



# Guidance: California Online Voter Registration with No Signature and Affidavit with Incomplete Information

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## Purpose

The purpose of this document is to clarify how California counties should update voter registrations in their Election Management System with the California Online Voter Registration (COVR) records that are missing signatures and affidavits that are missing substantive information, in the correct manner.

## Guidance

During analysis of the VoteCal voter data, the Secretary of State found a high number of voters with a status change from active/inactive status to a pending status. Further research determined that COVR records missing a signature and those records with incomplete information were merged with active/inactive records and subsequently the records were changed to a pending status. As cited in election code, affidavits missing substantive information are not valid registrations. Based on the new pending status these voters will no longer appear on voter lists and will be unable to vote.

Currently, voters registering or re-registering using the COVR application can result in voter signatures not being retrieved from the Department of Motor Vehicles database. These too are not valid registrations because they lack substantive information required to determine eligibility to vote and they must have a signature per Elections Code 20108.25 and 2150(b).

Subsequently, VoteCal sends each county an *informational* list of voters that are missing signatures. As incomplete registrations, these records should remain as information only and not be merged with previous active/inactive VoteCal records and changed to pending until the signature or a completed affidavit is received.

## VoteCal Contact Information

For questions or to report issues contact the SOS VoteCal Help Desk at 888-868-3225 or email [VoteCalHelp@sos.ca.gov](mailto:VoteCalHelp@sos.ca.gov)