reg' button [Basic SOSA Functions](#)
      - If the voter is still not located proceed with a new voter registration. [New In-Person \(Same Day\) Registration](#)



- 2) Select the correct voter from the Potential Voters grid
  - ENSURE YOU VERIFY IT IS THE CORRECT VOTER, THERE MAY BE MULTIPLE VOTERS WITH THE SAME NAME.
  - Have the voter verify their Full Name and Residential Address.
- 3) Check the voter's vote status in the Voter Information Panel.
  - If there no data in the Voter Information Panel, proceed to Step 4.
  - If there IS data in the Voter Information Panel, this window indicates the voter may have voted by paper Absentee Ballot or at another One-Stop Site.
    - If the voter claims they DID NOT vote already then proceed with the Provisional process [How to Vote Provisional](#)
    - If the voter states they DID vote then the voter should not be allowed to vote again.
- 4) Check the voter's registration status on the left side of the Voter Information Panel.
  - If the status is ACTIVE or TEMPORARY, verify the registrant has a valid Ballot Style (e.g. G001) then proceed to step 5. If the voter has NO BALLOT as he Ballot choice then the voter has no contest for the selected election and should not be allowed to vote.
  - If the vote is INACTIVE, their registration must be updated using the 'Update Voter Reg' button. This will update their status to ACTIVE and allow them to vote (link)



- 5) Verify the voter's name and address information.
  - If any voter information needs to be updated click the 'Update Voter Reg' button and make the changes **Do not continue with the remaining steps in this section until you update.** [Updating An Existing Registration](#)
  - If the registration information is accurate and the voter has a ballot option, proceed to step 6.
- 6) Click the 'Issue' button to process a vote for the selected registrant.

Note: Clicking the 'Issue' button drop-down will give the option to Issue In-Person or Issue Curbside. Clicking 'Issue' without using the drop-down will use the 'Default Voting Method' or Issue In-Person.

- If the voter is required to show Help America Vote Again (HAVA) ID before voting, the Proof of ID Required pop-up (right) will appear. The Type of ID the voter provides must be selected. Once a type has been selected, click 'Save', click the 'Cancel' button if the screen has displayed unintentionally. If the voter refuses to show the required 'ID' then proceed with the Provisional Vote process.
- Once you have clicked 'Save' the Issue Vote screen will appear with all fields grayed out, as shown on the next page, and the One-Stop Application will print.

**STOP** Proof of ID Required

ID is required. Voter must provide ID from one of the options listed below. Any option other than photo ID must include current name and address.

- BANK STATEMENT
- GOVERNMENT CHECK
- NC DRIVERS LICENSE
- NC NON-OPERATORS ID
- OTHER GOVERNMENT DOCUMENT
- OTHER PHOTO ID
- PAYCHECK
- TRIBAL ENROLLMENT CARD
- U.S. PASSPORT
- US MILITARY ID
- UTILITY BILL
- VETERANS ID

Select Cancel



# \*Primary Elections Only\*

- If the current election is a primary AND the selected voter is registered as UNAFFILIATED (UNA) the Party Required pop-up will appear and you will be prompted to select a ballot type. Inform the voter and select the ballot. Click 'Save to continue with the ballot issue process.

Party Required

Unaffiliated voters may choose a partisan or a non-partisan ballot. Select the voter's choice for ballot type.

DEMOCRATIC - D0029  
LIBERTARIAN - L0077  
REPUBLICAN - R0101  
UNAFFILIATED - NO BALLOT

Select Cancel



Step 2: Review all registration information before continuing to vote. Click the "Back" button to make any changes. Click the "Vote" button to save the registration and indicate to the system the voter is voting. Click the "Cancel" button to abort the process.

**Application Information**

US Citizen 

**Name**

Last Name: VOTING First Name: WILL Middle Name: BEE Suffix:

Birth Date (mm/dd/yyyy): 05/19/1960 Birth State:

**Voter Verification**

NCDL

SSN:  -  -

---

**Residence Address**

House #: 246 Half:  Dir:  Street Name: GEORGETOWN View Street Range Type: RD Suffix:  Unit:

City: JACKSONVILLE State: NC ZIP Code: 28540 Phone:

Will you have lived here for 30 Days or more prior to the Election Date?

Move Date (mm/dd/yyyy):

---

**Mailing Address**

Address1:   Is U.S. Address?

Address2:

City:  State:  ZIP Code:

---

**Voter Information**

Gender: MALE Application Dt: 02/26/2020 Ballot Style: R0108

Race: WHITE Registration Dt: 02/26/2020

Ethnicity:  Party: REPUBLICAN

---

**Previous Name and/or Address**

Last Name:  First Name:  Middle Name:  Suffix:

Is U.S. Address? Previous NC County (if applicable):

Address1:

Address2:

City:  State:  ZIP Code:

---

**Jurisdiction List**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTR..
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL

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Back   Vote   Cancel Vote

# One-Stop Issue Vote Screen



- 7) If everything is correct, click 'Vote' to complete the ballot issue process. Do not mistakenly click the 'Cancel Vote' button.
  - If the voter needs to update their name or address before the vote is processed, click 'Update Voter Reg' to enable the Name and Address fields. Make any necessary changes and click 'Review'. The One-Stop application for will print for the voter to verify the change and sign. Click 'Vote' to complete the ballot issue process.
  - If the voter needs to vote Provisionally, the 'Vote Provisional' button will exit the Review process and launch the Provisional Data Entry process see [How to Vote Provisional](#) for details on the provisional voting process in SOSA.
  - If the voter has an issue that requires sending him to the Help Desk, click the 'Print Referral' button to print a Help Referral Form which the voter will take with them to the Help Desk. The 'Absentee History' button will display any Absentee information for the current election.
  - To cancel the Issue process on the selected voter, click the 'Cancel Vote' button.
- Note: If the incorrect voter was voted, search for the voter again and then proceed with the 'Cancel Vote' process. [Cancelling A Vote \(One-Stop\)](#)

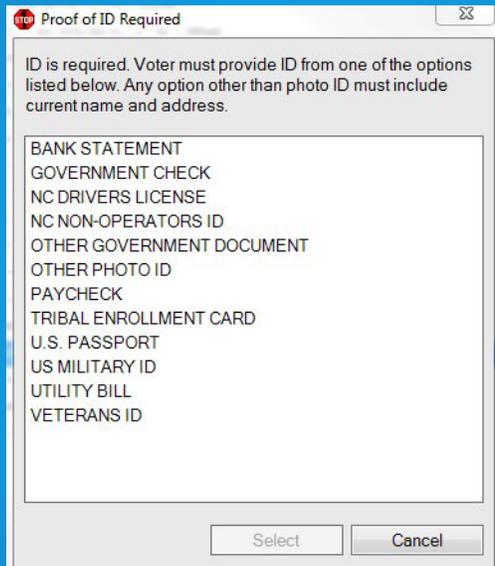


# How to Vote ELECTION DAY

- 1) Enter appropriate search criteria in the Search Criteria fields. Start with the voters last and first name. Refer to Searching for a Voter in OVRD.
  - If the voter is located, proceed to step 2.
  - If the voter is not located:
    - Check the spelling of the name
    - Use wildcard options (%) in the name search
    - Verify the voter has not changed their name since their last registration update.
      - If there is a name change, proceed with a voter update using 'Update Voter Reg' button Basic OVRD Functions
      - If the voter is still not located, the voter may need to vote a Provisional Ballot

- 2) Select the correct voter from the Potential Voters grid
  - ENSURE YOU VERIFY IT IS THE CORRECT VOTER, THERE MAY BE MULTIPLE VOTERS WITH THE SAME NAME.
  - Have the voter verify their Full Name and Residential Address.
- 3) Check the voter's vote status in the Voter Information Panel.
  - If there isn't data in the Voter Information Panel, proceed to Step 4.
  - If there IS data in the Voter Information Panel, this window indicates the voter may have voted by an Absentee method, been flagged as Transferred or Absentee, or has been cancelled.
    - If the voter claims they DID NOT vote already then proceed with the Provisional process [How to Vote Provisional](#)
    - If the voter states they DID vote then the voter should not be allowed to vote again.
- 4) Check the voter's registration status on the left side of the Voter Information Panel.
  - If the status is ACTIVE or TEMPORARY, verify the registrant has a valid Ballot Style (e.g. G001) then proceed to step 5. If the voter has NO BALLOT as the Ballot choice then the voter has no contest for the selected election and should not be allowed to vote.
  - If the voter is INACTIVE, their registration must be updated using the 'Update Voter Reg' button. This will update their status to ACTIVE and allow them to vote.



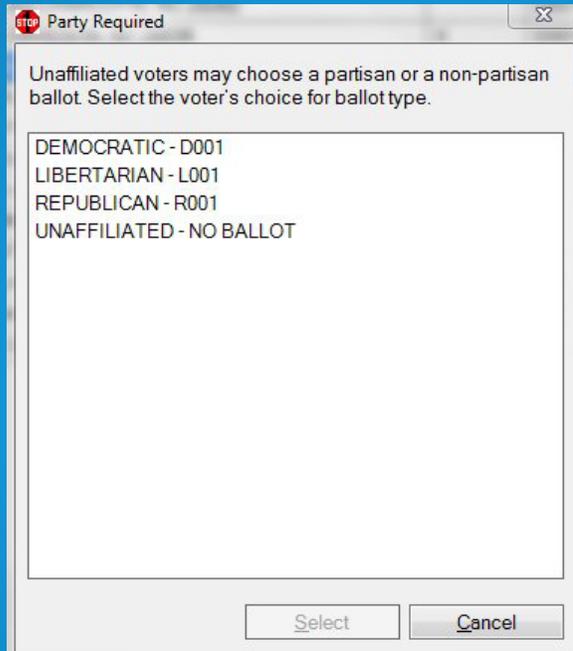


- 5) Verify the voter's name and address information.
  - Click on the voters name, right click to bring up the print menu. Ensure there is a check mark beside 'Print Selected', if so then click 'Print' and then click 'Fit Page Width'. This will print the record off for the voter to verify their information.
  - If any voter information needs to be updated click the 'Update Voter Reg' button and make the changes **Do not continue with the remaining steps in this section until you update.** [Updating An Existing Registration](#)
  - If the registration information is accurate and the voter has a ballot option, proceed to step 6.
- 6) Click the 'Vote' button to process a vote for the selected registrant.

Note: Clicking the 'Vote' button drop-down will give the option to Issue In-Person or Issue Curbside. Clicking 'Vote' without using the drop-down will use the 'Default Voting Method' or Issue In-Person.

  - If the voter is required to show Help America Vote Again (HAVA) ID before voting, the Proof of ID Required pop-up (right) will appear. The Type of ID the voter provides must be selected. Once a type has been selected, click 'Save', click the 'Cancel' button if the screen has displayed unintentionally. If the voter refuses to show the required 'ID' then proceed with the Provisional Vote process.

# \*Primary Elections Only\*



- If the current election is a primary AND the selected voter is registered as UNAFFILIATED (UNA) the Party Required pop-up will appear and you will be prompted to select a ballot type. Inform the voter and select the ballot. Click 'Save to continue with the ballot issue process.

The cancel vote functionality is available when a user votes for a registered voter incorrectly. Reasons for the incorrect vote include, but are not limited to, selecting the wrong registered voter, choosing the wrong ballot party for a primary, forgetting to update the residential address.

- This process **MUST** be completed at the same computer station where the voter was initially processed.
- Provisional Votes cannot be cancelled.

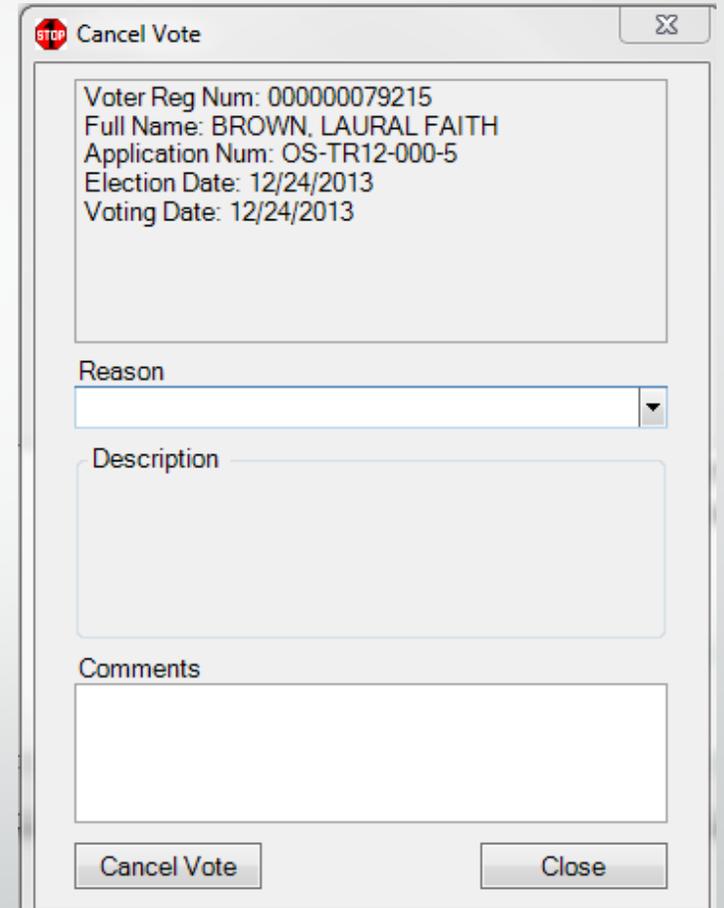
# Cancelling A Vote (One-Stop)



- 1) Using the Search function, find the voter that has already voted.
- 2) Select the voter's record in the Potential Voters grid to highlight it.
- 3) Click the 'Cancel Vote' button on the Home ribbon.
- 4) The Cancel Vote window will appear, as shown to the right. Use the 'Reason' drop-down arrow to select the appropriate reason for canceling the vote; the reasons are described below. Enter a Comment in the 'Comments' field as it is required. Click the 'Cancel Vote' button once complete.

- Available reasons for Cancelling a Vote

- CN      CANCELLED
  - Use when on-stop worker needs to cancel a "VOTE".
- NV      NOT VOTED
  - Use when on-stop application was issued, but voter chose not to vote at that time
- WV      WRONG VOTER
  - Use if it is determined that one-stop ballot was issued to a person other than the voter.



The screenshot shows a 'Cancel Vote' dialog box with the following fields and buttons:

- STOP Cancel Vote** (Title bar)
- Voter Reg Num: 000000079215
- Full Name: BROWN, LAURAL FAITH
- Application Num: OS-TR12-000-5
- Election Date: 12/24/2013
- Voting Date: 12/24/2013
- Reason: (Dropdown menu)
- Description: (Text input field)
- Comments: (Text input field)
- Buttons: Cancel Vote, Close

# Reprinting an One-Stop Application

If a problem occurs during the voting that prevents the One-Stop Application/Label from printing, the application can be reprinted using the 'Reprint' button on the Home ribbon. There is also a way to reprint the Name/Address change form/label that prints when performing an Update Voter change.

- 1) Using the Search function, find the voter that has already voted.
- 2) Select the voter's record in the Potential Voters grid to highlight it.
- 3) Click the 'Reprint' button.

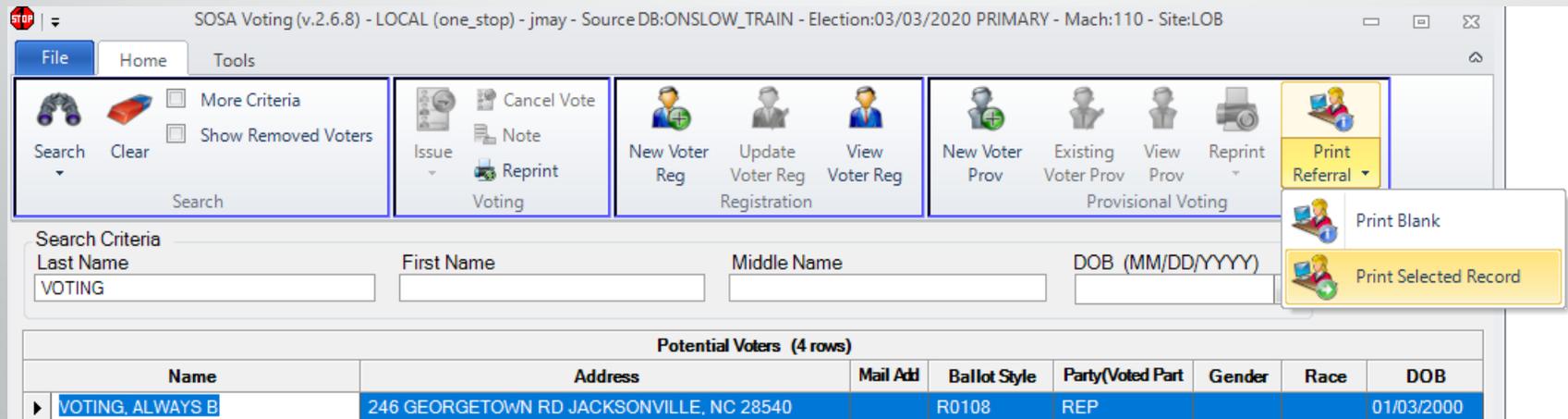
The screenshot displays the SOSA Voting software interface. The title bar indicates the application is running on a local machine (one\_stop) with the user jmay, connected to a database (ONSLOW\_TRAIN) for a 2020 primary election in Mach:110, Site:LOB. The interface features a ribbon with tabs for File, Home, and Tools. The Home ribbon is active, showing various icons for voter management, including Search, Clear, More Criteria, Show Removed Voters, Issue, Note, Reprint, New Voter Reg, Update Voter Reg, View Voter Reg, New Voter Prov, Existing Voter Prov, View Prov, Reprint, and Print Referral. Below the ribbon, there are search criteria fields for Last Name (containing 'VOTING'), First Name, Middle Name, and DOB (MM/DD/YYYY). A 'Potential Voters (4 rows)' table is displayed below the search fields, with the following data:

Name	Address	Mail Add	Ballot Style	Party(Voted Part	Gender	Race	DOB
VOTING, ALWAYS B	246 GEORGETOWN RD JACKSONVILLE, NC 28540		R0108	REP			01/03/2000
VOTING, IMA B	246 GEORGETOWN RD JACKSONVILLE, NC 28540			REP	FEMALE	WHITE	12/31/1999
VOTING, MIGHT COULD	246 GEORGETOWN RD JACKSONVILLE, NC 28540		G0060	GRE			01/02/2000
VOTING, WILL BEE	246 GEORGETOWN RD JACKSONVILLE, NC 28540		R0108	REP	MALE	WHITE	05/19/1960

# Printing A Help Referral Form

A Help Referral Form is available if the check-in (registration table) official determines there is a need to refer the voter to the Help Desk. To print the form, follow the steps below:

- 1) Click the 'Print Referral' button and choose 'Print Blank' to print a blank form or click 'Print Selected Record' to print the form for the selected record.



The screenshot shows the SOSA Voting application interface. The title bar reads "SOSA Voting (v.2.6.8) - LOCAL (one\_stop) - jmay - Source DB: ONSLOW\_TRAIN - Election: 03/03/2020 PRIMARY - Mach: 110 - Site: LOB". The interface includes a navigation menu with "File", "Home", and "Tools". The "Tools" menu is open, showing various options: "Search", "Clear", "More Criteria", "Show Removed Voters", "Issue", "Cancel Vote", "Note", "Reprint", "Voting", "New Voter Reg", "Update Voter Reg", "View Voter Reg", "New Voter Prov", "Existing Voter Prov", "View Prov", "Reprint", and "Print Referral". The "Print Referral" dropdown menu is open, showing "Print Blank" and "Print Selected Record". Below the menu is a search criteria section with fields for "Last Name" (containing "VOTING"), "First Name", "Middle Name", and "DOB (MM/DD/YYYY)". A table titled "Potential Voters (4 rows)" is displayed below the search criteria. The table has columns for "Name", "Address", "Mail Add", "Ballot Style", "Party(Voted Part", "Gender", "Race", and "DOB". The first row is highlighted in blue and contains the following data: "VOTING, ALWAYS B", "246 GEORGETOWN RD JACKSONVILLE, NC 28540", "R0108", "REP", "Gender", "Race", and "01/03/2000".

Name	Address	Mail Add	Ballot Style	Party(Voted Part	Gender	Race	DOB
VOTING, ALWAYS B	246 GEORGETOWN RD JACKSONVILLE, NC 28540		R0108	REP			01/03/2000



# Help Referral Form

ONSLow County, North Carolina

03/03/2020

Election Date

02/26/2020

Vote Date

One-stop    Election Day   Voting Site: ONSLow COUNTY BOARD OF ELECTION   Worker: JMAY

### Voter's Information

VOTING ALWAYS B

Last 246 GEORGETOWN RD   First    Middle    Suffix    VRN

Address JACKSONVILLE   NC   28540

City    State    Zip

### Help Referral Reason

- No Record of Registration
- Unreported Move
- Incorrect Precinct
- Previously Removed
- Incorrect Party
- Unrecognized Address
- No HAVA Acceptable ID
- Voter Assistance Needed
- Wrong Voter Selected
- Other: \_\_\_\_\_

### HAVA Identification Provided by Voter (if applicable)

- NC Driver License
- U.S. Passport/Passport Card
- U.S. Veterans ID Card
- Tribal Enrollment Card (Federal)
- NC Special ID Card
- Out-of-State License/ID
- U.S. Military ID
- Tribal Enrollment Card (State)
- Other \_\_\_\_\_

### Acknowledgment of Voting Options

(Complete only if voter does not want to be referred to Help Station or is choosing not to cast a provisional ballot.)

I \_\_\_\_\_ ACKNOWLEDGE that the election officials at this site have notified me of my voting options, however I am choosing to leave the voting site and/or not to cast a provisional ballot at this time due to the following reasons:

---



---



---

X

\_\_\_\_\_  
Voter Signature

OFFICIAL USE ONLY	Station	4170_GJ9Q7X2 [110]	Date/Time	02/26/2020 09:32:48 PM	V2020.01
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## How to Vote Provisional

The Provisional voting process consists of four steps: searching for an existing or adding a new provisional voter, entering registration information, entering provisional information, and Vote. 'Existing Voter Prov' allows you to create a Provisional record for an existing registrant. 'New Voter Prov' allows you to create a Provisional record for an unregistered voter. There are a lot of small variances that may be encountered along the way such as id being required, addresses needing to be verified, or even ballot party needing to be chosen for primary elections. These will be addressed during the following listed steps of the process or in other sections of this guide as noted.



- 1) Enter appropriate search criteria into the Search Criteria fields. This will typically be a name search using the last name and first name (or first few characters of the first name with a wildcard). To search address fields, click the 'More Criteria' check box on the Home ribbon.
- 2) Click the 'Search' button.
- 3) If the voter is located, select their record from the results grid and click 'Existing Voter Prov' from the Provisional Voting section of the ribbon. If the voter is not located, click 'New Voter Prov'.



- 4) The Provisional Data Entry screen (registration information) will display. If 'Existing Voter Prov' was clicked, any data from the current voter's record will be pre-populated in the appropriate fields, as shown to the right.

The screenshot shows a web form titled "Provisional (New) Data Entry". The form is divided into several sections:

- Application Information:** U.S. Citizen (radio buttons for Yes/No, with Yes selected).
- Name:** Last Name (VOTING), First Name (IMA), Middle Name (B), Suffix (dropdown).
- Birth Date (mm/dd/yyyy):** 12/31/1999, Birth State (NC).
- Residence Address:** House # (246), Half, Dir, Street Name (GEORGETOWN), Type (RD), Suffix, Unit, City (JACKSONVILLE), State (NC), ZIP Code (28540), County, Phone, and a checkbox for "Will you have lived here for 30 Days or more prior to the Election Date?" (Yes selected).
- Mailing Address:** Address1, Address2, City, State, ZIP Code, and a checkbox for "Is U.S. Address?" (checked).
- Voter Information:** Gender (FEMALE), Ethnicity (NOT HISPANIC), Race (WHITE), Party (REPUBLICAN), NCDL #, and SSN (Last 4).
- Previous Name and/or Address:** Last Name, First Name, Middle Name, Suffix, a checkbox for "Is U.S. Address?" (checked), Previous NC County (if applicable), Address1, Address2, City, State, ZIP Code.

At the bottom right, there are three buttons: "Next", "Acknw Only", and "Cancel Vote".



- 4) If 'New Voter Prov' was clicked the Provisional (New) Data Entry Screen, will appear as shown to the right.

Provisional (New) Data Entry

Application Information

U.S. Citizen  Yes  No

Name

Last Name First Name Middle Name Suffix

Birth Date (mm/dd/yyyy) Birth State

Residence Address

House # Half Dir Street Name View Street Range Type Suffix Unit

City State ZIP Code County Phone

Will you have lived here for 30 Days or more prior to the Election Date?  Yes  No

Move Date (mm/dd/yyyy)

Mailing Address

Address1  Is U.S. Address?

Address2

City State ZIP Code

Voter Information

Gender Ethnicity

Race Party

NCDL #

SSN (Last 4)

Previous Name and/or Address

Last Name First Name Middle Name Suffix

Is U.S. Address? Previous NC County (if applicable)

Address1

Address2

City State ZIP Code

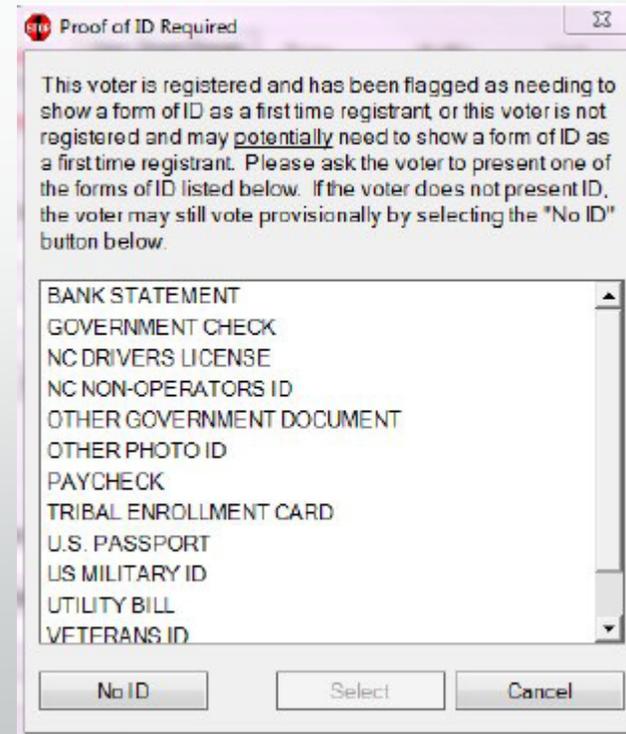
Next Acknw Only Cancel Vote

- 5) Fill in appropriate registration data. Fields with names in red text are required and must be populated to move to the next step. When all data has been entered, click 'Next'.

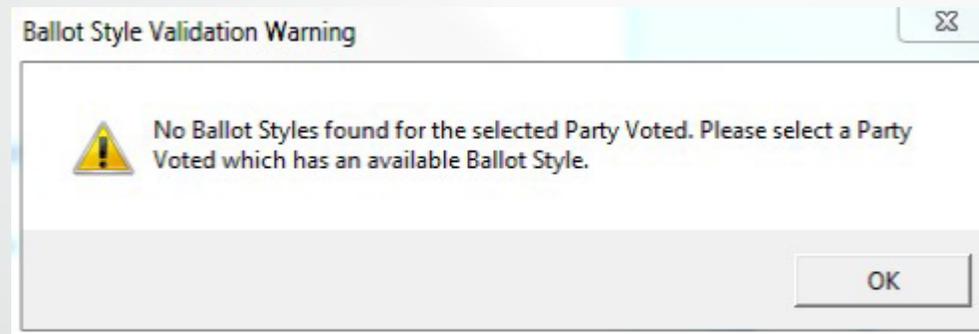
Note: If the voter does not want to vote provisionally, click the 'Acknw Only' button to print an Acknowledgment Notice which informs the voter of their options to vote and must be signed by the voter. Clicking 'Acknw Only' prints the form and cancels the Provisional vote process.

- 6) The Proof of ID Required pop-up, as shown on the next page, will appear. The type of ID the voter provides must be selected; the different types are listed in the table on the next page. Once a type has been selected, click the 'Select' button. If the Provisional voter does not provide ID, click the 'No ID' button. Select the 'Cancel' button if the screen has displayed unintentionally.

Note: ***Pollworkers are NOT required to ask voters for ID.*** If a provisional voter presents ID on their own, it is OK to accept it. Otherwise, simply click **No ID** if the voter does not provide one.



7) Based on the voter's address and party information entered on the Provisional Data Entry screen, a default 'Party Voted' and 'Ballot Style Issued' will be set. If the voter's registered party is Unaffiliated and the election is a primary, the message shown to the below may display (if there are no UNA contests). Click OK and select the appropriate 'Party Voted' from the drop-down on the Provisional Information screen. Select the appropriate 'Ballot Style Issued' from the drop-down (see example on next page). The 'Ballot Style Issued' field will not be populated if there is not a matching ballot style for the address (likely due to a Geocode issue).



- 8) The Provisional Data Entry (provisional information ) screen will display.

Provisional (New) Data Entry

**Provisional Voter Registration Information**

Full Name: IMA B VOTING  
 US Citizen?: Yes  
 Birth Date: 12/31/1999  
 Age: 20  
 VRN:  
 Residential Address: 246 GEORGETOWN RD  
 JACKSONVILLE NC 28540  
 Residential County:  
 Will you have lived here for 30 days or more prior to the Election Date?: Yes  
 Move Date:  
 Phone:  
 Mailing Address:  
 Previous Name:  
 Previous Address:  
 Previous County:  
 Birth State: NC  
 NCDL:  
 SSN:  
 Gender: FEMALE  
 Race: WHITE  
 Ethnicity: NOT HISPANIC or NOT LATINO  
 Party: REPUBLICAN  
 ID Provided?: U.S. PASSPORT

**Provisional Voting Reason**

Curbside

**Party Voted**: REPUBLICAN  
**Default Ballot Style**: R0108

**Ballot Style Issued**: R0108  
**Assigned Precinct**: JA01

**Jurisdiction List**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTRICT 3
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL
VTD	JA01	JA01

Previous   Review   Acknw Only   Cancel Vote

- 9) Select a Provisional Voting Reason from the drop-down (if not already populated).
- 10) If the provisional vote was cast curbside, check the 'Curbside' box.
- 11) Select a Ballot Style Issued from the drop-down (if not already populated).
- 12) If the voter **does not want to vote provisionally**, click the 'Acknw Only' button to print an Acknowledgment Notice which informs the voter of their options to vote and must be signed by the voter. Clicking "Acknw Only" prints the form and cancels the Provisional vote process.

ELSE

- Click 'Review' once all required fields are populated. The Provisional Voting Application form/label will print to the default printer. If 'Reasonable Impediment' was set to 'Yes', the Reasonable Impediment Declaration form will also print.



<b>PROVISIONAL VOTING APPLICATION - ONSLOW COUNTY</b>				ELECTION: 03/03/2020		<b>PB NO: LOB-110-2</b>	
Location Voted	<b>LOB</b>	PIN			Existing Voter VRN		
<b>VOTER REGISTRATION/UPDATE FORM</b>							
ARE YOU A CITIZEN OF THE UNITED STATES OF AMERICA?				YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	IF YOU CHECKED "NO" IN RESPONSE TO EITHER OF THESE QUESTIONS, DO NOT COMPLETE THIS FORM.	
WILL YOU BE AT LEAST 18 YEARS OF AGE ON OR BEFORE ELECTION DAY?				YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>		
LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX				
VOTING	IMA	B					
RESIDENTIAL ADDRESS (STREET ADDRESS WHERE YOU NOW LIVE)			CITY	STATE	ZIP	COUNTY	
246 GEORGETOWN RD			JACKSONVILLE	NC	28540		
MAILING ADDRESS						PHONE	
HAVE YOU LIVED AT YOUR ADDRESS FOR 30 OR MORE DAYS?			IF "NO," DATE MOVED?	NAME USED IN PREVIOUS REGISTRATION			
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>							
PREVIOUS ADDRESS						PREVIOUS COUNTY	
DATE OF BIRTH	BIRTH STATE/COUNTRY	GENDER	RACE		ETHNICITY	PARTY AFFILIATION	
12/31/1999	NC	<input type="checkbox"/> Male	<input type="checkbox"/> African American/Black		<input type="checkbox"/> Hispanic	<input type="checkbox"/> Democratic <input type="checkbox"/> Green	
NCDRIVERS LICENSE NO.	LAST FOUR DIGITS OF SSN	<input checked="" type="checkbox"/> Female	<input type="checkbox"/> American Indian/Alaska Native		<input checked="" type="checkbox"/> Not Hispanic	<input checked="" type="checkbox"/> Republican <input type="checkbox"/> Constitution	
			<input type="checkbox"/> Asian <input checked="" type="checkbox"/> White		<input type="checkbox"/> Unaffiliated	<input type="checkbox"/> Libertarian	
			<input type="checkbox"/> Multiracial <input type="checkbox"/> Other		<input type="checkbox"/> Other		

Top of Printed Provisional Application.

# Bottom of Printed Provisional Application.

**VOTER'S AFFIRMATION OF ELIGIBILITY TO VOTE**

I attest that in addition to having read and understood the contents of this form, that under penalty of perjury that:

I am currently registered to vote (or made a timely attempt to register) in this county and I will have resided at the address noted above for 30 days immediately prior to this election.

I have not moved out of this county since my original registration or registered to vote or voted in another county or state since that time.

I am a United States citizen and  I am at least 18 years old, or will be by the date of the general election.

As indicated above, my political party preference is: REPUBLICAN

I understand that it is a felony to vote more than one time in an election.

I have not been convicted of a felony, or if I have been convicted of a felony, I have completed my sentence, including any probation or parole.

▼ My reasons for voting provisionally are noted below ▼

The election official cannot find a record of my registration. **(No Record of Registration)**

I submitted a voter registration application to the DMV, either in-person or online on \_\_\_\_\_ My driver license number is \_\_\_\_\_

I submitted a voter registration application to \_\_\_\_\_ (specify agency, board of elections office, or another person) on \_\_\_\_\_

I moved within my county and my voter registration was not updated prior to election day. **(Unreported Move)**

I am choosing to vote at a voting place assigned to a precinct in which I do not live. **(Incorrect Precinct)**

I am voting provisionally due to an ID issue: \_\_\_\_\_

My voter registration was previously cancelled but I believe I am eligible to vote today. **(Previously Removed)**

I am choosing to vote a ballot style for a party of which I am not shown to be registered. **(Incorrect Party)**

The election official cannot locate my residential address in their records to determine my proper ballot style. **(Unrecognized Address)**

The registration records indicate that I have already voted in this election. **(Voter Already Voted)**

I dispute the \_\_\_\_\_ election district to which I am assigned. I believe I live in \_\_\_\_\_ election district. **(Jurisdiction Dispute)**

I am voting during extended voting hours. **(Voting During Extended Hours)**

Other: \_\_\_\_\_

---

**FRAUDULENTLY OR FALSELY COMPLETING THIS FORM IS A CLASS 1 FELONY UNDER CHAPTER 163 OF THE NC GENERAL STATUTES**       Provisional Voter's Signature       Election Official Signature

Date/Time:	02/05/2020	Site:	LOB	<small>SSOE V2019.12</small>
Operator:	JMAY	Trans ID:	110-3	Station:
HAVA ID Provided: <u>U.S. PASSPORT</u>				PIN:
				4170_G19Q7X2
				DD63-110-2
				Ballot Style Issued
VoterView Precinct		Provisional Precinct:	JA01	
VoterView Party		Provisional Party:	REP	
VoterView Ballot		Provisional Ballot:	<b>R0108</b>	

13) After clicking review and the Provisional Application prints, the Provisional Data Entry (review) screen will display as shown below.

The screenshot shows a software window titled "Provisional (New) Data Entry". It is divided into three main sections: "Provisional Voter Registration Information", "Provisional Voting Information", and "Jurisdiction List".

**Provisional Voter Registration Information:**

Full Name	IMA B VOTING
US Citizen?	Yes
Birth Date	12/31/1999
Age	20
VRN	
Residential Address	246 GEORGETOWN RD JACKSONVILLE NC 28540
Residential County	
Will you have lived here for 30 days or more prior to the Election Date?	Yes
Move Date	
Phone	
Mailing Address	
Previous Name	
Previous Address	
Previous County	
Birth State	NC
NCDL	
SSN	
Gender	FEMALE
Race	WHITE
Ethnicity	NOT HISPANIC or NOT LATINO
Party	REPUBLICAN
ID Provided?	U.S. PASSPORT

**Provisional Voting Information:**

Election Date	03/03/2020
Poll Book Number	LOB-110-2
PIN	DD63-110-2
Location Voted	LOB
Assigned Precinct	
Provisional Voting Reason	NO RECORD OF REGISTRATION
Photo ID Type	
Reasonable Impediment	No
Reasonable Impediment	

**Jurisdiction List:**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTRICT 3
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL
VTD	JA01	JA01

At the bottom of the window are four buttons: "Previous", "Vote" (with a green checkmark icon), "Acknw Only", and "Cancel Vote" (with a red X icon).

- To cancel the Provisional process on the selected voter, click the 'Cancel Vote' button.
- If the voter does not want to vote provisionally, click the 'Acknw Only' button to print an Acknowledgment Notice which informs the voter of their options to vote and must be signed by the voter. Clicking "Acknw Only" prints the form and cancels the Provisional vote process.

**Note: Once 'Vote' has been clicked, a Provisional vote cannot be cancelled afterward. The 'Note' function is also disabled for Provisional records.**

- If everything is correct, click 'Vote' to complete the Provisional process. The Provisional Voter Instruction sheet or label (depending on the print settings) will print.



# ONSLow COUNTY BOARD OF ELECTIONS

246 GEORGETOWN RD.  
JACKSONVILLE, NC 28540

Phone: (910) 455-4484 • Fax: (910) 455-1390 • onslowBOE@onslowcountync.gov

## Provisional Voter Instructions (How to Check the Status of Your Provisional Vote)

You were required to vote a provisional ballot today because of the following reason:

NO RECORD OF REGISTRATION

Election Date: 03/03/2020

Your provisional ballot application will be thoroughly researched to determine whether you were eligible to vote the ballot. The County Board of Elections will meet formally to make a decision on whether to count your provisional ballot. If the Board finds that you were eligible to vote the ballot, your ballot will be counted before this election is made final.

By law, individuals who vote a provisional ballot have the right to learn if their ballot was counted. If it was not counted, the County Board of Elections will tell you the reason why it was not counted.

**You may check the status of your provisional application and ballot no earlier than ten (10) days after election day using one of the following methods:**

**ONLINE**

**www.ncsbe.gov**  
Select "Check Your Provisional Vote"

Remember to Wait 10 Days

You will be asked for the following:

- County
- Election
- Birth Date
- Personal Identification Number (PIN)

**CALL**

**ONSLow COUNTY BOARD OF ELECTIONS**

**910-455-4484**  
(During normal business hours)

Remember to Wait 10 Days

▼ YOUR PIN ▼

VOTING, IMA B

PV Reason: NO RECORD OF REGISTRATION

Ballot Issued: R0108      Party Issued: REP

PIN: DD63-110-2

**CALL**

**STATE BOARD OF ELECTIONS**

**1-866-522-4723**  
(During normal business hours)

Remember to Wait 10 Days

**Protect your PIN!**

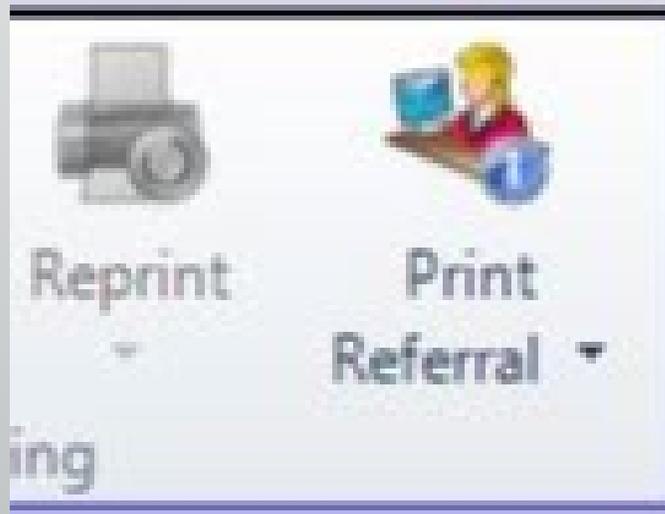
Your **PIN** is the key to your provisional information. If you lose your PIN, you must visit the County Board of Elections **in person** to determine if your ballot was counted.

If you were required to vote a provisional ballot because you did not present acceptable identification, you **MUST** provide the county board of elections with acceptable identification no later than 5:00 p.m. on March 12, 2020. You may mail, fax, email or bring the ID in person. It would be helpful if you include this document. The county board contact information is:

ONSLow COUNTY BOARD OF ELECTIONS  
246 GEORGETOWN RD.  
JACKSONVILLE, NC 28540

Phone: (910) 455-4484  
Fax: (910) 455-1390  
Email: onslowBOE@onslowcountync.gov

# Reprinting A Provisional Form



If a problem occurs during the voting that prevents the Provisional Forms/Labels from printing, the application can be reprinted using the 'Reprint' button in the Provisional Voting section of the Home ribbon.

- 1) Using the Search function, find the voter that has already voted.
- 2) Select the voter's record in the Potential Voters grid to highlight it.
- 3) Click the arrow under the 'Reprint' button in the Provisional Voting section of the ribbon. Choose 'Reprint Provisional Form' or 'Reprint Instruction Sheet'.

# New Registrations and Registration Updates

- During one-stop voting, a registered voter may update their name, address, or phone number information so long as the residential address change is within the same county. Due to a preliminary injunction granted for House Bill 589, a citizen living within the county can also newly register at a one-stop site and vote during the one-stop voting period. Furthermore, a registered voter can also update any of their registered information during this same time period except for party if the election is a primary.
- The Update Voter function of SOSA allows the user to update a voter's registration information using the 'Update Voter Reg' button. Only active and inactive voters can be updated through SOSA. One of these processes must be performed on INACTIVE voters in order to allow access to voting in SOSA.
- The New Voter function of SOSA allows the user to provide for in-person registration and voting at one-stop voting sites using the 'New Voter Reg' button. This is a three-step process which includes Data Entry, Review of Data Entry, and Vote.
- SOSA also provides the user a read-only view of a voter's registration information.



# Updating An Existing Registration

- To begin the process of updating voter registration information in SOSA Voting use the 'Update Voter Reg' button on the Home ribbon. The 'Update Voter Reg' button functionality allows updating of the voter's name, residential address, mailing address and phone number. The intent is that the voter is providing a filled out voter application that will be scanned in back at the office. Also, a name/address change form will print that the voter must review and sign.
- The following procedure demonstrates how to update a voter's registration information, for Active and Inactive voters.



- 1) Using the Search function, find the voter that wants to update their information.
- 2) Select the voter's record in the Potential Voters grid to highlight it.
- 3) Click the 'Update Voter Reg' button on the Home ribbon.
  - The Update Voter Registration screen will display, as shown to the right, with Step 1.
  - Use this screen to make any registration changes allowed.

**Application Information**

 US Citizen

**Name**

Last Name: VOTING

First Name: DONTA

Middle Name: KNOW

Suffix: [ ]

Birth Date (mm/dd/yyyy): 02/01/2000

Birth State: [ ]

**Voter Verification**

NCDL: [ ]

SSN: [ ] - [ ] - [ ]

**Residence Address**

House #: 246 | Half: [ ] | Dir: [ ] | Street Name: GEORGETOWN | Type: RD | Suffix: [ ] | Unit: [ ]

City: JACKSONVILLE | State: NC | ZIP Code: 28540

Phone: [ ]

Will you have lived here for 30 Days or more prior to the Election Date?  Yes  No

Move Date (mm/dd/yyyy): [ ]

**Mailing Address**

Address 1: [ ] | Is U.S. Address?

Address 2: [ ]

City: [ ] | State: [ ] | ZIP Code: [ ]

**Voter Information**

Gender: MALE | Application Dt: 02/26/2020 | Ballot Style: D0036

Race: UNDESIGNA | Registration Dt: 02/26/2020

Ethnicity: Party: UNAFFILIATED

**Previous Name and/or Address**

Last Name: [ ] | First Name: [ ] | Middle Name: [ ] | Suffix: [ ]

Is U.S. Address?  | Previous NC County (if applicable): [ ]

Address 1: [ ]

Address 2: [ ]

City: [ ] | State: [ ] | ZIP Code: [ ]

**Jurisdiction List**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTR.
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL

Note: If the voter needs to vote Provisionally, the 'Vote Provisional' button will exit the Update Voter process and launch the Provisional Data Entry process.

Note: If the voter has an issue that requires sending him to the Help Desk, click the 'Print Referral' button to print a Help Referral Form which the voter will take with them to the Help Desk.

- The 'Absentee History' button will display any Absentee information for the current election. The 'View Street Ranges' button will show the Geocode information for the 'Street Name' entered. Use the 'Comments' button if there is a need to add a comment regarding the registration changes being made. 'Cancel Vote' will cancel the vote process and return you to the search screen. To clear the existing Residence or Mailing address information, click the red eraser icons at the end of each address section.

Note: If the voter has a religious objection to being photographed and has informed the county BOE of this, the Religious Objector box will display with a checkmark to inform the One-Stop Worker that photo ID will not be provided by the voter. Note: Religious Objector functionality remains, but the ID law has been repealed, making this now irrelevant.

- Ask the voter when they moved. If the voter has moved less than 30 days before the election, select the 'No' radio button under "Will you have lived here for 30 Days or more prior to the Election Date?" and fill in 'Move Date'. If they moved more than 30 days before the election, select the 'Yes' radio button under "Will you have lived here for 30 Days or more prior to the Election Date?"

Note: If the 'Move Date' is less than 30 days before the election, a message will display that the address changes will not be saved. If 'Yes' is clicked, the registrant can vote at their old address and the changed 'Residence Address' will revert back to the address on file. If 'No' is clicked, it returns to the changes screen where you can modify the data or cancel out of the change process.



**STOP** New Registration

**Step 2: Review all registration information before continuing to vote. Click the "Back" button to make any changes. Click the "Vote" button to save the registration and indicate to the system the voter is voting. Click the "Cancel" button to abort the process.**

**Application Information**

US Citizen

**Name**  
 Last Name: VOTING  
 First Name: DONTA  
 Middle Name: KNOW  
 Suffix:   
 Birth Date (mm/dd/yyyy): 02/01/2000  
 Birth State:   
 Voter Verification: NCDL  
 SSN: - -

**Residence Address**

House #: 246  
 Half:   
 Dir:   
 Street Name: GEORGETOWN  
 Type: RD  
 Suffix:   
 Unit:   
 City: JACKSONVILLE  
 State: NC  
 ZIP Code: 28540  
 Phone:   
 Will you have lived here for 30 Days or more prior to the Election Date?  
 Yes  
 No  
 Move Date (mm/dd/yyyy):   
 View Street Range

**Mailing Address**

Address1:   
 Address2:   
 City:   
 State:   
 ZIP Code:   
 Is U.S. Address?

**Voter Information**

Gender: MALE  
 Application Dt: 02/26/2020  
 Ballot Style: D0036  
 Race: UNDESIGNA  
 Registration Dt: 02/26/2020  
 Ethnicity:   
 Party: UNAFFILIATED

**Previous Name and/or Address**

Last Name:   
 First Name:   
 Middle Name:   
 Suffix:   
 Is U.S. Address?  
 Previous NC County (if applicable):   
 Address1:   
 Address2:   
 City:   
 State:   
 ZIP Code:   
 Jurisdiction List

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTR...
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL

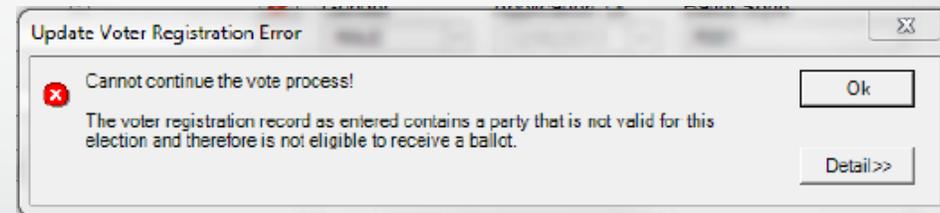
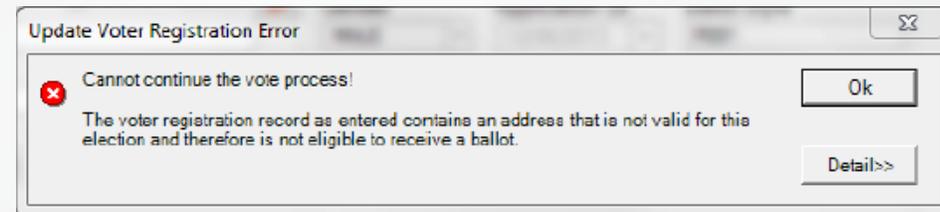
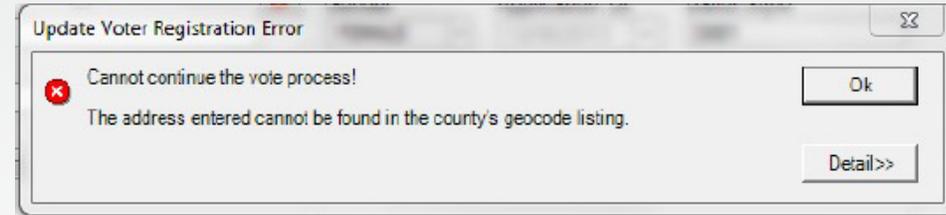
Back Vote Cancel Vote

- 4) Click the 'Review' button to complete Step 1 and move to Step 2. At this point, SOSA will determine if the voter must provide HAVA ID and/or select a party ballot. Once this is determined and provided, if necessary, the One-Stop Application form/label will print.
  - The "Printing One-Stop Forms" window will display indicating the application form is being sent to the default printer. The screen will change to Step 2, as shown to the right, with all fields changing to read-only, allowing the user to review the information. There are several pop-up screens that may appear at this stage as well. They are listed below.

- If an error pop-up screen appears, as shown to the right, then the residential address entered is invalid due to it not being a valid street address for the county, **make sure you put the street type in the correct block**. The user can either fix the address (if a mistake was made during data entry) or have the voter vote a Provisional ballot (follow the county procedures).

If a residential address is valid but there is not a valid ballot style related to that address (and voter's age) for the election, the user will receive the message shown to the right. The user can either fix the address (if a mistake was made during data entry) or have the voter vote a Provisional ballot (follow the county procedures).

- If the election is a Primary election and the registrant being updated has a ballot party with no valid ballot style associated with it, the user will receive the message shown to the right. The voter may have to vote a Provisional ballot (follow the county procedures).



Verify that all changes made are correct and that additional changes are not needed. If further changes are needed, click the 'Back' button and go back to Step 1 above.

- 5) Click the 'Vote' button in order to cast a ballot related to the changes just made.

Note: Once the Vote process is complete, there is no way to undo the registration change. If the voter does not wish to vote at this time or the user has made a mistake, click the 'Cancel Vote' button.

## New In-Person (Same Day) Registration (One Stop Only)

If a voter cannot be found in SOSA using the Search function and/or the voter says they are not registered in the county, a new In-Person Registration (IPR) may need to be processed. This process should NOT be used if the voter is already registered, especially during a primary. It is not intended as an end-around for changing a voter's party, as that change will be caught back at the county office.

The following procedure demonstrates how to add a new registration.



- 1) Click the 'New Voter Reg' button from the ribbon. Step 1 of the New Registration screen will appear, as shown to the right.
  - Enter all of the voter's information provided (the required fields are the minimum fields that need entry).
  - The following fields are required: 'US Citizen', 'Last Name', 'Birth Date', 'House #', 'Street Name', 'City', 'State', 'Zip', '30-day move' radio button, and 'Party'. To save keystrokes during data entry, use the **'View Street Ranges'** button to display the street information. Double-clicking a row will populate all address fields except for the house number. Enter all available registration information.
  - Use the 'Comments' button if there is a need to add a comment regarding the new registration. Click 'Print Referral' to print a Help Referral form if the voter needs to be sent to the help table for some sort of problem. Click 'Vote Provisional' if the voter needs to vote a Provisional ballot.
  - Click the 'Review' button to complete Step 1 and move to Step 2. Select a 'Proof of Residence' HAVA document from the pop-up list and select a 'Voting Method' from the second pop-up list, as shown to the right.

**New Registration**

**Step 2: Review all registration information before continuing to vote. Click the "Back" button to make any changes. Click the "Vote" button to save the registration and indicate to the system the voter is voting. Click the "Cancel" button to abort the process.**

**Application Information**

US Citizen

Name: Last Name: VOTING, First Name: DONTA, Middle Name: KNOW, Suffix: [Dropdown]  
 Birth Date (mm/dd/yyyy): 02/01/2000, Birth State: [Dropdown]

Voter Verification: NCDL, SSN: [ ]-[ ]-[ ]

**Residence Address**

House #: 246, Half: [Dropdown], Dir: [Dropdown], Street Name: GEORGETOWN, View Street Range: [Dropdown], Type: RD, Suffix: [Dropdown], Unit: [Dropdown]  
 City: JACKSONVILLE, State: NC, ZIP Code: 28540, Phone: [Dropdown]  
 Will you have lived here for 30 Days or more prior to the Election Date?  Yes  No, Move Date (mm/dd/yyyy): [Dropdown]

**Mailing Address**

Address1: [Dropdown], Address2: [Dropdown], City: [Dropdown], State: [Dropdown], ZIP Code: [Dropdown]  
 Is U.S. Address?

**Voter Information**

Gender: MALE, Application Dt: 02/26/2020, Ballot Style: D0036  
 Race: UNDESIGNATED, Registration Dt: 02/26/2020  
 Ethnicity: [Dropdown], Party: UNAFFILIATED

**Previous Name and/or Address**

Last Name: [Dropdown], First Name: [Dropdown], Middle Name: [Dropdown], Suffix: [Dropdown]  
 Is U.S. Address? Previous NC County (if applicable): [Dropdown]  
 Address1: [Dropdown], Address2: [Dropdown], City: [Dropdown], State: [Dropdown], ZIP Code: [Dropdown]

**Jurisdiction List**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTR...
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL

Buttons: Vote Provisional, Print Referral, Comments, Back, Vote, Cancel Vote

- 2) The screen will change to Step 2, as shown to the right, with all fields changing to read-only, allowing the user to review the information. At this point the NC Voter Registration Application will print if no problem occurred with the registration data. There are several pop-up screens that may appear at this stage as well. They are listed below.

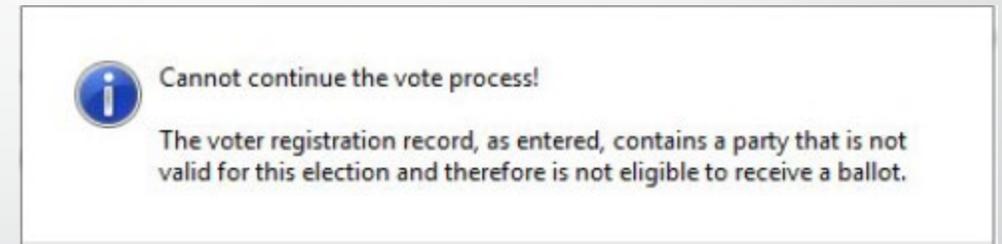
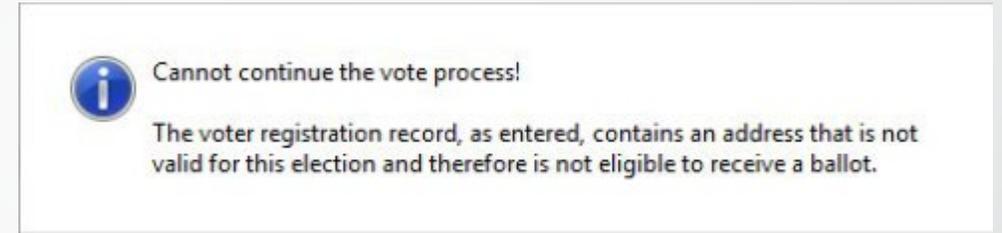
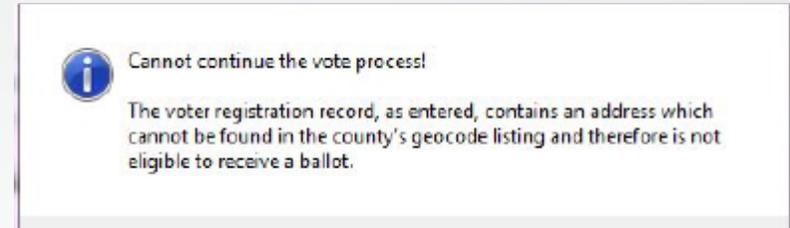
If an error pop-up screen appears, as shown to the right, then the residential address entered is invalid due to it not being a valid street address for the county, **make sure you put the street type in the correct block**. The user can either fix the address (if a mistake was made during data entry) or have the voter vote a Provisional ballot (follow the county procedures).

- If a residential address is valid but there is not a valid ballot style related to that address (and voter's age) for the election, the user will receive the message shown to the right. The user can either fix the address (if a mistake was made during data entry) or have the voter vote a Provisional ballot (follow the county procedures).
- If the election is a Primary election and the registrant being updated has a ballot party with no valid ballot style associated with it, the user will receive the message shown to the right. The voter may have to vote a Provisional ballot (follow the county procedures).

Verify that all changes made are correct and that additional changes are not needed. If further changes are needed, click the 'Back button and go back to Step 1 above.

- 5) Click the 'Vote' button in order to cast a ballot related to the new registration. The One-Stop Application print, have the voter sign it.

Note: Once the Vote process is complete, there is no way to undo the registration change. If the voter does not wish to vote at this time or the user has made a mistake, click the 'Cancel Vote' button.



## View Registration Information

- To view more detailed registration information for a selected One-Stop voter, such as Status, Status Reason, Jurisdictions, or DL/SSN, use the 'View Voter Reg' button on the Home ribbon in the Registration section. The View Registration window will appear.
- If voter needs to be sent to the Help Desk, click the 'Print Referral' button to print the Help Referral form.

View Voter Registration
✕

**Application Information**

 US Citizen

**Name**

Last Name: VOTING    First Name: MIGHT    Middle Name: COULD    Suffix:

Birth Date (mm/dd/yyyy): 01/02/2000    Birth State:

**Voter Verification**

NCDL:

SSN:  -  -

**Residence Address**

House #: 246    Half:     Dir:     Street Name: GEORGETOWN    View Street Range:     Type: RD    Suffix:     Unit:

City: JACKSONVILLE    State: NC    ZIP Code: 28540    Phone:

Will you have lived here for 30 Days or more prior to the Election Date?

Move Date (mm/dd/yyyy):

**Mailing Address**

Address1:      Is U.S. Address?

Address2:

City:     State:     ZIP Code:

**Voter Information**

Gender:     Application Dt: 02/26/2020    Ballot Style: G0060

Race:     Registration Dt: 02/26/2020    NCID:

Ethnicity:     Party: GREEN

Status: ACTIVE    Reason:

**Previous Name and/or Address**

Last Name:     First Name:     Middle Name:     Suffix:

Is U.S. Address?    Previous NC County (if applicable):

Address1:

Address2:

City:     State:     ZIP Code:

**Jurisdiction List**

PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTR...
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL



## View Provisional Information

- To view the information for a selected Provisional voter, use the 'View Prov' button on the Home ribbon in the Provisional Voting section.

View Provisional Information

Provisional Voter Registration Information		Provisional Voting Information	
Full Name	IMA B VOTING	Election Date	03/03/2020
US Citizen?	Yes	Poll Book Number	LOB-110-2
Birth Date	12/31/1999	PIN	DD63-110-2
Age	20	Location Voted	LOB
VRN		Assigned Precinct	
Residential Address	246 GEORGETOWN RD JACKSONVILLE NC 28540	Provisional Voting Reason	NO RECORD OF REGISTRATION
Residential County		Photo ID Type	
Will you have lived here for 30 days or more prior to the Election Date?	Yes	Reasonable Impediment	No
Move Date		Reasonable Impediment Reason	
Phone			
Mailing Address			
Previous Name			
Previous Address			
Previous County			
Birth State	NC		
NCDL			
SSN			
Gender	FEMALE		
Race	WHITE		
Ethnicity	NOT HISPANIC or NOT LATINO		
Party	REPUBLICAN		
ID Provided?	U.S. PASSPORT		

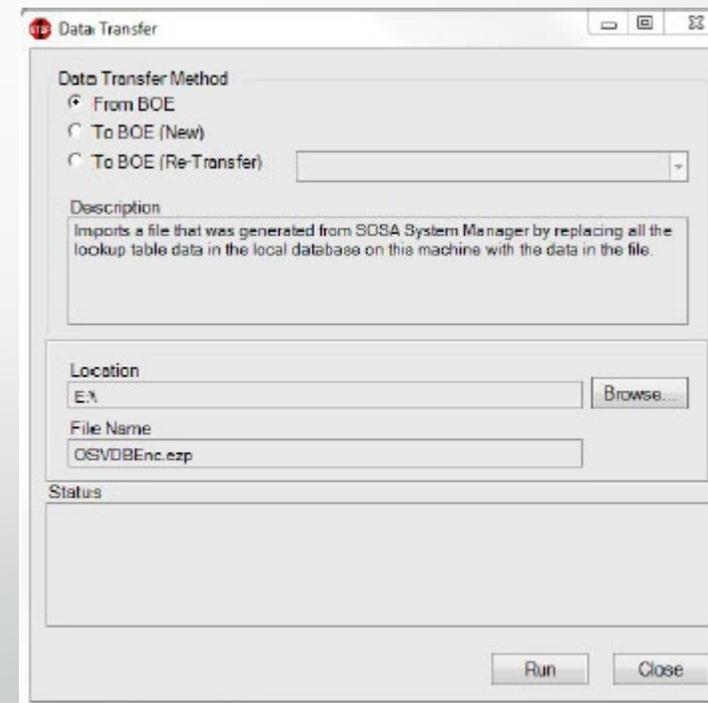
Jurisdiction List		
PCT	JA01	JA01
MUNI	JAX	JACKSONVILLE
WARD	JW1	JW1
CONG	03	CONGRESSIONAL DISTRICT 3
SUPCT	04	04 SUPERIOR COURT
JUD	04	4TH JUDICIAL
NCSEN	06	NC SENATE DISTRICT 6
NCHSE	015	NC HOUSE DISTRICT 15
PROS	05	5TH PROSECUTORIAL
VTD	JA01	JA01

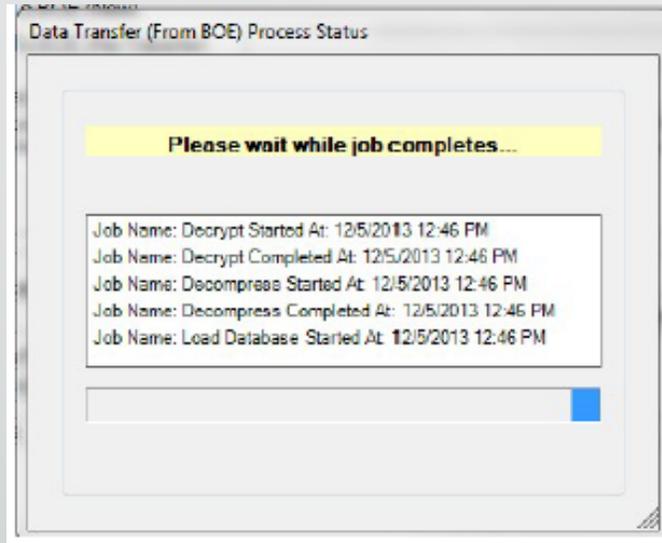
Previous   Vote   Acknw Only   Close



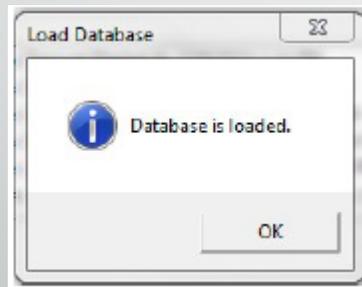
# Morning Transfer from BOE

- 1) From the Tools tab in SOSA in LOCAL mode, select the 'Transfer' button from the ribbon and choose 'File'.
- 2) The Data Transfer screen will appear, as shown to the right. Click 'Browse' to select the location of the portable media device, if needed. Once the database file location is selected, click the 'Run' button to start the import of the export file.





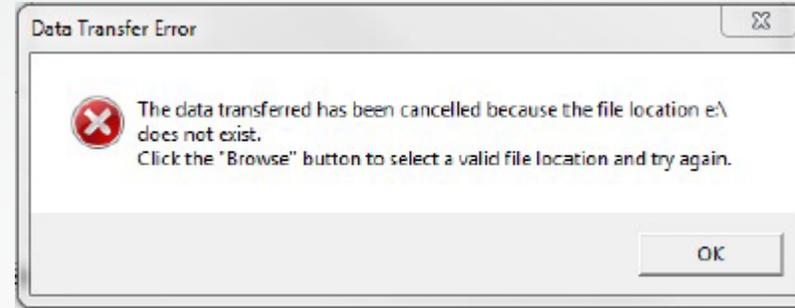
- The to the left will display, indicating that the import process has begun.



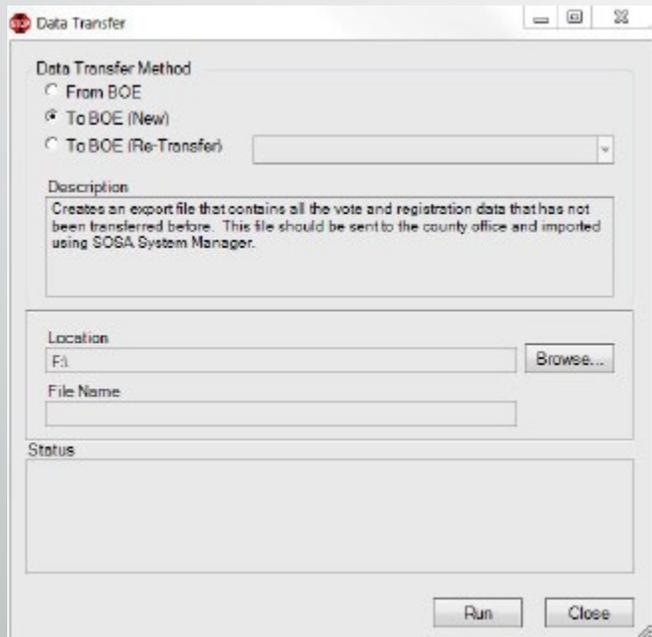
- Upon completion, a Load Database screen will appear, as shown to the left indicating the import is complete. The portable media device can now be removed and used on a different machine if needed.

If the location selected in Step 2 does not exist, the screen listed to the right will appear. The message indicates the location does not exist. Clicking the 'OK' button returns the user to the Data Transfer screen which allows the user to select a valid location.

- If the location selected in Step 2 does exist, once the transfer completes, the 'Status' section of the Data Transfer screen will populate with updated information. A sample screen section is shown to the right. If the 'Status' shows 'Transfer Successful', then the file has been created, a Transfer to BOE Statistics summary report will be printed, and the user can click 'Close' to exit the transfer screen. If the 'Status' shows 'Transfer Unsuccessful', the user may attempt a retransfer.



# Evening Transfer to BOE



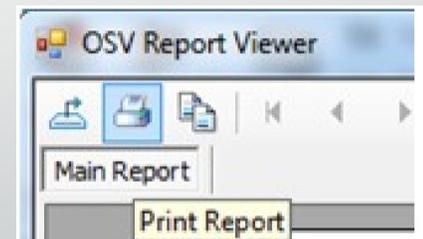
- 1) From the Tools tab in SOSA in LOCAL mode, select the 'Transfer' button from the ribbon and choose 'File'.
- 2) The *Data Transfer* screen will appear, as shown to the right. The default transfer method is 'From BOE'. Change the transfer method to 'To BOE (New)'. This will create a new transfer file containing all the registration changes and/or votes that have not been transferred yet. Click the 'Browse' button to select the location of the portable media device, if needed. Once the location is selected, click the 'Run' button to start the creation of the export file. If the user needs to retransfer a previously created transfer file, select 'To BOE (Re-Transfer)' as the transfer method instead.
- Then the user must select the export date of the file to retransfer.

# OVRD Provisional Poll Book

## \*IF YOU HAVE ANY PROVISIONALS\*

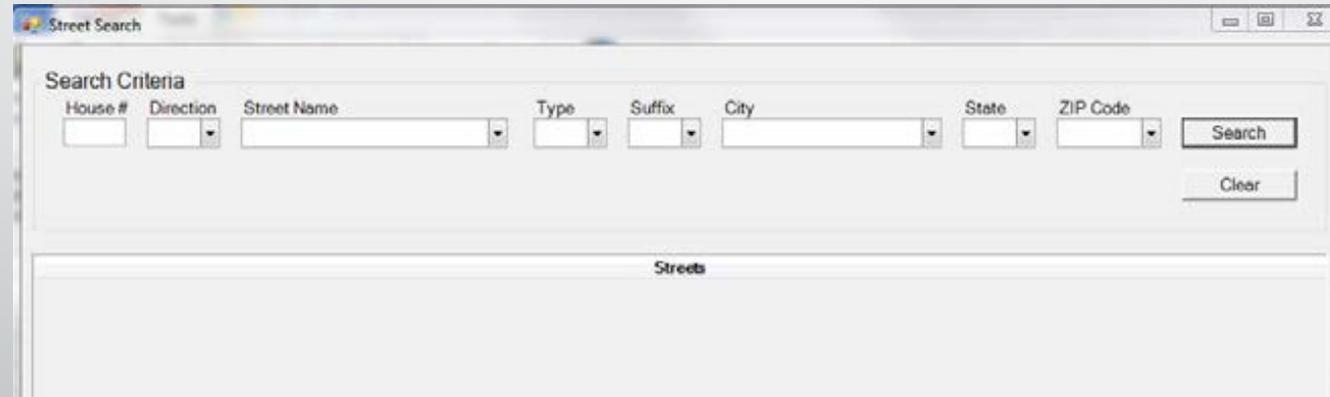
- 1) Click Tools
- 2) Click 'OVRD Provisional Poll Book'.
- 3) When the report opens in a new window click the 'Print Report' button.

MECKLENBURG COUNTY BOARD OF ELECTIONS				
OVRD PROVISIONAL POLL BOOK				
Precinct: 200				
Machine ID: 400				
Election: 03/24/2015 PRIMARY				
Count	Poll Book No.	Voter Name/Address	Ballot Style Issued	PIN Number
1	200-400-1	DOG, ODIE THE 8626 CATFISH DR CHARLOTTE, NC 28214	D001	CW83-400-1
2	200-400-2	WORTHINGTON, EMILY MAE 2210 CATALINA AVE CHARLOTTE, NC 28206	R002	CW83-400-2
<b>Grand Total: 2</b>				



# Perform a Street Search

- 1) Click Tools
- 2) Click 'Street Search'.
- 3) The Street Search window will appear allowing you to verify ballot styles and precincts for a particular street within the county.



The screenshot shows a window titled "Street Search" with a search criteria section. The fields are:

House #	Direction	Street Name	Type	Suffix	City	State	ZIP Code	Search
<input type="text"/>	<input type="button" value="Search"/>							

Below the search criteria is a "Clear" button and a section labeled "Streets" which is currently empty.

Street Search

Search Criteria

House #  Direction  Street Name  Type  Suffix  City  State  ZIP Code

Streets (2 rows)

Low House #	High House #	Side	Direction	Street Name	Type	Suffix	City	State	ZIP Code																																																																																																																																																																																																							
0	84	E		GOLDFINCH	LN		MILL SPRING	NC	28756																																																																																																																																																																																																							
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- 4) Type in the criteria you would like to use to search and click the 'Search' button.
- 5) Pay close attention to the red circled areas as the precinct and therefore the ballot style can change depending on where on a particular street someone resides.
- 3) The Street Search window will appear allowing you to verify ballot styles and precincts for a particular street within the county.

# REVISIONS

