

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



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/>.

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.

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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.

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”.

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@caballottrax.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>.
- Alternatively, you may contact the VoteCal HelpDesk at 888-868-3225 or VoteCalHelp@sos.ca.gov.
- Once you receive your voterID, enter it into the field requesting it.

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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 3rd 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 3rd 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.

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@caballotrax.com. You may need to whitelist this address with your email service.

Text messages notifications will come from 415-75.

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