



2014 MUNICIPAL ELECTIONS
FREQUENT QUESTIONS AND ANSWERS ON HOW TO VOTE

**VOTING PERIOD FROM 9:00 AM ON WEDNESDAY, OCTOBER 22ND
UNTIL 8:00 PM ON MONDAY, OCTOBER 27TH, 2014**

1. How can I vote?

You will be able to vote either by using the telephone or the Internet. The toll free number and the Internet site will be provided in a letter addressed to qualified electors.

2. Who will get a Voter Information Letter with a Personal Identification Number (PIN) to vote in the election?

All qualified electors on the official Municipal Electors' List provided by the municipality will receive a Voter Information Letter with a PIN.

3. Is my DATE OF BIRTH required?

Eligible electors will be required to enter their date of birth as well as their PIN to confirm their identification. If your date of birth is not on the Township's file, please contact the Clerk's Department immediately.

4. What if my name is not on the Electors' List?

- a) Eligible electors who are not on the official Electors' List will have to go to the Help Centre and complete the required form to have their name added to the Electors' List. Once this is completed and that proper identification is provided, you will then be given a letter containing a PIN and voting instructions by the Election Official.
- b) Requests can be made in person at the Clerk's office to add correct or delete your name from the voters list as of September 2nd, 2014 until the closing of the voting period on October 27th, 2014. Eligible electors will be requested to complete the require form and provide proper identification.

5. Where is the Help Centre?

The Help Centre, located at Town hall, 717 Notre-Dame, Embrun, will be open between October 22nd and October 27th as follows:

- Wednesday, October 22nd to Friday, October 24th between 9:00 am to 4:00 pm.
- Saturday, October 25th and Sunday, October 24th between 9:00 am to 1:00 pm.
- Monday, October 27th between 9:00 am to 8:00 pm.

For assistance during the voting period, please call 613-443-3066, extension 2345. In the meantime, please contact the Clerk's Department.

6. When should I expect to receive my PIN in the mail?

Individual PINs will be mailed to eligible electors so that they are received approximately five (5) to seven (7) days prior to the first voting day.

7. What if I don't get a PIN in the mail by Election Day?

If you are an eligible elector and on the official Electors' List, but you did not receive a PIN in the mail by the start date of the election period, you can request a replacement PIN. If the Election Official's records indicate you were sent a PIN in the mail, then the original PIN will be disabled and cannot be used to cast a vote in the election. A replacement PIN will be issued to you if the original PIN has not been used to vote and you provide appropriate identification.

8. What if I lose or misplace my PIN?

If an elector loses or misplaces its PIN, the person should contact the Help Centre. The Election Official can decide to replace the missing PIN if it has not already been used to vote. The original PIN will be disabled and cannot be used to cast a vote in the election.

9. Why would I not get a PIN in the mail?

If you do not get a PIN in the mail one of two things may have happened. Firstly, your name was not on the Voters List. PINs are only mailed to electors whose names appear on the official Electors' List as supplied by the municipality. Secondly, a PIN may have been mailed to you and it has been delayed for some reason with Canada Post.

10. When can I vote?

Voting will commence on Wednesday, October 22nd, 2014 at 9:00 a.m. and will conclude on Monday, October 27th, 2014 at 8:00 p.m. We invite voters to start voting at their earliest convenience.

11. Can anyone tell how I voted?

No. The system does not track how a particular PIN has voted, only that the PIN has been used to cast a vote.

12. Once I have my PIN, do I have to register in advance if I want to use either the telephone or the Internet to cast my vote?

No. There is no registration required. During the election period you can use your PIN to cast your vote either through the Internet or by telephone.

13. Do I need a special browser to access the Internet voting portal?

The following Operating systems and browsers have been fully tested to work with the Internet voting portal:

- Windows 7 or Windows 8 or MAC OS X 10.8 or later version
- Microsoft Internet Explorer 9 or later version
- Mozilla Firefox for Windows – latest version
- Safari 6 or later version
- Google Chrome for Windows or Mac – latest version

You may still be able to access the Internet voting portal from other operating systems and browsers. However, these have not been tested.

14. Can I vote with a smart phone?

You may vote using common smart phones, based on the Android, Blackberry and iOS (iPhone) operating systems that have access to the Internet.

15. Can I vote with a tablet?

You may vote using common tablets based on the Android and iOS (iPad) operating systems that have access to the Internet.

16. Once I enter my PIN and start my voting process do I have to complete all the electoral races on the ballot in one session? For example, what if I am interrupted and have to hang up the phone or, if I am voting using the Internet I have to leave my session or my session times out?

Yes, you must complete the entire voting process in one session. If you are interrupted, you may go back into the Internet or telephone voting system and enter all of your selections. The manner in which the system works is that none of your selections are registered until you review all of your selections and click the confirm button. You will then receive a message stating that your vote was received.

17. Once a vote has been confirmed, can it be changed?

No. Once a vote has been confirmed it cannot be changed. This process is the same as dropping the ballot into the ballot box in a traditional paper based election ensuring complete voter anonymity and secrecy of ballot. The system does not know how the ballot was voted; only that the PIN was used in the election to cast a vote and thus it cannot be removed from the vote count.

18. What happens if I access the voting system and I am presented with incorrect candidates for my school support?

You should call the Help Centre for instructions on how to correct this situation.

19. What do I do if I am not sure if I completed an electoral race or ballot?

The system will either advise you that you have already voted and prevent you from login into the system or it will let you log into the system and allow you to make your selections and to cast your vote.

- 20. If I am using the telephone to vote, how will I know what number to press to vote for the candidate of my choice or what if I make a mistake and select a different candidate than the one I want to vote for?**

The system will give you instructions along the entire process. If the vote has not been casted, you will be able to change your selection(s) to the preferred candidate. However, if you have confirmed your selection, your ballot is casted and cannot be changed.

- 21. How do I vote if I am away from home, out of town, out of the province, or out of the country?**

You can vote during the election voting period using the Internet from anywhere in the world. You can also use a telephone service and connect to the voting system toll free from anywhere in North America simply by dialing the toll free number contained in your Voter Information Letter.

- 22. What if I have a rotary dial phone at home, no cell phone and don't have a computer with Internet service. How can I vote?**

You do not have to vote from home. You can vote from any location using any phone with touch tone service or from any computer. You can also vote in person at the Help Centre as the municipality will be offering computers and a phone at this location.

- 23. If someone calls me and asks for my PIN, what should I do?**

You should **NEVER** give out your PIN to anyone. You should treat your voting PIN with the same level of secrecy and confidentiality that you would use for your bank card PIN. Do not give your PIN to anyone who may call or approach you for the number. This should be reported to the Election Official.

- 24. What should I do if the phone line is busy when I call to vote?**

This situation is highly unlikely as the voting system is capable of handling a significant volume of calls simultaneously. However, should it happen, hang up and call back a short time later. Voters will be able to connect to the system over the course of a number of days during the voting period. We invite voters to start voting at their earliest convenience.

- 25. Could someone steal my PIN and use it to vote with?**

Stealing and opening another person's mail is illegal. It is also illegal to present yourself as another person and steal one's right to vote in an election. Both these acts are illegal and have penalties defined by law.

If you know someone has voted your PIN illegally, you **SHOULD** report it to the Election Official. Contact the Help Centre for instructions on what are your next steps.

26. Can someone help me with the voting process if I am a voter with a disability such as deafness, blindness or with impaired mobility?

Electronic voting allows increased rights of privacy to voters with physical challenges that make traditional voting at polling stations more difficult. Today's technology provides a variety of ways that persons with disabilities can more easily vote using the Internet or telephone voting systems. In many cases the person with the disability has the required equipment to allow him or her to access either the telephone or Internet voting systems and to be able to cast their vote independently and privately. If you need assistance, please contact the Help Centre at 613-443-3066, extension 2345.

27. Would it be possible to receive more than one PIN?

If you received more than one PIN it is because your name appeared on the Electors' List more than once. This rare situation might occur if you have recently moved and have been enumerated in both locations or you own property and you are the registered resident at both locations. You are only permitted to vote once in a municipality and you should only cast a vote using the PIN associated with your primary place of residence. Notify the Election Official who will disable this additional PIN rendering it unusable for the election.