



Russell 2014

Online and Telephone Voting
Frequently Asked Questions

ScytI - Secure Electronic Voting

STRICTLY CONFIDENTIAL

Use only for evaluation purposes.

© Copyright 2014 - ScytI Secure Electronic Voting, Barcelona, Spain.

Neither the whole nor any part of the information contained in this document may be adapted or reproduced in any material or electronic form without the prior written consent of ScytI Secure Electronic Voting.

Table of Contents

1	Introduction	5
2	How can I vote through the Internet or by telephone?	5
3	Configuration to vote electronically through the Internet	6
4	Common technical issues when voting through the Internet	6
4.1	How do I update my browser to be able to vote online?	6
4.2	My operating system does not allow me to vote online. What can I do?	7
4.3	I get a time-out error message in the Online Voting portal.....	7
4.4	I get a general “Sorry, the site is temporary unavailable. Please try again later.”.....	7
4.5	Can I vote with a smart phone?.....	7
4.6	Can I vote with a tablet?	7
4.7	How do I vote if I am away from home, out of town, or out of the country?	7
5	Technical questions about telephone voting	7
5.1	Can I vote if I have a rotary phone?	7
5.2	What do I do if the telephone voting system line is busy when I call and try to vote?	7
6	Questions regarding the Online Voting process	8
6.1	When will the voting process open and what do I need to vote?	8
6.2	Why would I not get my Voting PIN in the mail?	8
6.3	During the Internet Voting period, what if I change Wards or School Support?.....	8
6.4	During the Internet Voting period, what if I lose or misplace my Voter ID and/or Voting PIN? ...	8
6.5	During the Internet Voting period, what if I am impersonated?	8
6.6	If someone calls me and asks for my Voting PIN, what should I do?	8
6.7	Where can I vote from, and how long does it usually take?	8
6.8	When trying to vote, I get the message “The election has not been opened yet”.....	9
6.9	When trying to vote, I get the message “The election is closed”.....	9
6.10	If I log in to the voting system, but I do not want to cast a ballot at that moment, can I exit the system and access it later?	9
6.11	Once I enter my Voting PIN and start my voting process, do I have to complete all the 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?	9
6.12	What do I do if I am not sure if I completed a race or ballot?	9
6.13	Once a vote has been confirmed, can it be changed?.....	9
6.14	Can anyone tell how I voted if they know my Voting PIN?	9
6.15	If I am a voter with a disability (deafness, blindness, or a mobility disability), can someone help me with the voting process?	9

7	General questions about electronic voting.....	10
7.1	What is electronic voting?.....	10
7.2	What are the different types of electronic voting?	10
7.3	What are the main advantages of electronic voting?	10
7.4	Where do you currently use electronic voting?	10
7.5	Is electronic voting secure?	10
8	Questions about Security.....	11
8.1	How I can verify the digital signature of the voting application?.....	11
8.2	How can I verify that I am accessing the actual voting portal (no phishing)?	11
8.3	How is the security of the voting process guaranteed?	11
8.4	Do the system administrators have control of the election?.....	11
8.5	How does the voting system ensure the privacy of the voters?	11
8.6	How does the voting system protect the integrity of the vote?	12
8.7	How does the voting system prevent the incorporation of false votes?	12
8.8	Is the voting solution auditable?	12
8.9	May the Electoral Authorities audit the election results?.....	12
9	Questions about ScytI	13
9.1	Who is the provider of the system?	13
9.2	What are the antecedents of ScytI?	13
9.3	Where is ScytI based?.....	13
9.4	Who are ScytI's shareholders?.....	13
9.5	What are ScytI's products?	13
9.6	Is ScytI technology protected by patents?.....	13
9.7	Has ScytI received any awards?	14
9.8	Where I can find more information about ScytI and its technology?	14
	List of Errors	15

List of Tables

Table 1 – Compatibility Matrix	6
--------------------------------------	---

1 Introduction

The following document contains the Frequently Asked Questions regarding the Online Voting platform for the upcoming Township of Russell Elections that will take place on Monday, October 27, 2014.

2 How can I vote through the Internet or by telephone?

In order to vote online you will have to complete 2 simple steps: verify you are on the Voter's List and Vote online.

Voters List

The list of all eligible voters will be available for inspection at the Municipal Office. You may also contact the Clerk's Department at (613) 443-3066.

Vote

You may cast your vote electronically at the website

<https://RussellVotes.ca>

or by calling the toll-free number (866) 539-6132.

You will need your 16-digit Voting PIN you received via standard mail.

Online and telephone early voting will be held from October 22, 2014, at 9:00 AM until October 27, 2014, at 8:00 PM.

Be aware that if you should be interrupted while voting electronically, you may re-access the voting system to complete your voting.

For more information about the Election visit:

http://www.russell.ca/elections_a.php?id=348

3 Configuration to vote electronically through the Internet

To vote through the Internet, you need a computer with at least the configuration described below:

Compatible Operating Systems:

- Windows 7 or Windows 8
- Mac OS X 10.8

Compatible Web Browsers:

- Microsoft Internet Explorer 9 or higher (only for Windows environments)
- Mozilla Firefox latest version (only for Windows environments)
- Safari 6 or higher (Mac OS X 10.8)
- Google Chrome latest version (Windows environments and Mac OS X 10.8)

Important Note: While the voting platform is designed to work with the aforementioned configurations it may also work using other Operating Systems and/or Browsers, even though this is not guaranteed.

Find below the recommended compatibility matrix:

	Windows	Macintosh
OS Version	Windows 7 or 8	Mac OS X 10.8
Browsers	Internet Explorer 9 or 10 Latest version of Mozilla Firefox Latest version of Google Chrome	

Table 1 – Compatibility Matrix

4 Common technical issues when voting through the Internet

4.1 How do I update my browser to be able to vote online?

The compatible Browser versions are:

- Microsoft Internet Explorer 9 or higher (only for Windows environments).

Click here to update your version: <http://windows.microsoft.com/en-CA/internet-explorer/downloads/ie>

- Mozilla Firefox – latest version (only for Windows environments).

Click here to update your version: <http://www.mozilla.org/en-US/firefox/new>

- Google Chrome – latest version (Windows and Mac)

Click here to update your version: <https://www.google.com/intl/en/chrome>

- Safari 6 (only Mac OS X environment 10.8).

Click here to update your version: <http://www.apple.com/ca/safari/download>

4.2 My operating system does not allow me to vote online. What can I do?

If your operating system is not listed below, we recommend that you use another computer to vote.

- Microsoft Windows 8 or Windows 7
- Mac OS X 10.8

4.3 I get a time-out error message in the Online Voting portal.

The Online Voting session lasts 20 minutes. If you are logged out, you will have to log in again to vote.

4.4 I get a general “Sorry, the site is temporary unavailable. Please try again later.”

If you get this message, try to vote later.

4.5 Can I vote with a smart phone?

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

4.6 Can I vote with a tablet?

You may vote using common tablets based on the Android, iOS (iPad), or Windows operating systems, as long as you have access to the Internet.

4.7 How do I vote if I am away from home, out of town, or out of the country?

You can vote during the election voting period using the Internet from anywhere in the world.

5 Technical questions about telephone voting

5.1 Can I vote if I have a rotary phone?

The Telephone voting platform only works with telephones with a touch tone service. If you have a rotary phone and do not have access to any touch tone phone, you will have to either vote online or in person.

5.2 What do I do if the telephone voting system line is busy when I call and try to vote?

This situation is highly unlikely as the voting system is capable of handling a significant volume of calls simultaneously. However, should this happen, hang up and call back a short time later.

6 Questions regarding the Online Voting process

6.1 When will the voting process open and what do I need to vote?

The Voting period starts on October 22 and ends on October 27.

You do not need to register to vote online. You will only need your 16-digit Voting PIN, which you will receive via standard mail, and your Date of Birth.

6.2 Why would I not get my Voting PIN in the mail?

If you did not get your Voter package (containing your Voting PIN) in the mail, one of two things may have happened:

- First, your name was not on the official Elector List. Voting packages are only mailed to electors whose name appears on the official Elector List as supplied by the municipality.
- Second, the Voting package may have been mailed to you, and it has been delayed in the mail system.

6.3 During the Internet Voting period, what if I change Wards or School Support?

If you change Wards and/or School Support during the Voting period, you must go to the Municipal Town Hall at 717 Notre-Dame St, Embrun (ON) K0A 1W1. They will let you know how to proceed with your request.

6.4 During the Internet Voting period, what if I lose or misplace my Voter ID and/or Voting PIN?

If you lose or misplace your Voter ID and/or Voting PIN during the Voting period, you must go to the Municipal Town Hall at 717 Notre-Dame St, Embrun (ON) K0A 1W1. They will let you know how to proceed with your request.

6.5 During the Internet Voting period, what if I am impersonated?

If you try to vote online before having cast your vote and the system indicates that you have already voted, you must communicate immediately that you have been victim of a Voting impersonation.

Please report this as soon as possible to Election Officials.

6.6 If someone calls me and asks for my Voting PIN, what should I do?

You should treat your Voting PIN with the same level of secrecy and confidentiality you reserve for your bank card and PIN. Do not give this information to anyone!

6.7 Where can I vote from, and how long does it usually take?

You can vote from anywhere in the world Internet service is available via dial-up or high-speed service.

The Internet experience should take less than 10 minutes.

6.8 When trying to vote, I get the message “The election has not been opened yet”.

You are trying to vote before the start of the Internet Voting period. Try again when the Election is open.

6.9 When trying to vote, I get the message “The election is closed”.

You are trying to vote after the end of the Internet Voting period. You will have to vote in person.

6.10 If I log in to the voting system, but I do not want to cast a ballot at that moment, can I exit the system and access it later?

Yes, you can. If you exit your voting session before you cast your vote, you can login again later and restart your voting process.

6.11 Once I enter my Voting PIN and start my voting process, do I have to complete all the 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 voting system and enter all of your selections. None of your selections are registered until you review all of your selections and click the “**Confirm**” button.

6.12 What do I do if I am not sure if I completed a race or ballot?

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

6.13 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 the ballot. The system does not know how the ballot was voted, only that the Voting PIN was used in the election to cast a vote. Therefore this vote cannot be removed from the vote count.

6.14 Can anyone tell how I voted if they know my Voting PIN?

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

6.15 If I am a voter with a disability (deafness, blindness, or a mobility disability), can someone help me with the voting process?

Electronic voting allows increased rights of privacy to voters with physical challenges since persons with disabilities can vote more easily using the Internet, casting their vote independently and privately.

7 General questions about electronic voting

7.1 What is electronic voting?

Electronic voting is the casting of votes by electronic means as opposed to traditional media such as voting in person on paper and voting by mail.

7.2 What are the different types of electronic voting?

There are two types of electronic voting:

1. Remote Electronic Voting: Casting a vote on any device (computer, telephone, smart phone, tablet, etc.) through an Internet connection.
2. Electronic Voting in Person: Casting a vote through electronic voting terminals (kiosks) located in the polls.

7.3 What are the main advantages of electronic voting?

- Speed and accuracy in counting the votes.
- Accessibility for voters who are blind and/or disabled.
- Flexibility in the design and modification of the ballots.
- Prevention of inadvertent errors in the voting process.
- Ease of use for voters.
- Support for multiple languages.
- In the case of Internet voting: mobility and convenience for the voters (which generally means higher rates of participation).

7.4 Where do you currently use electronic voting?

Many governments around the world are already using electronic voting in a fully binding form in their electoral processes (Spain, Switzerland, Finland, Brazil, USA, Australia, India, UK, Philippines, Argentina, UAE, etc.).

Also, many private sector organizations use electronic voting in their internal elections (union elections, general meetings, professional associations, universities, etc.).

7.5 Is electronic voting secure?

Electronic voting can be as safe as or safer than traditional paper voting, provided that appropriate security measures are implemented. Conventional security measures, such as firewalls or SSL communication, are necessary but not sufficient to guarantee the safety requirements of electronic voting.

In addition to these conventional security measures, it is necessary to implement a specific security layer to address the specific risks posed by electronic voting, thus ensuring compliance with the

essential requirements in any election such as voter privacy, the integrity of the vote, and the possibility of verification by the voters of the correct handling of the vote.

8 Questions about Security

8.1 How I can verify the digital signature of the voting application?

When accessing the voting portal, your browser will indicate to you whether you trust the certificate of the website. The browser indicates whether the certificate has been verified by a trusted certification authority or not. You can view more details by selecting "More information...".

8.2 How can I verify that I am accessing the actual voting portal (no phishing)?

When accessing the voting portal, you use an HTTPS connection, which means that the server will authenticate with a digital certificate to your web browser. If everything is correct, you can access the portal to vote without an error notification, and the browser will usually display a closed padlock or similar icon to indicate so.

However, if an alarm window in the browser indicates that the site's digital certificate does not match the address where it connects to (or similar messages), you may be accessing a false site. In this case, please contact the support team to report it.

8.3 How is the security of the voting process guaranteed?

The voting platform provides complete security (from individual voters to the polling station), thus avoiding the risk of insider attacks by system administrators. The votes are encrypted and digitally signed by voters when cast. The private key to decrypt the vote is divided into fragments that are distributed among members of the Electoral Board before the start of the election. At the end of the election, a predefined minimum number of members of the Electoral Board must meet to reconstruct the private key and decrypt the votes.

8.4 Do the system administrators have control of the election?

The voting solution puts control of the electoral process entirely in the hands of the Electoral Board, as it happens in traditional paper-based elections. Members of the Electoral Board are the only ones who can reconstruct the private key to decrypt and count the votes. System administrators or any other actor in the system with privileges cannot access the private key; thus, can neither see nor change the vote.

8.5 How does the voting system ensure the privacy of the voters?

The votes are encrypted when cast. Only the Electoral Board (through the collaboration of its members) can reconstruct the private key and decrypt the votes. This process takes place in an isolated and physically secure server, using a technique of Mixing, which breaks the correlation between the VoterIDentity of voters and votes decrypted to ensure safety.

8.6 How does the voting system protect the integrity of the vote?

The votes stored in the voting servers are cryptographically protected (encrypted and digitally signed) at all times, and, therefore, no one can manipulate them, including system administrators with privileges.

8.7 How does the voting system prevent the incorporation of false votes?

Once encrypted, the votes are digitally signed by the voters. The digital certificates used by the voters to digitally sign their encrypted votes can be pre-existing digital certificates or digital certificates generated ad hoc for this particular election. Before decrypting the votes, the Electoral Board verifies that the digital signatures of the voters belong to the validated voters. The votes with an invalid digital signature are removed for the subsequent audit.

8.8 Is the voting solution auditable?

Transparency is an integral part of security. Therefore, access to the source code of the solution is provided to the electoral authorities and third parties designated by the electoral authorities. Once audited, election officials can digitally sign it to ensure that the audited solution is the same that is deployed during the election.

8.9 May the Electoral Authorities audit the election results?

The voting solution generates records for each action taken during the election. These records are cryptographically chained (each time you generate a new record) to prevent any manipulation. These immutable logs allow for an accurate audit of the election results by the electoral authorities (and third party) at the end of the election.

9 Questions about Scytl

9.1 Who is the provider of the system?

Scytl Secure Electronic Voting (Scytl).

Scytl is a software company that specializes in the development of secure electronic voting solutions and has developed cryptographic protocols to provide electronic voting for higher levels of security, privacy, and trust.

9.2 What are the antecedents of Scytl?

Scytl was founded in 2001 as a spin-off from a leading research group at the Universitat Autònoma de Barcelona. In 1994, Scytl was a pioneer in the search of security solutions for electronic voting. This scientific group produced the first two European PhD theses on electronic voting security, and international publications in the field of application-level cryptography and electronic voting. Scytl's innovative cryptographic protocols originate from these years of research in the field of electronic voting.

9.3 Where is Scytl based?

Scytl is based in Barcelona and has offices in Singapore, USA, Canada, India, Greece and Ukraine.

9.4 Who are Scytl's shareholders?

Scytl is a private corporation. Over the years, Scytl has built a strong reputation with a substantial growth rate ranging from 65-70% per year and the support of leading financial investors such as Balderton Capital, Nauta Capital, Spinnaker Invest, Vulcan Capital, SAP Ventures, Vy Capital, Industry Ventures, and Adams Street Partners.

In compliance with the strict political neutrality of Scytl, neither its shareholders nor directors are affiliated with any political party.

9.5 What are Scytl's products?

Scytl has developed a complete family of electronic voting solutions around a common core of security. Scytl provides products for electronic voting in all forms of public sector elections, while also designing products for the specific needs of the private sector.

9.6 Is Scytl technology protected by patents?

Scytl has filed multiple international PCT patents to protect unique features of its security technology for electronic voting. Scytl has protected its technology and software through copyright.

9.7 Has ScytI received any awards?

ScytI has received numerous international awards for its innovative electronic voting technology such as the ICT Prize awarded by the European Commission; the RedHerring 100; and the Global Innovator award, granted by the Guidewire Group.

9.8 Where I can find more information about ScytI and its technology?

You can find more information by visiting the ScytI website at www.scytI.com.

List of Errors

Error	Action
Connection Error	Tell the voter to try again later.
Men at Work/ Maintenance Screen	Tell the voter to try again at a later time.
Session Timeout	Tell the voter to “Accept” and start the process again.
Wrong Voting PIN	<ul style="list-style-type: none"> • Ask voter to enter information again. • If this does not work, send the voter to Election HQ to get new credentials.
Already Voted	Either: <ul style="list-style-type: none"> • The voter has already voted and, therefore, cannot vote again. • The voter has been impersonated. Send the voter to the Election Office to report it.
Too Many Candidates	Tell the voter to deselect candidates until the selection matches the number displayed above the candidate list.
Choose a Candidate	Tell voter to choose at least one canddiate.
Blank Ballot	Confirm that the voter wishes to cast a full blank ballot, and instruct the voter to check the option for Blank Vote.