

Frequently Asked Questions National Voter Registration Act (NVRA) Training for Voter Registration Agencies

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I. VOTER REGISTRATION BASICS

Who is eligible to register to vote?

Anyone can register to vote if they are:

- A United States citizen,
- A resident of California,
- 18 years old or older on Election Day,
- Not currently serving a state or federal prison term for the conviction of a felony (for more information on the rights of people who have been incarcerated, please see the Secretary of State's [Voting Rights: Persons with a Criminal History](#)), and
- Not currently found mentally incompetent to vote by a court (for more information, please see [Voting Rights: Persons Subject to Conservatorship](#)).

Who is eligible to pre-register to vote?

To pre-register to vote in California, a person must:

- Be 16 or 17 years old, and
- Meet all of the other eligibility requirements to vote.

They will automatically be registered to vote on their 18th birthday.

How long before an election does a client need to register to vote?

California's voter registration deadline is 15 days before Election Day. A client's paper application must be postmarked by the 15th day before the election, or the client can register to vote at RegisterToVote.ca.gov until midnight on the 15th day before the election. The voter registration deadline will always be available on the Secretary of State's website at <https://www.sos.ca.gov/elections/voter-registration/>.

After the registration deadline, your client can use the "same day" voter registration process and register after the 15-day voter registration deadline. For more information,

please go to <https://www.sos.ca.gov/elections/voter-registration/same-day-reg/>.

How long does a client need to be a California resident in order to register to vote?

A person is immediately eligible to vote after moving to California if they meet the other eligibility requirements. There is no waiting period.

Does a client need to re-register if they have moved or changed their name?

Yes. If they have moved since they last registered, their election materials (e.g., voter information guides, ballot, etc.) will go to the wrong address and they may encounter problems if they chose to vote in person at the polls. If they have changed their name, they should re-register with their new name. If they wish to change their political party preference, they should also re-register.

Upon re-registration, Item 6 of the affidavit of registration should, if possible, be completed with the voter's previous registration information.

If the client wishes to update their address or change their political party preference after the voter registration deadline (14 days or less before an election), they may do so by submitting a written request at their county elections office or polling location.

If a client did not vote in the last election, do they need to re-register?

No. In general, a voter's registration is permanent as long as they remain at the same address.

Many of our clients are uncertain if they are registered to vote or registered to vote at their current address. What should they do in these situations?

Clients may check their voter registration status at <https://voterstatus.sos.ca.gov/>. When in doubt, always have a client register to vote. There is no penalty if a client re-registers when they are registered already. In fact, it helps the county elections office keep your client's information current. If a voter registration record already exists for that client, the record will be updated with the information and signature on the most recent voter registration card.

Can a client be registered to vote in two counties at the same time?

No. The counties communicate with each other to remove the voter from the previous county and keep the voter in the most recent county. However, if for some reason the voter remains registered to vote in two counties, they may only vote in one county. Voting twice in the same election is a felony.

Does a person need a driver license, state identification, or a social security number in order to register to vote in California?

No. Your client can register to vote even if they do not have a California driver license, state identification, or a social security number as long as they meet other eligibility requirements. Just leave those fields blank. The county elections official will assign a unique identification number to the voter. However, if your client does not provide one of the three forms of identification when registering to vote, they will be required to show a form of identification or proof of residency when they vote for the first time.

Will a client need ID when they go to the polls to vote?

California does not have a voter ID requirement. However, if your client is voting for the first time and they did not provide a California driver license, state identification, or a social security number when they registered to vote, they will be asked to show a form of identification or proof of residency.

A variety of documents, such as a utility bill, will suffice as identification or proof of residence. If they do not have a government-issued ID, they should check with their county elections office before Election Day to determine what to bring to the polls, or review the complete list of acceptable forms of voter identification at: <https://www.sos.ca.gov/elections/hava-id-standards/>.

Can a client register to vote if they cannot read or write?

Yes. Being able to read and write is not a requirement to register to vote or to vote in the United States. If the client wishes to register to vote, assist the client with the voter registration application to the same degree as you would assist the client with your agency's own forms.

What if a client needs a Voter Registration Card in a language that is not available at the agency's office?

The client can register to vote online in ten (10) different languages using the California Online Voter Registration (COVR) application available via your agency's unique URL. The client may also contact their county elections office to see if that office has a Voter Registration Card in the language they need.

Can a client register to vote if they are unhoused?

Yes. Having a home is not a requirement to register to vote or to vote in the United States. If a client does not have a home, they can describe where they live on the Voter Registration Card. They must then provide a mailing address. The mailing address can be a post office box, church, shelter, or any other place where the client receives their mail.

Does a client have to choose a political party?

No. If the client does not wish to choose a political party preference, they should choose "No Party/None." They will be registered as No Party Preference.

NOTE: During a presidential primary election, your client may not be able to vote for a political party's presidential candidates unless they are registered with that party.

Many of my clients with criminal records assume they cannot vote. Is that true?

In California, that is not true. If the client is not currently serving a state or federal prison term for the conviction of a felony, and meets the other qualifications to register to vote, they are eligible to register to vote.

For information about voter eligibility rules for people with prior criminal convictions, please visit the Secretary of State's web pages:

www.sos.ca.gov/elections/voting-resources/voting-california/who-can-vote-

[california/voting-rights-californians](#) and [www.sos.ca.gov/elections/voting-rights-restored/](#).

If a client who is a registered voter does not vote in a primary election, will they be able to vote in the following general election?

Yes.

If a client registers to vote, can they be called for jury duty?

Jury duty lists are compiled from a variety of sources, including the Department of Motor Vehicles records and the voter registration file.

For more information on completing Voter Registration Cards, please go to [Basics for Completing Voter Registration Cards](#).

II. NVRA BASICS

In General

What does “offering voter registration” mean?

NVRA agencies (VRAs) must offer two forms (a Voter Preference Form and a Voter Registration Card*) at three opportunities (when your clients apply or renew their benefits, and when they change their address). See below questions for more information.

*The voter registration application can be either paper or online. See below for more information.

Which agencies are covered by the NVRA?

The NVRA applies to all state and local “public assistance” offices (i.e., offices administering public benefits programs) and offices serving people with disabilities. Other agencies may also be designated by the Secretary of State. Agencies and programs that the Secretary of State has designated as covered by the NVRA are:

- County social services offices that administer the **CalFresh** program, the California Work Opportunity and Responsibility to Kids (**CalWORKs**) program, and the **Medi-Cal** program
- County social services offices and community based non-profit organizations under contract with the State Department of Public Health that accept applications and administer benefits for the **Women, Infants and Children** (WIC) nutrition program
- **Covered California** (California’s Health Benefit Exchange)
- County offices administering **General Assistance/General Relief Programs**
- **California Department of Social Services in connection with the CalFresh Program**
- The **California Student Aid Commission** (CSAC) in connection with the Cal Grant Program, the California Chafee Grant for Foster Youth, the Middle Class Scholarship, the California National Guard Education Assistance Award Program, and the Law Enforcement Personnel Dependents Grant

Program

- County social services offices that accept applications and administer benefits for the **In- Home Supportive Services Program (IHSS)**
- Offices of the **State Department of Rehabilitation**, which provide vocational rehabilitation services
- **Independent Living Centers**
- State Department of **Developmental Services Regional Centers**
- Offices of contractors with the State Department of Social Services **Office of Deaf Access**, which provide services to the deaf
- Department of Social Services, Office of Services to the Blind, **Assistance Dog Special Allowance Program**
- **State and county mental health providers**
- **University of California, California State University and California Community Colleges** offices for students with disabilities
- **Armed Forces Recruitment Offices**
- **Shingle Springs Health & Wellness Center** and its satellite offices/clinics
- **Franchise Tax Board Offices**
- **California Department of Tax and Fee Administration**
- **Private entities** under contract with the above agencies to provide NVRA-related services

Please visit our website for an up-to-date list of designated voter registration agencies: <https://www.sos.ca.gov/elections/voter-registration/nvra/voter-registration-agencies/vr-agency-contact-roster>

If the agency is a nonprofit or private contractor, is it covered by the NVRA?

In California, if a **private or nonprofit entity** provides public assistance or services to people with disabilities under a contract with one of the government agencies listed above, that private or nonprofit entity is also subject to the NVRA.

What are the first steps my office should take to begin carrying out our NVRA responsibilities?

You will need to download Voter Preference Forms (VPFs), obtain Voter Registration Cards (VRCs), and obtain your agency's unique URL for the California Online Voter Registration (COVR) website.

Most VRAs order their VRCs and have their registration numbers tracked through their county elections office ("county-tracked VRA"). The California Department of Social Services in connection with the CalFresh Program, the California Student Aid Commission, the Office of Services to the Blind Assistance Dog Special Allowance Program, and university and college offices for students with disabilities order VRCs and have their numbers tracked by the Secretary of State's office ("SOS-tracked VRA").

Call your county elections office's NVRA Coordinator or the Secretary of State's NVRA Coordinator and identify your agency as an NVRA agency. Give the NVRA Coordinator

your full contact information. Make sure the NVRA Coordinator is aware of all sites where you will be providing voter registration opportunities to clients.

If you are a county-tracked VRA, you should be able to order a supply of VRCs during your initial conversation with the county elections office. VRCs are available at no cost. Make sure the county NVRA Coordinator knows which VRCs are going to each site. If you are not sure which languages are required for your county, ask your county NVRA Coordinator. Once you know the required languages for your county, download VPFs in those languages at www.sos.ca.gov/elections/voter-registration/nvra/training/voter-preference-forms/. You may pre-print these forms, or you may wait and only print as needed.

For SOS-tracked VRAs, fill out and submit an Order Form to order a supply of VRCs. The Order Form can be found on the Secretary of State's website at <https://elections.cdn.sos.ca.gov/nvra/sos-tracked-vrc-order-form.pdf>. SOS-tracked VRAs should also download VPFs from the SOS website at the link in the above paragraph.

If your agency offers online application services, you will need to incorporate the VPF into your online application **and** give applicants the opportunity to register to vote online. Contact the Secretary of State's NVRA Coordinator to receive your unique COVR URL, which will allow your clients' online voter registrations to be credited to your agency.

Additionally, you will need to train your staff as soon as possible, using the Secretary of State's training resources at www.sos.ca.gov/elections/nvra/training.

When and how does my agency "offer" voter registration?

Offer Voter Preference Forms or the Voter Preference Form question and Voter Registration Cards or your unique URL to clients at the time of application for benefits/services, re-certification or renewal of benefits/services, and when you are notified that a client has changed their address.

If the client wants to register to vote, offer assistance filling out the VRC or online voter registration application. If the client is filling out a paper VRC, check to make sure it is complete, and collect it. Remember to tear off the bottom portion for the client; that is their receipt. Place the completed VRC in the mail that same day. Postage is prepaid and the VRC is pre-addressed.

When I contact my county NVRA Coordinator, can I ask them to mail the Voter Registration Card supplies or are we expected to travel to the office and pick them up?

Each county is different. Contact your county's NVRA coordinator to get more information.

Can we include the Voter Preference Form (VPF) as part of our intake application/packet and provide those who would like to register with a Voter Registration Card (VRC)?

Clients must receive the Voter Registration Card unless they decline in writing to register to vote. The best way to accomplish this is to provide every client with both forms. If the

client checks “No” on the VPF, you can collect the blank VRC or the client may take it home.

We serve close to 10,000 consumers annually, so do we have to have 10,000 Voter Preference Forms (VFPs) and Voter Registration Cards (VRCs) on hand every year?

Yes. The Voter Preference Form and voter registration opportunity (VRC or unique URL) must be provided to every client upon an application for benefits/services, recertification or renewal of benefits/services, or when you are notified that a client has changed their address.

If your clients apply in person or receive application/intake/renewal information through the mail, you should have enough VRCs to include in every packet along with the VPF. You might offer voter registration to a client more than once per year, and you should have enough VRCs on hand to provide one to each client. If a client does not wish to register to vote, they can always hand back the VRC to your staff, thus allowing you to reuse it.

If most of your clients apply for services, renew services, and change their address information online, you should provide them with your unique URL to register online. You should still have some VRCs on hand in case a client requests one, but you do not need to maintain a large inventory.

I know that we need to offer voter registration services to people who are filling out an intake application. Does that apply to everyone who fills out an intake application, regardless of whether or not they are eligible to receive benefits or services from my agency?

Yes.

What do I do with the Voter Preference Form (VPF) once it is completed?

The Voter Preference Form must be kept on file at your office/agency for two years. A client’s completed VPF can be kept in that client’s file or all VPFs can be filed in one place. The completed VPFs can also be scanned and saved electronically, or the responses from the VPFs transferred to a spreadsheet.

I am the NVRA Coordinator for my agency, but we have several sites where we provide voter registration. Should we have coordinators at every site?

If your agency has multiple sites, you should select an NVRA Coordinator for each site.

My agency serves clients from multiple counties. Do we need to have Voter Registration Cards (VRCs) on-hand from all of those counties?

Yes. In each of the counties from which you receive clients, notify the county elections office of your agency and order county-specific Voter Registration Cards. Make sure your offices that serve multiple counties always have VRCs from all relevant counties in stock.

You may also offer your clients the option to register online via a quick response (QR) code that directs clients to your unique URL. Clients from any county will be able to register online with the same unique URL and their registrations will be credited toward your agency.

Can our staff encourage clients to register to vote?

Yes. Under federal law, you cannot *discourage* a client from registering to vote. You may generally *encourage* clients to register, as long as the client understands that registering to vote is not a condition of receiving benefits from your agency. You cannot influence a client's choice of political party.

How is the privacy of our clients protected?

Federal law requires elections officials to protect the confidentiality of people who register to vote at NVRA agencies. So, while elections offices know the serial numbers on the Voter Registration Cards at each agency, that information is only used to tally the total number of people who register to vote at a given agency each month. The agency at which a specific voter has registered to vote is confidential and not available to the public.

How can agencies see how they are performing on the NVRA?

The number of registrations generated by each site within each agency is provided in a monthly report posted on the Secretary of State's website at <https://www.sos.ca.gov/elections/voter-registration/nvra/reports>. If your agency is not listed or some sites within your agency are not listed, or you feel the voter registration data is inaccurate, please contact your county's NVRA Coordinator or the SOS NVRA Coordinator.

My agency offers voter registration to clients consistently, but the reports on the Secretary of State's website say we are registering zero clients each month. Why? There may be a miscommunication between your office and the county elections office/Secretary of State's office. You may be using Voter Registration Cards that county elections staff or SOS are unaware you have on site or cannot track. The county elections staff or SOS may have your agency name recorded incorrectly. For online applications, you may be using the general RegisterToVote.ca.gov URL rather than your agency's unique URL. A simple phone call or email to your county's NVRA Coordinator or the SOS NVRA Coordinator should resolve the problem.

Serving Clients with Disabilities

If a client with a disability registers to vote, will they be able to cast a ballot on Election Day?

Yes. Every polling location in the United States is required to have at least one accessible voting machine that allows a person with a disability to vote privately and independently. Voters with disabilities also have the option of bringing up to two people of their choice to assist them with voting on Election Day, as long as those people are not agents of the voter's employer or union.

Additionally, remote accessible vote-by-mail (RAVBM) systems provide an accessible option for voters with disabilities to receive their ballots at home and mark them independently and privately before sending them back to elections officials. Voters with disabilities should contact their county elections official for more information.

If a client receives services in the home, should my agency's staff offer voter registration in the home?

Yes. If an application, recertification/renewal, or change of address notification happens in the home, then voter registration must be offered in the home. Your staff should carry Voter Preference Forms and Voter Registration Cards with them, so they are prepared if this happens.

My agency often serves people in moments of crisis. Do we have to offer voter registration at that time?

Your agency must only offer voter registration during applications for benefits/services, recertification/renewal of benefits/services, and when a client submits a change of address. If one of these transactions occurs during a moment of crisis, offer voter registration at a later time when the client fills out other paperwork.

Our agency serves many clients who are conserved. Do they have the right to vote?

There is a presumption in the law that a person is competent to vote regardless of whether they are conserved. As such, being conserved does not automatically take away a person's right to vote. A court is the only entity that can revoke someone's right to vote and the court must make a specific finding to do so, apart from assigning someone a conservator. For more information on a conservatee's voting rights visit www.sos.ca.gov/elections/voting-info/conservatorship/. If a court has revoked your client's right to vote but your client is interested in voting, your client should seek assistance from an attorney.

If a conservator feels adamantly that a conservatee should not register to vote, but no one, including the conservator, is claiming that a court has revoked the right to vote, should I offer voter registration?

Yes. A conservator never has the right to make the voter registration decision. Either a court has taken away the right to vote or the conservatee retains the right to register and to vote. Allowing a conservator to stop voter registration from happening when a court has not taken action to eliminate a conservatee's right to vote revokes a fundamental American right and violates the NVRA.

What should my agency do if the conservator claims the right to vote has been revoked by a court, but agency staff cannot confirm?

Offer voter registration to the client. If you do not offer voter registration, you risk inadvertently taking away the fundamental right to vote and violating the NVRA. If a court *has in fact* revoked the right to vote, the county elections office will discover this and reject the voter registration application.

What if a client cannot sign the Voter Registration Card?

Being able to write is not a requirement to register to vote or to vote. If a client is unable to sign the Voter Registration Card, they can make a mark instead. A witness over 18 years of age must write the registrant's name next to the mark and sign their own (the witness's) name next to the mark. The witness will more than likely be your staff member. Alternatively, the registrant may use a signature stamp (see next question below).

If they are registering online via your unique URL, and they have a signature on record with the Department of Motor Vehicles (DMV), they can consent to having their DMV

signature applied to their application. This DMV signature will become the signature associated with their voter registration record.

Can a client use a signature stamp to sign the Voter Registration Card?

Yes. The client must have previously registered the signature stamp with the county elections office or the Department of Motor Vehicles. If the client has additional questions about using or getting a signature stamp, contact your county elections office.

If a client is comatose or otherwise unable to communicate, should the client be offered voter registration? What should be treated as a response by the client?

A person retains the right to vote and register to vote unless a court expressly takes it away. Unless you know that an individual's right to vote has been revoked by a court, voter registration must be offered, even in the face of sometimes severe challenges.

Even though a client may be accompanied by other people who can assist in filling out other forms or answering other questions, the client must answer the voter registration question himself or herself. In those situations, determine if the client is able to communicate in any way and seek an answer that way. If the client has absolutely no ability to communicate, including comatose clients, write "No response" on the Voter Preference Form and keep it on file as you normally would.

When should other individuals with a client who is comatose or otherwise unable to communicate be able to answer the voter registration question for the client?

Never. A person retains the right to vote and register to vote unless a court expressly takes it away. The right to vote and register to vote cannot be transferred to another individual. No person outside of elections office staff (including a parent, spouse, or conservator) has the right to decide whether another person should or should not vote.

In California, we address the issue of minor child clients in this way: If a client is a minor child under 15 years of age, voter registration is offered to the adult applying for benefits or services on behalf of that child. An adult client should never be treated the same way, including in the presence of a severe communication challenge. If an individual has absolutely no ability to communicate, including when the client is comatose, do not offer voter registration to someone else. Write "No response" on the Voter Preference Form and keep it on file as you normally would.

Serving Clients Under the Age of 18

For clients who are minors, do we issue the Voter Preference Form and Voter Registration Card to the client even though they are ineligible to vote? Do we offer voter registration to family members instead?

Minors aged 16 and 17 years old can pre-register to vote. Offer voter registration to the client if they are between the ages of 16 and 17 years old. They will automatically become registered to vote on their 18th birthday.

If the client is 15 years old or younger, offer voter registration to the adult applying on behalf of the minor client.

When we ask a parent to complete a Voter Preference Form (because they are submitting an intake application for a child 15 years old or younger), is it acceptable to include the child's name on the form so that we can trace it back to the consumer? If so, can we include a box on the form so the parent knows to fill in the child's name?

Yes.

If the client is a child 15 years old or younger and is accompanied by multiple adults, how many of the adults need to be offered voter registration?

Voter registration should be offered to the adult who is *applying on behalf of* a child client. That can be understood as the adult filling out the forms for the child. If other adults accompanying the child also wish to register to vote and you have Voter Registration Cards available, please provide them with Voter Registration Cards.

If the client is a child 15 years old or younger and accompanied by an employee from another agency, should that employee be offered voter registration?

No. Voter registration can be skipped in this situation.

III. DIFFERENT WAYS TO OFFER VOTER REGISTRATION

Applications for services, recertification/renewal, or a change of address can happen in person, by phone or video call, by mail, or online. Does our staff still have to offer voter registration during all these types of transactions?

Yes. Voter registration must be offered whether the triggering transaction occurs in person, by phone or video call, by mail, or online. If a client wishes to register to vote, you can offer them the choice of registering with a paper Voter Registration Card, or of registering online with your agency's unique URL.

The unique URL is a hyperlink to the California Online Voter Registration website (COVR) that is exclusively tied to your agency and will count the number of voter registrations completed online by your clients. During online transactions, a link to your unique URL should be provided to clients who wish to register to vote. During phone/video call, mail, or in-person transactions, you may offer clients the option to register online by providing a quick response (QR) code to your unique URL. QR codes are quick and easy to create by entering your unique URL into any free online QR code generator.

Phone

If one of the triggering transactions happens over the phone, does our staff offer voter registration the next time the client comes into the office?

No. It could be many months before the client next comes into the office, meaning they could miss the opportunity to vote in an election. Ask the client if they would like to register to vote. Record the answer on a Voter Preference Form and keep it on file.

If the client says yes, send a Voter Registration Card to the client's mailing address, or if the client prefers, email them a link using your agency's unique URL for the California Online Voter Registration website (COVR). You may also include a quick response (QR)

code of your unique URL in your printed applications materials that will allow a client to scan the code and navigate to COVR. If you do not have your agency's unique URL, please contact nvra@sos.ca.gov and we will provide it to you. Please confirm the client's address before mailing or emailing the voter registration application.

Mail

If one of the triggering transactions happens by mail, does our staff wait to offer voter registration when the client next comes into the office?

No. Mail a Voter Preference Form (VPF) and Voter Registration Card (VRC) to the client. You may add the VPF and VRC to other forms you are already planning on mailing to the client. You may also, in addition to the VRC, include a quick response (QR) code of your unique URL in your printed applications materials that will allow a client to scan the code and navigate to COVR.

My agency includes the Voter Preference Form (VPF) and Voter Registration Card (VRC) in an intake packet that we ask clients to fill out before they come in for the first time. What do we do if the VPF and VRC are missing when the client comes in or when we receive paperwork in the mail?

If you know that the application or recertification/renewal was from an intake packet that included a Voter Preference Form and Voter Registration Card, you do not need to provide voter registration services again. Your staff should mark a VPF as "No Response" and keep it in the client's file. If you do not know whether that application or recertification/renewal application included a VPF and VRC, you must offer or mail those forms to the client.

Online Transactions

My agency offers online customer services, including applications. Is that covered by the NVRA?

Yes. If your agency provides an online system that offers an application for services, recertification/renewal, or change of address, then your online system must be capable of 1) asking users if they would like to register to vote (if they answer "yes," they must be linked to the Secretary of State's online voter registration system via your agency's unique URL), and 2) storing the user's answer for two years similar to the hard copy Voter Preference Form, which provides required NVRA disclosures as well. If your client does not answer the question, your client must be provided with the opportunity to register to vote.

The unique URL is a hyperlink to the California Online Voter Registration website (COVR) that is exclusively tied to your agency and will count the number of voter registrations completed online by your clients.

We are just beginning to offer online services, how do we get started?

If your agency is offering services online for the first time, please contact the California Secretary of State's NVRA Coordinator at 916-657-2166 or nvra@sos.ca.gov.

The Secretary of State's NVRA Coordinator will provide your agency with a unique URL

for accessing the online voter registration system. This allows voter registrations submitted through your unique URL to be tracked, just as they are tracked using the affidavit numbers on the paper Voter Registration Cards.

Offering the Unique URL

How do we provide the unique URL to our clients during an online transaction?

The following is guidance on how to provide the unique URL/opportunity to register to vote during online transactions:

- If a client clicks, “Already registered. I am registered to vote at my current residence address,” no further action is needed to provide the opportunity to register to vote; store the user’s answer for two years.
- If a client clicks, “Yes. I would like to register to vote,” then the client must be linked to the California Online Voter Registration website (COVR) via your agency’s unique URL. This unique URL may be provided to your client in the following ways:
 - Directly - by automatically taking the client from your online system to COVR via your agency’s unique URL.
 - Email - if your agreed upon method of communication with your client is via email.
 - Text - if your agreed upon method of communication with your client is text message.
 - Regardless of how the unique URL is provided, the user’s answers to the Voter Preference Form (VPF) questions must be stored for two years.
- If a client clicks, “No. I do not want to register to vote,” no further action is needed to provide the opportunity to register to vote; store the user’s answers to the VPF questions for two years.
- If a client does not answer one of the VPF questions, your client must be provided with the opportunity to register to vote, which can be done by mailing a paper Voter Registration Card to your client -OR- by providing your client with your agency’s unique URL in the following ways:
 - Email - if your agreed upon method of communication with your client is via email.
 - Text - if your agreed upon method of communication with your client is text message.
 - Regardless of how the unique URL is provided, the user’s answers to the VPF questions must be stored for two years.

Most of our clients prefer to register to vote online. Can we provide the unique URL during other types of transactions?

Yes. You can provide your clients with the option to register online during any type of transaction:

- In-person transactions – Give your client the option of completing a paper VRC or the online application. If they prefer to register online, provide the

client with a QR code of your unique URL that they can scan with their mobile device. Your staff should be familiar with the online voter registration application on COVR as well as the paper VRC in order to assist clients upon request. You may provide clients with both the unique URL link and a VRC if they request it.

- Phone/video call transactions – Give your client the option of receiving a VRC by mail or your unique URL by email or text (if email or text are agreed-upon methods of communication between you and your clients).
- Mail transactions – Provide both the VPF and VRC in your mailed application/intake/renewal packets. You may also include, in addition to the VRC, a printed copy of a QR code with your unique URL, which clients may use to register instead of using the paper VRC.
- Online transactions – Provide clients with your unique URL as described in the previous question.

IV. ELIGIBILITY OF CLIENTS

What should we do if our staff has reason to believe that a client is not eligible to vote? The NVRA requires that voter registration be offered to all clients. The county elections office staff screens voter registration applications and ensures that only people who are eligible to vote end up on the voter rolls.

You should not inquire as to voter eligibility or discourage anyone from registering to vote. Let your client know that you are legally obligated to provide voter registration and explain basic eligibility requirements. You may emphasize the citizenship and residency requirements.

V. GETTING ADDITIONAL HELP

Is it possible to set up a training for our agency?

Yes, the California Secretary of State's office (SOS) is happy to provide training. A training can take as little as 45 minutes and can be conducted virtually. Alternatively, the SOS team has created PowerPoint presentations that contain the information your staff needs to know. To view the PowerPoints, visit www.sos.ca.gov/elections/nvra/training.

Is staff training mandatory?

Yes. Under state law, NVRA agency staff who offer voter registration to the public must be trained annually on their responsibilities.

What are the training specifications? What is the required content and length?

State law requires that relevant staff members be trained on their voter registration responsibilities under state and federal law. The Secretary of State's training resources are a good place to start. Please visit www.sos.ca.gov/elections/nvra/training. Your supervising state agency may also have NVRA training materials.