



May 13, 2014

County Clerk/Registrar of Voters (CC/ROV) Memorandum # 14128

TO: All County Clerks/Registrars of Voters

FROM: /s/ Jennie Bretschneider  
Assistant Chief Deputy and Counsel

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

Following are answers to commonly asked questions we have received about the newly redesigned California Online Voter Registration (COVR) system.

**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 is contained in all electronic voter registration applications transmitted to counties. A timestamp also appears on both the printable receipt and the voter registration application (or Federal Post Card Application) provided to applicants at the end of the COVR 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 to sign and return.

**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?**

On rare occasions, the COVR address verification software (which uses U.S. Postal Service data) assigns the wrong county to a given address. This typically occurs along county borders. The elections official should notify the county elections official in the correct county and provide the affidavit number for the record, so that the elections official in the correct county can retrieve the record using the new single affidavit retrieval function of the redesigned COVR system.

**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 county elections office 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.