



Online Ballot Delivery

FAQ

Bringing the ballot to the voter

Smartmatic's Remote Voting Platform includes multiple options. From basic online ballot delivery to full online voting, it provides a secure and convenient additional voting channel that simplifies voting for citizens who are unable or unwilling to vote in-person at polling stations. The platform allows for online self-authentication, ballot delivery, onscreen marking, printing, manual and electronic return and online voting.

This document is focused on the frequently asked regarding online ballot delivery. For more information about online voting, please visit:

<https://www.smartmatic.com/elections/remote-voting/tivi/>.



Q: What is online ballot delivery?

A: Online ballot delivery (OBD) enables voters to securely access and/or mark their ballot paper electronically via any internet enabled device – computer, tablet or smartphone.

Our Remote Voting Platform offers multiple options for OBD. Depending on the specific needs, a voter can access their ballot online, print it, mark it manually (an option often used in the US) and send it back by mail or return it in-person to a drop-in location or polling station, just as they would with a ballot received in the mail.

Another option is to access the ballot online, mark the ballot on-screen and then print it to return it by mail or drop-off, or send it back electronically.

Q: How does the voter fill out and return the ballot to be counted?

A: The voter can print a blank ballot and mark it by hand. Alternatively, the voter can mark their paper on-screen and then print it, or send it electronically.

The system also supports printing vote preferences in an encrypted (QR code) form, which preserves vote secrecy/privacy. The voter can either print the QR code and send it by mail, or save the QR code on their phone to scan it at a polling station in order for their ballot to get printed there.

Q: Can the voter return their ballot electronically via the internet?

A: Secure electronic return of the completed ballot is available. With this method, the election officials would securely print the ballot paper out at their elections office, for inclusion in the final count. OBD always creates a physical ballot paper which is entered into the count.

Q: Where has OBD been used?

A: OBD has been used in all 50 states in the US, primarily for citizens who are in the military and are living abroad in addition to voters with disabilities. OBD greatly increases accessibility to voting for many voters who may otherwise struggle to attend a polling station in person.

Q: Who benefits from OBD?

A: OBD offers significant benefits to voters who cannot attend a polling station or those who may struggle to vote unaided. OBD brings proven accessibility and availability benefits to overseas and military voters and voters with visual impairments or physical disabilities. OBD integrates with assistive technology tools, such as screen readers, audio browsers and tactile peripherals to enable private, independent voting for all.

Q: What about voters who don't have access to a computer or other digital device?

A: OBD is offered as a complementary remote voting channel for those voters that own an internet enabled device. It is expected that Election Management Bodies (EMBs) will continue to offer traditional channels like postal voting or in-person voting at a polling station. OBD can integrate seamlessly with existing channels for greater voter choice and multi-channel voting.

Q: How do voters authenticate and access OBD?

A: OBD supports a range of authentication and access methods including single sign-on (SSO) schemes and strong two factor authentication (2FA) schemes. Voters receive credentials from their EMB which can be distributed via email, secure mail and/or SMS.

Q: What prevents a voter from voting more than once?

A: The same safeguards that prevent a voter from casting more than one ballot paper in both in-person and postal voting exist for OBD. The OBD process ends with a physical ballot paper and a marked register. The same measures that an EMB uses to account for ballot papers from each voter are used when OBD is employed.

Q: Is there a paper record?

A: Yes. In all cases OBD produces a paper ballot to ensure compliance with electoral legislation.

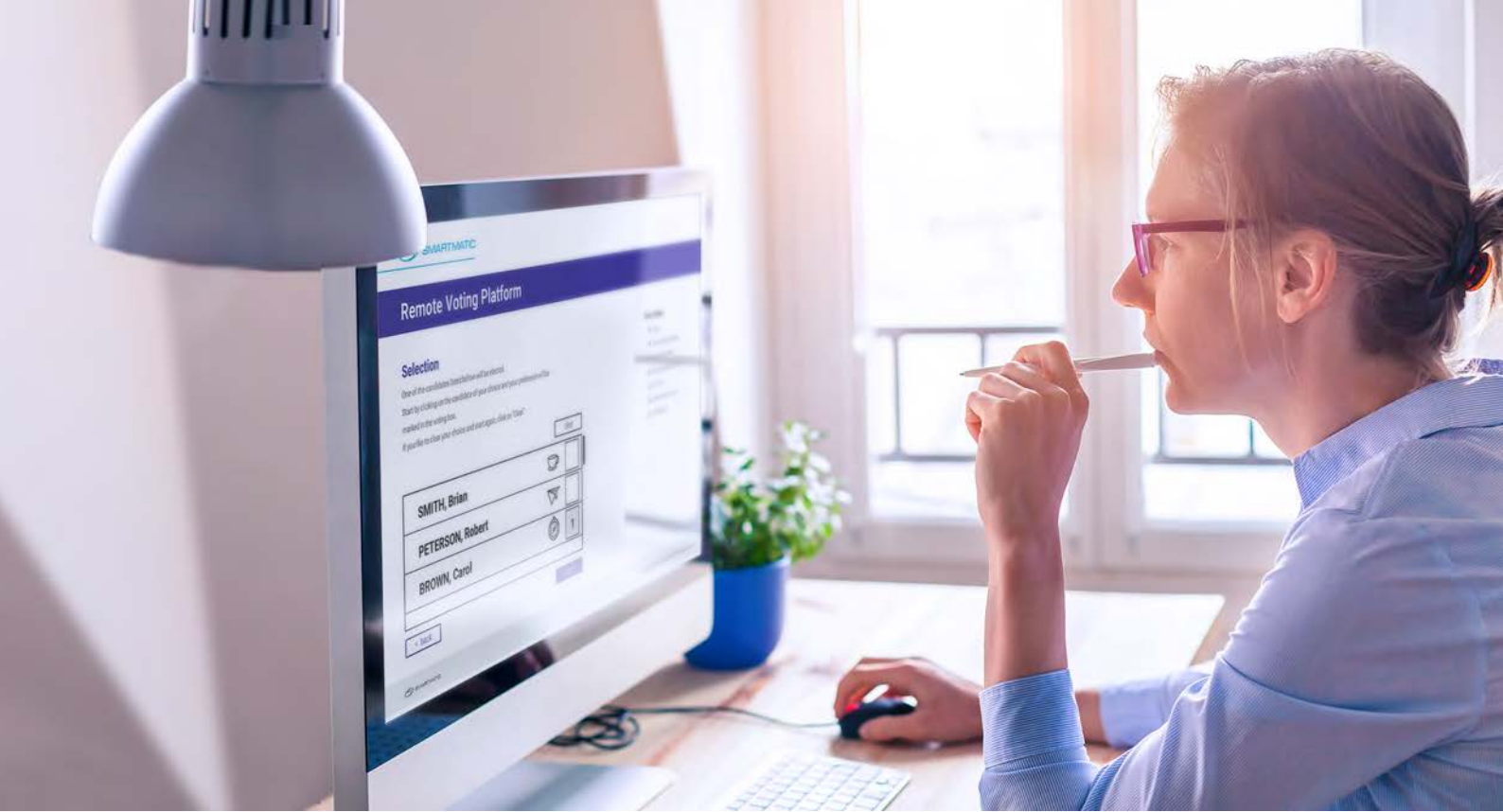
Q: How secure is online ballot delivery?

A: OBD is engineered for optimum security. Strong authentication ensures that only eligible voters can access the platform. The system is deployed on physically and logically secured infrastructure within secure Amazon (AWS) cloud services in the EEA (EU region). The platform is subject to a range of regular security tests and audits. Smartmatic is an ISO27001 certified company.

Q: Is the OBD process easy to manage?

A: Yes. OBD is designed to minimize any additional burden on election staff. OBD offers intuitive user interfaces and simple, streamlined administration workflows. OBD enables ballots to be in the hands of eligible voters in a matter of hours after close of nominations.





Q: Will it be easy for Smartmatic's OBD system to interface with an existing election management system?

A: OBD supports integration with third party systems using web services or common data formats (including .XML and .CSV). Smartmatic is experienced at working with existing election management systems and providers to make it as seamless as possible for the election commission.

Q: Can people with disabilities vote like everyone else?

A: OBD is a significant improvement for voters with disabilities. For people with disabilities, who account for 1 in 5 voters, voting at polling stations is often challenging. OBD can help minimize many of the issues with voting in person. With OBD, voters with disabilities can use their own personal assistive technology, such as screen readers, to mark their choices if their election commission allows the OBD ballot to be marked on-screen.

Q: Who is considering implementing OBD?

A: The global spread of coronavirus has motivated EMBs around the world to consider OBD as a viable alternative to in-person voting and traditional postal voting.

Q: Instituting a new system will require significant voter education efforts. What type of support can Smartmatic provide in this area?

A: Smartmatic has a wealth of experience in assisting partners in education efforts. We can provide communication material, webinars and demo systems to ensure a seamless knowledge transfer and trouble free voting.

Curious to learn more?

For more details, please have a look at <https://www.smartmatic.com/en/elections/remote-voting/online-ballot-delivery/>.

To get in touch with one of our offices closest to you, please see www.smartmatic.com/contact/.

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Smartmatic specializes in the design and deployment of election system technologies. As the global leader in providing secure, transparent, accessible, verifiable voting systems, Smartmatic is setting the standard for election integrity and inclusivity worldwide, including encrypted results transmission, paper ballot back-up, extensive auditing and Internet voting.

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