**Brennan Center for Justice ★ Center for Independence of the Disabled, NY (CIDNY)
Citizens Union ★ Common Cause★ League of Women Voters of the City of New York
★ New York Public Interest Group (NYPIRG) ★ Women's City Club of New York**

Guide to Troubleshooting Voting Problems at the Polls
on Election Day, Tuesday, November 2nd

You may bring this document into your poll site with you.

PROBLEM	SOLUTION
I want to learn which candidates are on the ballot for my election district and assembly district before I go vote.	To learn about candidates and propositions *before* going to the polls, visit the League of Women Voter's SmartVoter.org at: http://www.smartvoter.org/
I don't know where my poll site is and I want to go vote.	Go online to the Board of Elections website at http://gis.nyc.gov/vote/ps/index.htm to find out where to vote, or call 1-866-VOTE-NYC or 311. Write down your Election District (ED) and Assembly District (AD) and bring it to your poll site. This will be helpful in ensuring you are at the proper poll site and finding the table to sign in and get your paper ballot and privacy sleeve.
I'm not sure when the polls are open.	Polls are open 6am-9pm on Tuesday, November 2nd for the General Election. At each poll site every voter who is in line by 9 PM can cast his/her ballot.
I have a disability and don't know if I can get into my poll site	All poll sites must be accessible to people with disabilities. They must have clear, wide pathways. Ramps must be well constructed and safe to use. Doors to accessible entrances must be opened or easy to open. If you encounter an accessibility barrier, please report it to CIDNY at 646-442-4146.
My poll site is not open.	Call 1-866-VOTE-NYC or 311. Try returning later in the day. Polls are open 6am-9pm on election day.
I am not on the voter rolls.	First, check with a poll worker to make sure you're at the right poll site and table for your Election District (ED) and Assembly District (AD). If you are, request and complete an affidavit ballot.
I need assistance voting.	If you have trouble reading or marking a paper ballot tell a poll worker you'd like to use a Ballot Marking Device (BMD). The BMD has audio for voters who are blind, hand-held controls or a sip and puff switch for voters with physical disabilities, and increased print size and contrast for voters with low vision. If you need help voting because of your disability, you can bring someone you trust to help you or you can ask a poll worker for help. No one should watch you vote unless you ask them to. To request an accommodation, ask to speak to the Inspector at your poll site. You do not have to share information about your disability or provide proof of disability in order to receive an accommodation. No voter may be denied the right to vote because of any mental, physical or sensory disability.

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PROBLEM	SOLUTION
My ballot is torn because it was not torn along the perforated edge from the larger booklet of ballots it was in.	Give your ballot to a poll worker to void and get a new ballot.
The print on the ballot is too small to read.	Use the magnifying sheet in the privacy booth to enlarge the font or use the ballot marking device (BMD), which can enlarge the font.
I'm not sure which oval to fill in.	Disregard the directions on the back of the ballot, which are incorrect on this issue (they state to fill in the oval next to or above the candidate's name in order to vote for that candidate, but the oval is actually below it). Fill in the oval **below** the candidate's name for whom you want to vote.
I made a mistake in filling in the ovals.	Give your ballot to a poll worker to void and get a new ballot.
I see the name of the candidate I'd like to vote for listed more than once.	Vote for your preferred candidate only once, under the name of the party you would like to support. If you vote for your candidate twice, only the first party will get the vote, and the second will get no credit.
I want to cast a write-in vote but can't figure out how to do so.	For a write-in candidate, fill in the oval in the "write in" box on the right hand side and write in the candidate's name in that same box.
I can't find the referendum questions on the ballot related to term limits and other issues.	Go to the back of the ballot to locate the referendum questions placed on the ballot by the City Charter Revision Commission. To learn more about the ballot questions, go to: http://www.nyc.gov/html/charter/html/home/home.shtml
I feel that I don't have enough privacy. My ballot is visible when I move around the poll site.	Request a privacy sleeve from a poll worker. Place your ballot in the privacy sleeve.
The scanner is not taking my ballot.	Feed the ballot in as you would if you were faxing something. It does not matter which side of the ballot faces up when it is fed in to the scanner. The scanner will read both sides of the ballot. Ask for assistance from a poll worker if you still have trouble.
The scanner is giving me an error message that says I overvoted.	**Press the red button** on the scanner screen so your ballot is returned to you. **Do not press the green button**, as it will cast your ballot without counting your vote in the contest for which you overvoted. Give your ballot to a poll worker to void and get a new ballot. You will need to fully complete the new ballot.
The scanner appears to have broken while I'm using it.	Ask for assistance from a poll worker. If they can't fix the problem, use a different scanner. If all scanners at the site are not working, mark your paper ballot and submit it for safekeeping to a pollworker until a scanner can be fixed and the ballot can be read. Poll workers can safely store ballots in the secure receptacle of the scanner. Voters should not leave the poll site without voting if paper or affidavit ballots are available and poll workers can check registration on the voter rolls.

Useful Election Day Phone Numbers
Board of Elections: 1-866-VOTE-NYC or 311
League of Women Voters Election Hotline 212-725-3541
For legal issues, Election Protection - 1-866-OUR-VOTE
For issues related to assistance and accessibility, call CIDNY 646-442-4146