
Voter Registration System Frequently Asked Questions & Answers

When batch scanning, can we use the flat bed of the scanner to batch scan?

Yes. The scanner can be set to use the flat bed to batch scan voter registration cards. To do this you must first change the setting for the scanner by doing an on-line scan.

1. Select the Inquiries Menu then Voter Registration.
2. Search for an existing voter.
3. On the Select Voter - Inquiry Voter Registration screen, select the voter by using the radio button on the left of the screen.
4. Then click on the Scan/Print pushbutton and the Voter Inquiry – Scan Print Process screen is displayed.
5. Click on the Scan Voter Registration Card pushbutton. The Scanning screen is displayed.
6. Click on the Scanner icon and the Twain Driver screen is displayed. This is where you will set the feeder option.
7. Under the Scan Type drop-down list select the Flat Bed.
8. Place a card on the flat bed of the scanner, keep in mind that at this point it does not matter if the name on the card is the same as who you have selected in the program. You are not going to actually save this scanned image.
9. Click on the Scan pushbutton at the bottom of the Twain Driver window. The registration card is scanned and the image is displayed in the Scanning screen.
10. Close the screen by clicking on the X in the upper right-hand corner.
11. The scanning screen is closed. Now you can proceed with your batch scanning by using the flat bed of the scanner. Once you have finished your batch scanning with the flat bed, you need to follow the steps above to change the Scan Type back to the original feeder setting.

Where should we place the bar code label on our voter registration cards?

The bar code label can be placed anywhere on the front of the card as long as it does not cover any of the voter's information. For the current voter registration cards, it is suggested that the bar code label be placed in the "Under Penalty of Law" box.

Batch Scanning

Current Voter Registration Card Example

When Batch Scanning these cards use the General Form choice under Batch Scanning to correctly identify and "snip" the signature area. The General Form can be used for the current voter registration cards or previous versions of this card with the signature in the lower right hand corner of the card.

Old 6" x 4" Carbon Copy Voter Registration Card Example

When Batch Scanning in these cards use the Form 1 choice under Batch Scanning to correctly identify and "snip" the signature area. See Scanning Old Voter Registration Cards for instructions on scanning this type of voter registration card.

Federal Post Card Application (FPCA) Voter Registration Cards Example

When Batch Scanning these cards use the Form 2 choice under Batch Scanning to correctly identify and "snip" the signature area.)

What is the Voting Area value when maintaining street segments?

The Voting Area in ElectionNet functions like the Tax Code Area. A Tax Code Area defines the taxing districts that are assigned to a particular area of the county. The County Assessors Office maintains a map of the Tax Code Areas in the county, and can be used to help identify which taxing districts lie within the various areas of the county.

The Voting Area functions the same way with one addition. The Voting Area includes the county precinct in the list of districts assigned to a Tax Code Area. Therefore, your county should have one Voting Area for each county precinct and Tax Code Area combination.

(NOTE: If your county is maintaining trustee zones or subdistricts for different districts, you may have more than one Voting Area for each county precinct and Tax Code Area combination since you are distinguishing a difference in a district within a Tax Code Area. Please contact the Idaho Statewide Voter Registration System (ISVRS) Help Desk at 888-808-4192 for additional information regarding the use of zones within districts.)

If you find that your county has more than one Voting Area per county precinct and Tax Code Area combination, you should determine the correct Voting Area and change those street segments with the wrong Voting Area to the correct Voting Area. This will allow you to delete the wrong Voting Area from the system. See Correcting Voting Areas for instructions on cleaning up Voting Areas.

I have to continually log into ElectionNet. Why do I keep getting logged off the program?

The ElectionNet program is designed to log a user off of the system after 30 minutes of inactivity. The system will remain on the same screen even if it has logged you off.

However, the system will prompt you to log on when you click either a pushbutton on the screen or another menu choice. Therefore, you should not lose any of the information that you have recently entered. You should be able to continue from where you were at the time you were interrupted.

My label printer is off-line and I can't get it to work. How do I fix my label printer?

All USB devices (i.e. scanners, printers, etc.) must be on when the PC starts so that it will recognize the device. Therefore, shut down your PC by clicking on the Start button and the Shut Down.

In the Shut Down Windows popup window, choose Shut Down from the drop-down list.

Then click the OK pushbutton. The computer will then shut down.

Once the computer is off, turn the label printer (or other device) off and then back on.

Once the label printer is turned back on, restart your computer by pressing the power button on the front of the computer.

Once the computer has finished its restart process, test the label printer. If it is still not responding, please call the Idaho Statewide Voter Registration System (ISVRS) Help Desk at 888-808-4192 for further assistance.

When I try to view a voter registration card or a signature, I receive a black screen. What does this mean and how do I fix it?

If you receive a black screen when trying to view either a voter registration card or a signature in ElectionNet, this means that there is a compatibility issue between the TIFF viewer and the current version of Internet Explorer.

Verify the version of Internet Explorer currently installed on your PC.

From the menu at the top of the Internet Explorer screen, click Help and from the drop-down list select About Internet Explorer.

If you find that your current version of Internet Explorer is less than 6.0 with Service PAC 1, you need to either contact your county IT department or download a newer version of Internet Explorer from the Microsoft Website.

If you need further assistance with this, please contact the Idaho Statewide Voter Registration System (ISVRS) Help Desk at 888-808-4192.

**How long are Federal Post Card Application (FPCA) absentee requests valid?
How does ElectioNet handle these requests over time?**

A FPCA absentee request is valid through the next two (2) regularly scheduled General Elections.

ElectioNet allows for electors to be designated as a Military or Overseas Citizen. When issuing an absentee ballot to a Military or Overseas Citizen, follow the steps in the User Guide under Absentee Ballots, Add an Absentee Ballot.

However, on the Absentee Ballot screen, select an option from the Military/Overseas Status drop-down list prior to clicking on the Add New Absentee Ballot Request pushbutton to issue an absentee ballot. The Military/Overseas Status drop-down menu choices are:

Citizen Residing Overseas,
Military/Member of Uniformed Services,
Spouse/Dependents of Military/Uniformed Services, or
Spouse/Dependents of Citizens Residing Overseas.

Once at the Maintain Absentee Ballots screen, enter the original request date of the FPCA card in the request date field.

That way you can print an absentee ballot report listing only military and overseas citizens absentee ballot requests that you can use to identify those individuals that need to be issued an absentee ballot for the next federal election.

ElectioNet will not automatically issue an absentee ballot for those who are designated as a Military or Overseas Citizen and sent in an FPCA card. Therefore, you will need to continue to track those voters for subsequent elections.

How long do I need to keep my cancelled Voter Registration Cards and cancellation correspondence?

Under Title 34, cancellation correspondence including notices from other jurisdictions must be kept for 2 years. Cancelled Voter Registration cards fall under Title 31 as semi-permanent records and must be kept for 5 years.

When do I need to verify (visually check) a voters information and when must a voter validate (check their identification information with DMV or SSA)?

Determine how the registration card was received:

Over the Counter:

An individual or organization drops registration card(s) off at the clerk's office. These individuals do not need to show identification. However, their DL# or SSN must be validated prior to becoming a registered voter. If their information does not validate, contact the individual. Verify that the DL# or SSN that was originally entered on the registration card is correct or ask that the individual send in verification (i.e. a copy of their Driver's License, bank statement, paycheck, etc.).

Mailed In without Verification:

An individual mails their registration card to the clerk's office without providing a copy of their identification. Their DL# or SSN must be validated prior to becoming a registered voter. If their information does not validate, contact the individual. Verify that the DL# or SSN that was originally entered on the registration card is correct or ask that the individual send in verification (i.e. a copy of their Driver's License, bank statement, paycheck, etc.).

Mailed In with Verification:

An individual mails their registration card to the clerk's office and provided a copy of their identification (i.e. copy of their Driver's License, bank statement, paycheck, etc.). Their DL# or SSN must be validated prior to becoming a registered voter. If their information does not validate, verify that the DL# or SSN that was originally entered on the registration card is correct based on the verification that was provided. If the information is correct and you can verify that the individual is who they claim to be based on the verification provided, accept the registration.

Election Day Registration:

An individual registers on Election Day at their polling place. Accept the individual's registration whether it validates or not since their information was verified prior to voting at the polls.

Military and Overseas Voters (FPCA):

An individual registers using a Federal Post Card Application (FPCA). If their information does not validate, contact the individual. Verify that the DL# or SSN that was originally entered on the registration card is correct or ask that the individual send in verification (i.e. a copy of their Driver's License, bank statement, paycheck, etc.).