



From: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>
Sent: Friday, May 15, 2020 8:32 PM
To: AO Records <records@americanoversight.org>
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, 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: BVRSHelp
Sent: Tuesday, July 24, 2018 10:30 AM
To: Marconnet, Amber
Cc: Brown, Toshia; Madrigal, Virgie
Subject: FW: cannot enter address
Attachments: addy.tiff

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.

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?

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

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

--

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: BVRSHelp
Sent: Tuesday, July 24, 2018 10:33 AM
To: Madrigal, Virgie
Subject: FW: cannot enter address
Attachments: addy.tiff

fyi

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

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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

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

Please see below from Flagler SOE.

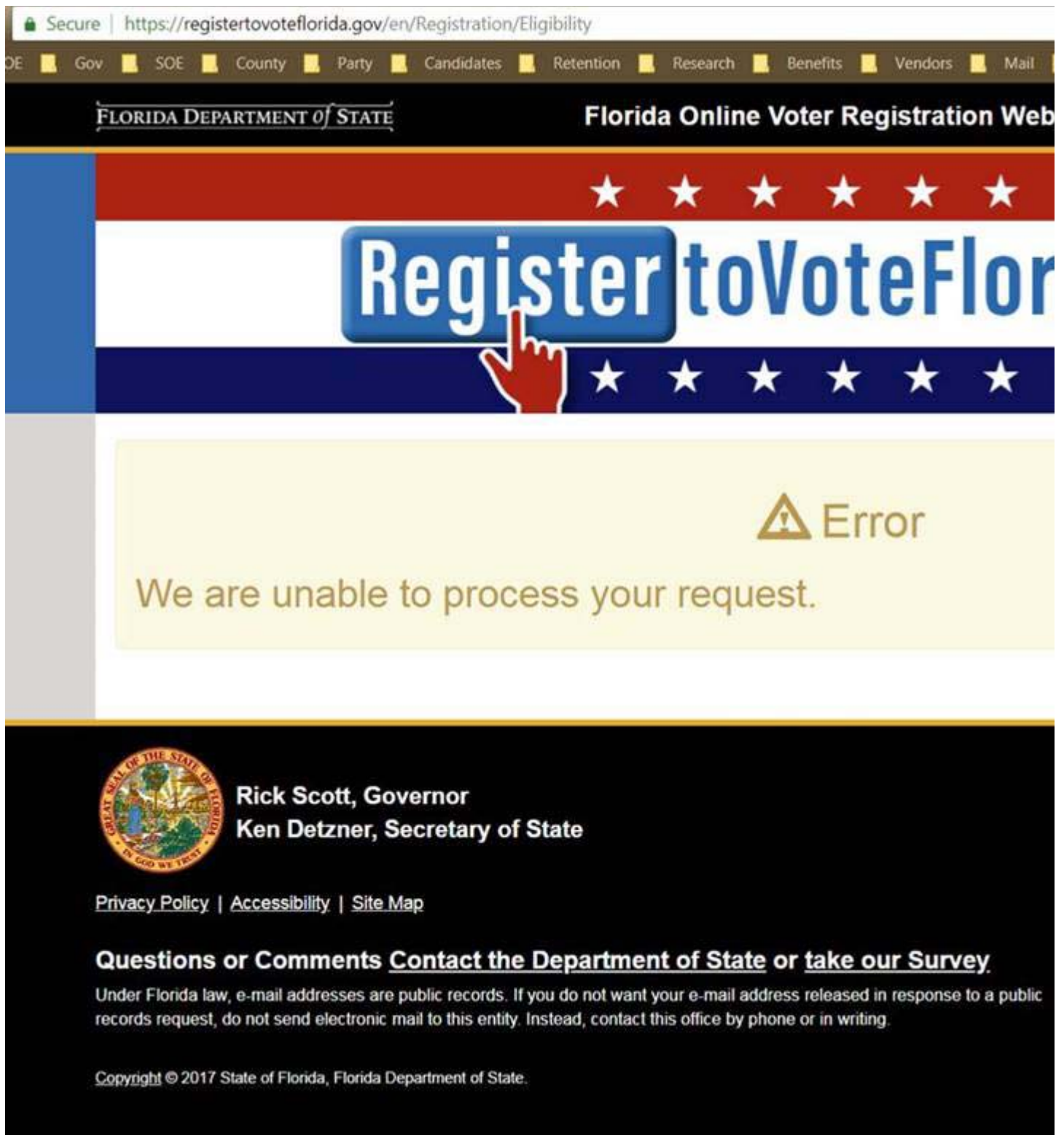
Thank you,

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>

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

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Please consider the environment before printing this email.

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 11:26 AM
To: Morley, Tiffany M.
Subject: FW: Error message

FYI, per your request.

JC

From: BVRSHelp
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 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

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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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

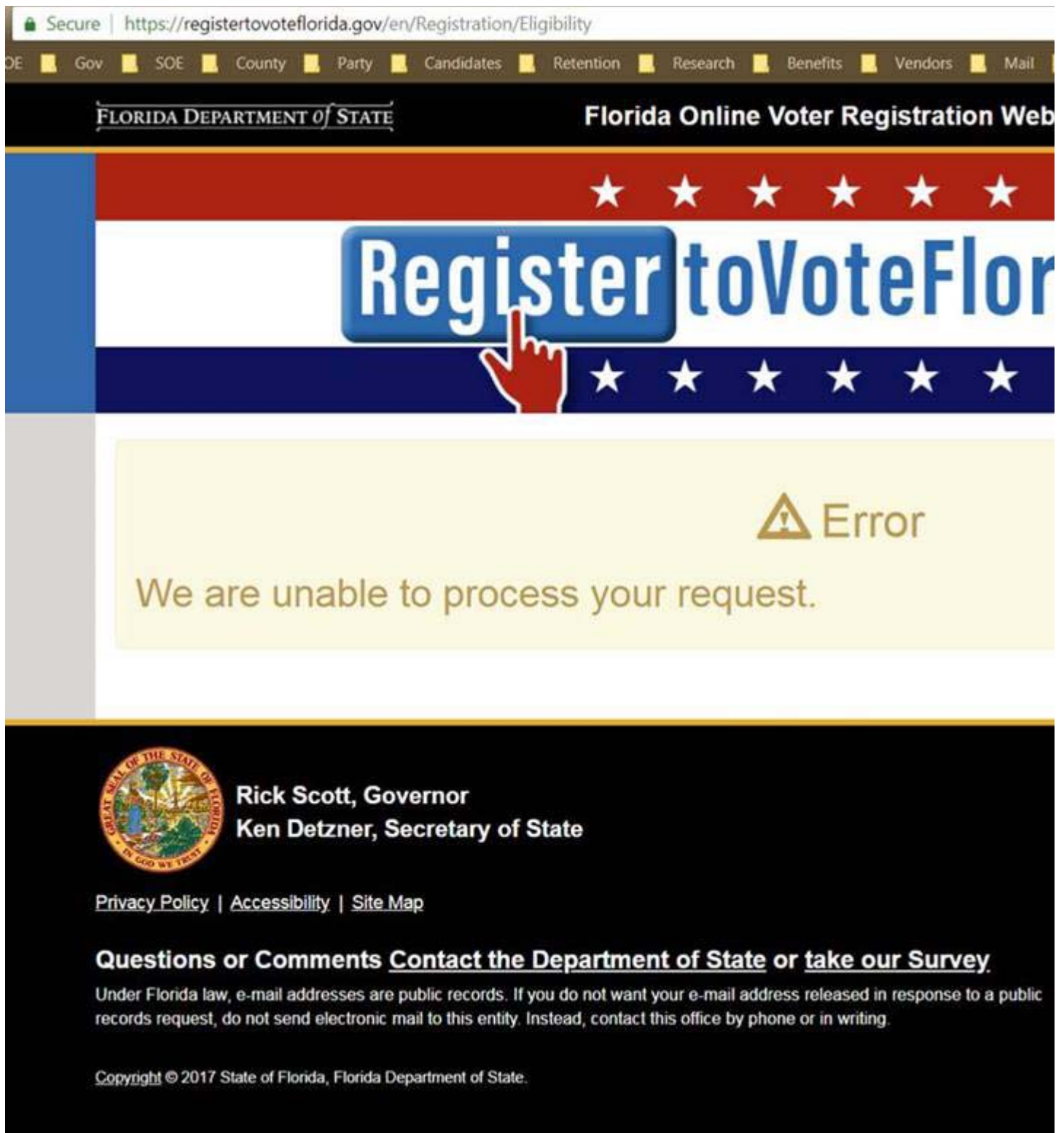
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From: Kaiti Lenhart [<mailto:klenhart@flaglerelections.com>]
Sent: Wednesday, July 18, 2018 8:43 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Error message

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:



Sincerely,

Kaiti Lenhart, MFCEP

SUPERVISOR OF ELECTIONS

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

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 25, 2018 12:21 PM
To: Madrigal, Virgie; Marconnet, Amber
Cc: Brown, Toshia
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.

Swain, Margaret A.

From: BVRSHelp
Sent: Sunday, July 29, 2018 2:53 PM
To: Madrigal, Virgie
Cc: Brown, Toshia
Subject: FW: Party status update problem online

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: Gildon Stillings <drgildo@me.com>
Sent: Sunday, July 29, 2018 12:45 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Wednesday, July 18, 2018 4:56 PM
To: Talabi, Steve
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie
Subject: FW: Registration

The attachment and email contain information that is confidential and exempt from public disclosure under Florida Public Records law.

Hi Steve,

Here is another OVR case where an error page is being displayed.

VID – 121280988
Name – Thomas John Weninger
DOB – 04/06/1961
[REDACTED]

Issue Date – 11/04/2013
Browser used by applicant – Safari and Chrome, version unknown.

See below email exchange for further details.

Thank you,

JC

From: Tom W [mailto:tomweninger@gmail.com]
Sent: Wednesday, July 18, 2018 4:47 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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,

- 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

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

<FL Voter Registration Application.pdf>

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 4:09 PM
To: Talabi, Steve
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie
Subject: FW: Technical Issue

The attachment and email contain information that is confidential and exempt from public disclosure under Florida Public Records law.

Hi Steve,

Here is another OVR case where an error page is being displayed.

VID – 119917473
Name – Gerald J Tkachyk
DOB – 07/19/1984
[REDACTED]

Issue Date – 07/17/2012
Browser used by applicant – Internet Explorer and Firefox, version unknown.

See below email exchange for further details.

Thank you,

JC

From: Gerald Tkachyk [mailto:gjtkachyk@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

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: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:



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,

- 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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 20, 2018 4:59 PM
To: Marconnet, Amber
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

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(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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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

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: BVRSHelp
Sent: Tuesday, July 24, 2018 10:31 AM
To: Marconnet, Amber
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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 10:34 AM
To: Madrigal, Virgie
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

Swain, Margaret A.

From: BVRSHelp
Sent: Thursday, July 26, 2018 4:32 PM
To: Marconnet, Amber; Madrigal, Virgie
Cc: Brown, Toshia
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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Please take our Customer Satisfaction
Survey<<http://survey.dos.state.fl.us/index.aspx?email=Janet.Modrow@DOS.MyFlorida.com>>.

Swain, Margaret A.

From: BVRSHelp
Sent: Sunday, July 29, 2018 2:52 PM
To: Madrigal, Virgie
Cc: Brown, Toshia
Subject: FW: Voter Registration

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: JoAnn Heath <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

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 27, 2018 3:15 PM
To: Madrigal, Virgie
Cc: Brown, Toshia; Marconnet, Amber
Subject: FW: Website problem
Attachments: Website

I didn't think about this being a potential error!

Attached email is his original email where he says:

"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?"

Thank you,

JC

From: Jim Filgut [mailto:jfilgut@sbcglobal.net]
Sent: Friday, July 27, 2018 3:04 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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?

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 20, 2018 8:18 AM
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.



Welcome!

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

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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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 23, 2018 10:11 AM
To: Donna Pfeiffer
Subject: RE: ***URGENT*** the Register to vote online is not working

I believe the difficulty you experienced has been resolved. Please let me know if you experience any further issues.

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: Donna Pfeiffer [mailto:dapfeiffer@aol.com]
Sent: Saturday, July 21, 2018 6:15 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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

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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: BVRSHelp
Sent: Thursday, July 19, 2018 8:42 AM
To: Lacativa Dierdre
Subject: RE: Address for Mailing Florida Voter Registration Application

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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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: 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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 9:40 PM
To: Barbara Bradley
Subject: RE: Address update

Thank you for contacting the [Florida Division of Elections](#). If you can call the Voter Assistance Hotline at 1-866-308-6739, we can walk you through the process.

Thank You,

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: Barbara Bradley [mailto:barbaranne14@yahoo.com]
Sent: Monday, July 30, 2018 9:26 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Address update

Cannot make an address change on the website. Very frustrating
Been trying for an hour. Help!,,,,,!!!,!,!,
Sent from my iPad

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 9:15 AM
To: RLouise Villagomez
Subject: RE: cannot enter address

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*

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 10:58 AM
To: RLouise Villagomez
Subject: RE: cannot enter address

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

Please contact us if you continue to have this issue.

Thanks,

Florida Division of Elections

From: RLouise Villagomez [mailto:racquellvillagomez@gmail.com]
Sent: Tuesday, July 24, 2018 10:28 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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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Please take our [Customer Satisfaction Survey](#).

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 11:20 AM
To: Pat Scanlon
Subject: RE: Can't Find Address Not working

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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 11:09 AM
To: Pat Scanlon
Subject: RE: Can't Find Address Not working

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 *
		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

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: BVRSHelp
Sent: Tuesday, July 24, 2018 11:41 AM
To: Pat Scanlon
Subject: RE: Can't Find Address Not working

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 *
		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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 9:46 AM
To: Kaiti Lenhart
Cc: Brown, Toshia; Marconnet, Amber; Madrigal, Virgie; Talabi, Steve
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,

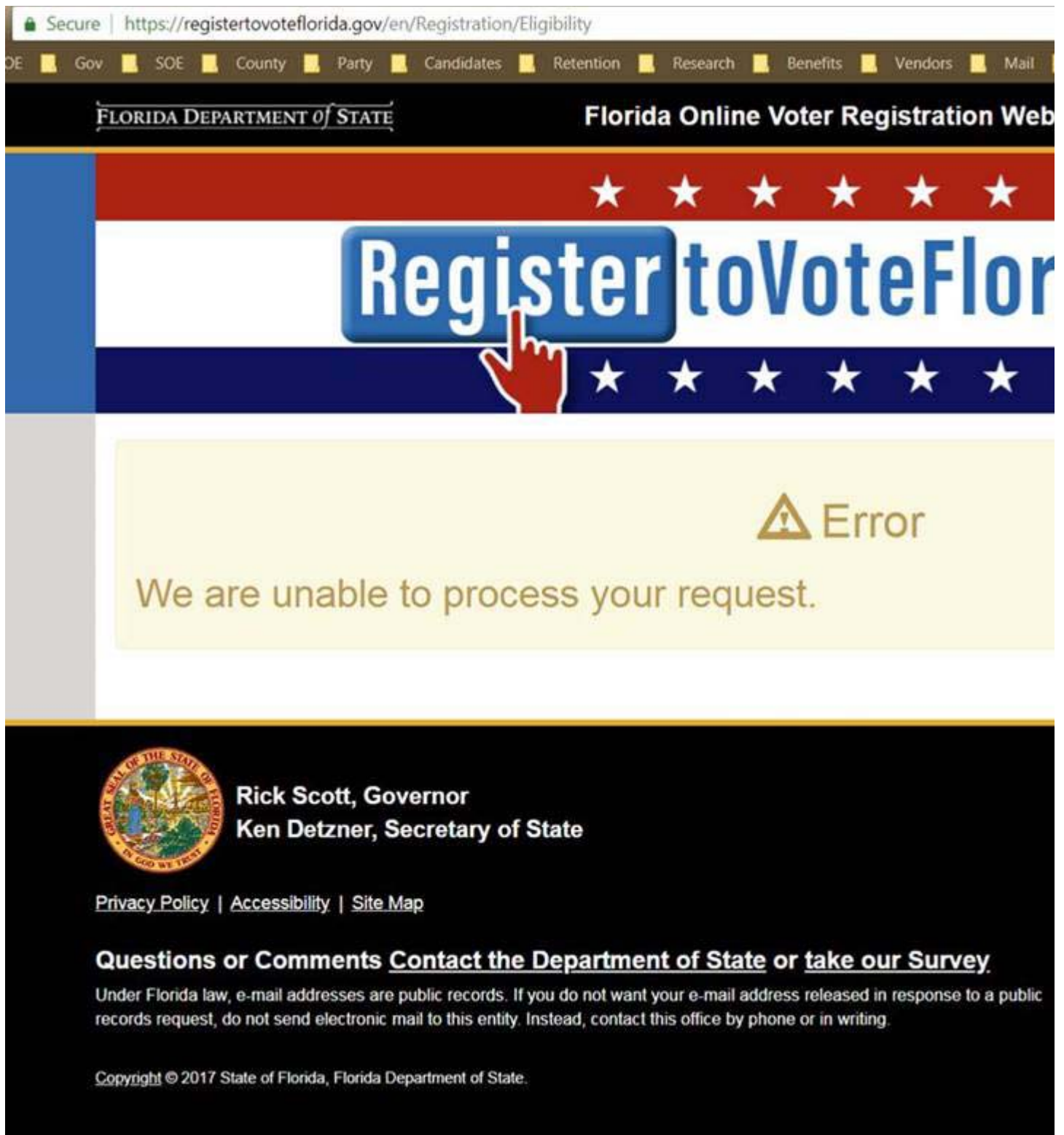
JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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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:



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

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Please consider the environment before printing this email.

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 10:23 AM
To: Kaiti Lenhart; 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>

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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>]

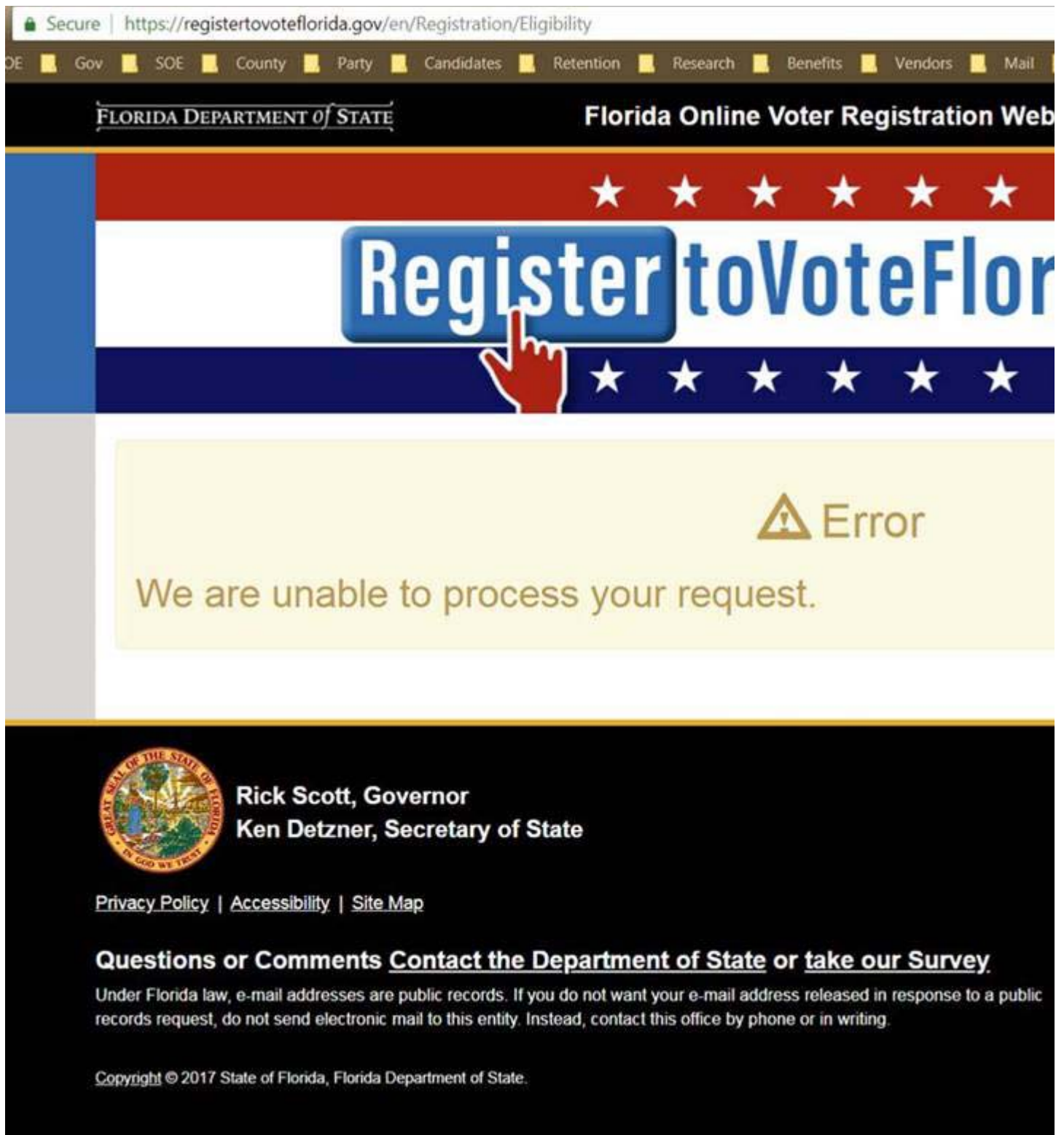
Sent: Wednesday, July 18, 2018 8:43 AM

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:



Sincerely,

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

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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.

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 1:46 PM
To: Sandra Frens
Subject: RE: How long will the site be up?

Thank you for contacting the [Florida Division of Elections](#). Online voter registration through [RegisterToVoteFlorida.gov](https://www.RegisterToVoteFlorida.gov) is a secure, convenient and easy-to-use system that is available 24 hours a day, seven days a week.

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

Hello OVR Support Team,

Can you tell me how long the URL [RegisterToVoteFlorida.gov](https://www.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



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: BVRSHelp
Sent: Monday, July 30, 2018 10:20 AM
To: Hillarey McCall
Subject: RE: I am trying to register to vote/ actually change my address

Thank you for contacting the [Florida Division of Elections](#). To change your residence address, you must notify your [County Supervisor of Elections office](#).

You may contact the [County Supervisor of Elections office](#) via telephone or email. You may also visit [RegisterToVoteFlorida.gov](#) to submit online an update to your existing record; or submitting the change on a [Florida Voter Registration Application](#). ([English PDF](#) / [Español PDF](#)) or other signed written notice. Below is the contact information for your Supervisor of Elections.

Click [HERE](#) to locate contact information for your County Supervisor of Elections.

If you are a new registration or changing your Party Affiliation; your application must be *completed online, postmarked or hand delivered* to your [County Supervisor of Elections office](#) no later than **07/30/2018** to be eligible to vote in 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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From: Hillarey McCall [mailto:hillarey11@hotmail.com]
Sent: Monday, July 30, 2018 9:59 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Monday, July 30, 2018 1:52 PM
To: Debbie Karasek
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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 2:02 PM
To: Debbie Karasek
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?

You're welcome 😊

JC

From: Debbie Karasek [mailto:dkarasek@nextscience.com]
Sent: Monday, July 30, 2018 1:53 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.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?

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,

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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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 8:37 AM
To: Anne Pittman
Subject: RE: Lost Card

Thank you for contacting the [Florida Division of Elections](#). To change your residence address, you must notify your [County Supervisor of Elections office](#).

You may contact the [County Supervisor of Elections office](#) via telephone or email. You may also visit [RegisterToVoteFlorida.gov](#) to submit online an update to your existing record; or submitting the change on a [Florida Voter Registration Application](#). ([English PDF](#) / [Español PDF](#)) or other signed written notice. Below is the contact information for your Supervisor of Elections.

Click [HERE](#) to locate contact information for your County Supervisor of Elections.

Thank You,

JC Fishbough
Bureau of Voter Registration Services
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From: Anne Pittman [mailto:acfreed7@yahoo.com]
Sent: Sunday, July 29, 2018 5:47 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Monday, July 30, 2018 4:59 PM
To: Aileen Ortega
Subject: RE: Not able to register

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

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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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 5:21 PM
To: Aileen Ortega
Subject: RE: Not able to register

If you want to try it again online, you can call me directly and I can get you past the address part.

850-245-6257 JC

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
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From: Aileen Ortega [mailto:whovian311@gmail.com]
Sent: Monday, July 30, 2018 5:18 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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

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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

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

Swain, Margaret A.

From: Wayne Fusco <wfusco@votesjc.com>
Sent: Wednesday, July 25, 2018 2:48 PM
To: Marconnet, Amber
Cc: Brown, Toshia; BVRSHelp; Madrigal, Virgie; Wilcox, Wesley
Subject: RE: OVR Issue

Hey Amber,

Here you go. I included FVRS ID numbers too..

Ross-Febles 114550434
Febles, Jorge 114607260

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>

From: Marconnet, Amber [mailto:Amber.Marconnet@DOS.MyFlorida.com]
Sent: Wednesday, July 25, 2018 12:23 PM
To: Wayne Fusco <wfusco@votesjc.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; BVRSHelp <BVRSHelp@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>
Subject: RE: OVR Issue

CAUTION: This email originated from outside our organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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)

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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>

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

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Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:57 PM
To: 'Wayne Fusco'
Cc: Brown, Toshia; BVRSHelp; Madrigal, Virgie
Subject: RE: OVR Issue

Hi Wayne,

I see OVR transactions for both individuals.

Please let me know if you have further questions.

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: Wayne Fusco [mailto:wfusco@votesjc.com]
Sent: Wednesday, July 25, 2018 2:48 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; BVRSHelp <BVRSHelp@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: RE: OVR Issue

Hey Amber,

Here you go. I included FVRS ID numbers too..

Ross-Febles 114550434
Febles, Jorge 114607260

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>

From: Marconnet, Amber [<mailto:Amber.Marconnet@DOS.MyFlorida.com>]

Sent: Wednesday, July 25, 2018 12:23 PM

To: Wayne Fusco <wfusco@votesjc.com>

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; BVRSHelp <BVRSHelp@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>

Subject: RE: OVR Issue

CAUTION: This email originated from outside our organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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

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*** 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](#).

*** 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: BVRSHelp
Sent: Monday, July 30, 2018 8:34 AM
To: Gildon Stillings
Subject: RE: Party status update problem online

Thank you for contacting the [Florida Division of Elections](#). We apologize for any inconvenience when using the online voter registration system. The site is fully operational.

Please make sure you are accessing [RegistertoVoteFlorida.gov](#) directly and not through a third party link. You can change your party affiliation by any signed written notice. Here is a link to change your party affiliation using a [Florida Voter Registration Application](#). ([English PDF](#) / [Español PDF](#)) online. You will need to **print** the application and write your information in with a black ballpoint pen. It must include your date of birth or voter registration number. You can hand deliver the application to your [County Supervisor of Elections office](#) or mail it in. If mailed, it must be postmarked no later than **07/30/2018** to be eligible to vote in the Primary Election on 08/28/2018. You may also visit [RegistertoVoteFlorida.gov](#) to submit online, an update to your existing record by 7/30/2018.

If you need further assistance, please contact your [County Supervisor of Elections office](#) directly.

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: Gildon Stillings [mailto:drgildo@me.com]
Sent: Sunday, July 29, 2018 12:45 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Tuesday, July 24, 2018 11:35 AM
To: James Brown
Subject: RE: Problems with Find My Address

Hi,

Can you please try it using a different browser? It may be a compatibility issue that's occurring.

From: James Brown [mailto:reddogtogo21@hotmail.com]
Sent: Tuesday, July 24, 2018 11:26 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Tuesday, July 24, 2018 11:48 AM
To: James Brown
Subject: RE: Problems with Find My Address

Hi,

Sir I tried it from our system and the address appeared with no issue. Can you try using another browser? It may be a compatibility issue.

From: James Brown [mailto:reddogtogo21@hotmail.com]
Sent: Tuesday, July 24, 2018 11:26 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Friday, July 20, 2018 8:20 AM
To: Michael Murray
Subject: RE: Question

Please mail the application to your County Supervisor of Elections office. Below is their contact information.

Duval County Supervisor of Elections

Mike Hogan, Supervisor

105 East Monroe Street

Jacksonville, FL 32202

Phone: 904-630-1414

Fax: 904-630-2920

Email: mhogan@coj.net

Web Address: <http://www.duval elections.com>

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: Michael Murray [<mailto:hurleydude187@icloud.com>]

Sent: Thursday, July 19, 2018 6:30 PM

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

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: BVRSHelp
Sent: Wednesday, July 18, 2018 4:13 PM
To: Tom W
Subject: RE: Registration

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

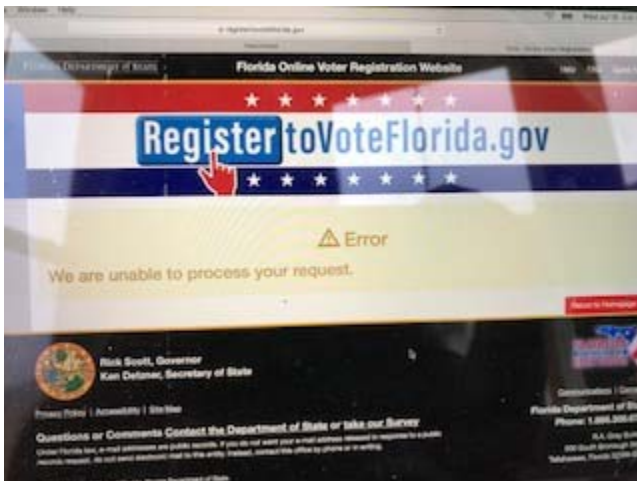
Thank you,

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



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

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

<FL Voter Registration Application.pdf>

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 11:50 AM
To: Tom W
Subject: RE: Registration
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.

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.

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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,

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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



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.
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.				SIGN/MARK HERE	
				Date		

FL-DOS-19-1211-D-000091

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 20, 2018 4:15 PM
To: Elyse Geraghty
Subject: RE: Registration to vote not being processed

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.



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

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From: Elyse Geraghty [mailto:geraghty@cghsfl.org]
Sent: Friday, July 20, 2018 2:07 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Tuesday, July 24, 2018 9:52 AM
To: Angelique Gerow
Subject: RE: Registration Update

Hi,

Are you trying to update your party with Florida OVR? If so, Please make sure you enter all required information exactly how it is listed on your Florida Driver's license.

If you you're still seeing the same issues after entering your exact information, another option is to download a printable registration form to complete, sign, and mail or deliver to your county Supervisor of Election office.

Thanks,

Florida Division of Elections

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

From: Angelique Gerow [mailto:angeliquegerow@icloud.com]
Sent: Tuesday, July 24, 2018 9:07 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Wednesday, July 18, 2018 4:49 PM
To: Tom W
Subject: RE: Registration

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: Tom W [mailto:tomweninger@gmail.com]
Sent: Wednesday, July 18, 2018 4:47 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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,

- 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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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: 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

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

<FL Voter Registration Application.pdf>

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 31, 2018 12:55 PM
To: Aaron Sabin
Subject: RE: Status Update

Hi,

Once your application is submitted online, your local Supervisor of Elections must review your application. If all of the information is verified and the application is deemed complete, the local Supervisor of Elections office will issue a voter information card.

the local Supervisor of Elections office will issue a voter information card no later than five days after receipt of the application.

Respectfully,

Florida Division of Elections

The attachment and email contain information that is confidential and exempt from public disclosure under Florida Public Records law.

From: Aaron Sabin [mailto:sabinaaronb@gmail.com]
Sent: Tuesday, July 31, 2018 11:49 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: Status Update

Hello,

I want to see how long it might take to have my registration approved. 336906 is my reference number.

Thank you

Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 3:34 PM
To: Gerald Tkachyk
Subject: RE: Technical Issue

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: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:



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,

- 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

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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.
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Swain, Margaret A.

From: BVRSHelp
Sent: Wednesday, July 18, 2018 2:37 PM
To: Gerald Tkachyk
Subject: RE: Technical Issue
Attachments: FL Voter Registration Application.pdf

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Gerald Tkachyk



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.
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.				SIGN/MARK HERE	
				Date		

FL-DOS-19-1211-D-000104

**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: BVRSHelp
Sent: Wednesday, July 18, 2018 3:58 PM
To: Gerald Tkachyk
Subject: RE: Technical Issue

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:gjtkachyk@gmail.com]
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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.
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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: 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: BVRSHelp
Sent: Tuesday, July 24, 2018 9:44 AM
To: Karina Suzanne
Subject: RE: technical problems while registering to vote

Hi,

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.

Thanks,

Florida Division of Elections

From: Karina Suzanne [mailto:karinasuzannephotos@gmail.com]
Sent: Tuesday, July 24, 2018 8:32 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Friday, July 20, 2018 4:17 PM
To: Robin A. Fant
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.



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

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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

CRLcpa.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

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 20, 2018 4:57 PM
To: Robin A. Fant
Subject: RE: Trying to

You can also try clearing your cache in the browser or try a different browser.

If it is still not working, 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

From: Robin A. Fant [mailto:rfant@cricpa.com]
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
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(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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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](#).

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 31, 2018 10:13 AM
To: Pauline Desrosiers
Subject: RE: Unable to Print confirmation sheet

Thank you for contacting the [Florida Division of Elections](#). Please contact your [County Supervisor of Elections office](#). They will be able to assist you with your question.

Sarasota County Supervisor of Elections

Ron Turner, Supervisor

101 S. Washington Blvd.

Sarasota, FL 34236

P O Box 4194

Sarasota, FL 34230 -4194

Phone: 941-861-8600

Fax: 941-861-8609

Email: rturner@sarasotavotes.com

Web Address: <http://www.sarasotavotes.com>

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: Pauline Desrosiers [mailto:outlook_D7D133771FE66F23@outlook.com]

Sent: Tuesday, July 31, 2018 7:00 AM

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

Subject: Unable to Print confirmation sheet

Yesterday I changed my party affiliation to Florida Democratic Party . When I selected Print option, it did not print. I did not record my confirmation # before I selected the Print option. Can you advise if my change of party has in fact been done and whether I can get a duplicate of my confirmation sent to my email address?

Thank you,

Pauline M Desrosiers

5450 Yarmouth Lane
Sarasota, FL 34233

Sent from [Mail](#) for Windows 10

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 17, 2018 3:49 PM
To: Victoria Woodward
Subject: RE: Update Voter Registration

Thank you for contacting the [Florida Division of Elections](#). I am sorry for the problems you are experiencing using the 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 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: Victoria Woodward [mailto:victoriawoodward91@gmail.com]

Sent: Tuesday, July 17, 2018 1:33 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Monday, July 23, 2018 8:26 AM
To: Karen Fink
Subject: RE: Update Voter Registration

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 keep in mind that you can also change your party affiliation through the office of your local Supervisor of Elections. Here is a link to change your party affiliation using a [Florida Voter Registration Application](#). ([English PDF](#) / [Español PDF](#)) online. You will need to **print** the application and write your information in with a black ballpoint pen. It must include your date of birth or voter registration number. You can hand deliver the application to your [County Supervisor of Elections office](#) or mail it in. If mailed, it must be postmarked no later than **07/30/2018** to take effect for the Primary Election on 08/28/2018.

If you need further assistance, please contact your [County Supervisor of Elections office](#) directly.

Thank You,

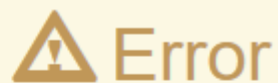
JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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From: Karen Fink [mailto:karen.donna.fink@gmail.com]
Sent: Saturday, July 21, 2018 10:53 AM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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?

Register toVoteFl



We are unable to process your request.

Sincerely,
Karen M Fink

Sent from [Mail](#) for Windows 10

Swain, Margaret A.

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
(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: 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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 12:00 PM
To: Calah Duryea
Subject: RE: Updating Voter Information

Hi, sorry you're still experiencing this issue. We are working hard to resolve all reported issues with OVR.

Secondly, you may download the Florida voter registration application, fill it out, sign and date it, and either mail or drop it off to the Supervisor of Elections office in the county in which you wish to become a registered voter.

- The statewide voter registration application form is available for download ([English PDF](#)/ [Español PDF](#)), or available at any [county Supervisor of Elections office](#), local library, or any entity authorized by the Florida Fish and Wildlife Conservation Commission to issue fishing, hunting, or trapping permits. The form contains detailed information as to how to submit the form to your county Supervisor of Elections. If you are a military or overseas U.S. citizen, you may register to vote and request a vote-by-mail ballot at the same time by using the [Federal Post Card Application \(FPCA\)](#). Go to webpage on [Military and Overseas Voting](#) for further details.

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

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 11:46 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Updating Voter Information

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,

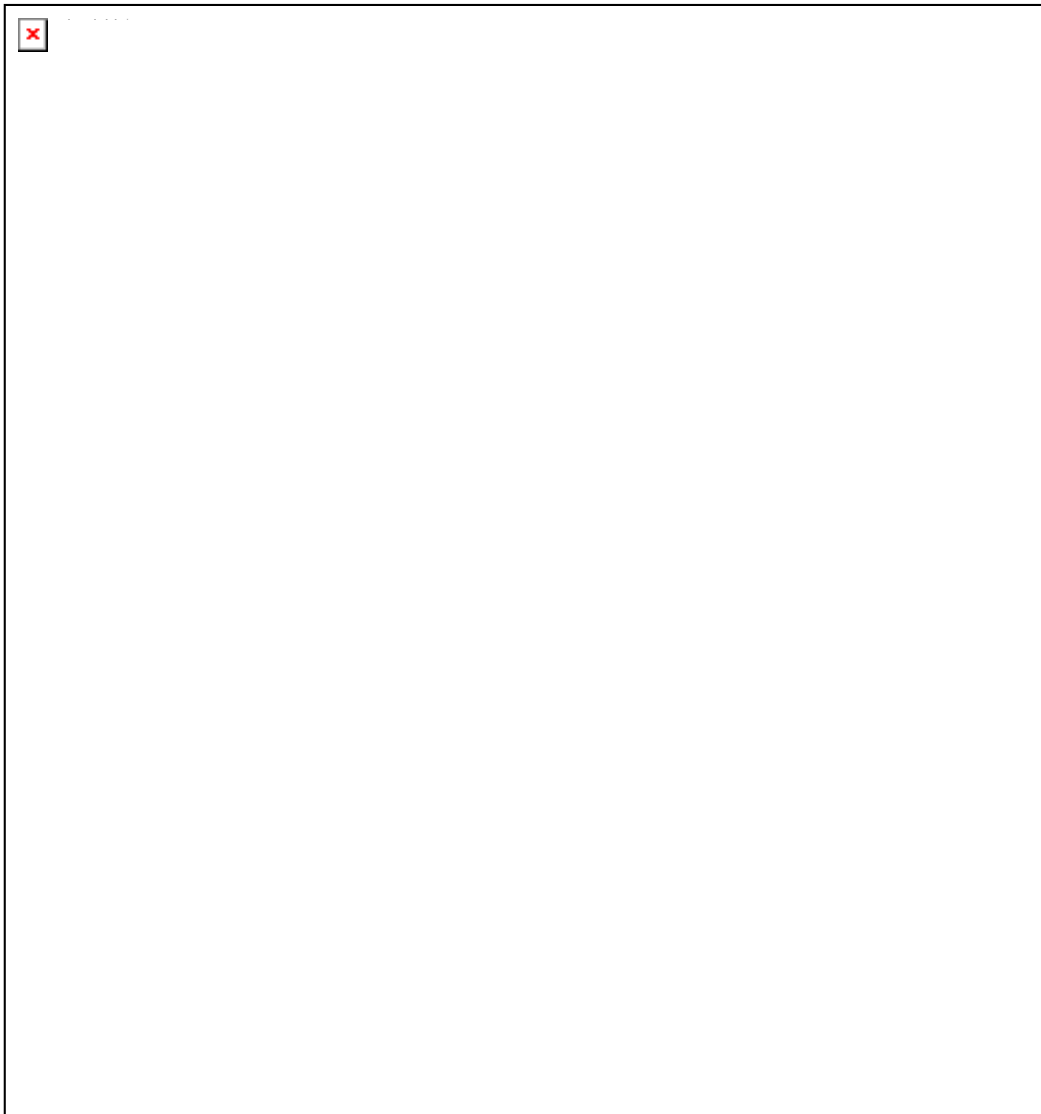
One last thing, can you try using another browser?

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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 11:43 AM
To: Calah Duryea
Subject: RE: Updating Voter Information

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

Florida Online Voter Registration Website

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 *

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

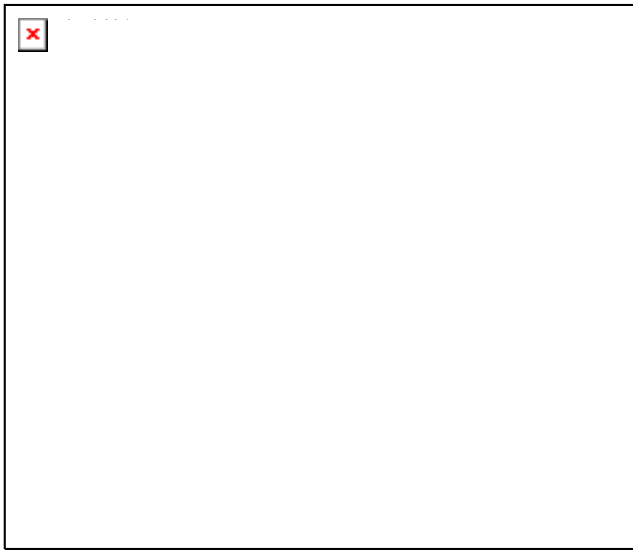
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Sorry you're having these issues. I have checked with our IT dept. on this issue and will try my best to help you complete your address information.

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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 11:02 AM
To: Calah Duryea
Subject: RE: Updating Voter Information

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:

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: 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

Swain, Margaret A.

From: BVRSHelp
Sent: Tuesday, July 24, 2018 12:04 PM
To: Calah Duryea
Subject: RE: Updating Voter Information

Yes you can make all changes needed on the paper application. You're welcome.

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 12:02 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Updating Voter Information

Hello,

I actually am a registered voter but I wanted to revise some information. I can try to download it and mail it in.

Thank you,
Calah

On Tue, Jul 24, 2018 at 12:00 PM BVRSHelp <BVRSHelp@dos.myflorida.com> wrote:

Hi, sorry you're still experiencing this issue. We are working hard to resolve all reported issues with OVR.

Secondly, you may download the Florida voter registration application, fill it out, sign and date it, and either mail or drop it off to the Supervisor of Elections office in the county in which you wish to become a registered voter.

- The statewide voter registration application form is available for download ([English PDF](#)/ [Español PDF](#)), or available at any [county Supervisor of Elections office](#), local library, or any entity authorized by the Florida Fish and Wildlife Conservation Commission to issue fishing, hunting, or trapping permits. The form contains detailed information as to how to submit the form to your county Supervisor of Elections. If you are a military or overseas U.S. citizen, you may register to vote and request a vote-by-mail ballot at the same time by using the [Federal Post Card Application \(FPCA\)](#). Go to webpage on [Military and Overseas Voting](#) for further details.

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

From: Calah Duryea [mailto:calah.duryea@gmail.com]
Sent: Tuesday, July 24, 2018 11:46 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Subject: Re: Updating Voter Information

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?

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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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 23, 2018 9:12 AM
To: Troy Glendye
Subject: RE: Updating Voting Location and obtaining voting card

Thank you for contacting the [Florida Division of Elections](#). Voter cards are sent from your [County Supervisor of Elections office](#). Please contact them directly, they will be able to assist you with updating your address as well.

Click [HERE](#) to locate contact information for your County Supervisor of Elections.

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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From: Troy Glendye [mailto:tpglendye2000@gmail.com]
Sent: Saturday, July 21, 2018 3:10 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Friday, July 27, 2018 8:39 AM
To: D Chakim
Subject: RE: Voter Info Update

Thank you for contacting the [Florida Division of Elections](#). I see where you have attempted to update your record. However, there may be incomplete information. Please contact your [County Supervisor of Elections office](#). They will be able to assist you with completing your application.

Alachua County Supervisor of Elections
Kim A. Barton, Supervisor
515 N. Main St., Suite 300
Gainesville, FL 32601
Phone: 352-374-5252
Fax: 352-374-5264
Email: kbarton@alachuacounty.us
Web Address: <http://www.votealachua.com/>

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: D Chakim [mailto:davidchakim@gmail.com]
Sent: Thursday, July 26, 2018 9:41 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Thursday, July 26, 2018 4:31 PM
To: Dell Mitchell
Subject: RE: Voter registration "invalid" zipcode

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

Swain, Margaret A.

From: BVRSHelp
Sent: Friday, July 27, 2018 8:13 AM
To: Dell Mitchell
Subject: RE: Voter registration "invalid" zipcode

The zip code looks like it should be 32304 for that area. Try that and hopefully it works for you.

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

From: Dell Mitchell [mailto:edmitchell715@gmail.com]
Sent: Thursday, July 26, 2018 4:51 PM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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

>

>

>

> The Department of State is committed to excellence.

> Please take our Customer Satisfaction

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

>

>

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 11:01 AM
To: JoAnn Heath
Subject: RE: Voter Registration

You're welcome 😊

JC

From: JoAnn Heath [mailto:jheath97@aol.com]
Sent: Monday, July 30, 2018 10:47 AM
To: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
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

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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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 9:09 AM
To: JoAnn Heath
Subject: RE: Voter Registration

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.

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 8:57 AM
To: JoAnn Heath
Subject: RE: Voter Registration

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
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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

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 8:29 AM
To: JoAnn Heath
Subject: RE: Voter Registration

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

Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 8:45 PM
To: Indira Bolar
Subject: RE: Voter registration help

If you are a new registration or changing your Party Affiliation; your application must be completed online no later than **07/30/2018** to be eligible to vote in the Primary Election on 08/28/2018. You may visit [RegistertoVoteFlorida.gov](https://www.registermyflorida.com) to register before 12:00am Eastern Time tonight.

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

From: Indira Bolar [mailto:indirabolar@gmail.com]
Sent: Monday, July 30, 2018 8:15 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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: BVRSHelp
Sent: Wednesday, July 18, 2018 3:03 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

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.



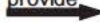
Florida Voter Registration Application

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](https://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) <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>														FVRS No:						
5	Florida Driver License (FL DL) or Florida Identification (FL ID) Card Number <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>														If no FL DL or FL ID, then provide 	Last 4 digits of Social Security Number <table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					☐ I have NONE of these numbers.
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.															
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.			SIGN/ MARK HERE 		Date															

FL-DOS-19-1211-D-000152

**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: BVRSHelp
Sent: Monday, July 30, 2018 9:56 PM
To: Raiza Perrault
Subject: RE: Voting Registration Update

Thank you for contacting the [Florida Division of Elections](#). If you are a new registration or changing your Party Affiliation; your application must be completed online no later than **07/30/2018** before 12:00am Eastern Time to be eligible to vote in the Primary Election on 08/28/2018.

Please call the Voter Assistance Hotline 1-866-308-6739 for assistance with changing your Party Affiliation online.

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: Raiza Perrault [mailto:perraultr@aol.com]
Sent: Monday, July 30, 2018 9:48 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
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

Please consider the environment
before printing this email.



Swain, Margaret A.

From: BVRSHelp
Sent: Monday, July 30, 2018 9:58 PM
To: Raiza Perrault
Subject: RE: Voting Registration Update

If you decide to mail the application you will miss the deadline. Click [HERE](#) to locate contact information for your County Supervisor of Elections.

Thank you,

JC

From: BVRSHelp
Sent: Monday, July 30, 2018 9:56 PM
To: 'Raiza Perrault' <perraultr@aol.com>
Subject: RE: Voting Registration Update

Thank you for contacting the [Florida Division of Elections](#). If you are a new registration or changing your Party Affiliation; your application must be completed online no later than **07/30/2018** before 12:00am Eastern Time to be eligible to vote in the Primary Election on 08/28/2018.

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Thanks,

Brian R. Perrault

Raiza Perrault

M. 305 213.4799

perraulttr@aol.com

