From: "Swain, Margaret A." <Margaret.Swain@dos.myflorida.com>
Date: Tuesday, May 19, 2020 at 1:05 PM
To: AO Records <records@americanoversight.org>
Cc: "Rey, Carlos A." <Carlos.Rey@dos.myflorida.com>
Subject: Public Records Request Response

This email was received from an external sender. Exercise caution when opening attachments or clicking links.

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 282.318.(4) and 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.

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Snowden, Mike
Sent: Tuesday, July 31, 2018 12:24 PM
To: Ji, Michael
Subject: Emailing: logs.zip
Attachments: logs.zip

Your message is ready to be sent with the following file or link attachments:

logs.zip

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 2:57 PM
To: AppDeployRequest; Snowden, Mike
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 6:15 PM
To: AppDeployRequest; Snowden, Mike
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Turaka, Sri
Sent: Tuesday, July 17, 2018 4:22 PM
To: AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Talabi, Steve
Subject: Application Deployment Request - OVR Web Test

Please process the request

Application Name	OVR Web
Type of the Deployment	TEST
Destination	[redacted]
Source	[redacted]
Reason	Changes made to FL/DL and print mail instructions
URL	[redacted]
Web.config Changes	
Deployment Script	

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Turaka, Sri
Sent: Wednesday, July 18, 2018 9:30 AM
To: AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Talabi, Steve
Subject: Application Deployment Request - OVR Web Test

Please process the request

Application Name	OVR Web
Type of the Deployment	TEST
Destination	[redacted]
Source	[redacted]
Reason	All required changes for release 4 are updated and HSMV down verbiage change and Margins verbiage change
URL	[redacted]
Web.config Changes	
Deployment Script	

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Snowden, Mike
Sent: Saturday, July 21, 2018 6:17 PM
To: Swamy, Karthi R.; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Production

Processing…

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 6:15 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>; Snowden, Mike <Mike.Snowden@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

AMERICAN OVERSIGHT

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Snowden, Mike
Sent: Saturday, July 21, 2018 3:00 PM
To: Swamy, Karthi R.; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Production

Complete

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 2:57 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>; Snowden, Mike <Mike.Snowden@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Snowden, Mike
Sent: Saturday, July 21, 2018 2:59 PM
To: Swamy, Karthi R.; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Production

Processing…

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 2:57 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>; Snowden, Mike <Mike.Snowden@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Snowden, Mike
Sent: Saturday, July 21, 2018 6:18 PM
To: Swamy, Karthi R.; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Production

Complete

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 6:15 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>; Snowden, Mike <Mike.Snowden@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

AMERICAN OVERSIGHT

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Giles, Teri M.
Sent: Wednesday, July 18, 2018 7:48 AM
To: Turaka, Sri; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Web Test

complete

From: Turaka, Sri
Sent: Tuesday, July 17, 2018 4:22 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Web Test

Please process the request

Application Name	OVR Web
Type of the Deployment	TEST
Destination	[redacted]
Source	[redacted]
Reason	Changes made to FL/DL and print mail instructions
URL	[redacted]
Web.config Changes	
Deployment Script	

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000014

Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Giles, Teri M.
Sent: Wednesday, July 18, 2018 7:48 AM
To: Turaka, Sri; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Web Test

processing

From: Turaka, Sri
Sent: Tuesday, July 17, 2018 4:22 PM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Web Test

Please process the request

Application Name	OVR Web
Type of the Deployment	TEST
Destination	[redacted]
Source	[redacted]
Reason	Changes made to FL/DL and print mail instructions
URL	[redacted]
Web.config Changes	
Deployment Script	

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250

AMERICAN OVERSIGHT

Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Giles, Teri M.
Sent: Wednesday, July 18, 2018 9:33 AM
To: Turaka, Sri; AppDeployRequest
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Talabi, Steve
Subject: RE: Application Deployment Request - OVR Web Test

complete

From: Turaka, Sri
Sent: Wednesday, July 18, 2018 9:30 AM
To: AppDeployRequest <AppDeployRequest@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: Application Deployment Request - OVR Web Test

Please process the request

Application Name	OVR Web
Type of the Deployment	TEST
Destination	[redacted]
Source	[redacted]
Reason	All required changes for release 4 are updated and HSMV down verbiage change and Margins verbiage change
URL	[redacted]
Web.config Changes	
Deployment Script	

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250

AMERICAN OVERSIGHT

Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Thursday, July 19, 2018 2:25 PM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1593: Added "the" to the text in applicat...

Changeset 1593: Added "the" to the text in application form and number in eligibility form(DL in...

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Turaka, Sri
Checked in on:	7/19/2018 2:24:21 PM
Comment:	Added "the" to the text in application form and number in eligibility form(DL instructions)

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:27 PM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1594: RollBack 07/20/2018 5:25pm

Changeset 1594: RollBack 07/20/2018 5:25pm

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:26:37 PM
Comment:	RollBack 07/20/2018 5:25pm

Items

Name	Change	Folder
[redacted]	edit	[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:34 PM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1595: Rolback of 1593

Changeset 1595: Rolback of 1593

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:01 PM
Comment:	Rolback of 1593

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:35 PM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1596: Rollback of 1590 to 1496

Changeset 1596: Rollback of 1590 to 1496

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:40 PM
Comment:	Rollback of 1590 to 1496

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 7:33 AM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1597: Session /cache Issue fix

Changeset 1597: Session /cache Issue fix

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 7:32:41 AM
Comment:	Session /cache Issue fix

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 8:09 AM
To: D'Antonio, Alfred J.
Subject: FloridaVoterRegistrationSystem Changeset 1598: Cookies Required Header Added

Changeset 1598: Cookies Required Header Added

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 8:08:59 AM
Comment:	Cookies Required Header Added

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by D'Antonio, Alfred J. with Id 30

Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: D'Antonio, Alfred J.
Sent: Friday, July 20, 2018 2:45 PM
To: Pitts, Charles L.
Cc: Maynor, Walter S. "Scott"
Subject: OVR

Do you need me to come in this weekend?

Fred

Get Outlook for Android

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 3:00 PM
To: D'Antonio, Alfred J.
Cc: Maynor, Walter S. "Scott"
Subject: RE: OVR

Hold that thought, sir.

Charles Pitts, CSM
Applications Development Manager – Division of Administrative Services
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6167
Email: Charles.pitts@dos.myflorida.com

From: D'Antonio, Alfred J.
Sent: Friday, July 20, 2018 2:45 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Subject: OVR

Do you need me to come in this weekend?

Fred

Get Outlook for Android

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Thursday, July 26, 2018 1:29 PM
To: D'Antonio, Alfred J.
Cc: Maynor, Walter S. "Scott"
Subject: tables should be in sync in all env.

[redacted]

[redacted]

[redacted]

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Tuesday, July 31, 2018 9:42 AM
To: Anderson, Artesa E.
Subject: FW: Florida Cybersecurity Primer - v2 (DRAFT)
Attachments: Florida_Election_Cybersecurity_Primer_v2_DRAFT.pdf

Please have the Cyber Navigators review this document and provide feedback.

We will consolidate that feedback and provide it to Mr. Vaughn.

The goal is to provide information to the SOE's that they can act on and it not overwhelming.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Vaughn, Thomas <Thomas.Vaughn@ast.myflorida.com>
Sent: Tuesday, May 22, 2018 9:07 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Earley, Mark <EarleyM@leoncountyfl.gov>; Wiggins, Kevin <Kevin.Wiggins@ast.myflorida.com>
Subject: Florida Cybersecurity Primer - v2 (DRAFT)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Mr. Underwood,

We integrated some of Mr. Earley's observations into this second draft of the primer. In this version we tried to reference some potential tools/software.

Before we are ready to distribute it widely (assuming we've reached that point), I'll need to run it through AST's production review process. (We apply that process to all external communications.)

Please provide feedback and additional comments.

Thank you.

Thomas Vaughn
Chief Information Security Officer
Agency for State Technology (AST)
(850) 412-6053 l Fax: (850) 413-9312
thomas.vaughn@ast.myflorida.com

AMERICAN OVERSIGHT



From: "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>
Date: Monday, May 14, 2018 at 2:11 PM
To: "Vaughn, Thomas" <Thomas.Vaughn@ast.myflorida.com>
Subject: FW: NIST Framework

Some feedback from Supervisor Earley.

He offers that some of this may fall outside the AST draft and I concur unless you contemplated adding an "Elections" specific area.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mark Earley [mailto:earleym@leoncountyfl.gov]
Sent: Monday, May 14, 2018 10:34 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Southerland, Dana <taylorelections@gtcom.net>; Hardee, Tommy <thardee@votemadison.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: Re: NIST Framework

EMAIL RECEIVED FROM EXTERNAL SOURCE

Wes,

I am liking the AST paper. This is written above the level of easy understanding for most Supervisors of course, but I think that is unavoidable to get into the specifics. But we can likely make a few edits to use plain English for somewhat improved clarity.

Some brainstorming:

Maybe specify the type of ports you reference in section 5. Add verbiage about scanning all devices before connecting to the system.

For the SCAP reference, add verbiage for Security Content Automation Protocol and reference National Institute of Standards and Technology (NIST).

Need anything about anti-virus and anti malware software and patching systems with updates?

AMERICAN OVERSIGHT

I would recommend adding some basic language specific to Election Tabulation systems. Such as stating that election tabulation systems should be offline with no wireless connectivity such as connected wireless printers. Disable modem or SFTP access when offline. Do not use default passwords for EMS. Do not allow dial in support for tabulation systems.

Did the document need to reference training staff to improve their awareness of threats such as phishing etc?

I would recommend more emphasis on a robust data backup solution for critical data.

But maybe some of these suggestions fall outside of the intended scope of the AST document?

Regards,

Mark

Mark S. Earley - CERA, FCEP
Supervisor of Elections
Leon County, Florida

850.606.8683

Did you know that Online Voter Registration (OVR) is now available in Florida? You can register to vote or update your voter registration information online at:
www.LeonVotes.org/OVR

Mailing Address
PO Box 7357
Tallahassee FL 32314-7357

Leon County Election Center
2990-1 Apalachee Pkwy
Tallahassee FL 32301

earleym@leoncountyfl.gov
http://www.leonvotes.org/

Facebook.com/LeonVotes
@LeonVotes - Twitter/Instagram

On May 14, 2018 9:00 AM, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com> wrote:

> Good Morning:
>
> On the call Friday, discussion occurred on the NIST Framework as compared to the CIS controls.
>
> I have mentioned that there is a correlating document. I have attached the NIST framework version 1.1 adopted April 16, 2018.
>
> Pages 24 through 44 correlated the different professional standards used to address controls. CIS is listed as are many others.

AMERICAN OVERSIGHT

Additionally, I mentioned the work with AST on a more prioritized version. That is attached as well. The AST document is a draft and I am providing for review only. It is a work in progress and is not ready for widespread distribution.

Wes Underwood, M.P.A., PMP®, CISA®

Deputy Secretary of State

Administrative Services, Corporations & Elections

Florida Department of State

R. A. Gray Building

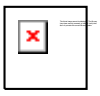
500 S. Bronough Street

Tallahassee, Florida 32399-0250

Telephone: (850) 245-6599

E-mail: Wes.Underwood@dos.myflorida.com





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

AST AGENCY FOR STATE TECHNOLOGY	Election Systems Security Primer	
SP.MS-1	Office of the CISO	DRAFT
Version .04		

I. PURPOSE

This document seeks to condense the security recommendations contained in the Center for Internet Security (CIS) "A Handbook for Elections Infrastructure Security" into a set of more easily implemented actions. This list, based on version seven of the CIS Security Controls, documents basic security controls that an organization may implement to help protect against election focused cyber threats. AST intends this document to serve as an aid, focusing on "basic" controls to bring an organization's baseline security posture to an acceptable level. This document is a starting point and AST recommends that election focused organizations reference MS-ISAC election infrastructure security publications as outlined in the reference section of this document. (Organizations with more mature security programs should consider moving to advanced control frameworks, such as the NIST Cybersecurity Framework (CSF) or NIST Special Publication 800-53 control sets.)

II. SUMMARY

This guide includes security controls that align with the first six controls as detailed in version seven of the Center for Internet Security Controls. The control framework considers these controls as fundamental to establishing basic cyber hygiene.

The top six security controls as listed in version seven of the CIS Controls are:

1. Inventory and Control of Hardware Assets
2. Inventory and Control of Software Assets
3. Continuous Vulnerability Management
4. Controlled Use of Administrative Privileges
5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations, and Servers
6. Maintenance, Monitoring, and Analysis of Audit Logs

The prioritization of this list considers the limited resources available to most elections organizations.

Notes:

- *Designations for cost and priority in the following table are high (H), medium (M), and low (L).*
- *The tools and capabilities listed throughout this document serve as examples and do not represent a comprehensive catalog of all available options. Organizations should conduct further research to identify other potentially suitable tools. Additionally, the inclusion or exclusion of products does not serve as an endorsement for or recommendation against their use.*

DRAFT

AMERICAN OVERSIGHT

III. REFERENCES

Center for Internet Security – A Handbook for Elections Infrastructure Security

- Download an E-book. (https://www.cisecurity.org/wp-content/uploads/2018/02/CIS-Elections-eBook-15-Feb.pdf)
- Download a printable PDF. (https://www.cisecurity.org/wp-content/uploads/2018/03/CIS-Elections-Handbook-19-March-Single-Pgs.pdf)

Center for Internet Security – Best Practices Excel spreadsheet.

- (https://www.cisecurity.org/wp-content/uploads/2018/03/Best-Practices-A-Handbook-for-Election-Infrastructure-Security-v1.0-1.xls)

AMERICAN OVERSIGHT

IV. TOP SIX SECURITY CONTROLS

1. Inventory and Control of Hardware Assets

This control group addresses the organization's ability to "Actively manage (inventory, track, and correct) all hardware devices on the network so that only authorized devices are given access, and unauthorized and unmanaged devices are found and prevented from gaining access."

This control group focuses on keeping track of the devices that exist in the elections IT environment. Devices may connect to an organization's network without the appropriate security controls such as: up-to-date patching, anti-virus, strong passwords, encryption, and the like. Or, a previously unknown device long present on the network, but unknown to security personnel, may not receive updates, not be properly situated behind a firewall, or appropriately hardened. Maintaining an inventory allows the organization to properly account for all devices on the network.

<table>
<tr><th>Best Practice</th><th colspan="3">Description</th></tr>
<tr><td>Regularly scan the organization's network for unauthorized devices.</td><td colspan="3" rowspan="3">Systems can easily come and go on a network. Unauthorized devices can show up on a network due to nefarious or benign intent. Regardless of how an unauthorized device ends up on a network it still presents a risk to the network because its security posture is unknown. With many using devices from home for work purposes, such as in organizations with adopted bring your own device (BYOD) policies security personnel have the added challenge of securing devices from manufactures, with different operating systems, different anti-virus protection software, and different user habits. In effect, scanning for devices allows for security personnel to define a defensible network perimeter.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
<tr><td colspan="4">Tools/Capabilities
• Spiceworks Inventory – This freeware tool has capable hardware/software discovery capabilities. https://www.spiceworks.com/free-pc-network-inventory-software/
• ForeScout CounterACT – Although considerably more expensive than Spiceworks, CounterACT also provides greater capability and ease of use. https://www.forescout.com/products/counteract/</td></tr>
<tr><td>Maintain an inventory of assets that should be on the same network segment as election system components.</td><td colspan="3" rowspan="3">Maintain an asset inventory of all systems connected to the organization's network, to include network devices. At a minimum, record the network address, machine name, system purpose, asset owner and business unit responsible for the device. Include both portable and stationary devices to include all devices that can connect to any organization network. The goal of this activity is verifying that only authorized systems connect to the networks that support election activities. Reducing unauthorized or otherwise unneeded devices on election networks reduces the avenues for attack of disruption.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
<tr><td>Maintain a chain of custody for all core devices and track them throughout their lifecycle.</td><td colspan="3" rowspan="2">Track possession of all core network devices and account for devices at each stage of their lifecycle. This will support the organization's mission to maintain an inventory and to insure the proper maintenance and patching of election systems. In addition, tracking devices allows for audit capability</td></tr>
<tr><td>Priority</td><td colspan="2">Cost</td></tr>
</table>

AMERICAN OVERSIGHT

	Setup	Maintain	following election events, verification of secure storage, and protects systems from tampering.
M	L	L	

AMERICAN OVERSIGHT

2. Inventory and Control of Software Assets

For the same reasons an organization should inventory hardware assets, it is crucial to actively manage the software resident within a network. This helps mitigate the likelihood of unauthorized and unmanaged software. A baseline of known authorized software helps prevent to execution of malicious code within a network.

Attackers routinely scan networks for software with known vulnerabilities. The vulnerabilities that scanning uncovers can then provide a foothold on the target network. Once attackers establish a foothold they can move deeper into the network.

Organizations should manage all software present within the organization's network by whitelisting software and disabling the installation of non-listed software. With a standard software distribution organization can then confirm patch levels and then document and mitigate any known vulnerabilities inherent to that configuration.

<table>
<tr><th colspan="3">Best Practice</th><th>Description</th></tr>
<tr><td colspan="3">Use application whitelisting.</td><td rowspan="3">Use an application whitelisting method to block software not included on the software whitelist. The whitelist's scope should account for the purpose and use of the system. Systems with a narrow focus need a more restrictive whitelist than systems with more functionality.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>L</td><td></td></tr>
<tr><td colspan="4">Available Resources</td></tr>
<tr><td colspan="4">Tools/Capabilities
• Spiceworks Inventory – see Control 1
• System Center Configuration Manager (SCCM) – This Microsoft product performs several management functions, including software inventories. SCCM works in a Windows environment.
https://www.microsoft.com/en-us/cloud-platform/system-center-configuration-manager-features
https://en.wikipedia.org/wiki/System_Center_Configuration_Manager</td></tr>
</table>

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000037

3. Continuous Vulnerability Management

Organizations should continuously scan for vulnerabilities. This allows the organization to discover and mitigate potential attack vectors before exploitation. Dynamic network environments can spontaneously spawn new vulnerabilities as systems come and go from the network. As networks grow and change, organizations must continuously scan for vulnerabilities and then act to mitigate the newly discovered threat vectors.

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Harden election system devices based on industry standards.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>H</td><td>H</td><td>L</td></tr></table></td><td>Establish standard secure configurations of operating systems and software applications that represent hardened versions of election system components. Update and validate the secure standards on a regular basis to ensure the application of mitigations for vulnerabilities and attack vectors discovered since the system’s last update. Operating systems, as delivered from the manufacturer, must function in diverse environments. To provide for ease of use manufacturers do not turn on all available security functions. Election systems do not require the same level of accessibility as employee workstations. This organizations to simply turned off applications and functions that do not support the election process, in doing so remove many available attack vectors on those systems.</td></tr>
<tr><td colspan="2">Available Resources
• CIS Benchmarks – The Center for Internet Security (CIS) created and maintains these configuration guidelines. A CIS SecureSuite membership (free to all state and local government organizations) grants full access to these benchmarks and the associated scanning tools.
https://www.cisecurity.org/cis-benchmarks/
https://www.cisecurity.org/cis-securesuite/
• Defense Information Systems Agency (DISA) STIGs –Security Technical Implementation Guides (STIGs) are configuration standards for DOD devices/systems. Similar in function to CIS Benchmarks, with much of the content available to organizations outside the DoD.
https://iase.disa.mil/stigs/Pages/index.aspx</td></tr>
<tr><td>Store hardened baseline configurations securely or on protected offline systems.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>H</td><td>L</td><td>L</td></tr></table></td><td>Store hardened versions of election system software and operating systems in a secure place. This can be a secure server or other removable media such as an encrypted and securely stored portable hard drive. To verify that the files are unaltered, validate those files with integrity checking mechanisms such as drive or file hashing, and employ change management to ensure that only authorized personnel make changes.</td></tr>
<tr><td>Use secure channels for remote system administration.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>M</td><td>L</td><td>L</td></tr></table></td><td>Perform all remote administration of servers, workstations, and network devices over secured channels. Encrypt the administration sessions to protect the activity from observation. Adversaries can observe or alter unsecured administration sessions.</td></tr>
<tr><td colspan="2">Available Resources</td></tr>
</table>

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000038

Secure Shell (SSH) – SSH is software that enables secure system administration and file transfers over insecure networks. *Never use Telnet for administration of systems/devices.*

Run an SCAP compliant vulnerability scanner regularly.

Priority	Cost	
	Setup	Maintain
H	L	M

Run automated SCAP (Security Content Automation Protocol) compliant vulnerability scanning tools against all systems on at least a weekly basis to produce a prioritized list of the most critical vulnerabilities for system administrators. Ensure that vulnerability scans check for code-based as well as configuration-based vulnerabilities. SCAP is a National Institute of Standards and Technology (NIST) project to set standards that enable the automation of vulnerability management, measurement, and compliance of deployed systems.

Available Resources

- OpenVAS – OpenVAS is a free open-source vulnerability scanning and management system. Although it runs on Linux, it can scan Windows systems.
  http://www.openvas.org/index.html
- Commercial Vulnerability Management Systems – There are a number available at various price points, some of which include free versions with reduced capabilities.
  Qualys VM - https://www.qualys.com/apps/vulnerability-management/
  Tenable Nessus - https://www.tenable.com/products/nessus/nessus-professional
  Rapid7 InsightVM - https://www.rapid7.com/products/InsightVM

Use the most up-to-date and certified version of vendor software and underlying operating systems.

Priority	Cost	
	Setup	Maintain
H	L	M

Use automated patch management and software update tools to ensure that operating systems and applications are up-to-date for systems and tools that are available and safe to use. Unpatched software contains vulnerabilities that increase a system's attack surface. Many would be threat actors seek vulnerable systems to exploit to gain access to networks or cause disruption. In addition, unverified updates and operating system updates can contain hidden malware.

Available Resources

- System Center Configuration Manager (SCCM) – *see* Control 2
- Commercial 3rd Party Solutions – There are a number of patch management solutions at various price points.
  IBM BigFix - https://www.ibm.com/security/endpoint-security/bigfix
  SolarWinds MSP - https://www.solarwindsmsp.com/products/remote-management/patch-management
  ManageEngine Patch Manager Plus - https://www.manageengine.com/patch-management/

AMERICAN OVERSIGHT

4. Controlled Use of Administrative Privileges

While administrative privileges may bring convenience to system users, it also allows the ability to install programs and reconfigure operating system settings. Such elevated privilege, when exploited by an attacker, provides the ability to circumvent many security controls and move laterally within the organization's network. If an attacker gains control of an account with administrative privileges, or escalates an account's privilege, they have a powerful tool to further exploit other systems on that network.

<table>
<tr><th colspan="3">Best Practice</th><th>Description</th></tr>
<tr><td colspan="3">Conduct criminal background checks on all who support the election process.</td><td rowspan="3">Conducting criminal background checks helps prevent those with prior known bad behavior or poor judgement from gaining access to valuable election infrastructure.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
<tr><td colspan="3">Use unique user identification.</td><td rowspan="3">Sharing usernames and passwords prevents the ability to lock a specific individual out of an account while complicating the attribution of account access to a specific individual. When multiple individuals use the same account, it is difficult to attribute a malicious act to a specific individual or insure that those with revoked access do not continue to use a credential set.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
<tr><td colspan="3">Regularly review all authorized individuals and disable accounts not associated with a process or owner.</td><td rowspan="3">As individual focus areas change, access permissions also change. Organizations should both grant and revoke access to systems and data based on the individual's job duties. Access creep and unused but active credential sets create an environment where systems have unmonitored and under protected access to systems.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>M</td><td>M</td></tr>
</table>

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000040

5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations, and Servers

The proliferation of mobile devices on critical networks creates a dynamic environment that organizations must secure. The security configurations of devices and software from multiple manufacturers require configuration management and change control processes to prevent exploitation of the numerous vulnerabilities present in this ecosystem.

Developing and maintaining configuration settings for disparate and diverse systems is a complex task that election organizations must consider as part of their security program

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Limit the number of users with administrative access and remove default credentials.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>L</td><td>L</td></tr>
</table></td><td>Limiting the number of people with administrative access to the systems lessens the likelihood that someone may fall victim to social engineering or other nefarious system use. Additionally, verifying that systems do not retain default passwords lessens the likelihood of unauthorized remote access following scans for vulnerable machines.</td></tr>
<tr><td>Use multi-factor authentication (MFA).
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>H</td><td>M</td></tr>
</table></td><td>Configuring multi-factor authentication (MFA) for system access severely limits the effectiveness of social engineering designed to harvest credentials such as phishing. Compromised passwords provide little use to attackers that do not also have access to the second authentication factor such as a token or pin.</td></tr>
<tr><td colspan="2">Available Resources
Many Software as a Service (SaaS) applications offer versions of MFA for access to specific systems.
• Commercially Available MFA Providers – There are a number do commercial solutions that create single sign-on capabilities that include MFA.
Azure MFA – https://azure.microsoft.com/en-us/services/multi-factor-authentication/
Okta - https://www.okta.com/
Centrify - https://www.centrify.com/solutions/why-multi-factor-authentication/</td></tr>
<tr><td>Use strong passwords consisting of at least a 14-character passphrase when multi-factor authentication is not available.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>L</td><td>L</td></tr>
</table></td><td>Increase the length and complexity of password standards on systems that cannot support multi-factor authentication.</td></tr>
<tr><td>Use a dedicated machine for administrative tasks to separate daily activities from security critical functions.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>M</td><td>L</td></tr>
</table></td><td>Avoid using machines with elevated privileges and perform routine tasks. When machines need elevated privileges, avoid activities such as sending and receiving email, browsing the Internet, or working with shared office files. This activity increases the likelihood that machine will interact with malicious code.</td></tr>
</table>

AMERICAN OVERSIGHT

Implement a change freeze prior to peak election periods.			Avoid making changes to election systems without appropriate time to test and verify changes prior to election day.
Priority	Cost		
	Setup		
M	L	L	

Use tamper evident seals on all external ports and electronically deactivate ports when not required for use.			Physical access to computer systems allows for changes to or additions of components that can cause a security vulnerability or unauthorized access to the system. Deactivate or physically block any port that the system does not need to perform its function. Open USB ports provide a readily available means to quick means to load malicious code onto an election system. While it may not be feasible to completely remove or block all USB ports, take measures to block their access when not needed to perform maintenance or setup the system. Seek to limit the use of removeable USB storage media; however, if doing so is unavoidable, scan the devices for known malicious code.
Priority	Cost		
	Setup	Maintain	
M	L	L	
Available Resources			
Tamper resistant labels are available in a variety of sizes and types. Evidence labels also work very well for this purpose and are widely available.			

Maintain detailed maintenance records of all system components.			To identify unauthorized changes to systems, keep records of system maintenance activities to verify that the organization authorized any changes.
Priority	Cost		
	Setup	Maintain	
H	L	L	

AMERICAN OVERSIGHT

6. Maintenance, Monitoring, and Analysis of Audit Logs

Well maintained and secure system logs provide organizations a record of network activity (malicious or otherwise). As attackers gain entry to an organization's systems they will move from system to system, searching for information and working to maintain persistence. Logs may serve as a victim's only source of intrusion details as well as contain the only means to determine if unauthorized access continues.

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Securely archive logs.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
</table></td><td>Logs serve as a crucial investigative and audit tool that prove useful after the election event concludes. Organizations must protect logs from loss or tampering.</td></tr>
<tr><td colspan="2">Available Resources
• Graylog – Graylog is an open source log management solution that accepts and stores various log formats.
https://www.graylog.org/
• Syslog NG – An open source example of a tool that collects and searches syslog traffic. Although syslog is a standard form of logging, not all systems output logs in this format.
https://syslog-ng.com/open-source-log-management</td></tr>
<tr><td>Review logs to identify anomalies or abnormal events regularly.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
</table></td><td>Logs are the record of network and system activities. To detect abnormal activity within election systems, organizations must review logs to understand normal network activity and then identify suspicious events. This will help locate and mitigate unauthorized systems, processes, or users on the organization's network.</td></tr>
<tr><td>Enable logging on systems.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
</table></td><td>Organizations must verify that systems log the correct events for the required retention period. System log settings can vary, and default settings may not satisfy security requirements. Tune log collection settings and storage parameters to ensure that the organization collects and stores the appropriate logs.</td></tr>
<tr><td>Use automated systems to assist management of logs and, where possible, store logs on remote systems.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>H</td><td>H</td></tr>
</table></td><td>Collecting, storing, and analyzing logs can become a considerable task depending on the size and complexity of an organization's network. Automated tools serve to improve an organization's ability to effectively leverage log data to improve security.</td></tr>
<tr><td colspan="2">Available Resources
Security Information and Events Management (SIEM) Systems – SIEM systems can receive logs from log management systems or accept them directly. They van perform enhanced correlation and analysis beyond standard log management capabilities. Some commercial options are:
LogRhythm – https://logrhythm.com/</td></tr>
</table>

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000043

Splunk ES – https://www.splunk.com/en_us/products/premium-solutions/splunk-enterprise-security.html
IBM QRadar – https://www.ibm.com/security/security-intelligence/qradar

V. CHANGE CONTROL TABLE

Version Number	Change Description (Use Table Heading)	Date
.01	Initial Draft – KRW	4/27/2018
.02	Second Draft - TV	4/30/2018
.03	Third Draft – KRW	4/30/2018
.04	Forth Draft (DOS/SOE review incorporation)	5/18/2018
.05	Fifth Draft (CISO review)	5/20/2018

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Anderson, Artesa E.
Sent: Tuesday, July 31, 2018 10:06 AM
To: MacMichael, Joseph W.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: Fw: Florida Cybersecurity Primer - v2 (DRAFT)
Attachments: Florida_Election_Cybersecurity_Primer_v2_DRAFT.pdf

Team,
Please see Deputy Secretary's request below. I would like to have your feedback by Thursday if possible so that you can discuss this with Mr. Vaughn during your meet and greet on Friday.

Until we get Stacey's email set up, someone will have to share this document with her.

Thanks,
Artesa

From: Underwood, Wes H.
Sent: Tuesday, July 31, 2018 9:42 AM
To: Anderson, Artesa E.
Subject: FW: Florida Cybersecurity Primer - v2 (DRAFT)

Please have the Cyber Navigators review this document and provide feedback.

We will consolidate that feedback and provide it to Mr. Vaughn.

The goal is to provide information to the SOE's that they can act on and it not overwhelming.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Vaughn, Thomas <Thomas.Vaughn@ast.myflorida.com>
Sent: Tuesday, May 22, 2018 9:07 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Earley, Mark <EarleyM@leoncountyfl.gov>; Wiggins, Kevin <Kevin.Wiggins@ast.myflorida.com>
Subject: Florida Cybersecurity Primer - v2 (DRAFT)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Mr. Underwood,

We integrated some of Mr. Earley's observations into this second draft of the primer. In this version we tried to reference some potential tools/software.

AMERICAN OVERSIGHT

Before we are ready to distribute it widely (assuming we've reached that point), I'll need to run it through AST's production review process. (We apply that process to all external communications.)

Please provide feedback and additional comments.

Thank you.

Thomas Vaughn
Chief Information Security Officer
Agency for State Technology (AST)
(850) 412-6053 l Fax: (850) 413-9312
thomas.vaughn@ast.myflorida.com

From: "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>
Date: Monday, May 14, 2018 at 2:11 PM
To: "Vaughn, Thomas" <Thomas.Vaughn@ast.myflorida.com>
Subject: FW: NIST Framework

Some feedback from Supervisor Earley.

He offers that some of this may fall outside the AST draft and I concur unless you contemplated adding an "Elections" specific area.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mark Earley [mailto:earleym@leoncountyfl.gov]
Sent: Monday, May 14, 2018 10:34 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Southerland, Dana <taylorelections@gtcom.net>; Hardee, Tommy <thardee@votemadison.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: Re: NIST Framework

EMAIL RECEIVED FROM EXTERNAL SOURCE

AMERICAN OVERSIGHT

Wes,

I am liking the AST paper. This is written above the level of easy understanding for most Supervisors of course, but I think that is unavoidable to get into the specifics. But we can likely make a few edits to use plain English for somewhat improved clarity.

Some brainstorming:

Maybe specify the type of ports you reference in section 5. Add verbiage about scanning all devices before connecting to the system.

For the SCAP reference, add verbiage for Security Content Automation Protocol and reference National Institute of Standards and Technology (NIST).

Need anything about anti-virus and anti malware software and patching systems with updates?

I would recommend adding some basic language specific to Election Tabulation systems. Such as stating that election tabulation systems should be offline with no wireless connectivity such as connected wireless printers. Disable modem or SFTP access when offline. Do not use default passwords for EMS. Do not allow dial in support for tabulation systems.

Did the document need to reference training staff to improve their awareness of threats such as phishing etc?

I would recommend more emphasis on a robust data backup solution for critical data.

But maybe some of these suggestions fall outside of the intended scope of the AST document?

Regards,

Mark

Mark S. Earley - CERA, FCEP
Supervisor of Elections
Leon County, Florida

850.606.8683

Did you know that Online Voter Registration (OVR) is
now available in Florida? You can register to vote
or update your voter registration information online
at:
www.LeonVotes.org/OVR

Mailing Address
PO Box 7357
Tallahassee FL 32314-7357

Leon County Election Center

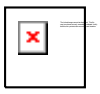
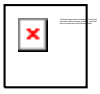
AMERICAN OVERSIGHT

2990-1 Apalachee Pkwy
Tallahassee FL 32301

earleym@leoncountyfl.gov
http://www.leonvotes.org/

Facebook.com/LeonVotes
@LeonVotes - Twitter/Instagram

On May 14, 2018 9:00 AM, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com> wrote:

> Good Morning:
> On the call Friday, discussion occurred on the NIST Framework as compared to the CIS controls.
> I have mentioned that there is a correlating document. I have attached the NIST framework version 1.1 adopted April 16, 2018.
> Pages 24 through 44 correlated the different professional standards used to address controls. CIS is listed as are many others.
> Additionally, I mentioned the work with AST on a more prioritized version. That is attached as well. The AST document is a draft and I am providing for review only. It is a work in progress and is not ready for widespread distribution.
>
> **Wes Underwood,** M.P.A., PMP®, CISA®
> Deputy Secretary of State
> Administrative Services, Corporations & Elections
> Florida Department of State
> R. A. Gray Building
> 500 S. Bronough Street
> Tallahassee, Florida 32399-0250
> Telephone: (850) 245-6599
> E-mail: Wes.Underwood@dos.myflorida.com
>
>  
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

AST AGENCY FOR STATE TECHNOLOGY	Election Systems Security Primer	
SP.MS-1	Office of the CISO	DRAFT
Version .04		

I. PURPOSE

This document seeks to condense the security recommendations contained in the Center for Internet Security (CIS) "A Handbook for Elections Infrastructure Security" into a set of more easily implemented actions. This list, based on version seven of the CIS Security Controls, documents basic security controls that an organization may implement to help protect against election focused cyber threats. AST intends this document to serve as an aid, focusing on "basic" controls to bring an organization's baseline security posture to an acceptable level. This document is a starting point and AST recommends that election focused organizations reference MS-ISAC election infrastructure security publications as outlined in the reference section of this document. (Organizations with more mature security programs should consider moving to advanced control frameworks, such as the NIST Cybersecurity Framework (CSF) or NIST Special Publication 800-53 control sets.)

II. SUMMARY

This guide includes security controls that align with the first six controls as detailed in version seven of the Center for Internet Security Controls. The control framework considers these controls as fundamental to establishing basic cyber hygiene.

The top six security controls as listed in version seven of the CIS Controls are:

1. Inventory and Control of Hardware Assets
2. Inventory and Control of Software Assets
3. Continuous Vulnerability Management
4. Controlled Use of Administrative Privileges
5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations, and Servers
6. Maintenance, Monitoring, and Analysis of Audit Logs

The prioritization of this list considers the limited resources available to most elections organizations.

Notes:

- *Designations for cost and priority in the following table are high (H), medium (M), and low (L).*
- *The tools and capabilities listed throughout this document serve as examples and do not represent a comprehensive catalog of all available options. Organizations should conduct further research to identify other potentially suitable tools. Additionally, the inclusion or exclusion of products does not serve as an endorsement for or recommendation against their use.*

DRAFT

AMERICAN OVERSIGHT

III. REFERENCES

Center for Internet Security – A Handbook for Elections Infrastructure Security

- Download an E-book. (https://www.cisecurity.org/wp-content/uploads/2018/02/CIS-Elections-eBook-15-Feb.pdf)
- Download a printable PDF. (https://www.cisecurity.org/wp-content/uploads/2018/03/CIS-Elections-Handbook-19-March-Single-Pgs.pdf)

Center for Internet Security – Best Practices Excel spreadsheet.

- (https://www.cisecurity.org/wp-content/uploads/2018/03/Best-Practices-A-Handbook-for-Election-Infrastructure-Security-v1.0-1.xls)

AMERICAN OVERSIGHT

IV. TOP SIX SECURITY CONTROLS

1. Inventory and Control of Hardware Assets

This control group addresses the organization's ability to "Actively manage (inventory, track, and correct) all hardware devices on the network so that only authorized devices are given access, and unauthorized and unmanaged devices are found and prevented from gaining access."

This control group focuses on keeping track of the devices that exist in the elections IT environment. Devices may connect to an organization's network without the appropriate security controls such as: up-to-date patching, anti-virus, strong passwords, encryption, and the like. Or, a previously unknown device long present on the network, but unknown to security personnel, may not receive updates, not be properly situated behind a firewall, or appropriately hardened. Maintaining an inventory allows the organization to properly account for all devices on the network.

<table>
<tr><th>Best Practice</th><th colspan="3">Description</th></tr>
<tr><td>Regularly scan the organization's network for unauthorized devices.</td><td colspan="3" rowspan="3">Systems can easily come and go on a network. Unauthorized devices can show up on a network due to nefarious or benign intent. Regardless of how an unauthorized device ends up on a network it still presents a risk to the network because its security posture is unknown. With many using devices from home for work purposes, such as in organizations with adopted bring your own device (BYOD) policies security personnel have the added challenge of securing devices from manufactures, with different operating systems, different anti-virus protection software, and different user habits. In effect, scanning for devices allows for security personnel to define a defensible network perimeter.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
<tr><td colspan="4">Tools/Capabilities
• Spiceworks Inventory – This freeware tool has capable hardware/software discovery capabilities. https://www.spiceworks.com/free-pc-network-inventory-software/
• ForeScout CounterACT – Although considerably more expensive than Spiceworks, CounterACT also provides greater capability and ease of use. https://www.forescout.com/products/counteract/</td></tr>
<tr><td>Maintain an inventory of assets that should be on the same network segment as election system components.</td><td colspan="3" rowspan="3">Maintain an asset inventory of all systems connected to the organization's network, to include network devices. At a minimum, record the network address, machine name, system purpose, asset owner and business unit responsible for the device. Include both portable and stationary devices to include all devices that can connect to any organization network. The goal of this activity is verifying that only authorized systems connect to the networks that support election activities. Reducing unauthorized or otherwise unneeded devices on election networks reduces the avenues for attack of disruption.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
<tr><td>Maintain a chain of custody for all core devices and track them throughout their lifecycle.</td><td colspan="3" rowspan="2">Track possession of all core network devices and account for devices at each stage of their lifecycle. This will support the organization's mission to maintain an inventory and to insure the proper maintenance and patching of election systems. In addition, tracking devices allows for audit capability</td></tr>
<tr><td>Priority</td><td colspan="2">Cost</td></tr>
</table>

AMERICAN OVERSIGHT

	Setup	Maintain	following election events, verification of secure storage, and protects systems from tampering.
M	L	L	

AMERICAN OVERSIGHT

2. Inventory and Control of Software Assets

For the same reasons an organization should inventory hardware assets, it is crucial to actively manage the software resident within a network. This helps mitigate the likelihood of unauthorized and unmanaged software. A baseline of known authorized software helps prevent to execution of malicious code within a network.

Attackers routinely scan networks for software with known vulnerabilities. The vulnerabilities that scanning uncovers can then provide a foothold on the target network. Once attackers establish a foothold they can move deeper into the network.

Organizations should manage all software present within the organization's network by whitelisting software and disabling the installation of non-listed software. With a standard software distribution organization can then confirm patch levels and then document and mitigate any known vulnerabilities inherent to that configuration.

<table>
<tr><th colspan="3">Best Practice</th><th>Description</th></tr>
<tr><td colspan="3">Use application whitelisting.</td><td rowspan="3">Use an application whitelisting method to block software not included on the software whitelist. The whitelist's scope should account for the purpose and use of the system. Systems with a narrow focus need a more restrictive whitelist than systems with more functionality.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>L</td><td></td></tr>
<tr><td colspan="4">Available Resources</td></tr>
<tr><td colspan="4">Tools/Capabilities
• Spiceworks Inventory – see Control 1
• System Center Configuration Manager (SCCM) – This Microsoft product performs several management functions, including software inventories. SCCM works in a Windows environment.
https://www.microsoft.com/en-us/cloud-platform/system-center-configuration-manager-features
https://en.wikipedia.org/wiki/System_Center_Configuration_Manager</td></tr>
</table>

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000053

3. Continuous Vulnerability Management

Organizations should continuously scan for vulnerabilities. This allows the organization to discover and mitigate potential attack vectors before exploitation. Dynamic network environments can spontaneously spawn new vulnerabilities as systems come and go from the network. As networks grow and change, organizations must continuously scan for vulnerabilities and then act to mitigate the newly discovered threat vectors.

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Harden election system devices based on industry standards.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>H</td><td>H</td><td>L</td></tr></table></td><td>Establish standard secure configurations of operating systems and software applications that represent hardened versions of election system components. Update and validate the secure standards on a regular basis to ensure the application of mitigations for vulnerabilities and attack vectors discovered since the system’s last update. Operating systems, as delivered from the manufacturer, must function in diverse environments. To provide for ease of use manufacturers do not turn on all available security functions. Election systems do not require the same level of accessibility as employee workstations. This organizations to simply turned off applications and functions that do not support the election process, in doing so remove many available attack vectors on those systems.</td></tr>
<tr><td colspan="2">Available Resources
• CIS Benchmarks – The Center for Internet Security (CIS) created and maintains these configuration guidelines. A CIS SecureSuite membership (free to all state and local government organizations) grants full access to these benchmarks and the associated scanning tools.
https://www.cisecurity.org/cis-benchmarks/
https://www.cisecurity.org/cis-securesuite/
• Defense Information Systems Agency (DISA) STIGs –Security Technical Implementation Guides (STIGs) are configuration standards for DOD devices/systems. Similar in function to CIS Benchmarks, with much of the content available to organizations outside the DoD.
https://iase.disa.mil/stigs/Pages/index.aspx</td></tr>
<tr><td>Store hardened baseline configurations securely or on protected offline systems.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>H</td><td>L</td><td>L</td></tr></table></td><td>Store hardened versions of election system software and operating systems in a secure place. This can be a secure server or other removable media such as an encrypted and securely stored portable hard drive. To verify that the files are unaltered, validate those files with integrity checking mechanisms such as drive or file hashing, and employ change management to ensure that only authorized personnel make changes.</td></tr>
<tr><td>Use secure channels for remote system administration.
<table><tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr><tr><td>Setup</td><td>Maintain</td></tr><tr><td>M</td><td>L</td><td>L</td></tr></table></td><td>Perform all remote administration of servers, workstations, and network devices over secured channels. Encrypt the administration sessions to protect the activity from observation. Adversaries can observe or alter unsecured administration sessions.</td></tr>
<tr><td colspan="2">Available Resources</td></tr>
</table>

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000054

Secure Shell (SSH) – SSH is software that enables secure system administration and file transfers over insecure networks. *Never use Telnet for administration of systems/devices.*

Run an SCAP compliant vulnerability scanner regularly.

Priority	Cost	
	Setup	Maintain
H	L	M

Run automated SCAP (Security Content Automation Protocol) compliant vulnerability scanning tools against all systems on at least a weekly basis to produce a prioritized list of the most critical vulnerabilities for system administrators. Ensure that vulnerability scans check for code-based as well as configuration-based vulnerabilities. SCAP is a National Institute of Standards and Technology (NIST) project to set standards that enable the automation of vulnerability management, measurement, and compliance of deployed systems.

Available Resources

- OpenVAS – OpenVAS is a free open-source vulnerability scanning and management system. Although it runs on Linux, it can scan Windows systems.
  http://www.openvas.org/index.html
- Commercial Vulnerability Management Systems – There are a number available at various price points, some of which include free versions with reduced capabilities.
  Qualys VM - https://www.qualys.com/apps/vulnerability-management/
  Tenable Nessus - https://www.tenable.com/products/nessus/nessus-professional
  Rapid7 InsightVM - https://www.rapid7.com/products/InsightVM

Use the most up-to-date and certified version of vendor software and underlying operating systems.

Priority	Cost	
	Setup	Maintain
H	L	M

Use automated patch management and software update tools to ensure that operating systems and applications are up-to-date for systems and tools that are available and safe to use. Unpatched software contains vulnerabilities that increase a system's attack surface. Many would be threat actors seek vulnerable systems to exploit to gain access to networks or cause disruption. In addition, unverified updates and operating system updates can contain hidden malware.

Available Resources

- System Center Configuration Manager (SCCM) – *see* Control 2
- Commercial 3rd Party Solutions – There are a number of patch management solutions at various price points.
  IBM BigFix - https://www.ibm.com/security/endpoint-security/bigfix
  SolarWinds MSP - https://www.solarwindsmsp.com/products/remote-management/patch-management
  ManageEngine Patch Manager Plus - https://www.manageengine.com/patch-management/

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000055

4. Controlled Use of Administrative Privileges

While administrative privileges may bring convenience to system users, it also allows the ability to install programs and reconfigure operating system settings. Such elevated privilege, when exploited by an attacker, provides the ability to circumvent many security controls and move laterally within the organization's network. If an attacker gains control of an account with administrative privileges, or escalates an account's privilege, they have a powerful tool to further exploit other systems on that network.

<table>
<tr><th colspan="3">Best Practice</th><th>Description</th></tr>
<tr><td colspan="3">Conduct criminal background checks on all who support the election process.</td><td rowspan="3">Conducting criminal background checks helps prevent those with prior known bad behavior or poor judgement from gaining access to valuable election infrastructure.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
<tr><td colspan="3">Use unique user identification.</td><td rowspan="3">Sharing usernames and passwords prevents the ability to lock a specific individual out of an account while complicating the attribution of account access to a specific individual. When multiple individuals use the same account, it is difficult to attribute a malicious act to a specific individual or insure that those with revoked access do not continue to use a credential set.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
<tr><td colspan="3">Regularly review all authorized individuals and disable accounts not associated with a process or owner.</td><td rowspan="3">As individual focus areas change, access permissions also change. Organizations should both grant and revoke access to systems and data based on the individual's job duties. Access creep and unused but active credential sets create an environment where systems have unmonitored and under protected access to systems.</td></tr>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>M</td><td>M</td></tr>
</table>

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000056

5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations, and Servers

The proliferation of mobile devices on critical networks creates a dynamic environment that organizations must secure. The security configurations of devices and software from multiple manufacturers require configuration management and change control processes to prevent exploitation of the numerous vulnerabilities present in this ecosystem.

Developing and maintaining configuration settings for disparate and diverse systems is a complex task that election organizations must consider as part of their security program

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Limit the number of users with administrative access and remove default credentials.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>L</td><td>L</td></tr>
</table></td><td>Limiting the number of people with administrative access to the systems lessens the likelihood that someone may fall victim to social engineering or other nefarious system use. Additionally, verifying that systems do not retain default passwords lessens the likelihood of unauthorized remote access following scans for vulnerable machines.</td></tr>
<tr><td>Use multi-factor authentication (MFA).
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>H</td><td>M</td></tr>
</table></td><td>Configuring multi-factor authentication (MFA) for system access severely limits the effectiveness of social engineering designed to harvest credentials such as phishing. Compromised passwords provide little use to attackers that do not also have access to the second authentication factor such as a token or pin.</td></tr>
<tr><td colspan="2">Available Resources
Many Software as a Service (SaaS) applications offer versions of MFA for access to specific systems.
• Commercially Available MFA Providers – There are a number do commercial solutions that create single sign-on capabilities that include MFA.
Azure MFA – https://azure.microsoft.com/en-us/services/multi-factor-authentication/
Okta - https://www.okta.com/
Centrify - https://www.centrify.com/solutions/why-multi-factor-authentication/</td></tr>
<tr><td>Use strong passwords consisting of at least a 14-character passphrase when multi-factor authentication is not available.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>L</td><td>L</td></tr>
</table></td><td>Increase the length and complexity of password standards on systems that cannot support multi-factor authentication.</td></tr>
<tr><td>Use a dedicated machine for administrative tasks to separate daily activities from security critical functions.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>M</td><td>L</td></tr>
</table></td><td>Avoid using machines with elevated privileges and perform routine tasks. When machines need elevated privileges, avoid activities such as sending and receiving email, browsing the Internet, or working with shared office files. This activity increases the likelihood that machine will interact with malicious code.</td></tr>
</table>

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000057

Implement a change freeze prior to peak election periods.			Avoid making changes to election systems without appropriate time to test and verify changes prior to election day.
Priority	Cost		
	Setup		
M	L	L	

Use tamper evident seals on all external ports and electronically deactivate ports when not required for use.			Physical access to computer systems allows for changes to or additions of components that can cause a security vulnerability or unauthorized access to the system. Deactivate or physically block any port that the system does not need to perform its function. Open USB ports provide a readily available means to quick means to load malicious code onto an election system. While it may not be feasible to completely remove or block all USB ports, take measures to block their access when not needed to perform maintenance or setup the system. Seek to limit the use of removeable USB storage media; however, if doing so is unavoidable, scan the devices for known malicious code.
Priority	Cost		
	Setup	Maintain	
M	L	L	
Available Resources			
Tamper resistant labels are available in a variety of sizes and types. Evidence labels also work very well for this purpose and are widely available.			

Maintain detailed maintenance records of all system components.			To identify unauthorized changes to systems, keep records of system maintenance activities to verify that the organization authorized any changes.
Priority	Cost		
	Setup	Maintain	
H	L	L	

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000058

6. Maintenance, Monitoring, and Analysis of Audit Logs

Well maintained and secure system logs provide organizations a record of network activity (malicious or otherwise). As attackers gain entry to an organization's systems they will move from system to system, searching for information and working to maintain persistence. Logs may serve as a victim's only source of intrusion details as well as contain the only means to determine if unauthorized access continues.

<table>
<tr><th>Best Practice</th><th>Description</th></tr>
<tr><td>Securely archive logs.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
</table></td><td>Logs serve as a crucial investigative and audit tool that prove useful after the election event concludes. Organizations must protect logs from loss or tampering.</td></tr>
<tr><td colspan="2">Available Resources
• Graylog – Graylog is an open source log management solution that accepts and stores various log formats.
https://www.graylog.org/
• Syslog NG – An open source example of a tool that collects and searches syslog traffic. Although syslog is a standard form of logging, not all systems output logs in this format.
https://syslog-ng.com/open-source-log-management</td></tr>
<tr><td>Review logs to identify anomalies or abnormal events regularly.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>H</td><td>M</td><td>M</td></tr>
</table></td><td>Logs are the record of network and system activities. To detect abnormal activity within election systems, organizations must review logs to understand normal network activity and then identify suspicious events. This will help locate and mitigate unauthorized systems, processes, or users on the organization's network.</td></tr>
<tr><td>Enable logging on systems.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>L</td><td>L</td></tr>
</table></td><td>Organizations must verify that systems log the correct events for the required retention period. System log settings can vary, and default settings may not satisfy security requirements. Tune log collection settings and storage parameters to ensure that the organization collects and stores the appropriate logs.</td></tr>
<tr><td>Use automated systems to assist management of logs and, where possible, store logs on remote systems.
<table>
<tr><td rowspan="2">Priority</td><td colspan="2">Cost</td></tr>
<tr><td>Setup</td><td>Maintain</td></tr>
<tr><td>M</td><td>H</td><td>H</td></tr>
</table></td><td>Collecting, storing, and analyzing logs can become a considerable task depending on the size and complexity of an organization's network. Automated tools serve to improve an organization's ability to effectively leverage log data to improve security.</td></tr>
<tr><td colspan="2">Available Resources
Security Information and Events Management (SIEM) Systems – SIEM systems can receive logs from log management systems or accept them directly. They van perform enhanced correlation and analysis beyond standard log management capabilities. Some commercial options are:
LogRhythm – https://logrhythm.com/</td></tr>
</table>

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000059

Splunk ES – https://www.splunk.com/en_us/products/premium-solutions/splunk-enterprise-security.html
IBM QRadar – https://www.ibm.com/security/security-intelligence/qradar

V. CHANGE CONTROL TABLE

Version Number	Change Description (Use Table Heading)	Date
.01	Initial Draft – KRW	4/27/2018
.02	Second Draft - TV	4/30/2018
.03	Third Draft – KRW	4/30/2018
.04	Forth Draft (DOS/SOE review incorporation)	5/18/2018
.05	Fifth Draft (CISO review)	5/20/2018

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000060

Swain, Margaret A.

From: Carroll, Nicholas A.
Sent: Tuesday, July 31, 2018 10:18 AM
To: Anderson, Artesa E.; MacMichael, Joseph W.; Hampton, Charles R.
Subject: Re: Florida Cybersecurity Primer - v2 (DRAFT)

Many of the recommended tools are similar to what we were already discussing.

Possible other additions include SIEMmonster under SIEM (free/open-source edition available) and OSSIM (free/open-source) for monitoring and vulnerability analysis. These are also all tools we can assist with architecture and implementation at locations where its needed as some of us have worked with them and implemented them in the past.

It would also be beneficial to include spam\email filtering and non-signature based AV recommendations as well, though those are slightly outside of controls 1-6. I believe those are covered more under CIS controls 7 & 8.

From: Anderson, Artesa E.
Sent: Tuesday, July 31, 2018 10:06:25 AM
To: MacMichael, Joseph W.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: Fw: Florida Cybersecurity Primer - v2 (DRAFT)

Team,
Please see Deputy Secretary's request below. I would like to have your feedback by Thursday if possible so that you can discuss this with Mr. Vaughn during your meet and greet on Friday.

Until we get Stacey's email set up, someone will have to share this document with her.

Thanks,
Artesa

From: Underwood, Wes H.
Sent: Tuesday, July 31, 2018 9:42 AM
To: Anderson, Artesa E.
Subject: FW: Florida Cybersecurity Primer - v2 (DRAFT)

Please have the Cyber Navigators review this document and provide feedback.

We will consolidate that feedback and provide it to Mr. Vaughn.

The goal is to provide information to the SOE's that they can act on and it not overwhelming.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections

AMERICAN OVERSIGHT

Florida Department of State
Telephone: (850) 245-6599

From: Vaughn, Thomas <Thomas.Vaughn@ast.myflorida.com>
Sent: Tuesday, May 22, 2018 9:07 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Earley, Mark <EarleyM@leoncountyfl.gov>; Wiggins, Kevin <Kevin.Wiggins@ast.myflorida.com>
Subject: Florida Cybersecurity Primer - v2 (DRAFT)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Mr. Underwood,

We integrated some of Mr. Earley's observations into this second draft of the primer. In this version we tried to reference some potential tools/software.

Before we are ready to distribute it widely (assuming we've reached that point), I'll need to run it through AST's production review process. (We apply that process to all external communications.)

Please provide feedback and additional comments.

Thank you.

Thomas Vaughn
Chief Information Security Officer
Agency for State Technology (AST)
(850) 412-6053 l Fax: (850) 413-9312
thomas.vaughn@ast.myflorida.com

From: "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>
Date: Monday, May 14, 2018 at 2:11 PM
To: "Vaughn, Thomas" <Thomas.Vaughn@ast.myflorida.com>
Subject: FW: NIST Framework

Some feedback from Supervisor Earley.

He offers that some of this may fall outside the AST draft and I concur unless you contemplated adding an "Elections" specific area.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State

AMERICAN OVERSIGHT

Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mark Earley [mailto:earleym@leoncountyfl.gov]
Sent: Monday, May 14, 2018 10:34 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Southerland, Dana <taylorelections@gtcom.net>; Hardee, Tommy <thardee@votemadison.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: Re: NIST Framework

EMAIL RECEIVED FROM EXTERNAL SOURCE

Wes,

I am liking the AST paper. This is written above the level of easy understanding for most Supervisors of course, but I think that is unavoidable to get into the specifics. But we can likely make a few edits to use plain English for somewhat improved clarity.

Some brainstorming:

Maybe specify the type of ports you reference in section 5. Add verbiage about scanning all devices before connecting to the system.

For the SCAP reference, add verbiage for Security Content Automation Protocol and reference National Institute of Standards and Technology (NIST).

Need anything about anti-virus and anti malware software and patching systems with updates?

I would recommend adding some basic language specific to Election Tabulation systems. Such as stating that election tabulation systems should be offline with no wireless connectivity such as connected wireless printers. Disable modem or SFTP access when offline. Do not use default passwords for EMS. Do not allow dial in support for tabulation systems.

Did the document need to reference training staff to improve their awareness of threats such as phishing etc?

I would recommend more emphasis on a robust data backup solution for critical data.

But maybe some of these suggestions fall outside of the intended scope of the AST document?

Regards,

Mark

Mark S. Earley - CERA, FCEP
Supervisor of Elections
Leon County, Florida

AMERICAN OVERSIGHT

850.606.8683

Did you know that Online Voter Registration (OVR) is now available in Florida? You can register to vote or update your voter registration information online at:
www.LeonVotes.org/OVR

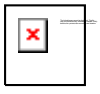
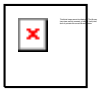
Mailing Address
PO Box 7357
Tallahassee FL 32314-7357

Leon County Election Center
2990-1 Apalachee Pkwy
Tallahassee FL 32301

earleym@leoncountyfl.gov
http://www.leonvotes.org/

Facebook.com/LeonVotes
@LeonVotes - Twitter/Instagram

On May 14, 2018 9:00 AM, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com> wrote:

> Good Morning:
> On the call Friday, discussion occurred on the NIST Framework as compared to the CIS controls.
> I have mentioned that there is a correlating document. I have attached the NIST framework version 1.1 adopted April 16, 2018.
> Pages 24 through 44 correlated the different professional standards used to address controls. CIS is listed as are many others.
> Additionally, I mentioned the work with AST on a more prioritized version. That is attached as well. The AST document is a draft and I am providing for review only. It is a work in progress and is not ready for widespread distribution.
>
> **Wes Underwood,** M.P.A., PMP®, CISA®
> Deputy Secretary of State
> Administrative Services, Corporations & Elections
> Florida Department of State
> R. A. Gray Building
> 500 S. Bronough Street
> Tallahassee, Florida 32399-0250
> Telephone: (850) 245-6599
> E-mail: Wes.Underwood@dos.myflorida.com
>
>  

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: MacMichael, Joseph W.
Sent: Tuesday, July 31, 2018 4:03 PM
To: Anderson, Artesa E.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: Re: Florida Cybersecurity Primer - v2 (DRAFT)

I agree with SOE Earley that the document could be made less technical. My thoughts are that the SOE's will probably just hand this to their tech person but may not fully understand it.

Let us know if we can be of assistance.
Joe

Joseph W. MacMichael, III
Cyber Navigator
Florida Department of State
Bureau of Departmental Information Systems (BDIS)
500 Bronough St
Tallahassee, FL 32399-0250
joseph.macmichael@dos.myflorida.com
Phone: 850-245-6149

From: Anderson, Artesa E.
Sent: Tuesday, July 31, 2018 10:06:25 AM
To: MacMichael, Joseph W.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: Fw: Florida Cybersecurity Primer - v2 (DRAFT)

Team,
Please see Deputy Secretary's request below. I would like to have your feedback by Thursday if possible so that you can discuss this with Mr. Vaughn during your meet and greet on Friday.

Until we get Stacey's email set up, someone will have to share this document with her.

Thanks,
Artesa

From: Underwood, Wes H.
Sent: Tuesday, July 31, 2018 9:42 AM
To: Anderson, Artesa E.
Subject: FW: Florida Cybersecurity Primer - v2 (DRAFT)

Please have the Cyber Navigators review this document and provide feedback.

We will consolidate that feedback and provide it to Mr. Vaughn.

AMERICAN OVERSIGHT

The goal is to provide information to the SOE's that they can act on and it not overwhelming.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Vaughn, Thomas <Thomas.Vaughn@ast.myflorida.com>
Sent: Tuesday, May 22, 2018 9:07 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Earley, Mark <EarleyM@leoncountyfl.gov>; Wiggins, Kevin <Kevin.Wiggins@ast.myflorida.com>
Subject: Florida Cybersecurity Primer - v2 (DRAFT)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Mr. Underwood,

We integrated some of Mr. Earley's observations into this second draft of the primer. In this version we tried to reference some potential tools/software.

Before we are ready to distribute it widely (assuming we've reached that point), I'll need to run it through AST's production review process. (We apply that process to all external communications.)

Please provide feedback and additional comments.

Thank you.

Thomas Vaughn
Chief Information Security Officer
Agency for State Technology (AST)
(850) 412-6053 l Fax: (850) 413-9312
thomas.vaughn@ast.myflorida.com

From: "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>
Date: Monday, May 14, 2018 at 2:11 PM
To: "Vaughn, Thomas" <Thomas.Vaughn@ast.myflorida.com>
Subject: FW: NIST Framework

Some feedback from Supervisor Earley.

AMERICAN OVERSIGHT

He offers that some of this may fall outside the AST draft and I concur unless you contemplated adding an "Elections" specific area.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mark Earley [mailto:earleym@leoncountyfl.gov]
Sent: Monday, May 14, 2018 10:34 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Southerland, Dana <taylorelections@gtcom.net>; Hardee, Tommy <thardee@votemadison.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: Re: NIST Framework

EMAIL RECEIVED FROM EXTERNAL SOURCE

Wes,

I am liking the AST paper. This is written above the level of easy understanding for most Supervisors of course, but I think that is unavoidable to get into the specifics. But we can likely make a few edits to use plain English for somewhat improved clarity.

Some brainstorming:

Maybe specify the type of ports you reference in section 5. Add verbiage about scanning all devices before connecting to the system.

For the SCAP reference, add verbiage for Security Content Automation Protocol and reference National Institute of Standards and Technology (NIST).

Need anything about anti-virus and anti malware software and patching systems with updates?

I would recommend adding some basic language specific to Election Tabulation systems. Such as stating that election tabulation systems should be offline with no wireless connectivity such as connected wireless printers. Disable modem or SFTP access when offline. Do not use default passwords for EMS. Do not allow dial in support for tabulation systems.

Did the document need to reference training staff to improve their awareness of threats such as phishing etc?

I would recommend more emphasis on a robust data backup solution for critical data.

But maybe some of these suggestions fall outside of the intended scope of the AST document?

Regards,

AMERICAN OVERSIGHT

Mark

Mark S. Earley - CERA, FCEP
Supervisor of Elections
Leon County, Florida

850.606.8683

Did you know that Online Voter Registration (OVR) is now available in Florida? You can register to vote or update your voter registration information online at:
www.LeonVotes.org/OVR

Mailing Address
PO Box 7357
Tallahassee FL 32314-7357

Leon County Election Center
2990-1 Apalachee Pkwy
Tallahassee FL 32301

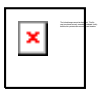
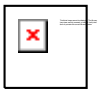
earleym@leoncountyfl.gov
http://www.leonvotes.org/

Facebook.com/LeonVotes
@LeonVotes - Twitter/Instagram

On May 14, 2018 9:00 AM, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com> wrote:

> Good Morning:
> On the call Friday, discussion occurred on the NIST Framework as compared to the CIS controls.
> I have mentioned that there is a correlating document. I have attached the NIST framework version 1.1 adopted April 16, 2018.
> Pages 24 through 44 correlated the different professional standards used to address controls. CIS is listed as are many others.
> Additionally, I mentioned the work with AST on a more prioritized version. That is attached as well. The AST document is a draft and I am providing for review only. It is a work in progress and is not ready for widespread distribution.
>
> **Wes Underwood,** M.P.A., PMP®, CISA®
> Deputy Secretary of State
> Administrative Services, Corporations & Elections
> Florida Department of State
> R. A. Gray Building
> 500 S. Bronough Street
> Tallahassee, Florida 32399-0250
> Telephone: (850) 245-6599
> E-mail: Wes.Underwood@dos.myflorida.com

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Anderson, Artesa E.
Sent: Tuesday, July 31, 2018 4:53 PM
To: MacMichael, Joseph W.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: RE: Florida Cybersecurity Primer - v2 (DRAFT)

Thank you for your feedback.

Sincerely,
Artesa

Artesa Anderson, PMP
Project Manager Consultant
Florida Department of State
Bureau of Departmental Information Systems (BDIS)
850-245-6140

From: MacMichael, Joseph W.
Sent: Tuesday, July 31, 2018 4:03 PM
To: Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Carroll, Nicholas A. <Nicholas.Carroll@dos.myflorida.com>; Hampton, Charles R. <Charles.Hampton@dos.myflorida.com>
Subject: Re: Florida Cybersecurity Primer - v2 (DRAFT)

I agree with SOE Earley that the document could be made less technical. My thoughts are that the SOE's will probably just hand this to their tech person but may not fully understand it.

Let us know if we can be of assistance.
Joe

Joseph W. MacMichael, III
Cyber Navigator
Florida Department of State
Bureau of Departmental Information Systems (BDIS)
500 Bronough St
Tallahassee, FL 32399-0250
joseph.macmichael@dos.myflorida.com
Phone: 850-245-6149

From: Anderson, Artesa E.
Sent: Tuesday, July 31, 2018 10:06:25 AM
To: MacMichael, Joseph W.; Carroll, Nicholas A.; Hampton, Charles R.
Subject: Fw: Florida Cybersecurity Primer - v2 (DRAFT)

Team,
Please see Deputy Secretary's request below. I would like to have your feedback by Thursday if possible so that you can discuss this with Mr. Vaughn during your meet and greet on Friday.

AMERICAN OVERSIGHT

Until we get Stacey's email set up, someone will have to share this document with her.

Thanks,
Artesa

From: Underwood, Wes H.
Sent: Tuesday, July 31, 2018 9:42 AM
To: Anderson, Artesa E.
Subject: FW: Florida Cybersecurity Primer - v2 (DRAFT)

Please have the Cyber Navigators review this document and provide feedback.

We will consolidate that feedback and provide it to Mr. Vaughn.

The goal is to provide information to the SOE's that they can act on and it not overwhelming.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Vaughn, Thomas <Thomas.Vaughn@ast.myflorida.com>
Sent: Tuesday, May 22, 2018 9:07 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Earley, Mark <EarleyM@leoncountyfl.gov>; Wiggins, Kevin <Kevin.Wiggins@ast.myflorida.com>
Subject: Florida Cybersecurity Primer - v2 (DRAFT)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Mr. Underwood,

We integrated some of Mr. Earley's observations into this second draft of the primer. In this version we tried to reference some potential tools/software.

Before we are ready to distribute it widely (assuming we've reached that point), I'll need to run it through AST's production review process. (We apply that process to all external communications.)

Please provide feedback and additional comments.

Thank you.

Thomas Vaughn
Chief Information Security Officer
Agency for State Technology (AST)
(850) 412-6053 l Fax: (850) 413-9312
thomas.vaughn@ast.myflorida.com

AMERICAN OVERSIGHT



From: "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>
Date: Monday, May 14, 2018 at 2:11 PM
To: "Vaughn, Thomas" <Thomas.Vaughn@ast.myflorida.com>
Subject: FW: NIST Framework

Some feedback from Supervisor Earley.

He offers that some of this may fall outside the AST draft and I concur unless you contemplated adding an "Elections" specific area.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Mark Earley [mailto:earleym@leoncountyfl.gov]
Sent: Monday, May 14, 2018 10:34 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Anderson, Artesa E. <Artesa.Anderson@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Southerland, Dana <taylorelections@gtcom.net>; Hardee, Tommy <thardee@votemadison.com>; Wilcox, Wesley <wwilcox@votemarion.com>
Subject: Re: NIST Framework

EMAIL RECEIVED FROM EXTERNAL SOURCE

Wes,

I am liking the AST paper. This is written above the level of easy understanding for most Supervisors of course, but I think that is unavoidable to get into the specifics. But we can likely make a few edits to use plain English for somewhat improved clarity.

Some brainstorming:

Maybe specify the type of ports you reference in section 5. Add verbiage about scanning all devices before connecting to the system.

For the SCAP reference, add verbiage for Security Content Automation Protocol and reference National Institute of Standards and Technology (NIST).

AMERICAN OVERSIGHT

Need anything about anti-virus and anti malware software and patching systems with updates?

I would recommend adding some basic language specific to Election Tabulation systems. Such as stating that election tabulation systems should be offline with no wireless connectivity such as connected wireless printers. Disable modem or SFTP access when offline. Do not use default passwords for EMS. Do not allow dial in support for tabulation systems.

Did the document need to reference training staff to improve their awareness of threats such as phishing etc?

I would recommend more emphasis on a robust data backup solution for critical data.

But maybe some of these suggestions fall outside of the intended scope of the AST document?

Regards,

Mark

Mark S. Earley - CERA, FCEP
Supervisor of Elections
Leon County, Florida

850.606.8683

Did you know that Online Voter Registration (OVR) is
now available in Florida? You can register to vote
or update your voter registration information online
at:
www.LeonVotes.org/OVR

Mailing Address
PO Box 7357
Tallahassee FL 32314-7357

Leon County Election Center
2990-1 Apalachee Pkwy
Tallahassee FL 32301

earleym@leoncountyfl.gov
http://www.leonvotes.org/

Facebook.com/LeonVotes
@LeonVotes - Twitter/Instagram

On May 14, 2018 9:00 AM, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com> wrote:

> Good Morning:
> On the call Friday, discussion occurred on the NIST Framework as compared to the CIS controls.

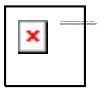
AMERICAN OVERSIGHT

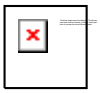
I have mentioned that there is a correlating document. I have attached the NIST framework version 1.1 adopted April 16, 2018.

Pages 24 through 44 correlated the different professional standards used to address controls. CIS is listed as are many others.

Additionally, I mentioned the work with AST on a more prioritized version. That is attached as well. The AST document is a draft and I am providing for review only. It is a work in progress and is not ready for widespread distribution.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6599
E-mail: Wes.Underwood@dos.myflorida.com





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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Thursday, July 19, 2018 10:26 AM
To: Limcangco, Blair S.
Subject: Fwd: OVR Help - Invalid URL

See below

Get Outlook for Android

From: Pitts, Charles L.
Sent: Thursday, July 19, 2018 10:22:17 AM
To: Maynor, Walter S. "Scott"
Subject: Fwd: OVR Help - Invalid URL

Get Outlook for Android

From: Talabi, Steve
Sent: Thursday, July 19, 2018 10:17:38 AM
To: Maynor, Walter S. "Scott"
Cc: Turaka, Sri; Pitts, Charles L.
Subject: OVR Help - Invalid URL

http://dos.myflorida.com/media/698343/ovr-help-english.pdf

URL redirects to wrong page.

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Spitler, Doug H.
Sent: Thursday, July 19, 2018 10:34 AM
To: Wilson, Connor E.
Subject: FW: OVR Status

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

From: Hendershot, Jerry L.
Sent: Thursday, July 19, 2018 10:30 AM
To: Valsa, Arvind <Arvind.Valsa@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Turaka, Sri <Sri.Turaka@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: OVR Status

Everyone,
What is w3wp.exe seen in the exception below?

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 10:23 AM
To: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: OVR Status

Hi Scott,

The VIP status on [redacted] for OVR shows as properly load-balanced as in the screen shot below:

AMERICAN OVERSIGHT

[redacted]

Upon checking event log on the [redacted] server there are some warnings in event log suggesting unhandled exception

[redacted]

The Details of one of the event log is as below:

+ **System**
- **EventData**

[redacted]

AMERICAN OVERSIGHT



Checking on the [redacted] servers also show the same pattern.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]@dos.myflorida.com>
Sent: Wednesday, July 18, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted] HTTP Report : OVR_Weekly_HTTP_Report
Attachments: [redacted] OVR_Weekly_HTTP_Report-2018-07-18-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a [redacted] HTTP Report : OVR_Weekly_HTTP_Report issued at 07/18/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]@dos.myflorida.com>
Sent: Wednesday, July 25, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted] : OVR_Weekly_HTTP_Report
Attachments: [redacted]_HTTP_Report-2018-07-25-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a [redacted] HTTP Report : OVR_Weekly_HTTP_Report issued at 07/25/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]@dos.myflorida.com>
Sent: Wednesday, July 18, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted] : OVR_Weekly_HTTP_Report_Countries
Attachments: [redacted] OVR_Weekly_HTTP_Report_Countries-2018-07-18-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a BIG-IP HTTP Report : OVR_Weekly_HTTP_Report_Countries issued at 07/18/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]@dos.myflorida.com>
Sent: Wednesday, July 25, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted]: OVR_Weekly_HTTP_Report_Countries
Attachments: [redacted]_OVR_Weekly_HTTP_Report_Countries-2018-07-25-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a [redacted] HTTP Report : OVR_Weekly_HTTP_Report_Countries issued at 07/25/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted] Reporter <f5Admin@dos.myflorida.com>
Sent: Wednesday, July 18, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted] HTTP Report : OVR_Weekly_HTTP_Report_Transaction_Outcome
Attachments: [redacted] report_OVR_Weekly_HTTP_Report_Transaction_Outcome-2018-07-18-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a [redacted] HTTP Report : OVR_Weekly_HTTP_Report_Transaction_Outcome issued at 07/18/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted] Reporter <f5Admin@dos.myflorida.com>
Sent: Wednesday, July 25, 2018 8:01 PM
To: Durden, Garry N.
Subject: [redacted] HTTP Report : OVR_Weekly_HTTP_Report_Transaction_Outcome
Attachments: [redacted]_report_OVR_Weekly_HTTP_Report_Transaction_Outcome-2018-07-25-20-01.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached to this e-mail is a [redacted] HTTP Report : OVR_Weekly_HTTP_Report_Transaction_Outcome issued at 07/25/18 20:01

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

Subject:	Out 9pm troubleshooting ovr - nl - ns
Start:	Thu 7/19/2018 5:45 PM
End:	Thu 7/19/2018 6:00 PM
Recurrence:	(none)
Meeting Status:	Meeting organizer
Organizer:	Durden, Garry N.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Clarizen <system@clarizen.com>
Sent: Monday, July 23, 2018 11:49 AM
To: Jerry Haché; Brandon Bartels
Cc: Brandon Bartels; [redacted]; [redacted]; Durden, Garry N.; Jerry Hendershot; TrackIt
Subject: [redacted] Networks Project Status Report for FLORIDA DEPARTMENT OF STATE (P-105701

EMAIL RECEIVED FROM EXTERNAL SOURCE

[redacted]

AMERICAN OVERSIGHT





AMERICAN OVERSIGHT



This is an automatic email sent from the Clarizen Project Highlight Report by Jerry Hendershot

Important: Be sure to CC TrackIt to track this conversation in Clarizen.
[MESSAGEID][162-282377-2scwe8yrgrmr85gul4inyjva21]
Please don't remove this number as the Clarizen email server requires it to track your packages

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 2:19 PM
To: [redacted]
Cc: Durden, Garry N.
Subject: RE: [redacted] 1552443 - Experiencing errors on site
Attachments: eventlogs.txt

Hi Stephen,

Please, find the requested log file in .txt format.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

From: Durden, Garry N.
Sent: Thursday, July 19, 2018 2:14 PM
To: Valsa, Arvind <Arvind.Valsa@dos.myflorida.com>
Subject: Fw: [redacted] Support] 1552443 - Experiencing errors on site

Arvind

Is there a way you can export these logs to a more standard format such as .txt or .log? I'm not able the view .evtx files because I'm using linux

---

From: Cloudflare [redacted]
Sent: Thursday, July 19, 2018 2:10 PM
To: BDISManagement
Subject: [redacted] Support] 1552443 - Experiencing errors on site

EMAIL RECEIVED FROM EXTERNAL SOURCE

##- Please type your reply above this line -##

AMERICAN OVERSIGHT

Your request (#1552443) has been updated. Reply to this email or click the link below:
[redacted]

Stephen K. ([redacted]

Jul 19, 11:10 AM PDT

Thanks for providing that. Is there a way you can export these logs to a more standard format such as .txt or .log? I'm not able the view .evtx files because I'm using linux.

Kind Regards,

Stephen K.

Support Engineer | Cloudflare
Join the [redacted]

Stephen K. ([redacted])

Jul 19, 10:32 AM PDT

Would it be possible to send us the actual log file instead of screenshots? This will include much more data and we'll be better able to correlate things with more data.

Kind Regards,

Stephen K.

Support Engineer | [redacted]
Join the [redacted]

Kruthi N [redacted]

Jul 19, 9:26 AM PDT

Hi there,

Can you please try this.

AMERICAN OVERSIGHT

Create a Page Rule for registertovot

If the URL matches: By using the asterisk (*) charac
many URLs, rather than just one. Learn more

*Registertovoteflorida.gov

Then the settings are:

Forwarding URL

https://registertovoteflorida.gov/en/Registration/Index$1

You cannot add any additional settings with "Forwarding

AMERICAN OVERSIGHT

Regards,

Kruthi Narayana

Support Engineer | [redacted]
Join the [redacted]

Attachment(s)
Screen Shot 2018-07-19 at 9.24.01 AM.png

Damian ([redacted]
Jul 19, 8:02 AM PDT

bdismanagement@dos.myflorida.com

Hi there,

Thanks for contacting [redacted] support. My name is Damian and I will be looking into this ticket for you.

We can see these 500 Internal Server errors for your zone.

AMERICAN OVERSIGHT

These are the requests that have generated them.



AMERICAN OVERSIGHT

[redacted]

A 500 Internal server error is not typically something that would be returned by [redacted] and it is a failure on the server. If you are able to capture this behaviour in a HAR file -- How do I generate a HAR file? we can see if the issue you are having is correlated with these 500 errors.

Damian | [redacted] Support Engineer
Join the [redacted]

This email is a service from [redacted].

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

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT







AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

Swain, Margaret A.

From: White, Kate L.
Sent: Monday, July 23, 2018 9:01 AM
To: Durden, Garry N.
Subject: RE: Contractor Level 2 Forms

Thank you for the quick response. I will have them removed.

From: Durden, Garry N.
Sent: Monday, July 23, 2018 9:00 AM
To: White, Kate L. <Kate.White@DOS.MyFlorida.com>
Subject: RE: Contractor Level 2 Forms

Kate,
The individuals listed below are no longer contracted with DOS.
They were contractors for the OVR risk assessment back in 9/2017.

We can remove them.

From: White, Kate L. [mailto:Kate.White@DOS.MyFlorida.com]
Sent: Monday, July 23, 2018 8:55 AM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>
Subject: FW: Contractor Level 2 Forms

Good morning, Garry:

Are you able to confirm if the 4 individuals listed below are still contracted with the department?

Thank you,

Kate White (Gamertsfelder)
HR Specialist, Administrative Services
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6576
Fax: (850) 245-6597
Email: Kate.White@dos.myflorida.com

From: Brownlee, Alex [mailto:Alex.Brownlee@dos.myflorida.com]
Sent: Thursday, September 21, 2017 2:58 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>
Subject: Contractor Level 2 Forms

AMERICAN OVERSIGHT

Garry,

Human Resources needs the following contractors to complete Level 2 background check paperwork with our office:

Fred Mastrippolito
Diane Reilly
Stefan Peterson
Ian Duffy

The process will only take 5-10 minutes. Can we schedule a date and time to have them come up to the 4th floor and complete?

Thanks,

Alex Brownlee
Training Manager
Florida Department of State, Office of Human Resources

R.A. Gray Building, Room 428
500 South Bronough St.
Tallahassee, FL 32399-0250
Phone: (850) 245-6692

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Durden, Garry N.
Sent: Monday, July 23, 2018 9:00 AM
To: White, Kate L.
Subject: RE: Contractor Level 2 Forms

Kate,
The individuals listed below are no longer contracted with DOS.
They were contractors for the OVR risk assessment back in 9/2017.

We can remove them.

From: White, Kate L. [mailto:Kate.White@DOS.MyFlorida.com]
Sent: Monday, July 23, 2018 8:55 AM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>
Subject: FW: Contractor Level 2 Forms

Good morning, Garry:

Are you able to confirm if the 4 individuals listed below are still contracted with the department?

Thank you,

Kate White (Gamertsfelder)
HR Specialist, Administrative Services
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6576
Fax: (850) 245-6597
Email: Kate.White@dos.myflorida.com

From: Brownlee, Alex [mailto:Alex.Brownlee@dos.myflorida.com]
Sent: Thursday, September 21, 2017 2:58 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>
Subject: Contractor Level 2 Forms

Garry,

Human Resources needs the following contractors to complete Level 2 background check paperwork with our office:

Fred Mastrippolito
Diane Reilly
Stefan Peterson

AMERICAN OVERSIGHT

Ian Duffy

The process will only take 5-10 minutes. Can we schedule a date and time to have them come up to the 4th floor and complete?

Thanks,

Alex Brownlee
Training Manager
Florida Department of State, Office of Human Resources

R.A. Gray Building, Room 428
500 South Bronough St.
Tallahassee, FL 32399-0250
Phone: (850) 245-6692

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Saturday, July 21, 2018 2:12 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Friday, Jul 20
Attachments: 3-2018072024_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Friday, Jul 20. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Tuesday, July 17, 2018 2:12 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Monday, Jul 16
Attachments: 3-2018071624_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Monday, Jul 16. Sent from [redacted] [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Tuesday, July 24, 2018 2:10 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Monday, Jul 23
Attachments: 3-2018072324_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Monday, Jul 23. Sent from [redacted] [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Sunday, July 22, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Saturday, Jul 21
Attachments: 3-2018072124_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Saturday, Jul 21. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Monday, July 23, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Sunday, Jul 22
Attachments: 3-2018072224_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Sunday, Jul 22. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Friday, July 27, 2018 2:06 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Thursday, Jul 26
Attachments: 3-2018072624_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Thursday, Jul 26. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Wednesday, July 18, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Tuesday, Jul 17
Attachments: 3-2018071724_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Tuesday, Jul 17. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Wednesday, July 25, 2018 2:07 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Tuesday, Jul 24
Attachments: 3-2018072424_Hour_Threat.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Tuesday, Jul 24. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Monday, July 23, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Weekly [redacted] Networks Reports for Sunday, Jul 22
Attachments: 6-20180722Denies.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Sunday, Jul 22. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: [redacted]
Sent: Monday, July 30, 2018 2:07 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Weekly [redacted] Networks Reports for Sunday, Jul 29
Attachments: 6-20180729Denies.pdf

EMAIL RECEIVED FROM EXTERNAL SOURCE

Attached are the network security reports requested for Sunday, Jul 29. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

Subject:	Conf. Call with League of Women Voters, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:30 PM
End:	Mon 7/23/2018 3:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Dyer, Jesse C.; Revell, Sarah W.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

Subject:	Conf. Call with League of Women Voters, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:30 PM
End:	Mon 7/23/2018 3:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Dyer, Jesse C.; Revell, Sarah W.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

Subject:	Conf. Call with League of Women Voters, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:30 PM
End:	Mon 7/23/2018 3:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Dyer, Jesse C.; Revell, Sarah W.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Tuesday, July 24, 2018 1:38 PM
To: Jones, Traci L.
Subject: FW: Cookie Compliance

Here is the link!!

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

From: Talabi, Steve
Sent: Tuesday, July 24, 2018 1:11 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>; Jones, Traci L. <Traci.Jones@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Mosca, Alexander N. <Alexander.Mosca@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: FW: Cookie Compliance

Added the cookie compliance message to the test site. Click on the link below.

[redacted]

Please let me know if you have any changes.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Maynor, Walter S. "Scott"
Sent: Tuesday, July 24, 2018 9:26 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Jones, Traci L. <Traci.Jones@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Subject: Cookie Compliance

Good morning ma'am,

AMERICAN OVERSIGHT

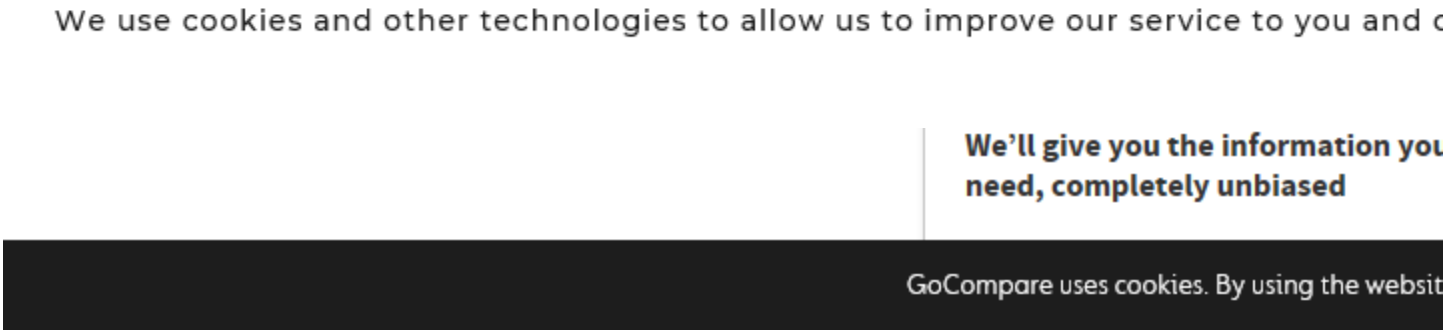
We are asking for your help to provide English and Spanish verbiage for a message informing the public of the need to use cookies. Sites tend to take one of three options:

- Display a massive banner or pop-up that is almost impossible for users to miss, notifying people of the basic details of the cookie policy.
- Display a discreet notice alerting people to that fact that cookies are used.
- Do almost nothing at all, simply adding a small hyperlink somewhere on the homepage.

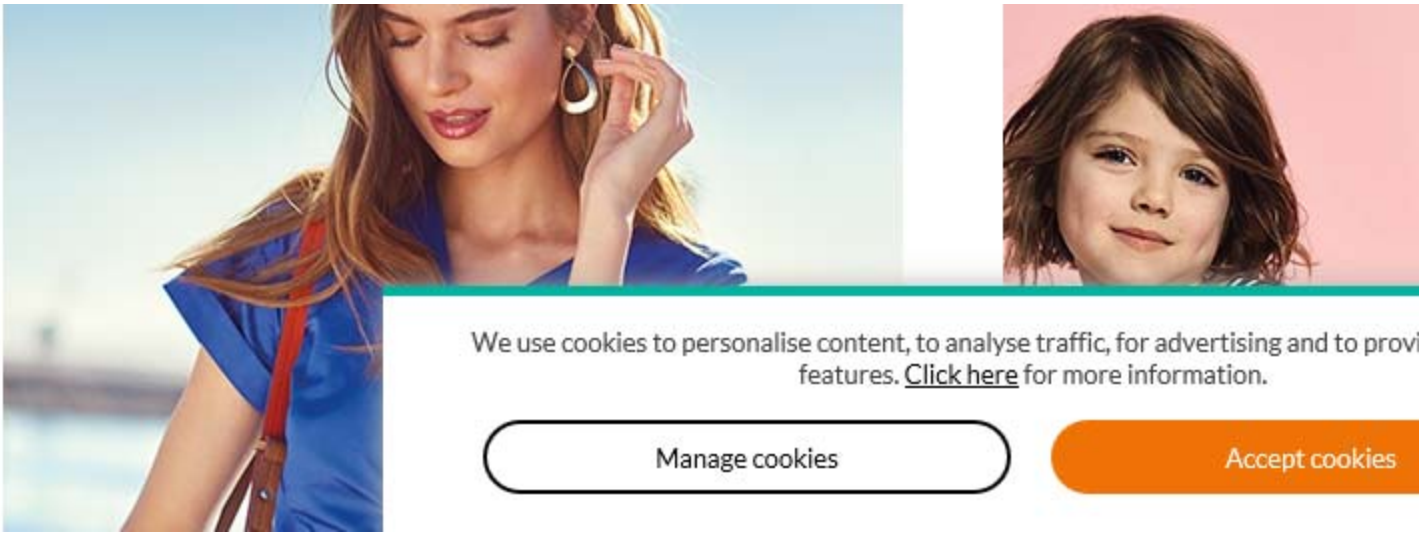
Examples:







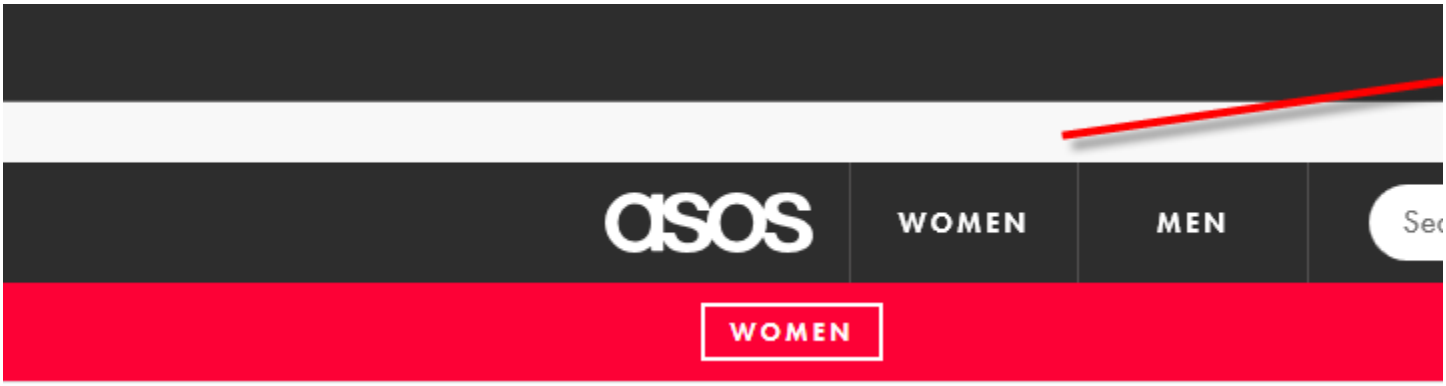
AMERICAN OVERSIGHT



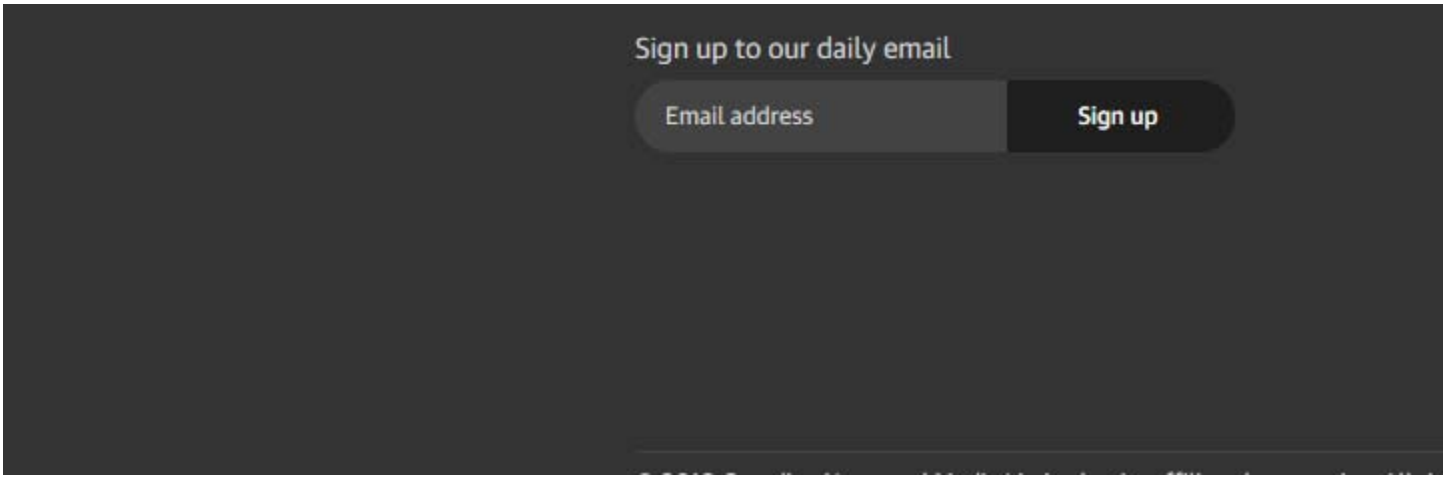


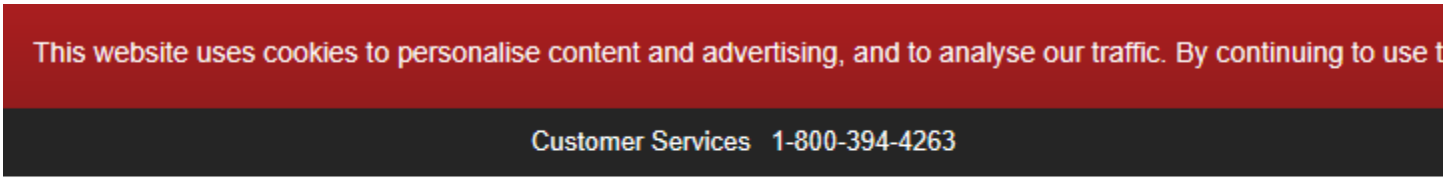
Your privacy matters

We use cookies to analyse site usage, provide social media features and personalise content and a
may also share information about your use of our website with our partners. View our cookie policy



AMERICAN OVERSIGHT







Thank you for your time.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 4:23 PM
To: Jones, Traci L.; Brown, George
Subject: FW: From Sen. Nelson's office - inquiry re online registration

FYI

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Fugett, David A.
Sent: Thursday, July 19, 2018 4:10 PM
To: sandeep_prasanna@billnelson.senate.gov
Cc: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>; Edwards, Candice D. <Candice.Edwards@dos.myflorida.com>
Subject: RE: From Sen. Nelson's office - inquiry re online registration

Good afternoon Sandeep,

Thank you for reaching out to the Florida Department of State. The Department received reports that some users were experiencing intermittent issues, but others were able to use the site without any difficulties. The site is fully operational at this time.

Users should make sure they are entering the URL correctly (https://registertovoteflorida.gov) and that they are entering their information exactly as it appears on their Florida driver's license.

If anyone is having difficulties using the site, please have them contact the Division of Elections' Voter Assistance Hotline at 1-866-308-6739 or OVRSupport@dos.myflorida.com and we will be happy to assist them.

Thank you,

David A. Fugett
General Counsel
FLORIDA DEPARTMENT OF STATE
R.A. Gray Building, Suite 100
500 South Bronough Street
Tallahassee, Florida 32399-0250
Office: (850) 245-6511
Facsimile: (850) 245-6127
David.Fugett@dos.myflorida.com
www.dos.myflorida.com

AMERICAN OVERSIGHT

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.

From: Prasanna, Sandeep (Bill Nelson) [mailto:Sandeep_Prasanna@billnelson.senate.gov]
Sent: Thursday, July 19, 2018 2:54 PM
To: Office of the Inspector General <OIG@dos.myflorida.com>; Ombudsman <Ombudsman@dos.myflorida.com>
Subject: From Sen. Nelson's office - inquiry re online registration

Good afternoon,

I am writing from Senator Bill Nelson's office regarding an online post suggesting that eligible Florida voters were having difficulty accessing Florida's online voter registration system.

The post in question: "I've heard from multiple people in Florida that the state's online registration page isn't letting them register to vote. All eligible residents. All got error messages. I called the state's voter assistance hotline and they said nothing's wrong. This should be investigated ASAP." https://twitter.com/samswey/status/1019657239286702086

We have not been able to independently verify these claims, but I wanted to inquire as to whether the Department of State was investigating and, if necessary, addressing this issue.

Thanks for your attention to this request.

Sandeep Prasanna

Sandeep Prasanna | General Counsel
Office of Senator Bill Nelson
716 Hart Senate Office Building
Washington, DC 20510
Sandeep_Prasanna@billnelson.senate.gov
Direct: 202-224-0327

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

Swain, Margaret A.

From: Revell, Sarah W.
Sent: Thursday, July 19, 2018 8:25 AM
To: Brown, George; Underwood, Wes H.
Cc: Kennedy, Jennifer L.
Subject: FW: Online voter registration problems?

George and Wes,

It seems there have been some reports that people are having trouble with OVR website. Can you look into this as soon as possible? I received the below email from a reporter. And I actually got an email from a constituent at 10:00 p.m. last night that it was not working.

Please check as soon as possible and let me know.

Thank you,
Sarah

From: Marc Caputo [mailto:mcaputo@politico.com]
Sent: Thursday, July 19, 2018 8:11 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: Online voter registration problems?

I'm seeing a few reports about troubles with the system. Has there been a glitch?

Samuel Sinyangwe (@samswey)

7/18/18, 2:56 PM
I've heard from multiple people in Florida that the state's online registration page isn't letting them register to vote. All eligible residents. All got error messages. I called the state's voter assistance hotline and they said nothing's wrong. This should be investigated ASAP. pic.twitter.com/el0oygwzUz

Download the Twitter app

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L.
Subject: FW: Online Voter Registration system experience
Attachments: Screen Shot 2018-07-19 at 11.46.36 AM.png; Screen Shot 2018-07-19 at 10.44.27 AM.png

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

From: Matthews, Maria I.
Sent: Friday, July 20, 2018 5:48 PM
To: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Subject: FW: Online Voter Registration system experience

For what it is worth.

From: Dan Horton [mailto:dan@allvotingislocal.org]
Sent: Friday, July 20, 2018 3:01 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Liza McClenaghan <lizamac@comcast.net>
Subject: Online Voter Registration system experience

Good morning, Maria.

Liza McClenaghan sent me your contact information. I am the State Director for a new organization called All Voting Is Local. I was notified of the registration problems people were experiencing and I did some experimenting with the system to check it out. To test the system, I went through the process of ordering a replacement card. I did encounter problems, but a few hours later the problems no longer came up and I was able to successfully order the card.

From my experience, the entry of personal information seems to have a few potential obstacles. For instance, when I typed the data (ex: 7/19/2018) instead of selecting the date from a drop-down calendar menu, I would get an error message stating that "DHSMV cannot validate your information" (see the attached photo).

It seems that failure to capitalize might also cause an error. I purposely did not capitalize the letter in my drivers license and the first letters of my first, middle, and last name.

AMERICAN OVERSIGHT

The form only requires a last name, but I had to also enter my first and middle names to move to the next step without an error message (my middle name appears on my drivers license). There is no indication of which mistake or potential mistake leads to the error message.

Finally, I am curious to determine whether the website has a very low threshold for timing out users. There is no message for the cause of the error stating that the session was ended due to inactivity. Also, there is no option to Report a Problem when presented with the error message (see attached photo). There is also no contact information clearly provided to contact someone about a problem.

After eventually completing the entire application with no mistakes, I received the error message that has been circulating online. After a few hours, I tried again and the system seemed to function properly and none of those problems came up.

I would be happy to discuss my experience with you and provide whatever suggestions I can. You have a very important job and I appreciate you taking the time to read about my experience with the system. Thank you for your help and patience.

Sincerely,

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

AMERICAN OVERSIGHT

Step 1 | Step 2 | Step 3

DHSMV Verification

DHSMV cannot validate your information. You may edit, exit or continue with the paper option to prefill a voter registration application form. This paper option requires you to print, sign and then mail or deliver your completed voter registration application to your county Supervisor of Elections.

Review Page

Personal Identification Information

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

Florida DL or Florida ID card number: [redacted]	**Florida DL Issued Date:** 7/22/2011
Last 4 digits of your Social Security Number: [redacted]	**Date of Birth:** 07/29/1985
Last Name: [redacted]	**First Name:**
Middle Name:	**Suffix:**

AMERICAN OVERSIGHT

Edit Your Personal Information | Start Paper Application | Exit


FLORIDA DEPARTMENT of STATE
Florida Online Voter Registration Website
Help
FAQ
Quick Facts
RegistertoVoteFlorida.gov
Error
We are unable to process your request.
Return to Homepage
Rick Scott, Governor
Ken Detzner, Secretary of State
FLORIDA
DIVISION OF
ELECTIONS
19-1211-E-000174

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Thursday, July 26, 2018 5:12 PM
To: Brown, George
Subject: FW: OVR Address Entry

FYI.

From: Marconnet, Amber
Sent: Thursday, July 26, 2018 4:58 PM
To: Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: Re: OVR Address Entry

Please see the below.

Thank you,

Amber

From: Fishbough, John C.
Sent: Thursday, July 26, 2018 3:24 PM
To: Marconnet, Amber
Cc: Brown, Toshia; Madrigal, Virgie
Subject: OVR Address Entry

Hi Amber,

VID 117810810

I recently spent approximately 35 minutes assisting a voter who was trying to update their address on OVR.

While in the pop-up window she entered her address correctly, however the city said Haverhill, when it should be West Palm Beach. If “Use this Address” is clicked, the correct city WPB is displayed (FYI, we found this out AFTER below).

The main issue was when she reached the point where Haverhill was displayed and she said it was incorrect (even though it worked out above), I advised her to click “I Can’t Find My Address”. This took her to the page where the fields could be entered manually.

Here is the issue: above the fields is a blue “Enter Address Here” button. She clicked this and the pop-up widow came up and we cycled back thru again. This happened 4 times until I understood exactly what she

AMERICAN OVERSIGHT

was doing. I explained to enter in the fields not grayed out and NOT click the “Enter Address Here” button. Which we did and all went well from there.

After running this by Toshia, I suggested that if the address was going to be entered manually, the button should be disabled and say “Enter Address Below” instead.

This could be part of the difficulty experienced with not being able to enter an address.

I am unable to provide screen shots since I am at the records Center and Snagit is not cooperating with the remote desktop.

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.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George
Subject: FW: OVR Calls

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: [redacted]
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: [redacted]
Phone#: [redacted]
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: [redacted]
Phone#: [redacted]
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: [redacted]
Phone#: not a complete number provided
Email: [redacted]

AMERICAN OVERSIGHT

Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: [redacted]
Phone#: [redacted]
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: [redacted]
Phone#: [redacted]
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: [redacted]
Phone#: [redacted]
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: [redacted]
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 4:15 PM
To: Brown, George; Maynor, Walter S. "Scott"; Underwood, Wes H.
Subject: FW: Problem with OVR

FYI. Reach out to explain?

-----Original Message-----
From: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

AMERICAN OVERSIGHT

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

AMERICAN OVERSIGHT

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 2:48 PM
To: Underwood, Wes H.; Revell, Sarah W.; Brown, George
Subject: FW: Reports about Floridians receiving an "error" message when using Florida's online voter registration site

FYI.

From: Julie Houk [mailto:jhouk@lawyerscommittee.org]
Sent: Thursday, July 19, 2018 2:37 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Holland, Gary <Gary.Holland@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Kristen Clarke <kclarke@lawyerscommittee.org>; Marcia Johnson-Blanco <mblanco@lawyerscommittee.org>; Laura Grace <lgrace@lawyerscommittee.org>; Natalie Cone <ncone@lawyerscommittee.org>; Liza McCleneghan <Lizamac@comcast.net>
Subject: RE: Reports about Floridians receiving an "error" message when using Florida's online voter registration site

Ms. Matthews,

The Lawyers' Committee understands that the Division is looking into the issue we reported to you this morning about applicants receiving an error notice when attempting to use Florida's online voter registration system yesterday. In the meantime, we have received some additional inquiries about the matter and would appreciate it if your office could provide us with the following information to assist applicants impacted by this issue and to share with our partner organizations in Florida:

Will applicants know that they need to start the process over again?

Will the Division be able to determine how many of these "Errors" have occurred since yesterday evening or earlier?

How many of the users were new voter registration?
How many of the users were making changes to their registration information?

Can the Division post a note on its home page when Issues like this arise so that interested individuals and organizations can learn that the issue is being addressed?

Can the Division post a note on its home page when routine maintenance is concurring and the estimated time for return to normal processing?

Will there be any routine maintenance between now and book closing?

Will a staff member be able to troubleshoot issue from 5pm to 11:59 pm on book closing?

Thank you in advance for your response to these queries.

Best regards,

Julie Houk

AMERICAN OVERSIGHT

Julie M. Houk
Senior Special Counsel
Voting Rights Project
Lawyers' Committee for Civil Rights Under Law
1401 New York Avenue NW, Suite 400
Washington, DC 20005
Telephone: (202) 662-8391
General Fax: (202) 783-0857
jhouk@lawyerscommittee.org
www.lawyerscommittee.org



Moving America Toward Justice

The information contained in this message from the Lawyers' Committee for Civil Rights Under Law and any attachments are confidential and intended only for the named recipient(s). If you have received this message in error, you are prohibited from copying, distributing or using the information. Please contact the sender immediately by return email and delete the original message.

From: Julie Houk
Sent: Thursday, July 19, 2018 12:39 PM
To: 'Matthews, Maria I.' <Maria.Matthews@DOS.MyFlorida.com>
Cc: Holland, Gary <Gary.Holland@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Kristen Clarke <kclarke@lawyerscommittee.org>; Marcia Johnson-Blanco <mblanco@lawyerscommittee.org>; Laura Grace <lgrace@lawyerscommittee.org>; Natalie Cone <ncone@lawyerscommittee.org>; Liza McCleneghan <Lizamac@comcast.net>
Subject: RE: Reports about Floridians receiving an "error" message when using Florida's online voter registration site

Thank you, Ms. Matthews. Below is a screenshot of the error notice that some applicants reported receiving when they attempted to use the online system to register to vote yesterday.

Best regards,

Julie Houk

AMERICAN OVERSIGHT



Error

We are unable to process your request.

Return to Ho

AMERICAN OVERSIGHT

Julie M. Houk
Senior Special Counsel
Voting Rights Project
Lawyers' Committee for Civil Rights Under Law
1401 New York Avenue NW, Suite 400
Washington, DC 20005
Telephone: (202) 662-8391
General Fax: (202) 783-0857
jhouk@lawyerscommittee.org
www.lawyerscommittee.org



Moving America Toward Justice

The information contained in this message from the Lawyers' Committee for Civil Rights Under Law and any attachments are confidential and intended only for the named recipient(s). If you have received this message in error, you are prohibited from copying, distributing or using the information. Please contact the sender immediately by return email and delete the original message.

From: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Sent: Thursday, July 19, 2018 12:34 PM
To: Julie Houk <jhouk@lawyerscommittee.org>
Cc: Holland, Gary <Gary.Holland@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Kristen Clarke <kclarke@lawyerscommittee.org>; Marcia Johnson-Blanco <mblanco@lawyerscommittee.org>; Laura Grace <lgrace@lawyerscommittee.org>; Natalie Cone <ncone@lawyerscommittee.org>; Liza McCleneghan <Lizamac@comcast.net>
Subject: RE: Reports about Floridians receiving an "error" message when using Florida's online voter registration site

Thank you for notice. We are looking into the matter.

From: Julie Houk [mailto:jhouk@lawyerscommittee.org]
Sent: Thursday, July 19, 2018 9:24 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Holland, Gary <Gary.Holland@dos.myflorida.com>
Cc: Kristen Clarke <kclarke@lawyerscommittee.org>; Marcia Johnson-Blanco <mblanco@lawyerscommittee.org>; Laura Grace <lgrace@lawyerscommittee.org>; Natalie Cone <ncone@lawyerscommittee.org>; Liza McCleneghan <Lizamac@comcast.net>
Subject: Reports about Floridians receiving an "error" message when using Florida's online voter registration site

Dear Ms. Matthews and Mr. Holland,

As you may know from our previous contacts with the Division of Elections, the Lawyers' Committee for Civil Rights Under Law leads Election Protection, the largest non-partisan election protection coalition in the United States.

Wednesday evening (July 18, 2018) we received reports that Floridians were encountering problems when attempting to register to vote using Florida's online voter registration system. Specifically, it is our understanding that an "error" message appeared on the screen when they were trying to use the site to

AMERICAN OVERSIGHT

register to vote and they were prevented from completing the registration process. It is also my understanding that when the issue was reported to the Division's hotline, callers were told there were no problems with the online registration system.

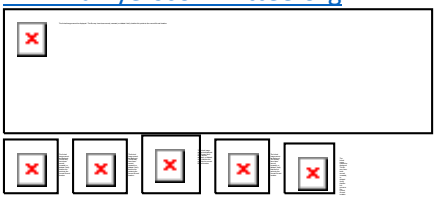
I am writing to inquire whether you are aware of this issue, whether it has been corrected and what the Division will be doing to ensure the problem does not recur. We are particularly concerned in light of the upcoming book closing for the primaries on July 30, 2018 and would like to make sure that persons planning to register to vote online will be able to do so successfully.

Thank you for your attention and cooperation.

Very truly yours,

Julie Houk

Julie M. Houk
Senior Special Counsel
Voting Rights Project
Lawyers' Committee for Civil Rights Under Law
1401 New York Avenue NW, Suite 400
Washington, DC 20005
Telephone: (202) 662-8391
General Fax: (202) 783-0857
jhouk@lawyerscommittee.org
www.lawyerscommittee.org



Moving America Toward Justice

The information contained in this message from the Lawyers' Committee for Civil Rights Under Law and any attachments are confidential and intended only for the named recipient(s). If you have received this message in error, you are prohibited from copying, distributing or using the information. Please contact the sender immediately by return email and delete the original message.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jones, Traci L.
Sent: Thursday, July 19, 2018 3:59 PM
To: Underwood, Wes H.
Cc: Maynor, Walter S. "Scott"; Brown, George
Subject: Fwd: Implementation Plan
Attachments: DOS_Maintenance_Plan_201807v004.xlsx

DSU,

Here's the proposed plan for the maintenance weekend for your review and approval. We do not feel today's events warrant changing our maintenance plans.

Thank you.

Traci Jones, PMP, FCCM
Department of State
Div. of Administrative Services
850-245-6588
850-544-4635 DOS cell

From: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Sent: Wednesday, July 18, 2018 3:45 PM
To: Jones, Traci L.; Brown, George
Subject: Implementation Plan

Here you are ma'am. For approval.

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

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

AMERICAN OVERSIGHT

TASKS ID	RESPONSIBLE PARTY	PRE IMPLEMENTATION TASKS	DUE DATE	COMPLETED (Y,N)
		OVR Maintenance Release 4		
1	Charles P.	Schedule initial planning meeting (each Monday 1-2pm)	7/10/2018	Y
2	BDIS Management	OVR Change Approval 1. Web Contest Changes 2. City/Zip fix 3. Encrypted fields fix 4. County Contact info popup and margin fix on application form	7/11/2018	Y
3	Steve T./Sri Turaka	Request/Send request to publish to test environment (1) Destination: [redacted] (2) Source: [redacted] (3) URL: [redacted]	7/16/2018	Y
4	Rahul L.	Publish to test environment	7/18/2018	Y
5	Steve T.	Confirm test environment	7/18/2018	Y
6	Steve T.	OVR Team Testing	7/18/2018	Y
7	BDIS Management	Submit IT Maintenance Change and Implementation Plan	7/18/2018 COB	
8	Steve T.	User testing	7/18/2018	
9	Charles P./Steve T.	Request/Send user approval to implement in the production enviroment	7/18/2018	
10	Charles P./Steve T.	Create/Send request to implement in the production enviroment	7/19/2018 COB	
11	Charles P.	BDIS approval (Implementation Plan Meeting)	7/19/2018 COB	
12	Charles P.	Go/No Go	7/20/2018 3PM	
		V9		
13	Michael J.	[redacted] fix: if no % then use '=' instead of 'like' - Test	7/20/2018	
14	Martin V. & Michael J.	[redacted] index implementation	7/20/2018	
15	Michael J.	[redacted] Go/No Go	7/20/2018	
		Network Modifications		

AMERICAN OVERSIGHT

16	Mike S. / Alan N.	Research websphere memory on blades	7/18/18 COB	Y
17	Mike S. / Alan N.	Reallocate websphere memory to DB's	During Window	
18	[redacted] / Alan N. / Mike S.	Install Interfaces (dependent on [redacted]	7/18/2018	Y
		FVRS Modifications		
19	Martin V.	[redacted] configuration change (requires reboot)	(done in all env. Except Prod)	
20	Martin V./Michael J.	[redacted] Invisible Indexes/Code	7/20/2018	
21	Martin/Vilma	Clean up Voting History Table (remove deletes)	7/20/2018	
22	Martin/Vilma	Turn on Oracle Statistics	During Window	
TASK ID	**RESPONSIBLE PARTY**	**IMPLEMENTATION TASKS Friday, July 20, 2018**	**TIME**	
23	Teri G.	Disable batch jobs (don't run FDLE job at 9 am)	8:00 AM	
24	Garry D.	Shut Down [redacted]	7:00 P.M. - 7:10 P.M.	
25	Garry D.	Point to maintenance notice for OVR on Server (server name/IP) in Northwest	7:10 P.M. - 7:30 P.M.	
26	Mike S.	Create snapshot (for OVR)	7:30 P.M. - 8:00 P.M.	
27	Karthi S./Steve T.	Disable OVR services	8:00 P.M. - 8:30 P.M.	
28	Production Control	Publish to OVR production environment	8:30 P.M. - 9:30 P.M.	
29	OVR Team	Confirm code in the production environment	9:30 P.M. - 10:00 P.M.	
30	Weston B.	FVRS backups to tape and disk (4/20/2018 - 4/21/2018)	7:00 P.M. - 10:00 A.M.	
		Saturday, July 21, 2018		
31	Martin V.	Disable FVRS production data guard replication (southwood) and service guard	8:30 A.M. - 9:00 A.M.	
32	Martin V.	[redacted] change (NW)	9:00 A.M. - 10:00 A.M.	
		Reallocation of Memory	9:00 A.M. - 10:00 A.M.	
		Add storage space to [redacted] backup (NW & SW)	9:00 A.M. - 10:00 A.M.	
33	Alan N.	Reboot DB servers	10:00 A.M. - 10:30 P.M.	
		OVR Testing each server	10:00 am - 12:00 PM	
34	Martin V.	Enable FVRS production data guard replication (northwest) and Service Guard	10:30 A.M. - 11:00 P.M.	
35	Martin V.	Database table archive (notifications & voting history)	11:00 P.M. - 12:30 P.M.	

AMERICAN OVERSIGHT

36	Vilma	Incomplete Application removal	12:30 - 3:30	
37	Teri G.	Run all jobs	3:30 P.M. - 5:30 P.M.	
		Sunday, July 22, 2018		
38	Gary D.	Point to production OVR on server (server name) in Northwest	9:00 A.M. - 9:30 P.M.	
39	Janet M.	Verify voter public job	10:00 A.M. - 10:30 A.M.	
40	Steve T./Karthi S.	Enable OVR Services (what services)	11:30 A.M. - 12:00 P.M.	
41	Charles P./Steve T./Scott M.	User verification of production environment	11:30 A.M. - 12:00 P.M.	
42	Netwok/Infrastructure Team	User verification of production environment	11:30 A.M. - 12:30 P.M.	
43	Gary D.	Open VIPS	7:00 P.M. - 7:30 P.M.	
	Network Team	Test 68th County	7:00 P.M. - 7:30 P.M.	
44		**Roll Back Plan**	Anytime prior to 7:00 P.M.	
	Karthi S./Steve T.OVR Team	**OVR**	Anytime prior to 7:00 P.M.	
		Stop [redacted] packages, if required	Anytime prior to 7:00 P.M.	
		Rollback (redeploy current code) OVR web and HSMV API	Anytime prior to 7:00 P.M.	
		Validate the web and API	Anytime prior to 7:00 P.M.	
		Resinstate SSI services	Anytime prior to 7:00 P.M.	
	Netwok/Infrastructure Team	**Network**	Anytime prior to 7:00 P.M.	
		Go back to the original saved configuration for all network gear.	Anytime prior to 7:00 P.M.	
TASK ID	RESPONSIBLE PARTY	POST IMPLEMENTATION TASKS Monday, July 23, 2018 (12:01 A.M. - 7:00 A.M.)	TIME	
45	Charles P./Karthi S./Sri T./Steve T.	User verification of production environment	8:00 A.M.	
46	All	Close Maintenance Window	9:00 A.M.	
47	Mike S.	Consolidate OVR snapshots	10:00 A.M.	
TASK ID	RESPONSIBLE PARTY	POST IMPLEMENTATION TASKS Following Monday, July 23, 2018	TIME	
48	Karthi, Michael Ji, Martin Vaughn, Garry Durden	Mitigate execution plan issues		
Dependencies:				

AMERICAN OVERSIGHT

1	OVR scheduled jobs	[redacted] (HSMV Validation)		
		[redacted]		
		[redacted]		
2	FVRS scheduled jobs	[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
3	Servers	See attached		
Impacted Resources: Resourse may be impacted for a maximum of 5 to 10 minutes.				
4	Websites	See attached		
Pending Issues/Concerns:				
	None at this time			

No.	Primary/Back Up	Implementation Team Contact/ Roles	Office Phone	
1	George Brown	CIO	x4106 (C) 850.545.3334	
2	Scott Maynor	Deputy CIO	x 4135 (C) 850.445.6458	
3	Charles Pitts	Application Development Manager	x4167, (C) 850.445.0671	
4	Steve Talabi	OVR Developer/Ba	(C)	

AMERICAN OVERSIGHT

5	Karthi Swamy	OVR Solution Architect	(C)	
6	Sri Turaka	OVR Developer	(C)	
7	Goutham Reddy	OVR Developer	(C)	
8	Garry Durden	Security	(C)	
9	Doug Spitler	Network/Infrastructure	(O) x4118, (C) 545-8785	
10	Janet Modrow	Database	x4232, (C) 559-1787	
11	Alan Nelson	Network/Infrastructure	x4667, (C) 210-5458	
12	Mike Snowden	Network/Infrastructure	x4148, (C) 868-1174 (H) 962-4071	
13	Weston Brown	Network/Infrastructure	x4134, (C) 766-5721	
14	Gregg Laird	Network/Infrastructure	x4166, (C) 974-2024	
15	Vilma Quant	Database	(C) 531-7679	
16	Rahul Lotla	Network/Infrastructure	(C) 334-467-6322	
17	Garry Durden	Security	x4152, (C) 980-6983	
18	Arvind Valsa	Network/Infrastructure	(C) 732-763-5121	
19	Jerry Hendershot	Network/Infrastructure	(C) 320-3933	
20	Karen Harvey	Network/Infrastructure	x4162, (C) 510-3342	

Please review contact information for accuracy.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Sunday, July 22, 2018 9:31 PM
To: Jones, Traci L.
Subject: Fwd: ORV

Fyi

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: "Detzner, Kenneth W." <Kenneth.Detzner@dos.myflorida.com>
Date: 7/22/18 9:19 PM (GMT-05:00)
To: "Fugett, David A." <David.Fugett@dos.myflorida.com>
Cc: "Kennedy, Jennifer L." <Jennifer.Kennedy@DOS.MyFlorida.com>, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>, "Matthews, Maria I." <Maria.Matthews@DOS.MyFlorida.com>, "Revell, Sarah W." <Sarah.Revell@dos.myflorida.com>, "Brown, George" <George.Brown@dos.myflorida.com>, daniel.nordby@eog.myflorida.com
Subject: Re: ORV

Agree, Wes, Maria and George. Schedule it when you can make it, we have our priorities and they can make any and all adjustments. K

Sent from my iPad

> On Jul 22, 2018, at 9:12 PM, Fugett, David A. <David.Fugett@dos.myflorida.com> wrote:
>
> All:
>
> Just got off the phone with Ms. Perez. She would like to set up a phone conference tomorrow (Monday, July 23) afternoon between the League and the Department to discuss existing issues with OVR as they see it.
>
> My initial thought is that it would be beneficial to hear them out. I also have some thoughts as to who should be a part of the conversation that we can discuss tomorrow. They are aware that I am going to be in deposition tomorrow morning (the deposition of Ion Sancho in the ballot placement case) so they are looking for a time tomorrow afternoon (2:30 pm might be a good time to shoot for). Those involved will need to meet in advance of the conference to discuss what questions are likely to come up, etc.
>
> I will need to leave the office around 9:15 am to make it on time to the deposition. I would like to be able to give Ms. Perez a time certain for the afternoon conference before I leave. However, outside counsel is aware that I may not be able to make it to the deposition, or attend the entire time. I have discussed the deposition strategy at length with outside counsel and I believe they have it well under control if I can't be there.
>
> The above are my thoughts, but I remain wide open for any suggestions. In the meantime, if possible, please keep your calendars free tomorrow afternoon (my initial thought is that Maria, Wes and George should be on the call but, again, I am open to other suggestions).
>
> Thanks.

AMERICAN OVERSIGHT

>
> DAF
>
>
>
>
> Sent from my iPhone
>
>
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction
Survey<http://survey.dos.state.fl.us/index.aspx?email=David.Fugett@dos.myflorida.com>.
>
>

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Monday, July 23, 2018 3:38 PM
To: Brown, George; Brown, Toshia; Underwood, Wes H.; Marconnet, Amber; Jones, Traci L.; Maynor, Walter S. "Scott"
Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

FYI.

Sent from my iPhone

Begin forwarded message:

> **From:** Susan Gill <Susan.Gill@votecitrus.com>
> **Date:** July 23, 2018 at 3:32:03 PM EDT
> **To:** "Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com)" <Maria.Matthews@DOS.MyFlorida.com>
> **Cc:** Paul Lux <plux@myokaloosa.com>, Wesley Wilcox <WWilcox@VoteMarion.com>, Laura Zayas <Laura.Zayas@votecitrus.com>
> **Subject: FW: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED*****
>
> Maria,
>
> Laura followed up with the person who called to say they could not get the OVR to work for them.
>
> There were three 18 years olds trying to register. It took two of them three attempts to get through and one of them four attempts to get through. They all got hung up on the captcha.
>
> Eventually after the attempts mentioned they got through. Laura confirmed on our end that they were successful.
>
> *Susan Gill*
>
> Susan Gill, CERA, MFCEP
> Citrus County
> Supervisor of Elections
> 120 N. Apopka Avenue
> Inverness, Florida 34450
> tele: (352) 341-6750
> fax: (352) 341-6589
>
> PLEASE NOTE NEW EMAIL ADDRESS
> susan.gill@votecitrus.com
>
> *The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail*

AMERICAN OVERSIGHT

address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Laura Zayas
Sent: Monday, July 23, 2018 2:54 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Cc: plux@co.okaloosa.fl.us
Subject: FW: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

I sent the information below to Maria. Thanks

Your Choice Your Voice Your Vote!
Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Laura Zayas
Sent: Monday, July 23, 2018 2:49 PM
To: 'Matthews, Maria I.' <Maria.Matthews@DOS.MyFlorida.com>
Subject: RE: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

Hello Maria,

The error message below is what the 2 voters were receiving at 3 different times. They were attempting to register for the first time. We also went through the steps and the requirements that were mandatory in order to complete this process. I also received this message last week several times and I had an employee and Susan try and attempt the same process which also resulted in the same Error message. I noticed that we all had the same problem, it was after the" I am not a robot" was checked, the screen did not advance to the captcha pictures and if you clicked continue the error message was received. Thank you

AMERICAN OVERSIGHT

Citrus County SOE Scanned Doc (01C).pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools Citrus County SOE ... ×

1 / 1 118%

Error -Online Voter Registration

Error

We are unable to process your re

Rick Scott, Governor
Ken Detzner, Secretary of State

Privacy Policy (http://dos.myflorida.com/privacy-policy/) | Accessibility
| Site Map (http://dos.myflorida.com/site-map/)

Questions or Comments Contact the Department
(http://dos.myflorida.com/elections/contacts/cont

AMERICAN OVERSIGHT

Your Choice Your Voice Your Vote!
Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Matthews, Maria I. [mailto:Maria.Matthews@DOS.MyFlorida.com]
Sent: Monday, July 23, 2018 1:58 PM
To: Laura Zayas <Laura.Zayas@votecitrus.com>
Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

Do you have the names of the individuals? Did they say what the message said or provide a screen shot or phone shot?

Sent from my iPhone

Begin forwarded message:

> **From:** Paul Lux <plux@myokaloosa.com>
> **Date:** July 23, 2018 at 1:45:52 PM EDT
> **To:** Ken Detzner <Kenneth.Detzner@dos.myflorida.com>, "Maria.Matthews@DOS.MyFlorida.com" <Maria.Matthews@DOS.MyFlorida.com>
> **Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED*****
>
> Please see Susan Gill's employee's email below.
>
> This really has reached the point where your lack of communication to us SOEs is hindering us from helping you make sure the right word gets out!
>
> None of us want to see the mantle of "voter suppression" placed on OVR, especially not after all we have done to push and promote it!!
>
> I know how busy you must be preparing for tomorrow's litigation, but in this heightened cybersecurity environment we now operate in, the last thing we need all of us SOEs to be saying is "we don't know what's going on with OVR."
>
> HELP US! More importantly, HELP US HELP YOU!!
>
> Paul Lux, CERA
> Supervisor of Elections
>
> Begin forwarded message:
>
> > **From:** Susan Gill <Susan.Gill@votecitrus.com>
> > **Date:** July 23, 2018 at 12:22:29 PM CDT

AMERICAN OVERSIGHT

To: Wesley Wilcox <WWilcox@VoteMarion.com>, Mark Earley <earleym@leoncountyfl.gov>, Paul Lux <plux@myokaloosa.com>
Subject: FW: OVR Problems

See below…evidently the problem still exists.

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Laura Zayas
Sent: Monday, July 23, 2018 1:01 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: RE: OVR Problems

There were 2 voters who are now saying voter suppression because they are receiving the error message again. I spoke to a grandmother whose granddaughter and her friend were trying to register for the first time and they were very frustrated because the error message was popping up again. I am concerned as to why some are able to get the process completed and some aren't. this is worrying me now.

Your Choice Your Voice Your Vote!
Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

From: Susan Gill
Sent: Monday, July 23, 2018 11:08 AM
To: Laura Zayas <Laura.Zayas@votecitrus.com>; Maureen Baird <Maureen.Baird@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>
Subject: Fwd: OVR Problems

FYI

Susan Gill

Begin forwarded message:

> **From:** Wesley Wilcox <WWilcox@VoteMarion.com>
> **Date:** July 23, 2018 at 11:02:52 AM EDT
> **To:** Alachua County <kbarton@alachuacounty.us>, Baker County <nitac@bakercountyfl.org>, Bay County <baysuper@bayvotes.org>, "Bradford County" <terry_vaughan@bradfordcountyfl.gov>, Brevard County <lscott@votebrevard.com>, Broward County <brenda.snipes@browardsoe.org>, Calhoun County <schason@votecalhoun.com>, Charlotte County <paulstamoulis@charlottevotes.com>, Citrus County <susan.gill@votecitrus.com>, Clay County <cchambless@clayelections.com>, Collier County <JenniferEdwards@colliergov.net>, Columbia County <election@votecolumbia.com>, Desoto County <mnegley@votedesoto.com>, "Dixie County" <dixiecountysoe@bellsouth.net>, Duval County <mhogan@coj.net>, Escambia County <dstafford@escambiavotes.com>, Flagler County <Klenhart@flaglerelections.com>, Franklin County <heather@votefranklin.com>, Gadsden County <info@gadsdensoe.com>, Gilchrist County <elections@gilchrist.fl.us>, Glades County <vote@myglades.com>, Gulf County <gulfsoe@fairpoint.net>, Hamilton County <elect@windstream.net>, "Hardee County" <diane@hardeecountyelections.com>, Hendry County <supervisor@hendryelections.org>, Hernando County <shirleyanderson@hernandocounty.us>, Highlands County <pogg@hcbcc.org>, Hillsborough County <clatimer@hcsoe.org>, Holmes County <debbie@holmeselections.com>, Indian River County <lswan@voteindianriver.com>, Jackson County <sylvia@jacksoncountysoe.org>, Jefferson County <soejeffersonco@aol.com>, Lafayette County <lafayettesoe@windstream.net>, Lake County <alan@lakevotes.com>, Lee County <tdoyle@lee.vote>, Leon County <earleym@leoncountyfl.gov>, Levy County <tammy@votelevy.com>, Liberty County

AMERICAN OVERSIGHT

<vote@libertyelections.com>, "Madison County"
<thardee@votemadison.com>, Manatee County
<mike@votemanatee.com>, Martin County
<vdavis@martinvotes.com>, Monroe County
<rjg@keys-elections.org>, Nassau County
<vcannon@votenassau.com>, "Okaloosa County"
<plux@co.okaloosa.fl.us>, Okeechobee County
<diane@voteokeechobee.com>, "Orange County "
<bill@ocfelections.com>, Osceola County
<maryjane@voteosceola.com>, Palm Beach County
<susanbucher@pbcelections.org>, "Pasco County "
<bcorley@pascovotes.com>, Pinellas County
<dclark@votepinellas.com>, Polk County
<loriedwards@polkelections.com>, Putnam County
<charles.overturf@putnam-fl.com>, Santa Rosa County
<villane@santarosa.fl.gov>, Sarasota Votes
<rturner@sarasotavotes.com>, Seminole County
<Ertel@voteseminole.org>, "St. Johns County"
<voakes@sjcvotes.us>, "St. Lucie County"
<gertrude@slcelections.com>, Sumter County
<bill.keen@sumterelections.org>, Suwannee County
<gwilliams@suwanneevotes.com>, Taylor County
<taylorelections@gtcom.net>, Union County
<debbie.osborne@unionflvotes.com>, Volusia County
<llewis@volusia.org>, Wakulla County
<hwells@mywakulla.com>, Walton County
<bbeasley@co.walton.fl.us>, Washington County
<crudd@wcsoe.org>
Cc: "Paul Lux (PLux@co.okaloosa.fl.us)"
<PLux@co.okaloosa.fl.us>
Subject: OVR Problems

To All SoE Offices:

For those of you who are unaware, the OVR systems has had intermittent problems for the last few days. It would allow the user to enter their information up to a certain point, and then just return an “Error, We are unable to process your request”.

Since at least Thursday of last week we have been receiving reports of the intermittent problems with the OVR system. Once I was alerted I contacted the Division, 1) to report it, if they were unaware, and 2) if they were aware, to have them shed some light on the challenges.

Their response: <silence>

On Friday, **several** of us sent messages to the Division, asking for information.

AMERICAN OVERSIGHT

Their response: <silence>

Now, on Monday, there are media reports of the issue, with response from the Division/ Secretary of State's Office.

I (and others) are beyond frustrated and disappointed with Division/Secretary of State's Office.

I personally, processed an OVR during this time successfully, but from the reports I received, about where the error occurred, and with the knowledge I have about how the OVR system works, the media response from the Division does NOT seems extremely forthcoming.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Fugett, David A.
Sent: Monday, July 23, 2018 12:50 PM
To: Detzner, Kenneth W.; Kennedy, Jennifer L.; Underwood, Wes H.; Matthews, Maria I.; Brown, George; Revell, Sarah W.
Cc: Dyer, Jesse C.
Subject: Fwd: Problems reported by Floridians Having Difficulties with the Florida Online Voter Registration System

FYI

DAF

Sent from my iPhone

Begin forwarded message:

> **From:** Julie Houk <jhouk@lawyerscommittee.org>
> **Date:** July 23, 2018 at 12:21:20 PM EDT
> **To:** "david.fugett@DOS.MyFLorida.com" <david.fugett@DOS.MyFLorida.com>
> **Subject: Problems reported by Floridians Having Difficulties with the Florida Online Voter Registration System**
>
> Dear Mr. Fugett,
>
> The Lawyers' Committee for Civil Rights Under Law leads the nation's largest non-partisan Election Protection coalition. The coalition operates the 1-866-Our-Vote hotline and we work with organizations in the states, including Common Cause Florida, to help voting-eligible individuals when they encounter problems with voter registration and on Election Day, among other issues.
>
> After receiving reports that Floridians were encountering problems with Florida's online voter registration system last week, the Lawyers' Committee and Common Cause Florida reached out to Maria Matthews and the Division of Elections about the problem. Although Ms. Matthews responded initially that the Division was looking into the matter, we subsequently received no response from Ms. Matthews or from anyone else in the Division of Elections about the issue or how the Division would ensure that Floridians would not continue to encounter problems with the system this week or next – especially in light of the July 30th book closing.
>
> Although we are aware of a Politico article that indicates some updates were made to the online voter registration system in the wake of these issues (https://www.politico.com/states/florida/story/2018/07/23/state-fixes-voter-registration-problem-with-simple-updates-522370), we would appreciate receiving responses to queries we sent to Ms. Matthews last week to ensure that Floridians who want to register to vote or update their registration information and party preference before the book closing will be able to do so:
>
> Will applicants know that they need to start the process over again if they receive an "error" message or be given information about what caused the error message so that they can correct the issue?

AMERICAN OVERSIGHT

Will the Division be able to determine how many of these "Errors" have occurred since yesterday evening or earlier?

How many of the users were new voter registration?
How many of the users were making changes to their registration information?

Can the Division post a note on its home page when Issues like this arise so that interested individuals and organizations can learn that the issue is being addressed?

Can the Division post a note on its home page when routine maintenance is concurring and the estimated time for return to normal processing?

Will there be any routine maintenance between now and book closing?

Will staff be available to troubleshoot issues from 5pm to 11:59 pm on book closing and, if so, how may we and the voters be able to contact that person or persons if last minute problems with the system arise?

If you would prefer to schedule a conference call to discuss these issues with me and Liza McCleneghan of Common Cause Florida, please let us know when you are available and we will be happy to set up a call.

Thank you in advance for your response to these queries.

Best regards,

Julie Houk

Julie M. Houk
Senior Special Counsel
Voting Rights Project
Lawyers' Committee for Civil Rights Under Law
1401 New York Avenue NW, Suite 400
Washington, DC 20005
Telephone: (202) 662-8391
General Fax: (202) 783-0857
jhouk@lawyerscommittee.org
www.lawyerscommittee.org





Moving America Toward Justice

The information contained in this message from the Lawyers' Committee for Civil Rights Under Law and any attachments are confidential and intended only for the named recipient(s). If you have received this message in error, you are prohibited from copying, distributing or using the information. Please contact the sender immediately by return email and delete the original message.

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Maynor, Walter S. "Scott"
Sent: Wednesday, July 18, 2018 3:46 PM
To: Jones, Traci L.; Brown, George
Subject: Implementation Plan
Attachments: DOS_Maintenance_Plan_201807v004.xlsx

Here you are ma'am. For approval.

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

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

AMERICAN OVERSIGHT

TASKS ID	RESPONSIBLE PARTY	PRE IMPLEMENTATION TASKS	DUE DATE	COMPLETED (Y,N)
		OVR Maintenance Release 4		
1	Charles P.	Schedule initial planning meeting (each Monday 1-2pm)	7/10/2018	Y
2	BDIS Management	OVR Change Approval 1. Web Contest Changes 2. City/Zip fix 3. Encrypted fields fix 4. County Contact info popup and margin fix on application form	7/11/2018	Y
3	Steve T./Sri Turaka	Request/Send request to publish to test environment (1) Destination: [redacted] (2) Source: [redacted] (3) URL: [redacted]	7/16/2018	Y
4	Rahul L.	Publish to test environment	7/18/2018	Y
5	Steve T.	Confirm test environment	7/18/2018	Y
6	Steve T.	OVR Team Testing	7/18/2018	Y
7	BDIS Management	Submit IT Maintenance Change and Implementation Plan	7/18/2018 COB	
8	Steve T.	User testing	7/18/2018	
9	Charles P./Steve T.	Request/Send user approval to implement in the production enviroment	7/18/2018	
10	Charles P./Steve T.	Create/Send request to implement in the production enviroment	7/19/2018 COB	
11	Charles P.	BDIS approval (Implementation Plan Meeting)	7/19/2018 COB	
12	Charles P.	Go/No Go	7/20/2018 3PM	
		V9		
13	Michael J.	[redacted] fix: if no % then use '=' instead of 'like' - Test	7/20/2018	
14	Martin V. & Michael J.	[redacted] index implementation	7/20/2018	
15	Michael J.	[redacted] Go/No Go	7/20/2018	
		Network Modifications		

AMERICAN OVERSIGHT

16	Mike S. / Alan N.	Research websphere memory on blades	7/18/18 COB	Y
17	Mike S. / Alan N.	Reallocate websphere memory to DB's	During Window	
18	[redacted] / Alan N. / Mike S.	Install Interfaces (dependent on [redacted])	7/18/2018	Y
		FVRS Modifications		
19	Martin V.	[redacted] configuration change (requires reboot)	(done in all env. Except Prod)	
20	Martin V./Michael J.	[redacted] Invisible Indexes/Code	7/20/2018	
21	Martin/Vilma	Clean up Voting History Table (remove deletes)	7/20/2018	
22	Martin/Vilma	Turn on Oracle Statistics	During Window	
TASK ID	**RESPONSIBLE PARTY**	**IMPLEMENTATION TASKS Friday, July 20, 2018**	**TIME**	
23	Teri G.	Disable batch jobs (don't run FDLE job at 9 am)	8:00 AM	
24	Garry D.	Shut Down [redacted]	7:00 P.M. - 7:10 P.M.	
25	Garry D.	Point to maintenance notice for OVR on Server (server name/IP) in Northwest	7:10 P.M. - 7:30 P.M.	
26	Mike S.	Create snapshot (for OVR)	7:30 P.M. - 8:00 P.M.	
27	Karthi S./Steve T.	Disable OVR services	8:00 P.M. - 8:30 P.M.	
28	Production Control	Publish to OVR production environment	8:30 P.M. - 9:30 P.M.	
29	OVR Team	Confirm code in the production environment	9:30 P.M. - 10:00 P.M.	
30	Weston B.	FVRS backups to tape and disk (4/20/2018 - 4/21/2018)	7:00 P.M. - 10:00 A.M.	
		Saturday, July 21, 2018		
31	Martin V.	Disable FVRS production [redacted] replication (southwood) and [redacted]	8:30 A.M. - 9:00 A.M.	
32	Martin V.	[redacted] configuration change (NW)	9:00 A.M. - 10:00 A.M.	
		Reallocation of Memory	9:00 A.M. - 10:00 A.M.	
		Add storage space to [redacted] backup (NW & SW)	9:00 A.M. - 10:00 A.M.	
33	Alan N.	Reboot DB servers	10:00 A.M. - 10:30 P.M.	
		OVR Testing each server	10:00 am - 12:00 PM	
34	Martin V.	Enable FVRS production [redacted] replication (northwest) and [redacted]	10:30 A.M. - 11:00 P.M.	
35	Martin V.	Database table archive (notifications & voting history)	11:00 P.M. - 12:30 P.M.	

AMERICAN OVERSIGHT

36	Vilma	Incomplete Application removal	12:30 - 3:30	
37	Teri G.	Run all jobs	3:30 P.M. - 5:30 P.M.	
		Sunday, July 22, 2018		
38	Gary D.	Point to production OVR on server (server name) in Northwest	9:00 A.M. - 9:30 P.M.	
39	Janet M.	Verify voter public job	10:00 A.M. - 10:30 A.M.	
40	Steve T./Karthi S.	Enable OVR Services (what services)	11:30 A.M. - 12:00 P.M.	
41	Charles P./Steve T./Scott M.	User verification of production environment	11:30 A.M. - 12:00 P.M.	
42	Netwok/Infrastructure Team	User verification of production environment	11:30 A.M. - 12:30 P.M.	
43	Gary D.	Open VIPS	7:00 P.M. - 7:30 P.M.	
	Network Team	Test 68th County	7:00 P.M. - 7:30 P.M.	
44		**Roll Back Plan**	Anytime prior to 7:00 P.M.	
	Karthi S./Steve T.OVR Team	**OVR**	Anytime prior to 7:00 P.M.	
		Stop [redacted] packages, if required	Anytime prior to 7:00 P.M.	
		Rollback (redeploy current code) OVR web and [redacted] API	Anytime prior to 7:00 P.M.	
		Validate the web and API	Anytime prior to 7:00 P.M.	
		Resinstate [redacted] services	Anytime prior to 7:00 P.M.	
	Netwok/Infrastructure Team	**Network**	Anytime prior to 7:00 P.M.	
		Go back to the original saved configuration for all network gear.	Anytime prior to 7:00 P.M.	
TASK ID	RESPONSIBLE PARTY	POST IMPLEMENTATION TASKS Monday, July 23, 2018 (12:01 A.M. - 7:00 A.M.)	TIME	
45	Charles P./Karthi S./Sri T./Steve T.	User verification of production environment	8:00 A.M.	
46	All	Close Maintenance Window	9:00 A.M.	
47	Mike S.	Consolidate OVR snapshots	10:00 A.M.	
TASK ID	RESPONSIBLE PARTY	POST IMPLEMENTATION TASKS Following Monday, July 23, 2018	TIME	
48	Karthi, Michael Ji, Martin Vaughn, Garry Durden	Mitigate execution plan issues		
Dependencies:				

AMERICAN OVERSIGHT

1	OVR scheduled jobs	[redacted] (HSMV Validation)		
		[redacted]		
		[redacted]		
2	FVRS scheduled jobs	[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
		[redacted]		
3	Servers	See attached		
Impacted Resources: Resourse may be impacted for a maximum of 5 to 10 minutes.				
4	Websites	See attached		
Pending Issues/Concerns:				
	None at this time			

No.	Primary/Back Up	Implementation Team Contact/ Roles	Office Phone	
1	George Brown	CIO	x4106 (C) 850.545.3334	
2	Scott Maynor	Deputy CIO	x 4135 (C) 850.445.6458	
3	Charles Pitts	Application Development Manager	x4167, (C) 850.445.0671	
4	Steve Talabi	OVR Developer/Ba	(C)	

AMERICAN OVERSIGHT

5	Karthi Swamy	OVR Solution Architect	(C)	
6	Sri Turaka	OVR Developer	(C)	
7	Goutham Reddy	OVR Developer	(C)	
8	Garry Durden	Security	(C)	
9	Doug Spitler	Network/Infrastructure	(O) x4118, (C) 545-8785	
10	Janet Modrow	Database	x4232, (C) 559-1787	
11	Alan Nelson	Network/Infrastructure	x4667, (C) 210-5458	
12	Mike Snowden	Network/Infrastructure	x4148, (C) 868-1174 (H) 962-4071	
13	Weston Brown	Network/Infrastructure	x4134, (C) 766-5721	
14	Gregg Laird	Network/Infrastructure	x4166, (C) 974-2024	
15	Vilma Quant	Database	(C) 531-7679	
16	Rahul Lotla	Network/Infrastructure	(C) 334-467-6322	
17	Garry Durden	Security	x4152, (C) 980-6983	
18	Arvind Valsa	Network/Infrastructure	(C) 732-763-5121	
19	Jerry Hendershot	Network/Infrastructure	(C) 320-3933	
20	Karen Harvey	Network/Infrastructure	x4162, (C) 510-3342	

Please review contact information for accuracy.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Tuesday, July 24, 2018 9:42 AM
To: Jones, Traci L.
Subject: IT updates
Attachments: IT_ Executive Briefing Template 07_09_2018.docx

Per your request

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

AMERICAN OVERSIGHT

IT Executive Briefing
July 09, 2018

OVR Usage YTD

- 122,618 (93,052 submitted, 29,566 printed) online submittals since October 1
- In maintenance
- **Cyber Security Initiative**
  - [redacted]

OCHIP Status

- Grants:
  - Maintenance Release 15, Live on June 29 (tabs)
  - Maintenance Release 16, Live on July 1 (Albert)
  - Maintenance Release 17, Live on July 3, (DHR contract edits)
  - Working on establishing a Grants user group
- In process of identifying websites with fillable forms, eligible ones should be updated to include Captcha (includes 2003 servers)
  - Also includes ADA/508
- Florida Memory: High volume of new account requests; caused by normal bot activity (security blocked several IP addresses.)
  - Recommend adding captcha to the form's page (all websites)

Desktop Support/Event Management

- 96 tickets closed from 6/23/2018 thru 7/06/2018
- Continuing to address Microsoft AD engagement issues (risk assessment)
- Office 365 technical staff working to improve the efficiency of Office 365. Possible storage solutions and security features (G-drive to one drive)

Corporations Status

- Archiving correspondence data
- [redacted] search framework updated to latest version and re-factored
- Refining contingency plans for the VMS system, as is the AST
- Addressing 2003 servers (VMS middleware)
- Link2Gov payment gateways updated and operational
- Working on ITN and LBR for COTS

FVRS Maintenance/Elections

- V9 (new WebSphere), All 67 Counties cut over
- Working with HSMV scanned applications (mail-in convenience) renewals, rollout July 8 (did not happen) We now have test data for the vendors to test
- 2018 Florida Election Watch: updating the Azure version
- Electronically delivered Form 6 to Ethics Commission
- Planning for July Maintenance window
- Live ID replacement: Utilizing the Grants system solution, county ballot reporting will be the first implementation, working with DOE to determine timing and demo

Project Management

- DOS and AST completed 1st round of Disaster Recovery testing
- AST list of 2003 servers (applications and websites) to be updated. Some upgrades are application dependent.

Network

- Training, Pilot and Production are working without Websphere, all 67 counties cut over, $112K savings a year
- New [redacted] circuits – 56 counties on [redacted]
- All but 2 AST websites have been switched over to new DNS
- Total Recall: Upgrading OS to receive the software
- [redacted]
- Migrating HTTP sites to HTTPS (secure)

Vacancies and New Hires

- Computer programmer, applications under review
- Cyber Navigators
  - Five offered and accepted, PO's in progress
- Sean Diaz transitioning to new roll July 9, starting prioritization and road mapping OCHIP work

Office of the Secretary

- June 28, User verification of the Mission Umbraco site
- July 5/6 Umbraco training (Jan Wiley)
- The Grove: New payment feature for donations and memberships in progress

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Fugett, David A.
Sent: Sunday, July 22, 2018 9:12 PM
To: Detzner, Kenneth W.; Kennedy, Jennifer L.; Underwood, Wes H.; Matthews, Maria I.; Revell, Sarah W.; Brown, George
Cc: daniel.nordby@eog.myflorida.com
Subject: ORV

All:

Just got off the phone with Ms. Perez. She would like to set up a phone conference tomorrow (Monday, July 23) afternoon between the League and the Department to discuss existing issues with OVR as they see it.

My initial thought is that it would be beneficial to hear them out. I also have some thoughts as to who should be a part of the conversation that we can discuss tomorrow. They are aware that I am going to be in deposition tomorrow morning (the deposition of Ion Sancho in the ballot placement case) so they are looking for a time tomorrow afternoon (2:30 pm might be a good time to shoot for). Those involved will need to meet in advance of the conference to discuss what questions are likely to come up, etc.

I will need to leave the office around 9:15 am to make it on time to the deposition. I would like to be able to give Ms. Perez a time certain for the afternoon conference before I leave. However, outside counsel is aware that I may not be able to make it to the deposition, or attend the entire time. I have discussed the deposition strategy at length with outside counsel and I believe they have it well under control if I can't be there.

The above are my thoughts, but I remain wide open for any suggestions. In the meantime, if possible, please keep your calendars free tomorrow afternoon (my initial thought is that Maria, Wes and George should be on the call but, again, I am open to other suggestions).

Thanks.

DAF

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Fugett, David A.
Sent: Sunday, July 29, 2018 10:40 PM
To: Detzner, Kenneth W.; Kennedy, Jennifer L.; Underwood, Wes H.; Matthews, Maria I.; Brown, George; Revell, Sarah W.
Cc: Dyer, Jesse C.; Swain, Margaret A.; Edwards, Candice D.; Rey, Carlos A.
Subject: OVR

On Friday I had phone conferences with the League of Women Voters of Florida, Common Cause, and the ACLU of Florida. I gave them my cell phone number and encouraged them to call me if they, or their constituents, had any concerns or problems with OVR over the weekend.

I did not receive one call, email, or text from them the entire weekend. I'm going to take this as a very positive sign that OVR is working very well as we approach book closing for the Primary Elections on Monday.

D. Fugett

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Thursday, July 26, 2018 7:58 AM
To: Cannon, Vicki P.
Cc: Brown, Toshia; Marconnet, Amber; Brown, George
Subject: OVR Suspense Queue issue

Supervisor Cannon,

Thank you for notifying us. The matter was addressed late afternoon yesterday. Please let me know immediately if you see the same thing happening today.

Respectfully,

Maria Matthews, Esq.
Division of Elections, Director
Florida Department of State
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6520
Maria.matthews@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: Vicki Cannon [mailto:vcannon@votenassau.com]
Sent: Wednesday, July 25, 2018 4:06 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Wilcox, Wesley <wwilcox@votemarion.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Cannon, Vicki P. <vcannon@votenassau.com>; Shubert, Brenda T. <bshubert@votenassau.com>
Subject: FW: IMPORTANT - OVR issue
Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

Please see the following email regarding OVR. It was suggested by VR Systems that we send the information to you. Please let us know if you have questions or need additional information. Have a wonderful day!

Vicki P. Cannon
Supervisor of Elections of Nassau County
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
vcannon@votenassau.com | www.votenassau.com | Facebook | Twitter | Newsletter Sign Up

AMERICAN OVERSIGHT

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) to this entity. Instead, please contact this office by phone or in writing.

From: Brenda Shubert
Sent: Wednesday, July 25, 2018 3:35 PM
To: Vicki Cannon
Subject: IMPORTANT - OVR issue
Importance: High

Vicki –

Four of our staff members have completed an online voter registration application to update or request a VIC. One was completed on July 24th at 4:16 p.m. The other three were done today, July 25th at 8:26 am, 12:24 pm and 2:19 pm. None of those records have appeared in our suspense queue. The OVR FAQs that came out last year indicated that the record would appear in our suspense queue immediately.

Due to the issues Marion County SOE has advised us on recently, I asked our IT Director & Director of Elections to check if there were any issues with our server, NOTES messages, etc. as to why these were not appearing in our queue. They advised they could not see any server issues so they reached out to VR Systems and they reported nothing unusual on their end.

VR Systems advised us to reach out to Janet Modrow, with the DOS at 850.245.6232 to see if there was a "bottleneck" issue between OVR and FVRS. Passing this on to you.

Thank you,

Brenda T. Shubert, MFCEP
Voter Registration Coordinator

Vicki P. Cannon, Supervisor of Elections
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
bshubert@votenassau.com | website: www.VoteNassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) 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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Monday, July 23, 2018 3:21 PM
To: Thompson, Leila M.
Cc: Jones, Traci L.; Brown, George; Mosca, Alexander N.; Madrigal, Virgie; Brown, Toshia; Marconnet, Amber
Subject: OVR

We will be creating an house how to video for OVR what can we get to help us start that process - screen shots. English and Spanish.

Sent from my iPhone

Begin forwarded message:

> **From:** Maria.Matthews@DOS.MyFlorida.com
> **Date:** July 23, 2018 at 3:07:49 PM EDT
> **To:** Toshia Brown <Toshia.Brown@DOS.MyFlorida.com>, Amber Marconnet <Amber.Marconnet@DOS.MyFlorida.com>, Virgie Madrigal <Virgie.Madrigal@DOS.MyFlorida.com>, Alexander Mosca <Alexander.Mosca@DOS.MyFlorida.com>
> **Cc:** Ashley.Dunn@dos.myflorida.com
> **Subject: OVR**
>
> I want to meet tomorrow morning to discuss OVR video education and extended OVR/VAH hotline for 8-5 Saturday and Sunday and 5-midnight on Monday.
>
> Ashley: please reserve room. Maria
>
> Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

Subject:	Pre-Conference Call Discussion, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:00 PM
End:	Mon 7/23/2018 2:30 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Revell, Sarah W.; Dyer, Jesse C.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

Subject:	Pre-Conference Call Discussion, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:00 PM
End:	Mon 7/23/2018 2:30 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Revell, Sarah W.; Dyer, Jesse C.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

Subject:	Pre-Conference Call Discussion, re: OVR
Location:	SOS Conference Room
Start:	Mon 7/23/2018 2:00 PM
End:	Mon 7/23/2018 2:30 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Fugett, David A.
Required Attendees:	Jennifer L. Kennedy (Jennifer.Kennedy@DOS.MyFlorida.com); Wes H. Underwood (Wes.Underwood@dos.myflorida.com); Maria I. Matthews (Maria.Matthews@DOS.MyFlorida.com); Brown, George; Revell, Sarah W.; Dyer, Jesse C.; Swain, Margaret A.; Edwards, Candice D.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Tuesday, July 24, 2018 11:36 AM
To: Matthews, Maria I.; Brown, George
Cc: Jones, Traci L.; Revell, Sarah W.
Subject: RE: cookie policy

We would add this to the OVR home page.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Matthews, Maria I.
Sent: Tuesday, July 24, 2018 10:55 AM
To: Brown, George <George.Brown@dos.myflorida.com>
Cc: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>; Jones, Traci L. <Traci.Jones@dos.myflorida.com>; Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: RE: cookie policy

So is that the extent of our cookie policy too and that is the only additional information we would add to our HELP page?

From: Brown, George
Sent: Tuesday, July 24, 2018 10:44 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Cc: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>; Jones, Traci L. <Traci.Jones@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: cookie policy

How about this??

Attention: This site requires cookies to be enabled. Cookies are necessary for full functionality and allow for the best user experience. Cookie control is handled through your individual browser. Please refer to your browser or device help material to adjust cookie usage.

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 4:01 PM
To: Brown, Toshia
Cc: Marconnet, Amber; Talabi, Steve; Thompson, Leila M.; Brown, George
Subject: RE: Error message

So there is no way for him to see if time-out errors are occurring or any pattern.

Have you reached out to K Lenhart for names?

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:35 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

We have been working with Steve. He is troubleshooting these occurrences, but we have to have the name and DOB to assist him in his troubleshooting.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 2:07 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

Work with Leila's team to identify the issue, if there is one and circle back with SOE Lenhart. The system should be prompting them to use paper application at a minimum.

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:02 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: FW: Error message

AMERICAN OVERSIGHT

Maria,

Fyi, please see the below.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Kaiti Lenhart [mailto:klenhart@flaglerelections.com]
Sent: Wednesday, July 18, 2018 1:05 PM
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

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

Sincerely,

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 10:23 AM

AMERICAN OVERSIGHT

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.



Thanks for your time and consideration.

Sincerely,

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 9:46 AM
To: Lenhart, Kaiti <klenhart@flaglerelections.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

Ms. Lenhart,

AMERICAN OVERSIGHT

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

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

Thank You,

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

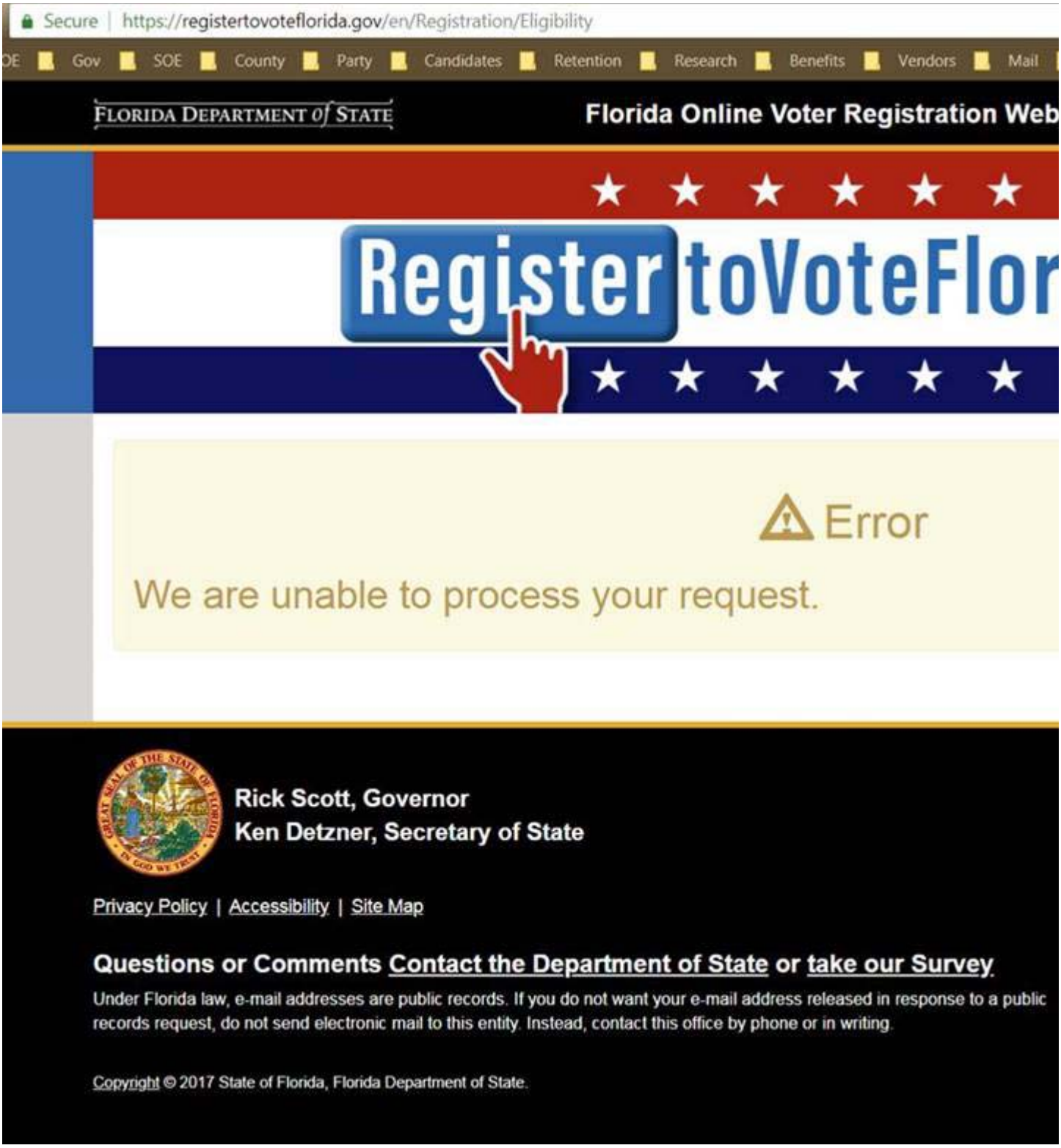
This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions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

AMERICAN OVERSIGHT



Sincerely,

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

AMERICAN OVERSIGHT

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

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

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

Please consider the environment before printing this email.

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

Swain, Margaret A.

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:35 PM
To: Matthews, Maria I.
Cc: Marconnet, Amber; Talabi, Steve; Thompson, Leila M.; Brown, George
Subject: RE: Error message

We have been working with Steve. He is troubleshooting these occurrences, but we have to have the name and DOB to assist him in his troubleshooting.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 2:07 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

Work with Leila's team to identify the issue, if there is one and circle back with SOE Lenhart. The system should be prompting them to use paper application at a minimum.

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:02 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: FW: Error message

Maria,

Fyi, please see the below.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building

AMERICAN OVERSIGHT

500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Kaiti Lenhart [mailto:klenhart@flaglerelections.com]
Sent: Wednesday, July 18, 2018 1:05 PM
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

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

Sincerely,

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 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.

AMERICAN OVERSIGHT

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.



Thanks for your time and consideration.

Sincerely,

***Kaiti Lenhart**, MFCEP*

AMERICAN OVERSIGHT

SUPERVISOR OF ELECTIONS
FSASE Board of Directors, District 5

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 9:46 AM
To: Lenhart, Kaiti <klenhart@flaglerelections.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

Ms. Lenhart,

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

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

Thank You,

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

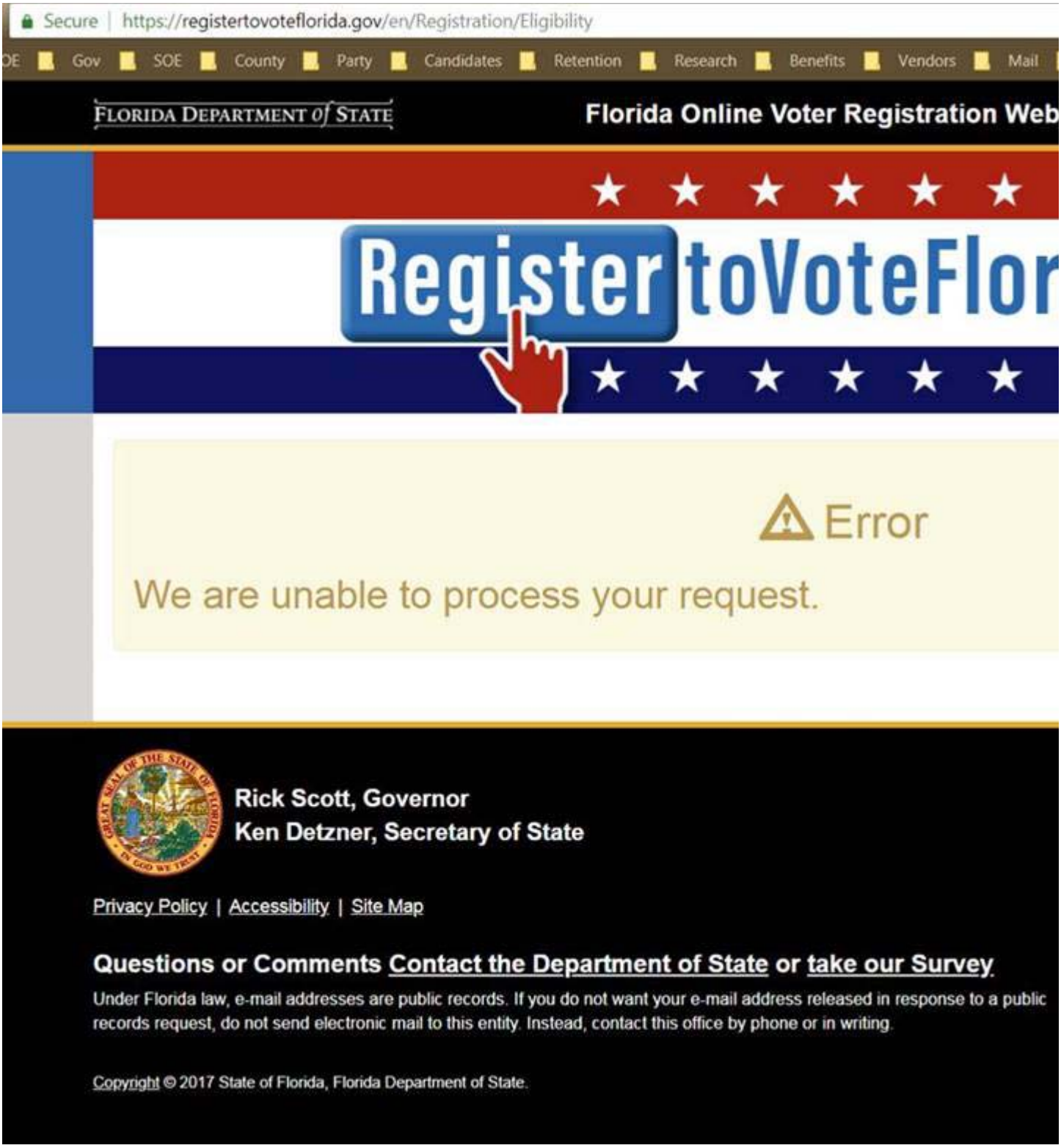
This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions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

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

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

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

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

Please consider the environment before printing this email.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 2:07 PM
To: Brown, Toshia
Cc: Marconnet, Amber; Talabi, Steve; Thompson, Leila M.; Brown, George
Subject: RE: Error message

Work with Leila's team to identify the issue, if there is one and circle back with SOE Lenhart. The system should be prompting them to use paper application at a minimum.

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:02 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: FW: Error message

Maria,

Fyi, please see the below.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Kaiti Lenhart [mailto:klenhart@flaglerelections.com]
Sent: Wednesday, July 18, 2018 1:05 PM
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

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

Sincerely,

AMERICAN OVERSIGHT

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 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.

AMERICAN OVERSIGHT

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.



Thanks for your time and consideration.

Sincerely,

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 9:46 AM
To: Lenhart, Kaiti <klenhart@flaglerelections.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve

AMERICAN OVERSIGHT

<Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

Ms. Lenhart,

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

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

Thank You,

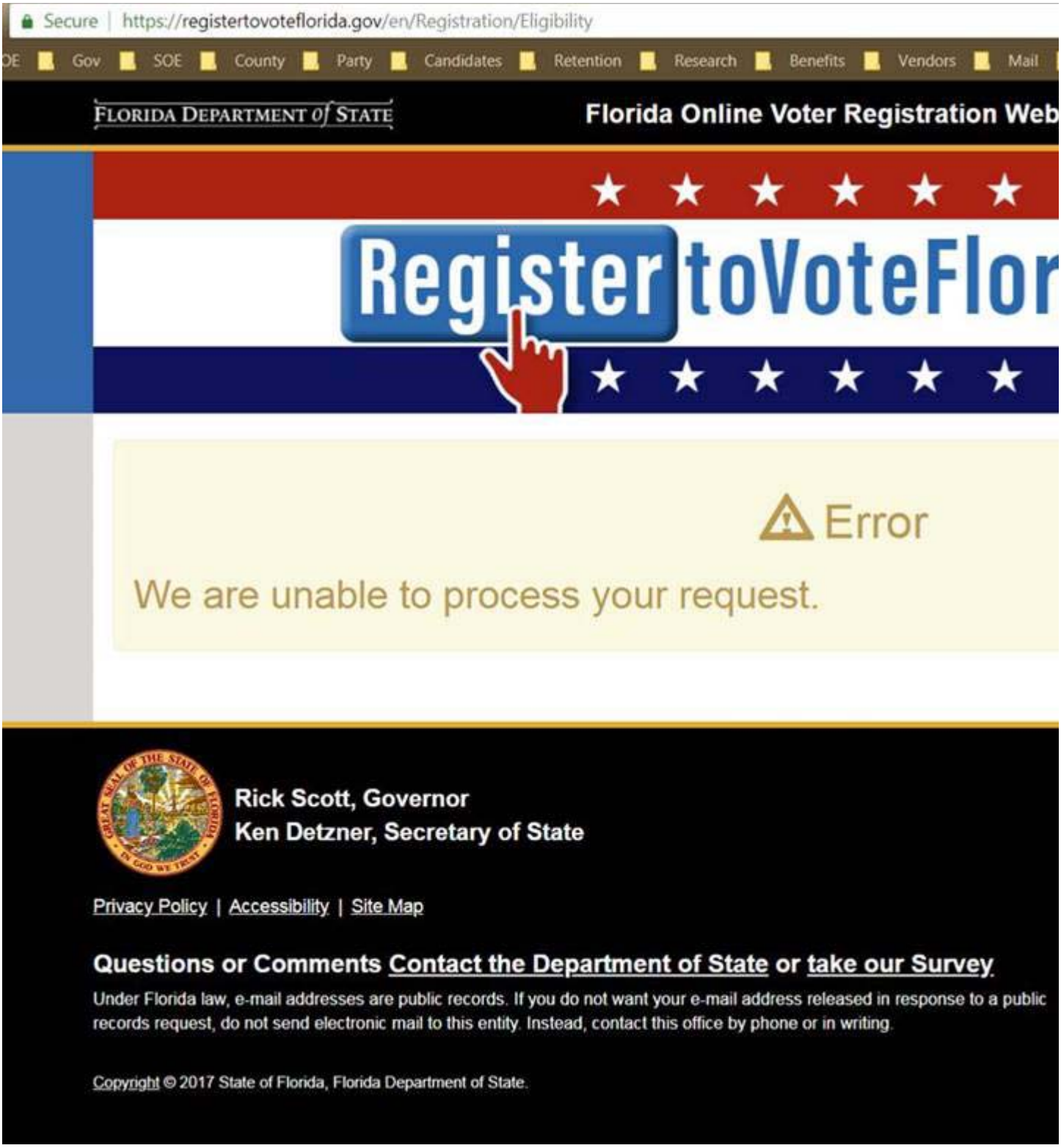
JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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

AMERICAN OVERSIGHT

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

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

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

Please consider the environment before printing this email.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 4:34 PM
To: Matthews, Maria I.; Brown, Toshia
Cc: Talabi, Steve; Thompson, Leila M.; Brown, George
Subject: RE: Error message

Hi Maria,

Yes, in the below email chain JC asked Ms. Lenhart the following, "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."

This was her response to that, "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."

When our staff is answering calls they have been instructed to provide me with the name, DOB, phone number, error that occurred and at what point in the OVR transaction did the error occur so further research can be conducted. We have been providing this information to Steve.

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: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 4:01 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

So there is no way for him to see if time-out errors are occurring or any pattern.

Have you reached out to K Lenhart for names?

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:35 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

AMERICAN OVERSIGHT

We have been working with Steve. He is troubleshooting these occurrences, but we have to have the name and DOB to assist him in his troubleshooting.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Matthews, Maria I.
Sent: Wednesday, July 18, 2018 2:07 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Error message

Work with Leila's team to identify the issue, if there is one and circle back with SOE Lenhart. The system should be prompting them to use paper application at a minimum.

From: Brown, Toshia
Sent: Wednesday, July 18, 2018 2:02 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: FW: Error message

Maria,

Fyi, please see the below.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Kaiti Lenhart [mailto:klenhart@flaglerelections.com]
Sent: Wednesday, July 18, 2018 1:05 PM
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

AMERICAN OVERSIGHT

<Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

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

Sincerely,

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

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

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

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 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>

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000246

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.



Thanks for your time and consideration.

Sincerely,

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

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

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

AMERICAN OVERSIGHT

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

Please consider the environment before printing this email.

From: BVRSHelp <BVRSHelp@DOS.MyFlorida.com>
Sent: Wednesday, July 18, 2018 9:46 AM
To: Lenhart, Kaiti <klenhart@flaglerelections.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: Error message

Ms. Lenhart,

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

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

Thank You,

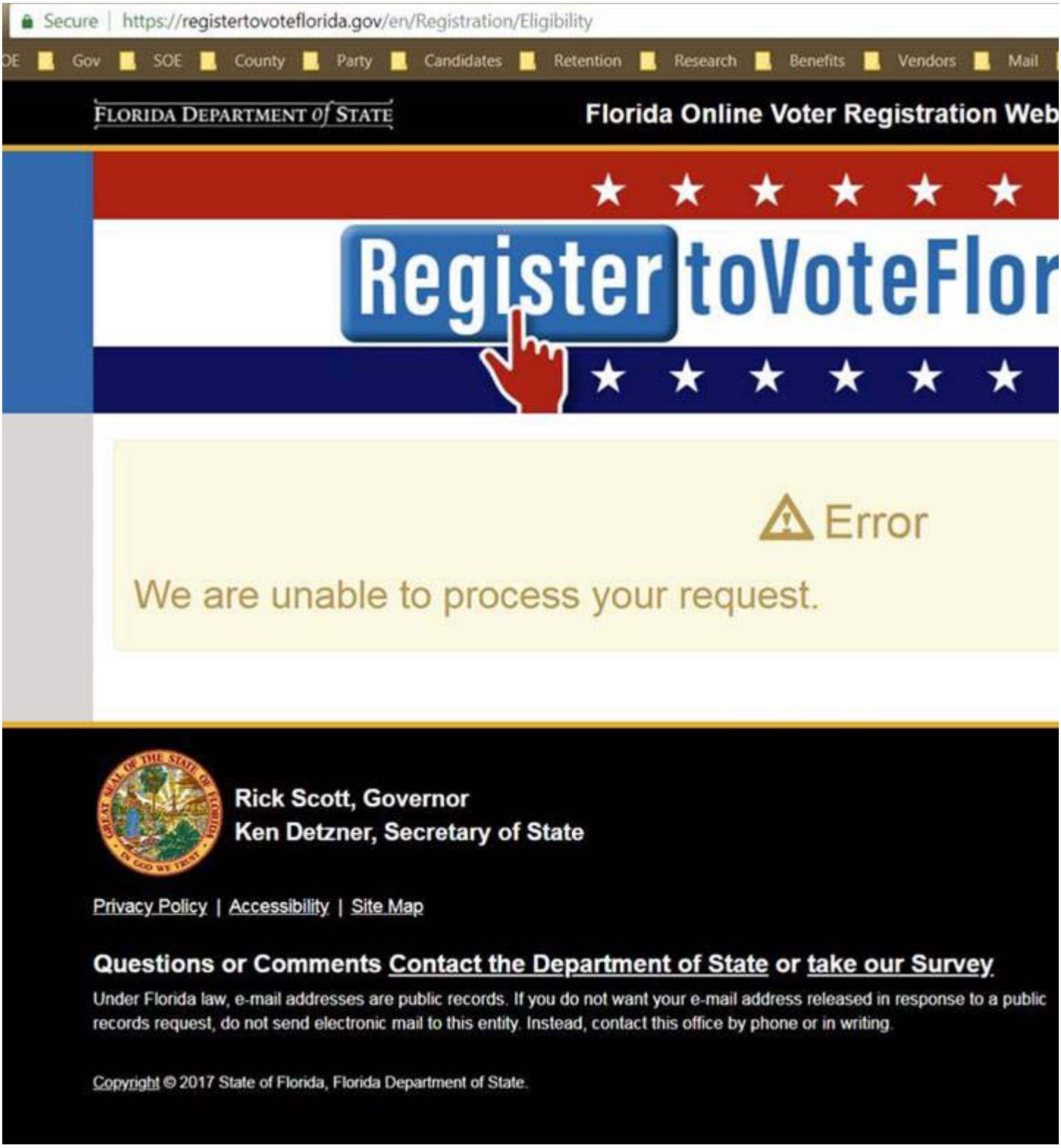
JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(877)868-3737 Voter Fraud Hotline
(850)245-6291 Fax
BVRSHelp@DOS.MyFlorida.com

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

AMERICAN OVERSIGHT

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

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

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

Please consider the environment before printing this email.

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

Swain, Margaret A.

From: Modrow, Janet
Sent: Saturday, July 21, 2018 11:54 AM
To: Revell, Sarah W.
Cc: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.
Subject: Re: Need OVR info for statement

My vpn is not connecting. When do you need this by?

Get Outlook for Android

From: Revell, Sarah W.
Sent: Saturday, July 21, 2018 11:34:04 AM
To: Modrow, Janet
Cc: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.
Subject: Re: Need OVR info for statement

Yes that's fine!

Sent from my iPhone

On Jul 21, 2018, at 10:31 AM, Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com> wrote:

> Do you want the figures as of yesterday?
>
> Get Outlook for Android
>
> From: Revell, Sarah W.
> Sent: Saturday, July 21, 11:18 AM
> Subject: Need OVR info for statement
> To: Brown, George, Underwood, Wes H., Kennedy, Jennifer L., Modrow, Janet
>
> I need to prepare a statement for press. Can someone from IT pull the number of people who have used OVR to update an existing registration, submit a new voter registration application or use the paper print option since the site was launched? I know on our website we have the number of new registered voters as a result of OVR but I need the bigger number that includes registration updates etc. Sent from my iPhone The Department of State is committed to excellence. Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Revell, Sarah W.
Sent: Saturday, July 21, 2018 12:00 PM
To: Modrow, Janet
Cc: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.
Subject: Re: Need OVR info for statement

I have not received any press inquiries yet but I was asked to prepare a statement with that information as soon as possible.

Sent from my iPhone

On Jul 21, 2018, at 10:54 AM, Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com> wrote:

> My vpn is not connecting. When do you need this by?
>
> Get Outlook for Android

From: Revell, Sarah W.
Sent: Saturday, July 21, 2018 11:34:04 AM
To: Modrow, Janet
Cc: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.
Subject: Re: Need OVR info for statement

Yes that's fine!

Sent from my iPhone

On Jul 21, 2018, at 10:31 AM, Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com> wrote:

> Do you want the figures as of yesterday?
>
> Get Outlook for Android

From: Revell, Sarah W.
Sent: Saturday, July 21, 11:18 AM
Subject: Need OVR info for statement
To: Brown, George, Underwood, Wes H., Kennedy, Jennifer L., Modrow, Janet

I need to prepare a statement for press. Can someone from IT pull the number of people who have used OVR to update an existing registration, submit a new voter registration application or use the paper print option since the site was launched? I know on our website we have the number of new registered voters as a result of OVR but I need the bigger number that includes registration updates etc. Sent from my iPhone The Department of State is committed to excellence. Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Thursday, July 19, 2018 10:30 AM
To: Matthews, Maria I.
Cc: Brown, George; Marconnet, Amber
Subject: RE: Online voter registration problems?

George spoke to Desi and he was not aware of work on their system, but was checking with staff and will let George know.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 8:54 AM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Online voter registration problems?

Reach out to DHSMV and ask if they worked on system last night affecting validation?

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 8:53 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: RE: Online voter registration problems?

Seems to be working. Did DHSMV work on their system last night thereby preventing validation of the emails?

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Revell, Sarah W.
Sent: Thursday, July 19, 2018 8:25 AM
To: Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>
Subject: FW: Online voter registration problems?

AMERICAN OVERSIGHT

George and Wes,

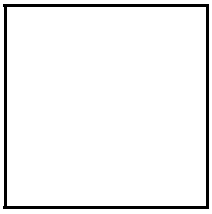
It seems there have been some reports that people are having trouble with OVR website. Can you look into this as soon as possible? I received the below email from a reporter. And I actually got an email from a constituent at 10:00 p.m. last night that it was not working.

Please check as soon as possible and let me know.

Thank you,
Sarah

From: Marc Caputo [mailto:mcaputo@politico.com]
Sent: Thursday, July 19, 2018 8:11 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: Online voter registration problems?

I'm seeing a few reports about troubles with the system. Has there been a glitch?



Samuel Sinyangwe (@samswey)

7/18/18, 2:56 PM
I've heard from multiple people in Florida that the state's online registration page isn't letting them register to vote. All eligible residents. All got error messages. I called the state's voter assistance hotline and they said nothing's wrong. This should be investigated ASAP. pic.twitter.com/el0oygwzUz

Download the Twitter app

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 8:53 AM
To: Revell, Sarah W.; Brown, George
Cc: Kennedy, Jennifer L.; Matthews, Maria I.
Subject: RE: Online voter registration problems?

Seems to be working. Did DHSMV work on their system last night thereby preventing validation of the emails?

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Revell, Sarah W.
Sent: Thursday, July 19, 2018 8:25 AM
To: Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>
Subject: FW: Online voter registration problems?

George and Wes,

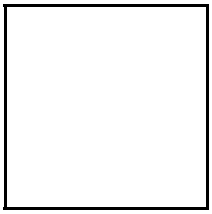
It seems there have been some reports that people are having trouble with OVR website. Can you look into this as soon as possible? I received the below email from a reporter. And I actually got an email from a constituent at 10:00 p.m. last night that it was not working.

Please check as soon as possible and let me know.

Thank you,
Sarah

From: Marc Caputo [mailto:mcaputo@politico.com]
Sent: Thursday, July 19, 2018 8:11 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: Online voter registration problems?

I'm seeing a few reports about troubles with the system. Has there been a glitch?



Samuel Sinyangwe (@samswey)

AMERICAN OVERSIGHT

7/18/18, 2:56 PM
I've heard from multiple people in Florida that the state's online registration page isn't letting them register to vote. All eligible residents. All got error messages. I called the state's voter assistance hotline and they said nothing's wrong. This should be investigated ASAP. pic.twitter.com/el0oygwzUz

Download the Twitter app

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Thursday, July 19, 2018 8:55 AM
To: Underwood, Wes H.; Revell, Sarah W.
Cc: Kennedy, Jennifer L.; Matthews, Maria I.
Subject: RE: Online voter registration problems?

We will reach out to them and find out. I will also check our logs.

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 8:53 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: RE: Online voter registration problems?

Seems to be working. Did DHSMV work on their system last night thereby preventing validation of the emails?

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Revell, Sarah W.
Sent: Thursday, July 19, 2018 8:25 AM
To: Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>
Subject: FW: Online voter registration problems?

George and Wes,

It seems there have been some reports that people are having trouble with OVR website. Can you look into this as soon as possible? I received the below email from a reporter. And I actually got an email from a constituent at 10:00 p.m. last night that it was not working.

Please check as soon as possible and let me know.

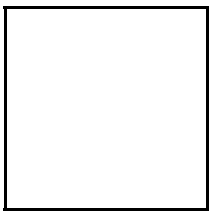
Thank you,

AMERICAN OVERSIGHT

Sarah

From: Marc Caputo [mailto:mcaputo@politico.com]
Sent: Thursday, July 19, 2018 8:11 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: Online voter registration problems?

I'm seeing a few reports about troubles with the system. Has there been a glitch?



Samuel Sinyangwe (@samswey)

7/18/18, 2:56 PM
I've heard from multiple people in Florida that the state's online registration page isn't letting them register to vote. All eligible residents. All got error messages. I called the state's voter assistance hotline and they said nothing's wrong. This should be investigated ASAP. pic.twitter.com/el0oygwzUz

Download the Twitter app

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Revell, Sarah W.
Sent: Thursday, July 19, 2018 11:00 AM
To: Brown, George
Cc: Underwood, Wes H.; Kennedy, Jennifer L.; Matthews, Maria I.
Subject: Re: Online voter registration problems?

Can I get an update on this? Another reporter reached out to ask what is going on.

Sent from my iPhone

On Jul 19, 2018, at 8:55 AM, Brown, George <George.Brown@dos.myflorida.com> wrote:

> We will reach out to them and find out. I will also check our logs.
>
> George W. Brown III
> Chief Information Officer
> Bureau Chief of Departmental Information Systems
> Florida Department of State
> mailto:george.brown@dos.myflorida.com
> Phone 850.245.6106
>
> ---
>
> **From:** Underwood, Wes H.
> **Sent:** Thursday, July 19, 2018 8:53 AM
> **To:** Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
> **Cc:** Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
> **Subject:** RE: Online voter registration problems?
>
> Seems to be working. Did DHSMV work on their system last night thereby preventing validation of the emails?
>
> *Wes Underwood,* M.P.A., PMP®, CISA®
> Deputy Secretary of State
> Administrative Services, Corporations & Elections
> Florida Department of State
> Telephone: (850) 245-6599
>
> ---
>
> **From:** Revell, Sarah W.
> **Sent:** Thursday, July 19, 2018 8:25 AM
> **To:** Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
> **Cc:** Kennedy, Jennifer L. <Jennifer.Kennedy@DOS.MyFlorida.com>
> **Subject:** FW: Online voter registration problems?

AMERICAN OVERSIGHT

George and Wes,

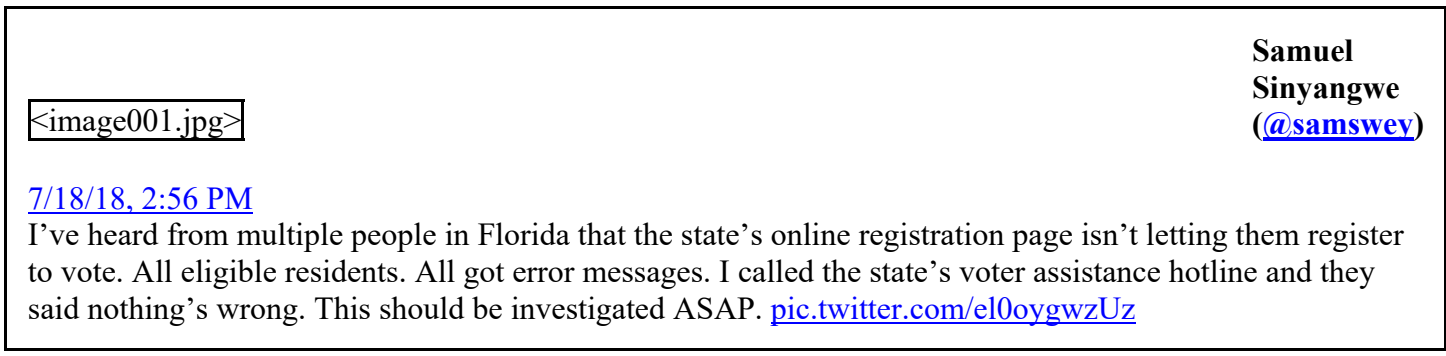
It seems there have been some reports that people are having trouble with OVR website. Can you look into this as soon as possible? I received the below email from a reporter. And I actually got an email from a constituent at 10:00 p.m. last night that it was not working.

Please check as soon as possible and let me know.

Thank you,
Sarah

From: Marc Caputo [mailto:mcaputo@politico.com]
Sent: Thursday, July 19, 2018 8:11 AM
To: Revell, Sarah W. <Sarah.Revell@dos.myflorida.com>
Subject: Online voter registration problems?

I'm seeing a few reports about troubles with the system. Has there been a glitch?



Download the Twitter app

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Detzner, Kenneth W.
Sent: Sunday, July 22, 2018 9:20 PM
To: Fugett, David A.
Cc: Kennedy, Jennifer L.; Underwood, Wes H.; Matthews, Maria I.; Revell, Sarah W.; Brown, George; daniel.nordby@eog.myflorida.com
Subject: Re: ORV

Agree, Wes, Maria and George. Schedule it when you can make it, we have our priorities and they can make any and all adjustments. K

Sent from my iPad

> On Jul 22, 2018, at 9:12 PM, Fugett, David A. <David.Fugett@dos.myflorida.com> wrote:
>
> All:
>
> Just got off the phone with Ms. Perez. She would like to set up a phone conference tomorrow (Monday, July 23) afternoon between the League and the Department to discuss existing issues with OVR as they see it.
>
> My initial thought is that it would be beneficial to hear them out. I also have some thoughts as to who should be a part of the conversation that we can discuss tomorrow. They are aware that I am going to be in deposition tomorrow morning (the deposition of Ion Sancho in the ballot placement case) so they are looking for a time tomorrow afternoon (2:30 pm might be a good time to shoot for). Those involved will need to meet in advance of the conference to discuss what questions are likely to come up, etc.
>
> I will need to leave the office around 9:15 am to make it on time to the deposition. I would like to be able to give Ms. Perez a time certain for the afternoon conference before I leave. However, outside counsel is aware that I may not be able to make it to the deposition, or attend the entire time. I have discussed the deposition strategy at length with outside counsel and I believe they have it well under control if I can't be there.
>
> The above are my thoughts, but I remain wide open for any suggestions. In the meantime, if possible, please keep your calendars free tomorrow afternoon (my initial thought is that Maria, Wes and George should be on the call but, again, I am open to other suggestions).
>
> Thanks.
>
> DAF
>
>
>
>
> Sent from my iPhone
>
>
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction Survey<http://survey.dos.state.fl.us/index.aspx?email=David.Fugett@dos.myflorida.com>.

AMERICAN OVERSIGHT

>
>

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jones, Traci L.
Sent: Sunday, July 22, 2018 9:34 PM
To: Brown, George
Subject: Re: ORV

Ok thank you

Traci Jones, PMP, FCCM
Department of State
Div. of Administrative Services
850-245-6588
850-544-4635 DOS cell

From: Brown, George
Sent: Sunday, July 22, 2018 9:31:26 PM
To: Jones, Traci L.
Subject: Fwd: ORV

Fyi

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: "Detzner, Kenneth W." <Kenneth.Detzner@dos.myflorida.com>
Date: 7/22/18 9:19 PM (GMT-05:00)
To: "Fugett, David A." <David.Fugett@dos.myflorida.com>
Cc: "Kennedy, Jennifer L." <Jennifer.Kennedy@DOS.MyFlorida.com>, "Underwood, Wes H." <Wes.Underwood@dos.myflorida.com>, "Matthews, Maria I." <Maria.Matthews@DOS.MyFlorida.com>, "Revell, Sarah W." <Sarah.Revell@dos.myflorida.com>, "Brown, George" <George.Brown@dos.myflorida.com>, daniel.nordby@eog.myflorida.com
Subject: Re: ORV

Agree, Wes, Maria and George. Schedule it when you can make it, we have our priorities and they can make any and all adjustments. K

Sent from my iPad

> On Jul 22, 2018, at 9:12 PM, Fugett, David A. <David.Fugett@dos.myflorida.com> wrote:
>
> All:
>
> Just got off the phone with Ms. Perez. She would like to set up a phone conference tomorrow (Monday, July 23) afternoon between the League and the Department to discuss existing issues with OVR as they see it.
>
> My initial thought is that it would be beneficial to hear them out. I also have some thoughts as to who should be a part of the conversation that we can discuss tomorrow. They are aware that I am going to be in deposition tomorrow morning

AMERICAN OVERSIGHT

(the deposition of Ion Sancho in the ballot placement case) so they are looking for a time tomorrow afternoon (2:30 pm might be a good time to shoot for). Those involved will need to meet in advance of the conference to discuss what questions are likely to come up, etc.
>
> I will need to leave the office around 9:15 am to make it on time to the deposition. I would like to be able to give Ms. Perez a time certain for the afternoon conference before I leave. However, outside counsel is aware that I may not be able to make it to the deposition, or attend the entire time. I have discussed the deposition strategy at length with outside counsel and I believe they have it well under control if I can't be there.
>
> The above are my thoughts, but I remain wide open for any suggestions. In the meantime, if possible, please keep your calendars free tomorrow afternoon (my initial thought is that Maria, Wes and George should be on the call but, again, I am open to other suggestions).
>
> Thanks.
>
> DAF
>
>
>
>
> Sent from my iPhone
>
>
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction
Survey<http://survey.dos.state.fl.us/index.aspx?email=David.Fugett@dos.myflorida.com>.
>
>

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jones, Traci L.
Sent: Monday, July 23, 2018 3:32 PM
To: Matthews, Maria I.; Thompson, Leila M.
Cc: Brown, George; Mosca, Alexander N.; Madrigal, Virgie; Brown, Toshia; Marconnet, Amber
Subject: Re: OVR

I i'm talking with Leila now. She said they can pull screenshots if that's the route you want to go for the video. I guess previously the video was a recorded webinar. Or something like that?? Which would not require screenshots but would require staff to go through the application and have that videoed. Which approach were you imagining?

Traci Jones, PMP, FCCM
Department of State
Div. of Administrative Services
850-245-6588
850-544-4635 DOS cell

From: Matthews, Maria I. <maria.matthews@dos.myflorida.com>
Sent: Monday, July 23, 2018 3:21 PM
To: Thompson, Leila M.
Cc: Jones, Traci L.; Brown, George; Mosca, Alexander N.; Madrigal, Virgie; Brown, Toshia; Marconnet, Amber
Subject: OVR

We will be creating an house how to video for OVR what can we get to help us start that process - screen shots. English and Spanish.

Sent from my iPhone

Begin forwarded message:

> **From:** Maria.Matthews@DOS.MyFlorida.com
> **Date:** July 23, 2018 at 3:07:49 PM EDT
> **To:** Toshia Brown <Toshia.Brown@DOS.MyFlorida.com>, Amber Marconnet <Amber.Marconnet@DOS.MyFlorida.com>, Virgie Madrigal <Virgie.Madrigal@DOS.MyFlorida.com>, Alexander Mosca <Alexander.Mosca@DOS.MyFlorida.com>
> **Cc:** Ashley.Dunn@dos.myflorida.com
> **Subject: OVR**
>
> I want to meet tomorrow morning to discuss OVR video education and extended OVR/VAH hotline for 8-5 Saturday and Sunday and 5-midnight on Monday.
>
> Ashley: please reserve room. Maria
>
> Sent from my iPhone

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 3:26 PM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George; Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: OVR Calls

And another:

#28
First name: Frances
Last name: Hudson
DOB: 07/02/1924
Phone#: 561-339-0026
Mr. Alfred Hudson (son of above individual) tried to update his 94 year old mother's county to Brevard County but her information wasn't accepted.

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#27
First name: Albert
Middle name: Charles
Last name: Hoppe
DOB: 09/16/1943
Phone#: 203-829-2742
Mr. Hoppe tried to do a an address change but kept getting message to re-enter info.

Thank you,

Amber Marconnet

AMERICAN OVERSIGHT

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:51 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#26
First name: Gregory
Last name: Kiel
DOB: 02/19/1947
Phone#: 813-812-6140
Error message states " We are unable to process your request" and this message occurs after the voter confirms he is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:43 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:

#23
First name: Terrance
Last name: Dittmer
DOB: 03/04/1946
Phone#: 407-332-4922

AMERICAN OVERSIGHT

Mr. Dittmer entered his information a number of times just like it is on his voter card and tried to update to his new address in Seminole County. Each time he received an error message saying reenter information. His wife's went through okay.

#24
First name: Sarah
Last name: Hoover
DOB: 02/10/1975
Phone#: 727-331-3298
Error using OVR reported to PAS SOE office

#25
First name: Carol
Last name: Wise
DOB: 07/01/1965
Phone#: Not provided
Error using OVR reported to PAS SOE office

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:37 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:
I also added a highlighted note that Allen provided at 2:09 PM on the previous email sent below.

#17
First name: Patricia
Last name: Adamspudie
DOB: 01/18/1956
Phone#: Did not want to provide
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#18
First name: Robert

AMERICAN OVERSIGHT

Last name: Noto
DOB: 04/22/1937
Phone#: 772-284-0715
Error message occurs after he confirms that he is not a robot and clicks continue.

#19
First name: Suzanne
Last name: Walker
DOB: 03/14/1969
Phone#: 813-760-7422
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#20
First name: Robert
Last name: Napper
DOB: 09/14/1977
Phone#: 737-848-0229
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#21
First name: Debbie
Last name: Burlakoff
DOB: 12/01/1955
Phone#: 972-889-2502
She said that she tried a number of times to change her party affiliation and once she made a selection an error message comes up stating reenter your information. Also, she said that this is stange that this is happening so close to an election. She also said that she is former IT.

#22
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 954-567-1707
Tried to do a party change but his information wasn't accepted. He is IT and stated that it is strange that this is happening this close to an election. He is going to register a complaint with the General Counsel's office.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 12:55 PM

AMERICAN OVERSIGHT

To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

Adding more to the list:

#11
First name: Munera
Last name: Pettus
DOB: 03/31/1993
Phone#: 904-537-8327
She has been trying to do a change of address but the OVR won't accept her present address.

#12
First name: Gloria
Last name: Hernandez
Email: HernandezGl@HillsboroughCounty.ORG
Trying to complete a party change and kept receiving this error:



#13
First name: Julie
Last name: Higgins
DOB: 01/09/1985
Phone#: 813-765-1180
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#14
First name: Beatrice
Last name: Freer
DOB: 04/14/1938
Phone#: 561-737-2136
She was attempting to change her party and when she tried to proceed to the next page she received an error that said: We are unable to process your request

#15
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 949-533-8100
He was attempting to change his party and when he tried to proceed to the next page he received an error that said: DHSMV cannot validate. He is the IT person who wanted to file a complaint about OVR.

#16
First name: Nataporn
Last name: Freedman

DOB: 01/22/1979
Phone#: 213-400-6420
Mr. Freedman updated his address by using the OVR system. Him and his wife moved to a different address in Broward County, He has tried to update his wife's but to no avail (His name is William Freedman, DOB 06/06/1957)
Allen Taylor added this comment at 2:09 PM: Note: Mr. Freedman stated that he is a former Federal Prosecutor who handle election issue and that he will have this looked into. Also, he complained that this is the 3rd time that he has had issues since he moved to Broward County.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally
Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>;

Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William

AMERICAN OVERSIGHT

Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:55 PM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George; Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: OVR Calls

And another:

#27
First name: Albert
Middle name: Charles
Last name: Hoppe
DOB: 09/16/1943
Phone#: 203-829-2742
Mr. Hoppe tried to do a an address change but kept getting message to re-enter info.

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:51 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#26
First name: Gregory
Last name: Kiel
DOB: 02/19/1947
Phone#: 813-812-6140
Error message states " We are unable to process your request" and this message occurs after the voter confirms he is not a robot and clicks continue.

Thanks,

Amber Marconnet

AMERICAN OVERSIGHT

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:43 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:

#23
First name: Terrance
Last name: Dittmer
DOB: 03/04/1946
Phone#: 407-332-4922
Mr. Dittmer entered his information a number of times just like it is on his voter card and tried to update to his new address in Seminole County. Each time he received an error message saying reenter information. His wife's went through okay.

#24
First name: Sarah
Last name: Hoover
DOB: 02/10/1975
Phone#: 727-331-3298
Error using OVR reported to PAS SOE office

#25
First name: Carol
Last name: Wise
DOB: 07/01/1965
Phone#: Not provided
Error using OVR reported to PAS SOE office

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

AMERICAN OVERSIGHT

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:37 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:
I also added a highlighted note that Allen provided at 2:09 PM on the previous email sent below.

#17
First name: Patricia
Last name: Adamspudie
DOB: 01/18/1956
Phone#: Did not want to provide
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#18
First name: Robert
Last name: Noto
DOB: 04/22/1937
Phone#: 772-284-0715
Error message occurs after he confirms that he is not a robot and clicks continue.

#19
First name: Suzanne
Last name: Walker
DOB: 03/14/1969
Phone#: 813-760-7422
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#20
First name: Robert
Last name: Napper
DOB: 09/14/1977
Phone#: 737-848-0229
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#21
First name: Debbie
Last name: Burlakoff
DOB: 12/01/1955
Phone#: 972-889-2502
She said that she tried a number of times to change her party affiliation and once she made a selection an error message comes up stating reenter your information. Also, she said that this is stange that this is happening so close to an election. She also said that she is former IT.

AMERICAN OVERSIGHT

#22
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 954-567-1707
Tried to do a party change but his information wasn't accepted. He is IT and stated that it is strange that this is happening this close to an election. He is going to register a complaint with the General Counsel's office.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 12:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

Adding more to the list:

#11
First name: Munera
Last name: Pettus
DOB: 03/31/1993
Phone#: 904-537-8327
She has been trying to do a change of address but the OVR won't accept her present address.

#12
First name: Gloria
Last name: Hernandez
Email: HernandezGl@HillsboroughCounty.ORG
Trying to complete a party change and kept receiving this error:



#13
First name: Julie
Last name: Higgins
DOB: 01/09/1985
Phone#: 813-765-1180

AMERICAN OVERSIGHT

Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#14
First name: Beatrice
Last name: Freer
DOB: 04/14/1938
Phone#: 561-737-2136
She was attempting to change her party and when she tried to proceed to the next page she received an error that said: We are unable to process your request

#15
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 949-533-8100
He was attempting to change his party and when he tried to proceed to the next page he received an error that said: DHSMV cannot validate. He is the IT person who wanted to file a complaint about OVR.

#16
First name: Nataporn
Last name: Freedman
DOB: 01/22/1979
Phone#: 213-400-6420
Mr. Freedman updated his address by using the OVR system. Him and his wife moved to a different address in Broward County, He has tried to update his wife's but to no avail (His name is William Freedman, DOB 06/06/1957)
Allen Taylor added this comment at 2:09 PM: Note: Mr. Freedman stated that he is a former Federal Prosecutor who handle election issue and that he will have this looked into. Also, he complained that this is the 3rd time that he has had issues since he moved to Broward County.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally

AMERICAN OVERSIGHT

Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:51 PM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George; Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: OVR Calls

And another:

#26
First name: Gregory
Last name: Kiel
DOB: 02/19/1947
Phone#: 813-812-6140
Error message states " We are unable to process your request" and this message occurs after the voter confirms he is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:43 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:

#23
First name: Terrance
Last name: Dittmer
DOB: 03/04/1946
Phone#: 407-332-4922
Mr. Dittmer entered his information a number of times just like it is on his voter card and tried to update to his new address in Seminole County. Each time he received an error message saying reenter information. His wife's went through okay.

#24

AMERICAN OVERSIGHT

First name: Sarah
Last name: Hoover
DOB: 02/10/1975
Phone#: 727-331-3298
Error using OVR reported to PAS SOE office

#25
First name: Carol
Last name: Wise
DOB: 07/01/1965
Phone#: Not provided
Error using OVR reported to PAS SOE office

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:37 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:
I also added a highlighted note that Allen provided at 2:09 PM on the previous email sent below.

#17
First name: Patricia
Last name: Adamspudie
DOB: 01/18/1956
Phone#: Did not want to provide
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#18
First name: Robert
Last name: Noto
DOB: 04/22/1937
Phone#: 772-284-0715
Error message occurs after he confirms that he is not a robot and clicks continue.

AMERICAN OVERSIGHT

#19
First name: Suzanne
Last name: Walker
DOB: 03/14/1969
Phone#: 813-760-7422
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#20
First name: Robert
Last name: Napper
DOB: 09/14/1977
Phone#: 737-848-0229
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#21
First name: Debbie
Last name: Burlakoff
DOB: 12/01/1955
Phone#: 972-889-2502
She said that she tried a number of times to change her party affiliation and once she made a selection an error message comes up stating reenter your information. Also, she said that this is stange that this is happening so close to an election. She also said that she is former IT.

#22
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 954-567-1707
Tried to do a party change but his information wasn't accepted. He is IT and stated that it is strange that this is happening this close to an election. He is going to register a complaint with the General Counsel's office.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 12:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

AMERICAN OVERSIGHT

Adding more to the list:

#11
First name: Munera
Last name: Pettus
DOB: 03/31/1993
Phone#: 904-537-8327
She has been trying to do a change of address but the OVR won't accept her present address.

#12
First name: Gloria
Last name: Hernandez
Email: HernandezGl@HillsboroughCounty.ORG
Trying to complete a party change and kept receiving this error:



#13
First name: Julie
Last name: Higgins
DOB: 01/09/1985
Phone#: 813-765-1180
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#14
First name: Beatrice
Last name: Freer
DOB: 04/14/1938
Phone#: 561-737-2136
She was attempting to change her party and when she tried to proceed to the next page she received an error that said: We are unable to process your request

#15
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 949-533-8100
He was attempting to change his party and when he tried to proceed to the next page he received an error that said: DHSMV cannot validate. He is the IT person who wanted to file a complaint about OVR.

#16
First name: Nataporn
Last name: Freedman
DOB: 01/22/1979
Phone#: 213-400-6420
Mr. Freedman updated his address by using the OVR system. Him and his wife moved to a different address in Broward County, He has tried to update his wife's but to no avail (His name is William Freedman, DOB 06/06/1957)

AMERICAN OVERSIGHT

Allen Taylor added this comment at 2:09 PM: Note: Mr. Freedman stated that he is a former Federal Prosecutor who handle election issue and that he will have this looked into. Also, he complained that this is the 3rd time that he has had issues since he moved to Broward County.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally
Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

AMERICAN OVERSIGHT

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902

AMERICAN OVERSIGHT

Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:43 PM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George; Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: OVR Calls

And some more:

#23
First name: Terrance
Last name: Dittmer
DOB: 03/04/1946
Phone#: 407-332-4922
Mr. Dittmer entered his information a number of times just like it is on his voter card and tried to update to his new address in Seminole County. Each time he received an error message saying reenter information. His wife's went through okay.

#24
First name: Sarah
Last name: Hoover
DOB: 02/10/1975
Phone#: 727-331-3298
Error using OVR reported to PAS SOE office

#25
First name: Carol
Last name: Wise
DOB: 07/01/1965
Phone#: Not provided
Error using OVR reported to PAS SOE office

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:37 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>;

AMERICAN OVERSIGHT

Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:
I also added a highlighted note that Allen provided at 2:09 PM on the previous email sent below.

#17
First name: Patricia
Last name: Adamspudie
DOB: 01/18/1956
Phone#: Did not want to provide
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#18
First name: Robert
Last name: Noto
DOB: 04/22/1937
Phone#: 772-284-0715
Error message occurs after he confirms that he is not a robot and clicks continue.

#19
First name: Suzanne
Last name: Walker
DOB: 03/14/1969
Phone#: 813-760-7422
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#20
First name: Robert
Last name: Napper
DOB: 09/14/1977
Phone#: 737-848-0229
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#21
First name: Debbie
Last name: Burlakoff
DOB: 12/01/1955
Phone#: 972-889-2502
She said that she tried a number of times to change her party affiliation and once she made a selection an error message comes up stating reenter your information. Also, she said that this is stange that this is happening so close to an election. She also said that she is former IT.

#22
First name: Joseph

AMERICAN OVERSIGHT

Last name: Navas
DOB: 09/22/1956
Phone#: 954-567-1707
Tried to do a party change but his information wasn't accepted. He is IT and stated that it is strange that this is happening this close to an election. He is going to register a complaint with the General Counsel's office.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 12:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

Adding more to the list:

#11
First name: Munera
Last name: Pettus
DOB: 03/31/1993
Phone#: 904-537-8327
She has been trying to do a change of address but the OVR won't accept her present address.

#12
First name: Gloria
Last name: Hernandez
Email: HernandezGl@HillsboroughCounty.ORG
Trying to complete a party change and kept receiving this error:



#13
First name: Julie
Last name: Higgins
DOB: 01/09/1985
Phone#: 813-765-1180
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#14

AMERICAN OVERSIGHT

First name: Beatrice
Last name: Freer
DOB: 04/14/1938
Phone#: 561-737-2136
She was attempting to change her party and when she tried to proceed to the next page she received an error that said: We are unable to process your request

#15
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 949-533-8100
He was attempting to change his party and when he tried to proceed to the next page he received an error that said: DHSMV cannot validate. He is the IT person who wanted to file a complaint about OVR.

#16
First name: Nataporn
Last name: Freedman
DOB: 01/22/1979
Phone#: 213-400-6420
Mr. Freedman updated his address by using the OVR system. Him and his wife moved to a different address in Broward County, He has tried to update his wife's but to no avail (His name is William Freedman, DOB 06/06/1957)
Allen Taylor added this comment at 2:09 PM: Note: Mr. Freedman stated that he is a former Federal Prosecutor who handle election issue and that he will have this looked into. Also, he complained that this is the 3rd time that he has had issues since he moved to Broward County.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally
Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968

AMERICAN OVERSIGHT

Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley

AMERICAN OVERSIGHT

Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally
Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

AMERICAN OVERSIGHT

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood

AMERICAN OVERSIGHT

DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245

AMERICAN OVERSIGHT

Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

AMERICAN OVERSIGHT

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 4:22 PM
To: Talabi, Steve
Cc: Brown, Toshia; Matthews, Maria I.; Brown, George; Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: OVR Calls

And another:

#29
First name: David
Last name: Sargent
DOB: 07/19/1957
Phone#: 407-756-3894
Jeanette Delong has tried to update 8-10 times her boyfriend's party change. Most times she completes his basic information and then she gets an error message and a couple of times made to the point to make the party change and gets an error message.

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 3:26 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#28
First name: Frances
Last name: Hudson
DOB: 07/02/1924
Phone#: 561-339-0026
Mr. Alfred Hudson (son of above individual) tried to update his 94 year old mother's county to Brevard County but her information wasn't accepted.

Thank you,

AMERICAN OVERSIGHT

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#27
First name: Albert
Middle name: Charles
Last name: Hoppe
DOB: 09/16/1943
Phone#: 203-829-2742
Mr. Hoppe tried to do a an address change but kept getting message to re-enter info.

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:51 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And another:

#26
First name: Gregory
Last name: Kiel
DOB: 02/19/1947
Phone#: 813-812-6140

AMERICAN OVERSIGHT

Error message states " We are unable to process your request" and this message occurs after the voter confirms he is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:43 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:

#23
First name: Terrance
Last name: Dittmer
DOB: 03/04/1946
Phone#: 407-332-4922
Mr. Dittmer entered his information a number of times just like it is on his voter card and tried to update to his new address in Seminole County. Each time he received an error message saying reenter information. His wife's went through okay.

#24
First name: Sarah
Last name: Hoover
DOB: 02/10/1975
Phone#: 727-331-3298
Error using OVR reported to PAS SOE office

#25
First name: Carol
Last name: Wise
DOB: 07/01/1965
Phone#: Not provided
Error using OVR reported to PAS SOE office

Thank you,

Amber Marconnet
Sr. Management Analyst Supervisor

AMERICAN OVERSIGHT

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: Marconnet, Amber
Sent: Thursday, July 19, 2018 2:37 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

And some more:
I also added a highlighted note that Allen provided at 2:09 PM on the previous email sent below.

#17
First name: Patricia
Last name: Adamspudie
DOB: 01/18/1956
Phone#: Did not want to provide
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#18
First name: Robert
Last name: Noto
DOB: 04/22/1937
Phone#: 772-284-0715
Error message occurs after he confirms that he is not a robot and clicks continue.

#19
First name: Suzanne
Last name: Walker
DOB: 03/14/1969
Phone#: 813-760-7422
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#20
First name: Robert
Last name: Napper
DOB: 09/14/1977
Phone#: 737-848-0229
As stated by PAS SOE office: they tried to change their party and the OVR kicked them out

#21
First name: Debbie

AMERICAN OVERSIGHT

Last name: Burlakoff
DOB: 12/01/1955
Phone#: 972-889-2502
She said that she tried a number of times to change her party affiliation and once she made a selection an error message comes up stating reenter your information. Also, she said that this is stange that this is happening so close to an election. She also said that she is former IT.

#22
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 954-567-1707
Tried to do a party change but his information wasn't accepted. He is IT and stated that it is strange that this is happening this close to an election. He is going to register a complaint with the General Counsel's office.

Thanks,

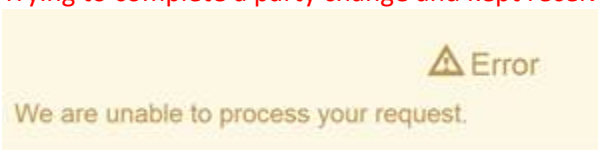
Amber Marconnet
Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 12:55 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>
Subject: RE: OVR Calls

Adding more to the list:

#11
First name: Munera
Last name: Pettus
DOB: 03/31/1993
Phone#: 904-537-8327
She has been trying to do a change of address but the OVR won't accept her present address.

#12
First name: Gloria
Last name: Hernandez
Email: HernandezGl@HillsboroughCounty.ORG
Trying to complete a party change and kept receiving this error:



AMERICAN OVERSIGHT

#13
First name: Julie
Last name: Higgins
DOB: 01/09/1985
Phone#: 813-765-1180
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

#14
First name: Beatrice
Last name: Freer
DOB: 04/14/1938
Phone#: 561-737-2136
She was attempting to change her party and when she tried to proceed to the next page she received an error that said: We are unable to process your request

#15
First name: Joseph
Last name: Navas
DOB: 09/22/1956
Phone#: 949-533-8100
He was attempting to change his party and when he tried to proceed to the next page he received an error that said: DHSMV cannot validate. He is the IT person who wanted to file a complaint about OVR.

#16
First name: Nataporn
Last name: Freedman
DOB: 01/22/1979
Phone#: 213-400-6420
Mr. Freedman updated his address by using the OVR system. Him and his wife moved to a different address in Broward County, He has tried to update his wife's but to no avail (His name is William Freedman, DOB 06/06/1957)
Allen Taylor added this comment at 2:09 PM: Note: Mr. Freedman stated that he is a former Federal Prosecutor who handle election issue and that he will have this looked into. Also, he complained that this is the 3rd time that he has had issues since he moved to Broward County.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:56 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>;

Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#10
First name: Sally
Last name: Tanner
DOB: 09/27/1935
Phone#: 813-909-6968
Error message states " We are unable to process your request" and this message occurs after the voter confirms she is not a robot and clicks continue.

Thanks,

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

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 10:18 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Calls

Another to add to the list:

#9
First name: Lisa
Last name: Turner
DOB: 02/08/1960
Phone#: 774-212-0683
Error message comes up when she enters her address. She has tried 5 times. Her husband entered the same address for his and the OVR accepted his.

Thanks,

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

AMERICAN OVERSIGHT

From: Marconnet, Amber
Sent: Thursday, July 19, 2018 9:07 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>
Subject: FW: OVR Calls
Importance: High

Hi Steve,

Please see the names below. Can you tell me if the following individual tried to use OVR recently and if so what the outcome was. The error's they received are also notated below. As discussed at the start of this week we are receiving an influx in complaints on errors being received by the users. I did contact Barbara Peacock at HSMV again yesterday but have not heard back yet.

Numbers 1 – 4 are from the customer satisfaction on our site so these were emailed to us
Numbers 5 – 7 are calls we received this AM
Number 8 – email we received from the SOE this AM

#1
One name provided: Mansfield
Phone#: 954-441-4245
Customer stated: Very frustrating. I have made 3 attempts to change my voter registration online today and been told at the end each time, after entering all requested information -- that my request "could not be processed". No explanation why not-- Is your site down? Is it because I want to enter my birthdate in the prescribed format rather than use the calendar to backspace 50 years to get to my year of birth? Not user-friendly enough!

#2
First name: William
Last name: Schroff
DOB: 03/01/1947
Phone#: 941-879-1902
Wasting my time trying to change party affiliation! Completed the form on line CORRECTLY 2X and got an error message both time. NOT GOOD!

#3
First name: John
Last name: Moses
DOB: 12/10/1960
Phone#: 561-714-0569
To change my voter registration on RegisterToVoteFlorida.gov. After filling in all the info needed to change my registration information, I just get sent to an error page saying "Unable to process your request".

#4
First name: William
Middle Initial: T
Last name: Hood
DOB: 12/10/1960
Phone#: not a complete number provided
Email: thomasthood@aol.com
Web Site Poor for purpose and user ease.

AMERICAN OVERSIGHT

#5
First name: Dorine
Last name: Pakidis
DOB: 08/19/1955
Phone#: 813-991-6383
Stated that she was able to enter all of her information into the correct fields, with the exception of her DL#. She said that it would not allow her to enter her DL information.

#6
First name: Bradley
Last name: Koogler
DOB: 12/01/1965
Phone#: 954-588-8229
He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

#7
First name: Laurie
Last name: Sweeney
DOB: 12/18/1964
Phone#: 305-284-3004
Tried to do a party change but after entering her information she kept getting an error message.

#8
First name: Christopher
Last name: Ludwig
DOB: 10/01/1969
Email from Collier SOE: He states he received an error message each time he tried to put in his street address – the error message stated something to the effect of please enter a valid street address.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Thursday, July 19, 2018 10:01 AM
To: 'BarbaraPeacock@flhsmv.gov'
Cc: Matthews, Maria I.; Modrow, Janet; Brown, George; Talabi, Steve; Marconnet, Amber
Subject: RE: OVR Inquiry 7/17/2018

Barbara,

Can you please call me on the below as soon as possible.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 2:14 PM
To: 'BarbaraPeacock@flhsmv.gov' <BarbaraPeacock@flhsmv.gov>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: FW: OVR Inquiry 7/17/2018

Hi Barbara,

Please see the below. It doesn't appear the OVR transaction you tried yesterday passed verification.

Can you provide a screenshot of the page you receive after going through the verification part of OVR?

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

AMERICAN OVERSIGHT

From: Talabi, Steve
Sent: Wednesday, July 18, 2018 11:57 AM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

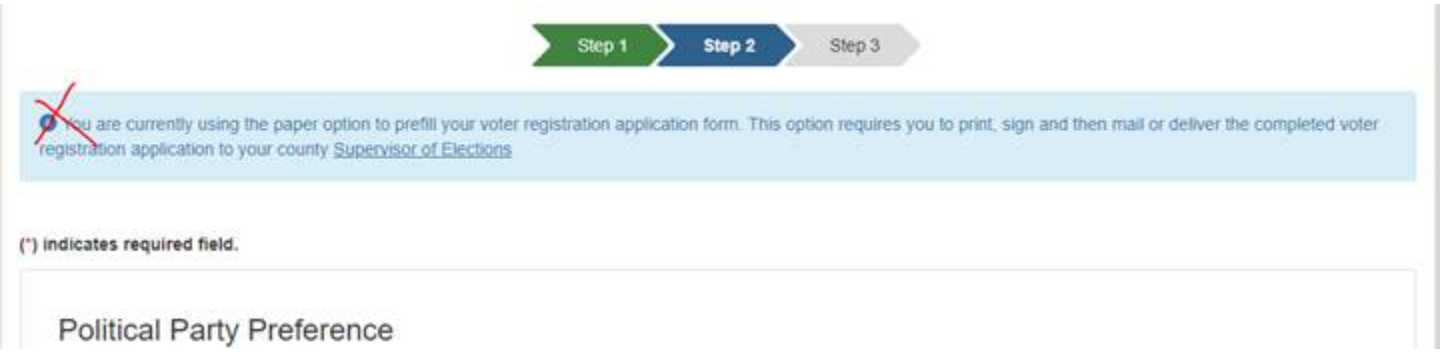
Amber/Toshia,

As discussed earlier today, our records indicate that Barbara made two attempts to validate Jason's information through OVR, however, the two attempts failed HSMV verification.

1st attempt @ 07/17/2018 5:00pm
- Request to replace card
- Failed HSMV verification
- User exited @ 5:03pm

2nd attempt @ 07/17/2018 5:08pm
- Request to replace card
- Failed HSMV verification
- Session Timed-out @ 5:28pm

Kindly have her verify it truly validated and displayed the registration detail page (step 2) without the paper application notification (see screenshot below).



Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Brown, Toshia
Sent: Tuesday, July 17, 2018 9:14 PM

AMERICAN OVERSIGHT

To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: OVR Inquiry 7/17/2018

Steve,

Please make this research priority and advise of your findings.

Thanks.

Sent from my iPhone

On Jul 17, 2018, at 5:15 PM, Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com> wrote:

> Hi Steve,
>
> Something definitely appears to not be working as it should.
>
> Barbara at HSMV was able to validate an OVR transaction with Jason Merrick's information.
>
> We are not able to do so and keep getting the same message:
> <image003.jpg>
>
> Can someone look into this?
>
> 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
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Monday, July 23, 2018 2:30 PM
To: Jones, Traci L.
Cc: Underwood, Wes H.; Brown, George
Subject: Re: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

I already sent that request from Ms. Zayas in Citrus County.

Sent from my iPhone

On Jul 23, 2018, at 2:10 PM, Jones, Traci L. <Traci.Jones@dos.myflorida.com> wrote:

> Is there anyway possible to get the names of the granddaughter and her friend, who received the error message?
>
> And per chance find out what kind of error message it was?
>
> This information would be helpful for us to triage the example issue noted below...
>
> Traci Jones, PMP, FCCM
> Department of State
> Div. of Administrative Services
> 850-245-6588
> 850-544-4635 DOS cell
>
> ---
>
> **From:** Matthews, Maria I. <maria.matthews@dos.myflorida.com>
> **Sent:** Monday, July 23, 2018 1:55 PM
> **To:** Lux, Paul
> **Cc:** Jones, Traci L.; Maynor, Walter S. "Scott"; Underwood, Wes H.; Brown, George
> **Subject:** Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***
>
> Supervisor Lux:
>
> I am forwarding the email for immediate attention.
>
> Maria Matthews
> Sent from my iPhone
>
> Begin forwarded message:
>
> > **From:** Paul Lux <plux@myokaloosa.com>
> > **Date:** July 23, 2018 at 1:45:52 PM EDT
> > **To:** Ken Detzner <Kenneth.Detzner@dos.myflorida.com>,
> > "Maria.Matthews@DOS.MyFlorida.com" <Maria.Matthews@DOS.MyFlorida.com>
> > **Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED*****
> >
> > Please see Susan Gill's employee's email below.

AMERICAN OVERSIGHT

This really has reached the point where your lack of communication to us SOEs is hindering us from helping you make sure the right word gets out!

None of us want to see the mantle of "voter suppression" placed on OVR, especially not after all we have done to push and promote it!!

I know how busy you must be preparing for tomorrow's litigation, but in this heightened cybersecurity environment we now operate in, the last thing we need all of us SOEs to be saying is "we don't know what's going on with OVR."

HELP US! More importantly, HELP US HELP YOU!!

Paul Lux, CERA
Supervisor of Elections

Begin forwarded message:

> **From:** Susan Gill <Susan.Gill@votecitrus.com>
> **Date:** July 23, 2018 at 12:22:29 PM CDT
> **To:** Wesley Wilcox <WWilcox@VoteMarion.com>, Mark Earley <earleym@leoncountyfl.gov>, Paul Lux <plux@myokaloosa.com>
> **Subject: FW: OVR Problems**
>
> See below…evidently the problem still exists.
>
> *Susan Gill*
>
> Susan Gill, CERA, MFCEP
> Citrus County
> Supervisor of Elections
> 120 N. Apopka Avenue
> Inverness, Florida 34450
> tele: (352) 341-6750
> fax: (352) 341-6589
>
> PLEASE NOTE NEW EMAIL ADDRESS
> susan.gill@votecitrus.com
>
> *The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.*
>
> ---
>
> **From:** Laura Zayas
> **Sent:** Monday, July 23, 2018 1:01 PM
> **To:** Susan Gill <Susan.Gill@votecitrus.com>
> **Subject:** RE: OVR Problems

AMERICAN OVERSIGHT

There were 2 voters who are now saying voter suppression because they are receiving the error message again. I spoke to a grandmother whose granddaughter and her friend were trying to register for the first time and they were very frustrated because the error message was popping up again. I am concerned as to why some are able to get the process completed and some aren't. this is worrying me now.

Your Choice Your Voice Your Vote!
Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Susan Gill
Sent: Monday, July 23, 2018 11:08 AM
To: Laura Zayas <Laura.Zayas@votecitrus.com>; Maureen Baird <Maureen.Baird@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>
Subject: Fwd: OVR Problems

FYI

Susan Gill

Begin forwarded message:

> **From:** Wesley Wilcox <WWilcox@VoteMarion.com>
> **Date:** July 23, 2018 at 11:02:52 AM EDT
> **To:** Alachua County <kbarton@alachuacounty.us>, Baker County <nitac@bakercountyfl.org>, Bay County <baysuper@bayvotes.org>, "Bradford County" <terry_vaughan@bradfordcountyfl.gov>, Brevard County <lscott@votebrevard.com>, Broward County <brenda.snipes@browardsoe.org>, Calhoun County <schason@votecalhoun.com>, Charlotte County <paulstamoulis@charlottevotes.com>, Citrus County <susan.gill@votecitrus.com>, Clay County <cchambless@clayelections.com>, Collier County <JenniferEdwards@colliergov.net>, Columbia County <election@votecolumbia.com>, Desoto County <mnegley@votedesoto.com>, "Dixie County" <dixiecountysoe@bellsouth.net>, Duval County <mhogan@coj.net>, Escambia County <dstafford@escambiavotes.com>, Flagler County <Klenhart@flaglerelections.com>, Franklin County

AMERICAN OVERSIGHT

<heather@votefranklin.com>, Gadsden County <info@gadsdensoe.com>, Gilchrist County <elections@gilchrist.fl.us>, Glades County <vote@myglades.com>, Gulf County <gulfsoe@fairpoint.net>, Hamilton County <elect@windstream.net>, "Hardee County" <diane@hardeecountyelections.com>, Hendry County <supervisor@hendryelections.org>, Hernando County <shirleyanderson@hernandocounty.us>, Highlands County <pogg@hcbcc.org>, Hillsborough County <clatimer@hcsoe.org>, Holmes County <debbie@holmeselections.com>, Indian River County <lswan@voteindianriver.com>, Jackson County <sylvia@jacksoncountysoe.org>, Jefferson County <soejeffersonco@aol.com>, Lafayette County <lafayettesoe@windstream.net>, Lake County <alan@lakevotes.com>, Lee County <tdoyle@lee.vote>, Leon County <earleym@leoncountyfl.gov>, Levy County <tammy@votelevy.com>, Liberty County <vote@libertyelections.com>, "Madison County" <thardee@votemadison.com>, Manatee County <mike@votemanatee.com>, Martin County <vdavis@martinvotes.com>, Monroe County <rjg@keys-elections.org>, Nassau County <vcannon@votenassau.com>, "Okaloosa County" <plux@co.okaloosa.fl.us>, Okeechobee County <diane@voteokeechobee.com>, "Orange County " <bill@ocfelections.com>, Osceola County <maryjane@voteosceola.com>, Palm Beach County <susanbucher@pbcelections.org>, "Pasco County " <bcorley@pascovotes.com>, Pinellas County <dclark@votepinellas.com>, Polk County <loriedwards@polkelections.com>, Putnam County <charles.overturf@putnam-fl.com>, Santa Rosa County <villane@santarosa.fl.gov>, Sarasota Votes <rturner@sarasotavotes.com>, Seminole County <Ertel@voteseminole.org>, "St. Johns County" <voakes@sjcvotes.us>, "St. Lucie County" <gertrude@slcelections.com>, Sumter County <bill.keen@sumterelections.org>, Suwannee County <gwilliams@suwanneevotes.com>, Taylor County <taylorelections@gtcom.net>, Union County <debbie.osborne@unionflvotes.com>, Volusia County <llewis@volusia.org>, Wakulla County <hwells@mywakulla.com>, Walton County <bbeasley@co.walton.fl.us>, Washington County <crudd@wcsoe.org>

Cc: "Paul Lux (PLux@co.okaloosa.fl.us)" <PLux@co.okaloosa.fl.us>

Subject: OVR Problems

To All SoE Offices:

AMERICAN OVERSIGHT

For those of you who are unaware, the OVR systems has had intermittent problems for the last few days. It would allow the user to enter their information up to a certain point, and then just return an "Error, We are unable to process your request".

Since at least Thursday of last week we have been receiving reports of the intermittent problems with the OVR system. Once I was alerted I contacted the Division, 1) to report it, if they were unaware, and 2) if they were aware, to have them shed some light on the challenges.

Their response: <silence>

On Friday, **several** of us sent messages to the Division, asking for information.

Their response: <silence>

Now, on Monday, there are media reports of the issue, with response from the Division/ Secretary of State's Office.

I (and others) are beyond frustrated and disappointed with Division/Secretary of State's Office.

I personally, processed an OVR during this time successfully, but from the reports I received, about where the error occurred, and with the knowledge I have about how the OVR system works, the media response from the Division does NOT seems extremely forthcoming.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jones, Traci L.
Sent: Monday, July 23, 2018 2:10 PM
To: Matthews, Maria I.; Underwood, Wes H.
Cc: Brown, George
Subject: Re: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

Is there anyway possible to get the names of the granddaughter and her friend, who received the error message?

And per chance find out what kind of error message it was?

This information would be helpful for us to triage the example issue noted below...

Traci Jones, PMP, FCCM
Department of State
Div. of Administrative Services
850-245-6588
850-544-4635 DOS cell

From: Matthews, Maria I. <maria.matthews@dos.myflorida.com>
Sent: Monday, July 23, 2018 1:55 PM
To: Lux, Paul
Cc: Jones, Traci L.; Maynor, Walter S. "Scott"; Underwood, Wes H.; Brown, George
Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

Supervisor Lux:

I am forwarding the email for immediate attention.

Maria Matthews
Sent from my iPhone

Begin forwarded message:

> **From:** Paul Lux <plux@myokaloosa.com>
> **Date:** July 23, 2018 at 1:45:52 PM EDT
> **To:** Ken Detzner <Kenneth.Detzner@dos.myflorida.com>, "Maria.Matthews@DOS.MyFlorida.com" <Maria.Matthews@DOS.MyFlorida.com>
> **Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED*****
>
> Please see Susan Gill's employee's email below.
>
> This really has reached the point where your lack of communication to us SOEs is hindering us from helping you make sure the right word gets out!
>
> None of us want to see the mantle of "voter suppression" placed on OVR, especially not after all we have done to push and promote it!!

AMERICAN OVERSIGHT

I know how busy you must be preparing for tomorrow's litigation, but in this heightened cybersecurity environment we now operate in, the last thing we need all of us SOEs to be saying is "we don't know what's going on with OVR."

HELP US! More importantly, HELP US HELP YOU!!

Paul Lux, CERA
Supervisor of Elections

Begin forwarded message:

From: Susan Gill <Susan.Gill@votecitrus.com>
Date: July 23, 2018 at 12:22:29 PM CDT
To: Wesley Wilcox <WWilcox@VoteMarion.com>, Mark Earley <earleym@leoncountyfl.gov>, Paul Lux <plux@myokaloosa.com>
Subject: FW: OVR Problems

See below…evidently the problem still exists.

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Laura Zayas
Sent: Monday, July 23, 2018 1:01 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: RE: OVR Problems

There were 2 voters who are now saying voter suppression because they are receiving the error message again. I spoke to a grandmother whose granddaughter and her friend were trying to register for the first time and they were very frustrated because the error message was popping up again. I am concerned as to why some are able to get the process completed and some aren't. this is worrying me now.

Your Choice Your Voice Your Vote!

AMERICAN OVERSIGHT

Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Susan Gill
Sent: Monday, July 23, 2018 11:08 AM
To: Laura Zayas <Laura.Zayas@votecitrus.com>; Maureen Baird <Maureen.Baird@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>
Subject: Fwd: OVR Problems

FYI

Susan Gill

Begin forwarded message:

> **From:** Wesley Wilcox <WWilcox@VoteMarion.com>
> **Date:** July 23, 2018 at 11:02:52 AM EDT
> **To:** Alachua County <kbarton@alachuacounty.us>, Baker County <nitac@bakercountyfl.org>, Bay County <baysuper@bayvotes.org>, "Bradford County" <terry_vaughan@bradfordcountyfl.gov>, Brevard County <lscott@votebrevard.com>, Broward County <brenda.snipes@browardsoe.org>, Calhoun County <schason@votecalhoun.com>, Charlotte County <paulstamoulis@charlottevotes.com>, Citrus County <susan.gill@votecitrus.com>, Clay County <cchambless@clayelections.com>, Collier County <JenniferEdwards@colliergov.net>, Columbia County <election@votecolumbia.com>, Desoto County <mnegley@votedesoto.com>, "Dixie County" <dixiecountysoe@bellsouth.net>, Duval County <mhogan@coj.net>, Escambia County <dstafford@escambiavotes.com>, Flagler County <Klenhart@flaglerelections.com>, Franklin County <heather@votefranklin.com>, Gadsden County <info@gadsdensoe.com>, Gilchrist County <elections@gilchrist.fl.us>, Glades County <vote@myglades.com>, Gulf County <gulfsoe@fairpoint.net>, Hamilton County <elect@windstream.net>, "Hardee County" <diane@hardeecountyelections.com>, Hendry County <supervisor@hendryelections.org>, Hernando County <shirleyanderson@hernandocounty.us>, Highlands County <pogg@hcbcc.org>, Hillsborough County <clatimer@hcsoe.org>, Holmes County <debbie@holmeselections.com>, Indian River County <lswan@voteindianriver.com>, Jackson County <sylvia@jacksoncountysoe.org>, Jefferson County <soejeffersonco@aol.com>, Lafayette County <lafayettesoe@windstream.net>, Lake County <alan@lakevotes.com>,

AMERICAN OVERSIGHT

Lee County <tdoyle@lee.vote>, Leon County <earleym@leoncountyfl.gov>, Levy County <tammy@votelevy.com>, Liberty County <vote@libertyelections.com>, "Madison County" <thardee@votemadison.com>, Manatee County <mike@votemanatee.com>, Martin County <vdavis@martinvotes.com>, Monroe County <rjg@keys-elections.org>, Nassau County <vcannon@votenassau.com>, "Okaloosa County" <plux@co.okaloosa.fl.us>, Okeechobee County <diane@voteokeechobee.com>, "Orange County " <bill@ocfelections.com>, Osceola County <maryjane@voteosceola.com>, Palm Beach County <susanbucher@pbcelections.org>, "Pasco County " <bcorley@pascovotes.com>, Pinellas County <dclark@votepinellas.com>, Polk County <loriedwards@polkelections.com>, Putnam County <charles.overturf@putnam-fl.com>, Santa Rosa County <villane@santarosa.fl.gov>, Sarasota Votes <rturner@sarasotavotes.com>, Seminole County <Ertel@voteseminole.org>, "St. Johns County" <voakes@sjcvotes.us>, "St. Lucie County" <gertrude@slcelections.com>, Sumter County <bill.keen@sumterelections.org>, Suwannee County <gwilliams@suwanneevotes.com>, Taylor County <taylorelections@gtcom.net>, Union County <debbie.osborne@unionflvotes.com>, Volusia County <llewis@volusia.org>, Wakulla County <hwells@mywakulla.com>, Walton County <bbeasley@co.walton.fl.us>, Washington County <crudd@wcsoe.org>
Cc: "Paul Lux (PLux@co.okaloosa.fl.us)" <PLux@co.okaloosa.fl.us>
Subject: OVR Problems

To All SoE Offices:

For those of you who are unaware, the OVR systems has had intermittent problems for the last few days. It would allow the user to enter their information up to a certain point, and then just return an "Error, We are unable to process your request".

Since at least Thursday of last week we have been receiving reports of the intermittent problems with the OVR system. Once I was alerted I contacted the Division, 1) to report it, if they were unaware, and 2) if they were aware, to have them shed some light on the challenges.

Their response: <silence>

On Friday, **several** of us sent messages to the Division, asking for information.

Their response: <silence>

Now, on Monday, there are media reports of the issue, with response from the Division/ Secretary of State's Office.

AMERICAN OVERSIGHT

I (and others) are beyond frustrated and disappointed with Division/Secretary of State's Office.

I personally, processed an OVR during this time successfully, but from the reports I received, about where the error occurred, and with the knowledge I have about how the OVR system works, the media response from the Division does NOT seems extremely forthcoming.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jones, Traci L.
Sent: Monday, July 23, 2018 3:00 PM
To: Matthews, Maria I.
Cc: Underwood, Wes H.; Brown, George
Subject: Re: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

Ok thanks. Just let us know if and when you receive specifics—

Traci Jones, PMP, FCCM
Department of State
Div. of Administrative Services
850-245-6588
850-544-4635 DOS cell

From: Matthews, Maria I. <maria.matthews@dos.myflorida.com>
Sent: Monday, July 23, 2018 2:29 PM
To: Jones, Traci L.
Cc: Underwood, Wes H.; Brown, George
Subject: Re: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***

I already sent that request from Ms. Zayas in Citrus County.

Sent from my iPhone

On Jul 23, 2018, at 2:10 PM, Jones, Traci L. <Traci.Jones@dos.myflorida.com> wrote:

> Is there anyway possible to get the names of the granddaughter and her friend, who received the error message?
>
> And per chance find out what kind of error message it was?
>
> This information would be helpful for us to triage the example issue noted below...
>
> Traci Jones, PMP, FCCM
> Department of State
> Div. of Administrative Services
> 850-245-6588
> 850-544-4635 DOS cell

> **From:** Matthews, Maria I. <maria.matthews@dos.myflorida.com>
> **Sent:** Monday, July 23, 2018 1:55 PM
> **To:** Lux, Paul
> **Cc:** Jones, Traci L.; Maynor, Walter S. "Scott"; Underwood, Wes H.; Brown, George
> **Subject:** Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED***
>
> Supervisor Lux:

AMERICAN OVERSIGHT

I am forwarding the email for immediate attention.

Maria Matthews
Sent from my iPhone

Begin forwarded message:

> **From:** Paul Lux <plux@myokaloosa.com>
> **Date:** July 23, 2018 at 1:45:52 PM EDT
> **To:** Ken Detzner <Kenneth.Detzner@dos.myflorida.com>, "Maria.Matthews@DOS.MyFlorida.com" <Maria.Matthews@DOS.MyFlorida.com>
> **Subject: Fwd: OVR Problems. ***IMMEDIATE ATTENTION REQUIRED*****
>
> Please see Susan Gill's employee's email below.
>
> This really has reached the point where your lack of communication to us SOEs is hindering us from helping you make sure the right word gets out!
>
> None of us want to see the mantle of "voter suppression" placed on OVR, especially not after all we have done to push and promote it!!
>
> I know how busy you must be preparing for tomorrow's litigation, but in this heightened cybersecurity environment we now operate in, the last thing we need all of us SOEs to be saying is "we don't know what's going on with OVR."
>
> HELP US! More importantly, HELP US HELP YOU!!
>
> Paul Lux, CERA
> Supervisor of Elections
>
> Begin forwarded message:
>
> > **From:** Susan Gill <Susan.Gill@votecitrus.com>
> > **Date:** July 23, 2018 at 12:22:29 PM CDT
> > **To:** Wesley Wilcox <WWilcox@VoteMarion.com>, Mark Earley <earleym@leoncountyfl.gov>, Paul Lux <plux@myokaloosa.com>
> > **Subject: FW: OVR Problems**
> >
> > See below…evidently the problem still exists.
> >
> > *Susan Gill*
> >
> > Susan Gill, CERA, MFCEP
> > Citrus County
> > Supervisor of Elections
> > 120 N. Apopka Avenue
> > Inverness, Florida 34450
> > tele: (352) 341-6750
> > fax: (352) 341-6589
> >
> > PLEASE NOTE NEW EMAIL ADDRESS
> > susan.gill@votecitrus.com

AMERICAN OVERSIGHT

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Laura Zayas
Sent: Monday, July 23, 2018 1:01 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: RE: OVR Problems

There were 2 voters who are now saying voter suppression because they are receiving the error message again. I spoke to a grandmother whose granddaughter and her friend were trying to register for the first time and they were very frustrated because the error message was popping up again. I am concerned as to why some are able to get the process completed and some aren't. this is worrying me now.

Your Choice Your Voice Your Vote!
Laura Zayas
Voter Registration Administrator, MFCEP
Citrus County, Supervisor of Elections
(352) 341-7038
laura.zayas@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, **e-mail addresses are public records**. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

From: Susan Gill
Sent: Monday, July 23, 2018 11:08 AM
To: Laura Zayas <Laura.Zayas@votecitrus.com>; Maureen Baird <Maureen.Baird@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>
Subject: Fwd: OVR Problems

FYI

Susan Gill

Begin forwarded message:

> **From:** Wesley Wilcox <WWilcox@VoteMarion.com>
> **Date:** July 23, 2018 at 11:02:52 AM EDT
> **To:** Alachua County <kbarton@alachuacounty.us>, Baker County <nitac@bakercountyfl.org>, Bay County <baysuper@bayvotes.org>, "Bradford County"

AMERICAN OVERSIGHT

<terry_vaughan@bradfordcountyfl.gov>, Brevard County <lscott@votebrevard.com>, Broward County <brenda.snipes@browardsoe.org>, Calhoun County <schason@votecalhoun.com>, Charlotte County <paulstamoulis@charlottevotes.com>, Citrus County <susan.gill@votecitrus.com>, Clay County <cchambless@clayelections.com>, Collier County <JenniferEdwards@colliergov.net>, Columbia County <election@votecolumbia.com>, Desoto County <mnegley@votedesoto.com>, "Dixie County" <dixiecountysoe@bellsouth.net>, Duval County <mhogan@coj.net>, Escambia County <dstafford@escambiavotes.com>, Flagler County <Klenhart@flaglerelections.com>, Franklin County <heather@votefranklin.com>, Gadsden County <info@gadsdensoe.com>, Gilchrist County <elections@gilchrist.fl.us>, Glades County <vote@myglades.com>, Gulf County <gulfsoe@fairpoint.net>, Hamilton County <elect@windstream.net>, "Hardee County" <diane@hardeecountyelections.com>, Hendry County <supervisor@hendryelections.org>, Hernando County <shirleyanderson@hernandocounty.us>, Highlands County <pogg@hcbcc.org>, Hillsborough County <clatimer@hcsoe.org>, Holmes County <debbie@holmeselections.com>, Indian River County <lswan@voteindianriver.com>, Jackson County <sylvia@jacksoncountysoe.org>, Jefferson County <soejeffersonco@aol.com>, Lafayette County <lafayettesoe@windstream.net>, Lake County <alan@lakevotes.com>, Lee County <tdoyle@lee.vote>, Leon County <earleym@leoncountyfl.gov>, Levy County <tammy@votelevy.com>, Liberty County <vote@libertyelections.com>, "Madison County" <thardee@votemadison.com>, Manatee County <mike@votemanatee.com>, Martin County <vdavis@martinvotes.com>, Monroe County <rjg@keys-elections.org>, Nassau County <vcannon@votenassau.com>, "Okaloosa County" <plux@co.okaloosa.fl.us>, Okeechobee County <diane@voteokeechobee.com>, "Orange County " <bill@ocfelections.com>, Osceola County <maryjane@voteosceola.com>, Palm Beach County <susanbucher@pbcelections.org>, "Pasco County " <bcorley@pascovotes.com>, Pinellas County <dclark@votepinellas.com>, Polk County <loriedwards@polkelections.com>, Putnam County <charles.overturf@putnam-fl.com>, Santa Rosa County <villane@santarosa.fl.gov>, Sarasota Votes <rturner@sarasotavotes.com>, Seminole County <Ertel@voteseminole.org>, "St. Johns County" <voakes@sjcvotes.us>, "St. Lucie County"

AMERICAN OVERSIGHT

<gertrude@slcelections.com>, Sumter County
<bill.keen@sumterelections.org>, Suwannee County
<gwilliams@suwanneevotes.com>, Taylor County
<taylorelections@gtcom.net>, Union County
<debbie.osborne@unionflvotes.com>, Volusia County
<llewis@volusia.org>, Wakulla County
<hwells@mywakulla.com>, Walton County
<bbeasley@co.walton.fl.us>, Washington County
<crudd@wcsoe.org>
Cc: "Paul Lux (PLux@co.okaloosa.fl.us)"
<PLux@co.okaloosa.fl.us>
Subject: OVR Problems

To All SoE Offices:

For those of you who are unaware, the OVR systems has had intermittent problems for the last few days. It would allow the user to enter their information up to a certain point, and then just return an "Error, We are unable to process your request".

Since at least Thursday of last week we have been receiving reports of the intermittent problems with the OVR system. Once I was alerted I contacted the Division, 1) to report it, if they were unaware, and 2) if they were aware, to have them shed some light on the challenges.

Their response: <silence>

On Friday, **several** of us sent messages to the Division, asking for information.

Their response: <silence>

Now, on Monday, there are media reports of the issue, with response from the Division/ Secretary of State's Office.

I (and others) are beyond frustrated and disappointed with Division/Secretary of State's Office.

I personally, processed an OVR during this time successfully, but from the reports I received, about where the error occurred, and with the knowledge I have about how the OVR system works, the media response from the Division does NOT seems extremely forthcoming.

Regards,
Wesley

AMERICAN OVERSIGHT

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Monday, July 23, 2018 3:38 PM
To: Jones, Traci L.
Cc: Thompson, Leila M.; Brown, George; Mosca, Alexander N.; Madrigal, Virgie; Brown, Toshia; Marconnet, Amber
Subject: Re: OVR

The latter.

Sent from my iPhone

> On Jul 23, 2018, at 3:32 PM, Jones, Traci L. <Traci.Jones@dos.myflorida.com> wrote:
>
> Services

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Thompson, Leila M.
Sent: Tuesday, July 24, 2018 9:38 AM
To: Rajala, Peggy
Cc: Maynor, Walter S. "Scott"; Brown, George; White, Kate L.; Mitchell, Pat R.; Jones, Traci L.
Subject: RE: Position # 1014; Database Consultant

Good morning,

No I have not due to a higher priority task for OVR, but it is next on my list.

Regards,

Leila Thompson, PMP®, FCCM, CPM
Web Services Manager, Division of Administrative Services
Office: (850) 245-6777

From: Rajala, Peggy
Sent: Tuesday, July 24, 2018 9:16 AM
To: Thompson, Leila M. <Leila.Thompson@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>; White, Kate L. <Kate.White@DOS.MyFlorida.com>; Mitchell, Pat R. <Pat.Mitchell@dos.myflorida.com>; Jones, Traci L. <Traci.Jones@dos.myflorida.com>
Subject: Position # 1014; Database Consultant

Good morning Leila,

I was wondering if you

Peggy Rajala
Administrative Assistant 1
Florida Department of State
Division of Administrative Services
Bureau of Departmental Information Systems
500 Bronough St
Tallahassee, FL 32399-0250
peggy.rajala@dos.myflorida.com
Phone: 850/245/6108
Yesterday is The Past * Tomorrow's The Future * But Today is a Gift * That's why it's called The Present!

happen to have a chance to change the PD. For #1014. Please let me know if or when you do and I will start on the RTA, and update the Selection Module.

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000335

Thank you so much,

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Friday, July 20, 2018 8:29 AM
To: Matthews, Maria I.
Cc: Brown, George
Subject: RE: Problem with OVR

We spoke last evening and I would like to receive an update this morning before any calls are made.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections Florida Department of State
Telephone: (850) 245-6599

-----Original Message-----
From: Matthews, Maria I.
Sent: Friday, July 20, 2018 8:19 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Problem with OVR

Can George give him a call to let him know that we are looking into this?

-----Original Message-----
From: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Friday, July 20, 2018 7:54 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>; Earley, Mark <earleym@leoncountyfl.gov>
Subject: RE: Problem with OVR

Any word? I've since had a couple more, who have asked.

It appears that "something" is happening or not happening.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

AMERICAN OVERSIGHT

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Wesley Wilcox
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com) <Maria.Matthews@DOS.MyFlorida.com>
Cc: Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; 'Susan Gill' <Susan.Gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.

AMERICAN OVERSIGHT

3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

AMERICAN OVERSIGHT

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Friday, July 20, 2018 8:19 AM
To: Underwood, Wes H.
Cc: Brown, George
Subject: RE: Problem with OVR

Can George give him a call to let him know that we are looking into this?

-----Original Message-----
From: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Friday, July 20, 2018 7:54 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>; Earley, Mark <earleym@leoncountyfl.gov>
Subject: RE: Problem with OVR

Any word? I've since had a couple more, who have asked.

It appears that "something" is happening or not happening.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Wesley Wilcox
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com) <Maria.Matthews@DOS.MyFlorida.com>
Cc: Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; 'Susan Gill' <Susan.Gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

AMERICAN OVERSIGHT

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

AMERICAN OVERSIGHT

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 4:17 PM
To: Matthews, Maria I.; Brown, George; Maynor, Walter S. "Scott"
Cc: Jones, Traci L.
Subject: RE: Problem with OVR

CIO and DCIO?

Why the errors being reported at this point in the process?

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections Florida Department of State
Telephone: (850) 245-6599

-----Original Message-----
From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 4:15 PM
To: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Subject: FW: Problem with OVR

FYI. Reach out to explain?

-----Original Message-----
From: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

AMERICAN OVERSIGHT

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS

AMERICAN OVERSIGHT

susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Friday, July 20, 2018 8:30 AM
To: Underwood, Wes H.
Cc: Brown, George
Subject: RE: Problem with OVR

You spoke with him?

-----Original Message-----
From: Underwood, Wes H.
Sent: Friday, July 20, 2018 8:29 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Problem with OVR

We spoke last evening and I would like to receive an update this morning before any calls are made.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections Florida Department of State
Telephone: (850) 245-6599

-----Original Message-----
From: Matthews, Maria I.
Sent: Friday, July 20, 2018 8:19 AM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: Problem with OVR

Can George give him a call to let him know that we are looking into this?

-----Original Message-----
From: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Friday, July 20, 2018 7:54 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>; Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>; Earley, Mark <earleym@leoncountyfl.gov>
Subject: RE: Problem with OVR

Any word? I've since had a couple more, who have asked.

It appears that "something" is happening or not happening.

Regards,
Wesley

AMERICAN OVERSIGHT

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Wesley Wilcox
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com) <Maria.Matthews@DOS.MyFlorida.com>
Cc: Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; 'Susan Gill' <Susan.Gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

AMERICAN OVERSIGHT

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

AMERICAN OVERSIGHT

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Friday, July 20, 2018 10:48 AM
To: DOEBVRS
Cc: Matthews, Maria I.; Marconnet, Amber; Brown, George
Subject: RE: RE: Special URL to use https:// . . .

To All:

Please continue to provide Amber with the calls you receive today. Also, please ask the following questions when receiving calls regarding OVR matters:

What type of mobile device, PC, tablet or laptop is the caller using when accessing OVR?
What browser are they using and what version?

Let me know if you have any question.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Brown, Toshia
Sent: Thursday, July 19, 2018 4:07 PM
To: DOEBVRS <DOEBVRS@dos.myflorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Subject: RE: RE: Special URL to use https:// . . .

To All:

When you receive calls regarding OVR matters, please verify with the caller they are using the following highlighted link beginning with https://.

AMERICAN OVERSIGHT



Also, ask the caller if they bookmarked the OVR page. If they are using a bookmark they will need to exist the site and access the site directly using the above URL. The link must be typed in the search field and not copied and pasted.

Thank you,

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Underwood, Wes H.
Sent: Thursday, July 19, 2018 6:03 PM
To: Matthews, Maria I.
Cc: Jones, Traci L.; Brown, George
Subject: RE: Request to send: DRAFT: Reminder: FVRS Maintenance Window - July 2018

Based on the content of the maintenance weekend and after feedback from a variety of sources, It has been determined that it would not be prudent to have a maintenance weekend, this weekend.

We can look for an opportunity next month if we can all agree on a time that does not have competing priorities.

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 12:52 PM
To: Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
Subject: Request to send: DRAFT: Reminder: FVRS Maintenance Window - July 2018

From: Brown, Toshia
Sent: Thursday, July 19, 2018 12:48 PM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: DRAFT: Reminder: FVRS Maintenance Window - July 2018

Draft FVRS Maintenance Window reminder email. Please let me know if any changes need to be made to this message.

Dear Supervisors and IT Support:

As a reminder, the Florida Department of State will be conducting the following activity this weekend:

Maintenance Window	
Dates	**Activity**
Friday, 7 pm, July 20, 2018, to Monday, 7 am, July 23, 2018 **(Eastern Time)**	Systems' maintenance including OVR enhancements.

Thank you for your cooperation.

AMERICAN OVERSIGHT

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Matthews, Maria I.
Sent: Thursday, July 19, 2018 8:25 PM
To: Underwood, Wes H.
Cc: Jones, Traci L.; Brown, George
Subject: Re: Request to send: DRAFT: Reminder: FVRS Maintenance Window - July 2018

As stated, I am not in agreement but I understand where the concern is coming from. I would advise against the month of August due to post book closing, early voting election day. There may be a small window in September.

Please advise if we can send a messsge out that the window is cancelled.

Sent from my iPhone

On Jul 19, 2018, at 6:03 PM, Underwood, Wes H. <Wes.Underwood@dos.myflorida.com> wrote:

> Based on the content of the maintenance weekend and after feedback from a variety of sources, It has been determined that it would not be prudent to have a maintenance weekend, this weekend.
>
> We can look for an opportunity next month if we can all agree on a time that does not have competing priorities.
>
> *Wes Underwood,* M.P.A., PMP®, CISA®
> Deputy Secretary of State
> Administrative Services, Corporations & Elections
> Florida Department of State
> Telephone: (850) 245-6599
>
> ---
>
> **From:** Matthews, Maria I.
> **Sent:** Thursday, July 19, 2018 12:52 PM
> **To:** Underwood, Wes H. <Wes.Underwood@dos.myflorida.com>
> **Subject:** Request to send: DRAFT: Reminder: FVRS Maintenance Window - July 2018
>
> ---
>
> **From:** Brown, Toshia
> **Sent:** Thursday, July 19, 2018 12:48 PM
> **To:** Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
> **Cc:** Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
> **Subject:** DRAFT: Reminder: FVRS Maintenance Window - July 2018
>
> *Draft FVRS Maintenance Window reminder email. Please let me know if any changes need to be made to this message.*
>
> *Dear Supervisors and IT Support:*

AMERICAN OVERSIGHT

As a reminder, the Florida Department of State will be conducting the following activity this weekend:

Maintenance Window	
Dates	**Activity**
Friday, 7 pm, July 20, 2018, to Monday, 7 am, July 23, 2018 **(Eastern Time)**	Systems' maintenance including OVR enhancements.

Thank you for your cooperation.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Tatilian, Desi <DesiTatilian@flhsmv.gov>
Sent: Thursday, July 19, 2018 10:43 AM
To: Brown, George
Subject: RE: update

EMAIL RECEIVED FROM EXTERNAL SOURCE

George,

The logs on the servers (IIS, Gateway) do not show any other error besides 400s bad requests, which are thrown primarily when the server cannot understand the request or credentials passed over to the server are not correct.

We also have confirmed that we the OVR service is functioning and we see transactions completing.

The last error logged from the custom application logging was last year.

Would you be able to provide any detailed error information that you are receiving? That will assist us to fully assess our troubleshooting?

Thanks,

Desi Tatilian
Chief – Service Development
Highway Safety Motor Vehicles
☎*850.617.2165*
Cell*850.933.6296*
✉*desitatilian@flhsmv.gov*

From: Tatilian, Desi
Sent: Thursday, July 19, 2018 10:29 AM
To: Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: update

We are looking now.

Thank you,
Desi Tatilian

On Jul 19, 2018, at 10:14 AM, Brown, George <George.Brown@dos.myflorida.com> wrote:

> Desi, have you seen anything out of the ordinary?
>
> George W. Brown III
> Chief Information Officer
> Bureau Chief of Departmental Information Systems
> Florida Department of State

AMERICAN OVERSIGHT

mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, George
Sent: Thursday, July 19, 2018 10:47 AM
To: Tatilian, Desi
Subject: RE: update

I will talk to my crew and find out, thanks for the quick turn-a-round, Geo III

George W. Brown III
Chief Information Officer
Bureau Chief of Departmental Information Systems
Florida Department of State
mailto:george.brown@dos.myflorida.com
Phone 850.245.6106

From: Tatilian, Desi [mailto:DesiTatilian@flhsmv.gov]
Sent: Thursday, July 19, 2018 10:43 AM
To: Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: update

EMAIL RECEIVED FROM EXTERNAL SOURCE

George,

The logs on the servers (IIS, Gateway) do not show any other error besides 400s bad requests, which are thrown primarily when the server cannot understand the request or credentials passed over to the server are not correct.

We also have confirmed that we the OVR service is functioning and we see transactions completing.

The last error logged from the custom application logging was last year.

Would you be able to provide any detailed error information that you are receiving? That will assist us to fully assess our troubleshooting?

Thanks,

Desi Tatilian
Chief – Service Development
Highway Safety Motor Vehicles
☎*850.617.2165*
Cell*850.933.6296*
✉*desitatilian@flhsmv.gov*

From: Tatilian, Desi
Sent: Thursday, July 19, 2018 10:29 AM

AMERICAN OVERSIGHT

To: Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: update

We are looking now.

Thank you,
Desi Tatilian

On Jul 19, 2018, at 10:14 AM, Brown, George <George.Brown@dos.myflorida.com> wrote:

> Desi, have you seen anything out of the ordinary?
>
> George W. Brown III
> Chief Information Officer
> Bureau Chief of Departmental Information Systems
> Florida Department of State
> mailto:george.brown@dos.myflorida.com
> Phone 850.245.6106
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Tatilian, Desi <DesiTatilian@flhsmv.gov>
Sent: Thursday, July 19, 2018 1:56 PM
To: Brown, George
Subject: RE: update

EMAIL RECEIVED FROM EXTERNAL SOURCE

George,
In researching, you are not exceeding the request limit (8/sec). Any luck on the error information?

Thanks,

Desi Tatilian
Chief – Service Development
Highway Safety Motor Vehicles
☎*850.617.2165*
Cell*850.933.6296*
✉*desitatilian@flhsmv.gov*

From: Tatilian, Desi
Sent: Thursday, July 19, 2018 10:43 AM
To: Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: update

George,

The logs on the servers (IIS, Gateway) do not show any other error besides 400s bad requests, which are thrown primarily when the server cannot understand the request or credentials passed over to the server are not correct.

We also have confirmed that we the OVR service is functioning and we see transactions completing.

The last error logged from the custom application logging was last year.

Would you be able to provide any detailed error information that you are receiving? That will assist us to fully assess our troubleshooting?

Thanks,

Desi Tatilian
Chief – Service Development
Highway Safety Motor Vehicles
☎*850.617.2165*
Cell*850.933.6296*
✉*desitatilian@flhsmv.gov*

AMERICAN OVERSIGHT

From: Tatilian, Desi
Sent: Thursday, July 19, 2018 10:29 AM
To: Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: update

We are looking now.

Thank you,
Desi Tatilian

On Jul 19, 2018, at 10:14 AM, Brown, George <George.Brown@dos.myflorida.com> wrote:

> Desi, have you seen anything out of the ordinary?
>
> George W. Brown III
> Chief Information Officer
> Bureau Chief of Departmental Information Systems
> Florida Department of State
> mailto:george.brown@dos.myflorida.com
> Phone 850.245.6106
>
> The Department of State is committed to excellence.
> Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Tuesday, July 31, 2018 1:59 PM
To: Maynor, Walter S. "Scott"; Hendershot, Jerry L.
Subject: Application form Print from Production
Attachments: Application Form -Online Voter Registration_7-31-2018.pdf

Hello Scott,
Please find the attached pdf of Application form from production environment.

Thanks,
Goutham

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	
4	Date of Birth (MM-DD-YYYY) 0 7 - 0 2 - 2 0 0 2	**OVR No: 353531** **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: 1 2 3 4 ☐ I have NONE of these numbers.
6	Last Name : **Test First** | First Name : **First Name** | Middle Name : **Middle Name** | Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box): **2855 APALACHEE PARKWAY** | Apt/Lot/Unit: **APARTMENT B105** | City: **TALLAHASSEE** | County: **LEON** | Zip Code: **32301**	
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: **7/31/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Tuesday, July 31, 2018 1:59 PM
To: Maynor, Walter S. "Scott"; Hendershot, Jerry L.
Subject: Application form Print from Production
Attachments: Application Form -Online Voter Registration_7-31-2018.pdf

Hello Scott,
Please find the attached pdf of Application form from production environment.

Thanks,
Goutham

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	
4	Date of Birth (MM-DD-YYYY) 0 7 - 0 2 - 2 0 0 2	**OVR No: 353531** **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: 1 2 3 4 ☐ I have NONE of these numbers.
6	Last Name : **Test First** | First Name : **First Name** | Middle Name : **Middle Name** | Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box): **2855 APALACHEE PARKWAY** | Apt/Lot/Unit: **APARTMENT B105** | City: **TALLAHASSEE** | County: **LEON** | Zip Code: **32301**	
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: **7/31/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Friday, July 20, 2018 1:06 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Swamy, Karthi R.; Talabi, Steve
Subject: Code Causing Error Screen Redirects - OVR
Attachments: ErrorScreenRedirects.xlsx

Good Afternoon All,

Please find the attached document with possible error screen redirects from the code for the OVR

Thanks,
Goutham

AMERICAN OVERSIGHT

Action Result [Http]	Methods and sessions
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

AMERICAN OVERSIGHT

Descriiption
[redacted]

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Tuesday, July 24, 2018 8:38 AM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.
Cc: Talabi, Steve; Turaka, Sri; Reddy, Goutham
Subject: cookie warning added to test site

Hi Charles/Scott,

Cookie warning added to test site [redacted]

Let me know your thoughts.

We need text for English and Spanish.

Thanks,
Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Thursday, July 19, 2018 2:25 PM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1593: Added "the" to the text in applicat...

Changeset 1593: Added "the" to the text in application form and number in eligibility form(DL in...

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Turaka, Sri
Checked in on:	7/19/2018 2:24:21 PM
Comment:	Added "the" to the text in application form and number in eligibility form(DL instructions)

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:27 PM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1594: RollBack 07/20/2018 5:25pm

Changeset 1594: RollBack 07/20/2018 5:25pm

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:26:37 PM
Comment:	RollBack 07/20/2018 5:25pm

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:34 PM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1595: Rolback of 1593

Changeset 1595: Rolback of 1593

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:01 PM
Comment:	Rolback of 1593

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:35 PM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1596: Rollback of 1590 to 1496

Changeset 1596: Rollback of 1590 to 1496

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:40 PM
Comment:	Rollback of 1590 to 1496

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 7:33 AM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1597: Session /cache Issue fix

Changeset 1597: Session /cache Issue fix

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 7:32:41 AM
Comment:	Session /cache Issue fix

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 8:09 AM
To: Reddy, Goutham
Subject: FloridaVoterRegistrationSystem Changeset 1598: Cookies Required Header Added

Changeset 1598: Cookies Required Header Added

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 8:08:59 AM
Comment:	Cookies Required Header Added

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by Reddy, Goutham with Id 31
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

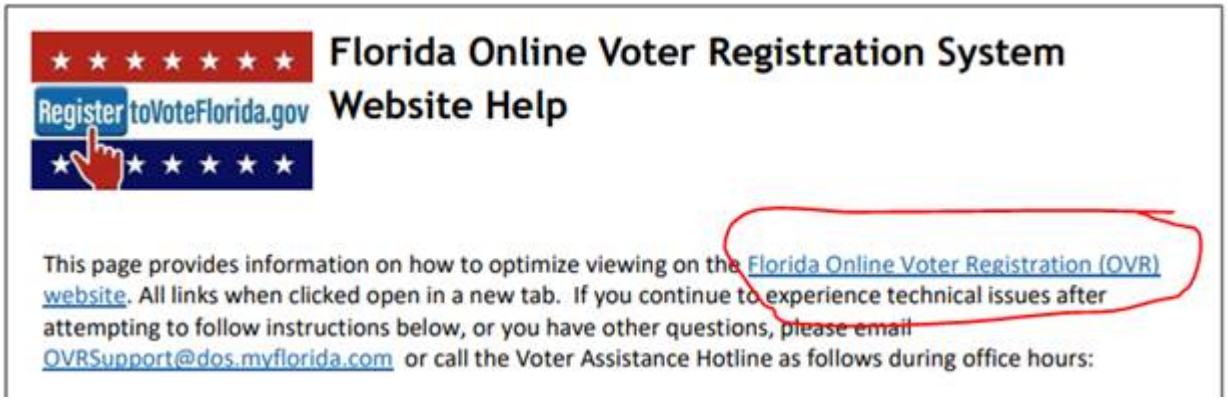
From: Reddy, Goutham
Sent: Thursday, July 19, 2018 11:22 AM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.
Cc: Brown, George
Subject: OVR Production - Help page link error

Good Morning,

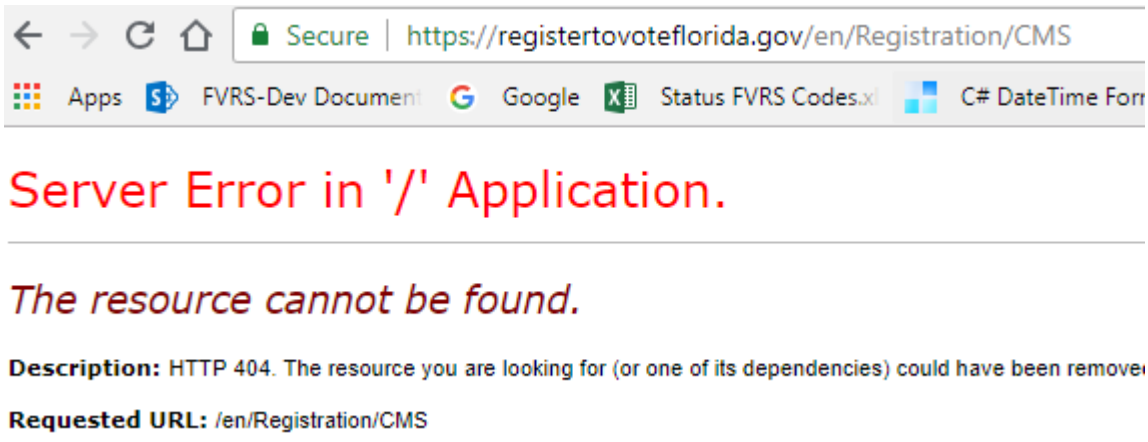
1. Clicked Help



2. Clicked OVR link

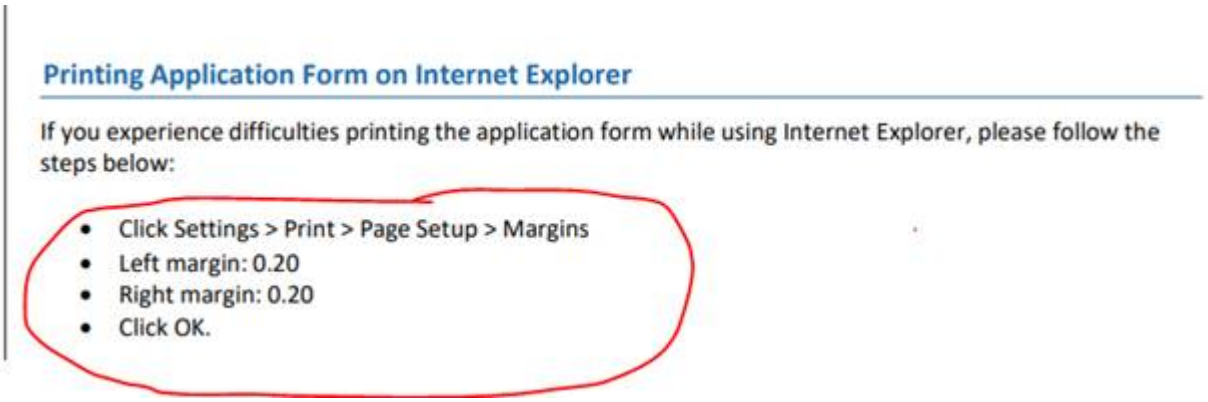


3. Server error (redirecting to CMS page)



AMERICAN OVERSIGHT

4. Needs to be updated to reflect same as it shows on application print page pop up



Printing Application Form on Internet Explorer

If you experience difficulties printing the application form while using Internet Explorer, please follow the steps below:

- Click Settings > Print > Page Setup > Margins
- Left margin: 0.20
- Right margin: 0.20
- Click OK.

5. Needs to be updated to redirect Spanish version on quick facts page

Facts on click needs to redirected to Spanish

- Con el fin de subministrar una solicitud de inscripción como votante o para actualizar un registro de inscripción.
- Con el fin de completar un formulario de solicitud de inscripción como votante que usted pueda imprimir, firmar y entregarle al Supervisor Electoral de su condado.

Es posible acceder al sitio a través de navegadores web estándar, incluidos Internet Explorer, Fire y Chrome. El sitio es compatible con dispositivos móviles.

Para comenzar, visite: RegisterToVoteFlorida.gov. → Facts

Una vez que ingrese al sitio, simplemente siga las instrucciones que aparezcan en pantalla.

Thanks,
Goutham

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Turaka, Sri
Sent: Wednesday, July 18, 2018 3:49 PM
To: Reddy, Goutham; Talabi, Steve
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: OVR Web Testing

Goutham,

Could you please test the OVR Web test with all scenarios as we have made some content changes this morning. Please let me know the findings.

[redacted]

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Tuesday, July 24, 2018 8:51 AM
To: Maynor, Walter S. "Scott"; Swamy, Karthi R.
Cc: Talabi, Steve; Turaka, Sri; Reddy, Goutham
Subject: Re: cookie warning added to test site

Scott, can we get DOE to look at it and get some kind "OK" on it?

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Tuesday, July 24, 2018 8:37:33 AM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.
Cc: Talabi, Steve; Turaka, Sri; Reddy, Goutham
Subject: cookie warning added to test site

Hi Charles/Scott,

Cookie warning added to test site [redacted]

Let me know your thoughts.

We need text for English and Spanish.

Thanks,
Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 6:39 PM
To: Talabi, Steve; Swamy, Karthi R.
Cc: Reddy, Goutham
Subject: Re: OVR Test - Valid DLs

Thank you, Karthi!

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:35:44 PM
To: Pitts, Charles L.; Talabi, Steve
Cc: Reddy, Goutham
Subject: Re: OVR Test - Valid DLs

Deployed and ready for test

-Karthi

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Friday, July 20, 2018 6:04 PM
To: Talabi, Steve
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: Re: OVR Test - Valid DLs

Let's make sure this will be available to the DOE staff when they come in.

Get Outlook for Android

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53:10 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

Use this

[redacted]

AMERICAN OVERSIGHT

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted] UAT

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:36 PM
To: Pitts, Charles L.; Talabi, Steve
Cc: Reddy, Goutham
Subject: Re: OVR Test - Valid DLs

Deployed and ready for test

-Karthi

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Friday, July 20, 2018 6:04 PM
To: Talabi, Steve
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: Re: OVR Test - Valid DLs

Let's make sure this will be available to the DOE staff when they come in.

Get Outlook for Android

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53:10 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

Use this

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM

AMERICAN OVERSIGHT

To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 6:04 PM
To: Talabi, Steve
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: Re: OVR Test - Valid DLs

Let's make sure this will be available to the DOE staff when they come in.

Get Outlook for Android

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53:10 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

Use this

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

AMERICAN OVERSIGHT

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

Use this

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

Thanks

AMERICAN OVERSIGHT

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Saturday, July 21, 2018 11:58 AM
To: Pitts, Charles L.; Talabi, Steve; Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"
Subject: Re: OVR Test - Valid DLs

Yes Charles!

Get Outlook for iOS

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Saturday, July 21, 2018 11:53 AM
To: Talabi, Steve; Swamy, Karthi R.; Reddy, Goutham
Cc: Maynor, Walter S. "Scott"
Subject: Re: OVR Test - Valid DLs

Are you guys onsite?

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:35:44 PM
To: Pitts, Charles L.; Talabi, Steve
Cc: Reddy, Goutham
Subject: Re: OVR Test - Valid DLs

Deployed and ready for test

-Karthi

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Friday, July 20, 2018 6:04 PM
To: Talabi, Steve
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: Re: OVR Test - Valid DLs

Let's make sure this will be available to the DOE staff when they come in.

Get Outlook for Android

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53:10 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

AMERICAN OVERSIGHT

Use this

[redacted]

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

AMERICAN OVERSIGHT

The Department of State is committed to excellence.

Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Saturday, July 21, 2018 11:53 AM
To: Talabi, Steve; Swamy, Karthi R.; Reddy, Goutham
Cc: Maynor, Walter S. "Scott"
Subject: Re: OVR Test - Valid DLs

Are you guys onsite?

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:35:44 PM
To: Pitts, Charles L.; Talabi, Steve
Cc: Reddy, Goutham
Subject: Re: OVR Test - Valid DLs

Deployed and ready for test

-Karthi

From: Pitts, Charles L. <charles.pitts@dos.myflorida.com>
Sent: Friday, July 20, 2018 6:04 PM
To: Talabi, Steve
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: Re: OVR Test - Valid DLs

Let's make sure this will be available to the DOE staff when they come in.

Get Outlook for Android

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:53:10 PM
To: Pitts, Charles L.
Cc: Reddy, Goutham; Swamy, Karthi R.
Subject: RE: OVR Test - Valid DLs

Use this

[redacted]

AMERICAN OVERSIGHT

[redacted]

-Steve

From: Talabi, Steve
Sent: Friday, July 20, 2018 5:50 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: OVR Test - Valid DLs

See the location below for valid DL

[redacted]

[redacted]

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Wednesday, July 18, 2018 4:14 PM
To: Turaka, Sri; Talabi, Steve
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR Web Testing

Hello Sri,
Tested OVR Web application with all scenarios and its working as expected.
Also Checked database and its updating.
Thanks,
Goutham

From: Turaka, Sri
Sent: Wednesday, July 18, 2018 3:49 PM
To: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR Web Testing

Goutham,

Could you please test the OVR Web test with all scenarios as we have made some content changes this morning. Please let me know the findings.

[redacted]

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Turaka, Sri
Sent: Thursday, July 19, 2018 2:27 PM
To: Reddy, Goutham; Talabi, Steve; Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR Web Testing

Thanks Goutham.

Steve/Karthi,

I checked in the code with following changes to TFS. Please bring latest and let me know for any issues.

Changeset 1593: Added "the" to the text in application form and number in eligibility form(DL in...

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Turaka, Sri
Checked in on:	7/19/2018 2:24:21 PM
Comment:	Added "the" to the text in application form and number in eligibility form(DL instructions)

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

From: Reddy, Goutham
Sent: Wednesday, July 18, 2018 4:14 PM
To: Turaka, Sri <Sri.Turaka@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Web Testing

AMERICAN OVERSIGHT

Hello Sri,
Tested OVR Web application with all scenarios and its working as expected.
Also Checked database and its updating.
Thanks,
Goutham

From: Turaka, Sri
Sent: Wednesday, July 18, 2018 3:49 PM
To: Reddy, Goutham <Goutham.Reddy@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR Web Testing

Goutham,

Could you please test the OVR Web test with all scenarios as we have made some content changes this morning. Please let me know the findings.

[redacted]

Thanks
Sri Turaka
Application Systems Programmer III – BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850)245-6165
Email: Sri.Turaka@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 2:18 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Talabi, Steve; Reddy, Goutham
Subject: Test URL

Hi Team,

I applied few error handling and deployed in test

URL: [redacted] or : [redacted]

If possible, connect to DOS wifi and access this site through your mobile device: [redacted]

Thanks,
Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Laird, Gregg
Sent: Thursday, July 26, 2018 2:59 PM
To: Spitler, Doug H.
Cc: Valsa, Arvind
Subject: FW: OVR IPs

Doug,

Can we add these to [redacted]?

Thanks,

Gregg

From: Pitts, Charles L.
Sent: Thursday, July 26, 2018 10:58 AM
To: Laird, Gregg <Gregg.Laird@dos.myflorida.com>
Cc: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Subject: Fwd: OVR IPs

Gregg, see the IPs below, these will need to be added to [redacted].

Get Outlook for Android

From: Snowden, Mike
Sent: Thursday, July 26, 2018 10:42:06 AM
To: Pitts, Charles L.
Subject: OVR IPs

[redacted]

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250

AMERICAN OVERSIGHT

Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Spitler, Doug H.
Sent: Thursday, July 19, 2018 10:31 AM
To: Laird, Gregg; conner.wilson@dos.myflorida.com
Subject: FW: OVR Status

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 10:23 AM
To: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: OVR Status

Hi Scott,

The VIP status on [redacted] for OVR shows as properly load-balanced as in the screen shot below:

[redacted]

Upon checking event log on the [redacted] server there are some warnings in event log suggesting unhandled exception

AMERICAN OVERSIGHT

[redacted]

+ **System**
- **EventData**



AMERICAN OVERSIGHT



Checking on the [redacted] 2,3 and 4 servers also show the same pattern.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Spitler, Doug H.
Sent: Thursday, July 19, 2018 10:32 AM
To: Laird, Gregg; conner.wilson@dos.myflorida.com
Subject: FW: OVR Status

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

From: Hendershot, Jerry L.
Sent: Thursday, July 19, 2018 10:30 AM
To: Valsa, Arvind <Arvind.Valsa@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Turaka, Sri <Sri.Turaka@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: OVR Status

Everyone,
What is w3wp.exe seen in the exception below?

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 10:23 AM
To: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: OVR Status

Hi Scott,

The VIP status on [redacted] for OVR shows as properly load-balanced as in the screen shot below:

AMERICAN OVERSIGHT

[redacted]

Upon checking event log on the [redacted] server there are some warnings in event log suggesting unhandled exception

[redacted]

The Details of one of the event log is as below:

+ **System**
- **EventData**

[redacted]

AMERICAN OVERSIGHT



Checking on the [redacted] 2,3 and 4 servers also show the same pattern.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Thursday, July 26, 2018 10:58 AM
To: Laird, Gregg
Cc: Talabi, Steve; Swamy, Karthi R.; Maynor, Walter S. "Scott"
Subject: Fwd: OVR IPs

Gregg, see the IPs below, these will need to be added to [redacted].

Get Outlook for Android

From: Snowden, Mike
Sent: Thursday, July 26, 2018 10:42:06 AM
To: Pitts, Charles L.
Subject: OVR IPs

[redacted]

Mike Snowden
Systems Programmer – FVRS – Bureau of Departmental Information Systems
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
Telephone: (850) 245-6181
Cell: (850) 868-1174
E-mail: Mike.Snowden@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:04 PM
To: 'BarbaraPeacock@flhsmv.gov'
Cc: Brown, Toshia; Modrow, Janet
Subject: FW: HSMV Record Inquiry - Stephens

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

Barbara,

Can you call me on the below? This individual completed an OVR transaction but since the wrong signature image was associated with the DL we did not receive the correct image. Is there something that can be done?

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:02 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Cc: 'Welborn, Allison' <AllisonWelborn@flhsmv.gov>; 'Todd, Deborah' <DeborahTodd@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 4:17 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

AMERICAN OVERSIGHT

I see that one signature was removed but there are two signatures for a Jessica Stephens that are still showing.

The DL belongs to a Cody Stephens.

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: Cooper, Regina [mailto:ReginaCooper@flhsmv.gov]
Sent: Tuesday, July 24, 2018 2:43 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated.

From: Cooper, Regina **On Behalf Of** CombineRecords
Sent: Tuesday, July 24, 2018 2:05 PM
To: 'Marconnet, Amber' <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Welborn, Allison (AllisonWelborn@flhsmv.gov) <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan (BryanHall@flhsmv.gov) <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated

---

From: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Sent: Tuesday, July 24, 2018 12:36 PM
To: CombineRecords <CombineRecords@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: HSMV Record Inquiry - Stephens

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

To Whom It May Concern:

There is a wrong signature image associated with Valid DL: [redacted]

Thank you,

AMERICAN OVERSIGHT

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:25 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com)
Cc: Brown, Toshia; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com)
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Can you look via voter focus and I'll look at the database? Two sets of eyes are better than one.

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

From: Underwood, Wes H.
Sent: Friday, July 27, 2018 1:22 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Please see if we can see anything. I do not see this as specifically OVR…

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Fugett, David A.
Sent: Friday, July 27, 2018 1:06 PM
To: Myrna Perez <perezm@brennan.law.nyu.edu>
Cc: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>; Edwards, Candice D. <Candice.Edwards@dos.myflorida.com>; Dyer, Jesse C. <Jesse.Dyer@dos.myflorida.com>
Subject: RE: Another voter w/ problems with elections site, dated July 26th

Very good. Thanks for bringing this to our attention and we will see what we can do.

Thanks again.

D. Fugett

AMERICAN OVERSIGHT

From: Myrna Perez [mailto:perezm@brennan.law.nyu.edu]
Sent: Friday, July 27, 2018 1:03 PM
To: Fugett, David A. <David.Fugett@dos.myflorida.com>
Subject: Another voter w/ problems with elections site, dated July 26th

David, I hope you are well. Another voter reached out to us. Patty said you could reach out.

On **Thu, Jul 26, 2018** at 9:11 AM, JANEL DANIELS <cheercheer2@comcast.net> wrote:

> Hello,
>
> I have been a voter is Miami Dade County since 1980. I currently live in the Cutler Bay. I noticed a few months ago the City of Cutler Bay sent ballots out by mail. Everyone in my household received a ballot but not me. I thought perhaps it was lost in the mail. I did not follow-up.
>
> Yesterday, I tried to check my voter's registration status on Miami Dade Election's webpage, using name, date of birth and house number address and it said there was no registration. I thought I had somehow got purge, so yesterday I registered(online) again to vote.
>
> Later that evening I checked the **Florida Division of Elections** webpage because they also have a voter's status option, I entered my name and date of birth and it showed me, Janel Cherry Daniels, registered in Jacksonville (Duval) with an address on Cleveland Road. I have never resided in Duval County.
>
> I had to wait until this morning to call Miami Dade County. I explained everything to them, as best as I could. She (Claudia) consulted a supervisor, They are not sure why Duval county had me there, although she said Duval shows pulling my information and then said the supervisor had to "unlock" it, they said it may have been an error with one of the Election's department and hopefully not a more nefarious act
>
> .
>
> Anyway, they said they corrected the problem. However, they said they were not mailing me a new card, even though I requested one. I advised them to show me voting in-person. Also, my previous polling place is no longer there (the church has been torn down) and a card will let me know the exact polling place and the districts that I'm in (congressional, state and local). So I really would appreciate a card, even though I know to use my driver's license as ID.
>
> I just checked online the Miami Dade county election's webpage and I am still not there. Perhaps it takes a few hours for the computer system to update. I do not know, but I am very concerned.

AMERICAN OVERSIGHT

Please contact me via email or you can call me at 305-720-1521. I will be waiting for a response. I take this very seriously and feel it's my civic duty and a right to vote. I prefer not to take this to my elected official's attention.

Regards,

Janel Cherry Daniels

Janel

Patti Brigham
President, LWV of Florida
407-797-2562

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 6:10 PM
To: Maynor, Walter S. "Scott"
Cc: Brown, George; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com)
Subject: FW: IMPORTANT - OVR issue

Scott,

Would you like to respond?

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

From: Vicki Cannon [mailto:vcannon@votenassau.com]
Sent: Wednesday, July 25, 2018 4:06 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Wilcox, Wesley <wwilcox@votemarion.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Cannon, Vicki P. <vcannon@votenassau.com>; Shubert, Brenda T. <bshubert@votenassau.com>
Subject: FW: IMPORTANT - OVR issue
Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

Please see the following email regarding OVR. It was suggested by VR Systems that we send the information to you. Please let us know if you have questions or need additional information. Have a wonderful day!

Vicki P. Cannon
Supervisor of Elections of Nassau County
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
vcannon@votenassau.com | www.votenassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) to this entity. Instead, please contact this office by phone or in writing.

AMERICAN OVERSIGHT

From: Brenda Shubert
Sent: Wednesday, July 25, 2018 3:35 PM
To: Vicki Cannon
Subject: IMPORTANT - OVR issue
Importance: High

Vicki –

Four of our staff members have completed an online voter registration application to update or request a VIC. One was completed on July 24th at 4:16 p.m. The other three were done today, July 25th at 8:26 am, 12:24 pm and 2:19 pm. None of those records have appeared in our suspense queue. The OVR FAQs that came out last year indicated that the record would appear in our suspense queue immediately.

Due to the issues Marion County SOE has advised us on recently, I asked our IT Director & Director of Elections to check if there were any issues with our server, NOTES messages, etc. as to why these were not appearing in our queue. They advised they could not see any server issues so they reached out to VR Systems and they reported nothing unusual on their end.

VR Systems advised us to reach out to Janet Modrow, with the DOS at 850.245.6232 to see if there was a "bottleneck" issue between OVR and FVRS. Passing this on to you.

Thank you,

Brenda T. Shubert, MFCEP
Voter Registration Coordinator

Vicki P. Cannon, Supervisor of Elections
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
bshubert@votenassau.com | website: www.VoteNassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) to this entity. Instead, please contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Vicki Cannon <vcannon@votenassau.com>
Sent: Wednesday, July 25, 2018 4:06 PM
To: Modrow, Janet
Cc: Wilcox, Wesley; Matthews, Maria I.; Cannon, Vicki P.; Shubert, Brenda T.
Subject: FW: IMPORTANT - OVR issue

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

Please see the following email regarding OVR. It was suggested by VR Systems that we send the information to you. Please let us know if you have questions or need additional information. Have a wonderful day!

Vicki P. Cannon
Supervisor of Elections of Nassau County
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
vcannon@votenassau.com | www.votenassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) to this entity. Instead, please contact this office by phone or in writing.

From: Brenda Shubert
Sent: Wednesday, July 25, 2018 3:35 PM
To: Vicki Cannon
Subject: IMPORTANT - OVR issue
Importance: High

Vicki –

Four of our staff members have completed an online voter registration application to update or request a VIC. One was completed on July 24th at 4:16 p.m. The other three were done today, July 25th at 8:26 am, 12:24 pm and 2:19 pm. None of those records have appeared in our suspense queue. The OVR FAQs that came out last year indicated that the record would appear in our suspense queue immediately.

Due to the issues Marion County SOE has advised us on recently, I asked our IT Director & Director of Elections to check if there were any issues with our server, NOTES messages, etc. as to why these were not appearing in our queue. They advised they could not see any server issues so they reached out to VR Systems and they reported nothing unusual on their end.

VR Systems advised us to reach out to Janet Modrow, with the DOS at 850.245.6232 to see if there was a "bottleneck" issue between OVR and FVRS. Passing this on to you.

Thank you,
Brenda T. Shubert, MFCEP
Voter Registration Coordinator

AMERICAN OVERSIGHT

Vicki P. Cannon, Supervisor of Elections
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
bshubert@votenassau.com | website: www.VoteNassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) to this entity. Instead, please contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 6:11 PM
To: Maynor, Walter S. "Scott"
Cc: Brown, George; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com)
Subject: FW: OVR and Suspense

FYI

***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

From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Wednesday, July 25, 2018 3:40 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Zayas, Laura <Laura.zayas@votecitrus.com>; Gunsteens, Tim <tim.gunsteens@votecitrus.com>
Subject: OVR and Suspense

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

I know some OVR problems are being worked on. It appears that the OVR is working however we have not had any OVR submissions show up in our Suspense today.

Do you know why this is happening? Are you working on something that would hold up the Suspense?

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

AMERICAN OVERSIGHT

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 18, 2018 2:14 PM
To: 'BarbaraPeacock@flhsmv.gov'
Cc: Matthews, Maria I.; Modrow, Janet; Brown, Toshia; Brown, George; Talabi, Steve
Subject: FW: OVR Inquiry 7/17/2018

Hi Barbara,

Please see the below. It doesn't appear the OVR transaction you tried yesterday passed verification.

Can you provide a screenshot of the page you receive after going through the verification part of OVR?

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: Talabi, Steve
Sent: Wednesday, July 18, 2018 11:57 AM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber/Toshia,

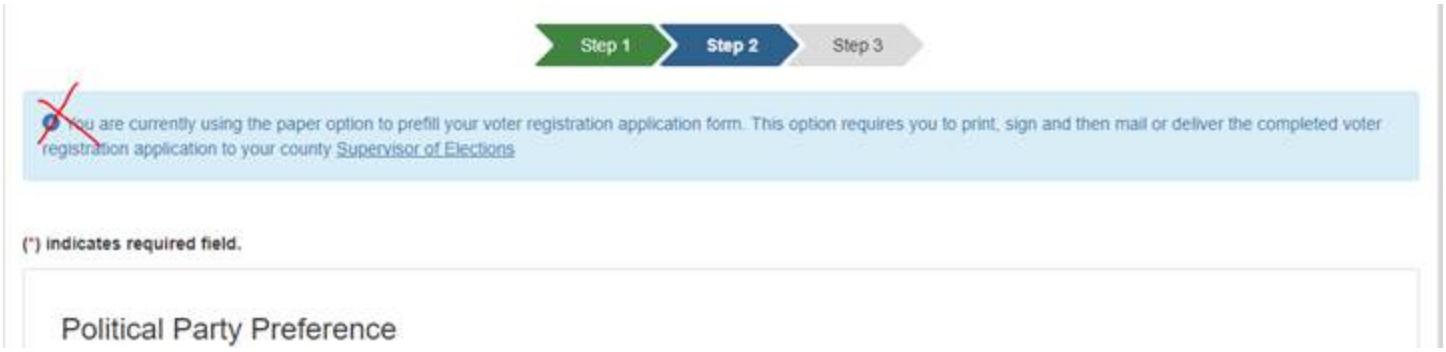
As discussed earlier today, our records indicate that Barbara made two attempts to validate Jason's information through OVR, however, the two attempts failed HSMV verification.

1st attempt @ 07/17/2018 5:00pm
- Request to replace card
- Failed HSMV verification
- User exited @ 5:03pm

2nd attempt @ 07/17/2018 5:08pm
- Request to replace card
- Failed HSMV verification
- Session Timed-out @ 5:28pm

Kindly have her verify it truly validated and displayed the registration detail page (step 2) without the paper application notification (see screenshot below).

AMERICAN OVERSIGHT



Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Brown, Toshia
Sent: Tuesday, July 17, 2018 9:14 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: OVR Inquiry 7/17/2018

Steve,

Please make this research priority and advise of your findings.

Thanks.

Sent from my iPhone

On Jul 17, 2018, at 5:15 PM, Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com> wrote:

> Hi Steve,
>
> Something definitely appears to not be working as it should.
>
> Barbara at HSMV was able to validate an OVR transaction with Jason Merrick's information.
>
> We are not able to do so and keep getting the same message:
> <image003.jpg>
>
> Can someone look into this?

AMERICAN OVERSIGHT

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 20, 2018 9:08 AM
To: Talabi, Steve; Swamy, Karthi R.
Cc: Brown, George; Maynor, Walter S. "Scott"; Pitts, Charles L.; Brown, Toshia; Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com)
Subject: FW: Problem with OVR

Steve and Karthi,

I wasn't sure if this email was forwarded to you. Any idea what is going on here?

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: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>
Subject: RE: Problem with OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

AMERICAN OVERSIGHT

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Monday, July 30, 2018 10:17 AM
To: Matthews, Maria I.; Modrow, Janet
Subject: FW: Suspense Happenings/Issues

Please see the below. Janet, please call me on the below email.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Thomas James <TJ@leoncountyfl.gov>
Sent: Monday, July 30, 2018 10:07 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Re: Suspense Happenings/Issues

GM Toshia & Amber,

Are these 600 FVRA's we receive in our suspense queue from active users over the weekend or were some of them left overs from last week?

TJ
>>> Karen Williams 7/30/2018 8:14 AM >>>
Hundreds of Suspense Applications came in over the weekend. Most of them look to be OVR, have be heard of anymore issues happening with OVR or Suspense?

We had about 186 delivered at one time on Thursday and today when we got in there were 676....

Please advise if you have heard of anything or can find out what's happening.

Karen A. Williams, CERA
Voter Services Manager
Supervisor of Elections, Leon County

Physical Address:
2990-1 Apalachee Parkway

AMERICAN OVERSIGHT

Tallahassee, FL 32301

Mailing Address:
P.O. Box 7357
Tallahassee, FL 32314-7357

Phone: (850) 606-VOTE(8683)
Fax: (850) 606-8601

Email: WilliamsK@leoncountyfl.gov
Site: www.LeonVotes.org

CONFIDENTIALITY NOTICE: This message and any attachments are for the sole use of the intended recipient(s) and may contain confidential and privileged information that is exempt from public disclosure. Any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this message in error please contact the sender (by phone
or reply by electronic mail) and then destroy all copies of the original message.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet
Cc: Brown, Toshia
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <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

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

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

*** 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.

AMERICAN OVERSIGHT

Swain, Margaret A.

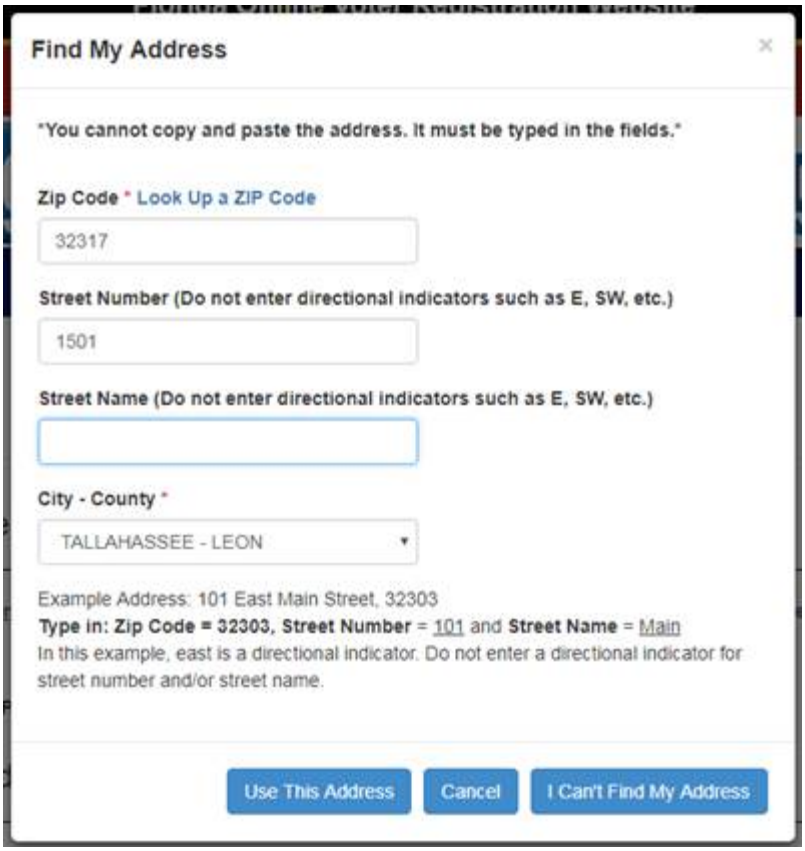
From: Thomas James <TJ@leoncountyfl.gov>
Sent: Tuesday, July 24, 2018 10:10 AM
To: Modrow, Janet; Thompson, Leila M.; Brown, Toshia
Cc: James, Thomas "TJ"; support@vrsystems.com
Subject: Fwd: RE: online voter registration
Attachments: IMAGE.jpeg

EMAIL RECEIVED FROM EXTERNAL SOURCE

We are experiencing some issues with OVR and the address validation process.
See attached email with a screeshot
>>> Stephen Usztok 7/24/2018 9:34 AM >>>
TJ: the gentleman replied with a screen shot of the issue he's experiencing.
>>> Walt Dobbins <Walt.Dobbins@myfuelmaster.com> 7/24/2018 9:18 AM >>>
[**Caution:** This email originates outside the Leon County network. Do not click links or open attachments unless you were expecting the email. If unsure, contact your supervisor.]

It's not my job to test your code.

The address form temporarily locks up when you put in the zip code.
After filling out this problematic form, it erases the street name entry when you try to click "use this address".



AMERICAN OVERSIGHT

From: Stephen Usztok [mailto:UsztokS@leoncountyfl.gov]
Sent: Tuesday, July 24, 2018 9:08 AM
To: Walt Dobbins <Walt.Dobbins@myfuelmaster.com>
Cc: Karen Williams <WilliamsK@leoncountyfl.gov>
Subject: Re: online voter registration

Good morning,

Thank you for your email notifying our office of the error you encountered with the system. I will share it with our webmaster and tech team for trouble shooting.

If you can provide a more specific description of your error or screen shots, additional information may help them resolve the issue more quickly.

Please let me know if you have any questions, or if I can help further.

Respectfully,
>>> Walt Dobbins <Walt.Dobbins@myfuelmaster.com> 7/24/2018 8:37 AM >>>
[**Caution:** This email originates outside the Leon County network. Do not click links or open attachments unless you were expecting the email. If unsure, contact your supervisor.]

Your online voter registration doesn't work.
You can't put in the street address.
Don't you test your code before you deploy it?



Walt Dobbins
Firmware Engineer

800-888-9136 x 1432 | f 850-877-9327
100 Four Points Way | Tallahassee FL 32305

MYFUELMASTER.COM

Stephen Usztok
Voter Services Specialist II
Supervisor of Elections - Leon County

Physical Address: 2990-1 Apalachee Parkway, Tallahassee FL 32301
Mailing Address: PO Box 7357, Tallahassee FL 32314-7357
Phone: (850)606-8683
Fax: (850)606-8601
Email: vote@leoncountyfl.gov

AMERICAN OVERSIGHT

Website: www.LeonVotes.org

Facebook: https://www.facebook.com/LeonVotes/
Twitter: https://twitter.com/leonvotes

CONFIDENTIALITY NOTICE: This message and any attachments are for the sole use of the intended recipient(s) and may contain confidential and privileged information that is exempt from public disclosure. Any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this message in error please contact the sender (by phone or reply by electronic mail) and then destroy all copies of the original message.

Find My Address

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

Zip Code * Look Up a ZIP Code

32317

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

1501

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.

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000434

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

Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

VID 125798255 processed 06/25/2018
VID 125806710 processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:04 PM
To: 'BarbaraPeacock@flhsmv.gov'
Cc: Brown, Toshia; Modrow, Janet
Subject: FW: HSMV Record Inquiry - Stephens

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

Barbara,

Can you call me on the below? This individual completed an OVR transaction but since the wrong signature image was associated with the DL we did not receive the correct image. Is there something that can be done?

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:02 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Cc: 'Welborn, Allison' <AllisonWelborn@flhsmv.gov>; 'Todd, Deborah' <DeborahTodd@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 4:17 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

AMERICAN OVERSIGHT

I see that one signature was removed but there are two signatures for a Jessica Stephens that are still showing.

The DL belongs to a Cody Stephens.

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: Cooper, Regina [mailto:ReginaCooper@flhsmv.gov]
Sent: Tuesday, July 24, 2018 2:43 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated.

From: Cooper, Regina **On Behalf Of** CombineRecords
Sent: Tuesday, July 24, 2018 2:05 PM
To: 'Marconnet, Amber' <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Welborn, Allison (AllisonWelborn@flhsmv.gov) <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan (BryanHall@flhsmv.gov) <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated

---

From: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Sent: Tuesday, July 24, 2018 12:36 PM
To: CombineRecords <CombineRecords@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: HSMV Record Inquiry - Stephens

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

To Whom It May Concern:

There is a wrong signature image associated with Valid DL: [redacted]

Thank you,

AMERICAN OVERSIGHT

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Revell, Sarah W.
Sent: Saturday, July 21, 2018 11:18 AM
To: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.; Modrow, Janet
Subject: Need OVR info for statement

I need to prepare a statement for press. Can someone from IT pull the number of people who have used OVR to update an existing registration, submit a new voter registration application or use the paper print option since the site was launched?

I know on our website we have the number of new registered voters as a result of OVR but I need the bigger number that includes registration updates etc.

Sent from my iPhone

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Susan Gill <Susan.Gill@votecitrus.com>
Sent: Wednesday, July 25, 2018 3:40 PM
To: Modrow, Janet
Cc: Zayas, Laura; Gunsteens, Tim
Subject: OVR and Suspense

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

I know some OVR problems are being worked on. It appears that the OVR is working however we have not had any OVR submissions show up in our Suspense today.

Do you know why this is happening? Are you working on something that would hold up the Suspense?

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Jon Winchester <jon@logicworks.cc>
Sent: Friday, July 20, 2018 11:20 AM
To: Modrow, Janet
Cc: Marcus Crow
Subject: OVR Down

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi Janet,

Marcus from Sarasota just called me to ask if I knew anything about OVR being down. He says it is unresponsive. Is something going on?

Jon Winchester
561-795-7168

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Madrigal, Virgie; Callender, Brooke M.; Morley, Tiffany M.
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 11:00 AM
To: Brown, Toshia; Dunn, Ashley L.
Cc: Matthews, Maria I.; Marconnet, Amber; Brown, George; Maynor, Walter S. "Scott"
Subject: RE: FVRS IT Support Call 7/25/18
Attachments: ITSupportMeeting20180711.docx; ITSupportMeeting20180725.docx

Ashley,

Upon Toshia's approval, can you please send out the Meeting notes and Agenda for this afternoon's meeting?

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

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AGENDA

1. Review Meeting Notes from 6/20/18. Meeting on 6/27 was cancelled.
2. Websphere replacement – V9 rollout to production completed.
3. Incomplete/Unverified application Removal Update
    a. Vendor/County feedback on spreadsheets
    b. Removal will occur during Maintenance windows 7/20
4. Scanned Applications (July 8th tentative push to Production)
    a. HSMV test data update was pushed to pilot today 7/11
    b. Processing Matrix
5. Pilot [redacted] FTP server update
    a. Get [redacted]
    b. Key Pairs
6. SSN9 update
7. Open Floor

Participants:

Dept. of State	Here	Supervisor's Office	Here	FVRS IT Support	Here
Maria Matthews		Sup. Wilcox (MRN)	Yes	Jon Winchester	
Janet Modrow	Yes	Sue Elias (ORA)		VR - Wren Fowler	Yes
Toshia Brown	Yes	Terry Williams (SAR)		VR - Erik Schlorholtz	Yes
Amber Marconnet		Jeff Darter (PAL)		VR – Paul Stump	
Ashley Dunn				VR – Jaime	
Teri Giles	Yes			VR – Patrick Tully	
Lavanya Acharya	Yes				
Martin Vaughn	Yes				
Vilma Quant	Yes				

Meeting Notes:

1. Meeting Notes – no changes requested.
2. Websphere replacement (V9) rollout
3. Incomplete/Unverified removal
    a. VR found discrepancies with the lists. They will send findings to Janet.
    b. Discussion held regarding updates to incomplete applications from another incomplete application but combined they make a whole (ie merging applications).
    Questions: Is this allowed? What should the registration date be?
4. Scanned Applications
    a. Filename format was shortened.
    b. Some test data was pushed to Pilot for vendor testing.
    c. Processing of the [redacted] transaction must include the [redacted] to acknowledge the notification and a [redacted] to acknowledge retrieval of the files. A [redacted] will retrieve the file information.
    d. On 7/12 DOS requested HSMV to send more test records.
    e. HSMV rollout to production scheduled for 7/26.

Pilot Test Data	Sue (ORA)	Jon (PAL/SAR)	VR (64 counties)
Scanned Applications (2/9/18)	WIP	WIP	WIP

1. Pilot 2012 FTP server

AMERICAN OVERSIGHT

   a. 7/12 Update: DOS network team is creating a new URL [redacted] to point to the 2012 FTP server in [redacted])
   b. Vendors believe a new key pair should work.
2. SSN9 update
3. Open Floor

Action Item Log Pending:

Created	Action Detail	Status
10/16/17	Create a project plan / timeline for testing and implementing Websphere replacement and scanned application.	• 10/17 JM informed management of request.
12/13/17	Define procedural process for multiple application and out of sequence submittals	• Started discussion; implementation pushed back to 2019;
2/7/18	County procedures for handling OVR applications missing data fields previously provided. Vendor automation of process?	•
3/28/18	Vendor Modification Requests for management approval and prioritization: 1. Creating a new transaction to update the residential address and precinct fields. (3/28/18) 2. Compress the [redacted] files, (4/4/18)	•
3/28/18	Removal of Incomplete Application and Unverified application – create schedule and process.	•
4/18/18	Scanned application processing procedures – incorporated into rule?	•

Action Item Log Completed:

Created	Action Detail	Status
2/21/18	What text coding is used to create the hash? [redacted]	• Completed 2/28/18
2/7/18	Recommend mailing and former city in OVR be limited to 25 characters. This will prevent users from putting the city, state and zip in the field. This is critical for former address because the out of state notices are based on the state code.	• Submitted to OVR change control 2/14/18
1/31/18	Vendors to look at field size in local database	• Completed 2/7/18
1/24/18	Create process matrix for DMV scanned applications	• 1/31/18 completed
1/24/18	Create [redacted] transaction documentation	• 1/31/18 completed
1/24/18	Have test data in pilot by 2/9/18	• Completed 2/9/18
11/15/17	[redacted] vs [redacted] usage by Vendors	• Discussed 12/13
11/8/17	Check with Maria regarding reporting voter contact for VbM requests via the [redacted] transaction to update the last activitiy date.	• Completed 11/13 • [redacted] is sufficient to record the last activity date to any type of voter contact

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

10/30/17	Check with Maria regarding voter contact for VbM requests	• Completed 10/31 • Yes as a general type • Code: [redacted]
10/16/17	Set up meeting with HSMV to discuss having the opt-out applications culled out so the images are not sent but the information is put into the monthly declination file.	• 10/17 JM sent email to Desi at HSMV. • 11/7 – Meeting set for 11/15 1:00 – 2:00 pm
3/7/18	Vendors to research use of [redacted]	• 3/14/18 Sue & Jon reported it's used to fix date errors.
3/28/18	Provide voter ID's to vendors for Removed voters (due to list maintenance) with active applications	• Completed 4/4/18
		•

1. HSMV mail-in counts (Action Item from 10/9 meeting)

OfficeX06	Renewal
CY 2010	228,187
CY 2011	209,724
CY 2012	196,757
CY 2013	156,405
CY 2014	95,171
CY 2015	13,452
CY 2016	45,901
CY 20171015	101,988

2. Code Table Updates (established 1/31/18; update 4/21/18)

Code_Type	Code_Value	Description
[redacted]	[redacted]	Scanned Application Image Notification
[redacted]	[redacted]	Invalid Scan Status Code
[redacted]	[redacted]	Image not clear – cannot process
[redacted]	[redacted]	No application provided and no address update
[redacted]	[redacted]	Duplicate application – Sent Signature Update
[redacted]	[redacted]	Incomplete with No Data Change
[redacted]	[redacted]	Incomplete with Address change – send verification letter
[redacted]	[redacted]	Subsequent application processed after postmark date

3. HSMV Returned mail-in applications (4/18/18)

2018	Renewals Returned	Voter Application	Percent
January	13,130	1,739	13.24%
February	10,484	1,279	12.20%
March	12,235	1,568	12.81%

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/25/18 2:30 – 3:30 Pm)

AGENDA

1. Review Meeting Notes from 7/11/18. Meeting 7/18 was cancelled.
2. Incomplete/Unverified application Removal Update
    a. Vendor/County feedback on spreadsheets
    b. Removal will occur after General
3. Scanned Applications (July 26th tentative push to Production)
    a. HSMV test data update was pushed to pilot today 7/11
4. Pilot 2012 FTP server update
    a. Get [redacted] DOS network team is creating a new URL [redacted] to point to the [redacted] FTP server in [redacted]
    b. Key Pairs
5. SSN9 update
6. Open Floor

Participants:

Dept. of State	Here	Supervisor's Office	Here	FVRS IT Support	Here
Maria Matthews		Sup. Wilcox (MRN)		Jon Winchester	
Janet Modrow		Sue Elias (ORA)		VR - Wren Fowler	
Toshia Brown		Terry Williams (SAR)		VR - Erik Schlorholtz	
Amber Marconnet		Jeff Darter (PAL)		VR – Paul Stump	
Ashley Dunn				VR – Jaime	
Teri Giles				VR – Patrick Tully	
Lavanya Acharya					
Martin Vaughn					
Vilma Quant					

Meeting Notes:

1. Meeting Notes – no changes requested.
2. Websphere replacement (V9) rollout
3. Incomplete/Unverified removal
4. Scanned Applications

Pilot Test Data	Sue (ORA)	Jon (PAL/SAR)	VR (64 counties)
Scanned Applications (2/9/18)	WIP	WIP	WIP

2. Pilot 2012 FTP server
3. SSN9 update
4. Open Floor

Action Item Log Pending:

Created	Action Detail	Status
10/16/17	Create a project plan / timeline for testing and implementing Websphere replacement and scanned application.	• 10/17 JM informed management of request.

AMERICAN OVERSIGHT

12/13/17	Define procedural process for multiple application and out of sequence submittals	• Started discussion; implementation pushed back to 2019;
2/7/18	County procedures for handling OVR applications missing data fields previously provided. Vendor automation of process?	•
3/28/18	Vendor Modification Requests for management approval and prioritization: 1. Creating a new transaction to update the residential address and precinct fields. (3/28/18) 2. Compress the [redacted] files, (4/4/18)	•
3/28/18	Removal of Incomplete Application and Unverified application – create schedule and process.	•
4/18/18	Scanned application processing procedures – incorporated into rule?	•

Action Item Log Completed:

Created	Action Detail	Status
2/21/18	What text coding is used to create the hash? [redacted]	• Completed 2/28/18
2/7/18	Recommend mailing and former city in OVR be limited to 25 characters. This will prevent users from putting the city, state and zip in the field. This is critical for former address because the out of state notices are based on the state code.	• Submitted to OVR change control 2/14/18
1/31/18	Vendors to look at field size in local database	• Completed 2/7/18
1/24/18	Create process matrix for DMV scanned applications	• 1/31/18 completed
1/24/18	Create [redacted] transaction documentation	• 1/31/18 completed
1/24/18	Have test data in pilot by 2/9/18	• Completed 2/9/18
11/15/17	[redacted] vs [redacted] usage by Vendors	• Discussed 12/13
11/8/17	Check with Maria regarding reporting voter contact for VbM requests via the [redacted] transaction to update the last activitiy date.	• Completed 11/13 • [redacted] is sufficient to record the last activity date to any type of voter contact
10/30/17	Check with Maria regarding voter contact for VbM requests	• Completed 10/31 • Yes as a general type • Code: [redacted]
10/16/17	Set up meeting with HSMV to discuss having the opt-out applications culled out so the images are not sent but the information is put into the monthly declination file.	• 10/17 JM sent email to Desi at HSMV. • 11/7 – Meeting set for 11/15 1:00 – 2:00 pm
3/7/18	Vendors to research use of [redacted]	• 3/14/18 Sue & Jon reported it's used to fix date errors.
3/28/18	Provide voter ID's to vendors for Removed voters (due to list maintenance) with active applications	• Completed 4/4/18

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/25/18 2:30 – 3:30 Pm)

		•

1. HSMV mail-in counts (Action Item from 10/9 meeting)

OfficeX06	Renewal
CY 2010	228,187
CY 2011	209,724
CY 2012	196,757
CY 2013	156,405
CY 2014	95,171
CY 2015	13,452
CY 2016	45,901
CY 20171015	101,988

2. Code Table Updates (established 1/31/18; update 4/21/18)

Code_Type	Code_Value	Description
NTC	[redacted]	Scanned Application Image Notification
ERR	[redacted]	Invalid Scan Status Code
SAS	[redacted]	Image not clear – cannot process
SAS	[redacted]	No application provided and no address update
SAS	[redacted]	Duplicate application – Sent Signature Update
SAS	[redacted]	Incomplete with No Data Change
SAS	[redacted]	Incomplete with Address change – send verification letter
SAS	[redacted]	Subsequent application processed after postmark date

3. HSMV Returned mail-in applications (4/18/18)

2018	Renewals Returned	Voter Application	Percent
January	13,130	1,739	13.24%
February	10,484	1,279	12.20%
March	12,235	1,568	12.81%

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 27, 2018 1:49 PM
To: Modrow, Janet
Cc: Brown, Toshia; Matthews, Maria I.
Subject: RE: Another voter w/ problems with elections site, dated July 26th

I left a message for Arzada Haynes, Voter Reg Director in Duval regarding VID [redacted].

DUV moved the voter in from DAD on 12/7/2016. No app image available for that time.

The OVR transaction on 7/25/2018 moved her back to DAD.

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: Modrow, Janet
Sent: Friday, July 27, 2018 1:25 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Can you look via voter focus and I'll look at the database? Two sets of eyes are better than one.

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

From: Underwood, Wes H.
Sent: Friday, July 27, 2018 1:22 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Please see if we can see anything. I do not see this as specifically OVR…

AMERICAN OVERSIGHT

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Fugett, David A.
Sent: Friday, July 27, 2018 1:06 PM
To: Myrna Perez <perezm@brennan.law.nyu.edu>
Cc: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>; Edwards, Candice D. <Candice.Edwards@dos.myflorida.com>; Dyer, Jesse C. <Jesse.Dyer@dos.myflorida.com>
Subject: RE: Another voter w/ problems with elections site, dated July 26th

Very good. Thanks for bringing this to our attention and we will see what we can do.

Thanks again.

D. Fugett

From: Myrna Perez [mailto:perezm@brennan.law.nyu.edu]
Sent: Friday, July 27, 2018 1:03 PM
To: Fugett, David A. <David.Fugett@dos.myflorida.com>
Subject: Another voter w/ problems with elections site, dated July 26th

David, I hope you are well. Another voter reached out to us. Patty said you could reach out.

On **Thu, Jul 26, 2018** at 9:11 AM, JANEL DANIELS <cheercheer2@comcast.net> wrote:

> Hello,
>
> I have been a voter is Miami Dade County since 1980. I currently live in the Cutler Bay. I noticed a few months ago the City of Cutler Bay sent ballots out by mail. Everyone in my household received a ballot but not me. I thought perhaps it was lost in the mail. I did not follow-up.
>
> Yesterday, I tried to check my voter's registration status on Miami Dade Election's webpage, using name, date of birth and house number address and it said there was no registration. I thought I had somehow got purge, so yesterday I registered(online) again to vote.
>
> Later that evening I checked the **Florida Division of Elections** webpage because they also have a voter's status option, I entered my name and date of birth and it showed me, Janel Cherry Daniels, registered in Jacksonville (Duval) with an address on Cleveland Road. I have never resided in Duval County.

AMERICAN OVERSIGHT

I had to wait until this morning to call Miami Dade County. I explained everything to them, as best as I could. She (Claudia) consulted a supervisor, They are not sure why Duval county had me there, although she said Duval shows pulling my information and then said the supervisor had to "unlock" it, they said it may have been an error with one of the Election's department and hopefully not a more nefarious act

.

Anyway, they said they corrected the problem. However, they said they were not mailing me a new card, even though I requested one. I advised them to show me voting in-person. Also, my previous polling place is no longer there (the church has been torn down) and a card will let me know the exact polling place and the districts that I'm in (congressional, state and local). So I really would appreciate a card, even though I know to use my driver's license as ID.

I just checked online the Miami Dade county election's webpage and I am still not there. Perhaps it takes a few hours for the computer system to update. I do not know, but I am very concerned.

Please contact me via email or you can call me at 305-720-1521. I will be waiting for a response. I take this very seriously and feel it's my civic duty and a right to vote. I prefer not to take this to my elected official's attention.

Regards,

Janel Cherry Daniels

Janel

Patti Brigham
President, LWV of Florida
407-797-2562

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

AMERICAN OVERSIGHT

Swain, Margaret A.

Sent: Friday, July 27, 2018 1:49 PM
To: Underwood, Wes H.
Cc: Brown, George; Maynor, Walter S. "Scott"; Matthews, Maria I.
Subject: RE: Another voter w/ problems with elections site, dated July 26th

[redacted]

***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

From: Underwood, Wes H.
Sent: Friday, July 27, 2018 1:22 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Please see if we can see anything. I do not see this as specifically OVR…

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Fugett, David A.
Sent: Friday, July 27, 2018 1:06 PM
To: Myrna Perez <perezm@brennan.law.nyu.edu>
Cc: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>; Edwards, Candice D. <Candice.Edwards@dos.myflorida.com>; Dyer, Jesse C. <Jesse.Dyer@dos.myflorida.com>
Subject: RE: Another voter w/ problems with elections site, dated July 26th

AMERICAN OVERSIGHT

Very good. Thanks for bringing this to our attention and we will see what we can do.

Thanks again.

D. Fugett

From: Myrna Perez [mailto:perezm@brennan.law.nyu.edu]
Sent: Friday, July 27, 2018 1:03 PM
To: Fugett, David A. <David.Fugett@dos.myflorida.com>
Subject: Another voter w/ problems with elections site, dated July 26th

David, I hope you are well. Another voter reached out to us. Patty said you could reach out.

On **Thu, Jul 26, 2018** at 9:11 AM, JANEL DANIELS <cheercheer2@comcast.net> wrote:

> Hello,
>
> I have been a voter is Miami Dade County since 1980. I currently live in the Cutler Bay. I noticed a few months ago the City of Cutler Bay sent ballots out by mail. Everyone in my household received a ballot but not me. I thought perhaps it was lost in the mail. I did not follow-up.
>
> Yesterday, I tried to check my voter's registration status on Miami Dade Election's webpage, using name, date of birth and house number address and it said there was no registration. I thought I had somehow got purge, so yesterday I registered(online) again to vote.
>
> Later that evening I checked the **Florida Division of Elections** webpage because they also have a voter's status option, I entered my name and date of birth and it showed me, Janel Cherry Daniels, registered in Jacksonville (Duval) with an address on Cleveland Road. I have never resided in Duval County.
>
> I had to wait until this morning to call Miami Dade County. I explained everything to them, as best as I could. She (Claudia) consulted a supervisor, They are not sure why Duval county had me there, although she said Duval shows pulling my information and then said the supervisor had to "unlock" it, they said it may have been an error with one of the Election's department and hopefully not a more nefarious act
>
> .
>
> Anyway, they said they corrected the problem. However, they said they were not mailing me a new card, even though I requested one. I advised them to show me voting in-person. Also, my previous polling place is no longer there (the church has been torn down) and a card will let me know the exact polling place and the districts that I'm in (congressional, state and local). So I really would appreciate a card, even though I know to use my driver's license as ID.

AMERICAN OVERSIGHT

I just checked online the Miami Dade county election's webpage and I am still not there. Perhaps it takes a few hours for the computer system to update. I do not know, but I am very concerned.

Please contact me via email or you can call me at 305-720-1521. I will be waiting for a response. I take this very seriously and feel it's my civic duty and a right to vote. I prefer not to take this to my elected official's attention.

Regards,

Janel Cherry Daniels

Janel

Patti Brigham
President, LWV of Florida
407-797-2562

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, July 30, 2018 11:07 PM
To: Modrow, Janet
Cc: Brown, Toshia; Matthews, Maria I.
Subject: RE: Another voter w/ problems with elections site, dated July 26th

I have not heard back from DUV. I am going to email her.

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: Marconnet, Amber
Sent: Friday, July 27, 2018 1:49 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: RE: Another voter w/ problems with elections site, dated July 26th

I left a message for Arzada Haynes, Voter Reg Director in Duval regarding VID [redacted]

DUV moved the voter in from DAD on 12/7/2016. No app image available for that time.

The OVR transaction on 7/25/2018 moved her back to DAD.

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: Modrow, Janet
Sent: Friday, July 27, 2018 1:25 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Can you look via voter focus and I'll look at the database? Two sets of eyes are better than one.

Thanks,
***Janet Modrow*, PMP®**
Data Processing Manager, Administrative Services

AMERICAN OVERSIGHT

Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
(850)245-6232
janet.modrow@dos.myflorida.com

From: Underwood, Wes H.
Sent: Friday, July 27, 2018 1:22 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Subject: FW: Another voter w/ problems with elections site, dated July 26th

Please see if we can see anything. I do not see this as specifically OVR…

Wes Underwood, M.P.A., PMP®, CISA®
Deputy Secretary of State
Administrative Services, Corporations & Elections
Florida Department of State
Telephone: (850) 245-6599

From: Fugett, David A.
Sent: Friday, July 27, 2018 1:06 PM
To: Myrna Perez <perezm@brennan.law.nyu.edu>
Cc: Swain, Margaret A. <Margaret.Swain@dos.myflorida.com>; Edwards, Candice D. <Candice.Edwards@dos.myflorida.com>; Dyer, Jesse C. <Jesse.Dyer@dos.myflorida.com>
Subject: RE: Another voter w/ problems with elections site, dated July 26th

Very good. Thanks for bringing this to our attention and we will see what we can do.

Thanks again.

D. Fugett

From: Myrna Perez [mailto:perezm@brennan.law.nyu.edu]
Sent: Friday, July 27, 2018 1:03 PM
To: Fugett, David A. <David.Fugett@dos.myflorida.com>
Subject: Another voter w/ problems with elections site, dated July 26th

David, I hope you are well. Another voter reached out to us. Patty said you could reach out.

On **Thu, Jul 26, 2018** at 9:11 AM, JANEL DANIELS <cheercheer2@comcast.net> wrote:

> Hello,
>
> I have been a voter is Miami Dade County since 1980. I currently live in the Cutler Bay. I noticed a few months ago the City of Cutler Bay sent ballots out by mail. Everyone in my household received a ballot but not me. I thought perhaps it was lost in the mail. I did not follow-up.

AMERICAN OVERSIGHT

Yesterday, I tried to check my voter's registration status on Miami Dade Election's webpage, using name, date of birth and house number address and it said there was no registration. I thought I had somehow got purge, so yesterday I registered(online) again to vote.

Later that evening I checked the **Florida Division of Elections** webpage because they also have a voter's status option, I entered my name and date of birth and it showed me, Janel Cherry Daniels, registered in Jacksonville (Duval) with an address on Cleveland Road. I have never resided in Duval County.

I had to wait until this morning to call Miami Dade County. I explained everything to them, as best as I could. She (Claudia) consulted a supervisor, They are not sure why Duval county had me there, although she said Duval shows pulling my information and then said the supervisor had to "unlock" it, they said it may have been an error with one of the Election's department and hopefully not a more nefarious act

.

Anyway, they said they corrected the problem. However, they said they were not mailing me a new card, even though I requested one. I advised them to show me voting in-person. Also, my previous polling place is no longer there (the church has been torn down) and a card will let me know the exact polling place and the districts that I'm in (congressional, state and local). So I really would appreciate a card, even though I know to use my driver's license as ID.

I just checked online the Miami Dade county election's webpage and I am still not there. Perhaps it takes a few hours for the computer system to update. I do not know, but I am very concerned.

Please contact me via email or you can call me at 305-720-1521. I will be waiting for a response. I take this very seriously and feel it's my civic duty and a right to vote. I prefer not to take this to my elected official's attention.

Regards,

Janel Cherry Daniels

Janel

AMERICAN OVERSIGHT

Patti Brigham
President, LWV of Florida
407-797-2562

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 7:01 PM
To: Wells, Henry
Cc: Brown, Toshia; Modrow, Janet
Subject: RE: Attached Image
Attachments: Cody T Stephens.png

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

Mr. Wells,

HSMV corrected the signature issue with this particular DL record and provided the attached.

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: Henry Wells [mailto:hwells@mywakulla.com]
Sent: Tuesday, July 24, 2018 3:56 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Attached Image

Ms. Amber,

Thanks for the reply as I spoke with the voter and he informed me that he would register next year. I do not understand why he would not get it corrected and I ask him to complete a form to collect his signature then again he stated he would next year. I encouraged him to do so in order to vote this year.

Buddy Wells

From: Marconnet, Amber [mailto:Amber.Marconnet@DOS.MyFlorida.com]
Sent: Tuesday, July 24, 2018 3:28 PM
To: Henry Wells <hwells@mywakulla.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Attached Image

Mr. Wells,

That is the signature on file for the individual at HSMV. I have contacted HSMV regarding the signature image. What they normally do for these rare occurrences is reach out to the individual and have them come back into the DMV office

AMERICAN OVERSIGHT

to collect a new signature. You may want to have the individual update his signature for voter registration purposes by using a paper form.

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: Henry Wells [mailto:hwells@mywakulla.com]
Sent: Tuesday, July 24, 2018 1:14 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Attached Image

Ms. Amber, THANKS I spoke with the voter just a little bit ago and he said something to the fact that a lady signed his application. Do not understand how that can happen if it is not the person receiving the license or how that OVR would pull a signature that is not the person that has filed for license or voter application.

Thanks
Buddy Wells

From: Marconnet, Amber [mailto:Amber.Marconnet@DOS.MyFlorida.com]
Sent: Tuesday, July 24, 2018 12:34 PM
To: Henry Wells <hwells@mywakulla.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Attached Image

Mr. Wells,

That is the signature on file for the individual at HSMV. I will contact HSMV now regarding the signature.

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: Henry Wells [mailto:hwells@mywakulla.com]
Sent: Tuesday, July 24, 2018 11:22 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Attached Image

Ms. Amber,

AMERICAN OVERSIGHT

Good morning, please find attached a file that we received in suspense that has a signature different than the name of the voter. This application came thru OVR and we did not pull from suspense until we can have it corrected. Any help you can offer will be greatly appreciated and have a great day.

Thank You

Henry F. Wells : Buddy"
Fla. Cert., MFCEP,
Supervisor of Elections, Wakulla County

850-926-7575
hwells@mywakulla.com
www.wakullaelection.com

"Today's VOTE Equals Tomorrow's Future"

The Wakulla County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

This response is provided for reference only and does not constitute a formal legal opinion 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 an attorney to represent their interests before drawing any legal conclusions or relying upon the information provided.

From: Celina L. Greene
Sent: Tuesday, July 24, 2018 11:08 AM
To: Henry Wells <hwells@mywakulla.com>
Subject: FW: Attached Image

From: Henry Wells
Sent: Monday, July 24, 2017 12:07 PM
To: Celina L. Greene
Subject: Attached Image

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

AMERICAN OVERSIGHT


AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 10:49 AM
To: 'Peacock, Barbara'
Cc: Modrow, Janet; Brown, Toshia
Subject: RE: Cody T Stephens Signature
Attachments: FW: HSMV Record Inquiry - Stephens; Cody T Stephens.png

Janet,

Can you do anything with the signature Barbara attached? This is the signature for App record 125892168?

Attached is the history of this inquiry.

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: Peacock, Barbara [mailto:BarbaraPeacock@flhsmv.gov]
Sent: Wednesday, July 25, 2018 7:47 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: Cody T Stephens Signature

Amber, can you do anything with the signature image attached for Cody? Barb

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:04 PM
To: 'BarbaraPeacock@flhsmv.gov'
Cc: Brown, Toshia; Modrow, Janet
Subject: FW: HSMV Record Inquiry - Stephens

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

Barbara,

Can you call me on the below? This individual completed an OVR transaction but since the wrong signature image was associated with the DL we did not receive the correct image. Is there something that can be done?

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 5:02 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Cc: 'Welborn, Allison' <AllisonWelborn@flhsmv.gov>; 'Todd, Deborah' <DeborahTodd@flhsmv.gov>; 'Duhart, Stephanie' <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

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: Marconnet, Amber
Sent: Tuesday, July 24, 2018 4:17 PM
To: 'Cooper, Regina' <ReginaCooper@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: RE: HSMV Record Inquiry - Stephens

AMERICAN OVERSIGHT

I see that one signature was removed but there are two signatures for a Jessica Stephens that are still showing.

The DL belongs to a Cody Stephens.

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: Cooper, Regina [mailto:ReginaCooper@flhsmv.gov]
Sent: Tuesday, July 24, 2018 2:43 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated.

From: Cooper, Regina **On Behalf Of** CombineRecords
Sent: Tuesday, July 24, 2018 2:05 PM
To: 'Marconnet, Amber' <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Welborn, Allison (AllisonWelborn@flhsmv.gov) <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan (BryanHall@flhsmv.gov) <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>
Subject: FW: HSMV Record Inquiry - Stephens

Photo and Signature transaction has been successfully updated

---

From: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Sent: Tuesday, July 24, 2018 12:36 PM
To: CombineRecords <CombineRecords@flhsmv.gov>
Cc: Welborn, Allison <AllisonWelborn@flhsmv.gov>; Todd, Deborah <DeborahTodd@flhsmv.gov>; Hall, Bryan <BryanHall@flhsmv.gov>; Duhart, Stephanie <StephanieDuhart@flhsmv.gov>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: HSMV Record Inquiry - Stephens

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

To Whom It May Concern:

There is a wrong signature image associated with Valid DL: [redacted]

Thank you,

AMERICAN OVERSIGHT

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

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

AMERICAN OVERSIGHT


AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 27, 2018 3:57 PM
To: Peacock, Barbara
Cc: Tatilian, Desi; Modrow, Janet; Brown, Toshia
Subject: RE: ID card request to OVR

Barbara,

Can you call me? We have notes why the others didn't work.

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: Marconnet, Amber
Sent: Friday, July 27, 2018 3:36 PM
To: 'Peacock, Barbara' <BarbaraPeacock@flhsmv.gov>
Cc: Tatilian, Desi <DesiTatilian@flhsmv.gov>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: ID card request to OVR

Hi Barbara,

It worked! Thank you!

Can we use the below test info for further testing? Meaning – we didn't want you to deactivate the test data if at all possible.

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: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Sent: Friday, July 27, 2018 2:34 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>

AMERICAN OVERSIGHT

Cc: Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: FW: ID card request to OVR

Here is the test record we used for the ID card OVR – we were able to get the verification – try using this record and let me know if it works – Barb

Barbara Peacock, OMCM
Bureau of Issuance Oversight
Division of Motorist Services

850 617-3106

From: Abraham, Shibu (Contractor)
Sent: Friday, July 27, 2018 11:20 AM
To: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Cc: Shaver, Jeff (Contractor) <JeffShaver@flhsmv.gov>; Sidibe, Yeli (Contractor) <YeliSidibe@flhsmv.gov>; Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: ID card request to OVR

This is the request and response from OVR

Request

GET [redacted] HTTP/1.1
User-Agent: [redacted]
Authorization: [redacted]
Host: [redacted]

[redacted]

AMERICAN OVERSIGHT

[redacted]

The converted signature returned is as follows



Regards,
Shibu Abraham (Contractor)
Information Systems Administration
Florida Department of Highway Safety & Motor Vehicles
2900 Apalachee Parkway
Tallahassee, Florida 32399-0530

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 27, 2018 3:36 PM
To: Peacock, Barbara
Cc: Tatilian, Desi; Modrow, Janet; Brown, Toshia
Subject: RE: ID card request to OVR

Hi Barbara,

It worked! Thank you!

Can we use the below test info for further testing? Meaning – we didn't want you to deactivate the test data if at all possible.

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: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Sent: Friday, July 27, 2018 2:34 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: FW: ID card request to OVR

Here is the test record we used for the ID card OVR – we were able to get the verification – try using this record and let me know if it works – Barb

Barbara Peacock, OMCM
Bureau of Issuance Oversight
Division of Motorist Services

850 617-3106

From: Abraham, Shibu (Contractor)
Sent: Friday, July 27, 2018 11:20 AM
To: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Cc: Shaver, Jeff (Contractor) <JeffShaver@flhsmv.gov>; Sidibe, Yeli (Contractor) <YeliSidibe@flhsmv.gov>; Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: ID card request to OVR

This is the request and response from OVR

AMERICAN OVERSIGHT

Request

GET
[redacted]
HTTP/1.1
User-Agent: [redacted]
Authorization: [redacted]
Host: [redacted]

Response

[redacted]

The converted signature returned is as follows

[redacted]

AMERICAN OVERSIGHT

Regards,
Shibu Abraham (Contractor)
Information Systems Administration
Florida Department of Highway Safety & Motor Vehicles
2900 Apalachee Parkway
Tallahassee, Florida 32399-0530

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Sent: Monday, July 30, 2018 7:15 AM
To: Marconnet, Amber
Cc: Tatilian, Desi; Modrow, Janet; Brown, Toshia
Subject: RE: ID card request to OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

Yes, you can use this record anytime you need to test – this one was for you! Barb

Barbara Peacock, OMCM
Bureau of Issuance Oversight
Division of Motorist Services

850 617-3106

From: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Sent: Friday, July 27, 2018 3:36 PM
To: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Cc: Tatilian, Desi <DesiTatilian@flhsmv.gov>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: ID card request to OVR

Hi Barbara,

It worked! Thank you!

Can we use the below test info for further testing? Meaning – we didn't want you to deactivate the test data if at all possible.

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: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Sent: Friday, July 27, 2018 2:34 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: FW: ID card request to OVR

AMERICAN OVERSIGHT

Here is the test record we used for the ID card OVR – we were able to get the verification – try using this record and let me know if it works – Barb

Barbara Peacock, OMCM
Bureau of Issuance Oversight
Division of Motorist Services

850 617-3106

From: Abraham, Shibu (Contractor)
Sent: Friday, July 27, 2018 11:20 AM
To: Peacock, Barbara <BarbaraPeacock@flhsmv.gov>
Cc: Shaver, Jeff (Contractor) <JeffShaver@flhsmv.gov>; Sidibe, Yeli (Contractor) <YeliSidibe@flhsmv.gov>; Tatilian, Desi <DesiTatilian@flhsmv.gov>
Subject: ID card request to OVR

This is the request and response from OVR

Request

GET [redacted] HTTP/1.1
User-Agent: [redacted]
Authorization: [redacted]
Host: [redacted]

Response

[redacted]

AMERICAN OVERSIGHT

[redacted]

The converted signature returned is as follows



Regards,
Shibu Abraham (Contractor)
Information Systems Administration
Florida Department of Highway Safety & Motor Vehicles
2900 Apalachee Parkway
Tallahassee, Florida 32399-0530

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Tuesday, July 31, 2018 2:37 PM
To: Erik Schlorholtz
Cc: Fowler, Wren; Tully, Patrick; Paul Stump
Subject: RE: Large Images from DMV

Erik,

Are you referring to signature images coming from HSMV in the daily file or are you referring to OVR signature that are retrieved from HSMV?

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

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 12:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

We are running into application images from the DMV that are larger than the 200kb limit we put in place so that we never send too large of an application image to FVRS.

Can you advise us on what we should do to resolve this problem? Do you think the 200kb limit is still necessary and correctly sized?

My memory is that we put this check in to protect FVRS from severe broad scale performance problems.

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303

AMERICAN OVERSIGHT

Tel (850)668-2838
Fax (850)668-3193

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Erik Schlorholtz <eschlorholtz@vrsystems.com>
Sent: Tuesday, July 31, 2018 3:44 PM
To: Modrow, Janet
Cc: Fowler, Wren; Tully, Patrick; Paul Stump
Subject: Re: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Sorry, I'm referring to the application images coming from DMV through the new [redacted] notification.

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

On Tue, Jul 31, 2018 at 2:37 PM, Modrow, Janet <Janet.Modrow@dos.myflorida.com> wrote:

> Erik,
>
> Are you referring to signature images coming from HSMV in the daily file or are you referring to OVR signature that are retrieved from HSMV?
>
> 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

AMERICAN OVERSIGHT

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 12:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

We are running into application images from the DMV that are larger than the [redacted] we put in place so that we never [redacted] of an application image to FVRS.

Can you advise us on what we should do to resolve this problem? Do you think the [redacted] is still necessary and correctly sized?

My memory is that we put this check in to [redacted] broad scale performance problems.

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Tuesday, July 31, 2018 5:39 PM
To: Erik Schlorholtz
Cc: Fowler, Wren; Tully, Patrick; Paul Stump
Subject: RE: Large Images from DMV

One of the reasons we wanted test data from them so we could check that out. Part of the issue is probably due to the fact that they are scanning at 300 dpi. Can you please send me the image information for the one over [redacted]? Most of the ones I've looked at are under [redacted].

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

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 3:44 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Re: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Sorry, I'm referring to the application images coming from DMV through the new [redacted] notification.

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

On Tue, Jul 31, 2018 at 2:37 PM, Modrow, Janet <Janet.Modrow@dos.myflorida.com> wrote:

> Erik,

AMERICAN OVERSIGHT

Are you referring to signature images coming from HSMV in the daily file or are you referring to OVR signature that are retrieved from HSMV?

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

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 12:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

We are running into application images from the DMV that are larger than the [redacted] we put in place so that we never [redacted] of an application image to FVRS.

Can you advise us on what we should do to resolve this problem? Do you think the [redacted] is still necessary and correctly sized?

My memory is that we put this check in to [redacted] broad scale performance problems.

AMERICAN OVERSIGHT

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Erik Schlorholtz <eschlorholtz@vrsystems.com>
Sent: Tuesday, July 31, 2018 6:53 PM
To: Modrow, Janet
Cc: Fowler, Wren; Tully, Patrick; Paul Stump
Subject: Re: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Yep, I see a bunch of [redacted] files and below too. Then there are these outlier images that are closer to [redacted]. I've noticed images that are in color during our testing...

The oversized images I've seen so far are all from pilot LEO if that helps any.

These top two I lost the original file name, but still have the notification number. They are LEO files.

Byte Size - Notification Number

[redacted] 736936360
736936359

Byte Size - Original File Name - Notification Number

[redacted]

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

On Tue, Jul 31, 2018 at 5:39 PM, Modrow, Janet <Janet.Modrow@dos.myflorida.com> wrote:

> One of the reasons we wanted test data from them so we could check that out. Part of the issue is probably due to the fact that they are scanning at 300 dpi. Can you please send me the image information for the one over [redacted]? Most of the ones I've looked at are under [redacted].

AMERICAN OVERSIGHT

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

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 3:44 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Re: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Sorry, I'm referring to the application images coming from DMV through the new [redacted] notification.

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

On Tue, Jul 31, 2018 at 2:37 PM, Modrow, Janet <Janet.Modrow@dos.myflorida.com> wrote:

> Erik,

AMERICAN OVERSIGHT

Are you referring to signature images coming from HSMV in the daily file or are you referring to OVR signature that are retrieved from HSMV?

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

From: Erik Schlorholtz [mailto:eschlorholtz@vrsystems.com]
Sent: Tuesday, July 31, 2018 12:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Fowler, Wren <wfowler@vrsystems.com>; Tully, Patrick <ptully@vrsystems.com>; Paul Stump <pstump@vrsystems.com>
Subject: Large Images from DMV

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

We are running into application images from the DMV that are larger than the [redacted] we put in place so that we never [redacted] of an application image to FVRS.

Can you advise us on what we should do to resolve this problem? Do you think the [redacted] is still necessary and correctly sized?

My memory is that we put this check in to [redacted] broad scale performance problems.

AMERICAN OVERSIGHT

Erik Schlorholtz
Director of Development
VR Systems, Inc.
3773 Commonwealth Boulevard
Tallahassee, FL 32303
Tel (850)668-2838
Fax (850)668-3193

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:10 PM
To: Marconnet, Amber
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia
Subject: RE: Leon

Good question. Should they be denied for administrative error?

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

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

VID [redacted] processed 06/25/2018
VID [redacted] processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Friday, July 27, 2018 4:24 PM
To: Brown, Toshia; Modrow, Janet
Subject: RE: Leon

There is one more – VID [redacted]

Thanks,

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

From: Brown, Toshia
Sent: Friday, July 27, 2018 3:36 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Leon

I would delete the record due to it being a fictitious test record submitted by DHSMV.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Leon

Good question. Should they be denied for administrative error?

Thanks,
***Janet Modrow*, PMP®**
Data Processing Manager, Administrative Services
Florida Department of State

AMERICAN OVERSIGHT

R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
(850)245-6232
janet.modrow@dos.myflorida.com

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

VID [redacted] processed 06/25/2018
VID [redacted] processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Friday, July 27, 2018 3:36 PM
To: Modrow, Janet; Marconnet, Amber
Subject: RE: Leon

I would delete the record due to it being a fictitious test record submitted by DHSMV.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Leon

Good question. Should they be denied for administrative error?

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

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

AMERICAN OVERSIGHT

VID [redacted] processed 06/25/2018
VID [redacted] processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Sunday, July 29, 2018 3:00 PM
To: Modrow, Janet; Brown, Toshia
Subject: RE: Leon

Thank you Janet! Lol, that's right! ☺

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: Modrow, Janet
Sent: Friday, July 27, 2018 6:17 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Leon

I have deleted the following test voter application records:

125798255, 125806710, 125916209 (Miss Amber Moter Voter)

***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

From: Brown, Toshia
Sent: Friday, July 27, 2018 3:36 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Leon

I would delete the record due to it being a fictitious test record submitted by DHSMV.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street

AMERICAN OVERSIGHT

Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Leon

Good question. Should they be denied for administrative error?

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

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

VID [redacted] processed 06/25/2018
VID [redacted] processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 27, 2018 6:17 PM
To: Brown, Toshia; Marconnet, Amber
Subject: RE: Leon

I have deleted the following test voter application records:

125798255, 125806710, 125916209 (Miss Amber Moter Voter)

***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

From: Brown, Toshia
Sent: Friday, July 27, 2018 3:36 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: Leon

I would delete the record due to it being a fictitious test record submitted by DHSMV.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)
850.245.6291 (fax)

From: Modrow, Janet
Sent: Friday, July 27, 2018 1:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: Leon

Good question. Should they be denied for administrative error?

Thanks,
***Janet Modrow*, PMP®**
Data Processing Manager, Administrative Services

AMERICAN OVERSIGHT

Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250
(850)245-6232
janet.modrow@dos.myflorida.com

From: Marconnet, Amber
Sent: Friday, July 27, 2018 12:50 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: WilliamsK@leoncountyfl.gov; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Leon

Janet,

I received a call from Barbara Peacock at HSMV on the following suspense records in Leon.

Both of these were test cases that HSMV must have sent through OVR in June. Someone at the Leon SOE office called Barbara today and asked that they be removed from their suspense.

VID [redacted] processed 06/25/2018
VID [redacted] processed 06/27/2018

What should be the process for that? Should the SOE just deny the records? Or is there a way we can remove them completely?

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Saturday, July 21, 2018 11:31 AM
To: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.; Revell, Sarah W.
Subject: Re: Need OVR info for statement

Do you want the figures as of yesterday?

Get Outlook for Android

From: Revell, Sarah W.
Sent: Saturday, July 21, 11:18 AM
Subject: Need OVR info for statement
To: Brown, George, Underwood, Wes H., Kennedy, Jennifer L., Modrow, Janet

I need to prepare a statement for press. Can someone from IT pull the number of people who have used OVR to update an existing registration, submit a new voter registration application or use the paper print option since the site was launched? I know on our website we have the number of new registered voters as a result of OVR but I need the bigger number that includes registration updates etc. Sent from my iPhone The Department of State is committed to excellence. Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Revell, Sarah W.
Sent: Saturday, July 21, 2018 11:34 AM
To: Modrow, Janet
Cc: Brown, George; Underwood, Wes H.; Kennedy, Jennifer L.
Subject: Re: Need OVR info for statement

Yes that's fine!

Sent from my iPhone

On Jul 21, 2018, at 10:31 AM, Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com> wrote:

> Do you want the figures as of yesterday?
>
> Get Outlook for Android
>
> From: Revell, Sarah W.
> Sent: Saturday, July 21, 11:18 AM
> Subject: Need OVR info for statement
> To: Brown, George, Underwood, Wes H., Kennedy, Jennifer L., Modrow, Janet
>
> I need to prepare a statement for press. Can someone from IT pull the number of people who have used OVR to update an existing registration, submit a new voter registration application or use the paper print option since the site was launched? I know on our website we have the number of new registered voters as a result of OVR but I need the bigger number that includes registration updates etc. Sent from my iPhone The Department of State is committed to excellence. Please take our Customer Satisfaction Survey.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 20, 2018 11:43 AM
To: Jon Winchester
Cc: Marcus Crow
Subject: RE: OVR Down

Jon,

I'm currently out of the office but I do know that IT is looking into OVR.

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

From: Jon Winchester [mailto:jon@logicworks.cc]
Sent: Friday, July 20, 2018 11:20 AM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Marcus Crow <mcrow@sarasotavotes.com>
Subject: OVR Down

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi Janet,

Marcus from Sarasota just called me to ask if I knew anything about OVR being down. He says it is unresponsive. Is something going on?

Jon Winchester
561-795-7168

AMERICAN OVERSIGHT

Swain, Margaret A.

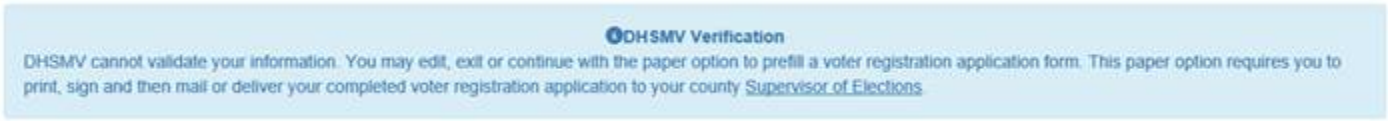
From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 5:15 PM
To: Madrigal, Virgie; Talabi, Steve
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; 'BarbaraPeacock@flhsmv.gov'
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Something definitely appears to not be working as it should.

Barbara at HSMV was able to validate an OVR transaction with Jason Merrick's information.

We are not able to do so and keep getting the same message:



Can someone look into this?

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: Madrigal, Virgie
Sent: Tuesday, July 17, 2018 4:53 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>; Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve:

Can you also check this one:

First name: Rumiya
Last name: Masagutova
12/24/1951
VID# [redacted]

AMERICAN OVERSIGHT

We received a couple of calls where the applicants stated that they were getting an "error" message. JC received an email about the error message as well, I have asked him to get more information from the applicant.

Thank you,

Virgie Madrigal
Operations and Management Consultant II
Division of Elections
Florida Department of State
☎ 850.245.6409
http://dos.myflorida.com/elections/

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 4:46 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

1. Matthew Rands
    - Indicated Record Update at 2018-07-17 2:11pm
    - Failed HSMV verification
    - User Exited

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

AMERICAN OVERSIGHT

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: 124296690

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

AMERICAN OVERSIGHT

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

AMERICAN OVERSIGHT

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

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

Swain, Margaret A.

From: Madrigal, Virgie
Sent: Tuesday, July 17, 2018 4:53 PM
To: Talabi, Steve; Marconnet, Amber
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Callender, Brooke M.; Morley, Tiffany M.; Pitts, Charles L.; Dunn, Ashley L.; Fishbough, John C.
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve:

Can you also check this one:

First name: Rumiya
Last name: Masagutova
12/24/1951
VID# [redacted]

We received a couple of calls where the applicants stated that they were getting an "error" message. JC received an email about the error message as well, I have asked him to get more information from the applicant.

Thank you,

Virgie Madrigal
Operations and Management Consultant II
Division of Elections
Florida Department of State
☎ 850.245.6409
http://dos.myflorida.com/elections/

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 4:46 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

1. Matthew Rands
    - Indicated Record Update at 2018-07-17 2:11pm
    - Failed HSMV verification
    - User Exited

Thanks

AMERICAN OVERSIGHT

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

AMERICAN OVERSIGHT

Thank you Steve!

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: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State

AMERICAN OVERSIGHT

R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

Thank you,

Amber Marconnet
Sr. Management Analyst Supervisor
Division of Elections, Bureau of Voter Registration Services
R.A. Gray Building, Room 316

AMERICAN OVERSIGHT

500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6224

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 4:46 PM
To: Marconnet, Amber
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Madrigal, Virgie; Callender, Brooke M.; Morley, Tiffany M.; Pitts, Charles L.; Dunn, Ashley L.
Subject: RE: OVR Inquiry 7/17/2018

Amber,

1. Matthew Rands
    - Indicated Record Update at 2018-07-17 2:11pm
    - Failed HSMV verification
    - User Exited

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

Thank you,

AMERICAN OVERSIGHT

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands

AMERICAN OVERSIGHT

Two activities

1st activity: 2018-07-17 11:04am

- Indicated record update
- Failed HSMV Verification
- 1 HMSV verification retry
- Session timed out

2nd activity: 2018-07-17 11:12am

- Indicated record update
- Failed HSMV Verification
- User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

AMERICAN OVERSIGHT

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM
To: Talabi, Steve
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Madrigal, Virgie; Callender, Brooke M.; Morley, Tiffany M.; Pitts, Charles L.; Dunn, Ashley L.
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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

AMERICAN OVERSIGHT

Tallahassee, Florida 32399
850.245.6224

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>

AMERICAN OVERSIGHT

Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

[redacted]

[redacted]

[redacted]

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Madrigal, Virgie; Callender, Brooke M.; Morley, Tiffany M.; Pitts, Charles L.; Dunn, Ashley L.
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
   - Indicated Record Update at 2018-07-17 11:36am
   - Passed HSMV verification
   - Timed-out

2. Matthew Rands
   - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
   - Indicated record update
   - Failed HSMV Verification
   - 1 HMSV verification retry
   - Session timed out

   2nd activity: 2018-07-17 11:12am
   - Indicated record update
   - Failed HSMV Verification

AMERICAN OVERSIGHT

- User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez

AMERICAN OVERSIGHT

DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber
Cc: Brown, Toshia; Modrow, Janet; Merrick, Jason; Payne, William R.; Madrigal, Virgie; Callender, Brooke M.; Morley, Tiffany M.; Pitts, Charles L.
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>;

AMERICAN OVERSIGHT

Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

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

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Brown, Toshia
Sent: Tuesday, July 17, 2018 9:14 PM
To: Talabi, Steve
Cc: Matthews, Maria I.; Marconnet, Amber; Modrow, Janet; Brown, George
Subject: Re: OVR Inquiry 7/17/2018

Steve,

Please make this research priority and advise of your findings.

Thanks.

Sent from my iPhone

On Jul 17, 2018, at 5:15 PM, Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com> wrote:

> Hi Steve,
>
> Something definitely appears to not be working as it should.
>
> Barbara at HSMV was able to validate an OVR transaction with Jason Merrick's information.
>
> We are not able to do so and keep getting the same message:
> <image003.jpg>
>
> Can someone look into this?
>
> 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: Madrigal, Virgie
Sent: Tuesday, July 17, 2018 4:53 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>; Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>
Subject: RE: OVR Inquiry 7/17/2018

AMERICAN OVERSIGHT

Hi Steve:

Can you also check this one:

First name: Rumiya
Last name: Masagutova
12/24/1951
VID# [redacted]

We received a couple of calls where the applicants stated that they were getting an "error" message. JC received an email about the error message as well, I have asked him to get more information from the applicant.

Thank you,

Virgie Madrigal
Operations and Management Consultant II
Division of Elections
Florida Department of State
☎ 850.245.6409
http://dos.myflorida.com/elections/

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 4:46 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

1. Matthew Rands
    - Indicated Record Update at 2018-07-17 2:11pm
    - Failed HSMV verification
    - User Exited

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

AMERICAN OVERSIGHT

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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

AMERICAN OVERSIGHT

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

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250

AMERICAN OVERSIGHT

Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

AMERICAN OVERSIGHT

850.245.6224

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Wednesday, July 18, 2018 11:57 AM
To: Brown, Toshia
Cc: Matthews, Maria I.; Marconnet, Amber; Modrow, Janet; Brown, George
Subject: RE: OVR Inquiry 7/17/2018

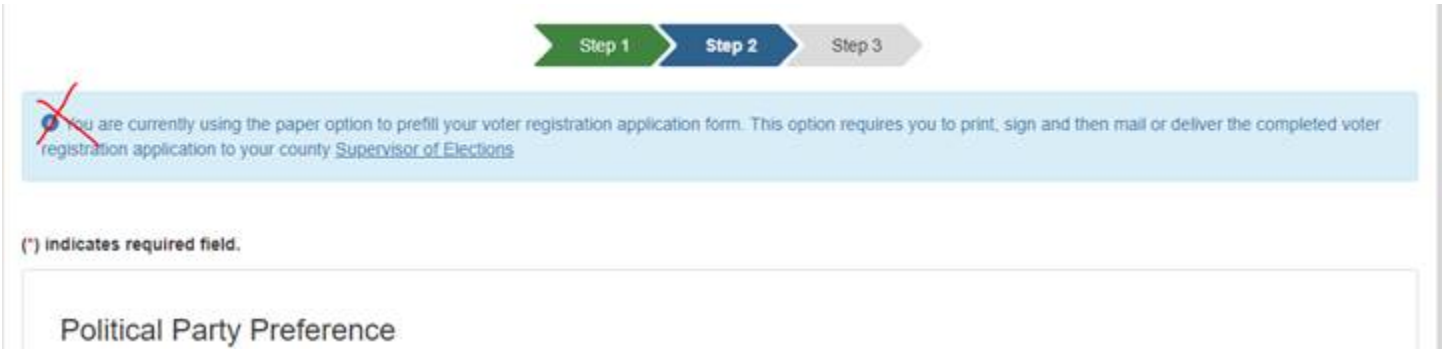
Amber/Toshia,

As discussed earlier today, our records indicate that Barbara made two attempts to validate Jason's information through OVR, however, the two attempts failed HSMV verification.

1st attempt @ 07/17/2018 5:00pm
- Request to replace card
- Failed HSMV verification
- User exited @ 5:03pm

2nd attempt @ 07/17/2018 5:08pm
- Request to replace card
- Failed HSMV verification
- Session Timed-out @ 5:28pm

Kindly have her verify it truly validated and displayed the registration detail page (step 2) without the paper application notification (see screenshot below).



Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

AMERICAN OVERSIGHT

From: Brown, Toshia
Sent: Tuesday, July 17, 2018 9:14 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Subject: Re: OVR Inquiry 7/17/2018

Steve,

Please make this research priority and advise of your findings.

Thanks.

Sent from my iPhone

On Jul 17, 2018, at 5:15 PM, Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com> wrote:

> Hi Steve,
>
> Something definitely appears to not be working as it should.
>
> Barbara at HSMV was able to validate an OVR transaction with Jason Merrick's information.
>
> We are not able to do so and keep getting the same message:
> <image003.jpg>
>
> Can someone look into this?
>
> 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: Madrigal, Virgie
Sent: Tuesday, July 17, 2018 4:53 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>; Fishbough, John C. <JC.Fishbough@DOS.MyFlorida.com>
Subject: RE: OVR Inquiry 7/17/2018

> Hi Steve:

AMERICAN OVERSIGHT

Can you also check this one:

First name: Rumiya
Last name: Masagutova
12/24/1951
VID# [redacted]

We received a couple of calls where the applicants stated that they were getting an "error" message. JC received an email about the error message as well, I have asked him to get more information from the applicant.

Thank you,

Virgie Madrigal
Operations and Management Consultant II
Division of Elections
Florida Department of State
☎ 850.245.6409
http://dos.myflorida.com/elections/

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 4:46 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

1. Matthew Rands
    - Indicated Record Update at 2018-07-17 2:11pm
    - Failed HSMV verification
    - User Exited

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 4:40 PM

AMERICAN OVERSIGHT

To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Hi Steve,

Can you check the below again:
First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

Ashley called all three individual and Mr. Rands stated he tried again while on the phone with her.

Daniel Joyal hung up on Ashley.
Ickebor Martinez was left a detail message on using OVR.

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: Marconnet, Amber
Sent: Tuesday, July 17, 2018 1:58 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Dunn, Ashley L. <Ashley.Dunn@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Thank you Steve!

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

AMERICAN OVERSIGHT

850.245.6224

From: Talabi, Steve
Sent: Tuesday, July 17, 2018 12:10 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR Inquiry 7/17/2018

Amber,

At this moment, we do not know of any HSMV issue.

1. Daniel Joyal
    - Indicated Record Update at 2018-07-17 11:36am
    - Passed HSMV verification
    - Timed-out

2. Matthew Rands
    - No record found

3. Ickebor Marinez Rands
   Two activities
   1st activity: 2018-07-17 11:04am
    - Indicated record update
    - Failed HSMV Verification
    - 1 HMSV verification retry
    - Session timed out

   2nd activity: 2018-07-17 11:12am
    - Indicated record update
    - Failed HSMV Verification
    - User exited

Please let me know if you have any questions.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

AMERICAN OVERSIGHT

From: Marconnet, Amber
Sent: Tuesday, July 17, 2018 11:35 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Merrick, Jason <Jason.Merrick@DOS.MyFlorida.com>; Payne, William R. <William.Payne@dos.myflorida.com>; Madrigal, Virgie <Virgie.Madrigal@DOS.MyFlorida.com>; Callender, Brooke M. <Brooke.Callender@dos.myflorida.com>; Morley, Tiffany M. <Tiffany.Morley@dos.myflorida.com>
Subject: OVR Inquiry 7/17/2018

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

Hi Steve,

We have had several calls/complaints regarding OVR today. We have had callers say they cannot get past the verification. Do you know if there has been an issue at HSMV today?

I tested with my information and was able to pass the validation fine. Jason Merrick was unable to pass the validation and I have left a message with Barbara Peacock at HSMV regarding his info not verifying.

Can you tell me if the following individuals tried to use OVR recently and it so what the outcome was:

First Name: Daniel
Last Name: Joyal
DOB: 07/29/1993
County of Residence: Pinellas
Currently registered VID is: [redacted]
Claims he wanted to make a party change

First Name: Matthew
Last Name: Rands
DOB: 07/05/1972
County of Residence: Pinellas
Currently registered VID is: [redacted]

First Name: Ickebor
Last Name: Martinez
DOB: 10/24/1981
County of Residence: Miami-Dade
Currently registered VID is: [redacted]

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

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:34 PM
To: Modrow, Janet
Cc: Brown, Toshia
Subject: RE: OVR Issue

Okay, that is what I was thinking but just wanted to be sure.

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: Modrow, Janet
Sent: Wednesday, July 25, 2018 6:32 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

They both processed yesterday. His got pushed through today.

***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:31 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Did they both process ones for today?

I see hers on 7/24 and his today 7/25 according to the audit but there may be something the SOE hasn't processed yet.

I saw this in the audit:

AMERICAN OVERSIGHT

Hers:

[redacted]	OVR	7/24/2018 8:21:48 AM	RB	[redacted]	R		Y	36

His:

[redacted]	OVR	7/25/2018 3:59:53 PM	RB	[redacted]	R		Y	36

Thanks,

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>,

AMERICAN OVERSIGHT

"WWilcox@VoteMarion.com" <WWilcox@VoteMarion.com>
Subject: RE: OVR Issue

Hey Amber,

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

Ross-Febles [redacted]
Febles, Jorge [redacted]

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

AMERICAN OVERSIGHT

Tallahassee, Florida 32399
850.245.6224

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

Please see below from STJ.

Thank you,

JC

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:31 PM
To: Modrow, Janet
Cc: Brown, Toshia
Subject: RE: OVR Issue

Did they both process ones for today?

I see hers on 7/24 and his today 7/25 according to the audit but there may be something the SOE hasn't processed yet.

I saw this in the audit:

Hers:

[redacted]	OVR	7/24/2018 8:21:48 AM	RB	[redacted]	R		Y	36

His:

[redacted]	OVR	7/25/2018 3:59:53 PM	RB	[redacted]	R		Y	36

Thanks,

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***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

AMERICAN OVERSIGHT

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <WWilcox@VoteMarion.com>
> **Subject: RE: OVR Issue**
>
> Hey Amber,
>
> Here you go. I included FVRS ID numbers too..
>
> [redacted]

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>;

AMERICAN OVERSIGHT

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)

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

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

*** 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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:58 PM
To: Modrow, Janet
Cc: Brown, Toshia
Subject: RE: OVR Issue

Great, thanks! I have responded to the county.

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: Modrow, Janet
Sent: Wednesday, July 25, 2018 6:32 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

They both processed yesterday. His got pushed through today.

***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:31 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Did they both process ones for today?

I see hers on 7/24 and his today 7/25 according to the audit but there may be something the SOE hasn't processed yet.

I saw this in the audit:

Hers:

AMERICAN OVERSIGHT

[redacted]	OVR	7/24/2018 8:21:48 AM	RB	[redacted]	R		Y	36

His:

[redacted]	OVR	7/25/2018 3:59:53 PM	RB	[redacted]	R		Y	36

Thanks,

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>,

AMERICAN OVERSIGHT

"WWilcox@VoteMarion.com" <WWilcox@VoteMarion.com>
Subject: RE: OVR Issue

Hey Amber,

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

Ross-Febles [redacted]
Febles, Jorge [redacted]

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

AMERICAN OVERSIGHT

Tallahassee, Florida 32399
850.245.6224

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

Please see below from STJ.

Thank you,

JC

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber
Cc: Brown, Toshia
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <WWilcox@VoteMarion.com>
> **Subject: RE: OVR Issue**
>
> Hey Amber,
>
> Here you go. I included FVRS ID numbers too..
>
> Ross-Febles [redacted]
> Febles, Jorge [redacted]

AMERICAN OVERSIGHT

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,

AMERICAN OVERSIGHT

JC

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

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

*** 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: Modrow, Janet
Sent: Wednesday, July 25, 2018 6:32 PM
To: Marconnet, Amber
Cc: Brown, Toshia
Subject: RE: OVR Issue

They both processed yesterday. His got pushed through today.

***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:31 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Did they both process ones for today?

I see hers on 7/24 and his today 7/25 according to the audit but there may be something the SOE hasn't processed yet.

I saw this in the audit:

Hers:

[redacted]	OVR	7/24/2018 8:21:48 AM	RB	[redacted]	R		Y	36

His:

[redacted]	OVR	7/25/2018 3:59:53 PM	RB	[redacted]	R		Y	36

Thanks,

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

AMERICAN OVERSIGHT

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <WWilcox@VoteMarion.com>
> **Subject: RE: OVR Issue**
>
> Hey Amber,
>
> Here you go. I included FVRS ID numbers too..
>
> Ross-Febles [redacted]
> Febles, Jorge [redacted]

Wayne E. Fusco - MFCEP

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

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

*** 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: Wesley Wilcox <WWilcox@VoteMarion.com>
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber; Brown, Toshia; Matthews, Maria I.
Cc: Lux, Paul; Modrow, Janet; Gill, Susan
Subject: RE: Problem with OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.

AMERICAN OVERSIGHT

4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.

AMERICAN OVERSIGHT

Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Wesley Wilcox <WWilcox@VoteMarion.com>
Sent: Friday, July 20, 2018 7:54 AM
To: Marconnet, Amber; Brown, Toshia; Matthews, Maria I.; Brown, George; Underwood, Wes H.
Cc: Lux, Paul; Modrow, Janet; Gill, Susan; Earley, Mark
Subject: RE: Problem with OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

Any word? I've since had a couple more, who have asked.

It appears that "something" is happening or not happening.

Regards,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Wesley Wilcox
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. (Maria.Matthews@DOS.MyFlorida.com) <Maria.Matthews@DOS.MyFlorida.com>
Cc: Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; 'Susan Gill' <Susan.Gill@votecitrus.com>
Subject: RE: Problem with OVR

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida

AMERICAN OVERSIGHT

PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue

AMERICAN OVERSIGHT

Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Wren Fowler <wfowler@vrsystems.com>
Sent: Tuesday, July 24, 2018 3:29 PM
To: Modrow, Janet
Cc: Branding, Jill; Elias, Sue; Trendy Harris; Marconnet, Amber; Brown, Toshia
Subject: Re: Seminole unable to close active application record
Attachments: SEM_112873244_FvrsLog_180724151910.txt

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

I've attached the logs for that voter.

Wren Fowler
Voter Focus Product Manager

3773 Commonwealth Blvd
Tallahassee, FL 32303
850-668-2838

On Tue, Jul 24, 2018 at 2:31 PM, Modrow, Janet <Janet.Modrow@dos.myflorida.com> wrote:

Wren,

Can you please send me the Seminole Voter Focus log entries for voter ID *112873244?*

[redacted]

AMERICAN OVERSIGHT

[redacted]

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

From: Sue Elias [mailto:Sue.Elias@ocfelections.com]
Sent: Tuesday, July 24, 2018 1:37 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Trendy Harris <Trendy.Harris@ocfelections.com>
Subject: Seminole unable to close active application record

EMAIL RECEIVED FROM EXTERNAL SOURCE

Janet,

We seem to have an issue suspending 3rd party address changes to VR counties. Here is an example.

AMERICAN OVERSIGHT

We suspended a record to Seminole as a 3rd party address change:



Seminole County processing results in both an update to the voter record and creation of an active application. They feel there is something we are not doing that causes them not to be able to close that application.

AMERICAN OVERSIGHT

Here are the 2 application records I see.

[redacted]

[redacted]

Can you please investigate what is causing the creation of the active application record. Have we neglected something on our [redacted] suspense to Seminole?

Thanks,

Sue

AMERICAN OVERSIGHT

Sue Elias

Director of Information Systems

Orange County Supervisor of Elections

119 W. Kaley Street

Orlando, Florida 32806

Direct Line: 407-254-6530

Orange County SOE: 407-836-2070

Fax: 407-254-6596

Disclaimer: Florida has a very broad public records law. As a result, any written communication created or received by the Orange County Supervisor of Elections Office will be made available to the public and media, upon request, unless otherwise exempt. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this office. Instead, contact our office by phone or in writing.

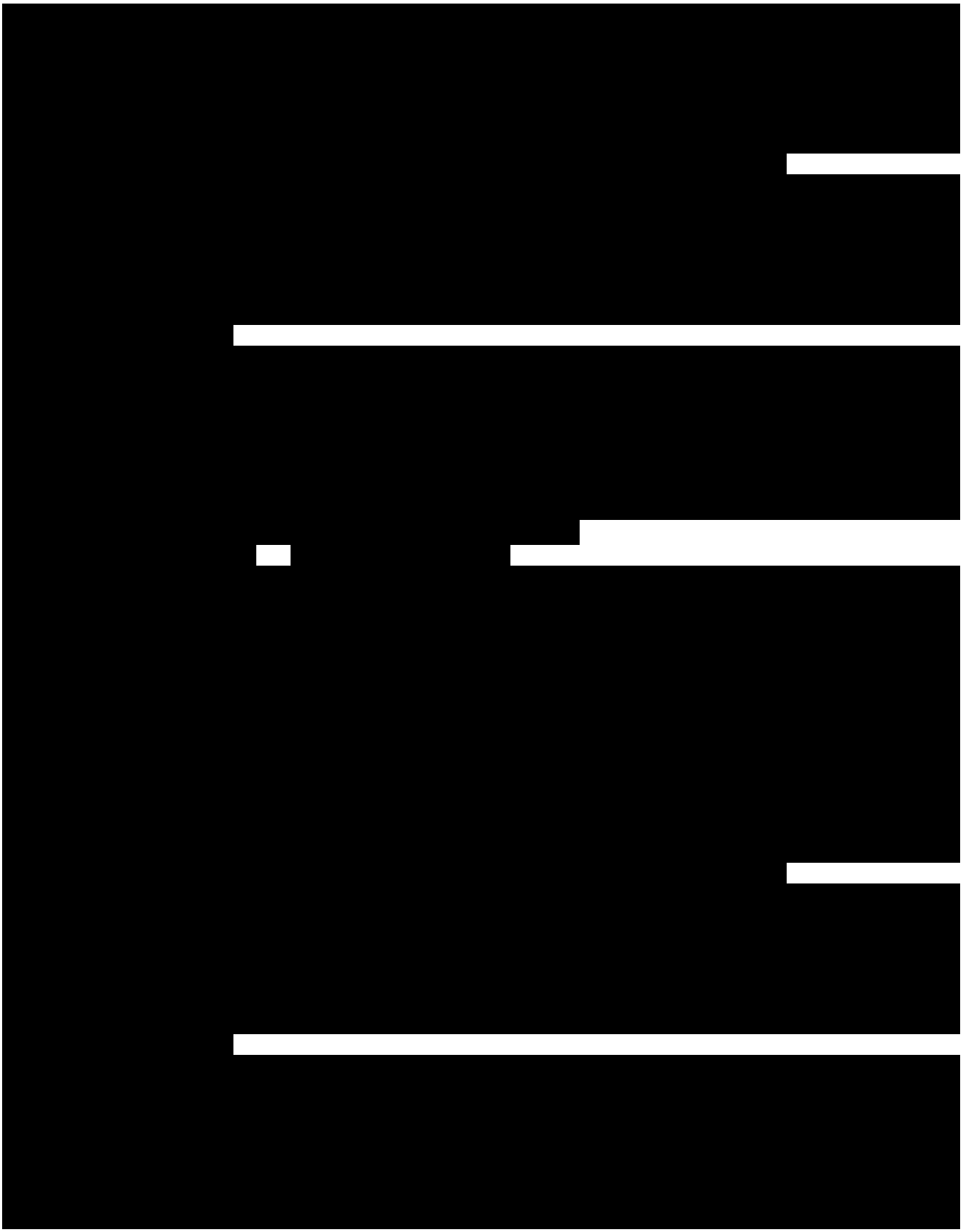
The Department of State is committed to excellence.
Please take our Customer Satisfaction Survey.



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



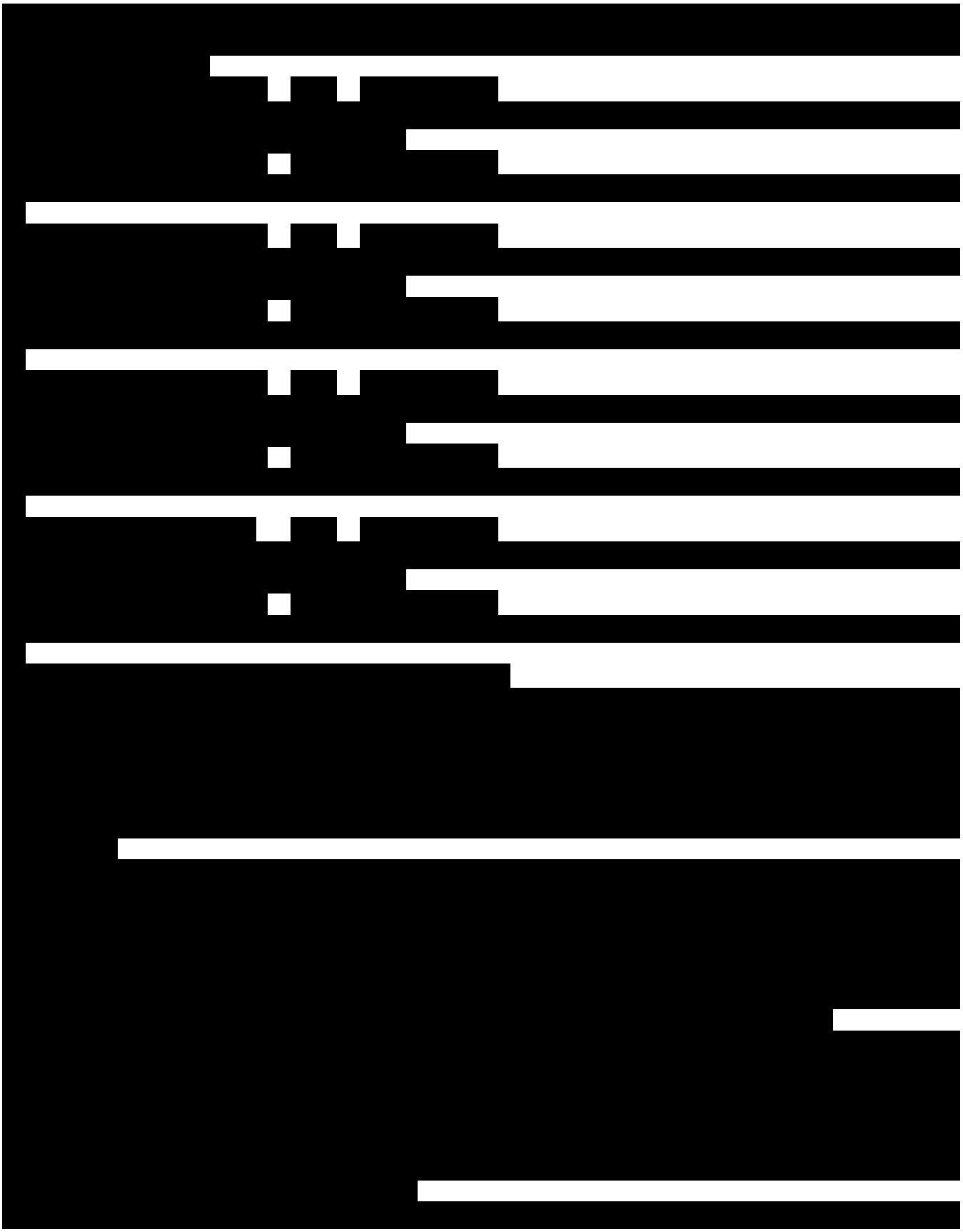
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



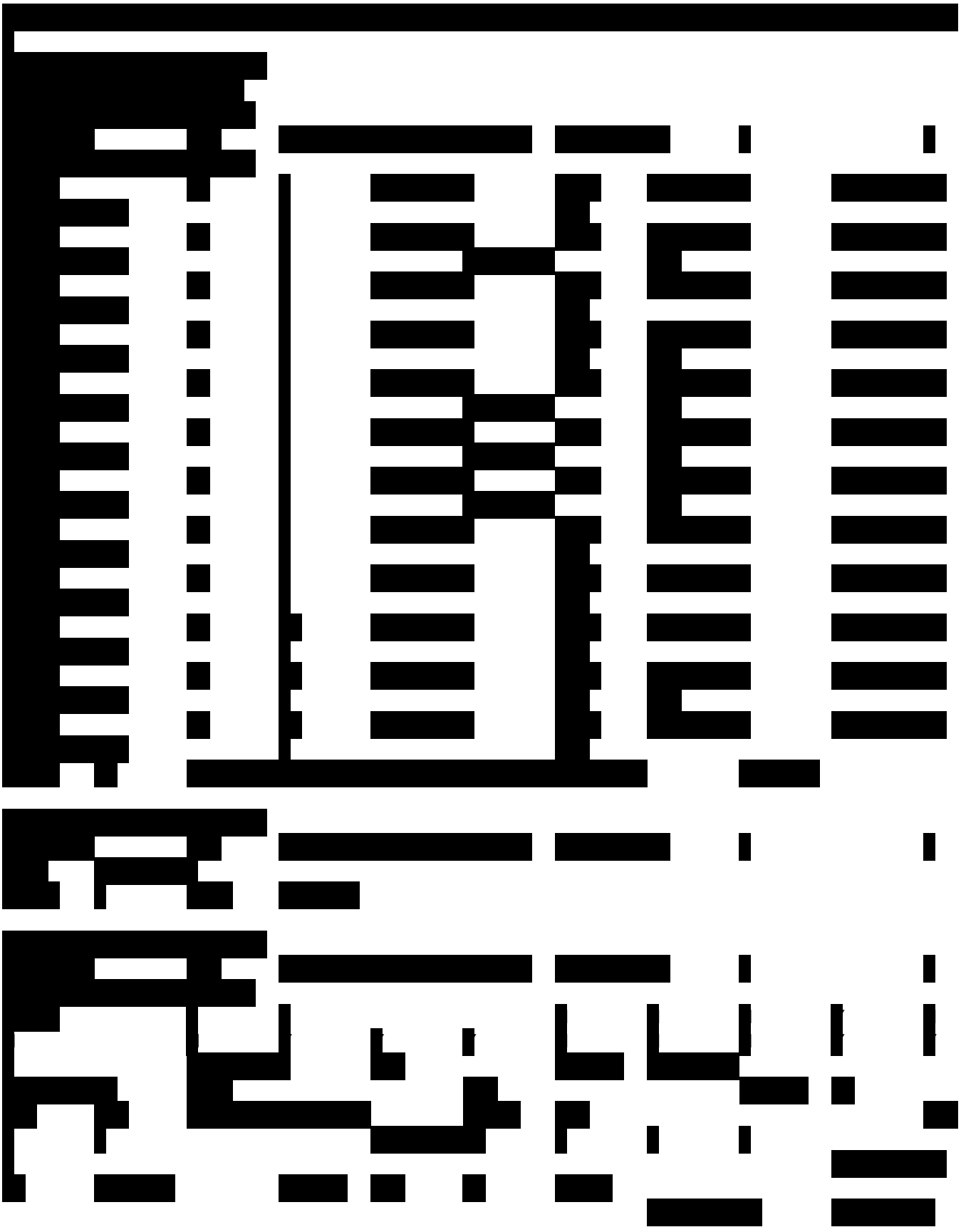
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

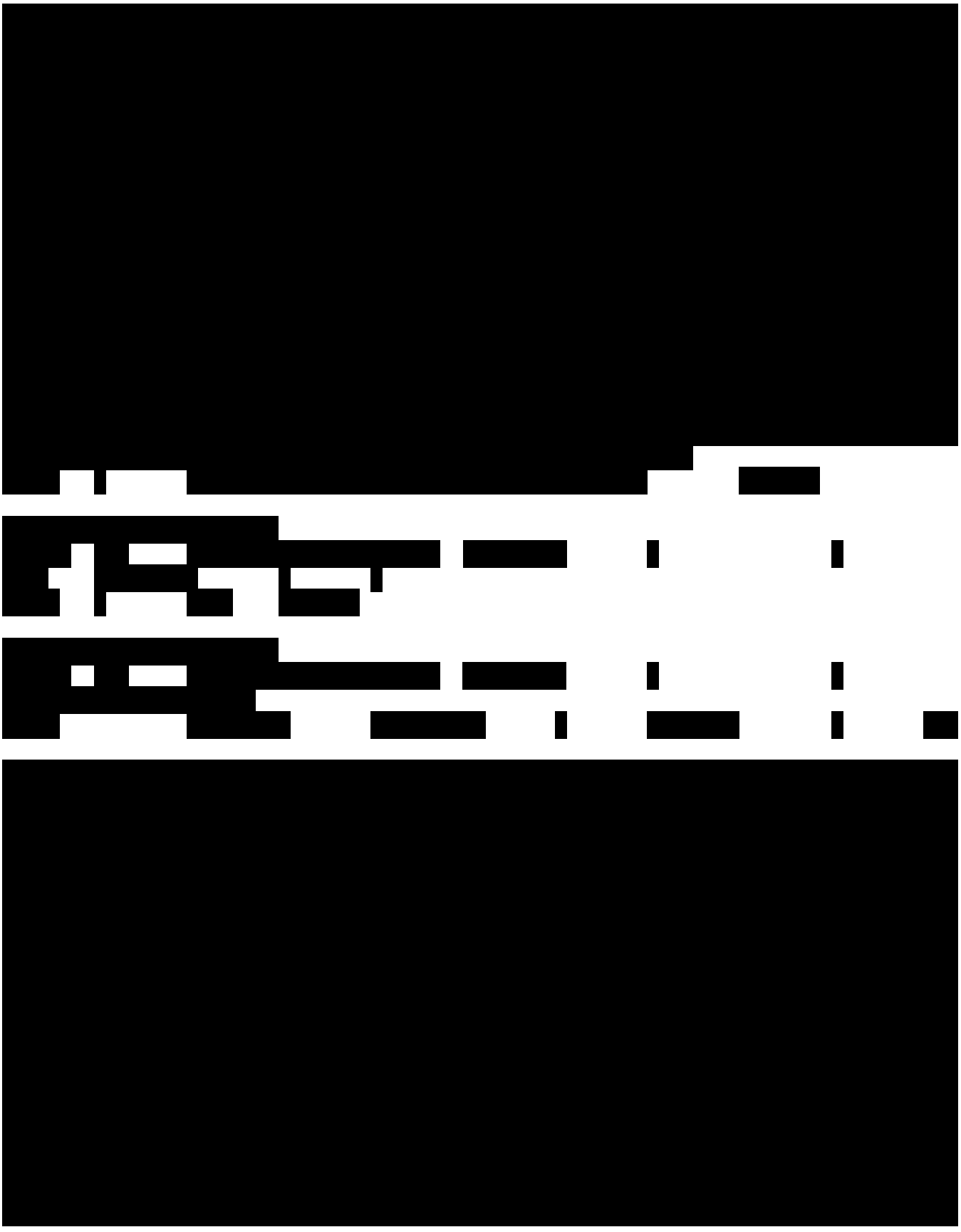


Y

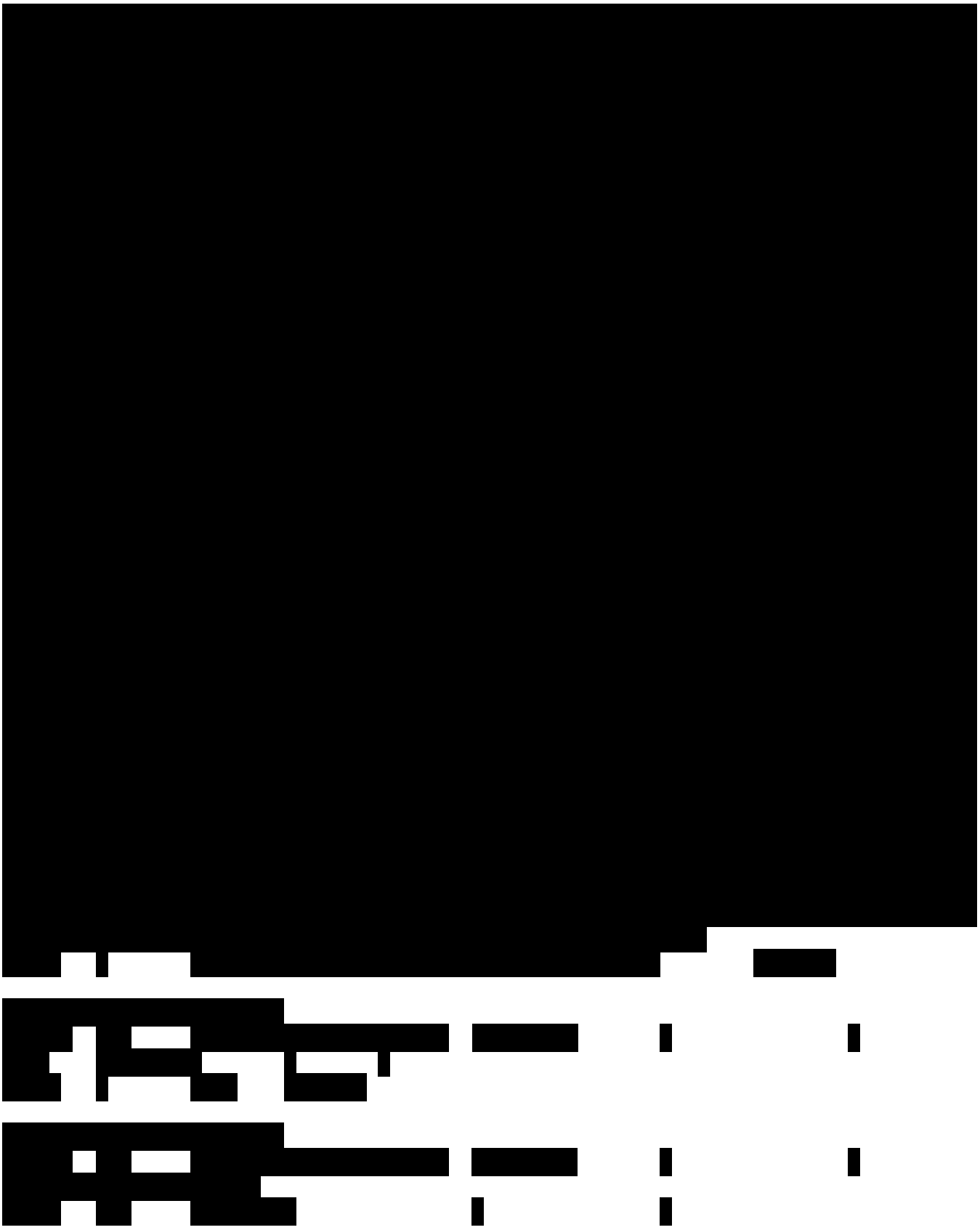
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



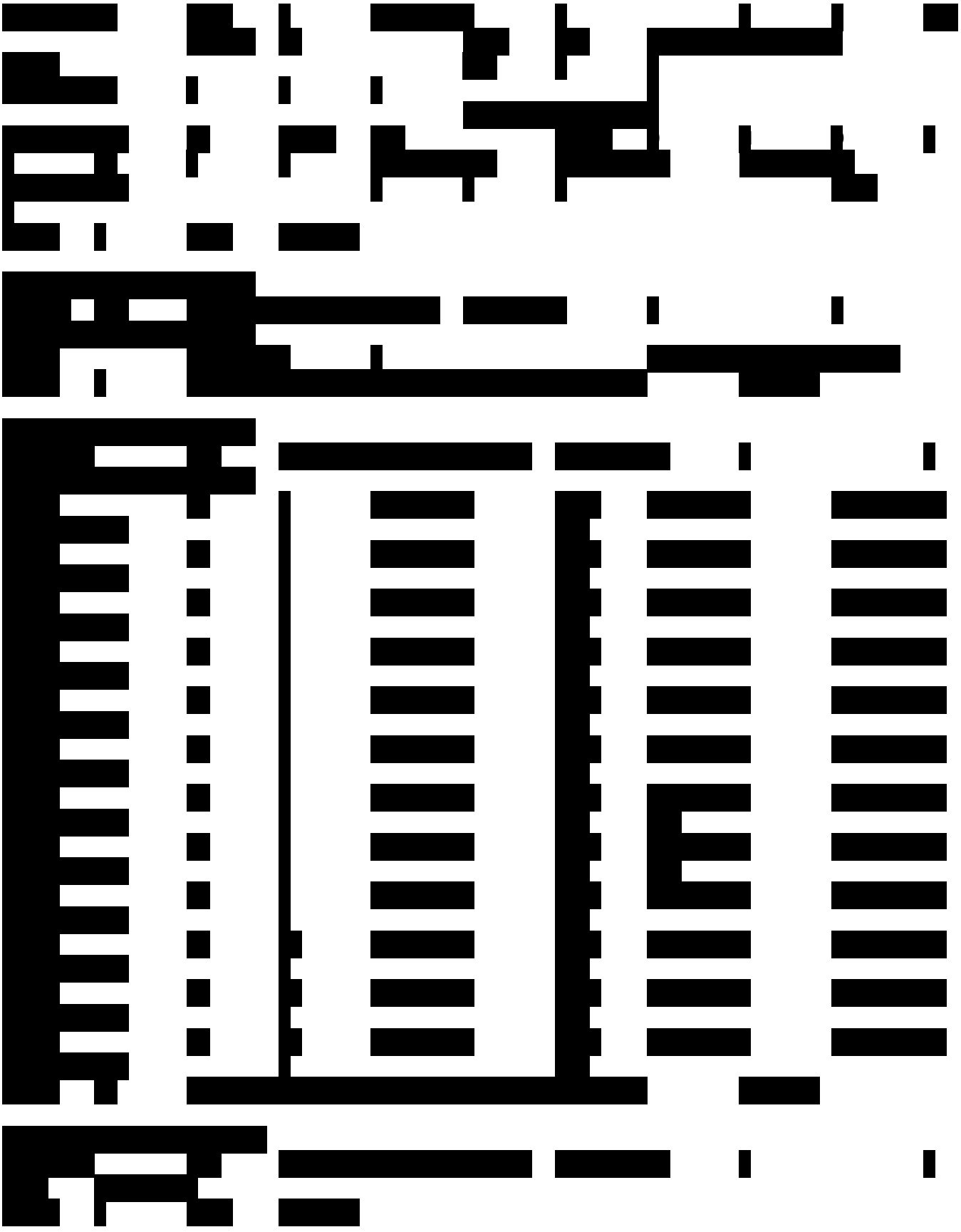
AMERICAN OVERSIGHT



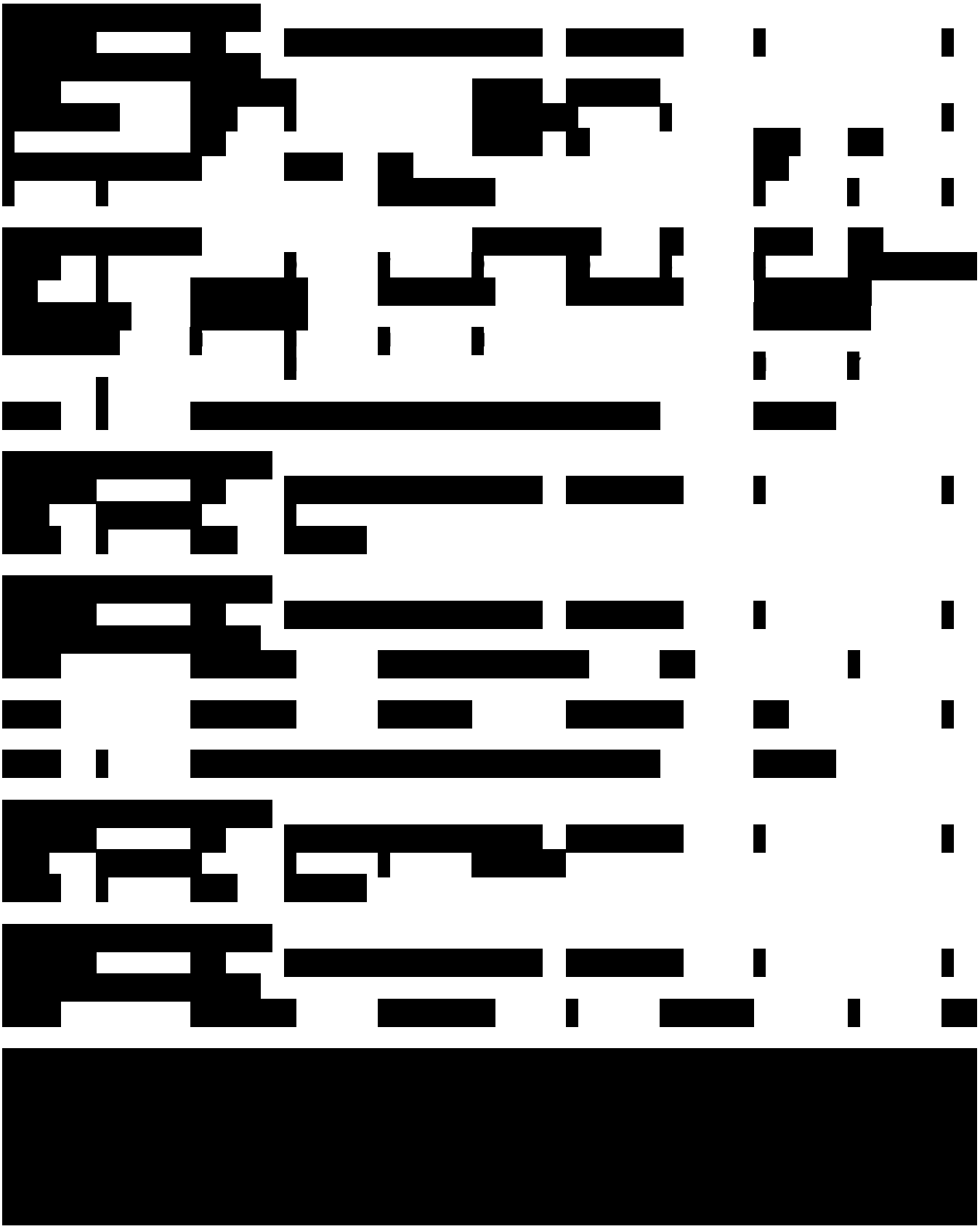
AMERICAN OVERSIGHT



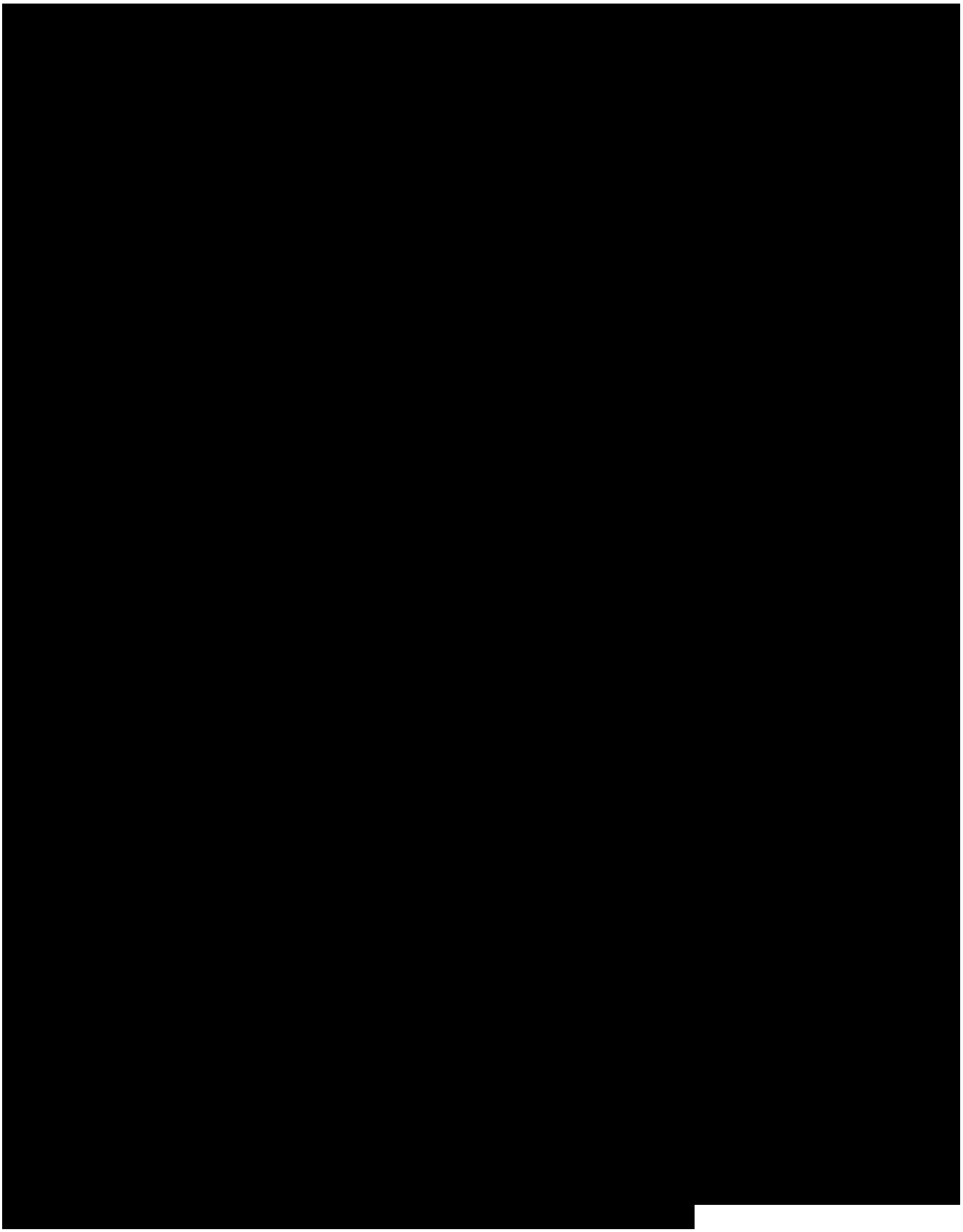
AMERICAN OVERSIGHT



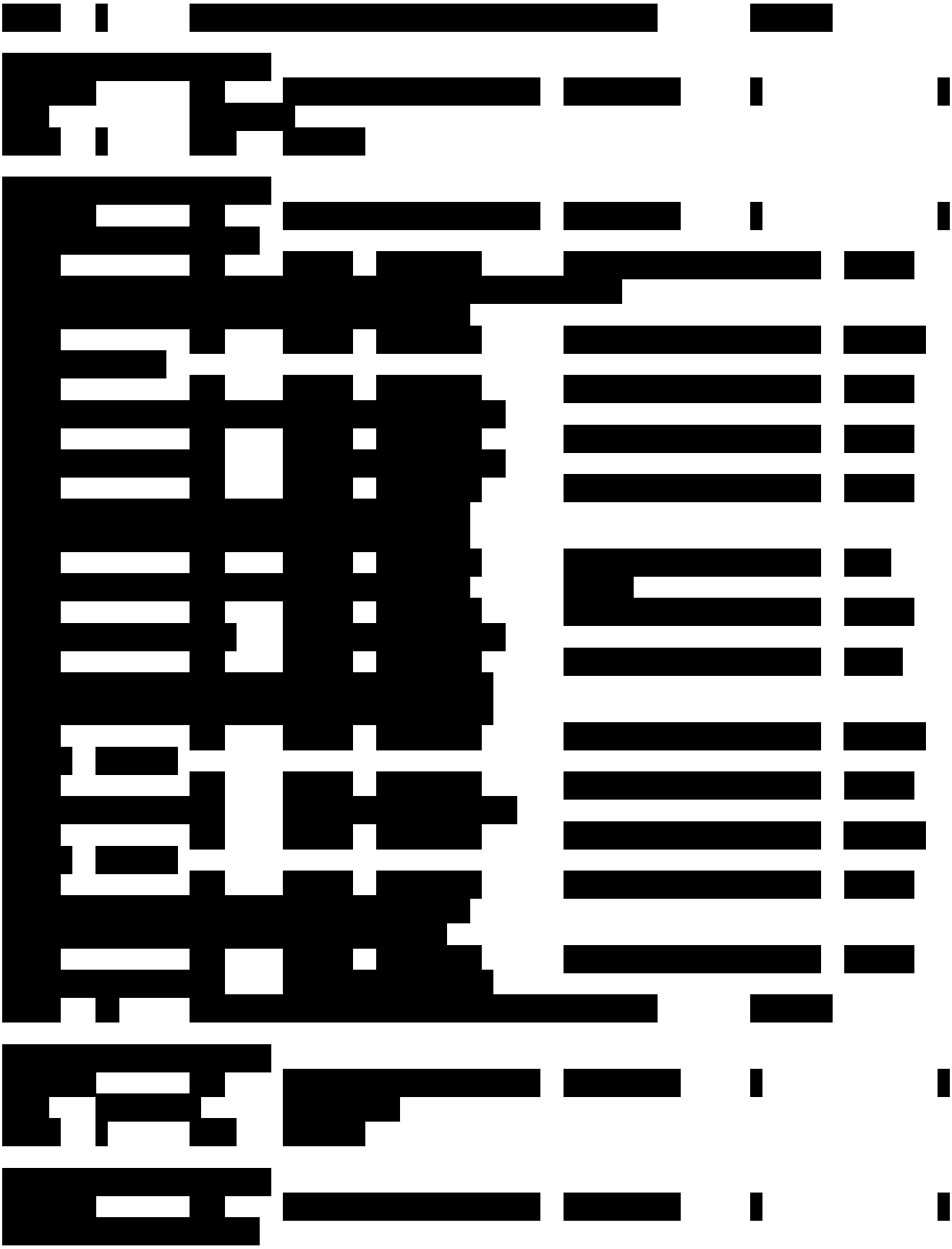
AMERICAN OVERSIGHT



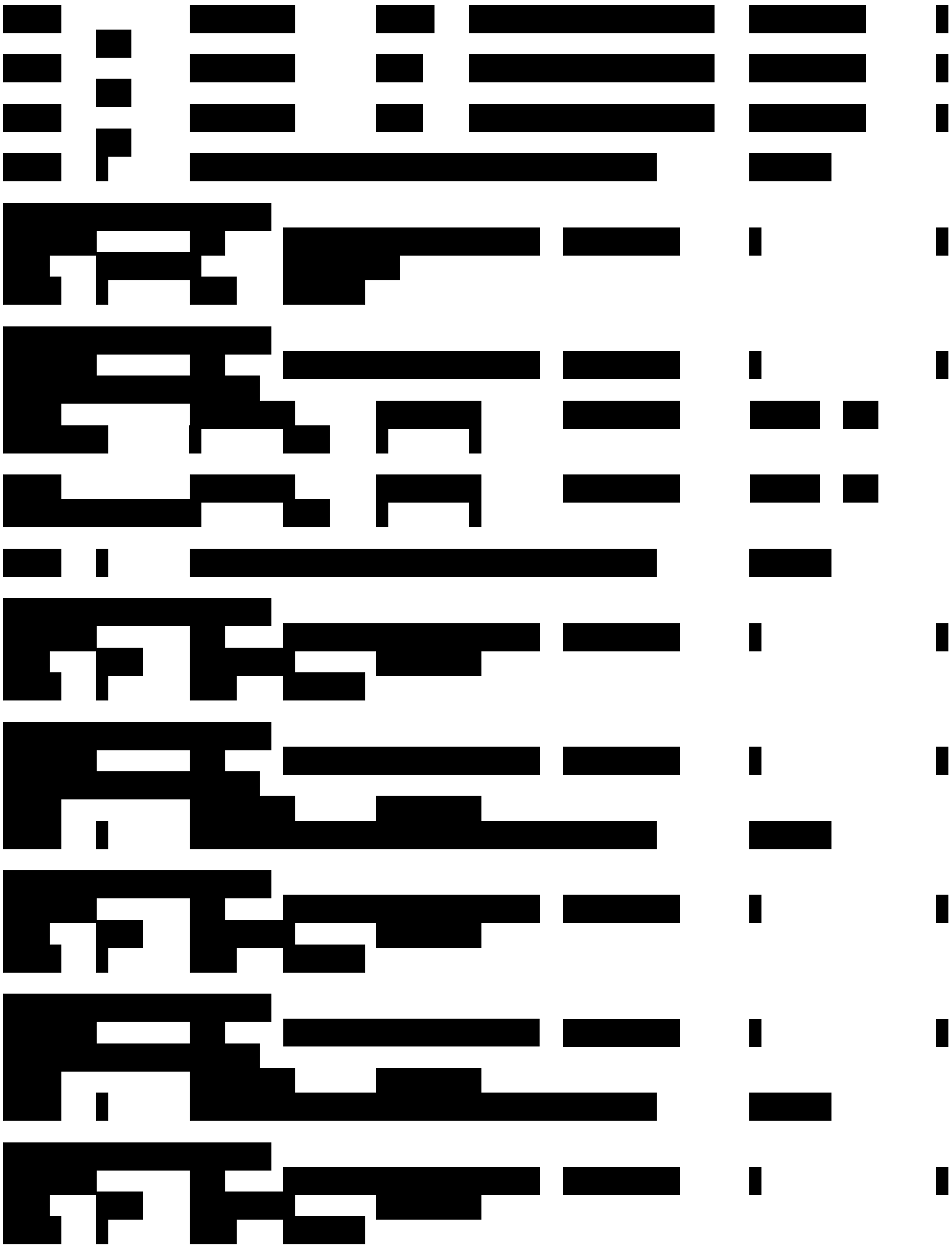
AMERICAN OVERSIGHT



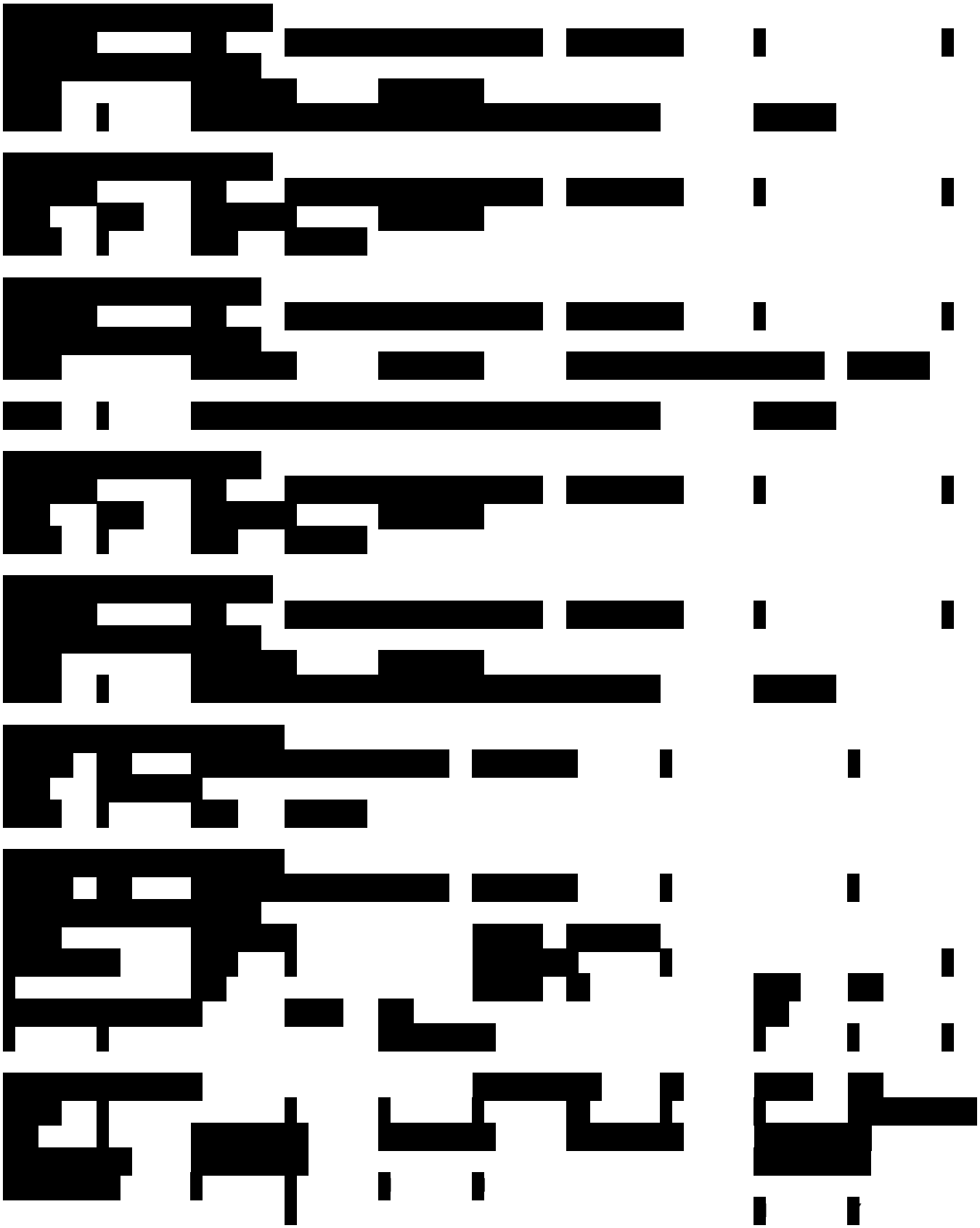
AMERICAN OVERSIGHT



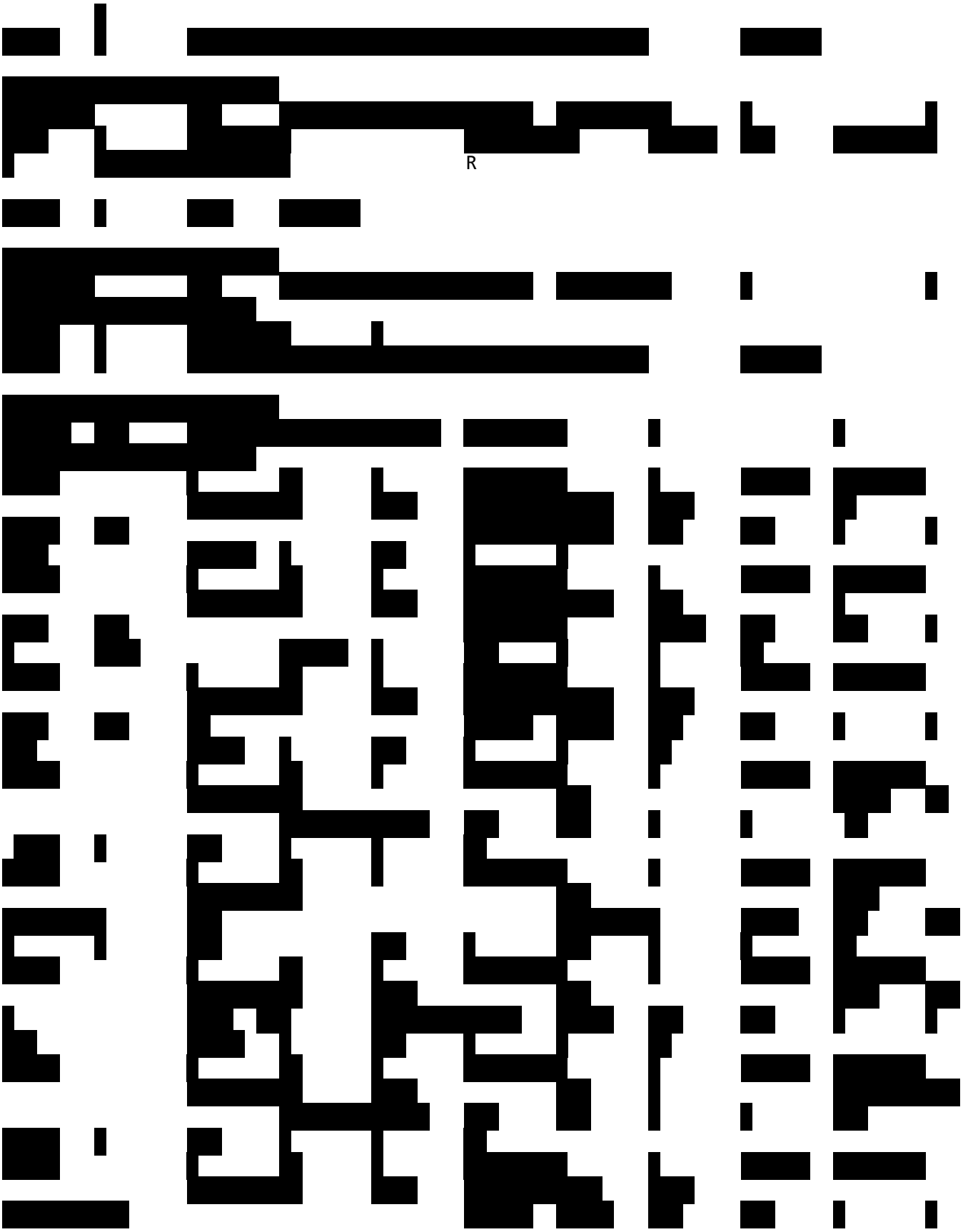
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



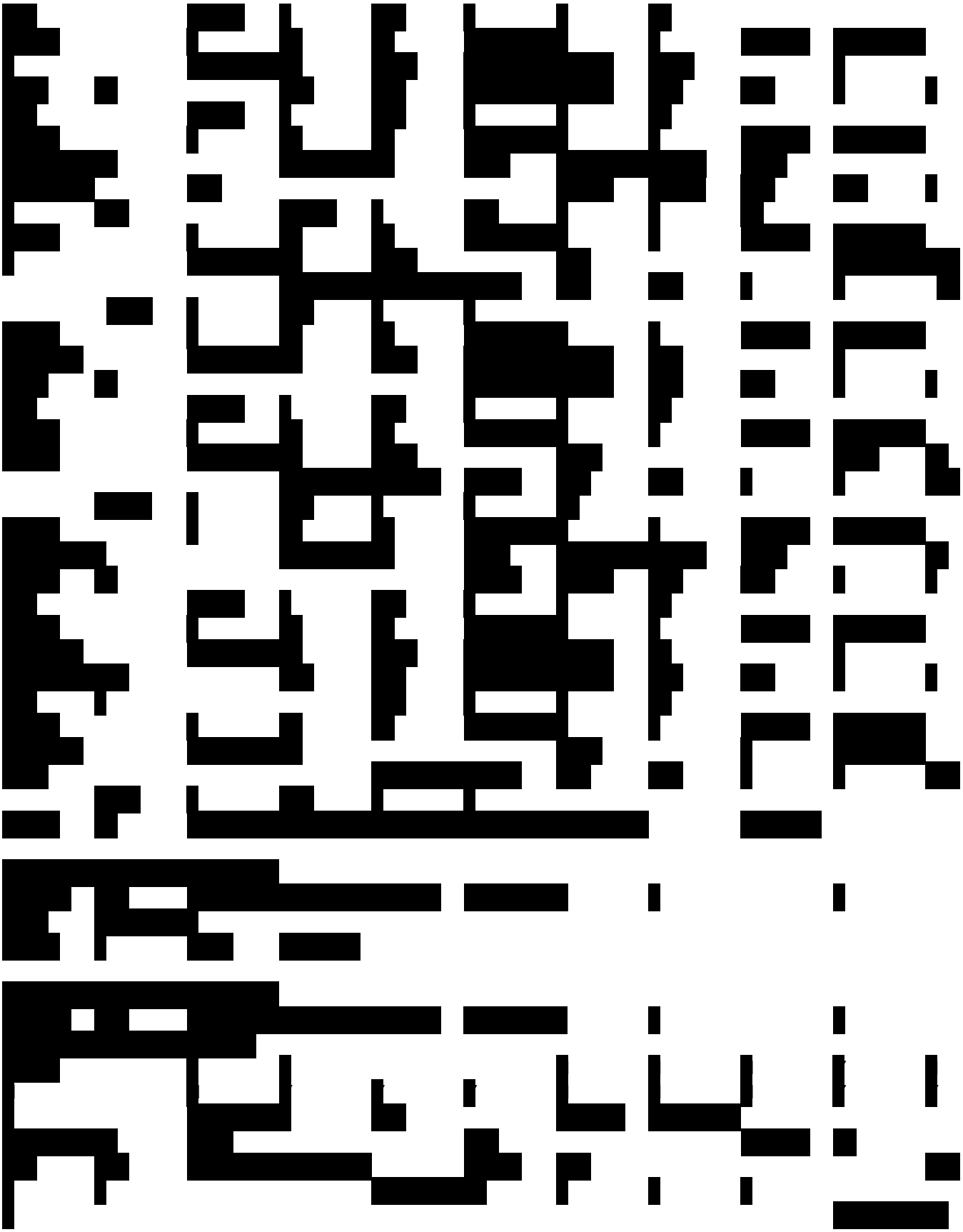
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

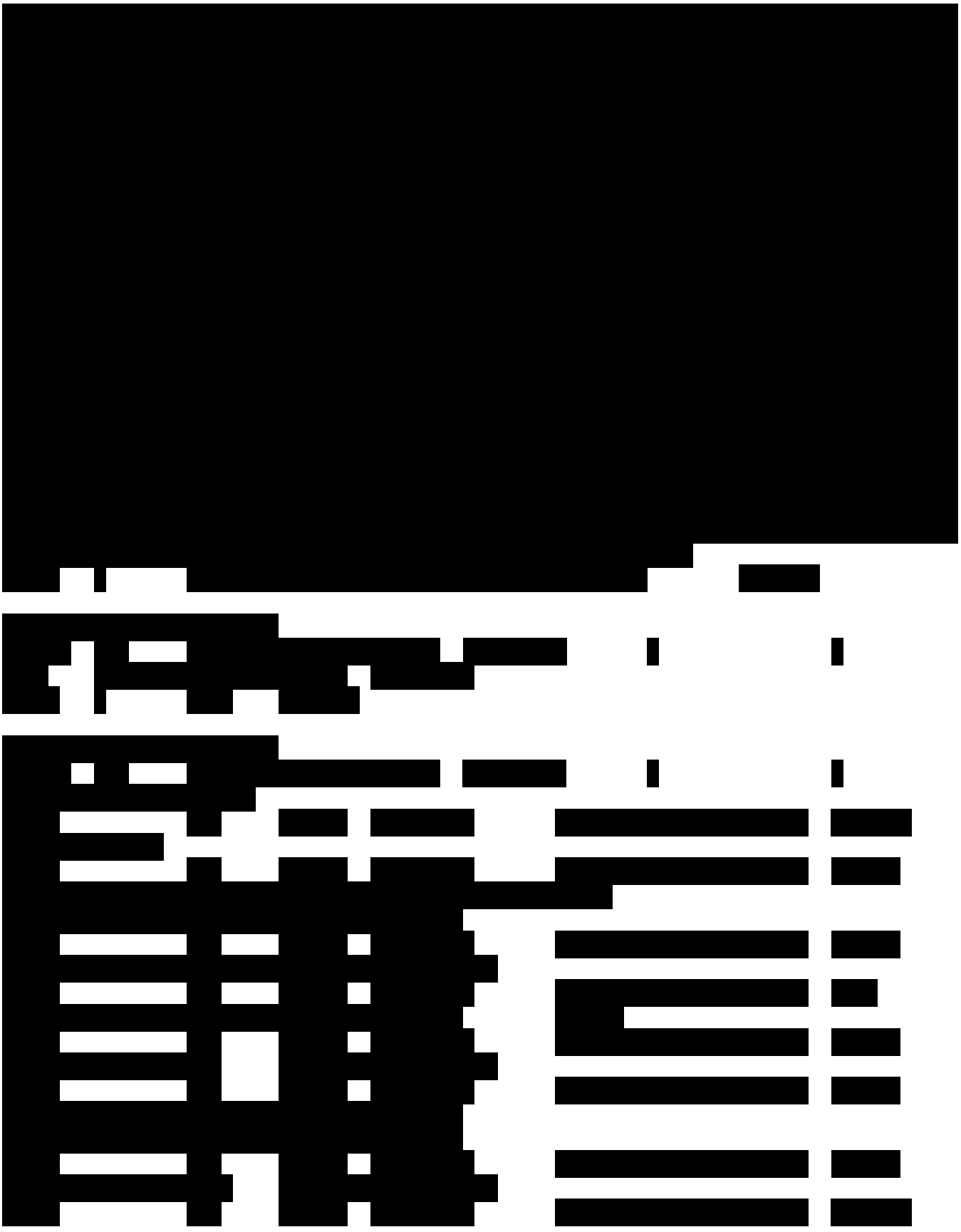
AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

[redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Monday, July 30, 2018 11:05 AM
To: Brown, Toshia; Matthews, Maria I.
Subject: RE: Suspense Happenings/Issues

[redacted]

After 6:00 pm on Friday

[redacted]

***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

From: Brown, Toshia
Sent: Monday, July 30, 2018 10:17 AM
To: Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Subject: FW: Suspense Happenings/Issues

Please see the below. Janet, please call me on the below email.

Toshia H. Brown
Chief, Bureau of Voter Registration Services
Division of Elections
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399
850.245.6225 (office)

AMERICAN OVERSIGHT

850.245.6291 (fax)

From: Thomas James <TJ@leoncountyfl.gov>
Sent: Monday, July 30, 2018 10:07 AM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Re: Suspense Happenings/Issues

GM Toshia & Amber,

Are these 600 FVRA's we receive in our suspense queue from active users over the weekend or were some of them left overs from last week?

TJ
>>> Karen Williams 7/30/2018 8:14 AM >>>
Hundreds of Suspense Applications came in over the weekend. Most of them look to be OVR, have be heard of anymore issues happening with OVR or Suspense?

We had about 186 delivered at one time on Thursday and today when we got in there were 676....

Please advise if you have heard of anything or can find out what's happening.

Karen A. Williams, CERA
Voter Services Manager
Supervisor of Elections, Leon County

Physical Address:
2990-1 Apalachee Parkway
Tallahassee, FL 32301

Mailing Address:
P.O. Box 7357
Tallahassee, FL 32314-7357

Phone: (850) 606-VOTE(8683)
Fax: (850) 606-8601

Email: WilliamsK@leoncountyfl.gov
Site: www.LeonVotes.org

CONFIDENTIALITY NOTICE: This message and any attachments are for the sole use of the intended recipient(s) and may contain confidential and privileged information that is exempt from public disclosure. Any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this message in error

AMERICAN OVERSIGHT

please contact the sender (by phone
or reply by electronic mail) and then destroy all copies of the original message.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
To: Wilcox, Wesley
Sent: Friday, July 20, 2018 9:04 AM
Subject: Read: Problem with OVR

Your message

To: Marconnet, Amber; Brown, Toshia; Matthews, Maria I.
Cc: Lux, Paul; Modrow, Janet; Gill, Susan
Subject: RE: Problem with OVR
Sent: 7/19/2018 4:12 PM

was read on 7/20/2018 9:04 AM.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
To: Wilcox, Wesley
Sent: Friday, July 20, 2018 8:25 AM
Subject: Read: RE: Problem with OVR

Your message

To: Marconnet, Amber; Brown, Toshia; Matthews, Maria I.; Brown, George; Underwood, Wes H.
Cc: Lux, Paul; Modrow, Janet; Gill, Susan; Earley, Mark
Subject: RE: Problem with OVR
Sent: 7/20/2018 7:54 AM

was read on 7/20/2018 8:25 AM.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Monday, July 30, 2018 11:23 PM
To: ahaynes@coj.net
Cc: Brown, Toshia; Matthews, Maria I.; Modrow, Janet
Subject: VID 109155533

Hi Arzada,

I left a voicemail for you on Friday, July 27th but wanted to follow-up with an email as well.

VID [redacted] was moved into DUV from DAD on 12/7/2016. There is no app image available for that move. Can you tell me what prompted the address change? Was it an NCOA?

There was an OVR transaction on 7/25/2018 that moved her back into DAD.

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

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Tuesday, July 31, 2018 1:59 PM
To: Maynor, Walter S. "Scott"; Hendershot, Jerry L.
Subject: Application form Print from Production
Attachments: Application Form -Online Voter Registration_7-31-2018.pdf

Hello Scott,
Please find the attached pdf of Application form from production environment.

Thanks,
Goutham

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

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	
4	Date of Birth (MM-DD-YYYY) 0 7 - 0 2 - 2 0 0 2	**OVR No: 353531** **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: 1 2 3 4 ☐ I have NONE of these numbers.
6	Last Name : **Test First**	First Name : **First Name** / Middle Name : **Middle Name** / Name Suffix :
7	Address Where You Live (legal residence-no P.O. Box): **2855 APALACHEE PARKWAY**	Apt/Lot/Unit: **APARTMENT B105** / City: **TALLAHASSEE** / County: **LEON** / Zip Code: **32301**
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: **7/31/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Maynor, Walter S. "Scott"
Sent: Tuesday, July 31, 2018 3:09 PM
To: Hendershot, Jerry L.
Subject: Fw: Application form Print from Production
Attachments: Application Form -Online Voter Registration_7-31-2018.pdf

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

From: Reddy, Goutham
Sent: Tuesday, July 31, 2018 1:58:47 PM
To: Maynor, Walter S. "Scott"; Hendershot, Jerry L.
Subject: Application form Print from Production

Hello Scott,
Please find the attached pdf of Application form from production environment.

Thanks,
Goutham

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

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	**OVR No: 353531**
4	Date of Birth (MM-DD-YYYY) 0 7 - 0 2 - 2 0 0 2	**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: 1 2 3 4 ☐ I have NONE of these numbers.
6	Last Name : **Test First** | First Name : **First Name** | Middle Name : **Middle Name** | Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box): **2855 APALACHEE PARKWAY** | Apt/Lot/Unit: **APARTMENT B105** | City: **TALLAHASSEE** | County: **LEON** | Zip Code: **32301**	
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: **7/31/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Durden, Garry N.
Sent: Friday, July 20, 2018 11:34 AM
To: Hendershot, Jerry L.
Subject: Fw: Log files

Jerry

Management wants logging information for OVR on the [redacted] for yesterday.

We may also consider collecting a week of data to establish any patterns of malicious traffic.

A csv format should be acceptable. We need electronic copy and hardcopy.

We are looking at traffic hitting the VIP [redacted].

This data may be given to FBI.

I will check with Cloudflare for any logging there.

We need this data today.

Garry

From: Jones, Traci L.
Sent: Friday, July 20, 2018 11:20 AM
To: Durden, Garry N.
Subject: Log files

Garry,

As mentioned yesterday, I have been asked to provide the logs from the recent events.

I thought you were coming in before training started at 9:00 today to provide them? I did not see where you may have left the copies?

If you have not produced them yet, I will need you to come back to the office at some point today and produce the logs. I will need a hard copy to provide to DSU who is already in touch with FBI, etc.

Please advise. Thank you!

AMERICAN OVERSIGHT

Traci Jones, PMP®, FCCM
Director, Division of Administrative Services
Telephone: 850.245.6588
Cell: 850.544.4635

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 10:23 AM
To: Maynor, Walter S. "Scott"; Spitler, Doug H.; Brown, George
Cc: Durden, Garry N.; Hendershot, Jerry L.
Subject: OVR Status

Hi Scott,

The VIP status on [redacted] for OVR shows as properly load-balanced as in the screen shot below:

[redacted]

Upon checking event log on the sfvr9ovrweb1 server there are some warnings in event log suggesting unhandled exception

[redacted]

The Details of one of the event log is as below:

AMERICAN OVERSIGHT

+ **System**

- **EventData**





Checking on the sfvr9ovrweb 2,3 and 4 servers also show the same pattern.

Regards,

Arvind Valsa
Network Administrator (Contractor)

AMERICAN OVERSIGHT

Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Durden, Garry N.
Sent: Friday, July 20, 2018 4:08 PM
To: Swamy, Karthi R.; Hendershot, Jerry L.
Cc: Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: My ipv4

Ovr test is working on [redacted] (netgear wifi) as well

From: Swamy, Karthi R. [mailto:Karthi.Swamy@dos.myflorida.com]
Sent: Friday, July 20, 2018 3:57 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Cc: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Subject: My ipv4

[redacted]

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Durden, Garry N.
Sent: Friday, July 20, 2018 4:11 PM
To: Swamy, Karthi R.; Hendershot, Jerry L.
Cc: Pitts, Charles L.; Maynor, Walter S. "Scott"
Subject: RE: My ipv4

Connect your phone on the netgear Wi-Fi if your ip changes.
This IP seems to persist ([redacted]

From: garry durden [mailto:garry.durden@dos.myflorida.com]
Sent: Friday, July 20, 2018 4:08 PM
To: 'Swamy, Karthi R.' <Karthi.Swamy@dos.myflorida.com>; 'Hendershot, Jerry L.' <Jerry.Hendershot@dos.myflorida.com>
Cc: 'Pitts, Charles L.' <Charles.Pitts@dos.myflorida.com>; 'Maynor, Walter S. "Scott"' <scott.maynor@dos.myflorida.com>
Subject: RE: My ipv4

Ovr test is working on [redacted] (netgear wifi) as well

From: Swamy, Karthi R. [mailto:Karthi.Swamy@dos.myflorida.com]
Sent: Friday, July 20, 2018 3:57 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Cc: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>
Subject: My ipv4

[redacted]

-Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Hendershot, Jerry L.
Sent: Thursday, July 19, 2018 10:30 AM
To: Valsa, Arvind; Maynor, Walter S. "Scott"; Spitler, Doug H.; Turaka, Sri; Talabi, Steve
Cc: Durden, Garry N.; Brown, George
Subject: RE: OVR Status

Everyone,
What is w3wp.exe seen in the exception below?

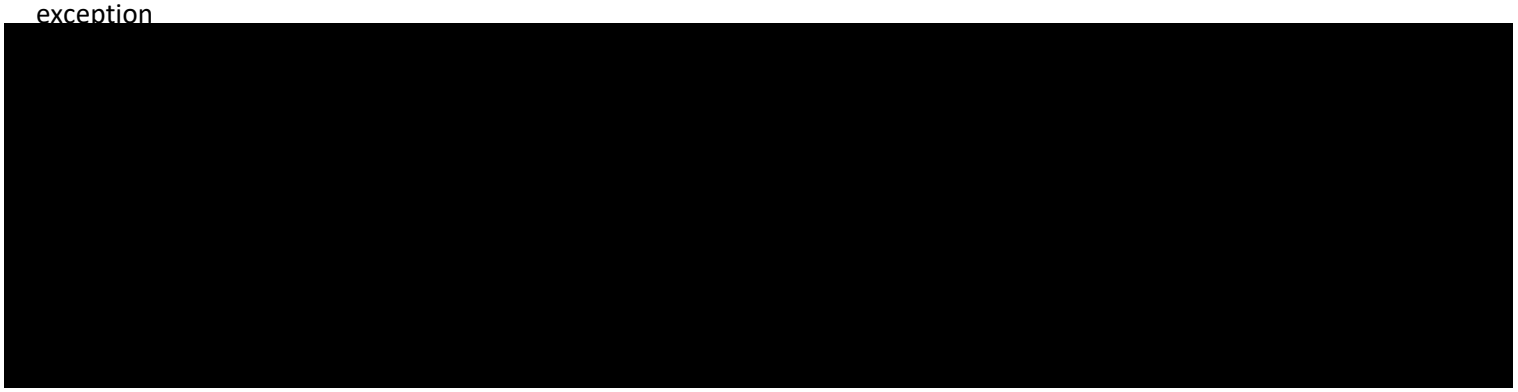
From: Valsa, Arvind
Sent: Thursday, July 19, 2018 10:23 AM
To: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Brown, George <George.Brown@dos.myflorida.com>
Cc: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: OVR Status

Hi Scott,

The VIP status on [redacted] for OVR shows as properly load-balanced as in the screen shot below:



Upon checking event log on the sfvr9ovrweb1 server there are some warnings in event log suggesting unhandled exception



The Details of one of the event log is as below:

AMERICAN OVERSIGHT

+ **System**

- **EventData**

[redacted]



Checking on the [redacted] 2,3 and 4 servers also show the same pattern.

Regards,

Arvind Valsa
Network Administrator (Contractor)

AMERICAN OVERSIGHT

Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 3:01 PM
To: Durden, Garry N.; Hendershot, Jerry L.
Subject: Re: Test URL

Here are the IPs

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:17:48 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Talabi, Steve; Reddy, Goutham
Subject: Test URL

Hi Team,

I applied few error handling and deployed in test

URL: [redacted] or : [redacted]

If possible, connect to DOS wifi and access this site through your mobile device: [redacted]

Thanks,
Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Durden, Garry N.
Sent: Friday, July 20, 2018 3:49 PM
To: Hendershot, Jerry L.; Pitts, Charles L.
Subject: RE: Test URL

[redacted]

[redacted]

From: Hendershot, Jerry L. [mailto:Jerry.Hendershot@dos.myflorida.com]
Sent: Friday, July 20, 2018 3:07 PM
To: Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>
Subject: RE: Test URL

Chuck. These servers are at Southwood.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 3:01 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: Re: Test URL

Here are the IPs

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:17:48 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Talabi, Steve; Reddy, Goutham
Subject: Test URL

Hi Team,

I applied few error handling and deployed in test

URL: [redacted] : [redacted]

If possible, connect to DOS wifi and access this site through your mobile device: [redacted]

Thanks,
Karthi

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Hendershot, Jerry L.
Sent: Friday, July 20, 2018 3:07 PM
To: Pitts, Charles L.; Durden, Garry N.
Subject: RE: Test URL

Chuck. These servers are at [redacted]

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 3:01 PM
To: Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>
Subject: Re: Test URL

Here are the IPs

Get Outlook for Android

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 6:17:48 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Talabi, Steve; Reddy, Goutham
Subject: Test URL

Hi Team,

I applied few error handling and deployed in test

URL: [redacted] or : [redacted]

If possible, connect to DOS wifi and access this site through your mobile device: [redacted]

Thanks,
Karthi

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 11:01 AM
To: Spitler, Doug H.; Hendershot, Jerry L.; Durden, Garry N.; Laird, Gregg; Lotla, Rahul R.
Subject: RE: this weekend

Hi Doug,

When troubleshooting OVR Web servers I have come across several servers which require windows update. Please, advise if we can utilize this windows as an opportunity to apply windows update on those servers.
I would like to also check with Developers if any windows update would affect their code.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

From: Valsa, Arvind
Sent: Wednesday, July 18, 2018 11:17 AM
To: Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Laird, Gregg <Gregg.Laird@dos.myflorida.com>; Lotla, Rahul R. <Rahul.Lotla@dos.myflorida.com>
Subject: RE: this weekend

Hi Doug,

We will not be making any Networking changes in this maintenance weekend.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121

AMERICAN OVERSIGHT

arvind.valsa@dos.myflorida.com

From: Spitler, Doug H.
Sent: Wednesday, July 18, 2018 9:03 AM
To: Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>; Valsa, Arvind <Arvind.Valsa@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Laird, Gregg <Gregg.Laird@dos.myflorida.com>; Lotla, Rahul R. <Rahul.Lotla@dos.myflorida.com>
Subject: this weekend

Jerry and Arvind – Whatever we need to do this weekend to get our failover fixed, we need to write it up today to get approval. Please reply to this email and I will submit the change request. I need it by COB today, thanks.

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Spitler, Doug H.
Sent: Thursday, July 19, 2018 11:20 AM
To: Valsa, Arvind; Hendershot, Jerry L.; Durden, Garry N.; Laird, Gregg; Lotla, Rahul R.
Subject: RE: this weekend

Please check with Garry, thanks.

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

From: Valsa, Arvind
Sent: Thursday, July 19, 2018 11:01 AM
To: Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Laird, Gregg <Gregg.Laird@dos.myflorida.com>; Lotla, Rahul R. <Rahul.Lotla@dos.myflorida.com>
Subject: RE: this weekend

Hi Doug,

When troubleshooting OVR Web servers I have come across several servers which require windows update. Please, advise if we can utilize this windows as an opportunity to apply windows update on those servers.
I would like to also check with Developers if any windows update would affect their code.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

From: Valsa, Arvind
Sent: Wednesday, July 18, 2018 11:17 AM

AMERICAN OVERSIGHT

To: Spitler, Doug H. <Doug.Spitler@dos.myflorida.com>; Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Laird, Gregg <Gregg.Laird@dos.myflorida.com>; Lotla, Rahul R. <Rahul.Lotla@dos.myflorida.com>
Subject: RE: this weekend

Hi Doug,

We will not be making any Networking changes in this maintenance weekend.

Regards,

Arvind Valsa
Network Administrator (Contractor)
Florida Department of State
Division of Administrative Services
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
M: 732 763 5121
arvind.valsa@dos.myflorida.com

From: Spitler, Doug H.
Sent: Wednesday, July 18, 2018 9:03 AM
To: Hendershot, Jerry L. <Jerry.Hendershot@dos.myflorida.com>; Valsa, Arvind <Arvind.Valsa@dos.myflorida.com>; Durden, Garry N. <Garry.Durden@dos.myflorida.com>; Laird, Gregg <Gregg.Laird@dos.myflorida.com>; Lotla, Rahul R. <Rahul.Lotla@dos.myflorida.com>
Subject: this weekend

Jerry and Arvind – Whatever we need to do this weekend to get our failover fixed, we need to write it up today to get approval. Please reply to this email and I will submit the change request. I need it by COB today, thanks.

Douglas H. Spitler, Jr.
Network Administrator - BDIS
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
850-245-6118 (Office)
850-545-8785 (Cell)
Doug.Spitler@dos.myflorida.com

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Saturday, July 21, 2018 2:12 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Friday, Jul 20
Attachments: 3-2018072024_Hour_Threat.pdf

Attached are the network security reports requested for Friday, Jul 20. Sent from [redacted] a [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Tuesday, July 17, 2018 2:12 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Monday, Jul 16
Attachments: 3-2018071624_Hour_Threat.pdf

Attached are the network security reports requested for Monday, Jul 16. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Tuesday, July 24, 2018 2:10 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Monday, Jul 23
Attachments: 3-2018072324_Hour_Threat.pdf

Attached are the network security reports requested for Monday, Jul 23. Sent from [redacted] a [redacted] Networks device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Sunday, July 22, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Saturday, Jul 21
Attachments: 3-2018072124_Hour_Threat.pdf

Attached are the network security reports requested for Saturday, Jul 21. Sent from [redacted] a [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Monday, July 23, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Sunday, Jul 22
Attachments: 3-2018072224_Hour_Threat.pdf

Attached are the network security reports requested for Sunday, Jul 22. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Friday, July 27, 2018 2:06 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Thursday, Jul 26
Attachments: 3-2018072624_Hour_Threat.pdf

Attached are the network security reports requested for Thursday, Jul 26. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Wednesday, July 18, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Tuesday, Jul 17
Attachments: 3-2018071724_Hour_Threat.pdf

Attached are the network security reports requested for Tuesday, Jul 17. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Wednesday, July 25, 2018 2:07 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Daily [redacted] Networks Reports for Tuesday, Jul 24
Attachments: 3-2018072424_Hour_Threat.pdf

Attached are the network security reports requested for Tuesday, Jul 24. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Monday, July 23, 2018 2:11 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Weekly [redacted] Networks Reports for Sunday, Jul 22
Attachments: 6-20180722Denies.pdf

Attached are the network security reports requested for Sunday, Jul 22. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Panorama-PaloAlto Networks <panorama@dos.myflorida.com>
Sent: Monday, July 30, 2018 2:07 AM
To: Hendershot, Jerry L.; Durden, Garry N.
Subject: [redacted] - Weekly [redacted] Networks Reports for Sunday, Jul 29
Attachments: 6-20180729Denies.pdf

Attached are the network security reports requested for Sunday, Jul 29. Sent from [redacted] device.

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

Swain, Margaret A.

From: Reddy, Goutham
Sent: Friday, July 20, 2018 1:06 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Swamy, Karthi R.; Talabi, Steve
Subject: Code Causing Error Screen Redirects - OVR
Attachments: ErrorScreenRedirects.xlsx

Good Afternoon All,

Please find the attached document with possible error screen redirects from the code for the OVR

Thanks,
Goutham

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

AMERICAN OVERSIGHT

Action Result [Http]	Methods and sessions
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

AMERICAN OVERSIGHT

Descriiption
[redacted]

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 2:57 PM
To: AppDeployRequest; Snowden, Mike
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Saturday, July 21, 2018 6:15 PM
To: AppDeployRequest; Snowden, Mike
Cc: Maynor, Walter S. "Scott"; Brown, George; Talabi, Steve
Subject: Application Deployment Request - OVR Production

Hi

Please Process this request.

Application Name	OVR Web
Type of the Deployment	Production
Destination	[redacted]
Source	[redacted]
Reason	Redeployment
URL	
Web.config Changes	
Deployment Script	

-Karthi

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Tuesday, July 24, 2018 8:38 AM
To: Maynor, Walter S. "Scott"; Pitts, Charles L.
Cc: Talabi, Steve; Turaka, Sri; Reddy, Goutham
Subject: cookie warning added to test site

Hi Charles/Scott,

Cookie warning added to test site [redacted]

Let me know your thoughts.

We need text for English and Spanish.

Thanks,
Karthi

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Thursday, July 19, 2018 2:25 PM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1593: Added "the" to the text in applicat...

Changeset 1593: Added "the" to the text in application form and number in eligibility form(DL in...

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Turaka, Sri
Checked in on:	7/19/2018 2:24:21 PM
Comment:	Added "the" to the text in application form and number in eligibility form(DL instructions)

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:27 PM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1594: RollBack 07/20/2018 5:25pm

Changeset 1594: RollBack 07/20/2018 5:25pm

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:26:37 PM
Comment:	RollBack 07/20/2018 5:25pm

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:34 PM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1595: Rolback of 1593

Changeset 1595: Rolback of 1593

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:01 PM
Comment:	Rolback of 1593

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Friday, July 20, 2018 5:35 PM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1596: Rollback of 1590 to 1496

Changeset 1596: Rollback of 1590 to 1496

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Talabi, Steve
Checked in on:	7/20/2018 5:34:40 PM
Comment:	Rollback of 1590 to 1496

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 7:33 AM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1597: Session /cache Issue fix

Changeset 1597: Session /cache Issue fix

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 7:32:41 AM
Comment:	Session /cache Issue fix

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: [redacted]dos.myflorida.com
Sent: Tuesday, July 24, 2018 8:09 AM
To: Swamy, Karthi R.
Subject: FloridaVoterRegistrationSystem Changeset 1598: Cookies Required Header Added

Changeset 1598: Cookies Required Header Added

Summary

Team Project(s):	FloridaVoterRegistrationSystem
Checked in by:	Swamy, Karthi R.
Checked in on:	7/24/2018 8:08:59 AM
Comment:	Cookies Required Header Added

Items

[redacted]

Notes:
- All dates and times are shown in UTC-04:00:00 Eastern Daylight Time
- You are receiving this notification because of a subscription created by [FloridaVoterRegistrationSystem]\FloridaVoterRegistrationSystem Team with Id 28
Provided by [redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Friday, July 20, 2018 9:08 AM
To: Talabi, Steve; Swamy, Karthi R.
Cc: Brown, George; Maynor, Walter S. "Scott"; Pitts, Charles L.; Brown, Toshia; Marconnet, Amber
Subject: FW: Problem with OVR

Steve and Karthi,

I wasn't sure if this email was forwarded to you. Any idea what is going on here?

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: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>
Subject: RE: Problem with OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

AMERICAN OVERSIGHT

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

AMERICAN OVERSIGHT

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

Swain, Margaret A.

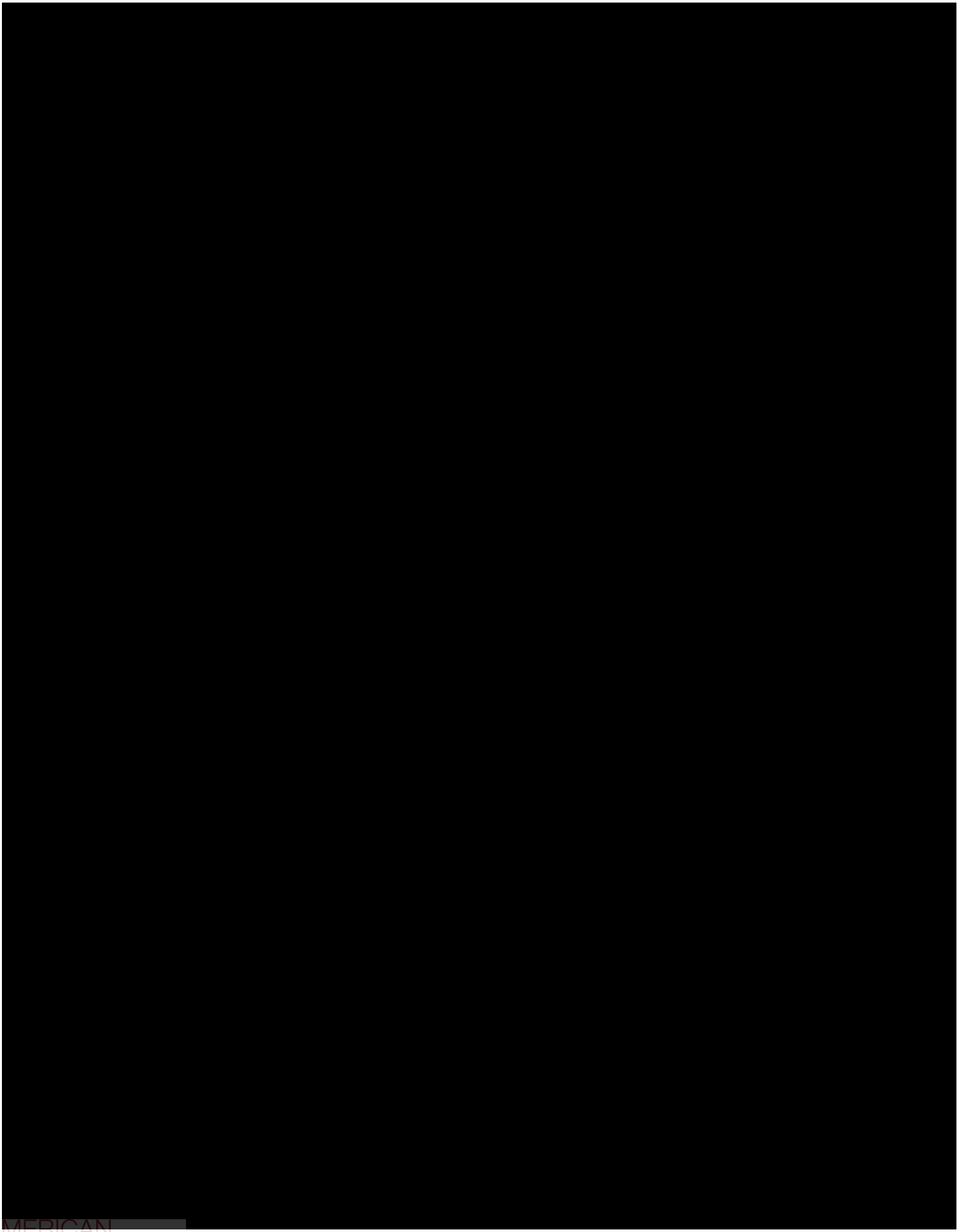
From: Ji, Michael
Sent: Friday, July 20, 2018 10:09 AM
To: Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: OVR UI automation URL

Hey Karthi:

UI automation is configured to working …

Which OVR URL I need to use? I am currently using [redacted] Registration/Eligibility

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Monday, July 30, 2018 1:12 PM
To: Swamy, Karthi R.; Talabi, Steve; Pitts, Charles L.
Cc: Brown, George; Maynor, Walter S. "Scott"; Matthews, Maria I.; Brown, Toshia; Marconnet, Amber
Subject: RE: OVR issues

Karthi and Steve,

Can you please take a look at OVR?

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

From: Matthews, Maria I.
Sent: Monday, July 30, 2018 1:06 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Subject: FW: OVR issues

Hearing anything?

From: Vicki Cannon [mailto:vcannon@votenassau.com]
Sent: Monday, July 30, 2018 12:55 PM
To: Wilcox, Wesley <wwilcox@votemarion.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Shubert, Brenda T. <bshubert@votenassau.com>; Cannon, Vicki P. <vcannon@votenassau.com>
Subject: Fwd: OVR issues

As indicated in Brenda's email below, we are receiving feedback that OVR is having issues? Please advise.

Vicki

Sent from my iPhone

Begin forwarded message:

> **From:** Brenda Shubert <bshubert@votenassau.com>
> **Date:** July 30, 2018 at 12:05:09 PM EDT
> **To:** SOE Employees <SOE_Employees@votenassau.com>
> **Subject: OVR issues**

AMERICAN OVERSIGHT

All –

I have received a couple of calls this morning whereas voters are having problems with OVR and are unable to update their information. I also had a citizen come in to office and advise of same.
Please let citizens know they can:

- Come here to our office or any SOE Florida office before close of business and complete an application to register or update their voter record;
- Go to any public library and complete paper application and leave with staff there. These will be picked up by our staff.
- Go to any DMV/Tax Collectors office and complete paper application and leave with staff there. These will be picked up by our staff and/or sent via interoffice mail.
- Complete a paper application online, print it, sign it and take to any of the above locations or -
- They can take paper application to a post office and make sure clerk at post office date stamps the mailing envelope with today's date to be mailed.

Vicki – have you heard from other SOEs about this still being an issue?

Thank you,

Brenda T. Shubert, MFCEP
Voter Registration Coordinator

Vicki P. Cannon, Supervisor of Elections
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
bshubert@votenassau.com | website: www.VoteNassau.com | Facebook | Twitter | Newsletter Sign Up

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) 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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Talabi, Steve
Sent: Monday, July 30, 2018 2:09 PM
To: Modrow, Janet; Swamy, Karthi R.; Pitts, Charles L.
Cc: Brown, George; Maynor, Walter S. "Scott"; Matthews, Maria I.; Brown, Toshia; Marconnet, Amber
Subject: RE: OVR issues

OVR is processing applications(online and paper) successfully. We will keep a close watch.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188
Email: steve.talabi@dos.myflorida.com

From: Modrow, Janet
Sent: Monday, July 30, 2018 1:12 PM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>; Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: RE: OVR issues

Karthi and Steve,

Can you please take a look at OVR?

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

From: Matthews, Maria I.
Sent: Monday, July 30, 2018 1:06 PM
To: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>

AMERICAN OVERSIGHT

Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Subject: FW: OVR issues

Hearing anything?

From: Vicki Cannon [mailto:vcannon@votenassau.com]
Sent: Monday, July 30, 2018 12:55 PM
To: Wilcox, Wesley <wwilcox@votemarion.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Shubert, Brenda T. <bshubert@votenassau.com>; Cannon, Vicki P. <vcannon@votenassau.com>
Subject: Fwd: OVR issues

As indicated in Brenda's email below, we are receiving feedback that OVR is having issues? Please advise.

Vicki

Sent from my iPhone

Begin forwarded message:

> **From:** Brenda Shubert <bshubert@votenassau.com>
> **Date:** July 30, 2018 at 12:05:09 PM EDT
> **To:** SOE Employees <SOE_Employees@votenassau.com>
> **Subject: OVR issues**
>
> All –
>
> I have received a couple of calls this morning whereas voters are having problems with OVR and are unable to update their information. I also had a citizen come in to office and advise of same.
> Please let citizens know they can:
>
> - Come here to our office or any SOE Florida office before close of business and complete an application to register or update their voter record;
> - Go to any public library and complete paper application and leave with staff there. These will be picked up by our staff.
> - Go to any DMV/Tax Collectors office and complete paper application and leave with staff there. These will be picked up by our staff and/or sent via interoffice mail.
> - Complete a paper application online, print it, sign it and take to any of the above locations or -
> - They can take paper application to a post office and make sure clerk at post office date stamps the mailing envelope with today's date to be mailed.
>
> Vicki – have you heard from other SOEs about this still being an issue?

Thank you,
Brenda T. Shubert, MFCEP
Voter Registration Coordinator

Vicki P. Cannon, Supervisor of Elections
96135 Nassau Place, Suite 3, Yulee, Florida 32097
Direct: 904.491.7500 | Toll Free: 1.866.260.4301 | Fax: 904.432.1400
bshubert@votenassau.com | website: www.VoteNassau.com | Facebook | Twitter | Newsletter Sign Up

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000699

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, please do not send electronic mail (email) 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.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 12:20 PM
To: Ji, Michael
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR UI automation URL

Use test URL, next deployment I will update with test captcha so that it will ship captcha validation.

From: Ji, Michael
Sent: Friday, July 20, 2018 10:57 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

For this URL, since google captcha is enabled, I am doing semi-automation, I need to manually by-pass google captcha;

If we can deploy a OVR version without google captcha, then, testing could be fully automated.

I will keep you all updated.

Thanks,

Michael

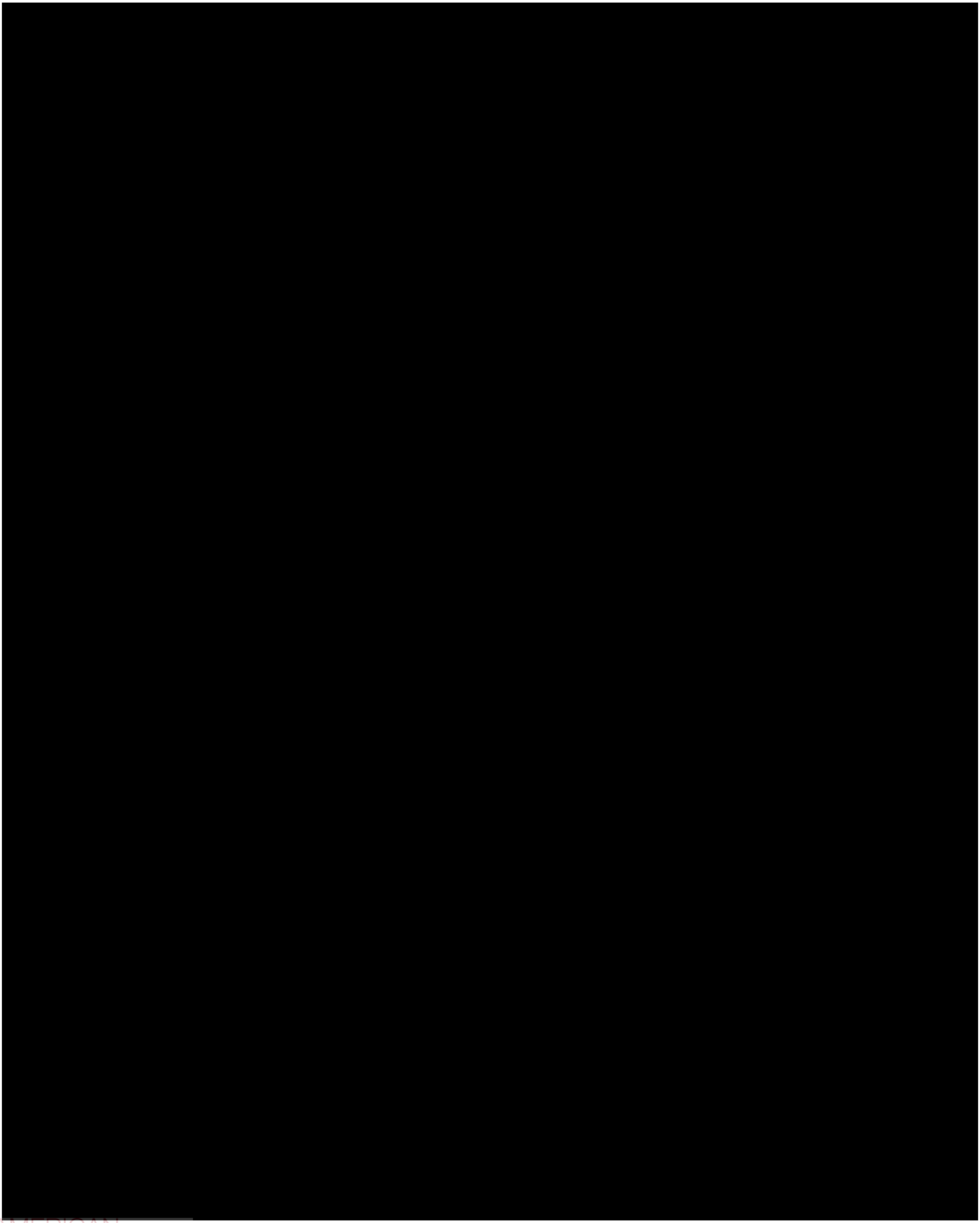
From: Ji, Michael
Sent: Friday, July 20, 2018 10:09 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR UI automation URL

Hey Karthi:

UI automation is configured to working …

Which OVR URL I need to use? I am currently using [redacted] Registration/Eligibility

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Ji, Michael
Sent: Friday, July 20, 2018 10:57 AM
To: Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR UI automation URL

For this URL, since google captcha is enabled, I am doing semi-automation, I need to manually by-pass google captcha;

If we can deploy a OVR version without google captcha, then, testing could be fully automated.

I will keep you all updated.

Thanks,

Michael

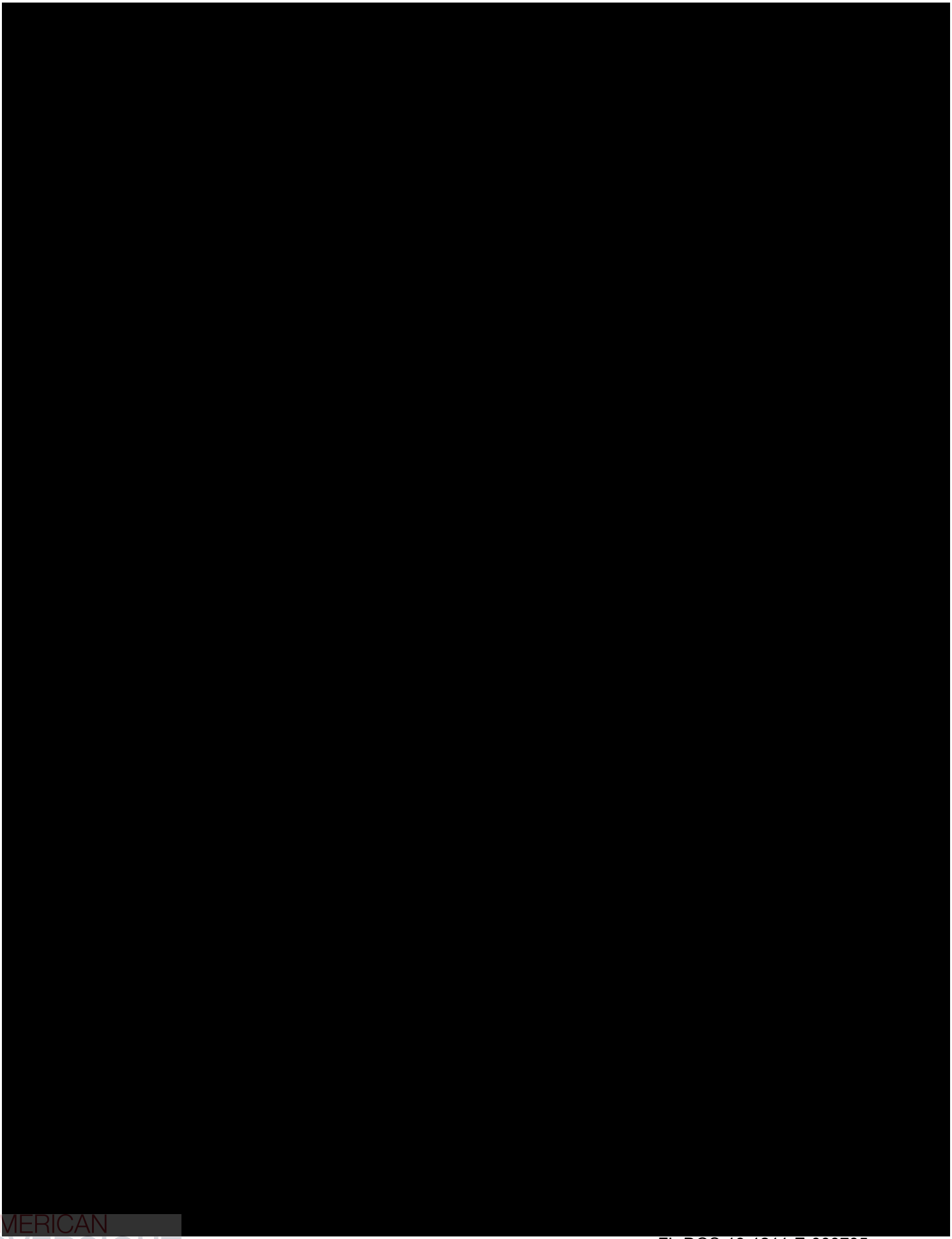
From: Ji, Michael
Sent: Friday, July 20, 2018 10:09 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR UI automation URL

Hey Karthi:

UI automation is configured to working …

Which OVR URL I need to use? I am currently using [redacted]Registration/Eligibility

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 12:38 PM
To: Ji, Michael
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR UI automation URL

Now the captcha can be bypassed while testing

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 12:20 PM
To: Ji, Michael <Michael.Ji@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

Use test URL, next deployment I will update with test captcha so that it will ship captcha validation.

From: Ji, Michael
Sent: Friday, July 20, 2018 10:57 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

For this URL, since google captcha is enabled, I am doing semi-automation, I need to manually by-pass google captcha;

If we can deploy a OVR version without google captcha, then, testing could be fully automated.

I will keep you all updated.

Thanks,

Michael

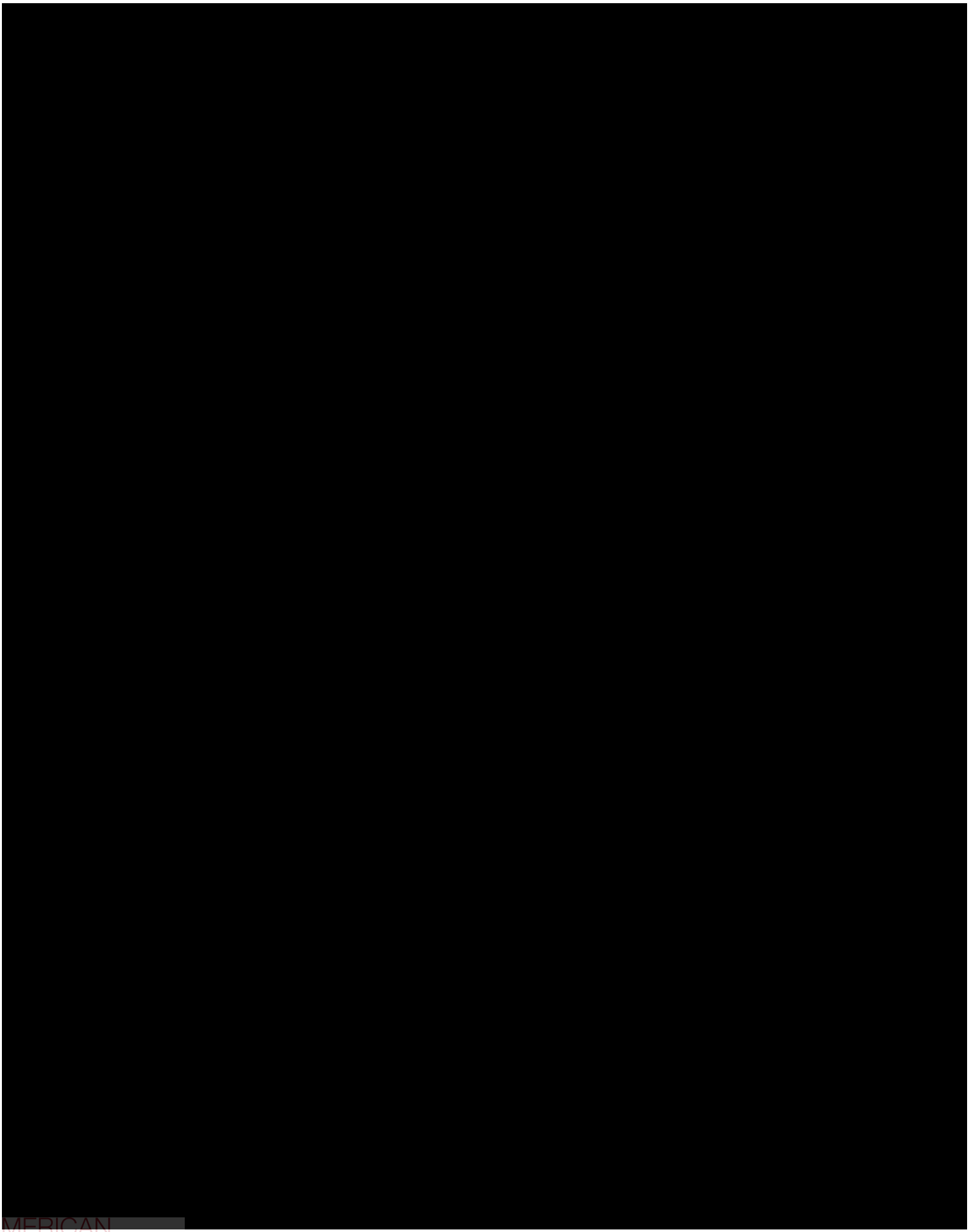
From: Ji, Michael
Sent: Friday, July 20, 2018 10:09 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR UI automation URL

Hey Karthi:

UI automation is configured to working …

Which OVR URL I need to use? I am currently using [redacted]Registration/Eligibility

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Ji, Michael
Sent: Friday, July 20, 2018 1:03 PM
To: Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.
Subject: RE: OVR UI automation URL

Hey Karthi:

I am seeing captcha is disenabled on [redacted]

The full-automation now could be run.



Thanks,

Michael

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 12:38 PM
To: Ji, Michael <Michael.Ji@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

Now the captcha can be bypassed while testing

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 12:20 PM
To: Ji, Michael <Michael.Ji@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

Use test URL, next deployment I will update with test captcha so that it will ship captcha validation.

From: Ji, Michael
Sent: Friday, July 20, 2018 10:57 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: OVR UI automation URL

AMERICAN OVERSIGHT

For this URL, since google captcha is enabled, I am doing semi-automation, I need to manually by-pass google captcha;

If we can deploy a OVR version without google captcha, then, testing could be fully automated.

I will keep you all updated.

Thanks,

Michael

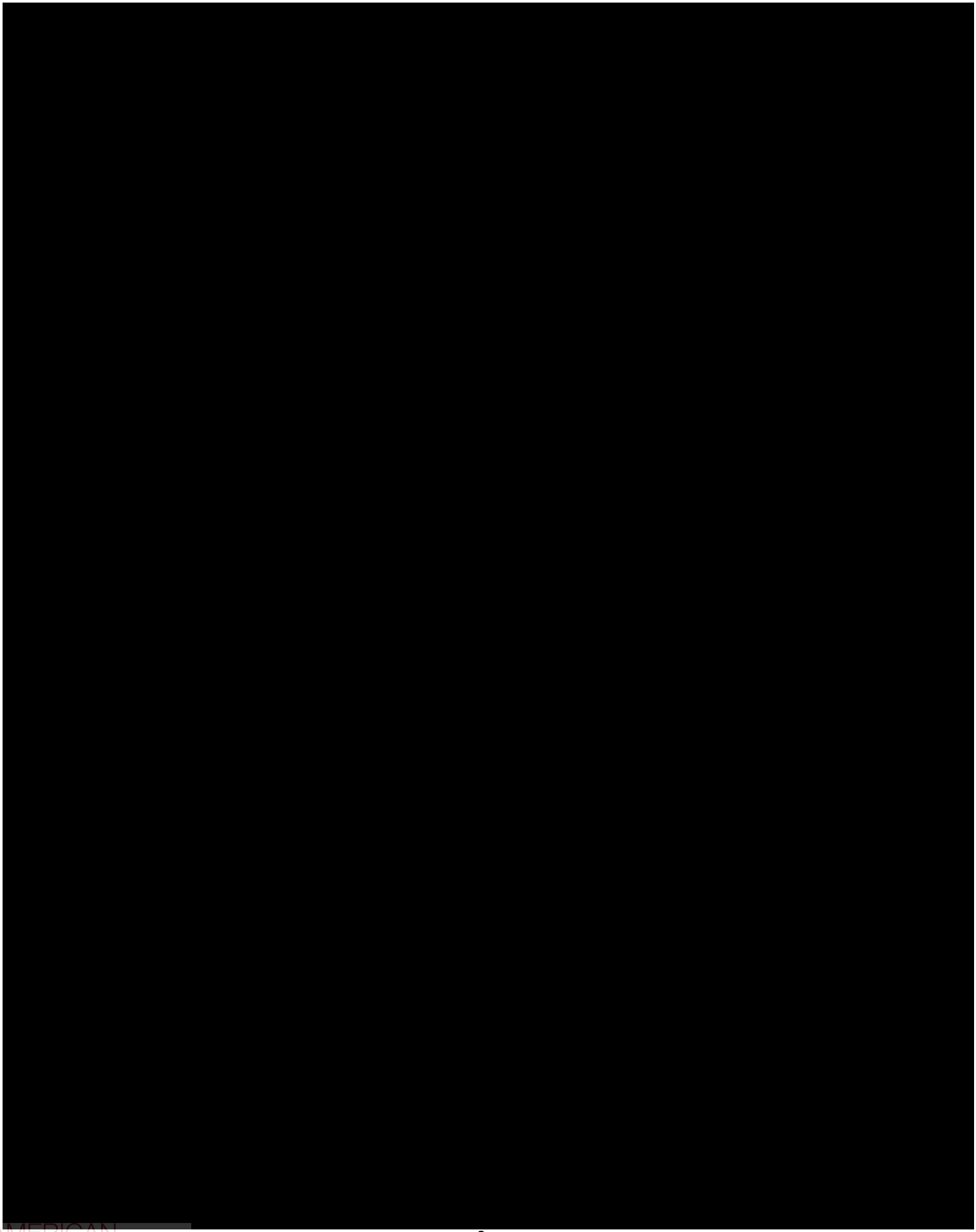
From: Ji, Michael
Sent: Friday, July 20, 2018 10:09 AM
To: Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: OVR UI automation URL

Hey Karthi:

UI automation is configured to working …

Which OVR URL I need to use? I am currently using [redacted] Registration/Eligibility

AMERICAN OVERSIGHT



AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Pitts, Charles L.
Sent: Friday, July 20, 2018 9:16 AM
To: Modrow, Janet; Talabi, Steve; Swamy, Karthi R.
Cc: Brown, George; Maynor, Walter S. "Scott"; Brown, Toshia; Marconnet, Amber
Subject: RE: Problem with OVR

Janet,

My devs are on it, thank you.

Charles Pitts, CSM
Applications Development Manager – Division of Administrative Services Florida Department of State R. A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Telephone: (850) 245-6167
Email: Charles.pitts@dos.myflorida.com

-----Original Message-----
From: Modrow, Janet
Sent: Friday, July 20, 2018 9:08 AM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Brown, George <George.Brown@dos.myflorida.com>; Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Subject: FW: Problem with OVR

Steve and Karthi,

I wasn't sure if this email was forwarded to you. Any idea what is going on here?

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: Wesley Wilcox [mailto:WWilcox@VoteMarion.com]
Sent: Thursday, July 19, 2018 4:12 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>; Matthews, Maria I. <Maria.Matthews@DOS.MyFlorida.com>
Cc: Lux, Paul <plux@co.okaloosa.fl.us>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Gill, Susan <Susan.gill@votecitrus.com>
Subject: RE: Problem with OVR

EMAIL RECEIVED FROM EXTERNAL SOURCE

AMERICAN OVERSIGHT

This is the 2nd notification I have received that there may be something amiss.

Can you give us an update on the status of the system? Are there any known outages or issues?

Thanks,
Wesley

WESLEY WILCOX, CERA
SUPERVISOR OF ELECTIONS
Marion County, Florida
PO Box 289
Ocala, Florida 34478-0289
Phone: 352.620.3290
Fax: 352.620.3286
Web: www.VoteMarion.com

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: Susan Gill [mailto:Susan.Gill@votecitrus.com]
Sent: Thursday, July 19, 2018 3:54 PM
To: Marconnet, Amber (Amber.Marconnet@DOS.MyFlorida.com) <Amber.Marconnet@DOS.MyFlorida.com>; Brown, Toshia (Toshia.Brown@DOS.MyFlorida.com) <Toshia.Brown@DOS.MyFlorida.com>
Cc: Laura Zayas <Laura.Zayas@votecitrus.com>; Tim Gunsteens <tim.gunsteens@votecitrus.com>; Wesley Wilcox <WWilcox@VoteMarion.com>; Paul Lux (plux@co.okaloosa.fl.us) <plux@co.okaloosa.fl.us>
Subject: Problem with OVR

Amber & Toshia,

We are experiencing problems with OVR which is frustrating and aggravating our voters and potential voters.

The attachment shows the message the voter receives.

Here is the sequence of events.

1) Voter completes the information correctly (issue date)
2) Gets to the "I am not a robot" message and clicks.
3) None of the pictures appear.
4) Voter clicks on "Continue"
5) Voter receives Error Message.

I have personally tried to use the OVR, once on the office computer and once on my personal tablet. I received the same error message.

What is you assessment on what is happening? We are inputting the correct information.

I know staff has called about this problem. We need some direction on what might be causing the error. Are we the only ones reporting this issue?

AMERICAN OVERSIGHT

Your prompt attention is much appreciated. We are concerned about what might happen on July 30th book closing if this problem persists.

Thank you!

Susan Gill

Susan Gill, CERA, MFCEP
Citrus County
Supervisor of Elections
120 N. Apopka Avenue
Inverness, Florida 34450
tele: (352) 341-6750
fax: (352) 341-6589

PLEASE NOTE NEW EMAIL ADDRESS
susan.gill@votecitrus.com

The Citrus County Supervisor of Elections Office is a public entity subject to Chapter 119 of the Florida Statutes concerning public records. E-mail messages are covered under such laws and thus subject to disclosure. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

-----Original Message-----
From: SOE_Scanner@votecitrus.com [mailto:SOE_Scanner@votecitrus.com]
Sent: Thursday, July 19, 2018 3:36 PM
To: Susan Gill <Susan.Gill@votecitrus.com>
Subject: Citrus County SOE Scanned Document

The attached document was scanned and sent to you from the Citrus Co. SOE Main Office. Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Attachment File Type: pdf, Multi-Page

Thank you.
Citrus Co. Supervisor of Elections
Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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

AMERICAN OVERSIGHT

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Thursday, July 26, 2018 12:00 PM
To: Talabi, Steve; Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Brown, George; Pitts, Charles L.
Subject: RE: Street Segment Index

Please take a look at the document again, as it contains my modification suggestions.

[redacted].docx

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 1:41 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: RE: Street Segment Index

Please see document [redacted].docx

We need to fix indexes. The duplicate zipcode only index is not needed.
We also need to talk to Weston or Mike regarding the backup and the logging backup.

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

From: Talabi, Steve
Sent: Wednesday, July 25, 2018 12:12 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: Street Segment Index

AMERICAN OVERSIGHT

I have added the file to the location below:

[redacted]

Karthi added one additional index for 'zipcode' to prevent a table scan.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Modrow, Janet
Sent: Thursday, July 26, 2018 12:13 PM
To: Talabi, Steve; Swamy, Karthi R.
Cc: Maynor, Walter S. "Scott"; Brown, George; Pitts, Charles L.
Subject: RE: Street Segment Index

I just took off the 'distinct' qualifier and change the order by field. I also don't think the top 200 is needed either.

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

From: Modrow, Janet
Sent: Thursday, July 26, 2018 12:00 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Brown, George <George.Brown@DOS.MyFlorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>
Subject: RE: Street Segment Index

Please take a look at the document again, as it contains my modification suggestions.

[redacted].docx

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 1:41 PM
To: Talabi, Steve <Steve.Talabi@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <Scott.Maynor@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: RE: Street Segment Index

Please see document [redacted].docx

AMERICAN OVERSIGHT

We need to fix indexes. The duplicate zipcode only index is not needed.
We also need to talk to Weston or Mike regarding the backup and the logging backup.

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

From: Talabi, Steve
Sent: Wednesday, July 25, 2018 12:12 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Swamy, Karthi R. <Karthi.Swamy@dos.myflorida.com>
Subject: Street Segment Index

I have added the file to the location below:

[redacted]

Karthi added one additional index for 'zipcode' to prevent a table scan.

Thanks

Steve Talabi, PMP®
Application Systems Programmer III
Florida Department of State
R.A. Gray Building
500 S. Bronough Street
Tallahassee, FL 32399-0250
Phone: (850) 245-6188

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Thursday, July 26, 2018 1:29 PM
To: D'Antonio, Alfred J.
Cc: Maynor, Walter S. "Scott"
Subject: tables should be in sync in all env.

[redacted]

[redacted]

[redacted]

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Swamy, Karthi R.
Sent: Friday, July 20, 2018 2:18 PM
To: Pitts, Charles L.; Maynor, Walter S. "Scott"
Cc: Talabi, Steve; Reddy, Goutham
Subject: Test URL

Hi Team,

I applied few error handling and deployed in test

URL: [redacted] or : [redacted]

If possible, connect to DOS wifi and access this site through your mobile device: [redacted]

Thanks,
Karthi

AMERICAN OVERSIGHT

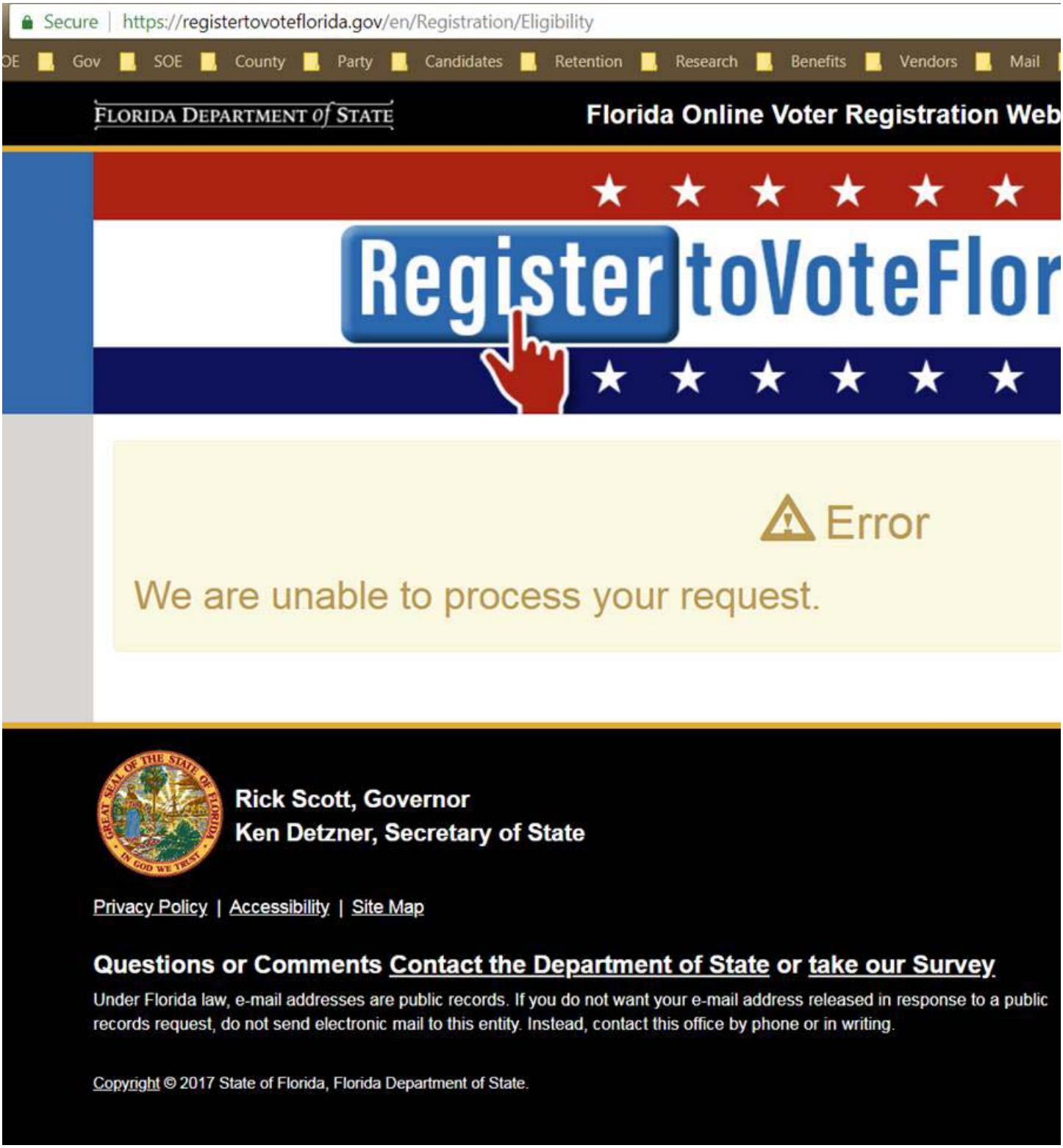
Swain, Margaret A.

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

Support team:

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

AMERICAN OVERSIGHT



Sincerely,

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

AMERICAN OVERSIGHT

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

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

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

Please consider the environment before printing this email.

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Dunn, Ashley L.
Sent: Tuesday, July 17, 2018 11:43 AM
To: Brown, Toshia; Matthews, Maria I.; Marconnet, Amber; Giles, Teri M.; Perkins, Mindy; Elias, Sue; Modrow, Janet; Wilcox, Wesley; Paul Stump; Fowler, Wren; Winchester, Jon; Vaughn, Martin L.; Quant, Vilma V.; Acharya, Lavanya B.; Schlorholtz, Erik; Darter, Jeff; Williams, Terry; Jremes@vrsystems.com
Subject: FVRS IT Support Call
Attachments: ITSupportMeeting20180711.docx

Good morning:

This is a reminder about the upcoming FVRS IT Support conference call, tomorrow at 2:30 PM, EST.

Call number: 1.888.670.3525
Participant Code: **5838329163#**

Thank you,

Ashley Dunn
Executive Assistant
Florida Department of State
Division of Elections
Director's office
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399

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

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AGENDA

1. Review Meeting Notes from 6/20/18. Meeting on 6/27 was cancelled.
2. Websphere replacement – V9 rollout to production completed.
3. Incomplete/Unverified application Removal Update
    a. Vendor/County feedback on spreadsheets
    b. Removal will occur during Maintenance windows 7/20
4. Scanned Applications (July 8th tentative push to Production)
    a. HSMV test data update was pushed to pilot today 7/11
    b. Processing Matrix
5. Pilot 2012 FTP server update
    a. Get [redacted] server IP
    b. Key Pairs
6. SSN9 update
7. Open Floor

Participants:

Dept. of State	Here	Supervisor's Office	Here	FVRS IT Support	Here
Maria Matthews		Sup. Wilcox (MRN)		Jon Winchester	
Janet Modrow		Sue Elias (ORA)		VR - Wren Fowler	
Toshia Brown		Terry Williams (SAR)		VR - Erik Schlorholtz	
Amber Marconnet		Jeff Darter (PAL)		VR – Paul Stump	
Ashley Dunn				VR – Jaime	
Teri Giles				VR – Patrick Tully	
Lavanya Acharya					
Martin Vaughn					
Vilma Quant					

Meeting Notes:

1. Meeting Notes – no changes requested.
2. Websphere replacement (V9) rollout
3. Incomplete/Unverified removal
    a. VR found discrepancies with the lists. They will send findings to Janet.
    b. Discussion held regarding updates to incomplete applications from another incomplete application but combined they make a whole (ie merging applications).
    Questions: Is this allowed? What should the registration date be?
4. Scanned Applications
    a. Filename format was shortened.
    b. Some test data was pushed to Pilot for vendor testing.
    c. Processing of the [redacted] transaction must include the [redacted] to acknowledge the notification and a [redacted] to acknowledge retrieval of the files. A [redacted] will retrieve the file information.
    d. On 7/12 DOS requested HSMV to send more test records.
    e. HSMV rollout to production scheduled for 7/26.

Pilot Test Data	Sue (ORA)	Jon (PAL/SAR)	VR (64 counties)
Scanned Applications (2/9/18)	WIP	WIP	WIP

1. Pilot 2012 FTP server

AMERICAN OVERSIGHT

   a. 7/12 Update: DOS network team is creating a new URL [redacted] to point to the [redacted] FTP server in [redacted])
   b. Vendors believe a new key pair should work.
2. SSN9 update
3. Open Floor

Action Item Log Pending:

Created	Action Detail	Status
10/16/17	Create a project plan / timeline for testing and implementing Websphere replacement and scanned application.	• 10/17 JM informed management of request.
12/13/17	Define procedural process for multiple application and out of sequence submittals	• Started discussion; implementation pushed back to 2019;
2/7/18	County procedures for handling OVR applications missing data fields previously provided. Vendor automation of process?	•
3/28/18	Vendor Modification Requests for management approval and prioritization: 1. Creating a new transaction to update the residential address and precinct fields. (3/28/18) 2. Compress the [redacted] files, (4/4/18)	•
3/28/18	Removal of Incomplete Application and Unverified application – create schedule and process.	•
4/18/18	Scanned application processing procedures – incorporated into rule?	•

Action Item Log Completed:

Created	Action Detail	Status
2/21/18	What text coding is used to create the hash? [redacted]	• Completed 2/28/18
2/7/18	Recommend mailing and former city in OVR be [redacted] characters. This will prevent users from putting the city, state and zip in the field. This is critical for former address because the out of state notices are based on the state code.	• Submitted to OVR change control 2/14/18
1/31/18	Vendors to look at field size in local database	• Completed 2/7/18
1/24/18	Create process matrix for DMV scanned applications	• 1/31/18 completed
1/24/18	Create [redacted] transaction documentation	• 1/31/18 completed
1/24/18	Have test data in pilot by 2/9/18	• Completed 2/9/18
11/15/17	[redacted] vs [redacted] usage by Vendors	• Discussed 12/13
11/8/17	Check with Maria regarding reporting voter contact for VbM requests via the [redacted] transaction to update the last activitiy date.	• Completed 11/13 • [redacted] is sufficient to record the last activity date to any type of voter contact

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

10/30/17	Check with Maria regarding voter contact for VbM requests	• Completed 10/31 • Yes as a general type • Code: [redacted]
10/16/17	Set up meeting with HSMV to discuss having the opt-out applications culled out so the images are not sent but the information is put into the monthly declination file.	• 10/17 JM sent email to Desi at HSMV. • 11/7 – Meeting set for 11/15 1:00 – 2:00 pm
3/7/18	Vendors to research use of [redacted]	• 3/14/18 Sue & Jon reported it's used to fix date errors.
3/28/18	Provide voter ID's to vendors for Removed voters (due to list maintenance) with active applications	• Completed 4/4/18
		•

1. HSMV mail-in counts (Action Item from 10/9 meeting)

OfficeX06	Renewal
CY 2010	228,187
CY 2011	209,724
CY 2012	196,757
CY 2013	156,405
CY 2014	95,171
CY 2015	13,452
CY 2016	45,901
CY 20171015	101,988

2. Code Table Updates (established 1/31/18; update 4/21/18)

Code_Type	Code_Value	Description
[redacted]	[redacted]	Scanned Application Image Notification
[redacted]	[redacted]	Invalid Scan Status Code
[redacted]	[redacted]	Image not clear – cannot process
[redacted]	[redacted]	No application provided and no address update
[redacted]	[redacted]	Duplicate application – Sent Signature Update
[redacted]	[redacted]	Incomplete with No Data Change
[redacted]	[redacted]	Incomplete with Address change – send verification letter
[redacted]	[redacted]	Subsequent application processed after postmark date

3. HSMV Returned mail-in applications (4/18/18)

2018	Renewals Returned	Voter Application	Percent
January	13,130	1,739	13.24%
February	10,484	1,279	12.20%
March	12,235	1,568	12.81%

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Dunn, Ashley L.
Sent: Wednesday, July 25, 2018 12:16 PM
To: Brown, Toshia; Matthews, Maria I.; Marconnet, Amber; Giles, Teri M.; Perkins, Mindy; Elias, Sue; Modrow, Janet; Wilcox, Wesley; Paul Stump; Fowler, Wren; Winchester, Jon; Vaughn, Martin L.; Quant, Vilma V.; Acharya, Lavanya B.; Schlorholtz, Erik; Darter, Jeff; Williams, Terry; Jremes@vrsystems.com
Subject: FVRS IT Support Call
Attachments: ITSupportMeeting20180711.docx; ITSupportMeeting20180725.docx

Good morning:

This is a reminder about the upcoming FVRS IT Support conference call, this afternoon at 2:30 PM, EST.

Call number: 1.888.670.3525
Participant Code: **5838329163#**

Thank you,

Ashley Dunn
Executive Assistant
Florida Department of State
Division of Elections
Director's office
R.A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, Florida 32399

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

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AGENDA

1. Review Meeting Notes from 6/20/18. Meeting on 6/27 was cancelled.
2. Websphere replacement – V9 rollout to production completed.
3. Incomplete/Unverified application Removal Update
    a. Vendor/County feedback on spreadsheets
    b. Removal will occur during Maintenance windows 7/20
4. Scanned Applications (July 8th tentative push to Production)
    a. HSMV test data update was pushed to pilot today 7/11
    b. Processing Matrix
5. Pilot [redacted] FTP server update
    a. Get [redacted] server IP
    b. Key Pairs
6. SSN9 update
7. Open Floor

Participants:

Dept. of State	Here	Supervisor's Office	Here	FVRS IT Support	Here
Maria Matthews		Sup. Wilcox (MRN)	Yes	Jon Winchester	
Janet Modrow	Yes	Sue Elias (ORA)		VR - Wren Fowler	Yes
Toshia Brown	Yes	Terry Williams (SAR)		VR - Erik Schlorholtz	Yes
Amber Marconnet		Jeff Darter (PAL)		VR – Paul Stump	
Ashley Dunn				VR – Jaime	
Teri Giles	Yes			VR – Patrick Tully	
Lavanya Acharya	Yes				
Martin Vaughn	Yes				
Vilma Quant	Yes				

Meeting Notes:

1. Meeting Notes – no changes requested.
2. Websphere replacement (V9) rollout
3. Incomplete/Unverified removal
    a. VR found discrepancies with the lists. They will send findings to Janet.
    b. Discussion held regarding updates to incomplete applications from another incomplete application but combined they make a whole (ie merging applications).
    Questions: Is this allowed? What should the registration date be?
4. Scanned Applications
    a. Filename format was shortened.
    b. Some test data was pushed to Pilot for vendor testing.
    c. Processing of the [redacted] transaction must include the [redacted] to acknowledge the notification and a [redacted] to acknowledge retrieval of the files. A [redacted] will retrieve the file information.
    d. On 7/12 DOS requested HSMV to send more test records.
    e. HSMV rollout to production scheduled for 7/26.

Pilot Test Data	Sue (ORA)	Jon (PAL/SAR)	VR (64 counties)
Scanned Applications (2/9/18)	WIP	WIP	WIP

1. Pilot 2012 FTP server

AMERICAN OVERSIGHT

   a. 7/12 Update: DOS network team is creating a new URL [redacted] to point to the 2012 FTP server in [redacted])
   b. Vendors believe a new key pair should work.
2. SSN9 update
3. Open Floor

Action Item Log Pending:

Created	Action Detail	Status
10/16/17	Create a project plan / timeline for testing and implementing Websphere replacement and scanned application.	• 10/17 JM informed management of request.
12/13/17	Define procedural process for multiple application and out of sequence submittals	• Started discussion; implementation pushed back to 2019;
2/7/18	County procedures for handling OVR applications missing data fields previously provided. Vendor automation of process?	•
3/28/18	Vendor Modification Requests for management approval and prioritization: 1. Creating a new transaction to update the residential address and precinct fields. (3/28/18) 2. Compress the [redacted] files, (4/4/18)	•
3/28/18	Removal of Incomplete Application and Unverified application – create schedule and process.	•
4/18/18	Scanned application processing procedures – incorporated into rule?	•

Action Item Log Completed:

Created	Action Detail	Status
2/21/18	What text coding is used to create the hash? [redacted]	• Completed 2/28/18
2/7/18	Recommend mailing and former city in OVR be limited to 25 characters. This will prevent users from putting the city, state and zip in the field. This is critical for former address because the out of state notices are based on the state code.	• Submitted to OVR change control 2/14/18
1/31/18	Vendors to look at field size in local database	• Completed 2/7/18
1/24/18	Create process matrix for DMV scanned applications	• 1/31/18 completed
1/24/18	Create [redacted] transaction documentation	• 1/31/18 completed
1/24/18	Have test data in pilot by 2/9/18	• Completed 2/9/18
11/15/17	[redacted] vs [redacted] usage by Vendors	• Discussed 12/13
11/8/17	Check with Maria regarding reporting voter contact for VbM requests via the [redacted] transaction to update the last activitiy date.	• Completed 11/13 • [redacted] is sufficient to record the last activity date to any type of voter contact

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

10/30/17	Check with Maria regarding voter contact for VbM requests	• Completed 10/31 • Yes as a general type • Code: [redacted]
10/16/17	Set up meeting with HSMV to discuss having the opt-out applications culled out so the images are not sent but the information is put into the monthly declination file.	• 10/17 JM sent email to Desi at HSMV. • 11/7 – Meeting set for 11/15 1:00 – 2:00 pm
3/7/18	Vendors to research use of [redacted]	• 3/14/18 Sue & Jon reported it's used to fix date errors.
3/28/18	Provide voter ID's to vendors for Removed voters (due to list maintenance) with active applications	• Completed 4/4/18
		•

1. HSMV mail-in counts (Action Item from 10/9 meeting)

OfficeX06	Renewal
CY 2010	228,187
CY 2011	209,724
CY 2012	196,757
CY 2013	156,405
CY 2014	95,171
CY 2015	13,452
CY 2016	45,901
CY 20171015	101,988

2. Code Table Updates (established 1/31/18; update 4/21/18)

Code_Type	Code_Value	Description
NTC	[redacted]	Scanned Application Image Notification
ERR	[redacted]	Invalid Scan Status Code
SAS	[redacted]	Image not clear – cannot process
SAS	[redacted]	No application provided and no address update
SAS	[redacted]	Duplicate application – Sent Signature Update
SAS	[redacted]	Incomplete with No Data Change
SAS	[redacted]	Incomplete with Address change – send verification letter
SAS	[redacted]	Subsequent application processed after postmark date

3. HSMV Returned mail-in applications (4/18/18)

2018	Renewals Returned	Voter Application	Percent
January	13,130	1,739	13.24%
February	10,484	1,279	12.20%
March	12,235	1,568	12.81%

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/11/18 2:30 – 3:30 Pm)

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/25/18 2:30 – 3:30 Pm)

AGENDA

1. Review Meeting Notes from 7/11/18. Meeting 7/18 was cancelled.
2. Incomplete/Unverified application Removal Update
    a. Vendor/County feedback on spreadsheets
    b. Removal will occur after General
3. Scanned Applications (July 26th tentative push to Production)
    a. HSMV test data update was pushed to pilot today 7/11
4. Pilot 2012 FTP server update
    a. Get NW FTP server IP: DOS network team is creating a new URL [redacted] to point to the [redacted] FTP server in [redacted] ([redacted])
    b. Key Pairs
5. SSN9 update
6. Open Floor

Participants:

Dept. of State	Here	Supervisor's Office	Here	FVRS IT Support	Here
Maria Matthews		Sup. Wilcox (MRN)		Jon Winchester	
Janet Modrow		Sue Elias (ORA)		VR - Wren Fowler	
Toshia Brown		Terry Williams (SAR)		VR - Erik Schlorholtz	
Amber Marconnet		Jeff Darter (PAL)		VR – Paul Stump	
Ashley Dunn				VR – Jaime	
Teri Giles				VR – Patrick Tully	
Lavanya Acharya					
Martin Vaughn					
Vilma Quant					

Meeting Notes:

1. Meeting Notes – no changes requested.
2. Websphere replacement (V9) rollout
3. Incomplete/Unverified removal
4. Scanned Applications

Pilot Test Data	Sue (ORA)	Jon (PAL/SAR)	VR (64 counties)
Scanned Applications (2/9/18)	WIP	WIP	WIP

2. Pilot 2012 FTP server
3. SSN9 update
4. Open Floor

Action Item Log Pending:

Created	Action Detail	Status
10/16/17	Create a project plan / timeline for testing and implementing Websphere replacement and scanned application.	• 10/17 JM informed management of request.

AMERICAN OVERSIGHT

12/13/17	Define procedural process for multiple application and out of sequence submittals	• Started discussion; implementation pushed back to 2019;
2/7/18	County procedures for handling OVR applications missing data fields previously provided. Vendor automation of process?	•
3/28/18	Vendor Modification Requests for management approval and prioritization: 1. Creating a new transaction to update the residential address and precinct fields. (3/28/18) 2. Compress the [redacted] files, (4/4/18)	•
3/28/18	Removal of Incomplete Application and Unverified application – create schedule and process.	•
4/18/18	Scanned application processing procedures – incorporated into rule?	•

Action Item Log Completed:

Created	Action Detail	Status
2/21/18	What text coding is used to create the hash? [redacted]	• Completed 2/28/18
2/7/18	Recommend mailing and former city in OVR be [redacted] characters. This will prevent users from putting the city, state and zip in the field. This is critical for former address because the out of state notices are based on the state code.	• Submitted to OVR change control 2/14/18
1/31/18	Vendors to look at field size in local database	• Completed 2/7/18
1/24/18	Create process matrix for DMV scanned applications	• 1/31/18 completed
1/24/18	Create [redacted] transaction documentation	• 1/31/18 completed
1/24/18	Have test data in pilot by 2/9/18	• Completed 2/9/18
11/15/17	[redacted] vs [redacted] usage by Vendors	• Discussed 12/13
11/8/17	Check with Maria regarding reporting voter contact for VbM requests via the [redacted] transaction to update the last activitiy date.	• Completed 11/13 • [redacted] is sufficient to record the last activity date to any type of voter contact
10/30/17	Check with Maria regarding voter contact for VbM requests	• Completed 10/31 • Yes as a general type • Code: [redacted]
10/16/17	Set up meeting with HSMV to discuss having the opt-out applications culled out so the images are not sent but the information is put into the monthly declination file.	• 10/17 JM sent email to Desi at HSMV. • 11/7 – Meeting set for 11/15 1:00 – 2:00 pm
3/7/18	Vendors to research use of [redacted]	• 3/14/18 Sue & Jon reported it's used to fix date errors.
3/28/18	Provide voter ID's to vendors for Removed voters (due to list maintenance) with active applications	• Completed 4/4/18

AMERICAN OVERSIGHT

FVRS IT Support Meeting (7/25/18 2:30 – 3:30 Pm)

		•

1. HSMV mail-in counts (Action Item from 10/9 meeting)

OfficeX06	Renewal
CY 2010	228,187
CY 2011	209,724
CY 2012	196,757
CY 2013	156,405
CY 2014	95,171
CY 2015	13,452
CY 2016	45,901
CY 20171015	101,988

2. Code Table Updates (established 1/31/18; update 4/21/18)

Code_Type	Code_Value	Description
[redacted]	[redacted]	Scanned Application Image Notification
[redacted]	[redacted]	Invalid Scan Status Code
[redacted]	[redacted]	Image not clear – cannot process
[redacted]	[redacted]	No application provided and no address update
[redacted]	[redacted]	Duplicate application – Sent Signature Update
[redacted]	[redacted]	Incomplete with No Data Change
[redacted]	[redacted]	Incomplete with Address change – send verification letter
[redacted]	[redacted]	Subsequent application processed after postmark date

3. HSMV Returned mail-in applications (4/18/18)

2018	Renewals Returned	Voter Application	Percent
January	13,130	1,739	13.24%
February	10,484	1,279	12.20%
March	12,235	1,568	12.81%

AMERICAN OVERSIGHT

Swain, Margaret A.

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

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

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

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

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

Swain, Margaret A.

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

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	**OVR No: 334234**
4	Date of Birth (MM-DD-YYYY) 1 1 - 2 8 - 1 9 8 4	**FVRS No:**
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number	If no FL DL or FL ID, then provide Last 4 digits of Social Security Number ☐ I have NONE of these numbers.
6	Last Name : **Arguelles** / First Name : **Luanna** / Middle Name : / Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box) **301 SOUTHEAST 19TH STREET** / Apt/Lot/Unit / City **FT LAUDERDALE** / County **BROWARD** / Zip Code **33316**	
8	Mailing Address (if different from above address) / Apt/Lot/Unit / City / State or Country / Zip Code	
9	Address Where You Were Last Registered to Vote / Apt/Lot/Unit / City / State / Zip Code	
10	Former Name (if name is changed) / Gender ☐M ☑F / State or Country of Birth **FL** / Telephone No. (optional) **(727) 698-8870**	
11	☑ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: **arguelles.elle@gmail.com**	

Party Affiliation
(Check only one. If left blank, you will be registered without party affiliation)
☑ Florida Democratic Party
☐ Republican Party of Florida
☐ No party affiliation
☐ Minor party (print party name):

Race/Ethnicity *(Check only one)*
☐ American Indian/Alaskan Native
☐ Asian/Pacific Islander
☐ Black, not of Hispanic Origin
☑ Hispanic
☐ White, not of Hispanic Origin
☐ Multi-racial
☐ Other :_____

(Check only one if applicable)
☐ I am an active duty **Uniformed Services or Merchant Marine member**
☐ I am **a spouse or a dependent of** an active duty uniformed services or merchant marine member
☐ I am **a U.S. citizen residing outside the U.S.**

☐ **I will need assistance with voting.**
☐ **I am interested in becoming a poll worker.**

12	Oath: *I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.* [redacted]	ate: **7/30/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

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

Hello OVR Support Team,

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

Thank you,
Sandra F.

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

e-Newsletter Sign-Up | www.pbctax.com



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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Ji, Michael
Sent: Friday, July 20, 2018 9:44 AM
To: Vaughn, Martin L.
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Modrow, Janet
Subject: I am working on OVR right now

Hey Martin:

There is OVR thing I am working on right now. I will let you know when I can switch back to V09 Oracle testing.

Thanks,

Michael

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Vaughn, Martin L.
Sent: Wednesday, July 25, 2018 6:04 PM
To: Swamy, Karthi R.
Cc: Quant, Vilma V.; Giles, Teri M.; Acharya, Lavanya B.; Modrow, Janet; Pitts, Charles L.
Subject: Logon trigger for tracing OVR userid's

Hello Karthi,

I have compiled a simple login trigger in [redacted] that enables tracing for fvrs_ovr and fvrs_ovr_xtrnl userid's upon logon. If you wish to have your loading of the print or unverified tables traced, feel free to run in [redacted] If you prefer [redacted] or other environment, let me know in the morning and I will make it ready.

If you've already determined the value / data / schema issue, no worries.

Best regards,
martin

AMERICAN OVERSIGHT

Swain, Margaret A.

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

AMERICAN OVERSIGHT

Swain, Margaret A.

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

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	**OVR No: 334234**
4	Date of Birth (MM-DD-YYYY) 1 1 - 2 8 - 1 9 8 4	**FVRS No:**
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number [redacted]	If no FL DL or FL ID, then provide → Last 4 digits of Social Security Number [redacted] ☐ I have NONE of these numbers.
6	Last Name : **Arguelles** | First Name : **Luanna** | Middle Name : | Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box): **301 SOUTHEAST 19TH STREET** | Apt/Lot/Unit: | City: **FT LAUDERDALE** | County: **BROWARD** | Zip Code: **33316**	
8	Mailing Address (if different from above address) | Apt/Lot/Unit | City | State or Country | Zip Code	
9	Address Where You Were Last Registered to Vote | Apt/Lot/Unit | City | State | Zip Code	
10	Former Name (if name is changed) | Gender ☐M ☑F | State or Country of Birth: **FL** | Telephone No. (optional): **(727) 698-8870**	
11	☑ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: **arguelles.elle@gmail.com**	

Party Affiliation
(Check only one. If left blank, you will be registered without party affiliation)
☑ Florida Democratic Party
☐ Republican Party of Florida
☐ No party affiliation
☐ Minor party (print party name):

Race/Ethnicity *(Check only one)*
☐ American Indian/Alaskan Native
☐ Asian/Pacific Islander
☐ Black, not of Hispanic Origin
☑ Hispanic
☐ White, not of Hispanic Origin
☐ Multi-racial
☐ Other :_____

(Check only one if applicable)
☐ I am an active duty **Uniformed Services or Merchant Marine member**
☐ I am **a spouse or a dependent of** an active duty uniformed services or merchant marine member
☐ I am **a U.S. citizen residing outside the U.S.**

☐ **I will need assistance with voting.**
☐ **I am interested in becoming a poll worker.**

12	Oath: *I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.*	[redacted] Date: **7/30/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Vaughn, Martin L.
Sent: Friday, July 20, 2018 10:13 AM
To: Ji, Michael
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Modrow, Janet
Subject: RE: I am working on OVR right now

Hello Michael,

No worries ☺ I think we will be finishing our testing next week, and that is completely fine…

From: Ji, Michael
Sent: Friday, July 20, 2018 9:44 AM
To: Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Subject: I am working on OVR right now

Hey Martin:

There is OVR thing I am working on right now. I will let you know when I can switch back to V09 Oracle testing.

Thanks,

Michael

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

AMERICAN OVERSIGHT

Swain, Margaret A.

Sent: Friday, July 20, 2018 10:12 AM
To: Ji, Michael
Cc: Maynor, Walter S. "Scott"; Pitts, Charles L.; Modrow, Janet
Subject: RE: I am working on OVR right now

Hello Michael,

No worries ☺ I think we will be finishing our testing next week, and that is completely fine…

From: Ji, Michael
Sent: Friday, July 20, 2018 9:44 AM
To: Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>
Cc: Maynor, Walter S. "Scott" <scott.maynor@dos.myflorida.com>; Pitts, Charles L. <Charles.Pitts@dos.myflorida.com>; Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Subject: I am working on OVR right now

Hey Martin:

There is OVR thing I am working on right now. I will let you know when I can switch back to V09 Oracle testing.

Thanks,

Michael

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Vaughn, Martin L.
Sent: Friday, July 20, 2018 10:07 AM
To: Quant, Vilma V.; Modrow, Janet; Giles, Teri M.
Subject: RE: Maintenance window

I had an indication. When I left 715 last eve, Scott/Geo/Traci/Charles/et.al., were working on OVR issues. Scott was noting he had to attend jury duty today, and the weekend might be toast. Frankly, with Doug's entire team having been out at training a goodly part of this week (all since Monday?), maybe it's not bad… Hoping we can get a 'mini-downtime' sometime in next few weekends to let us push a few things forward…

From: Quant, Vilma V.
Sent: Friday, July 20, 2018 10:02 AM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Giles, Teri M. <Teri.Giles@dos.myflorida.com>; Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>
Subject: RE: Maintenance window

No not at all.

Vilma Quant
Database Consultant
Florida Department of State
850-245-6136

From: Modrow, Janet
Sent: Friday, July 20, 2018 10:00 AM
To: Giles, Teri M. <Teri.Giles@dos.myflorida.com>; Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>; Quant, Vilma V. <Vilma.Quant@dos.myflorida.com>
Subject: RE: Maintenance window

Well go ahead and enable it again and run the job. I was just informed that the maintenance window was cancelled. Were you guys informed?

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

From: Giles, Teri M.
Sent: Friday, July 20, 2018 8:26 AM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>; Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>; Quant, Vilma V. <Vilma.Quant@dos.myflorida.com>
Subject: RE: Maintenance window

AMERICAN OVERSIGHT

yes

From: Modrow, Janet
Sent: Friday, July 20, 2018 8:25 AM
To: Giles, Teri M. <Teri.Giles@dos.myflorida.com>; Vaughn, Martin L. <Martin.Vaughn@dos.myflorida.com>; Quant, Vilma V. <Vilma.Quant@dos.myflorida.com>
Subject: Maintenance window

Teri,

Did you disable FDLE return job so it won't run at 9 am?

J

Get Outlook for Android

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

AMERICAN OVERSIGHT

Swain, Margaret A.

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

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

Thank you,

JC

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

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

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

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

EMAIL RECEIVED FROM EXTERNAL SOURCE

AMERICAN OVERSIGHT

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

AMERICAN OVERSIGHT

Swain, Margaret A.

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

Supervisor of Elections,

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

Thank You,

JC Fishbough
Bureau of Voter Registration Services
Division of Elections
(866)308-6739 Voter Assistance Hotline
(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: Elle A [mailto:arguelles.elle@gmail.com]
Sent: Monday, July 30, 2018 4:13 PM
To: OVRSupport <OVRSupport@dos.myflorida.com>
Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Importance: High

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

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

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

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

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

1	Are you a citizen of the United States of America? ☑ Yes ☐ No	**OFFICIAL USE ONLY**
2	☑ I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.	
3	☑ I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.	**OVR No: 334234**
4	Date of Birth (MM-DD-YYYY) 1 1 - 2 8 - 1 9 8 4	**FVRS No:**
5	Florida Driver License (FL DL) or Florida identification (FL ID) Card Number [redacted]	If no FL DL or FL ID, then provide Last 4 digits of Social Security Number [redacted] ☐ I have NONE of these numbers.
6	Last Name : **Arguelles** | First Name : **Luanna** | Middle Name : | Name Suffix :	
7	Address Where You Live (legal residence-no P.O. Box): **301 SOUTHEAST 19TH STREET** | Apt/Lot/Unit: | City: **FT LAUDERDALE** | County: **BROWARD** | Zip Code: **33316**	
8	Mailing Address (if different from above address) | Apt/Lot/Unit | City | State or Country | Zip Code	
9	Address Where You Were Last Registered to Vote | Apt/Lot/Unit | City | State | Zip Code	
10	Former Name (if name is changed) | Gender ☐M ☑F | State or Country of Birth: **FL** | Telephone No. (optional): **(727) 698-8870**	
11	☑ Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is: **arguelles.elle@gmail.com**	

Party Affiliation
(Check only one. If left blank, you will be registered without party affiliation)
☑ Florida Democratic Party
☐ Republican Party of Florida
☐ No party affiliation
☐ Minor party (print party name):

Race/Ethnicity *(Check only one)*
☐ American Indian/Alaskan Native
☐ Asian/Pacific Islander
☐ Black, not of Hispanic Origin
☑ Hispanic
☐ White, not of Hispanic Origin
☐ Multi-racial
☐ Other :_____

(Check only one if applicable)
☐ I am an active duty **Uniformed Services or Merchant Marine member**
☐ I am **a spouse or a dependent of** an active duty uniformed services or merchant marine member
☐ I am **a U.S. citizen residing outside the U.S.**

☐ **I will need assistance with voting.**
☐ **I am interested in becoming a poll worker.**

12	Oath: *I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.* [redacted]	ate: **7/30/2018**

AMERICAN OVERSIGHT

Swain, Margaret A.

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

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

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

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

In the meantime,

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

- Check that your browser is **not** in 'Compatibility View' mode.

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

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

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

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

Thank You,

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

AMERICAN OVERSIGHT

(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: 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

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

AMERICAN OVERSIGHT

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

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

To Register in Florida, you must be:

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

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

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

Questions?

Contact the Supervisor of Elections in your county:
dos.myflorida.com/elections/contacts/supervisor-of-elections

Visit the Florida Division of Elections' website at:
dos.myflorida.com/elections

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

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

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

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

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

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

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

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

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

Boxes: Please check boxes (☐) where applicable.

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

Florida Voter Registration Application

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

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** ☐☐☐☐ ☐ **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**

AMERICAN OVERSIGHT

FL-DOS-19-1211-E-000759

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

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Monday, July 30, 2018 3:54 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Sunday, July 29, 2018 3:53 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Saturday, July 28, 2018 3:54 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Friday, July 27, 2018 3:53 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Thursday, July 26, 2018 3:55 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Wednesday, July 25, 2018 3:54 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Tuesday, July 24, 2018 3:47 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Monday, July 23, 2018 3:47 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Sunday, July 22, 2018 3:47 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Saturday, July 21, 2018 3:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Friday, July 20, 2018 3:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Thursday, July 19, 2018 3:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Wednesday, July 18, 2018 3:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Tuesday, July 17, 2018 3:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: OVRSupportProd@dos.myflorida.com
Sent: Tuesday, July 31, 2018 3:54 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: [redacted]
System Refreshed : [redacted] **(PROD)**

AMERICAN OVERSIGHT

Swain, Margaret A.

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet
Cc: Brown, Toshia
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <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

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

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

*** 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.

AMERICAN OVERSIGHT

From: Modrow, Janet
Sent time: 07/25/2018 06:32:18 PM
To: Marconnet, Amber
Cc: Brown, Toshia
Subject: RE: OVR Issue

They both processed yesterday. His got pushed through today.

***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

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 6:31 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Did they both process ones for today?

I see hers on 7/24 and his today 7/25 according to the audit but there may be something the SOE hasn't processed yet.

I saw this in the audit:

Hers:

114550434	OVR	7/24/2018 8:21:48 AM	RB	[redacted]	R		Y	36

His:

114607260	OVR	7/25/2018 3:59:53 PM	RB	[redacted]	R		Y	36

Thanks,

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

From: Modrow, Janet
Sent: Wednesday, July 25, 2018 5:52 PM
To: Marconnet, Amber <Amber.Marconnet@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: RE: OVR Issue

Hers was submitted at 8:04 and his was submitted at 12:14.

Regards,
***Janet Modrow*, PMP®**
Data Processing Manager, Administrative Services
Florida Department of State
R. A. Gray Building
500 S. Bronough Street
Tallahassee, Florida 32399-0250

AMERICAN OVERSIGHT

(850)245-6232
janet.modrow@dos.myflorida.com

From: Marconnet, Amber
Sent: Wednesday, July 25, 2018 3:04 PM
To: Modrow, Janet <Janet.Modrow@DOS.MyFlorida.com>
Cc: Brown, Toshia <Toshia.Brown@DOS.MyFlorida.com>
Subject: Fwd: OVR Issue

FYI per conversation.

Sent from my iPhone

Begin forwarded message:

> **From:** Wayne Fusco <wfusco@votesjc.com>
> **Date:** July 25, 2018 at 2:47:58 PM EDT
> **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>, "WWilcox@VoteMarion.com" <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,

AMERICAN OVERSIGHT

What are the names of the husband and wife?

Thank you,

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

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

Please see below from STJ.

Thank you,

JC

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

Good Morning,

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

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

The OVR reference number is 246739

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

Did you know that Online Voter Registration (OVR) is now available in Florida?
You can register to vote or update your voter registration information 24 hours a day from any computer or handheld device at: https://registertovoteflorida.gov

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

AMERICAN OVERSIGHT

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.

AMERICAN OVERSIGHT

From:	Modrow, Janet
Sent time:	07/26/2018 04:07:31 PM
To:	OVRSupport
Subject:	RE: Voter registration "invalid" zipcode

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

Thanks,

Janet Modrow, PMP®

Data Processing Manager, Administrative Services

Florida Department of State

R. A. Gray Building

500 S. Bronough Street

Tallahassee, Florida 32399-0250

(850)245-6232

janet.modrow@dos.myflorida.com

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

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

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

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

Subject: Voter registration "invalid" zipcode

EMAIL RECEIVED FROM EXTERNAL SOURCE

Good afternoon,

Im 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

AMERICAN OVERSIGHT

From:	Mary lou <mlou09@yahoo.com>
Sent time:	07/31/2018 09:42:42 AM
To:	OVRSupport
Subject:	Loop

I am trying to update my registration information. I have tried twice, but each time, I have to fill out all the info, then go through the CAPTHACA (twice) only to be directed back to the original page. The website needs to be fixed. I now have to waste both my time and one of your peoples time on the phone to do what should easily be done online.

AMERICAN OVERSIGHT

From:	Aaron Sabin <sabinaaronb@gmail.com>
Sent time:	07/31/2018 11:48:57 AM
To:	OVRSupport
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

AMERICAN OVERSIGHT

From:	OVRSupportProd@dos.myflorida.com
Sent time:	07/26/2018 03:54:50 AM
To:	OVRSupportProd
Subject:	Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349805**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/25/2018 03:53:45 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349772**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/30/2018 03:54:08 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349898**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/24/2018 03:47:29 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349744**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/23/2018 03:47:29 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349701**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/22/2018 03:47:25 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349697**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/21/2018 03:47:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349525**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/20/2018 03:47:34 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349498**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/19/2018 03:47:48 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349483**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From:	OVRSupportProd@dos.myflorida.com
Sent time:	07/29/2018 03:53:15 AM
To:	OVRSupportProd
Subject:	Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349896**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/18/2018 03:47:41 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Alpha**
Record Count: **2349472**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/17/2018 03:47:39 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349448**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/31/2018 03:53:35 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349916**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: Pauline Desrosiers <outlook_D7D133771FE66F23@outlook.com>
Sent time: 07/31/2018 07:00:15 AM
To: OVRSupport
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

AMERICAN OVERSIGHT

From: Aaron Sabin <sabinaaronb@gmail.com>
Sent time: 07/31/2018 11:48:57 AM
To: OVRSupport
Subject: Status Update

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hello,

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

Thank you

AMERICAN OVERSIGHT

From: Aaron Sabin <sabinaaronb@gmail.com>
Sent time: 07/31/2018 11:48:57 AM
To: OVRSupport
Subject: Status Update

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hello,

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

Thank you

AMERICAN OVERSIGHT

From: Barbara Bradley <barbaranne14@yahoo.com>
Sent time: 07/30/2018 09:26:06 PM
To: OVRSupport
Subject: Address update

EMAIL RECEIVED FROM EXTERNAL SOURCE

Cannot make an address change on the website. Very frustrating

Been trying for an hour. Help!,,,,!!!,!,!,

Sent from my iPad

AMERICAN OVERSIGHT

From: Mary lou <mlou09@yahoo.com>
Sent time: 07/31/2018 09:42:42 AM
To: OVRSupport
Subject: Loop

EMAIL RECEIVED FROM EXTERNAL SOURCE

I am trying to update my registration information. I have tried twice, but each time, I have to fill out all the info, then go through the CAPTHACA (twice) only to be directed back to the original page. The website needs to be fixed. I now have to waste both my time and one of your peoples time on the phone to do what should easily be done online.

AMERICAN OVERSIGHT

From: Aileen Ortega <whovian311@gmail.com>
Sent time: 07/30/2018 04:54:47 PM
To: OVRSupport
Subject: Not able to register

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

From: Hendershot, Jerry L.
Sent time: 07/31/2018 10:37:01 AM
To: Maynor, Walter S. "Scott"; Durden, Garry N.
Subject: Re: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: 20180731_141227_userId-118658-sandbox.pdf

Here is the report of the suspicious email.

Thanks

On 7/30/18, 4:17 PM, "Maynor, Walter S. "Scott"" <scott.maynor@dos.myflorida.com> wrote:

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

Scott Maynor, PMP®, FCCM

Deputy Chief Information Officer - Administrative Services

Florida Department of State

R.A. Gray Building

500 S. Bronough Street

Tallahassee, FL 32399-0250

Telephone: (850) 245-6135

Email: scott.maynor@dos.myflorida.com

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

From: Elle A <arguelles.elle@gmail.com>

Sent: Monday, July 30, 2018 4:13 PM

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

Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18

Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

The Department of State is committed to excellence.

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

AMERICAN OVERSIGHT

20180731_141227_userId-118658-sandbox.pdf

MS-ISAC
Multi-State Information Sharing & Analysis Center

SUSPICIOUS

Sandbox Report for undefined: extracted from FW- PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18 .eml

Sandbox Report ID	286340
Platform	Windows 7
Classification	My Organization
Category	FILE
Confidence	22
Submitted By	[redacted]
Temporary Session	450505 (Ready to Review)
Started	2018-07-31 15:31:34 +0000
Completed	2018-07-31 15:35:34 +0000
Duration	240 seconds

Screenshots

[redacted]

File Details

[redacted]

Dropped Files (13)

[redacted]

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000806

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

From: OVRSupportProd@dos.myflorida.com
Sent time: 07/31/2018 03:53:35 AM
To: OVRSupportProd
Subject: Success: OVR - Street Segment Refresh Completed

EMAIL RECEIVED FROM EXTERNAL SOURCE

OVR - Street Segment Refresh Completed sucessfully

Table Refreshed: **Beta**
Record Count: **2349916**
System Refreshed : **Street Segment Refresh- FVR9(PROD)**

AMERICAN OVERSIGHT

From: Pauline Desrosiers <outlook_D7D133771FE66F23@outlook.com>
Sent time: 07/31/2018 07:00:15 AM
To: OVRSupport
Subject: Unable to Print confirmation sheet

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

From:	Lisa Mitchell <mitchellokc@gmail com>
Sent time:	07/30/2018 08:04:43 PM
To:	stuart.mitchell@health-first.org; OVRSupport
Subject:	Updating party affiliation

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

From:	Indira Bolar <indirabolar@gmail.com>
Sent time:	07/30/2018 08:14:40 PM
To:	OVRSupport
Subject:	Voter registration help

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

From:	Raiza Perrault <perraultr@aol.com>
Sent time:	07/30/2018 09:47:46 PM
To:	OVRSupport
Subject:	Voting Registration Update

EMAIL RECEIVED FROM EXTERNAL SOURCE

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.

AMERICAN OVERSIGHT

From:	Barbara Bradley <barbaranne14@yahoo.com>
Sent time:	07/30/2018 09:26:06 PM
To:	OVRSupport
Subject:	Address update

EMAIL RECEIVED FROM EXTERNAL SOURCE

Cannot make an address change on the website. Very frustrating

Been trying for an hour. Help!,,,,!!!,!,!,

Sent from my iPad

AMERICAN OVERSIGHT

From: Mary lou <mlou09@yahoo.com>
Sent time: 07/31/2018 09:42:42 AM
To: OVRSupport
Subject: Loop

EMAIL RECEIVED FROM EXTERNAL SOURCE

I am trying to update my registration information. I have tried twice, but each time, I have to fill out all the info, then go through the CAPTHACA (twice) only to be directed back to the original page. The website needs to be fixed. I now have to waste both my time and one of your peoples time on the phone to do what should easily be done online.

AMERICAN OVERSIGHT

From: Aileen Ortega <whovian311@gmail.com>
Sent time: 07/30/2018 04:54:47 PM
To: OVRSupport
Subject: Not able to register

EMAIL RECEIVED FROM EXTERNAL SOURCE

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

AMERICAN OVERSIGHT

From: Hendershot, Jerry L.
Sent time: 07/31/2018 10:37:01 AM
To: Maynor, Walter S. "Scott"; Durden, Garry N.
Subject: Re: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18
Attachments: 20180731_141227_userId-118658-sandbox.pdf

Here is the report of the suspicious email.

Thanks

On 7/30/18, 4:17 PM, "Maynor, Walter S. "Scott"" <scott.maynor@dos.myflorida.com> wrote:

Do Not open this email.

Garry/Jerry please confirm this as a valid email.

Scott Maynor, PMP®, FCCM

Deputy Chief Information Officer - Administrative Services

Florida Department of State

R.A. Gray Building

500 S. Bronough Street

Tallahassee, FL 32399-0250

Telephone: (850) 245-6135

Email: scott.maynor@dos.myflorida.com

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

From: Elle A <arguelles.elle@gmail.com>

Sent: Monday, July 30, 2018 4:13 PM

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

Subject: PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18

Importance: High

EMAIL RECEIVED FROM EXTERNAL SOURCE

The Department of State is committed to excellence.

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

AMERICAN OVERSIGHT

20180731_141227_userId-118658-sandbox.pdf

MS-ISAC
Multi-State Information Sharing & Analysis Center

SUSPICIOUS

Sandbox Report for undefined: extracted from FW- PLEASE ACCEPT THIS AS SIGNED SUBMISSION OF VOTER REGISTRATION! THANK YOU! 7.30.18 .eml

Sandbox Report ID	286340
Platform	Windows 7
Classification	My Organization
Category	FILE
Confidence	22
Submitted By	[redacted]
Temporary Session	450505 (Ready to Review)
Started	2018-07-31 15:31:34 +0000
Completed	2018-07-31 15:35:34 +0000
Duration	240 seconds

Screenshots

[redacted]

File Details

[redacted]

Dropped Files (13)

[redacted]

AMERICAN OVERSIGHT
FL-DOS-19-1211-E-000870

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT

AMERICAN
OVERSIGHT