



Voter Registration In-Person Training Guide

Overview

This guide assists Navigators, Certified Enroller Counselors (CECs), and Certified Insurance Agents provide in-person voter registration assistance.

Background

Under Federal and State law, Covered California must offer consumers the opportunity to register to vote each time a person seeks service or assistance with:

- An initial application
- A renewal or reenrollment of their application
- A change of address

If a consumer seeks help for one of the above transactions, the assister must provide help with voter registration to the same degree as completing our own Covered California's form, unless assistance is declined.

The Secretary of State website offers voter registration forms in the following languages:

- English
- Spanish
- Chinese
- Hindi
- Japanese
- Khmer
- Korean
- Tagalog
- Thai
- Vietnamese

Situation 1

Assister is providing in person assistance through CalHEERS which involves the consumer submitting an application, a renewal, or a change of address.

When the application comes to the voter registration preferences page, the assister will ask the consumer if he/she wants to register to vote today and read aloud or allow the applicant to read the *Important Notices* section of the voter preference form.

According to the answer, the assister will check the appropriate box in the application and take the corresponding action.



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What should the assister do?

1. **Consumer answers “Yes”:** Assister follows the link to online voter registration and selects the registration form in consumer’s preferred language if it is offered. The consumer must be informed that he/she has the right to register to vote and can fill it out in private.
2. **Consumer answers “No”:** Assister takes no other action.
3. **Consumers answers “Yes, mail me forms”:** Consumer will be mailed a voter registration packet, in their preferred language, from Covered California. Assister takes no other action.

Situation 2

Assister is providing in person assistance through paper, which involves the consumer submitting an application, a renewal, or a change of address.

When the application comes to the voter registration preferences section, the assister will ask the consumer if he/she wants to register to vote today and read aloud or allow the applicant to read the *Important Notices* section of the voter preference form.

According to the answer, the assister will check the appropriate box in the application and take the corresponding action.

What should the assister do?

1. **Consumer answers “Yes, I will go online and register to vote at [www.registertovote.ca.gov](https://registertovote.ca.gov/)”:** If there is computer access, assister goes to <https://registertovote.ca.gov/?t=n&id=4/>. Select the registration form in the consumer’s preferred language if it is offered. The consumer must be informed that he/she has the right to register to vote and can fill it out in private.
2. **Consumer answers “No”:** Assister takes no other action.
3. **Consumers answers “Yes, mail me forms”:** Consumer will be mailed a voter registration packet in preferred language, from Covered California once their application is keyed in. Assister takes no other action.



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Situation 3

Assister is working with a consumer for any reason other than submitting an initial application, renewal, or change of address but the consumer specifically asks about voter registration options through Covered California.

What should the assister do?

Explain to the consumer (or potential consumer) that:

- Covered California is a voter registration agency and we offer applicants the opportunity to register to vote.
- The decision of whether or not to register will not affect the ability to obtain health insurance or financial aid.
- To learn more or register, visit RegisterToVote.ca.gov, call (800) 345-VOTE (8683), or go in person to county elections office.
- Language help: Numbers for voter registration help in other languages can be found here: <https://www.sos.ca.gov/administration/contact-information> under the *Elections Division* section.

Situation 4

Assister is working with a consumer for any reason other than submitting an initial application, renewal, or change of address and consumer does not ask about voter registration.

What should the assister do?

Assister will not discuss voter registration with the consumer.

Questions & Answers

National Voter Registration Act of 1993 (NVRA)

California Health Benefits Exchange Certified Enrollment Counselor Training

When are voter registration services required to be offered?

Federal and state laws require Covered California to provide the opportunity to register to vote to people who apply for health care through Covered California when a person:

- Applies for **new** health care coverage through Covered California;
- Applies for a **renewal or recertification** of healthcare coverage; or
- Submits a **change of name or address**.



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What “voter registration services” must be offered?

For each transaction listed above, Covered California must ensure the following:

- **Online applications:** all consumers will receive the opportunity to register to vote when they apply through CoveredCA.com. Before consumers submit their initial application, renewal, or change of address, they will land on a Voter Preference Form which asks consumers “If you are not registered to vote where you live now, would you like to register to vote?” This form gives the consumer the option to register to vote online, receive a voter registration card in the mail, or not register to vote at all.
- **Paper applications:** consumers will receive a Voter Preference Form asking “If you are not registered to vote where you live now, would you like to register to vote?” The consumer will have the option of receiving a voter registration card in the mail or not registering to vote. If the applicant is receiving assistance from an in-person assister, the assister will give the applicant the option of registering to vote online if internet is available.
- **Phone applications:** Covered California will mail all consumers who apply, renew, and change their address a voter registration card.

Do applicants have to register to vote in order to get health care coverage?

No.

What if an applicant asks a question about how to vote or political party choice?

Refer all questions about voting to the Secretary of State’s website (sos.ca.gov) and toll- free number (800) 345-VOTE (8683). You are not allowed to influence someone’s political party preference or express your own political party preference when providing voter registration assistance.

What if an applicant asks for help with registering to vote?

Applicants must receive the same level of assistance with registering to vote as they do with applying for health care coverage. This means assisters and call center staff must be able to answer basic questions about how to register to vote and must refer people to the Secretary of State’s website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration. (See Basic Questions below.)



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What are in-person assisters required to do?

- **Ask the applicant to answer the voter registration question** when it appears on the CoveredCA.com website and make sure applicants know they have the opportunity to register to vote.
- **Allow applicants to register to vote** on the Secretary of State's website (RegisterToVote.ca.gov) if applicants choose to register to vote online.
- **Assist by answering basic voter registration questions, if asked.** Refer to the Basic Questions below.
- **Provide the Secretary of State's toll-free number (800) 345-VOTE (8683)** if applicants have further questions about voter registration.

Things to remember:

- A person must register to vote before they can vote.
- Voter registration applications are available in 10 languages.
- Applicants must re-register to vote if they have moved or changed their name.

Basic Questions Applicants May Have About Registering to Vote

Am I eligible to register to vote?

Note: In person assisters may not make determinations about voter eligibility. Each applicant must determine his or her eligibility to register to vote.

To register to vote in California, you must be:

- A United States citizen,
- A resident of California,
- 18 years of age or older on Election Day
- Not in prison, on parole, serving a state prison sentence in county jail, serving a sentence for a felony pursuant to subdivision (h) of Penal Code section 1170, or on post release community supervision, and
- Not found by a court to be mentally incompetent*

*Being under conservatorship does not disqualify an applicant. The court must declare a person mentally incompetent and incapable of completing an application of voter registration.



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What if I have a conviction?

Please refer to the Secretary of State's [Voting Rights for Californians with Criminal Convictions or Detained in Jail or Prison](#) and the [Voter Bill of Rights](#).

What if I don't speak English?

Voter registration applications are available in ten languages at [RegisterToVote.ca.gov](#). There is a space on the voter registration application to indicate a preferred language for voting materials.

What if I can't read?

Literacy is not a prerequisite for voter registration. Someone can read the voter registration application to you.

Do I have to re-register before each election?

No, voter registration is permanent, but you must re-register to vote if you:

- Recently moved;
- Recently changed your name; or
- Want to change political party preference.

Do I need to have a social security number and driver license or identification application to register to vote?

No.

What is a vote-by-mail ballot?

The voter registration application gives you a choice to receive your ballot in the mail and vote at home in every election. If you choose to vote by mail, then you will automatically receive a mail ballot a few weeks before each Election Day. If you vote by mail, your ballot must be received by 8:00 p.m. on Election Day.

What if I am not a U.S. citizen?

You cannot register to vote, but you may still apply for health care coverage. Eligibility for health care coverage is not dependent on registering to vote.



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Do I have to choose a political party preference?

No.

What about my privacy?

Under the law, your social security number, driver license number, and signature on your voter registration application are confidential and may not be shared.

What about my safety?

Victims and survivors of domestic violence, stalking or sexual assault may be eligible to complete a confidential voter registration application and become a confidential voter. Interested applicants should not register to vote online. To enroll as a confidential voter, the applicant should call (877) 322-5227.

Will my health care provider know if I decided to register to vote or not?

No.

How will I know if my voter registration application was approved?

You will get a confirmation postcard from your county elections office in the mail.

Where do I vote?

Before Election Day, your county elections official will mail you a sample ballot and information about where to vote. You may request a vote-by-mail ballot up to seven days before Election Day.

What if I have more questions or want to report fraud?

Contact the Secretary of State:

Call: (800) 345-VOTE (8683)

Email: elections@sos.ca.gov Website: [sos.ca.gov](https://www.sos.ca.gov)

Or contact your county elections office: <https://www.sos.ca.gov/elections/contact/contact-information>



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What if I need help in a language other than English?

The Secretary of State has information online in ten languages at <https://www.sos.ca.gov/administration/contact-information> or you may call one of the following toll-free numbers provided by the Secretary of State:

(800) 345-VOTE (8683) - English

(800) 232-VOTA (8682) - español / Spanish

(800) 339-2857 - 中文 / Chinese

(888) 345-2692 - हिन्दी / Hindi

(800) 339-2865 - 日本語 / Japanese

(888) 345-4917 - ខ្មែរ / Khmer

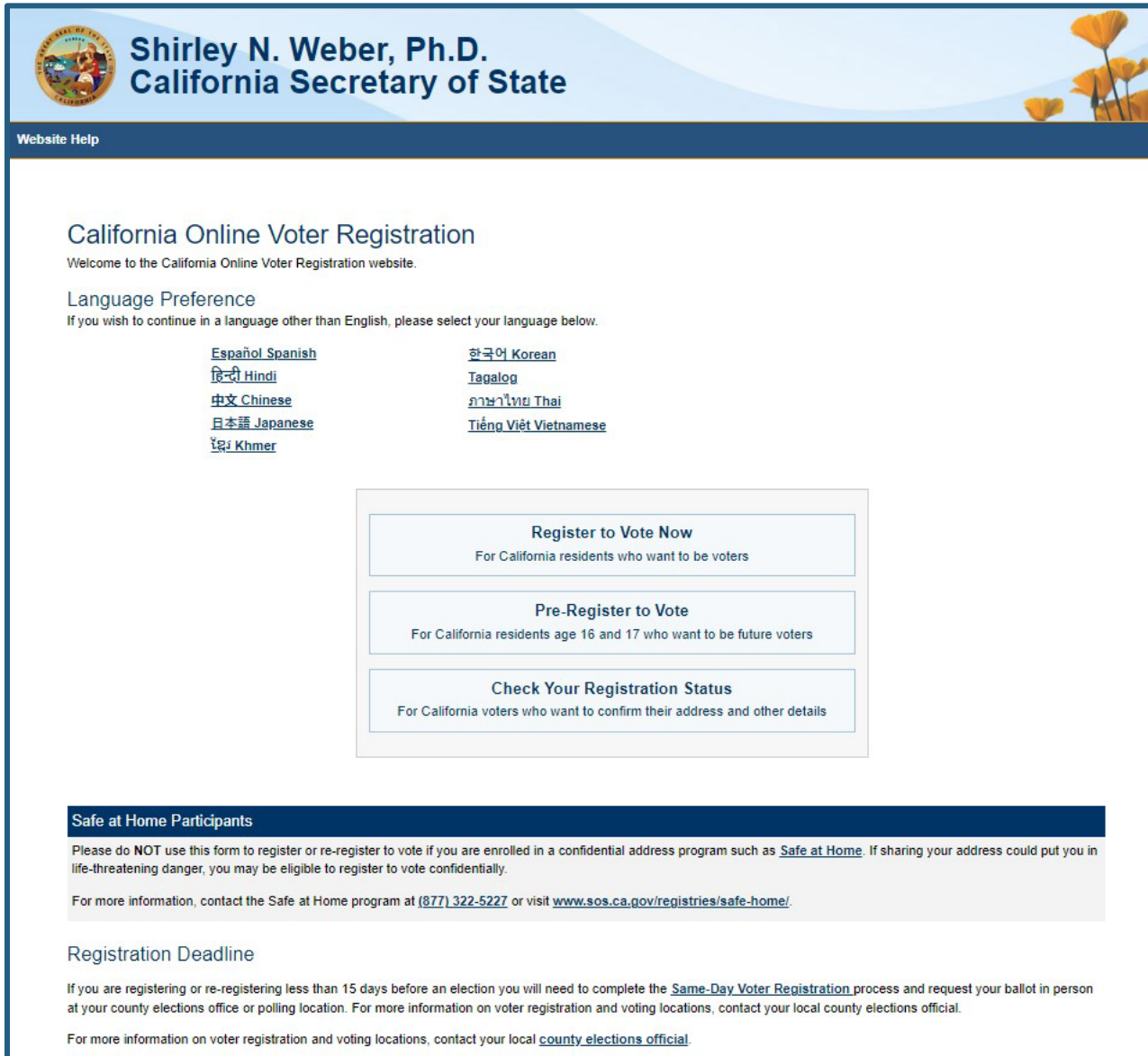
(866) 575-1558 - 한국어 / Korean


(800) 339-2957 - Tagalog

(855) 345-3933 - ภาษาไทย / Thai

(800) 339-8163 - Việt ngữ / Vietnamese

Screen Shot: California Online Voter Registration Website Start Page (www.RegisterToVote.ca.gov)



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California Secretary of State

Website Help

California Online Voter Registration

Welcome to the California Online Voter Registration website.

Language Preference

If you wish to continue in a language other than English, please select your language below.

Español Spanish	한국어 Korean
हिन्दी Hindi	Tagalog
中文 Chinese	ภาษาไทย Thai
日本語 Japanese	Tiếng Việt Vietnamese
ខ្មែរ Khmer	

Register to Vote Now
For California residents who want to be voters

Pre-Register to Vote
For California residents age 16 and 17 who want to be future voters

Check Your Registration Status
For California voters who want to confirm their address and other details

Safe at Home Participants

Please do **NOT** use this form to register or re-register to vote if you are enrolled in a confidential address program such as [Safe at Home](#). If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at (877) 322-5227 or visit www.sos.ca.gov/registries/safe-home/.

Registration Deadline

If you are registering or re-registering less than 15 days before an election you will need to complete the [Same-Day Voter Registration](#) process and request your ballot in person at your county elections office or polling location. For more information on voter registration and voting locations, contact your local county elections official.

For more information on voter registration and voting locations, contact your local [county elections official](#).



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What You Will Need

To register online you will need

- Your California driver license or California identification card number,
- The last four digits of your social security number and
- Your date of birth.

Your information will be provided to the California Department of Motor Vehicles (DMV) to retrieve a copy of your DMV signature.

If you do not have a California driver license or California identification card, you can still use this form to apply to register to vote. However, you will need to take additional steps to complete your voter registration.

Additional Information

Check if you are [registered to vote](#) and if so, in what county.

If you are 16 or 17 years old, you can use this online registration application to pre-register to vote.

For more information on registering to vote you may want to visit the Secretary of State's [Frequently Asked Questions](#).

Have Questions or Want to Report Fraud?

Call the Secretary of State's Voter Hotline at (800) 345-VOTE (8683) or your [county elections office](#).

Register to Vote Now

For California residents who want to be voters

Pre-Register to Vote

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Check Your Registration Status

For California voters who want to confirm their address and other details

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Website Help | English - Change Language ▼

Classification - Voter Registration Application



All fields marked with an asterisk (*) are required.

Classification


I am **one** of the following *

☒ A U.S. citizen and resident of California.


OR


- ☐ A U.S. citizen and a member of the Uniformed Services or Merchant Marine on active duty outside my county.
- ☐ A U.S. citizen and an eligible spouse or dependent of a member of the Uniformed Services or Merchant Marine on active duty outside my county.
- ☐ A U.S. citizen and an activated National Guard member on State orders outside my county.
- ☐ A U.S. citizen residing outside the U.S. temporarily.
- ☐ A U.S. citizen residing outside the U.S. indefinitely.
- ☐ A U.S. citizen and have never resided in the U.S.

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Personal Information - Voter Registration Application

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All fields marked with an asterisk (*) are required.

Qualifications

☐ I am a U.S. citizen and resident of California. *

Registration/pre-registration *

☐ I am 18 or older.
☐ I am 16 or 17 and want to pre-register.

Personal Information

Legal Name

Prefix: ▼
 First name*
 Middle name
 Last name*
 Suffix: ▼

Email address
 Confirm email
 Phone number
Phone numbers are posted at polling places on election day.

Date of birth * ▼ ▼ (YYY)
If you are 16 or 17 years old pre-registering, you will automatically be a registered voter once you turn 18.



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Place of Birth

☐ U. S. State/Territory
Select place of birth

☐ Foreign Country/Region
Select place of birth

Identification *

New voters may have to show a form of identification or proof of residency the first time they vote, if a driver license or SSN was not provided when registering.

California driver license or California identification card number

☐ I do not have a California driver license or California identification card.

Social security number (last 4 numbers)

☐ I do not have a social security number.

My ethnicity/race is

My language preference for receiving election materials is

Other Language

Home and Mailing Address

Home Address *

☒ I have a street address. ☐ I do not have a street address.

Street address *

Not a P.O. Box or business address (Number, Street, Ave., Drive, etc. Include N, S, E, W)

Apartment or unit number

City *

State CALIFORNIA

Zip *

County *

☐ My mailing address is different from my home address.

☐ I was previously registered or pre-registered to vote.

Political Party Preference

Do you want to choose a political party preference? *

☐ Yes, my political party preference is

Select party preference


Other (specify):

☐ No Party/None, I do not want to choose a political party preference.

(If you choose "No Party/None," you may not be able to vote for some parties' candidates at a primary election for U.S. President, or for a party's central committee.)

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Additional Information/Consent - Voter Registration Application

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All fields marked with an asterisk (*) are required.

Vote-by-Mail in All Elections

All active registered voters will be mailed a vote-by-mail ballot for every election. If you want to vote in person, you must turn in your vote-by-mail ballot, or you may be required to vote a provisional ballot.

State Voter Information Guide

I want to get my state voter information guide by mail before each statewide election *

☐ Yes
☐ No

County Voter Information Guide

I want to get my county voter information guide by mail before each election. *

☐ Yes
☐ No

Volunteer on Election Day

☐ I want to be a poll worker and assist voters on election day.
☐ I can provide a polling place on election day.

Accessibility

☐ I want voting materials in an accessible format

Help Filling Out This Form

Did someone help you fill out this form?

☐ Yes
☐ No

Affirmation

☐ I declare under penalty of perjury under the laws of the State of California that: *

- I am a U.S. citizen and a resident of California and at least 18 years old.
- I am not currently serving a state or federal prison term for the conviction of a felony.
- I am not currently found mentally incompetent to vote by a court.
- I understand that it is a crime to intentionally provide incorrect information on this form.
- The information on this form is true and correct.


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On the final page of the application, review the information for accuracy, and then click **Submit**.

Screen Shot: Voter Registration Page from the Covered California Application

Voter Registration

Covered California is a voter registration agency and is providing you the opportunity to register to vote.



← Application Menu

To register to vote, you must be a U.S. citizen and at least 18 years old by the next election. If you are not registered to vote where you live now, would you like to apply to register to vote?

☐ Yes, open the California Online Voter Registration website in a new tab

☐ Yes, please mail me a voter registration card

☐ I am already registered to vote

☐ No

Note: If you do not make a choice you will be considered to have decided not to register to vote at this time and a voter registration card will be mailed to you.

1. Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

2. If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may also fill out the voter registration form in private.

3. If you believe that someone has interfered with your right to register or to decline to register to vote, your privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party preference or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 11th Street, Sacramento, CA, 95814. For more information on elections and voting, please visit the Secretary of State's website at www.sos.ca.gov