



From: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>
Sent: Wednesday, May 13, 2020 7:52 PM
To: AO Records <records@americanoversight.org>
Cc: Rey, Carlos A. <Carlos.Rey@dos.myflorida.com>
Subject: [Ext]Public Records Request Response

Dear American Oversight,

Please find enclosed the next batch of documents responsive to your September 25, 2019 public records request.

Please note that there is some information redacted. These redactions are made pursuant to section 97.0585 and 119.071(5), Florida Statutes.

Respectfully,

Margaret Swain

Senior Management Analyst I

Office of the General Counsel

FLORIDA DEPARTMENT OF STATE

R.A. Gray Building, Suite 100

500 South Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6507

(850)245-6127 Fax

Note: This response is provided for reference only and does not constitute a formal legal opinion or representation from the sender or the Department of State. Parties should refer to the Florida Statutes and applicable case law, and/or consult an attorney to represent their interests before relying upon the information provided.

In addition, Florida has a very broad public records law. Written communications to or from state officials regarding state business constitute public records. Public records are available to the public and media upon request, unless the information is subject to a specific statutory exemption. Therefore, any information that you send to this address, including your contact information, may be subject to public disclosure.

Swain, Margaret A.

From: Lacativa Dierdre <dlacativa@yahoo.com>
Sent: Thursday, July 19, 2018 6:54 AM
To: OVRSupport
Subject: Address for Mailing Florida Voter Registration Application

Hi,

On page 1 of the Florida Voter Registration Application, it states in the last sentence that "mailing addresses are on page 2". However, when I printed there was no page #2. Please advise. Thank you.

Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. Mailing addresses are on page 2 of this form.

Regards,
Dierdre Lacativa
dlacativa@yahoo.com

SUMNER County Election Commission
355 N BELVEDERE DR
GALLATIN, TN 37066

07/12/2018

-- Cancellation of Previous Registration --

Notification is hereby given that the following voter is now registered in SUMNER County, TN.

Previous Location:	SUNRISE, FL 33323
Current Name:	JENNIFER NICOLE GREGORY
Birth Date:	08/03/1984
Registration Date:	07/12/2018
Social Security Number:	

LORI ATCHLEY
Administrator of Elections

Swain, Margaret A.

From: RLouise Villagomez <racquellvillagomez@gmail.com>
Sent: Tuesday, July 24, 2018 8:19 AM
To: OVRSupport
Subject: cannot enter address

Hello,

I am very frustrated as your site won't accept my address. Each line it gives me issues- the zip code- the street number- the street name.

I am at 200 S. Lakewood Circle, and it doesn't allow me to enter this although I am following instructions.

PLEASE FIX THIS.

Thank you,
Rachel Louise Villagomez
200 S Lakewood Cir
Maitland, FL 32751

*R.L. Villagómez
Profesora de español*

Swain, Margaret A.

From: Pat Scanlon <patscanlon1@gmail.com>
Sent: Tuesday, July 24, 2018 11:08 AM
To: OVRSupport
Subject: Can't Find Address Not working

Please tell me how to resolve the address fields. The system does not recognize my address and 'I can't find my address' does not respond.

--

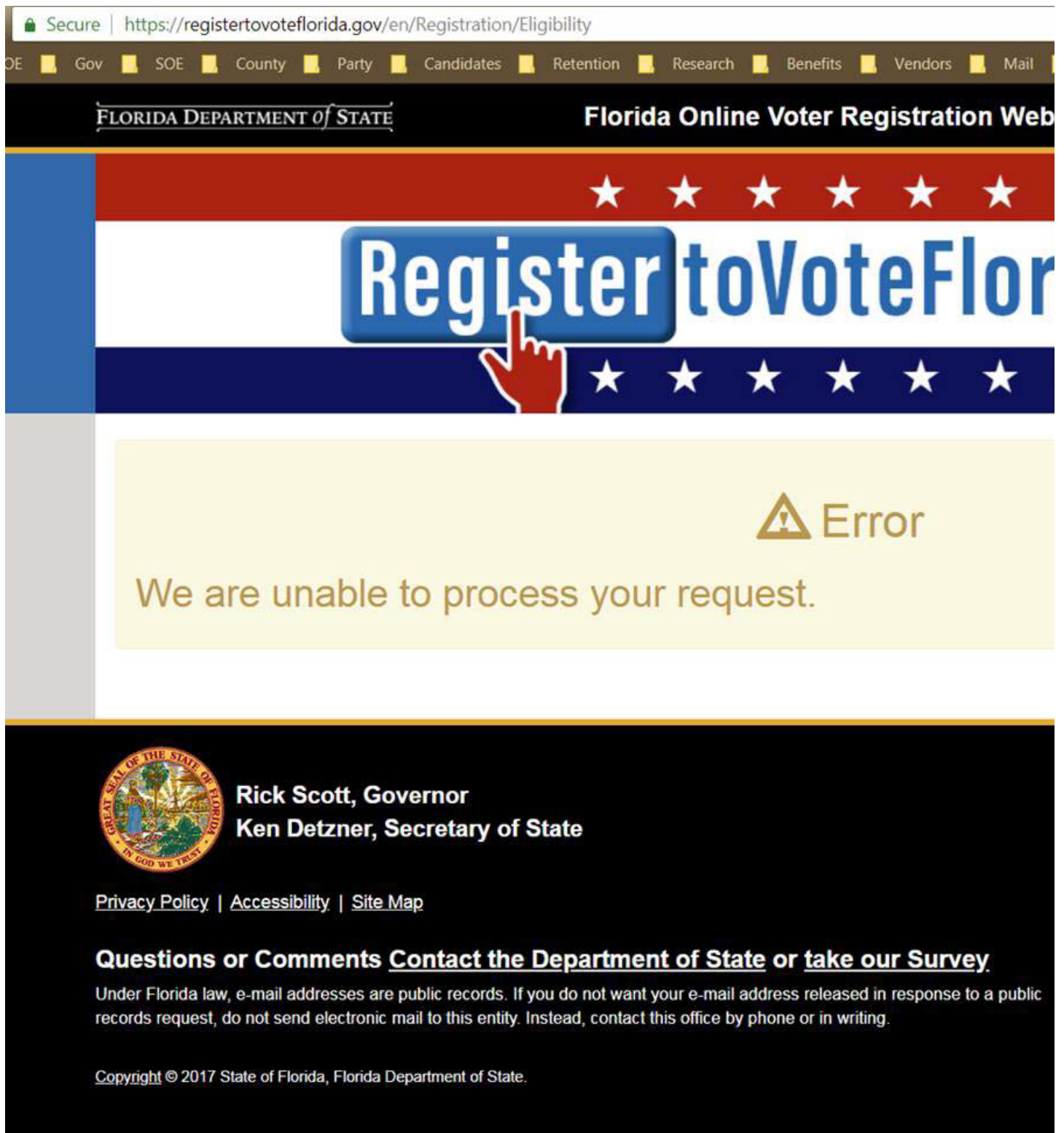
Pat Scanlon

Swain, Margaret A.

From: Kaiti Lenhart <klenhart@flaglerelections.com>
Sent: Wednesday, July 18, 2018 8:43 AM
To: OVRSupport
Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



Sincerely,

Kaiti Lenhart, MFCEP
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
Online: <http://www.flaglerelections.com>

For what avail the plough or sail, or land or life, if freedom fail? ~Ralph Waldo Emerson

Florida has a very broad public records law. Written communications to or from county officials constitute public records and are available to the public and media upon request, unless the information is subject to a specific statutory exemption. Therefore, this email and any that you sent that generated this response may be subject to public disclosure.



Please consider the environment before printing this email.

Swain, Margaret A.

From: Maynor, Walter S. "Scott"
Sent: Monday, July 30, 2018 4:17 PM
To: Durden, Garry N.; Hendershot, Jerry L.
Cc: OVRSupport
Subject: FW: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

Scott Maynor, PMP®, FCCM
Deputy Chief Information Officer - Administrative Services Florida Department of State R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6135
Email: scott.maynor@dos.myflorida.com

-----Original Message-----

From: Elle A <arguelles.elle@gmail.com>
Sent: Monday, July 30, 2018 4:13 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

The Department of State is committed to excellence.
Please take our Customer Satisfaction
Survey<<http://survey.dos.state.fl.us/index.aspx?email=Scott.Maynor@dos.myflorida.com>>.

Swain, Margaret A.

From: Elle A <arguelles.elle@gmail.com>
Sent: Monday, July 30, 2018 4:13 PM
To: OVRSupport
Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: SIGNED -Voter Registration.pdf



Florida Voter Registration Application
Part 1 – Instructions (DS-DE 39, R1S-2.040, F.A.C.)(eff. 10/2013)

Información en español: Sirvase llamar a la oficina del supervisor de elecciones de su condado si le interesa obtener este formulario en español.

To Register in Florida, you must be:

- a U.S. citizen,
- a Florida resident,
- at least 18 years old (you may pre-register at 16 or 17, but cannot vote until you are 18).

If you have been convicted of a felony, or if a court has found you to be mentally incapacitated as to your right to vote, you cannot register until your right to vote is restored.

If you do not meet any ONE of these requirements, you are not eligible to register

Questions?

Contact the Supervisor of Elections in your county:
dos.myflorida.com/elections/contacts/supervisor-of-elections/
Visit the Florida Division of Elections' website at:
dos.myflorida.com/elections/

CRIMINAL OFFENSE: It is a 3rd degree felony to submit false information. Maximum penalties are \$5,000 and/or 5 years in prison

PUBLIC RECORD: Once filed, all information including your phone number and email address as provided become public record except for the following which can only be used for voter registration purposes: your FL DL#, FL ID#, SSN, where you registered to vote, and whether you declined to register or to update your voter registration record at a voter registration agency. Your signature can be viewed but not copied. (Section 97.0585, Fla. Stat.)

Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. Mailing addresses are on page 2 of this form.

Deadline to Register: The deadline to register to vote is 29 days before any election. You can update your registration record at any time, but for a Primary Election, party changes must be completed 29 days before that election. You will be contacted if your new application is incomplete, denied or a duplicate of an existing registration. Your Voter Information Card will be mailed to you once you are registered.

Identification (ID) Requirements: New applicants must provide a current and valid Florida driver's license number (FL DL#) or Florida identification card number (FL ID#). If you do not have a FL DL# or FL ID#, then you must provide the last four digits of your Social Security number (SSN). If you do not have any of these numbers, check "None." If you leave the field and box blank, your new registration may be denied. See section 97.053(6), Fla. Stat.

Special ID requirements: If you are registering by mail, have never voted in Florida, and have never been issued one of the ID numbers above, include one of the following with your application, or at a later time before you vote: 1) A copy of an ID that shows your name and photo (acceptable IDs—U.S. Passport, debit or credit card, military ID, student ID, retirement center ID, neighborhood association ID, or public assistance ID); or 2) A copy of an ID that shows your name and current residence address (acceptable documents—utility bill, bank statement, government check, paycheck, or other government document).

The special ID is not required if you are 65 or older, have a temporary or permanent physical disability, are a member of the active uniformed services or merchant marine who is absent from the county for active duty, or a spouse or dependent thereof, or are currently living outside the U.S. but otherwise eligible to vote in Florida.

Political Party Affiliation: Florida is a closed primary election state. In primary elections, registered voters can only vote for their registered party's candidates in a partisan race on the ballot. In a primary election, all registered voters, regardless of party affiliation, can vote on any issue, nonpartisan race, and race where a candidate faces no opposition in the General Election. If you do not indicate your party affiliation, you will be registered with no party affiliation. For a list of political parties, visit the Division of Elections' website at: dos.myflorida.com/elections

Race/Ethnicity: It is optional to list your race or ethnicity.

Boxes: Please check boxes ☐ where applicable.

Numbered rows 1 through 7 and 12 must be completed for a new registration



Florida Voter Registration Application
Part 2 – Form DS-DE #39, R1S-2.040, F.A.C.)(eff. 10/2013)

This is: ☐ New Registration ☒ Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) ☒ Request to Replace Voter Information Card

1	Are you a citizen of the United States of America? ☒ Yes ☐ No				OFFICIAL USE ONLY							
2	☒ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.											
3	☒ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.											
4	Date of Birth (MM-DD-YYYY)	1	1	-	2	8	-	1	9	8	4	OVR No: 334234 FVRS No:
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number											
6	Last Name : Arguelles			First Name : Luanna			Middle Name :			Name Suffix :		If no FL DL or FL ID, then provide Last 4 digits of Social Security Number ☐ I have NONE of these numbers.
7	Address Where You Live (legal residence-no P.O. Box) 301 SOUTHEAST 19TH STREET			Apt/Lot/Unit		City FT LAUDERDALE		County BROWARD		Zip Code 33316		
8	Mailing Address (if different from above address)			Apt/Lot/Unit		City		State or Country		Zip Code		
9	Address Where You Were Last Registered to Vote			Apt/Lot/Unit		City		State		Zip Code		
10	Former Name (if name is changed)			Gender ☐ M ☒ F		State or Country of Birth FL			Telephone No. (optional) (727) 698-8870			
11	☒ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: arguelles.elle@gmail.com											
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) ☒ Florida Democratic Party ☐ Republican Party of Florida ☐ No party affiliation ☐ Minor party (print party name):			Race/Ethnicity (Check only one) ☐ American Indian/Alaskan Native ☐ Asian/Pacific Islander ☐ Black, not of Hispanic Origin ☒ Hispanic ☐ White, not of Hispanic Origin ☐ Multi-racial ☐ Other :			(Check only one if applicable) ☐ I am an active duty Uniformed Services or Merchant Marine member ☐ I am a spouse or a dependent of an active duty uniformed services or merchant marine member ☐ I am a U.S. citizen residing outside the U.S.			☐ I will need assistance with voting. ☐ I am interested in becoming a poll worker.			
12	Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.										Date: 7/30/2018	

Swain, Margaret A.

From: Robin A. Fant <rfant@cricpa.com>
Sent: Friday, July 20, 2018 4:29 PM
To: BVRSHelp
Subject: FW: Trying to

Robin Ann Fant 3/22/1956
321-412-0753

Friday July 20, 2018 4:20 PM

the error page came after I entered my DL info, name, date of birth and last four of my social
Internet Explorer
Dell laptop

From: Robin A. Fant
Sent: Friday, July 20, 2018 4:25 PM
To: 'BVRSHelp' <BVRSHelp@DOS.MyFlorida.com>
Subject: RE: Trying to

Still not working for me. I typed the URL in, put in all my information and get this page:



From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Friday, July 20, 2018 4:18 PM
To: Robin A. Fant <rfant@cricpa.com>
Subject: RE: Trying to

Thank you for alerting us and I apologize for the inconvenience. We received reports that some users were experiencing difficulties using the site, but the site is fully operational at this time.

Please try accessing the site directly by typing the URL, do not copy and paste the web address.



Welcome!

If this does not resolve the issue, can you please provide the following information so we may research this event further.

- Your name and date of birth
- Your contact telephone number
- The most recent date/time the error occurred
- A screenshot of the page displaying the error
- A description of the point in the transaction that the error occurred
- The type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.
- The device type you are using, for example, desktop PC or Mac, tablet, mobile phone and brand if possible.

Please keep in mind that you can also register to vote or update your existing registration through the office of your local Supervisor of Elections. Click [HERE](#) to locate contact information for your County Supervisor of Elections.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided.

Please note: Florida has a broad public records law. Written communications to or from state officials regarding state business constitute public records and are available to the public and media upon request unless the information is subject to a specific statutory exemption. Therefore, your e-mail message may be subject to public disclosure.

From: Robin A. Fant [<mailto:rfant@cricpa.com>]
Sent: Friday, July 20, 2018 3:32 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Trying to

update my voter registration information (party affiliation) and I keep getting the Error page after I fill in my information. No explanation

CRI is growing; check out the [opportunities](#) we have to transform our talent into leaders and the possibilities for leadership on the partner level.



Robin A. Fant
Paraprofessional
Carr, Riggs & Ingram, LLC
215 Baytree Drive
Melbourne, FL 32940
Voice: 321-426-3019
Fax: 321-701-6119

CRIcpa.com

Send secure files to CRI: [Click Here](#)

The information contained in this message may be privileged and confidential and protected from disclosure. It is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Thank you. Carr, Riggs & Ingram, LLC

The Department of State is committed to excellence. Please take our Customer Satisfaction Survey .

Swain, Margaret A.

From: Sandra Frens <SFrens@PBCTAX.COM>
Sent: Monday, July 30, 2018 1:15 PM
To: OVRSupport
Subject: How long will the site be up?

Hello OVR Support Team,

Can you tell me how long the URL RegisterToVoteFlorida.gov will be active?
Is this a permanent site or will it be going away after the elections?

Thank you,
Sandra F.

Sandra Frens
Int Comms Specialist | Communications & New Media
Constitutional Tax Collector, Serving Palm Beach County
301 North Olive Avenue 3rd Floor, West Palm Beach, FL 33401
Direct (561) 355-6654 | Fax (561) 355-4123

[e-Newsletter Sign-Up](#) | www.pbctax.com



This email and any/all attachments transmitted with it are intended for the use of the addressee(s). If you receive this message in error, please notify the sender immediately. Please be advised that Florida has a broad public records law, and all correspondence to me via email, inclusive of your email address, may be subject to disclosure.

Swain, Margaret A.

From: Hillarey McCall <hillarey11@hotmail.com>
Sent: Monday, July 30, 2018 9:59 AM
To: OVRSupport
Subject: I am trying to register to vote/ actually change my address

Do I have to go somewhere? I just had knee surgery.

Hillarey McCall 813 493 0437

Sent from Windows Mail

Swain, Margaret A.

From: Debbie Karasek <dkarasek@nextscience.com>
Sent: Monday, July 30, 2018 1:39 PM
To: OVRSupport
Subject: I have a voter registration card for Florida - and I vote every election... do I need to register if I have no changes to make?



Debbie Karasek Accounting & HR Senior Manager
office 855.564.2762 | mobile 843-810-6644 | NextScience.com
10550 Deerwood Park Blvd, Ste 300 Jacksonville FL 32256

Swain, Margaret A.

From: Anne Pittman <acfreed7@yahoo.com>
Sent: Sunday, July 29, 2018 5:47 PM
To: OVRSupport
Subject: Lost Card

I wanted to change my address, but when I looked for my card I couldn't find it!

Anne Pittman
06/01/1964

I couldn't find information on the website about getting a new card and without the pertinent information I, of course, couldn't change my address either.

Please inform me what steps I should take at the juncture?

Thank you,
Anne Pittman

Swain, Margaret A.

From: Aileen Ortega <whovian311@gmail.com>
Sent: Monday, July 30, 2018 4:55 PM
To: OVRSupport
Subject: Not able to register

Hello

I have been trying for a while to register online to vote but I haven't been able to because it won't let me fill in my driver license number. I tried to register on my phone, my daughter's phone and my laptop and all three had the same problem. I could write my birth date and all the other information but it would not take my DL number.

I tried to register saying that I don't have a DL but then it wouldn't let me write my home address, no matter what I did.

Please advice!

Thank you,

Aileen Ortega

Swain, Margaret A.

From: Wayne Fusco <wfusco@votesjc.com>
Sent: Wednesday, July 25, 2018 11:41 AM
To: OVRSupport
Cc: Wilcox, Wesley
Subject: OVR Issue

Good Morning,

Not sure if this something that I need to report but it was brought to my attention this morning so I figured I would pass it along..

We had a husband and wife use OVR this morning back to back and her registration update did not show up in our suspense Queue.

The OVR reference number is 246739

Wayne E. Fusco - MFCEP

Assistant Supervisor of Elections
St. Johns County Supervisor of Elections
4455 Avenue A – Suite #101
St. Augustine, FL 32095
Office 904-823-2238
Fax 904-823-2249
Member Florida Local Government Information Systems Association (FLGISA)

Did you know that Online Voter Registration (OVR) is now available in Florida?

You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: <https://registertovoteflorida.gov>

*** Under Florida Law, FS 119, email addresses are public record. If you do not want your email address released in response to a public records request, do not send emails to this entity. Instead, please contact this office by phone or in writing.

Swain, Margaret A.

From: Gildon Stillings <drgildo@me.com>
Sent: Sunday, July 29, 2018 12:45 PM
To: OVRSupport
Subject: Party status update problem online

Hi,

I went to the trouble of inputting the number of my drivers license, the date of issuance, the last four of my social security number, etc., only to be told that there was a problem with my information and that I had run out of opportunities to resubmit. I am busy tomorrow and will not have time to call. I want to switch from my independent status to a Democrat, so that I can vote in the upcoming primaries.

I must say that I'm really irritated that the system did not allow this to happen. I'm not that old and pretty familiar with the computer, so I don't know would really old or infirm people do. I guess they just wait in line at the registry, or whatever.

Disgruntled,

Gildon Stillings
508-971-7851

Sent from my iPhone

Swain, Margaret A.

From: Elle A <arguelles.elle@gmail.com>
Sent: Monday, July 30, 2018 4:13 PM
To: OVRSupport
Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: SIGNED -Voter Registration.pdf



Florida Voter Registration Application
Part 1 Instructions (DS-DE 39, R1S-2.040, F.A.C.) (eff. 10/2013)

Información en español: Sirvase llamar a la oficina del supervisor de elecciones de su condado si le interesa obtener este formulario en español.

To Register in Florida, you must be:

- a U.S. citizen,
- a Florida resident,
- at least 18 years old (you may pre-register at 16 or 17, but cannot vote until you are 18).

If you have been convicted of a felony, or if a court has found you to be mentally incapacitated as to your right to vote, you cannot register until your right to vote is restored.

If you do not meet any ONE of these requirements, you are not eligible to register

Questions?

Contact the Supervisor of Elections in your county:
dos.myflorida.com/elections/contacts/supervisor-of-elections/
Visit the Florida Division of Elections' website at:
dos.myflorida.com/elections/

CRIMINAL OFFENSE: It is a 3rd degree felony to submit false information. Maximum penalties are \$5,000 and/or 5 years in prison

PUBLIC RECORD: Once filed, all information including your phone number and email address as provided become public record except for the following which can only be used for voter registration purposes: your FL DL#, FL ID#, SSN, where you registered to vote, and whether you declined to register or to update your voter registration record at a voter registration agency. Your signature can be viewed but not copied. (Section 97.0585, Fla. Stat.)

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Deadline to Register: The deadline to register to vote is 29 days before any election. You can update your registration record at any time, but for a Primary Election, party changes must be completed 29 days before that election. You will be contacted if your new application is incomplete, denied or a duplicate of an existing registration. Your Voter Information Card will be mailed to you once you are registered.

Identification (ID) Requirements: New applicants must provide a current and valid Florida driver's license number (FL DL#) or Florida identification card number (FL ID#). If you do not have a FL DL# or FL ID#, then you must provide the last four digits of your Social Security number (SSN). If you do not have any of these numbers, check "None." If you leave the field and box blank, your new registration may be denied. See section 97.053(6), Fla.Stat.

Special ID requirements: If you are registering by mail, have never voted in Florida, and have never been issued one of the ID numbers above, include one of the following with your application, or at a later time before you vote: 1) A copy of an ID that shows your name and photo (acceptable IDs--U.S. Passport, debit or credit card, military ID, student ID, retirement center ID, neighborhood association ID, or public assistance ID); or 2) A copy of an ID that shows your name and current residence address (acceptable documents--utility bill, bank statement, government check, paycheck, or other government document).

The special ID is not required if you are 65 or older, have a temporary or permanent physical disability, are a member of the active uniformed services or merchant marine who is absent from the county for active duty, or a spouse or dependent thereof, or are currently living outside the U.S. but otherwise eligible to vote in Florida.

Political Party Affiliation: Florida is a closed primary election state. In primary elections, registered voters can only vote for their registered party's candidates in a partisan race on the ballot. In a primary election, all registered voters, regardless of party affiliation, can vote on any issue, nonpartisan race, and race where a candidate faces no opposition in the General Election. If you do not indicate your party affiliation, you will be registered with no party affiliation. For a list of political parties, visit the Division of Elections' website at: dos.myflorida.com/elections

Race/Ethnicity: It is optional to list your race or ethnicity.

Boxes: Please check boxes ☐ where applicable.

Numbered rows 1 through 7 and 12 must be completed for a new registration



Florida Voter Registration Application
Part 2 - Form DS-DE #39, R1S-2.040, F.A.C.) (eff. 10/2013)

This is: ☐ New Registration ☒ Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) ☒ Request to Replace Voter Information Card

1	Are you a citizen of the United States of America? ☒ Yes ☐ No				OFFICIAL USE ONLY					
2	☒ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.									
3	☒ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.									
4	Date of Birth (MM-DD-YYYY)	1	1	2	8	1	9	8	4	OVR No: 334234 FVRS No:
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number									
6	Last Name: Arguelles		First Name: Luanna		Middle Name:		Name Suffix:		If no FL DL or FL ID, then provide Last 4 digits of Social Security Number ☐ I have NONE of these numbers.	
7	Address Where You Live (legal residence-no P.O. Box) 301 SOUTHEAST 19TH STREET		Apt/Lot/Unit		City FT LAUDERDALE		County BROWARD			Zip Code 33316
8	Mailing Address (if different from above address)		Apt/Lot/Unit		City		State or Country		Zip Code	
9	Address Where You Were Last Registered to Vote		Apt/Lot/Unit		City		State		Zip Code	
10	Former Name (if name is changed)		Gender OM ☒ F		State or Country of Birth FL		Telephone No. (optional) (727) 698-8870			
11	☒ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: arguelles.elle@gmail.com									
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) ☒ Florida Democratic Party ☐ Republican Party of Florida ☐ No party affiliation ☐ Minor party (print party name):			Race/Ethnicity (Check only one) ☐ American Indian/Alaskan Native ☐ Asian/Pacific Islander ☐ Black, not of Hispanic Origin ☒ Hispanic ☐ White, not of Hispanic Origin ☐ Multi racial ☐ Other:			(Check only one if applicable) ☐ I am an active duty Uniformed Services or Merchant Marine member ☐ I am a spouse or a dependent of an active duty uniformed services or merchant marine member ☐ I am a U.S. citizen residing outside the U.S.			☐ I will need assistance with voting. ☐ I am interested in becoming a poll worker.	

12 Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.

Date: 7/30/2018

OVERSIGHT

FL-DS-19-1211-C-000022

Swain, Margaret A.

From: James Brown <reddogtogo21@hotmail.com>
Sent: Tuesday, July 24, 2018 11:26 AM
To: OVRSupport
Subject: Problems with Find My Address

<https://registertovoteflorida.gov/en/Registration/RegistrationDetails>

When I click on the blue "Enter Address Here" button

I enter my
zip 33511
street number 1743
street name kirtley dr "system will not keep street name try just kirtley as well"

is this a bug on your web page

Sent from [Mail](#) for Windows 10

Swain, Margaret A.

From: Michael Murray <hurleydude187@icloud.com>
Sent: Thursday, July 19, 2018 6:30 PM
To: OVRSupport
Subject: Question

Hi, I just printed up the form to change my party affiliation.. and I'm not sure where to mail it off to. I live in Jacksonville, Florida & I'm just not sure if I mail this to them or to the mailing address in Tallahassee? Thank you for your time.

Michael Murray

Swain, Margaret A.

From: Donna Pfeiffer <dapfeiffer@aol.com>
Sent: Saturday, July 21, 2018 6:15 PM
To: BVRSHelp
Subject: RE: ***URGENT*** the Register to vote online is not working

I just went in and tried it again. I completed everything required, hit the very last button to submit and it brought me back to square one to start all over.

This sounds like something 8 On Your Side would be interested in investigating.

Donna Pfeiffer

Sent from my Sprint Samsung Galaxy S7.

----- Original message -----

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Date: 7/20/18 8:18 AM (GMT-05:00)
To: dapfeiffer@aol.com
Subject: RE: ***URGENT*** the Register to vote online is not working

Thank you for alerting us and I apologize for the inconvenience. We received reports that some users were experiencing difficulties using the site, but the site is fully operational at this time.

Please try accessing the site directly by typing the URL, do not copy and paste the web address.



Please keep in mind that you can also register to vote or update your existing registration through the office of your local Supervisor of Elections. Click [HERE](#) to locate contact information for your County Supervisor of Elections.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

(866)308-6739 Voter Assistance Hotline

(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

Please note: Florida has a broad public records law. Written communications to or from state officials regarding state business constitute public records and are available to the public and media upon request unless the information is subject to a specific statutory exemption. Therefore, your e-mail message may be subject to public disclosure.

From: dapfeiffer@aol.com [mailto:dapfeiffer@aol.com]
Sent: Thursday, July 19, 2018 5:17 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>; Turner, Ron <rturner@sarasotavotes.com>
Subject: ***URGENT*** the Register to vote online is not working

To whom it may concern,

I am a registered voter in Nokomis Florida and a concerned citizen. After trying unsuccessfully a few times to go through your 'register to vote' website (link below) with an attempt to request a new voter registration card, I cannot help but be concerned that citizens attempting to register to vote for the first time are having the same difficulty. Each time, after going through all the questions, I received an error message on your page. This needs to be fixed immediately because it is not only stopping me from requesting a voter registration card, it likely is stopping people from registering to vote. With the deadline to register of July 31, this must be fixed now or it could be considered a means to suppress voter registration. It should not take multiple times to run through the same processes and questions to be able to register successfully, or to be completely denied or deterred from voter registration due to an inept computer system.

<https://registertovoteflorida.gov/en/Registration/Eligibility>

I would greatly appreciate a quick response and an online system that works adequately and efficiently, especially so close to the registration deadline.

Donna Pfeiffer
dapfeiffer@aol.com
941-586-2812

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Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: RLouise Villagomez <racquellvillagomez@gmail.com>
Sent: Tuesday, July 24, 2018 10:28 AM
To: BVRSHelp
Subject: Re: cannot enter address

And, nevermind.
I requested to register by mail.

Thank you.

On Tue, Jul 24, 2018 at 9:14 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having issues with OVR. Are you still having these same issues?

From: RLouise Villagomez [mailto:racquellvillagomez@gmail.com]
Sent: Tuesday, July 24, 2018 8:19 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: cannot enter address

Hello,

I am very frustrated as your site won't accept my address. Each line it gives me issues- the zip code- the street number- the street name.

I am at [200 S. Lakewood Circle](#), and it doesn't allow me to enter this although I am following instructions.

PLEASE FIX THIS.

Thank you,

Rachel Louise Villagomez

200 S Lakewood Cir

Maitland, FL 32751

R.L.Villagómez

Profesora de español

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Swain, Margaret A.

From: RLouise Villagomez <racquellvillagomez@gmail.com>
Sent: Tuesday, July 24, 2018 10:24 AM
To: BVRSHelp
Subject: Re: cannot enter address
Attachments: addy.tiff

Yes.

It will fill in the info for me, then not all me to delete it.

OR- after multiple attempts, it will let me delete and type in, but still won't accept my answers.

THIS
IS
RIDICULOUS

On Tue, Jul 24, 2018 at 9:14 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having issues with OVR. Are you still having these same issues?

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Sent: Tuesday, July 24, 2018 8:19 AM
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Thank you,

Rachel Louise Villagomez

[200 S Lakewood Cir](#)

[Maitland, FL 32751](#)

R.L.Villagómez

Profesora de español

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--

R.L.Villagómez

Profesora de español

Find My Address

You cannot copy and paste the address. It must be typed in the fields.*

Zip Code * [Look Up a ZIP Code](#)

32751

Street Number (Do not enter directional indicators such as E, SW, etc.)

200 South

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

Select City and County

Example Address: 101 East Main Street, 32303

Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main
In this example, east is a directional indicator. Do not enter a directional indicator in the street number and/or street name.

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 24, 2018 10:38 AM
To: BVRSHelp
Cc: Brown, Toshia; Madrigal, Virgie
Subject: RE: cannot enter address

They have to manually enter the address and here is how.

They can enter the zip and select can't find my address:

Zip Code * Look Up a ZIP Code

32309

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

TALLAHASSEE - LEON

Example Address: 101 East Main Street, 32303
Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main
In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Use This Address Cancel I Can't Find My Address

Then they will be taken here to manually enter and then they can proceed with OVR:

Legal Residential Address

Do not enter a P.O. Box or business address.

Enter Address Here

Street Number *	Street Number Suffix	Pre Direction	Street Name *
		Select	
Type	Post Direction	Unit Type	Unit Number
Select	Select	Select	
City Name *	Zip Code *	Zip Code+4	County
TALLAHASSEE	32309		LEON

Please work with the individuals that email BVRSHelp on the above so they can continue to process their successful OVR transaction.

Thanks,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services

R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: BVRSHelp
Sent: Tuesday, July 24, 2018 10:30 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>
Subject: FW: cannot enter address

Hi Amber,

I've had multiple emails in BVRSHelp indicating the same issue with address being rejected. Is this something IT needs to know about.

From: RLouise Villagomez [<mailto:racquellvillagomez@gmail.com>]
Sent: Tuesday, July 24, 2018 10:24 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: cannot enter address

Yes.
It will fill in the info for me, then not all me to delete it.
OR- after multiple attempts, it will let me delete and type in, but still won't accept my answers.

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RIDICULOUS

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Hi,

Sorry you're having issues with OVR. Are you still having these same issues?

From: RLouise Villagomez [<mailto:racquellvillagomez@gmail.com>]
Sent: Tuesday, July 24, 2018 8:19 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: cannot enter address

Hello,

I am very frustrated as your site won't accept my address. Each line it gives me issues- the zip code- the street number- the street name.

I am at [200 S. Lakewood Circle](#), and it doesn't allow me to enter this although I am following instructions.

PLEASE FIX THIS.

Thank you,

Rachel Louise Villagomez

[200 S Lakewood Cir](#)

[Maitland, FL 32751](#)

R.L.Villagómez

Profesora de español

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--

R.L.Villagómez

Profesora de español

Swain, Margaret A.

From: Pat Scanlon <patscanlon1@gmail.com>
Sent: Tuesday, July 24, 2018 11:36 AM
To: BVRSHelp
Subject: Re: Can't Find Address Not working

I've tried both Edge and IE

On Tue, Jul 24, 2018 at 11:20 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

May I ask what Browser are you using?

From: Pat Scanlon [mailto:patscanlon1@gmail.com]
Sent: Tuesday, July 24, 2018 11:17 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Can't Find Address Not working

It does not take me to the Legal Resident Address. "Long running script" renders the site unresponsive.

On Tue, Jul 24, 2018 at 11:09 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having these issues. I have checked with our IT dept. on this issue and was giving instructions to try and help you complete your address information.

If your address is not coming up in the drop down, you will have to manually enter the address in the lines provided.

enter the zip and select can't find my address:

Zip Code * [Look Up a ZIP Code](#)

32309

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

TALLAHASSEE - LEON

Example Address: 101 East Main Street, 32303

Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main

In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Use This Address

Cancel

I Can't Find My Address

Next you will be taken here to manually enter and then you can proceed with OVR:

Legal Residential Address

Do not enter a P.O. Box or business address.

[Enter Address Here](#)

Street Number *

Street Number Suffix

Pre Direction

Select

Street Name *

Type

Select

Post Direction

Select

Unit Type

Select

Unit Number

City Name *

TALLAHASSEE

Zip Code *

32309

Zip Code+4

County

LEON

From: Pat Scanlon [mailto:patscanlon1@gmail.com]

Sent: Tuesday, July 24, 2018 11:08 AM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Can't Find Address Not working

Please tell me how to resolve the address fields. The system does not recognize my address and 'I can't find my address' does not respond.

--

Pat Scanlon

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--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

Swain, Margaret A.

From: Pat Scanlon <patscanlon1@gmail.com>
Sent: Tuesday, July 24, 2018 11:17 AM
To: BVRSHelp
Subject: Re: Can't Find Address Not working

It does not take me to the Legal Resident Address. "Long running script' renders the site unresponsive.

On Tue, Jul 24, 2018 at 11:09 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having these issues. I have checked with our IT dept. on this issue and was giving instructions to try and help you complete your address information.

If your address is not coming up in the drop down, you will have to manually enter the address in the lines provided.

enter the zip and select can't find my address:

Zip Code * Look Up a ZIP Code

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

TALLAHASSEE - LEON ☒

Example Address: 101 East Main Street, 32303
Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main
In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Next you will be taken here to manually enter and then you can proceed with OVR:

Legal Residential Address

Do not enter a P.O. Box or business address.

 Enter Address Here

Street Number *	Street Number Suffix	Pre Direction	Street Name *
		Select 	
Type	Post Direction	Unit Type	Unit Number
Select 	Select 	Select 	
City Name *	Zip Code *	Zip Code+4	County
TALLAHASSEE	32309		LEON 

From: Pat Scanlon [mailto:patscanlon1@gmail.com]
Sent: Tuesday, July 24, 2018 11:08 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Can't Find Address Not working

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--

Pat Scanlon

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--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

Swain, Margaret A.

From: Pat Scanlon <patscanlon1@gmail.com>
Sent: Tuesday, July 24, 2018 11:49 AM
To: BVRSHelp
Subject: Re: Can't Find Address Not working

Thank you. Just used Chrome and it worked. I appreciate your help today.

On Tue, Jul 24, 2018 at 11:41 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

It is recommended that you use the most recent version of Mozilla Firefox, Google Chrome, Apple Safari, Microsoft Internet Explorer or Microsoft Edge.

The Florida OVR application works best when using Microsoft Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, or the latest version of Google Chrome or Mozilla Firefox. If you are using an older version of any of these browsers, you may need to upgrade to the latest version. To upgrade your browser, go to <https://browsehappy.com/>

The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Elections.

From: Pat Scanlon [mailto:patscanlon1@gmail.com]
Sent: Tuesday, July 24, 2018 11:36 AM

To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Can't Find Address Not working

I've tried both Edge and IE

On Tue, Jul 24, 2018 at 11:20 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

May I ask what Browser are you using?

From: Pat Scanlon [mailto:patscanlon1@gmail.com]
Sent: Tuesday, July 24, 2018 11:17 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Can't Find Address Not working

It does not take me to the Legal Resident Address. "Long running script" renders the site unresponsive.

On Tue, Jul 24, 2018 at 11:09 AM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having these issues. I have checked with our IT dept. on this issue and was giving instructions to try and help you complete your address information.

If your address is not coming up in the drop down, you will have to manually enter the address in the lines provided.

enter the zip and select can't find my address:

Zip Code * [Look Up a ZIP Code](#)

32309

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

TALLAHASSEE - LEON

Example Address: 101 East Main Street, 32303

Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main

In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Use This Address

Cancel

I Can't Find My Address

Next you will be taken here to manually enter and then you can proceed with OVR:

Legal Residential Address

Do not enter a P.O. Box or business address.

[Enter Address Here](#)

Street Number *

Street Number Suffix

Pre Direction

Street Name *

Type

Post Direction

Unit Type

Unit Number

City Name *

Zip Code *

Zip Code+4

County

From: Pat Scanlon [mailto:patscanlon1@gmail.com]
Sent: Tuesday, July 24, 2018 11:08 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Can't Find Address Not working

Please tell me how to resolve the address fields. The system does not recognize my address and 'I can't find my address' does not respond.

--

Pat Scanlon

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Please take our [Customer Satisfaction Survey](#).

--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

--

Pat Scanlon
772-913-5697
patscanlon1@gmail.com

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 10:23 AM
To: Lenhart, Kaiti; BVRSHelp
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie; Talabi, Steve
Subject: RE: Error message

Thank you for your suggestions.

Whether the information matched or not OVR should have continued electronically or prompted for the paper application option.

Our IT Department is trying to isolate why this error page is coming up. We are looking for details such as the data the user has input, on what page (prior to the error), browser type being used, etc. Any further information you can provide would be helpful.

Thank you again,

JC

From: Kaiti Lenhart [mailto:klenhart@flaglerelections.com]
Sent: Wednesday, July 18, 2018 10:04 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

JC:

It was my own registration when I did the test, no further investigation is required. I was able to move past the error after entering all of my information.

To better assist the public, I believe it would be helpful to place the red asterisk next to all required fields on this section of the form (below). It's probably safe to assume that most citizens who will be using this system have more than one name.

Also, a more descriptive error message would help state and county staff who are assisting the public through OVR.

If you have a Florida DL or Florida ID card, enter name and date of birth exactly as it appears on your most currently issued DL or ID card in the Last Name field.

Last Name (LN): *

First Name (FN):

Middle Name (MN):

Suffix:

Date of Birth (DOB) (MM/DD/YYYY): *



Thanks for your time and consideration.

Sincerely,

Kaiti Lenhart, *MFCEP*
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
Online: <http://www.flaglerelections.com>

For what avail the plough or sail, or land or life, if freedom fail? ~Ralph Waldo Emerson

Florida has a very broad public records law. Written communications to or from county officials constitute public records and are available to the public and media upon request, unless the information is subject to a specific statutory exemption. Therefore, this email and any that you sent that generated this response may be subject to public disclosure.



Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Sent: Wednesday, July 18, 2018 9:46 AM

To: Lenhart, Kaiti <klenhart@flaglerelections.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber

<Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve

<Steve.Talabi@dos.myflorida.com>

Subject: RE: Error message

Ms. Lenhart,

Thank you for providing this feedback. The name entered must exactly match the information as it appears on the driver license for the HSMV verification to happen and continue with the electronic registration/update. If the information does not match you will be prompted to continue and print a paper application.

Can you provide the name and DOB of the individual you were assisting as well as the page that you/they were on when the error occurred. This will be helpful in researching this error further.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided.

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From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]

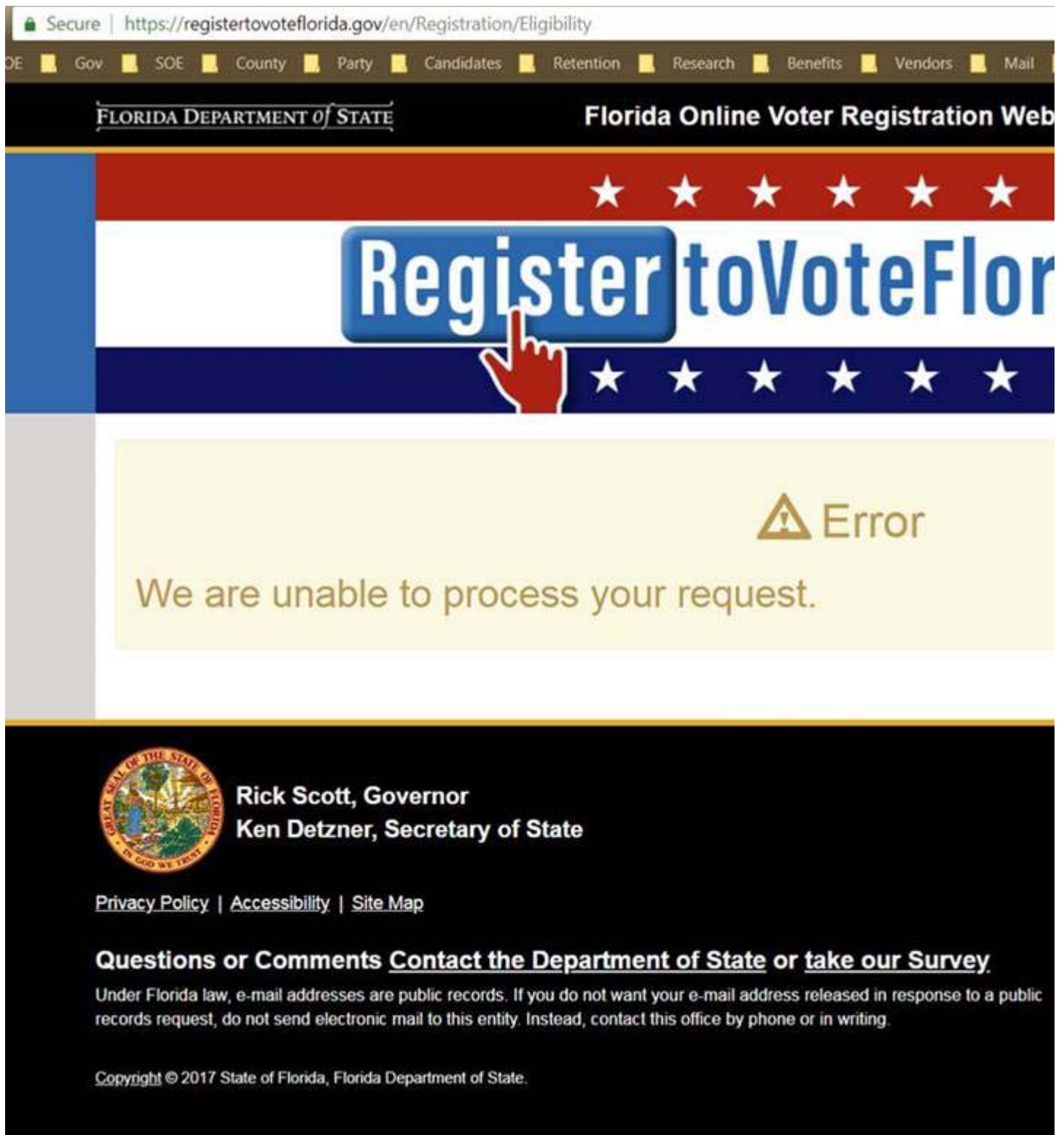
Sent: Wednesday, July 18, 2018 8:43 AM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



Sincerely,

Kaiti Lenhart, *MFCEP*
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
Online: <http://www.flaglerelections.com>

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Please consider the environment before printing this email.

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Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Kaiti Lenhart <klenhart@flaglerelections.com>
Sent: Wednesday, July 18, 2018 10:04 AM
To: BVRSHelp
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie; Talabi, Steve
Subject: RE: Error message

JC:

It was my own registration when I did the test, no further investigation is required. I was able to move past the error after entering all of my information.

To better assist the public, I believe it would be helpful to place the red asterisk next to all required fields on this section of the form (below). It's probably safe to assume that most citizens who will be using this system have more than one name.

Also, a more descriptive error message would help state and county staff who are assisting the public through OVR.

If you have a Florida DL or Florida ID card, enter name and date of birth exactly as it appears on your most currently issued DL or ID card. Last Name field.

Last Name (LN): *

First Name (FN):

Middle Name (MN):

Suffix:

Date of Birth (DOB) (MM/DD/YYYY): *



Thanks for your time and consideration.

Sincerely,

Kaiti Lenhart, MFCEP

SUPERVISOR OF ELECTIONS

FSASE Board of Directors, District 5

Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
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Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Sent: Wednesday, July 18, 2018 9:46 AM

To: Lenhart, Kaiti <klenhart@flaglerelections.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber

<Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve

<Steve.Talabi@dos.myflorida.com>

Subject: RE: Error message

Ms. Lenhart,

Thank you for providing this feedback. The name entered must exactly match the information as it appears on the driver license for the HSMV verification to happen and continue with the electronic registration/update. If the information does not match you will be prompted to continue and print a paper application.

Can you provide the name and DOB of the individual you were assisting as well as the page that you/they were on when the error occurred. This will be helpful in researching this error further.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

(866)308-6739 Voter Assistance Hotline

(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

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From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]

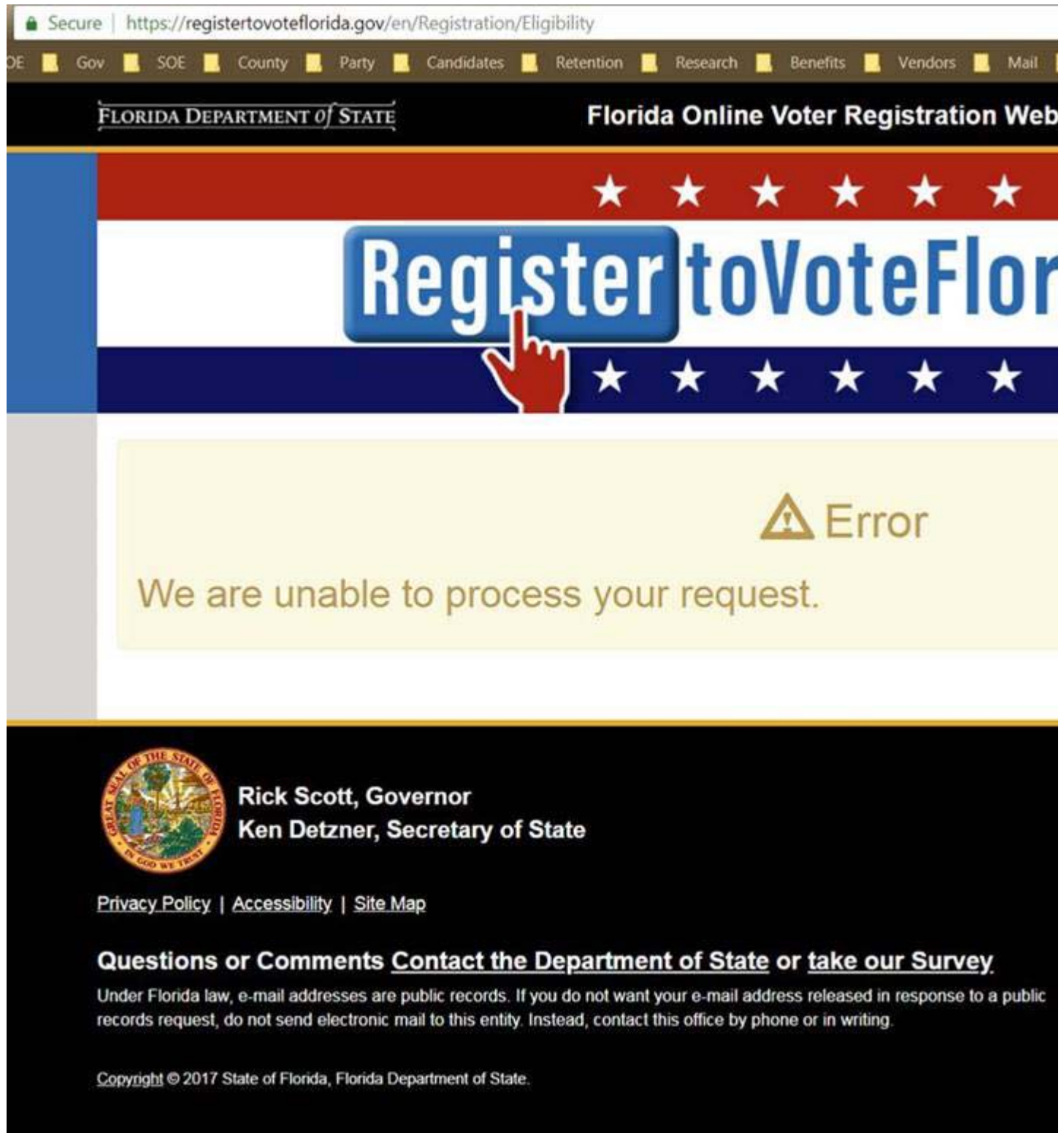
Sent: Wednesday, July 18, 2018 8:43 AM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



The screenshot shows the Florida Online Voter Registration Web page. The browser address bar displays "Secure | https://registertovoteflorida.gov/en/Registration/Eligibility". The page header includes navigation links: "GOV", "SOE", "County", "Party", "Candidates", "Retention", "Research", "Benefits", "Vendors", and "Mail". The Florida Department of State logo is on the left, and the text "Florida Online Voter Registration Web" is on the right. The main heading is "Register to Vote Florida" with a red hand icon pointing to the "Register" button. Below this, a yellow error box contains the text: "Error We are unable to process your request." The footer features the Great Seal of the State of Florida, the names "Rick Scott, Governor" and "Ken Detzner, Secretary of State", and links for "Privacy Policy", "Accessibility", and "Site Map". It also includes a section for "Questions or Comments" with a link to "Contact the Department of State or take our Survey" and a disclaimer about public records. The copyright notice at the bottom reads "Copyright © 2017 State of Florida, Florida Department of State."

Sincerely,

Kaiti Lenhart, MFCEP
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
Online: <http://www.flaglerelections.com>

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Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 9:34 AM
To: Fishbough, John C.; Madrigal, Virgie; Talabi, Steve
Cc: Brown, Toshia; BVRSHelp
Subject: RE: Error message

Hi JC,

Yes, I was curious if you had responded to her with what was required in order to submit an application online since the information has to be entered exactly as it is on the DL/ID card to be verified and continue with the online process. Of if it is not verified through HSMV then the individual would continue through OVR but have to do the paper print option.

Thanks,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Fishbough, John C.
Sent: Wednesday, July 18, 2018 9:30 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: RE: Error message

Ok, thank you Amber. I thought you were asking if I responded with the information prior to your question. I'll send her a reply.

Thank you,

JC

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 9:25 AM
To: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Error message

Yes, that is correct. It would continue with the paper application that's why I stated, "To just do a paper application then no you would not have to include middle etc."

That's why we need further information from her so Steve can research exactly what step caused that error message.

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
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850.245.6224

From: Fishbough, John C.
Sent: Wednesday, July 18, 2018 9:22 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Error message

I will respond with that information. However, I thought if the voter information entered did not match DAVID it would continue and print a paper application, not show the error page below.

Thank you,

JC

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 9:19 AM
To: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Error message

Thank you JC!

Can you respond and let her know what is needed to the HSMV verification to work properly?

Also – can you find out exactly what she was doing to receive the error screenshot she provided below? That should include the name/dob of the individual she was trying to assist with so Steve can do further research.

Thank you,

Amber Marconnet

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From: Fishbough, John C.
Sent: Wednesday, July 18, 2018 9:15 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>

Subject: RE: Error message

Amber,

I have not responded to her email.

Thank you,

JC

From: Marconnet, Amber

Sent: Wednesday, July 18, 2018 9:11 AM

To: Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>

Cc: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>

Subject: RE: Error message

The issue with Kaiti's statement below is the first name and middle name is required to do the HSMV verification if the first and last name is on the DL.

JC – did you respond to her with that info?

The information has to be entered exactly as it is on the DL/ID card to be verified and continue with the online process.

To just do a paper application then no you would not have to include middle etc.

Thanks,

Amber Marconnet

Sr. Management Analyst Supervisor

Division of Elections, Bureau of Voter Registration Services

R.A. Gray Building, Room 316

500 S. Bronough Street

Tallahassee, Florida 32399

850.245.6224

From: Madrigal, Virgie

Sent: Wednesday, July 18, 2018 9:07 AM

To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>

Cc: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>

Subject: Fwd: Error message

Steve:

Please see below.

Sent from iPhone

From: BVRSHelp <bvrshelp@dos.myflorida.com>

Sent: Wednesday, July 18, 2018 8:47 AM

To: Madrigal, Virgie
Subject: FW: Error message

Please see below from Flagler SOE.

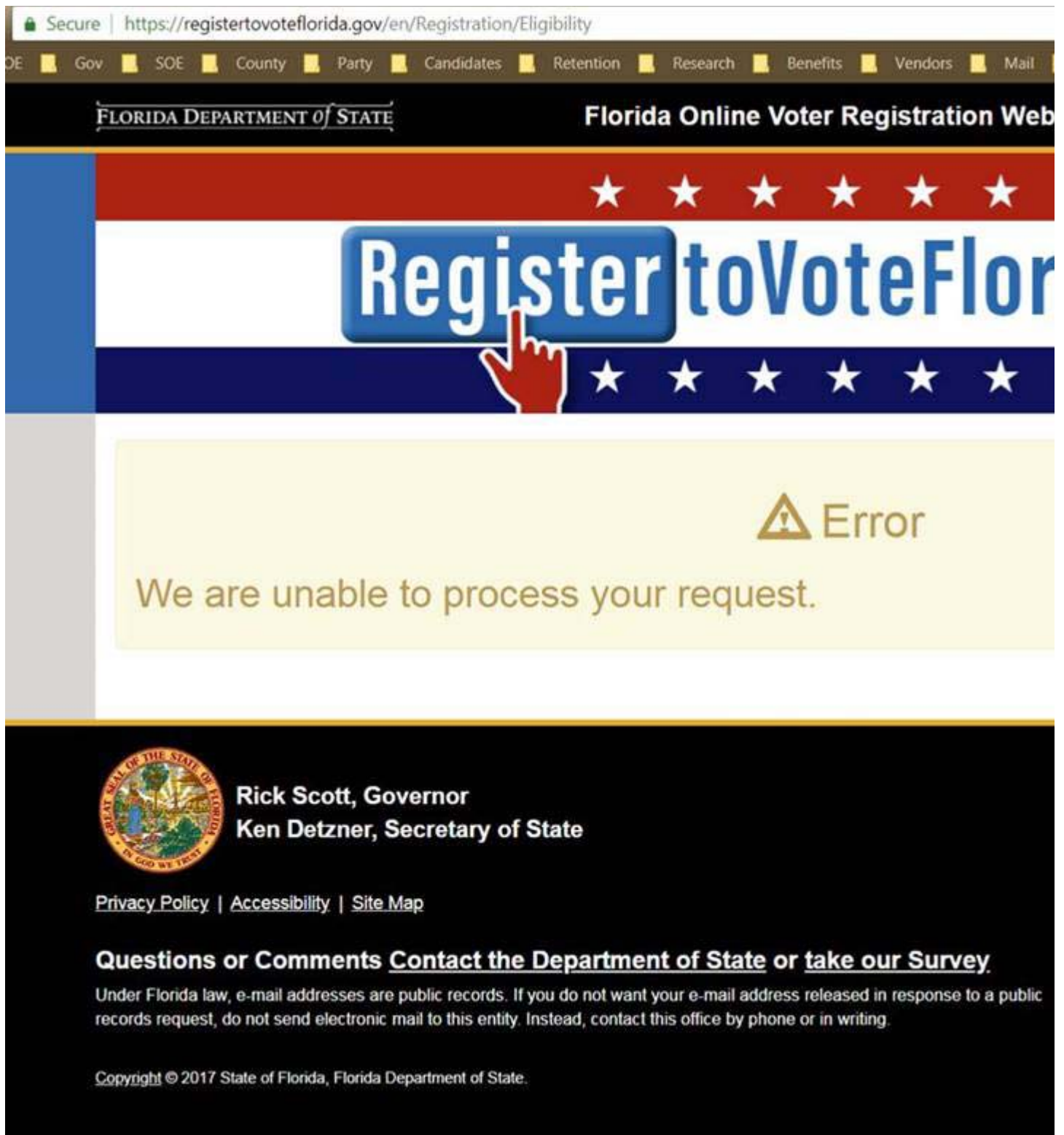
Thank you,

JC

From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]
Sent: Wednesday, July 18, 2018 8:43 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



Sincerely,

Kaiti Lenhart, *MFCEP*
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5



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Swain, Margaret A.

From: Fishbough, John C.
Sent: Wednesday, July 18, 2018 9:30 AM
To: Marconnet, Amber; Madrigal, Virgie; Talabi, Steve
Cc: Brown, Toshia; BVRSHelp
Subject: RE: Error message

Ok, thank you Amber. I thought you were asking if I responded with the information prior to your question. I'll send her a reply.

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Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
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Thank you JC!

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Also – can you find out exactly what she was doing to receive the error screenshot she provided below? That should include the name/dob of the individual she was trying to assist with so Steve can do further research.

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Cc: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Error message

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Thanks,

Amber Marconnet

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From: Madrigal, Virgie
Sent: Wednesday, July 18, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: Fwd: Error message

Steve:

Please see below.

Sent from iPhone

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Sent: Wednesday, July 18, 2018 8:47 AM
To: Madrigal, Virgie
Subject: FW: Error message

Please see below from Flagler SOE.

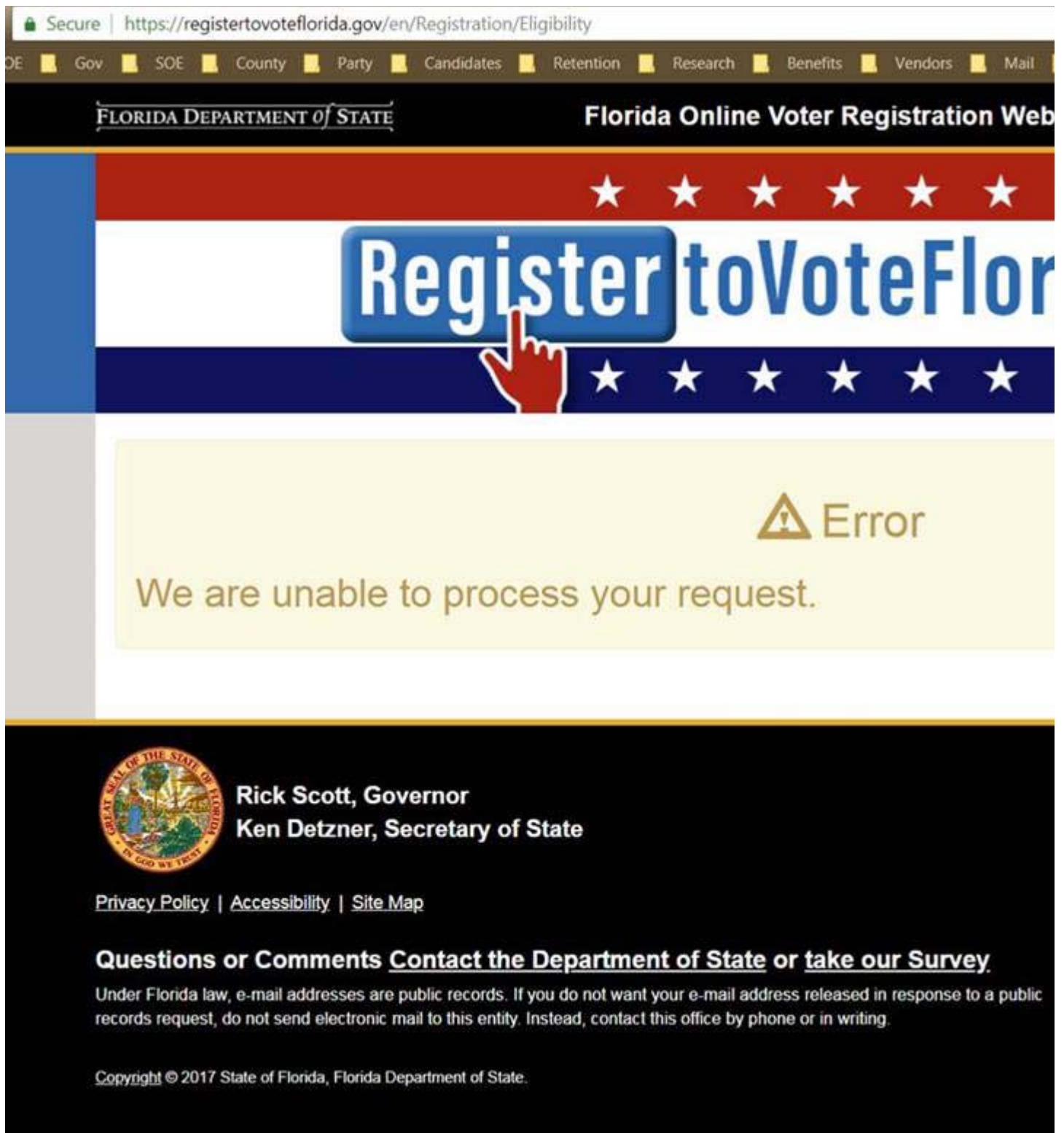
Thank you,

JC

From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]
Sent: Wednesday, July 18, 2018 8:43 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



Sincerely,

Kaiti Lenhart, MFCEP

SUPERVISOR OF ELECTIONS

FSASE Board of Directors, District 5



Flagler County Elections Office

1769 E. Moody Boulevard, Building 2, Suite 101
PO Box 901 • Bunnell, FL 32110
Phone: (386) 313-4170 • Fax: (386) 313-4171
Online: <http://www.flaglerelections.com>

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Swain, Margaret A.

From: Kaiti Lenhart <klenhart@flaglerelections.com>
Sent: Wednesday, July 18, 2018 1:05 PM
To: BVRSHelp
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie; Talabi, Steve
Subject: RE: Error message

We have received several calls this morning from voters who are trying to change their voter information using OVR and they are receiving the same non-descript error message. I am unable to troubleshoot this issue with them over the phone and I'm giving them your help line # or directing them to use a paper application.

Sincerely,

Kaiti Lenhart, *MFCEP*
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

Flagler County Elections Office

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Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Sent: Wednesday, July 18, 2018 10:23 AM

To: Lenhart, Kaiti <klenhart@flaglerelections.com>; BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>

Subject: RE: Error message

Thank you for your suggestions.

Whether the information matched or not OVR should have continued electronically or prompted for the paper application option.

Our IT Department is trying to isolate why this error page is coming up. We are looking for details such as the data the user has input, on what page (prior to the error), browser type being used, etc. Any further information you can provide would be helpful.

Thank you again,

JC

From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]
Sent: Wednesday, July 18, 2018 10:04 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

JC:

It was my own registration when I did the test, no further investigation is required. I was able to move past the error after entering all of my information.

To better assist the public, I believe it would be helpful to place the red asterisk next to all required fields on this section of the form (below). It's probably safe to assume that most citizens who will be using this system have more than one name.

Also, a more descriptive error message would help state and county staff who are assisting the public through OVR.

If you have a Florida DL or Florida ID card, enter name and date of birth exactly as it appears on your most currently issued DL or ID card. Last Name field.

Last Name (LN): *	
First Name (FN):	
Middle Name (MN):	
Suffix:	Select
Date of Birth (DOB) (MM/DD/YYYY): *	

Thanks for your time and consideration.

Sincerely,

Kaiti Lenhart, *MFCEP*
SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

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Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Sent: Wednesday, July 18, 2018 9:46 AM

To: Lenhart, Kaiti <klenhart@flaglerelections.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber

<Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve

<Steve.Talabi@dos.myflorida.com>

Subject: RE: Error message

Ms. Lenhart,

Thank you for providing this feedback. The name entered must exactly match the information as it appears on the driver license for the HSMV verification to happen and continue with the electronic registration/update. If the information does not match you will be prompted to continue and print a paper application.

Can you provide the name and DOB of the individual you were assisting as well as the page that you/they were on when the error occurred. This will be helpful in researching this error further.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

(866)308-6739 Voter Assistance Hotline

(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

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From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]

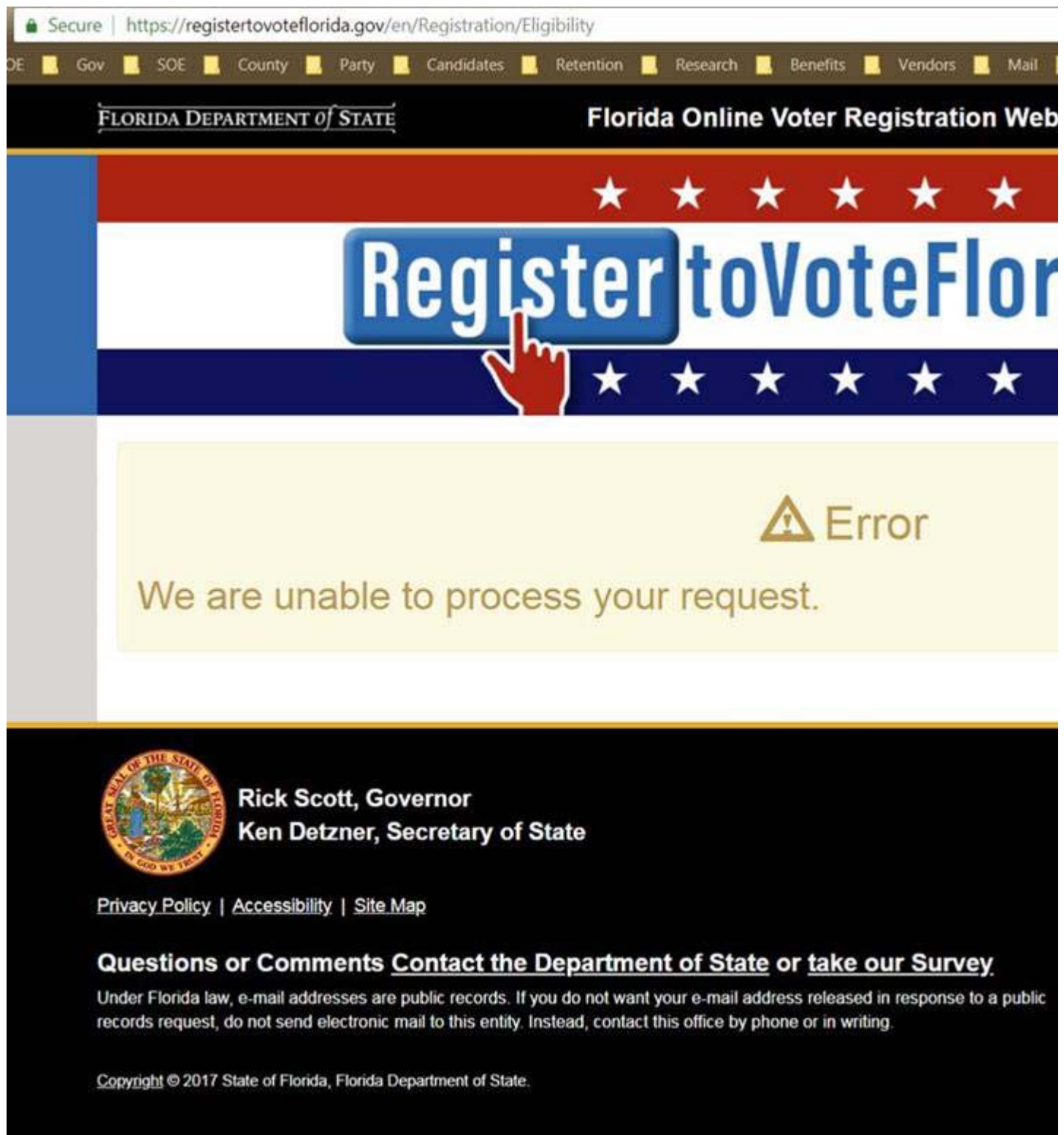
Sent: Wednesday, July 18, 2018 8:43 AM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Error message

Support team:

I was troubleshooting an address issue for a voter here in Flagler County and it took me several attempts to successfully move through the process of OVR. I've used OVR many times before and did not have this issue. Unfortunately, the error message is not descriptive. I happened several times until I put in my entire first name and middle name. Those fields are not required. I've included a snippet below:



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Swain, Margaret A.

From: Debbie Karasek <dkarasek@nextscience.com>
Sent: Monday, July 30, 2018 1:53 PM
To: BVRSHelp
Subject: RE: I have a voter registration card for Florida - and I vote every election... do I need to register if I have no changes to make?

Hi – thank you so much for the info – and the super quick response!
deb



Debbie Karasek Accounting & HR Senior Manager
office 855.564.2762 | mobile 843-810-6644 | NextScience.com
10550 Deerwood Park Blvd, Ste 300 Jacksonville FL 32256

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Monday, July 30, 2018 1:52 PM
To: Debbie Karasek <dkarasek@nextscience.com>
Subject: RE: I have a voter registration card for Florida - and I vote every election... do I need to register if I have no changes to make?

Thank you for contacting the [Florida Division of Elections](#). No, you do not need to register if you are already registered. You may check your voter status, find your polling place, and get information on a vote-by-mail ballot request using the [Voter Information Lookup](#).

Please let me know if I can be of further assistance.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
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From: Debbie Karasek [<mailto:dkarasek@nextscience.com>]
Sent: Monday, July 30, 2018 1:39 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: I have a voter registration card for Florida - and I vote every election... do I need to register if I have no changes to make?



Debbie Karasek Accounting & HR Senior Manager
office 855.564.2762 | mobile 843-810-6644 | NextScience.com
10550 Deerwood Park Blvd, Ste 300 Jacksonville FL 32256

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Aileen Ortega <whovian311@gmail.com>
Sent: Monday, July 30, 2018 5:18 PM
To: BVRSHelp
Subject: Re: Not able to register

Thank you for replying to fast! It has been so frustrating trying to register online. First it was the DL number. Who had the bright idea to mix O's and 0's? Jeebus Chryst. But it worked. Then it did the same with my address but I made it work somehow. Then when I finally wrote my DL number and address it said that it couldn't verify it and told me to print and mail it. I quit. I tried, I really tried. But this isn't user friendly.

On Mon, Jul 30, 2018, 4:58 PM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). The first character in the driver license number is a letter. I have found that it can be confused with a zero. Hopefully that is the issue you are having. If not, please call the Voter Assistance Hotline 1-866-308-6739 and a representative will assist you with the application process.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

(866)308-6739 Voter Assistance Hotline

(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided.

Please note: Florida has a broad public records law. Written communications to or from state officials regarding state business constitute public records and are available to the public and media upon request unless the information is subject to a specific statutory exemption. Therefore, your e-mail message may be subject to public disclosure.

From: Aileen Ortega [mailto:whovian311@gmail.com]
Sent: Monday, July 30, 2018 4:55 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Not able to register

Hello

I have been trying for a while to register online to vote but I haven't been able to because it won't let me fill in my driver license number. I tried to register on my phone, my daughter's phone and my laptop and all three had the same problem. I could write my birth date and all the other information but it would not take my DL number.

I tried to register saying that I don't have a DL but then it wouldn't let me write my home address, no matter what I did.

Please advice!

Thank you,

Aileen Ortega

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 12:23 PM
To: 'wfusco@votesjc.com'
Cc: Brown, Toshia; BVRSHelp; Madrigal, Virgie
Subject: RE: OVR Issue

Wayne,

What are the names of the husband and wife?

Thank you,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: BVRSHelp
Sent: Wednesday, July 25, 2018 12:21 PM
To: Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Issue

Please see below from STJ.

Thank you,

JC

From: Wayne Fusco [<mailto:wfusco@votesjc.com>]
Sent: Wednesday, July 25, 2018 11:41 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Cc: Wilcox, Wesley <wwilcox@votemarion.com>
Subject: OVR Issue

Good Morning,

Not sure if this something that I need to report but it was brought to my attention this morning so I figured I would pass it along..

We had a husband and wife use OVR this morning back to back and her registration update did not show up in our suspense Queue.

The OVR reference number is 246739

Wayne E. Fusco - MFCEP

Assistant Supervisor of Elections
St. Johns County Supervisor of Elections
4455 Avenue A – Suite #101
St. Augustine, FL 32095
Office 904-823-2238
Fax 904-823-2249
Member Florida Local Government Information Systems Association (FLGISA)

Did you know that Online Voter Registration (OVR) is now available in Florida?

You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: <https://registertovoteflorida.gov>

*** Under Florida Law, FS 119, email addresses are public record. If you do not want your email address released in response to a public records request, do not send emails to this entity. Instead, please contact this office by phone or in writing.

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 4:54 PM
To: Maynor, Walter S. "Scott"; Durden, Garry N.; Hendershot, Jerry L.
Cc: OVRSupport; Brown, Toshia; Madrigal, Virgie; Marconnet, Amber
Subject: RE: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: FW: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18

I had already opened it. It is a PDF file of a Florida Voter Registration Application. I forwarded it to the Broward County Supervisor of Elections. Attached email is my response.

Thank you,

JC

-----Original Message-----

From: Maynor, Walter S. "Scott"
Sent: Monday, July 30, 2018 4:17 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Cc: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: FW: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Importance: High

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

Scott Maynor, PMP®, FCCM
Deputy Chief Information Officer - Administrative Services Florida Department of State R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6135
Email: scott.maynor@dos.myflorida.com

-----Original Message-----

From: Elle A <arguelles.elle@gmail.com>
Sent: Monday, July 30, 2018 4:13 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

The Department of State is committed to excellence.

Please take our Customer Satisfaction

Survey<<http://survey.dos.state.fl.us/index.aspx?email=Scott.Maynor@dos.myflorida.com>>.

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 4:49 PM
To: Elections@browardsoe.org
Cc: arguelles.elle@gmail.com
Subject: FW: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: SIGNED -Voter Registration.pdf

Supervisor of Elections,

Forwarded for your information and appropriate action. Please see attached PDF file from a voter trying to update their address and party affiliation.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
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Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Importance: High



Florida Voter Registration Application
Part 1 – Instructions (DS-DE 39, R1S-2.040, F.A.C.)(eff. 10/2013)

Información en español: Sirvase llamar a la oficina del supervisor de elecciones de su condado si le interesa obtener este formulario en español.

To Register in Florida, you must be:

- a U.S. citizen,
- a Florida resident,
- at least 18 years old (you may pre-register at 16 or 17, but cannot vote until you are 18).

If you have been convicted of a felony, or if a court has found you to be mentally incapacitated as to your right to vote, you cannot register until your right to vote is restored.

If you do not meet any ONE of these requirements, you are not eligible to register

Questions?

Contact the Supervisor of Elections in your county:
dos.myflorida.com/elections/contacts/supervisor-of-elections/
 Visit the Florida Division of Elections' website at:
dos.myflorida.com/elections/

CRIMINAL OFFENSE: It is a 3rd degree felony to submit false information. Maximum penalties are \$5,000 and/or 5 years in prison

PUBLIC RECORD: Once filed, all information including your phone number and email address as provided become public record except for the following which can only be used for voter registration purposes: your FL DL#, FL ID#, SSN, where you registered to vote, and whether you declined to register or to update your voter registration record at a voter registration agency. Your signature can be viewed but not copied. (Section 97.0585, Fla. Stat.)

Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. Mailing addresses are on page 2 of this form.

Deadline to Register: The deadline to register to vote is 29 days before any election. You can update your registration record at any time, but for a Primary Election, party changes must be completed 29 days before that election. You will be contacted if your new application is incomplete, denied or a duplicate of an existing registration. Your Voter Information Card will be mailed to you once you are registered.

Identification (ID) Requirements: New applicants must provide a current and valid Florida driver's license number (FL DL#) or Florida identification card number (FL ID#). If you do not have a FL DL# or FL ID#, then you must provide the last four digits of your Social Security number (SSN). If you do not have any of these numbers, check "None." If you leave the field and box blank, your new registration may be denied. See section 97.053(6), Fla. Stat.

Special ID requirements: If you are registering by mail, have never voted in Florida, and have never been issued one of the ID numbers above, include one of the following with your application, or at a later time before you vote: 1) A copy of an ID that shows your name and photo (acceptable IDs—U.S. Passport, debit or credit card, military ID, student ID, retirement center ID, neighborhood association ID, or public assistance ID); or 2) A copy of an ID that shows your name and current residence address (acceptable documents—utility bill, bank statement, government check, paycheck, or other government document).

The special ID is not required if you are 65 or older, have a temporary or permanent physical disability, are a member of the active uniformed services or merchant marine who is absent from the county for active duty, or a spouse or dependent thereof, or are currently living outside the U.S. but otherwise eligible to vote in Florida.

Political Party Affiliation: Florida is a closed primary election state. In primary elections, registered voters can only vote for their registered party's candidates in a partisan race on the ballot. In a primary election, all registered voters, regardless of party affiliation, can vote on any issue, nonpartisan race, and race where a candidate faces no opposition in the General Election. If you do not indicate your party affiliation, you will be registered with no party affiliation. For a list of political parties, visit the Division of Elections' website at: dos.myflorida.com/elections

Race/Ethnicity: It is optional to list your race or ethnicity.

Boxes: Please check boxes ☐ where applicable.

Numbered rows 1 through 7 and 12 must be completed for a new registration



Florida Voter Registration Application
Part 2 – Form DS-DE #39, R1S-2.040, F.A.C.)(eff. 10/2013)

This is: ☐ New Registration ☒ Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) ☒ Request to Replace Voter Information Card

1	Are you a citizen of the United States of America? ☒ Yes ☐ No				OFFICIAL USE ONLY								
2	☒ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.												
3	☒ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.												
4	Date of Birth (MM-DD-YYYY)	1	1	-	2	8	-	1	9	8	4	OVR No: 334234 FVRS No:	
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number								If no FL DL or FL ID, then provide	Last 4 digits of Social Security Number	☐ I have NONE of these numbers.		
6	Last Name : Arguelles			First Name : Luanna			Middle Name :			Name Suffix :			
7	Address Where You Live (legal residence-no P.O. Box) 301 SOUTHEAST 19TH STREET				Apt/Lot/Unit		City FT LAUDERDALE		County BROWARD		Zip Code 33316		
8	Mailing Address (if different from above address)				Apt/Lot/Unit		City		State or Country		Zip Code		
9	Address Where You Were Last Registered to Vote				Apt/Lot/Unit		City		State		Zip Code		
10	Former Name (if name is changed)				Gender OM ☒ MF		State or Country of Birth FL			Telephone No. (optional) (727) 698-8870			
11	☒ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: arguelles.elle@gmail.com												
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) ☒ Florida Democratic Party ☐ Republican Party of Florida ☐ No party affiliation ☐ Minor party (print party name):				Race/Ethnicity (Check only one) ☐ American Indian/Alaskan Native ☐ Asian/Pacific Islander ☐ Black, not of Hispanic Origin ☒ Hispanic ☐ White, not of Hispanic Origin ☐ Multi-racial ☐ Other :				(Check only one if applicable) ☐ I am an active duty Uniformed Services or Merchant Marine member ☐ I am a spouse or a dependent of an active duty uniformed services or merchant marine member ☐ I am a U.S. citizen residing outside the U.S.				☐ I will need assistance with voting. ☐ I am interested in becoming a poll worker.	
12	Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.										Date: 7/30/2018		

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 4:54 PM
To: Maynor, Walter S. "Scott"; Durden, Garry N.; Hendershot, Jerry L.
Cc: OVRSupport; Brown, Toshia; Madrigal, Virgie; Marconnet, Amber
Subject: RE: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
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Thank you,

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Scott Maynor, PMP®, FCCM
Deputy Chief Information Officer - Administrative Services Florida Department of State R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6135
Email: scott.maynor@dos.myflorida.com

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EMAIL RECEIVED FROM EXTERNAL SOURCE

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Please take our Customer Satisfaction

Survey<<http://survey.dos.state.fl.us/index.aspx?email=Scott.Maynor@dos.myflorida.com>>.

Swain, Margaret A.

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Sent: Monday, July 30, 2018 4:49 PM
To: Elections@browardsoe.org
Cc: arguelles.elle@gmail.com
Subject: FW: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
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From: Elle A [mailto:arguelles.elle@gmail.com]
Sent: Monday, July 30, 2018 4:13 PM
To: [REDACTED] <[REDACTED]@dos.myflorida.com>
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5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number												
6	Last Name : Arguelles			First Name : Luanna			Middle Name :			Name Suffix :		If no FL DL or FL ID, then provide Last 4 digits of Social Security Number ☐ I have NONE of these numbers.	
7	Address Where You Live (legal residence-no P.O. Box) 301 SOUTHEAST 19TH STREET			Apt/Lot/Unit		City FT LAUDERDALE		County BROWARD		Zip Code 33316			
8	Mailing Address (if different from above address)			Apt/Lot/Unit		City		State or Country		Zip Code			
9	Address Where You Were Last Registered to Vote			Apt/Lot/Unit		City		State		Zip Code			
10	Former Name (if name is changed)			Gender OM ☒ MF		State or Country of Birth FL			Telephone No. (optional) (727) 698-8870				
11	☒ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: arguelles.elle@gmail.com												
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) ☒ Florida Democratic Party ☐ Republican Party of Florida ☐ No party affiliation ☐ Minor party (print party name):				Race/Ethnicity (Check only one) ☐ American Indian/Alaskan Native ☐ Asian/Pacific Islander ☐ Black, not of Hispanic Origin ☒ Hispanic ☐ White, not of Hispanic Origin ☐ Multi-racial ☐ Other : _____				(Check only one if applicable) ☐ I am an active duty Uniformed Services or Merchant Marine member ☐ I am a spouse or a dependent of an active duty uniformed services or merchant marine member ☐ I am a U.S. citizen residing outside the U.S.				☐ I will need assistance with voting. ☐ I am interested in becoming a poll worker.	
12	Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.										Date: 7/30/2018		

Swain, Margaret A.

From: Lacativa Dierdre <dlacativa@yahoo.com>
Sent: Thursday, July 19, 2018 11:00 AM
To: BVRSHelp
Subject: Re: RE: Address for Mailing Florida Voter Registration Application

Thank you for the quick response!

On Thursday, July 19, 2018, 8:42:00 AM EDT, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). We apologize for the inconvenience you may have experienced using [RegisterToVoteFlorida.gov](#).

Click [HERE](#) to locate the mailing address for your County Supervisor of Elections.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

(866)308-6739 Voter Assistance Hotline

(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

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From: Lacativa Dierdre [mailto:dlacativa@yahoo.com]
Sent: Thursday, July 19, 2018 6:54 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Address for Mailing Florida Voter Registration Application

Hi,

On page 1 of the Florida Voter Registration Application, it states in the last sentence that "mailing addresses are on page 2". However, when I printed there was no page #2. Please advise. Thank you.

Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. **Mailing addresses are on page 2 of this form.**

Regards,

Dierdre Lacativa

dlacativa@yahoo.com

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Tom W <tomweninger@gmail.com>
Sent: Wednesday, July 18, 2018 3:59 PM
To: BVRSHelp
Subject: Re: Registration

Thank you for your quick response. Attached is the screen shot of the Error page. I tried on Safari and Google Chrome and I get the same message. Let me know.

Thanks,
Tom Weninger



On Jul 18, 2018, at 11:49 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the [Online Voter Registration](#) website.

Can you please provide additional information for us to research further.

If possible can you provide:

1. a screenshot of the page displaying the error
2. The type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.

In the meantime,

- The Florida OVR application works best when using Microsoft Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, or the latest version of Google Chrome or Mozilla Firefox. If you are using an older version of any of these browsers, you may need to upgrade to the latest version. To upgrade your browser, go to <https://browsehappy.com/>
- Check that your browser is not in 'Compatibility View' mode.

- The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Elections.

I have attached a PDF file of the Florida Voter Registration application that can be printed out in the event you are unable to register online.

I hope you find this information to be helpful. Please let me know if I can be of further assistance.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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-----Original Message-----

From: Tom W [<mailto:tomweninger@gmail.com>]
Sent: Wednesday, July 18, 2018 11:43 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Registration

My wife and I moved into Pasco County on May 24th, 2018. We moved from Seminole County. We are registered to vote in Seminole County but we need to change to Pasco. I tried registering online by going thru the questions asked, but when I hit submit and error occurs and it doesn't register online.

Please advise on what I should do to remedy this situation.

Thanks
Thomas & Debra Weninger
4200 Barletta Ct
Wesley Chapel, FL. 33543
610-662-1177

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Please take our [Customer Satisfaction Survey](#).

<FL Voter Registration Application.pdf>

Swain, Margaret A.

From: Preston Harmon <pharmon001@gmail.com>
Sent: Monday, July 30, 2018 10:21 AM
To: BVRSHelp
Subject: Re: Registration not showing...

Great thanks !

My name is Lauren Harmon.
Birth date 11/16/1984
And address is 1792 sand rd se, Palm Bay, FL, 32909

Thanks for your help !

Lauren

On Mon, Jul 30, 2018 at 9:55 AM Preston Harmon <pharmon001@gmail.com> wrote:

Trying to figure out why my husbands registration shows but mine says it can't be found. We both voted in 2016. How do I confirm I can even vote if the only tool is online.

Thanks

Lauren
Sent from my iPhone

Swain, Margaret A.

From: Tom W <tomweninger@gmail.com>
Sent: Wednesday, July 18, 2018 4:47 PM
To: BVRSHelp
Subject: Re: Registration

Yes, I got all the way to the end and hit "Submit".

On Jul 18, 2018, at 4:13 PM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you, Sir. To clarify, had you gotten all the way to the end successfully, and hit "Submit" when the error page displayed?

Thank you,

JC

From: Tom W [<mailto:tomweninger@gmail.com>]
Sent: Wednesday, July 18, 2018 3:59 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Registration

Thank you for your quick response. Attached is the screen shot of the Error page. I tried on Safari and Google Chrome and I get the same message. Let me know.

Thanks,
Tom Weninger

<image001.jpg>

On Jul 18, 2018, at 11:49 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the [Online Voter Registration](#) website.

Can you please provide additional information for us to research further.

If possible can you provide:

1. a screenshot of the page displaying the error
2. The type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.

In the meantime,

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- Check that your browser is **not** in 'Compatibility View' mode.
- The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Elections.

I have attached a PDF file of the Florida Voter Registration application that can be printed out in the event you are unable to register online.

I hope you find this information to be helpful. Please let me know if I can be of further assistance.

Thank You,

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-----Original Message-----

From: Tom W [<mailto:tomweninger@gmail.com>]
 Sent: Wednesday, July 18, 2018 11:43 AM
 To: OVRSupport <OVRSupport@dos.myflorida.com>
 Subject: Registration

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4200 Barletta Ct
Wesley Chapel, FL. 33543
610-662-1177

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<FL Voter Registration Application.pdf>

Swain, Margaret A.

From: Gerald Tkachyk <gjtachyk@gmail.com>
Sent: Wednesday, July 18, 2018 3:42 PM
To: BVRSHelp
Subject: Re: Technical Issue

I got all the way to the end where I was able to review my request and click on the oath. Once I submitted from this page I got the error message.

Thanks

On Wed, Jul 18, 2018 at 3:34 PM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Did you check the "I am not a robot" box and click "Continue" when you received the error, or had you gotten further?

Thank you,

JC

From: Gerald Tkachyk [mailto:gjtachyk@gmail.com]
Sent: Wednesday, July 18, 2018 3:14 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Technical Issue

Thank you for your help! I used both Internet Explorer and Firefox to try. I was on the Register to Vote page (<https://registertovoteflorida.gov/en/Registration/Eligibility>). Here is a screen shot of the error message:



On Wed, Jul 18, 2018 at 2:37 PM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the [Online Voter Registration](#) website.

Can you please provide additional information for us to research further.

If possible can you provide:

1. the page you were on and button you clicked before the error occurred
2. a screenshot of the page displaying the error
3. the type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.

In the meantime,

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- Check that your browser is not in 'Compatibility View' mode.
- The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Elections.

I have attached a PDF file of the Florida Voter Registration application that can be printed out in the event you are unable to register/update online.

If you are a new registration or changing your Party Affiliation; your application must be postmarked or hand delivered to your County Supervisor of Elections office no later than **07/30/2018** to take effect for the Primary Election on 08/28/2018.

I hope you find this information to be helpful. Please let me know if I can be of further assistance.

Thank You,

JC Fishbough

Bureau of Voter Registration Services

Division of Elections

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From: Gerald Tkachyk [mailto:gjtkachyk@gmail.com]

Sent: Wednesday, July 18, 2018 1:43 PM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Technical Issue

Hello,

I was attempting to update my party affiliation online. After entering all of my information, I received an error message that my request is not able to be processed. Can you please let me know how I can update my party?

Gerald Tkachyk

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Gerald Tkachyk <gjtachyk@gmail.com>
Sent: Wednesday, July 18, 2018 3:14 PM
To: BVRSHelp
Subject: Re: Technical Issue

Thank you for your help! I used both Internet Explorer and Firefox to try. I was on the Register to Vote page (<https://registertovoteflorida.gov/en/Registration/Eligibility>). Here is a screen shot of the error message:



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Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the [Online Voter Registration](#) website.

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If possible can you provide:

1. the page you were on and button you clicked before the error occurred
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- Check that your browser is not in 'Compatibility View' mode.
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I hope you find this information to be helpful. Please let me know if I can be of further assistance.

Thank You,

JC Fishbough

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From: Gerald Tkachyk [mailto:gjtkachyk@gmail.com]
Sent: Wednesday, July 18, 2018 1:43 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Technical Issue

Hello,

I was attempting to update my party affiliation online. After entering all of my information, I received an error message that my request is not able to be processed. Can you please let me know how I can update my party?

Gerald Tkachyk

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Swain, Margaret A.

From: Gerald Tkachyk <gjtachyk@gmail.com>
Sent: Wednesday, July 18, 2018 3:59 PM
To: BVRSHelp
Subject: Re: Technical Issue

Thanks for all of your help!

On Wed, Jul 18, 2018 at 3:58 PM, BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Thank you, I will forward this information to the appropriate staff for further research in to the cause of the error page.

Thank you,

JC

From: Gerald Tkachyk [mailto:gjtachyk@gmail.com]
Sent: Wednesday, July 18, 2018 3:42 PM

To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Technical Issue

I got all the way to the end where I was able to review my request and click on the oath. Once I submitted from this page I got the error message.

Thanks

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Thank you,

From: Gerald Tkachyk [mailto:gjtkachyk@gmail.com]
Sent: Wednesday, July 18, 2018 3:14 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Technical Issue

Thank you for your help! I used both Internet Explorer and Firefox to try. I was on the Register to Vote page (<https://registertovoteflorida.gov/en/Registration/Eligibility>). Here is a screen shot of the error message:



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From: Gerald Tkachyk [mailto:gitchachyk@gmail.com]
Sent: Wednesday, July 18, 2018 1:43 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Technical Issue

Hello,

I was attempting to update my party affiliation online. After entering all of my information, I received an error message that my request is not able to be processed. Can you please let me know how I can update my party?

Gerald Tkachyk

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 20, 2018 5:35 PM
To: BVRSHelp
Subject: RE: Trying to - OVR Error Page

Thank you! I have provided to IT.

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: BVRSHelp
Sent: Friday, July 20, 2018 4:59 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Trying to - OVR Error Page

Please see below.

Thank you,

JC

From: Robin A. Fant [<mailto:rfant@cricpa.com>]
Sent: Friday, July 20, 2018 4:29 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: FW: Trying to

Robin Ann Fant 3/22/1956
321-412-0753
Friday July 20, 2018 4:20 PM
the error page came after I entered my DL info, name, date of birth and last four of my social
Internet Explorer
Dell laptop

From: Robin A. Fant
Sent: Friday, July 20, 2018 4:25 PM
To: 'BVRSHelp' <BVRSHelp@DOS.MyFlorida.com>
Subject: RE: Trying to

Still not working for me. I typed the URL in, put in all my information and get this page:



From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>

Sent: Friday, July 20, 2018 4:18 PM

To: Robin A. Fant <rfant@cricpa.com>

Subject: RE: Trying to

Thank you for alerting us and I apologize for the inconvenience. We received reports that some users were experiencing difficulties using the site, but the site is fully operational at this time.

Please try accessing the site directly by typing the URL, do not copy and paste the web address.



Welcome!

If this does not resolve the issue, can you please provide the following information so we may research this event further.

- Your name and date of birth

- Your contact telephone number
- The most recent date/time the error occurred
- A screenshot of the page displaying the error
- A description of the point in the transaction that the error occurred
- The type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.
- The device type you are using, for example, desktop PC or Mac, tablet, mobile phone and brand if possible.

Please keep in mind that you can also register to vote or update your existing registration through the office of your local Supervisor of Elections. Click [HERE](#) to locate contact information for your County Supervisor of Elections.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
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From: Robin A. Fant [<mailto:rfant@cricpa.com>]
Sent: Friday, July 20, 2018 3:32 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Trying to

update my voter registration information (party affiliation) and I keep getting the Error page after I fill in my information. No explanation

CRI is growing; check out the [opportunities](#) we have to transform our talent into leaders and the possibilities for leadership on the partner level.



Robin A. Fant
 Paraprofessional
 Carr, Riggs & Ingram, LLC
 215 Baytree Drive
 Melbourne, FL 32940
 Voice: 321-426-3019
 Fax: 321-701-6119

Send secure files to CRI: [Click Here](#)

The information contained in this message may be privileged and confidential and protected from disclosure. It is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Thank you. Carr, Riggs & Ingram, LLC

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

From: Robin A. Fant [<mailto:rfant@cricpa.com>]
Sent: Friday, July 20, 2018 3:32 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Trying to

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Paraprofessional
Carr, Riggs & Ingram, LLC
215 Baytree Drive
Melbourne, FL 32940
Voice: 321-426-3019
Fax: 321-701-6119

Cricpa.com

Send secure files to CRI: [Click Here](#)

The information contained in this message may be privileged and confidential and protected from disclosure. It is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Thank you. Carr, Riggs & Ingram, LLC

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Swain, Margaret A.

From: Lisa Mitchell <mitchellokc@gmail.com>
Sent: Monday, July 30, 2018 8:13 PM
To: BVRSHelp
Subject: RE: Updating party affiliation

Thank you. It appears that the USPS has applied the zip code for Palm Bay to our registration. I look forward to resolving this and appreciate you calling me.

Lisa C. Mitchell
901)246.9900
Satellite Beach, FL
Sent from Mail for Windows 10

From: [BVRSHelp](#)
Sent: Monday, July 30, 2018 8:09 PM
To: [Lisa Mitchell](#)
Subject: RE: Updating party affiliation

Thank you for contacting the [Florida Division of Elections](#). I will call you as soon as I get off my current phone call.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
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From: Lisa Mitchell [mailto:mitchellokc@gmail.com]
Sent: Monday, July 30, 2018 8:05 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>; stuart.mitchell@health-first.org
Subject: Updating party affiliation

My husband and I want to update our party affiliation via the website RegistertoVoteFlorida.gov and we weren't successful using our Florida driver's licence.

I was unable to because your records incorrectly show our zip code in Satellite Beach as 32907 NOT the CORRECT zip code of 32937.

This error would not allow me to complete the online registration on this date, Monday, July 30, 2018 at 8:00 p.m.

Please call me or share directions via email so we may update our party affiliations and do so prior to the upcoming primary in August.

Thank you,
Lisa C. Mitchell
901)246.9900
Satellite Beach, FL 32937
Sent from Mail for Windows 10

The Department of State is committed to excellence.
Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: Lisa Mitchell <mitchellokc@gmail.com>
Sent: Tuesday, July 31, 2018 9:59 AM
To: BVRSHelp
Subject: Re: Updating party affiliation

A huge thank you for your professionalism and patience while helping me navigate the website.

Wish there were more people like you in the service industry.

I'm hoping your week is a great one.

Kindly,
Lisa and Stuart Mitchell
Satellite Beach, FL

On Mon, Jul 30, 2018, 8:09 PM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I will call you as soon as I get off my current phone call.

Thank You,

JC Fishbough

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BVRSHelp@DOS.MyFlorida.com

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From: Lisa Mitchell [mailto:mitchellokc@gmail.com]
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901)246.9900
Satellite Beach, FL 32937
Sent from Mail for Windows 10

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Swain, Margaret A.

From: Calah Duryea <calah.duryea@gmail.com>
Sent: Tuesday, July 24, 2018 11:46 AM
To: BVRSHelp
Subject: Re: Updating Voter Information
Attachments: image001.png

Hello,

I have tried both chrome and IE and I'm experiencing the same issue with both.

Thank you,
Calah

On Tue, Jul 24, 2018 at 11:42 AM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

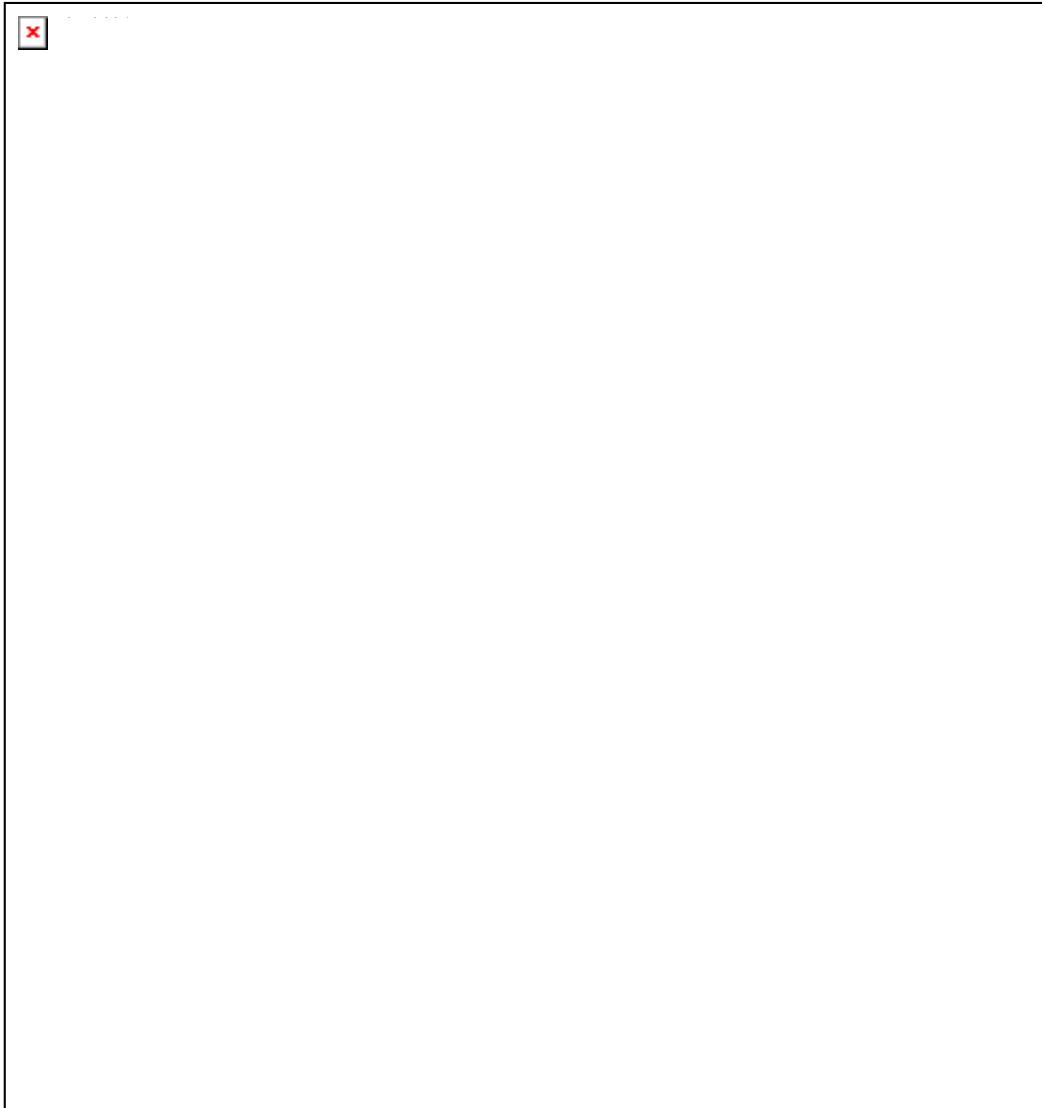
One last thing, can you try using another browser?

The Florida OVR application works best when using Microsoft Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, or the latest version of Google Chrome or Mozilla Firefox. If you are using an older version of any of these browsers, you may need to upgrade to the latest version. To upgrade your browser, go to <https://browsehappy.com/>

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 11:40 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Updating Voter Information

Hello,

I've tried that and it still freezes. Once I get to this



It is frozen here. I can't tab over or click to close the box or anything.

Thank you,

Calah

On Tue, Jul 24, 2018 at 11:02 AM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having these issues. I have checked with our IT dept. on this issue and will try my best to help you complete your address information.

If your address is not coming up in the drop down, you will have to manually enter the address in the lines provided.

enter the zip and select can't find my address:

Next you will be taken here to manually enter and then you can proceed with OVR:

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 9:14 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Updating Voter Information

Hello,

I am trying to update my voter registration and once I get to the section where it requires you to enter your address that pop up is freezing. I've done it twice and both times it freezes and I have to close the entire page.

Thank you,

Calah Duryea

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Find My Address



You cannot copy and paste the address. It must be typed in the fields.

Zip Code * [Look Up a ZIP Code](#)

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *



Example Address: 101 East Main Street, 32303

Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main

In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Use This Address

Cancel

I Can't Find My Address

Swain, Margaret A.

From: Calah Duryea <calah.duryea@gmail.com>
Sent: Tuesday, July 24, 2018 11:40 AM
To: BVRSHelp
Subject: Re: Updating Voter Information
Attachments: image001.jpg

Hello,

I've tried that and it still freezes. Once I get to this

Florida Online Voter Registration Website

Find My Address [X]

You cannot copy and paste the address. It must be typed in the fields.

Zip Code * Look Up a ZIP Code

34221

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

Select City and County ▼

Example Address: 101 East Main Street, 32303
Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main
In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

Use This Address **Cancel** **I Can't Find My Address**

It is frozen here. I can't tab over or click to close the box or anything.

Thank you,
Calah

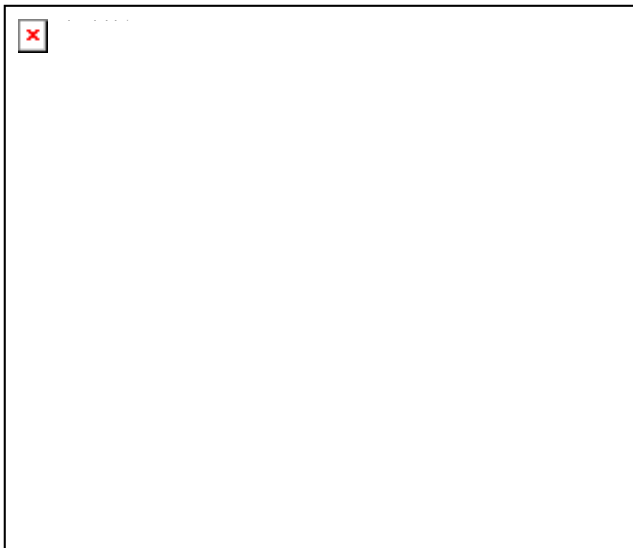
On Tue, Jul 24, 2018 at 11:02 AM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi,

Sorry you're having these issues. I have checked with our IT dept. on this issue and will try my best to help you complete your address information.

If your address is not coming up in the drop down, you will have to manually enter the address in the lines provided.

enter the zip and select can't find my address:

A screenshot of a web form. In the top-left corner of the form area, there is a small red square icon containing a white 'x', which typically signifies an error or a required field. The rest of the form area is empty.

Next you will be taken here to manually enter and then you can proceed with OVR:

A screenshot of a web form. In the top-left corner of the form area, there is a small red square icon containing a white 'x', which typically signifies an error or a required field. The rest of the form area is empty.

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 9:14 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Updating Voter Information

Hello,

I am trying to update my voter registration and once I get to the section where it requires you to enter your address that pop up is freezing. I've done it twice and both times it freezes and I have to close the entire page.

Thank you,

Calah Duryea

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Zip Code * [Look Up a ZIP Code](#)

32309

Street Number (Do not enter directional indicators such as E, SW, etc.)

Street Name (Do not enter directional indicators such as E, SW, etc.)

City - County *

TALLAHASSEE - LEON



Example Address: 101 East Main Street, 32303

Type in: Zip Code = 32303, Street Number = 101 and Street Name = Main

In this example, east is a directional indicator. Do not enter a directional indicator for street number and/or street name.

FL-DOS-19-1211-C-000121

AMERICAN
OVERSIGHT

Use This Address

Cancel

I Can't Find My Address

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 24, 2018 10:40 AM
To: BVRSHelp
Subject: RE: Updating Voter Information

Please help via the info I just provided.

It may be slow but it will work.

Thanks,

Amber Marconnet

Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: BVRSHelp
Sent: Tuesday, July 24, 2018 10:31 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Updating Voter Information

fyi

From: Calah Duryea [<mailto:calah.duryea@gmail.com>]
Sent: Tuesday, July 24, 2018 9:14 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Updating Voter Information

Hello,

I am trying to update my voter registration and once I get to the section where it requires you to enter your address that pop up is freezing. I've done it twice and both times it freezes and I have to close the entire page.

Thank you,
Calah Duryea

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Swain, Margaret A.

From: Dell Mitchell <edmitchell715@gmail.com>
Sent: Thursday, July 26, 2018 4:51 PM
To: BVRSHelp
Subject: Re: Voter registration "invalid" zipcode

Yes, it is still saying that 32313 is not a valid zip code

> On Jul 26, 2018, at 4:31 PM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

>

> Hi,

>

> Are you still having issues entering your zip?

>

> -----Original Message-----

> From: Dell Mitchell [mailto:edmitchell715@gmail.com]

> Sent: Thursday, July 26, 2018 3:21 PM

> To: OVRSupport <OVRSupport@dos.myflorida.com>

> Subject: Voter registration "invalid" zipcode

>

> Good afternoon,

> I'm trying to register to vote but the website says that my zip code is not valid. My zip code is 32313 in Tallahassee and I live on the Florida State campus in Cawthon Hall.

>

> Thank you,

> Emma Dell Mitchell

>

>

>

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> Please take our Customer Satisfaction

Survey<<http://survey.dos.state.fl.us/index.aspx?email=BVRSHelp@DOS.MyFlorida.com>>.

>

>

Swain, Margaret A.

From: Modrow, Janet
Sent: Thursday, July 26, 2018 4:08 PM
To: OVRSupport
Subject: RE: Voter registration "invalid" zipcode

Can someone contact Leon county and ask them why this isn't in their street segment table?

Thanks,
Janet Modrow, PMP®
Data Processing Manager, Administrative Services Florida Department of State R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
(850)245-6232
janet.modrow@dos.myflorida.com

-----Original Message-----

From: Dell Mitchell [mailto:edmitchell715@gmail.com]
Sent: Thursday, July 26, 2018 3:21 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Voter registration "invalid" zipcode

EMAIL RECEIVED FROM EXTERNAL SOURCE

Good afternoon,
I'm trying to register to vote but the website says that my zip code is not valid. My zip code is 32313 in Tallahassee and I live on the Florida State campus in Cawthon Hall.

Thank you,
Emma Dell Mitchell

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Survey<<http://survey.dos.state.fl.us/index.aspx?email=Janet.Modrow@DOS.MyFlorida.com>>.

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 26, 2018 5:28 PM
To: BVRSHelp; Madrigal, Virgie
Cc: Brown, Toshia
Subject: RE: Voter registration "invalid" zipcode

I will email TJ.

Thanks,

Amber Marconnet
Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

-----Original Message-----

From: BVRSHelp
Sent: Thursday, July 26, 2018 4:32 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: FW: Voter registration "invalid" zipcode

FYI

-----Original Message-----

From: Modrow, Janet
Sent: Thursday, July 26, 2018 4:08 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: RE: Voter registration "invalid" zipcode

Can someone contact Leon county and ask them why this isn't in their street segment table?

Thanks,

Janet Modrow, PMP®
Data Processing Manager, Administrative Services Florida Department of State R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
(850)245-6232
janet.modrow@dos.myflorida.com

-----Original Message-----

From: Dell Mitchell [mailto:edmitchell715@gmail.com]
Sent: Thursday, July 26, 2018 3:21 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Voter registration "invalid" zipcode

EMAIL RECEIVED FROM EXTERNAL SOURCE

Good afternoon,

I'm trying to register to vote but the website says that my zip code is not valid. My zip code is 32313 in Tallahassee and I live on the Florida State campus in Cawthon Hall.

Thank you,

Emma Dell Mitchell

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Survey<<http://survey.dos.state.fl.us/index.aspx?email=Janet.Modrow@DOS.MyFlorida.com>>.

Swain, Margaret A.

From: JoAnn Heath <jheath97@aol.com>
Sent: Monday, July 30, 2018 10:47 AM
To: BVRSHelp
Subject: Re: Voter Registration

Thank you so much.

Sent from my iPhone

On Jul 30, 2018, at 9:09 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Yes, your husband is registered at the same address as well.

Thank you,

JC

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Monday, July 30, 2018 9:03 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Voter Registration

DOB for Errol M. Heath is 04/17/1939
Thanks!

Sent from my iPhone

On Jul 30, 2018, at 8:56 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

You are registered to vote at the below address. Please let me know if I can be of further assistance.

Thank you,

JC

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Monday, July 30, 2018 8:53 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Voter Registration

JoAnn Heath
4603 Skyline Blvd. S.
Cape Coral, Fl. 33914

DOB: 10/09/1949
Thank you.

Sent from my iPhone

On Jul 30, 2018, at 8:29 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I can assist you with that. Please provide the name, date of birth and address of the individual, so I can verify your voter record.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided.

Please note: Florida has a broad public records law. Written communications to or from state officials regarding state business constitute public records and are available to the public and media upon request unless the information is subject to a specific statutory exemption. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Sunday, July 29, 2018 11:26 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Voter Registration

Can not verify my voter registration. Please assist.
Sent from my iPhone

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Swain, Margaret A.

From: JoAnn Heath <jheath97@aol.com>
Sent: Monday, July 30, 2018 9:03 AM
To: BVRSHelp
Subject: Re: Voter Registration

DOB for Errol M. Heath is 04/17/1939
Thanks!

Sent from my iPhone

On Jul 30, 2018, at 8:56 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

You are registered to vote at the below address. Please let me know if I can be of further assistance.

Thank you,

JC

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Monday, July 30, 2018 8:53 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Voter Registration

JoAnn Heath
4603 Skyline Blvd. S.
Cape Coral, Fl. 33914

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From: JoAnn Heath [<mailto:jheath97@aol.com>]

Sent: Sunday, July 29, 2018 11:26 AM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Voter Registration

Can not verify my voter registration. Please assist.

Sent from my iPhone

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Swain, Margaret A.

From: JoAnn Heath <jheath97@aol.com>
Sent: Monday, July 30, 2018 9:01 AM
To: BVRSHelp
Subject: Re: Voter Registration

If you could check my husband.

ErrolM. Heath
4603 Skyline Blvd. S.
Cape Coral, Fl. 33914

Thanks!

Sent from my iPhone

On Jul 30, 2018, at 8:56 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

You are registered to vote at the below address. Please let me know if I can be of further assistance.

Thank you,

JC

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Monday, July 30, 2018 8:53 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Voter Registration

JoAnn Heath
4603 Skyline Blvd. S.
Cape Coral, Fl. 33914

DOB: 10/09/1949
Thank you.

Sent from my iPhone

On Jul 30, 2018, at 8:29 AM, BVRSHelp <BVRSHelp@DOS.MyFlorida.com> wrote:

Thank you for contacting the [Florida Division of Elections](#). I can assist you with that. Please provide the name, date of birth and address of the individual, so I can verify your voter record.

Thank You,

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-----Original Message-----

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Sunday, July 29, 2018 11:26 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Voter Registration

Can not verify my voter registration. Please assist.
Sent from my iPhone

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Swain, Margaret A.

From: JoAnn Heath <jheath97@aol.com>
Sent: Monday, July 30, 2018 8:53 AM
To: BVRSHelp
Subject: Re: Voter Registration

JoAnn Heath
4603 Skyline Blvd. S.
Cape Coral, Fl. 33914

DOB: 10/09/1949

Thank you.

Sent from my iPhone

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Thank You,

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Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
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-----Original Message-----

From: JoAnn Heath [<mailto:jheath97@aol.com>]
Sent: Sunday, July 29, 2018 11:26 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Voter Registration

Can not verify my voter registration. Please assist.
Sent from my iPhone

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Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 3:04 PM
To: Evelyn Picazo
Cc: OVRSupport
Subject: RE: Voters information
Attachments: FL Voter Registration Application.pdf

Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the [Online Voter Registration](#) website. No updates have been made to your voter record.

Can you please provide additional information for us to research further. If possible can you provide:

1. the page you were on and button you clicked before the error occurred
2. a screenshot of the page displaying the error
3. the type browser you are using and the version (if known). For example, Internet Explorer, Firefox, Chrome, Safari, etc.

In the meantime,

- The Florida OVR application works best when using Microsoft Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, or the latest version of Google Chrome or Mozilla Firefox. If you are using an older version of any of these browsers, you may need to upgrade to the latest version. To upgrade your browser, go to <https://browsehappy.com/>
- Check that your browser is **not** in 'Compatibility View' mode.
- The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Elections.

I have attached a PDF file of the Florida Voter Registration application that can be printed out in the event you are unable to register/update online.

If you are a new registration or changing your Party Affiliation; your application must be postmarked or hand delivered to your [County Supervisor of Elections office](#) no later than **07/30/2018** to take effect for the Primary Election on 08/28/2018.

I hope you find this information to be helpful. Please let me know if I can be of further assistance.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline

(850)245-6291 Fax

BVRSHelp@DOS.MyFlorida.com

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-----Original Message-----

From: Evelyn Picazo [mailto:evy13@me.com]

Sent: Wednesday, July 18, 2018 2:44 PM

To: OVRSupport <OVRSupport@dos.myflorida.com>

Subject: Voters information

Hello,

I filled out a change of part form online and it did not give me any confirmation the application was submitted. When tried to do it again, an error page appeared. How can I find out if application was properly submitted?

Thank you,

Evelyn Picazo
3300 SW 7th Street
Miami, FL 33135

Sent from my iPhone

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Florida Voter Registration Application
Part 1 – Instructions (DS-DE 39, R1S-2.040, F.A.C.)(eff. 10/2013)

Información en español: Sírvase llamar a la oficina del supervisor de elecciones de su condado si le interesa obtener este formulario en español.

To Register in Florida, you must be:

- a U.S. citizen,
- a Florida resident,
- at least 18 years old (you may pre register at 16 or 17, but cannot vote until you are 18).

If you have been convicted of a felony, or if a court has found you to be mentally incapacitated as to your right to vote, you cannot register until your right to vote is restored.

If you do not meet any **ONE** of these requirements, you are not eligible to register.

Questions?

Contact the Supervisor of Elections in your county:
dos.myflorida.com/elections/contacts/supervisor_of_elections
Visit the Florida Division of Elections' website at:
dos.myflorida.com/elections

CRIMINAL OFFENSE: It is a 3rd degree felony to submit false information. Maximum penalties are \$5,000 and/or 5 years in prison.

PUBLIC RECORD: Once filed, all information including your phone number and email address as provided become public record except for the following which can only be used for voter registration purposes: your FL DL#, FL ID#, SSN, where you registered to vote, and whether you declined to register or to update your voter registration record at a voter registration agency. Your signature can be viewed but not copied. (Section 97.0585, Fla. Stat.)

Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. Mailing addresses are on page 2 of this form.

Deadline to Register: The deadline to register to vote is 29 days before any election. You can update your registration record at any time, but for a Primary Election, party changes must be completed 29 days before that election. You will be contacted if your new application is incomplete, denied or a duplicate of an existing registration. Your Voter Information Card will be mailed to you once you are registered.

Identification (ID) Requirements: New applicants must provide a current and valid Florida driver's license number (FL DL#) or Florida identification card number (FL ID#). If you do not have a FL DL# or FL ID#, then you must provide the last four digits of your Social Security number (SSN). If you do not have any of these numbers, check "None." If you leave the field and box blank, your new registration may be denied. See section 97.053(6), Fla.Stat.

Special ID requirements: If you are registering by mail, have never voted in Florida, and have never been issued one of the ID numbers above, include one of the following with your application, or at a later time before you vote: 1) A copy of an ID that shows your name and photo (*acceptable IDs* U.S. Passport, debit or credit card, military ID, student ID, retirement center ID, neighborhood association ID, or public assistance ID); or 2) A copy of an ID that shows your name and current residence address (*acceptable documents* utility bill, bank statement, government check, paycheck, or other government document).

The special ID is not required if you are 65 or older, have a temporary or permanent physical disability, are a member of the active uniformed services or merchant marine who is absent from the county for active duty, or a spouse or dependent thereof, or are currently living outside the U.S. but otherwise eligible to vote in Florida.

Political Party Affiliation: Florida is a closed primary election state. In primary elections, registered voters can only vote for their registered party's candidates in a partisan race on the ballot. In a primary election, all registered voters, regardless of party affiliation, can vote on any issue, nonpartisan race, and race where a candidate faces no opposition in the General Election. If you do not indicate your party affiliation, you will be registered with no party affiliation. For a list of political parties, visit the Division of Elections' website at: dos.myflorida.com/elections

Race/Ethnicity: It is optional to list your race or ethnicity.

Boxes: Please check boxes () where applicable.

Numbered rows 1 through 7 and 12 must be completed for a new registration.



Florida Voter Registration Application

Part 2 – Form (DS-DE #39, R1S-2.040, F.A.C.)(eff. 10/2013)

The downloadable/printable online form is available at:

dos.myflorida.com/elections/for_voters/voter_registration

This is: ☐ New Registration ☐ Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) ☐ Request to Replace Voter Information Card

1	Are you a citizen of the United States of America? ☐ YES ☐ NO				OFFICIAL USE ONLY	
2	☐ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.					
3	☐ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.					
4	Date of Birth (MM-DD-YYYY) - -				FVRS No:	
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number - - -				If no FL DL or FL ID, then provide	Last 4 digits of Social Security Number
6	Last Name		First Name		Middle Name	Name Suffix (Jr., Sr., I, II, etc.):
7	Address Where You Live (legal residence no P.O. Box)		Apt/Lot/Unit	City	County	Zip Code
8	Mailing Address (if different from above address)		Apt/Lot/Unit	City	State or Country	Zip Code
9	Address Where You Were Last Registered to Vote		Apt/Lot/Unit	City	State	Zip Code
10	Former Name (if name is changed)		Gender ☐ M ☐ F	State or Country of Birth		Telephone No. (optional) ()
11	☐ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is:					
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) ☐ Florida Democratic Party ☐ Republican Party of Florida ☐ No party affiliation ☐ Minor party (print party name):		Race/Ethnicity (Check only one) ☐ American Indian/Alaskan Native ☐ Asian/Pacific Islander ☐ Black, not of Hispanic Origin ☐ Hispanic ☐ White, not of Hispanic Origin ☐ Multi racial ☐ Other:		(Check only one if applicable) ☐ I am an active duty Uniformed Services or Merchant Marine member ☐ I am a spouse or a dependent of an active duty uniformed services or merchant marine member ☐ I am a U.S. citizen residing outside the U.S.		☐ I will need assistance with voting. ☐ I am interested in becoming a poll worker.
Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.				SIGN/MARK HERE		Date

FL-DOS-19-1211-C-000137

**Address your envelope to
your County Supervisor of
Elections. (Updated 1/2017)**

ALACHUA COUNTY

Supervisor of Elections
515 N Main Street, Suite 300
Gainesville FL 32601-6819
352-374-5252

BAKER COUNTY

Supervisor of Elections
PO Box 505
MacClenny FL 32063-0505
904-259-6339

BAY COUNTY

Supervisor of Elections
830 W. 11th St.
Panama City FL 32401
850-784-6100

BRADFORD COUNTY

Supervisor of Elections
PO Box 58
Starke FL 32091-0058
904-966-6266

BREVARD COUNTY

Supervisor of Elections
PO Box 410819
Melbourne FL 32941-0819
321-633-2124

BROWARD COUNTY

Supervisor of Elections
PO Box 029001
Fort Lauderdale FL 33302
954-357-7050

CALHOUN COUNTY

Supervisor of Elections
20859 Central Ave. E., Rm 117
Blountstown FL 32424-2264
850-674-8568

CHARLOTTE COUNTY

Supervisor of Elections
226 Taylor Street, Unit 120
Punta Gorda FL 33950
941-833-5400

CITRUS COUNTY

Supervisor of Elections
120 N. Apopka Ave.
Inverness FL 34450-4238
352-341-6740

CLAY COUNTY

Supervisor of Elections
PO Box 337
Green Cove Springs FL 32043-0337
904-269-6350

COLLIER COUNTY

Supervisor of Elections
Rev. Dr. MLK Jr. Bldg.
3750 Enterprise Ave.
Naples FL 34104
239-252-VOTE (8683)

COLUMBIA COUNTY

Supervisor of Elections
971 W. Duval St., Suite 102
Lake City FL 32055-3734
386-758-1026

DESOTO COUNTY

Supervisor of Elections
PO Box 89
Arcadia FL 34265-4451
863-993-4871

DIXIE COUNTY

Supervisor of Elections
PO Box 2057
Cross City FL 32628-2057
352-498-1216

DUVAL COUNTY

Supervisor of Elections
105 E. Monroe St.
Jacksonville FL 32202-3215
904-630-1414

ESCAMBIA COUNTY

Supervisor of Elections
PO Box 12601
Pensacola FL 32591-2601
850-595-3900

FLAGLER COUNTY

Supervisor of Elections
PO Box 901
Bunnell FL 32110-0901
386-313-4170

FRANKLIN COUNTY

Supervisor of Elections
47 Ave. F
Apalachicola FL 32320-2311
850-653-9520

GADSDEN COUNTY

Supervisor of Elections
PO Box 186
Quincy FL 32353
850-627-9910

GILCHRIST COUNTY

Supervisor of Elections
112 S. Main St., Room 128
Trenton FL 32693-3249
352-463-3194

GLADES COUNTY

Supervisor of Elections
PO Box 668
Moore Haven FL 33471-0668
863-946-6005

GULF COUNTY

Supervisor of Elections
401 Long Ave.
Port St. Joe FL 32456-1707
850-229-6117

HAMILTON COUNTY

Supervisor of Elections
1153 US Hwy. 41 NW, Suite 1
Jasper FL 32052-5856
386-792-1426

HARDEE COUNTY

Supervisor of Elections
311 N. 6th Ave.
Wauchula FL 33873-2361
863-773-6061

HENDRY COUNTY

Supervisor of Elections
PO Box 174
LaBelle FL 33975-0174
863-675-5230

HERNANDO COUNTY

Supervisor of Elections
20 N. Main St., Room 165
Brooksville FL 34601-2864
352-754-4125

HIGHLANDS COUNTY

Supervisor of Elections
PO Box 3448
Sebring FL 33871-3448
863-402-6655

HILLSBOROUGH COUNTY

Supervisor of Elections
2514 N. Falkenburg Rd.
Tampa FL 33619-0917
813-744-5900

HOLMES COUNTY

Supervisor of Elections
201 N. Oklahoma St., Suite 102
Bonifay FL 32425-2243
850-547-1107

INDIAN RIVER COUNTY

Supervisor of Elections
4375 43rd Ave.
Vero Beach FL 32967-1024
772-226-3440

JACKSON COUNTY

Supervisor of Elections
PO Box 6046
Marianna FL 32447-6046
850-482-9652

JEFFERSON COUNTY

Supervisor of Elections
380 W. Dogwood St.
Monticello FL 32344-1470
850-997-3348

LAFAYETTE COUNTY

Supervisor of Elections
PO Box 76
Mayo FL 32066-0076
386-294-1261

LAKE COUNTY

Supervisor of Elections
PO Box 457
Tavares FL 32778-0457
352-343-9734

LEE COUNTY

Supervisor of Elections
PO Box 2545
Fort Myers FL 33902-2545
239-533-VOTE (8683)

LEON COUNTY

Supervisor of Elections
PO Box 7357
Tallahassee FL 32314-7357
850-606-VOTE (8683)

LEVY COUNTY

Supervisor of Elections
421 S. Court St.
Bronson FL 32621-6520
352-486-5163

LIBERTY COUNTY

Supervisor of Elections
PO Box 597
Bristol FL 32321-0597
850-643-5226

MADISON COUNTY

Supervisor of Elections
239 SW Pinckney St.
Madison FL 32340
850-973-6507

MANATEE COUNTY

Supervisor of Elections
PO Box 1000
Bradenton FL 34206-1000
941-741-3823

MARION COUNTY

Supervisor of Elections
PO Box 289
Ocala FL 34478-0289
352-620-3290

MARTIN COUNTY

Supervisor of Elections
PO Box 1257
Stuart FL 34995-1257
772-288-5637

MIAMI-DADE COUNTY

Supervisor of Elections
Attn: Registration
PO Box 521550
Miami FL 33152-1550
305-499-VOTE (8683)

MONROE COUNTY

Supervisor of Elections
530 Whitehead St., Suite 101
Key West FL 33040-6577
305-292-3416

NASSAU COUNTY

Supervisor of Elections
96135 Nassau Place, Suite 3
Yulee FL 32097-8635
904-491-7500

OKALOOSA COUNTY

Supervisor of Elections
302 Wilson St. N., Suite 102
Crestview FL 32536-3440
850-689-5600

OKEECHOBEE COUNTY

Supervisor of Elections
304 NW 2nd St., Room 144
Okeechobee FL 34972-4120
863-763-4014

ORANGE COUNTY

Supervisor of Elections
PO Box 562001
Orlando FL 32856-2001
407-836-2070

OSCEOLA COUNTY

Supervisor of Elections
2509 E. Irlo Bronson Memorial Hwy.
Kissimmee FL 34744-4909
407-742-6000

PALM BEACH COUNTY

Supervisor of Elections
PO Box 22309
West Palm Beach FL 33416-2309
561-656-6200

PASCO COUNTY

Supervisor of Elections
PO Box 300
Dade City FL 33526-0300
1-800-851-8754

PINELLAS COUNTY

Supervisor of Elections
13001 Starkey Road
Largo FL 33773-1416
727-464-VOTE (8683)

POLK COUNTY

Supervisor of Elections
PO Box 1460
Bartow FL 33831-1460
863-534-5888

PUTNAM COUNTY

Supervisor of Elections
2509 Crill Ave., Suite 900
Palatka FL 32177-4267
386-329-0224

SANTA ROSA COUNTY

Supervisor of Elections
6495 Caroline St., Suite F
Milton FL 32570-4592
850-983-1900

SARASOTA COUNTY

Supervisor of Elections
PO Box 4194
Sarasota FL 34230-4194
941-861-8600

SEMINOLE COUNTY

Supervisor of Elections
PO Box 1479
Sanford FL 32772-1479
407-585-VOTE (8683)

ST. JOHNS COUNTY

Supervisor of Elections
4455 Ave. A, Suite 101
St. Augustine FL 32095-5200
904-823-2238

ST. LUCIE COUNTY

Supervisor of Elections
4132 Okeechobee Road
Fort Pierce FL 34947
772-462-1500

SUMTER COUNTY

Supervisor of Elections
7375 Powell Road, Suite 125
Wildwood, FL 34785
352-569-1540

SUWANNEE COUNTY

Supervisor of Elections
220 Pine Ave. SW
Live Oak FL 32064-2315
386-362-2616

TAYLOR COUNTY

Supervisor of Elections
PO Box 1060
Perry FL 32348-1060
850-838-3515

UNION COUNTY

Supervisor of Elections
175 W. Main St.
Lake Butler FL 32054
386-496-2236

VOLUSIA COUNTY

Supervisor of Elections
125 W. New York Ave.
DeLand FL 32720-5415
386-736-5930

WAKULLA COUNTY

Supervisor of Elections
PO Box 305
Crawfordville FL 32326-0305
850-926-7575

WALTON COUNTY

Supervisor of Elections
571 US Hwy. 90 East, Suite 102
DeFuniak Springs FL 32433-1378
850-892-8112

WASHINGTON COUNTY

Supervisor of Elections
1331 South Blvd., Suite 900
Chipley FL 32428-2233
850-638-6230

Swain, Margaret A.

From: Elyse Geraghty <geraghty@cghsfl.org>
Sent: Friday, July 20, 2018 2:07 PM
To: OVRSupport
Cc: eg99@comcast.net
Subject: Registration to vote not being processed

We have been trying to register to vote on your site with several unsuccessful attempts, for the past two weeks.

Please advise.

Thank you.

Sent from [Mail](#) for Windows 10

Swain, Margaret A.

From: Angelique Gerow <angeliquegerow@icloud.com>
Sent: Tuesday, July 24, 2018 9:07 AM
To: OVRSupport
Subject: Registration Update

Hello,

I have been trying to update my party affiliation and there is a glitch with entering my address.

Now I've been on hold for quite sometime. Kinda unacceptable

Swain, Margaret A.

From: Tom W <tomweninger@gmail.com>
Sent: Wednesday, July 18, 2018 11:43 AM
To: OVRSupport
Subject: Registration

My wife and I moved into Pasco County on May 24th, 2018. We moved from Seminole County. We are registered to vote in Seminole County but we need to change to Pasco. I tried registering online by going thru the questions asked, but when I hit submit and error occurs and it doesn't register online.

Please advise on what I should do to remedy this situation.

Thanks
Thomas & Debra Weninger
4200 Barletta Ct
Wesley Chapel, FL. 33543
610-662-1177

Swain, Margaret A.

From: Gerald Tkachyk <gjtachyk@gmail.com>
Sent: Wednesday, July 18, 2018 1:43 PM
To: OVRSupport
Subject: Technical Issue

Hello,

I was attempting to update my party affiliation online. After entering all of my information, I received an error message that my request is not able to be processed. Can you please let me know how I can update my party?

Gerald Tkachyk

Swain, Margaret A.

From: Karina Suzanne <karinasuzannephotos@gmail.com>
Sent: Tuesday, July 24, 2018 8:32 AM
To: OVRSupport
Subject: technical problems while registering to vote

When I go to the enter my address link it won't allow me to fill in the street name and the in safari the drop down menu doesn't work. also it freezes and keeps crashing and i have to start all over. please fix this. i have used safari and google chrome.

Swain, Margaret A.

From: Robin A. Fant <rfant@cricpa.com>
Sent: Friday, July 20, 2018 3:32 PM
To: OVRSupport
Subject: Trying to

update my voter registration information (party affiliation) and I keep getting the Error page after I fill in my information. No explanation

CRI is growing; check out the [opportunities](#) we have to transform our talent into leaders and the possibilities for leadership on the partner level.



Robin A. Fant
Paraprofessional
Carr, Riggs & Ingram, LLC
215 Baytree Drive
Melbourne, FL 32940
Voice: 321-426-3019
Fax: 321-701-6119

CRIcpa.com

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Swain, Margaret A.

From: Victoria Woodward <victoriawoodward91@gmail.com>
Sent: Tuesday, July 17, 2018 1:33 PM
To: OVRSupport
Subject: Update Voter Registration

Hello,

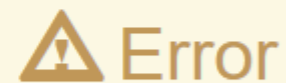
I am attempting to update my address for my voter registration on your website, and keep getting an error message when I hit "submit". Can you help me? Thank you,

V. Woodward

Swain, Margaret A.

From: Karen Fink <karen.donna.fink@gmail.com>
Sent: Saturday, July 21, 2018 10:53 AM
To: OVRSupport
Subject: Update Voter Registration

I have tried for 2 days to update my voter registration without success. I am trying to switch from Republican to Democrat. Can you assist?



We are unable to process your request.

Sincerely,
Karen M Fink

Sent from [Mail](#) for Windows 10

Swain, Margaret A.

From: Calah Duryea <calah.duryea@gmail.com>
Sent: Tuesday, July 24, 2018 9:14 AM
To: OVRSupport
Subject: Updating Voter Information

Hello,

I am trying to update my voter registration and once I get to the section where it requires you to enter your address that pop up is freezing. I've done it twice and both times it freezes and I have to close the entire page.

Thank you,
Calah Duryea

Swain, Margaret A.

From: Troy Glendye <tpglendye2000@gmail.com>
Sent: Saturday, July 21, 2018 3:10 PM
To: OVRSupport
Subject: Updating Voting Location and obtaining voting card

I tried to update my new address in FL on the website and it did not work. I also need to obtain a new voting card. Can you help me with this.

V/R,

Troy Glendye

Swain, Margaret A.

From: dapfeiffer@aol.com
Sent: Thursday, July 19, 2018 5:17 PM
To: OVRSupport; Turner, Ron
Subject: ***URGENT*** the Register to vote online is not working

To whom it may concern,

I am a registered voter in Nokomis Florida and a concerned citizen. After trying unsuccessfully a few times to go through your 'register to vote' website (link below) with an attempt to request a new voter registration card, I cannot help but be concerned that citizens attempting to register to vote for the first time are having the same difficulty. Each time, after going through all the questions, I received an error message on your page. This needs to be fixed immediately because it is not only stopping me from requesting a voter registration card, it likely is stopping people from registering to vote. With the deadline to register of July 31, this must be fixed now or it could be considered a means to suppress voter registration. It should not take multiple times to run through the same processes and questions to be able to register successfully, or to be completely denied or deterred from voter registration due to an inept computer system.

<https://registertovoteflorida.gov/en/Registration/Eligibility>

I would greatly appreciate a quick response and an online system that works adequately and efficiently, especially so close to the registration deadline.

Donna Pfeiffer
dapfeiffer@aol.com
941-586-2812

Swain, Margaret A.

From: D Chakim <davidchakim@gmail.com>
Sent: Thursday, July 26, 2018 9:41 PM
To: OVRSupport
Subject: Voter Info Update

Hello,

I updated my voter information (party and new address) about a few weeks ago but when I search up my name in the voter database the old information still shows up. What should I do?

My name is David Cha-Kim and I was born 08/07/1999.

Swain, Margaret A.

From: Dell Mitchell <edmitchell715@gmail.com>
Sent: Thursday, July 26, 2018 3:21 PM
To: OVRSupport
Subject: Voter registration "invalid" zipcode

Good afternoon,
I'm trying to register to vote but the website says that my zip code is not valid. My zip code is 32313 in Tallahassee and I live on the Florida State campus in Cawthon Hall.

Thank you,
Emma Dell Mitchell

Swain, Margaret A.

From: JoAnn Heath <jheath97@aol.com>
Sent: Sunday, July 29, 2018 11:26 AM
To: OVRSupport
Subject: Voter Registration

Can not verify my voter registration. Please assist.
Sent from my iPhone

Swain, Margaret A.

From: Indira Bolar <indirabolar@gmail.com>
Sent: Monday, July 30, 2018 8:15 PM
To: OVRSupport
Subject: Voter registration help

Please send me information to register to vote in the first Primary.

Thank you,

Indira Bolar
412 Duarte Lane
Lady Lake, FL 32159
908-875-4010

Swain, Margaret A.

From: Evelyn Picazo <evy13@me.com>
Sent: Wednesday, July 18, 2018 2:44 PM
To: OVRSupport
Subject: Voters information

Hello,

I filled out a change of part form online and it did not give me any confirmation the application was submitted. When tried to do it again, an error page appeared. How can I find out if application was properly submitted?

Thank you,

Evelyn Picazo
3300 SW 7th Street
Miami, FL 33135

Sent from my iPhone

Swain, Margaret A.

From: Raiza Perrault <perraultr@aol.com>
Sent: Monday, July 30, 2018 9:48 PM
To: OVRSupport
Subject: Voting Registration Update

I have been trying to change my party affiliation and I have been unable to do it.
Where do I mail my change, after I print it.

Thanks,

Brian R. Perrault

Raiza Perrault
M. 305 213.4799
perraultr@aol.com



Swain, Margaret A.

From: Sharod Bines <sharodb@gmail.com>
Sent: Tuesday, July 24, 2018 12:03 PM
To: OVRSupport
Subject: Website Issue

Can't get passed Step 2 of the online voter registration process. The "ENTER ADDRESS HERE" section will not allow me to put in my street name.. My address is below and I've tried entering it numerous times, with and without the "Dr". Every time I enter the street name and click away it removes the name..

Sharod Lee Bines
1707 Monticello Dr
Tallahassee, FL 32303

Thanks,
Sharod

Swain, Margaret A.

From: Jim Filgut <jfilgut@sbcglobal.net>
Sent: Friday, July 27, 2018 3:04 PM
To: OVRSupport
Subject: Website problem

Please disregard my previous email. My driver's license ends in a zero and not an 'O'.

Swain, Margaret A.

From: Jim Filgut <jfilgut@sbcglobal.net>
Sent: Friday, July 27, 2018 3:01 PM
To: OVRSupport
Subject: Website

Your website won't let me enter my driver's license number in the format specified. It stops taking entered data before I can key the last letter. I've tried keying it several times - with and without the hyphens. (I'd like to think that I'm not an idiot as I was a computer programmer/analyst for about 30 years.)

Can you help?