M Gmail   H Burch <heidilburch@gmail.com>

Re: Absentee Ballot Materials for Military and Overseas Civilian Voters
1 message

H Burch <heidilburch@gmail.com>   Mon, Oct 1, 2018 at 7:47 PM
To: "Marks, Jonathan" <jmarks@pa.gov>

Hi Mr Marks,
Thanks for getting back to me, I really appreciate it.
And while I certainly understand the need for security measures to protect election infrastructure, it obviously doesn't work
to send electronic ballots to overseas voters when the link cannot be opened by a computer that is outside the U.S.

As a volunteer on the voter help desk for VoteFromAbroad, we've had lots of inquiries from PA overseas voters who have
no idea how to download their ballots and are getting very little help from their County officials. Many of these voters are
older and assume the problem is on their end--they only contact us after multiple fruitless attempts to figure out what
"they are doing wrong."

I was very pleased to see that a new email went out to PA overseas voters today informing them of the contact
information for the SURE Helpdesk. That should be a big help to voters trying to get their ballots.

Thank you again for your response,.
Best, Heidi

On Sat, Sep 29, 2018 at 5:13 PM, Marks, Jonathan <jmarks@pa.gov> wrote:

> Dear Ms. Burch,
>
> Your email address was forwarded to me by one of our staff members.
>
> I understand that you reached out to our Help Desk earlier this week to make them aware of an issue some overseas
> voters are experiencing when trying to download their absentee ballot materials.
>
> I wanted to follow up with you directly to let you know what steps we have taken to address the issue and what we are
> doing to notify voters who requested electronic copies of their balloting materials.
>
> Beginning last week, counties have delivered ballots electronically to 3,861 military and overseas civilian voters.
> Because the Commonwealth has strengthened its security measures protecting our election infrastructure, some
> overseas civilian voters may have received an error when they tried to download their ballot. We apologize for this
> difficulty caused by election security needs and are assessing means to ameliorate the situation.
>
> If a voter has trouble downloading her ballot or logging into the site, she should call or email our Help Desk for
> assistance. The Help Desk will either help the voter gain access to her balloting materials or deliver her balloting
> materials via email, if necessary. To ensure that voters experiencing an issue downloading their ballots know who to
> reach out to for help, we moved the Help Desk contact information up to the top of the email notification voters get
> when their ballot is available for download. (See sample email at the bottom of this message.)
>
> We will also be sending an email notification out to all 3,800+ voters who requested electronic delivery of their balloting
> materials to explain these circumstances and let them know that they should contact the Help Desk directly if they are
> having any trouble accessing their ballot materials. We are also exploring expanded contact options for assistance.

To date, a total of 110 overseas civilian voters have contacted the Help Desk for assistance and the Help Desk was able to connect every one of them with their absentee balloting materials.

Please feel free to reach out to me directly if you have any questions. You can also reach out to the chief of our Division of Elections and Voter Registration, Jessica Mathis, at jesmathis@pa.gov or by phone at (717) 772-4507.

Kind regards,

Jonathan M. Marks | Commissioner

Department of State

Bureau of Commissions, Elections and Legislation

210 North Office Building | Harrisburg, PA 17120

Phone: 717.783.2035 | Fax: 717.705.0721

Email: jmarks@pa.gov

Dear XXXXX XXXXXXXXX:

As previously indicated on your absentee application, your electronic ballot for the upcoming election is now available for download. For instructions on how to access and download your ballot, please follow the steps below. If you experience any issues or have questions, please call our Help Desk at 1-866-472-7873 or email STSVCSure_Helpdesk@pa.gov. You may be asked for the following information when you call, so please have these items handy:

• Your PA Power Port User ID

• Date of Birth

• IP Address - This information can be obtained by going to http://whatismyipaddress.com/ and may be labeled as "Your IPv4 Address Is".

Instructions to Access your Ballot:

1. Create your PALogin ID

2. Go to https://palogin.state.pa.us/Login/User/Register to create your PALogin account

Note: Please register with the same first name and last name that are listed on your

Pennsylvania voter registration record

3. Gather your account login information and prepare your computer.

a. If necessary, download the most current version of Adobe Acrobat Reader.

You can download it from https://get.adobe.com/reader/

4. Log into PA Voter Services.

5. Use your PALogin User ID to access your ballot.

Please note, if you receive an error message when accessing the site, this

may be due to our security protocols. Please contact the Help Desk with

information listed above for assistance.

6. After logging in, the 'Welcome to the SURE Portal' page appears. Please confirm your Pennsylvania voter registration information by selecting the 'Continue' link.

7. Now you may proceed to download your ballot:

a. Click 'Absentee Ballot Status' from the left-side menu

b. Then, click Download in the right-most column of the table

c. When prompted, enter the following Correspondence ID Number: XXXXXXXXXX

i. If your ballot is not yet available, please contact your County Board of Elections for assistance.