

# Where's My Ballot? Troubleshooting – Frequently Asked Questions (FAQ)



## How do I sign up for Where's My Ballot?

Enter <https://wheresmyballot.sos.ca.gov/> into your browser where you will be prompted for your name, date of birth and zip code. Just sign on, enter your contact info and select what notification methods and times work best for you.

## I entered my information to sign up for “Where'sMyBallot?” and it returns an error message that “The information you entered does not match any voters in our system...” What happened?

There could be a couple of reasons you may have received this message:

- Did you mis-key your information? Did you key in your information to match how you are registered? You can double check your voter registration information at <https://voterstatus.sos.ca.gov/> and ensure your First name, Last name, and zip code all match with what you're entering.
- Have you recently registered to vote or updated your voter registration? If so, you may need to wait a few days for the system to update your information prior to signing up.

## I entered the information requested to sign up for “Where'sMyBallot?” and nothing happens, what can I do?

This may be due to the security settings on the device/network you are using, we recommend trying to sign up on a different device.

## I'm an overseas voter and want to sign up for ballot tracking, but it won't accept my overseas zip code, can I still sign up for “Where'sMyBallot?” to track my ballot overseas?

If you're registered to vote in California, you would enter the California residential address zip code used when you registered to vote. To check the zip code you are registered to vote at, view your voter registration information at <https://voterstatus.sos.ca.gov/>.

## I registered to vote with a mailing address different from my residential address - which zip code do I use to register?

Use the zip code for your California residential address to sign up. To check the zip code you are registered to vote at, view your voter registration information at <https://voterstatus.sos.ca.gov/>.

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## **Why does “Where’sMyBallot?” require the zip code for my California residential address?**

It uses your California residential address zip code to differentiate you between other California voters who share similar names and dates of birth.

## **If I have a separate mailing address, will I still receive my ballot at the separate mailing address I provided?**

Signing up for “Where’sMyBallot?” will not affect your current voter registration or your ability to receive your ballot at your designated mailing address. If you are registered to receive your ballot at a separate mailing address, then that will not change because of this tracking tool.

## **Does BallotTrax update my voter registration?**

No. BallotTrax will not update your voter registration. If your voter registration needs to be updated, please contact your county election office. Your updated information will be pushed to BallotTrax once complete, so everything will be in sync.

## **When I enter my date of birth, it does not accept it and the message states “Date of Birth (DOB) cannot be before 01-01-1900.” I’m not entering a date before 1900, what can I do?**

When entering your DOB, you must enter it as “MM-DD-YYYY” with the dashes in between. For example, if your DOB is January 23, 1980 it should show as: “01-23-1980”.

## **Can I limit when I receive notifications?**

Yes. When you sign up for BallotTrax notifications, you can limit your notification hours. Access your voter profile and set your contact between hours.

## **Do I have to receive notifications?**

No. You are not required to receive notifications. If you would prefer, BallotTrax also provides your current ballot status through the voter portal. You can simply login to view where your ballot is at in the process – no notifications required!

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## How do I manage my preferences?

To manage your preferences, simply go online to your BallotTrax voter portal at any time to change your selected notification methods, turn off notifications, modify contact hours or check the status of your ballot.

## Can I unsubscribe from Notifications?

Yes. We'd be sad to see you go, but you're able to unsubscribe from BallotTrax notifications. Simply login to the voter portal and unselect the notification methods you've opted in for. Click "Update" at the bottom and you will be unsubscribed from future notifications. You can still login to the voter portal and view your ballot status at any time.

## I signed up for BallotTrax text notifications and received a confirmation text. Do I have to respond yes?

Yes. We want to make sure we have your correct information and confirm you want to receive text messages. If you do, simply respond yes!

## I did not receive a confirmation email or text after signing up to receive notifications. What do I do?

Try re-entering your email address or phone number to ensure it is the one you would like to use and click the slider with the "X" at the top right of the opt in preference. When you click the slider, it should turn into a green check mark. It will state you will receive notifications under where you enter your notification preference.

*Note: You will not receive a confirmation for audio notifications.*

If you signed up for email notifications and did not receive a confirmation email, check your spam or promotions folder to ensure the email did not get sent there. Also, try whitelisting [updates@caballotrax.com](mailto:updates@caballotrax.com) in your email settings and then registering the email address again.

## I entered my information and I received an error that I have ambiguous credentials and my voterID is needed to sign up. Where do I find my voterID?

- To obtain your voterID, you may contact your county elections official <https://www.sos.ca.gov/elections/voting-resources/county-elections-offices>.

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- Alternatively, you may contact the VoteCal HelpDesk at 888-868-3225 or [VoteCalHelp@sos.ca.gov](mailto:VoteCalHelp@sos.ca.gov).
- Once you receive your voterID, enter it into the field requesting it.

## Why did the California Secretary of State (SOS) contract with BallotTrax to provide this service?

The SOS has contracted with BallotTrax to provide additional transparency for voters on the status of their vote-by-mail (VBM) ballot. It is important for voters to know that their ballot has been received by their county elections office and the status of their ballot as it's processed. BallotTrax has years of experience providing ballot tracking services to election offices across the United States. They also have experience working with various ballot printing vendors and the United States Postal Service (USPS) to track ballots as they move through the mail stream.

## How is my data secure and will BallotTrax use or sell my data for marketing purposes to 3<sup>rd</sup> parties?

- BallotTrax is contractually obligated to comply with both state and federal security requirements.
- BallotTrax is not allowed to share the data the SOS provides with a 3<sup>rd</sup> party and the data will only be used for the intended purpose of providing ballot tracking services.
- BallotTrax is prohibited from processing the data the SOS provides for unrelated commercial purposes, advertising, or any other purpose other than intended and permitted by the SOS.

## Do I have to provide secure, personal information to sign up?

No. The only information BallotTrax needs is your first name, last name, year and/or date of birth (depending on the county requirements) and zip code. This is the voter registration information that is made available via public record under open records laws. Voter ID is only required when the above information exists for more than one person. You are not required to provide a SSN, license number, etc.

## Is my vote still confidential?

Yes. BallotTrax tracks your ballot envelope, not your vote. Your vote remains confidential through the entire ballot tracking process.

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## I returned my ballot by mail or drop box already, when will I receive an update on the status of my ballot?

- If you mailed your ballot, please allow up to 5-7 business days for the USPS to deliver it back to the county.
- If you dropped your ballot in a drop box, it will be picked based on the county's pick-up times.
- Once your county receives your ballot, please be patient as counties may receive hundreds or thousands of ballots each day and they cannot always process newly received ballots immediately. Once your county begins processing your ballot and marks it as counted or not counted, you will receive an update on the status of your ballot.

## What emails and phone numbers will be sending me notifications on my ballot?

Email notifications for “Where’s My Ballot?” will be sent to you from [updates@caballottrax.com](mailto:updates@caballottrax.com).

*Note: This email address may be marked as spam by your email provider. You may whitelist or add it to your contacts list to rectify this.*

Text messages notifications will come from 415-75.

Voice call notifications will come from (916) 249-9883.

*Note: This phone number may be marked as spam by your telecommunications provider.*