

**CITY OF BELLEVILLE**  
**2022 Municipal & School Board Elections**  
**Appendix B – Revisions and PINs**

**Approved by the Clerk/Returning Officer on May 30, 2022.**

Scenario	Instructions	Quick Reference
<b>Change Voter's Information</b>  A resident is on the list but needs their information corrected (for example: name, address, date of birth, school support, etc.)	<ol style="list-style-type: none"> <li>1. Advise the elector that they must complete and submit an EL15 form (available online, Revision Centre or/and Voter Assistance Centre) via letter mail, e-mail, or in-person.</li> <li>2. Verify the elector's identity according to the channel of communication: <ol style="list-style-type: none"> <li>a. IN PERSON <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking for ID (refer to MMAH List of acceptable forms of identity). If ID is not available, ask the elector security questions such as: <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li></ul> </li> <li>ii. If necessary, have the elector complete a Declaration of Identity (Prescribed Form 9)</li> </ol> </li> <li>b. BY EMAIL <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking them to e-mail a scan or photo of their ID (refer to MMAH List of acceptable forms of identity).</li> </ol> </li> <li>c. BY PHONE <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking them security questions such as: <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li></ul> </li> </ol> </li> </ol> </li> <li>3. If you have reason to believe that an elector is not who they claim to be or that the information they are providing is unreliable, you have the right to require identification in person or to escalate the matter to the Clerk, Deputy Clerk or Election Official.</li> <li>4. Upon receipt of a satisfactory EL15 and if satisfied with the identity of the elector, make the requested changes to the voter's information indicated on the EL15 in VoterView and notify the elector that their information has been updated. <ol style="list-style-type: none"> <li>a. Until September 18, 2022 notify the elector that they will be mailed a VIL containing a PIN along with the rest of the electorate.</li> <li>b. If the elector has changed their information <u>and received a VIL with a PIN</u>, the PIN is still valid and they can vote with their existing PIN.</li> <li>c. Until October 4, 2022 replacement PINs should be distributed in person or by letter mail.</li> <li>d. After October 4, 2022 replacement PINs may be distributed in person or by phone or e-mail. They should not be distributed by letter mail at this time, in case they do not arrive on time.</li> <li>e. In VoterView click either Print VIL or Email VIL (both of which destroy the old PIN and generates a new one).</li> </ol> </li> <li>5. Where an unsatisfactory EL15 is received, note the reason for refusal on the EL15 and return the annotated EL15 to the elector in person, by letter mail, or by attaching a scanned copy to e-mail.</li> </ol>	<ul style="list-style-type: none"> <li>➤ Verify elector's identity</li> <li>➤ Elector must submit an EL15</li> <li>➤ Complete the requested change</li> <li>➤ If person already has a PIN, they can vote once change has been processed.</li> <li>➤ If they don't have a PIN, generate replacement PIN</li> <li>➤ Before Oct 4 provide new PIN by letter mail or in person</li> <li>➤ After Oct 4 provide new PIN by phone, by e-mail or in person</li> </ul>

Scenario	Instructions	Quick Reference
<b>Add a Voter to the List</b>  A resident is not on the Voters' List and requests to be added	<p><b>NOTE – THIS SCENARIO MUST BE DEALT WITH IN PERSON</b></p> <ol style="list-style-type: none"> <li>1. Advise the person that they must complete and submit an EL15 form (available online or at Revision Centre), and deliver it in-person to Revision Centre or Voter Assistance Centre during the Voting Period. EL15s for additions to the list <u>cannot be accepted</u> by letter mail, e-mail, or telephone.</li> <li>2. The verification of identity (name and qualifying address) <u>IS REQUIRED</u> if the person is not on the list. An oath or declaration <u>WILL NOT SUFFICE</u> in the case of a person wishing to be added to the list. Advise the individual to bring an acceptable form of identification when they deliver their EL15 in person (refer to MMAH List of acceptable forms of identity).</li> <li>3. Upon receipt of a satisfactory EL15 and confirmation of identity, add the individual to the list using VoterView.</li> <li>4. Until September 18, 2022 notify the elector that they have been added to the Voters' List and they will be mailed a VIL containing a PIN along with the rest of the electorate.</li> <li>5. After September 18, 2022 click Print VIL in Voter View. Provide the elector with a printed copy of their VIL containing their PIN or write the PIN on a blank VIL if no printing technology is available.</li> <li>6. Where an unsatisfactory EL15 has been received, note the reason for refusal on the EL15 and discuss what is required in order to be satisfactory for addition to the list. Return the annotated EL15 to the individual.</li> </ol>	<ul style="list-style-type: none"> <li>➤ In-person only</li> <li>➤ ID is required</li> <li>➤ Elector must submit an EL15</li> <li>➤ If approved, add elector to VoterView</li> <li>➤ After Sep 18 provide VIL immediately</li> <li>➤ If declined, note the reason why</li> </ul>

Scenario	Instructions	Quick Reference
<b>Voter lost their PIN</b>  An elector states that they have lost their VIL and/or PIN	<ol style="list-style-type: none"> <li>1. Verify the elector's identity according to the channel of communication:               <ol style="list-style-type: none"> <li>a. IN PERSON                   <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking for ID (refer to MMAH List of acceptable forms of identity). If ID is not available, ask the elector security questions such as:                       <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li> </ul> </li> <li>ii. If necessary, have the elector complete a Declaration of Identity (Form 1).</li> </ol> </li> <li>b. BY EMAIL                   <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking them to e-mail a scan or photo of their ID (refer to MMAH List of acceptable forms of identity).</li> </ol> </li> <li>c. BY PHONE                   <ol style="list-style-type: none"> <li>i. Verify the elector's identity by asking them security questions such as:                       <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li> </ul> </li> </ol> </li> </ol> </li> <li>2. If you have reason to believe that an elector is not who they claim to be or that the information they are providing is unreliable, you have the right to require identification in person or to escalate the matter to the Clerk, Deputy Clerk or Election Official.</li> <li>3. Until October 4, 2022 replacement PINs should be distributed in person or by letter mail.</li> <li>4. After October 4, 2022 replacement PINs may be distributed in person or by phone or e-mail. They should not be distributed by letter mail at this time, in case they do not arrive on time.</li> <li>5. If satisfied with the identity of the elector, look up the voter's profile in VoterView and click either Print VIL or Email VIL (both of which destroy the old PIN and generates a new one).</li> </ol>	<ul style="list-style-type: none"> <li>➤ Verify elector's identity</li> <li>➤ Generate replacement PIN</li> </ul> <p>Before Oct 4 provide new PIN by letter mail or in person</p> <ul style="list-style-type: none"> <li>➤ After Oct 4 provide new PIN by phone, by e-mail or in person</li> </ul>

Scenario	Instructions	Quick Reference
<b>Voter claims PIN has been stolen and/or already voted by someone else</b>	<p><b>NOTE – THIS SCENARIO MUST BE DEALT WITH IN PERSON</b></p> <ol style="list-style-type: none"> <li>1. Claims of stolen VIL/PINs and ballots cast illegally are a serious matter.</li> <li>2. Verify the elector's identity by asking for ID (refer to MMAH List of acceptable forms of identity). If ID is not available, ask the elector security questions such as: <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li> </ul> </li> <li>3. If necessary, have the elector complete a Declaration of Identity (Prescribed Form 9).</li> <li>4. If satisfied with the elector's identity, look up the voter's profile in VoterView and click Print VIL (which destroys the old PIN and generates a new one).</li> <li>5. If the stolen VIL/PIN <u>has not been used</u>, provide the elector with a printed copy of their VIL containing new PIN or write the new PIN on a blank VIL if no printing technology is available. Direct them to proceed with voting.</li> <li>6. If the stolen VIL/PIN <u>has been used</u>, instruct the elector to complete the Application to Replace Stolen Voter Information Letter form (SV02). Advise the Clerk, Deputy Clerk or Election Official that the PIN has been reported stolen, and do not issue a new VIL to the elector until approved by the Clerk, Deputy Clerk or Election Official who must also reset the elector's status in the Voting System to allow a second vote.</li> </ol>	<ul style="list-style-type: none"> <li>➤ In-person only</li> <li>➤ Verify elector's identity</li> <li>➤ Generate replacement PIN</li> <li>➤ If stolen PIN was not used, provide new VIL</li> <li>➤ If stolen PIN was already used, report it to Clerk or Deputy Clerk or Election Official and wait for their confirmation to provide new VIL</li> </ul>

Scenario	Instructions	Quick Reference
<b>Voter left PIN at home</b>  An elector shows up to the VAC without their VIL	<ol style="list-style-type: none"> <li>1. Verify the elector's identity by asking for ID (refer to MMAH List of acceptable forms of identity). If ID is not available, ask the elector security questions such as:               <ul style="list-style-type: none"> <li>• their date of birth and address</li> <li>• any other eligible electors in their household, and the birth dates of those electors.</li> </ul> </li> <li>2. If necessary, have the elector complete a Declaration of Identity (Prescribed Form 9).</li> <li>3. If you have reason to believe that an elector is not who they claim to be, you have the right to escalate the matter to the Clerk, Deputy Clerk or Election Official.</li> <li>4. If satisfied with the identity of the elector, look up the voter's profile in VoterView and click Print VIL (which destroys the old PIN and generates a new one).</li> <li>5. Provide the elector with a printed copy of their VIL containing new PIN or write the new PIN on a blank VIL if no printing technology is available, and direct them to proceed with voting.</li> </ol>	<ul style="list-style-type: none"> <li>➤ Verify elector's identify</li> <li>➤ Generate replacement PIN</li> <li>➤ Provide new VIL in person</li> </ul>