

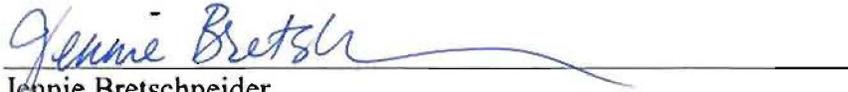


October 15, 2012

County Clerk/Registrar of Voters (CC/ROV) Memorandum #12299

TO: All County Clerks/Registrars of Voters

FROM:

  
Jennie Bretschneider  
Assistant Chief Deputy and Counsel

RE: Voter Registration: Answers to Some Commonly Asked Questions Regarding California Online Voter Registration (COVR)

Following are answers to commonly asked questions we have received from county elections officials about the California Online Voter Registration (COVR) system subsequent to the issuance of [CC/ROV #12254](#) on August 22, 2012, and the posting of our frequently asked questions at [http://www.sos.ca.gov/elections/elections\\_faq.htm](http://www.sos.ca.gov/elections/elections_faq.htm).

**When is the deadline to register to vote using the COVR website?**

As noted in [CC/ROV #12254](#), to be eligible to vote in the November 6, 2012, General Election, applicants must complete and submit a COVR application online prior to 12:00 midnight on October 22, 2012. The COVR system will attach a timestamp to each online voter registration application the instant it is completed and submitted via the COVR website.

**Are COVR applications submitted by midnight on E-15 timely, even *without* a DMV signature?**

Yes. As noted in [CC/ROV #12254](#), all COVR applications submitted prior to 12:00 midnight on E-15, whether or not they contain a DMV signature image, are timely. For verification, a timestamp will be contained in all electronic voter registration applications transmitted to counties. A timestamp will also appear on both the printable receipt and the voter registration application (or Federal Post Card Application) provided to the applicant at the end of the COVR website interview.

**What should elections officials do with COVR applications missing DMV signatures?**

As noted in [CC/ROV #12254](#), county elections officials must attempt to collect missing information, including a missing signature, for voter registration applications received or postmarked by E-15. If the missing information cannot be collected by telephone (e.g., a missing signature), Elections Code section 2153(c) requires the county elections official to mail the applicant a voter registration application.

For any COVR application time-stamped prior to 12:00 midnight on E-15, but missing a DMV signature image, the county elections official must mail the applicant a voter registration application to sign and return. [Please note: Elections Code section 2153(b) requires the elections official to contact the applicant by phone (if the applicant provided a phone number) to attempt to collect missing information that can be collected by phone (e.g., missing place of birth).]

**Can a COVR applicant print, sign, scan and email the signed paper application to the county elections official?**

No. Under California law, the only exception to providing an ink signature on a regular voter registration application is submission of an electronic application with a DMV signature via the COVR system. If no DMV signature is found at the end of the COVR interview, then the applicant must print, sign, and *mail or hand deliver* the paper application to the county elections office.

**If a county receives a COVR application for a voter who lives in a different county, how should the application be processed?**

This occurs rarely and typically when a county border runs directly down the middle of a street, putting – for example – the even numbered homes on Darling Street in County A and the odd numbered homes on Darling Street in County B. The elections official should follow the same procedure used for paper applications that are received by the wrong county. Simply print the application and mail it to the proper county. Do not forward the COVR application by email.

**If a county receives duplicate COVR applications, how should the applications be processed?**

The elections official should follow the same procedure used for duplicate paper applications received. All applications must be processed in the order received.

**What's the correct COVR URL to link to on public websites?**

The landing page for the COVR website was changed on September 28, 2012, as noted in [CC/ROV #12286](#). Please update your website to link to the following URL:  
<http://RegisterToVote.ca.gov/>

To download the Register to Vote button, please visit:  
<http://www.sos.ca.gov/elections/mov/branding.htm>

If you have questions, please feel free to contact Jennie Bretschneider, COVR Project Director, at (916) 651-8297. Thank you.