Non-Routine Voter Summary:

<table>
<thead>
<tr>
<th>Situation</th>
<th>What-If</th>
<th>Typical Action</th>
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<tbody>
<tr>
<td>Voter without acceptable ID</td>
<td>#2</td>
<td>Offer provisional ballot</td>
</tr>
<tr>
<td>Voter not in pollbook</td>
<td>#9</td>
<td>Offer provisional ballot</td>
</tr>
<tr>
<td>Voter marked as already voted</td>
<td>#14</td>
<td>Offer provisional ballot</td>
</tr>
<tr>
<td>Voter without absentee ballot</td>
<td>#19</td>
<td>Offer provisional ballot</td>
</tr>
<tr>
<td>Voter with absentee ballot</td>
<td>#19</td>
<td>Surrender ballot, then vote normally</td>
</tr>
<tr>
<td>Voter has moved</td>
<td>#4-7</td>
<td>FORM: Voter Registration form, then go to “old” precinct</td>
</tr>
<tr>
<td>Voter is Inactive</td>
<td>#3</td>
<td>FORM: Affirmation of Eligibility, then vote normally</td>
</tr>
<tr>
<td>Voter needs assistance</td>
<td>#15</td>
<td>FORM: Request for Assistance, then vote normally</td>
</tr>
<tr>
<td>Voter is curbside</td>
<td>#17</td>
<td>Go outside (no forms required)</td>
</tr>
</tbody>
</table>

If a voter has no acceptable ID:
- Voter can go retrieve an acceptable ID.
- Voter can get temporary photo ID from our office.
- Always offer voter a provisional ballot *(because many voters say they will return with their ID, but they don’t!)*
- See What-If #2 for more information.

If a voter is not in the pollbook:
- If voter’s name has changed or has a typo, complete Voter Registration form.
- Otherwise, call the Office of Elections.
- Always offer a provisional ballot.
- But if voter is in the wrong precinct, strongly encourage them to go to the correct precinct. Virginia law stipulates you must vote in your registered precinct.
- See What-If #9 for more information.

If a voter is marked as already voted:
- Do not edit the previous check-in.
- Offer voter a provisional ballot.
- See What-If #14 for more information.

If voter requested an absentee ballot:
- If voter has the ballot with them: Voter surrenders ballot, Chief voids ballot, voter may vote normally.
- If voter does not have the ballot with them: Offer voter a provisional ballot. It will be counted after we verify they did not also mail in their absentee ballot.
- See What-If #19 for more information.

If voter has moved:
- Offer Voter Registration form to update address.
- See page 5 of the What-Ifs for moving conditions.
- If allowed to vote, voter must go to their registered (“old”) precinct.
- See What-Ifs #4-7 for more information.

If voter is Inactive:
- Voter must complete a form: Affirmation of Eligibility.
- Voter votes normally.
- See What-If #3 for more information.

If voter needs assistance:
- Voter & assistant must complete a form: Request for Assistance.
- Voter votes normally.
- See What-If #15 for more information.

If voter is curbside:
- No form is required.
- 2 officers go outside to get voter’s photo ID, return inside, and check-in voter.
- 2 officers go outside with ballot, stay until voter completes it, return inside and cast ballot.
- 1 officer goes outside to inform voter their ballot has been successfully cast.
- See What-If #17 for more information.