Mail-In Voting Materials

Final Report

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January 31, 2022

Making Mail-In Voting Materials easy to use

Project Goal

- Help voters succeed in requesting and returning a mail-in ballot
- Reduce processing time and effort for election administrators by helping voters clarify intent

Guiding Principles

- Make it look easy to read
- Use simple, familiar words and simple sentences
- Create a linear path
- Support immediate action

How we tested

Procedure

- Focus groups with **15 administrators from local election offices** to understand pain points during the 2020 general election
- Rapid iterative testing and evaluation* where **30 participants** filled out the mail-in ballot request form

Locations

- University of Baltimore
- Hyattsville election office
- Frederick, MD

30 Participants

10 men
20 women

Participants by language

14 English-speaking
16 Spanish-speaking

Spanish language testing and layout

Spanish testing

Ballots need to be usable for both English and Spanish-speaking voters. Cultural differences can also play a role in how instructions are understood.

To make sure that the Spanish was not only “correct,” but also made sense for Spanish voters and helped them navigate the mail-in voting process successfully, we tested the translated materials for clarity and usability with participants of diverse ages and from a variety of countries (16 participants in Baltimore, Hyattsville, Frederick).

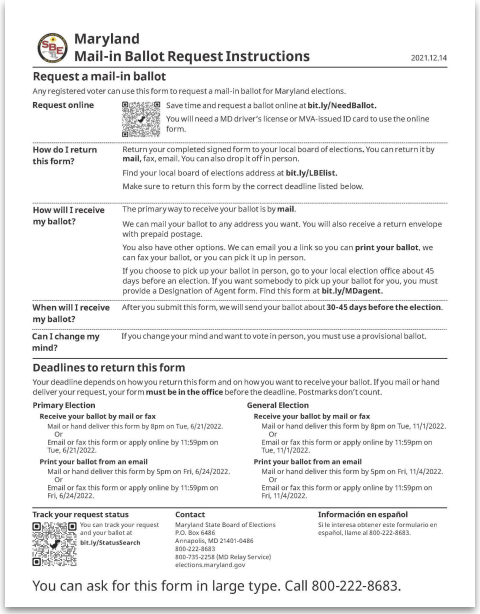
All translated documents and forms have also been checked by the SBE official translation vendor.

Formatting issues with Spanish translations

Text translated into Spanish typically requires more space than English versions.

In all materials, the format for the English and Spanish materials were adjusted to be visually equivalent, even though the Spanish text requires more space.

We prioritized keeping the font size consistent between languages. That meant decreasing the margins. As a last resort, we sometimes eliminated line breaks in the Spanish texts.



Maryland
Mail-in Ballot Request Instructions
2021.12.14

Request a mail-in ballot

Any registered voter can use this form to request a mail-in ballot for Maryland elections.

Request online
Save time and request a ballot online at **bit.ly/NeedBallot.**
You will need a MD driver's license or MVA-issued ID card to use the online form.

How do I return this form?
Return your completed signed form to your local board of elections. You can return it by **mail**, fax, email. You can also drop it off in person.
Find your local board of elections address at **bit.ly/LBElist.**
Make sure to return this form by the correct deadline listed below.

How will I receive my ballot?
The primary way to receive your ballot is by **mail**.
We can mail your ballot to any address you want. You will also receive a return envelope with prepaid postage.
You also have other options. We can email you a link so you can **print your ballot**, we can fax your ballot, or you can pick it up in person.
If you choose to pick up your ballot in person, go to your local election office about 45 days before an election. If you want somebody to pick up your ballot for you, you must provide a Designation of Agent form. Find this form at **bit.ly/MDagent.**

When will I receive my ballot?
After you submit this form, we will send your ballot about **30-45 days before the election**.

Can I change my mind?
If you change your mind and want to vote in person, you must use a provisional ballot.

Deadlines to return this form

Your deadline depends on how you return this form and on how you want to receive your ballot. If you mail or hand deliver your request, your form **must be in the office** before the deadline. Postmarks don't count.

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General Election
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Or
Email or fax this form or apply online by 11:59pm on Fri, 11/4/2022.

Track your request status
You can track your request and your ballot at **bit.ly/StatusSearch**

Contact
Maryland State Board of Elections
P.O. Box 6486
Annapolis, MD 21401-0486
800-222-8683
800-735-2258 (MD Relay Service)
elections.maryland.gov

Información en español
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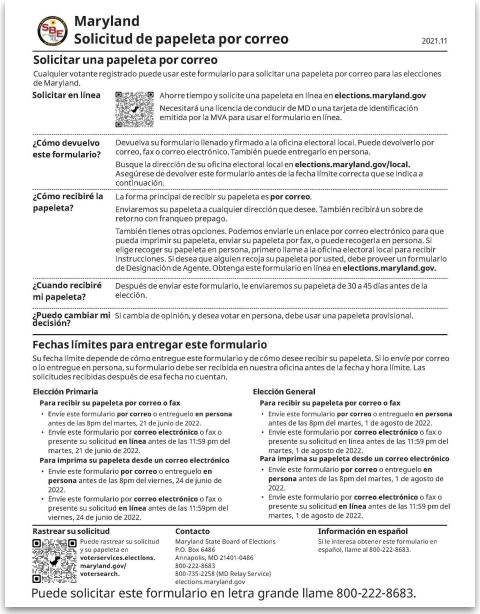
You can ask for this form in large type. Call 800-222-8683.

12/14/2021 Version



Maryland
Solicitud de papeleta por correo
2021.11

Solicitar una papeleta por correo

Cualquier votante registrado puede usar este formulario para solicitar una papeleta por correo para las elecciones de Maryland.

Solicitar en línea
Ahorre tiempo y solicite una papeleta en línea en **elections.maryland.gov**
Necesitará una licencia de conducir de MD o una tarjeta de identificación emitida por la MVA para usar el formulario en línea.

¿Cómo devuelvo este formulario?
Devuelva su formulario llenado y firmado a la oficina electoral local. Puede devolverlo por correo, fax o correo electrónico. También puede entregarlo en persona.
Busque la dirección de su oficina electoral local en **elections.maryland.gov/local.** Asegúrese de devolver este formulario antes de la fecha límite correcta que se indica a continuación.

¿Cómo recibiré la papeleta?
La forma principal de recibir su papeleta es **por correo**.
Enviaremos su papeleta a cualquier dirección que desee. También recibirá un sobre de retorno con franqueo prepago.
También tienes otras opciones. Podemos enviarle un enlace por correo electrónico para que pueda imprimir su papeleta, enviar su papeleta por fax, o puede recogerla en persona. Si elige recoger su papeleta en persona, primero llame a la oficina electoral local para recibir instrucciones. Si desea que alguien recoja su papeleta por usted, debe proveer un formulario de Designación de Agente. Obtenga este formulario en línea en **elections.maryland.gov.**

¿Cuando recibiré mi papeleta?
Después de enviar este formulario, le enviaremos su papeleta de 30 a 45 días antes de la elección.

¿Puedo cambiar mi decisión?
Si cambia de opinión, y desea votar en persona, debe usar una papeleta provisional.

Fechas límites para entregar este formulario

Su fecha límite depende de cómo entregue este formulario y de cómo desea recibir su papeleta. Si lo envíe por correo o lo entregue en persona, su formulario debe ser recibida en nuestra oficina antes de la fecha y hora límite. Las solicitudes recibidas después de esa fecha no cuentan.

Elección Primaria
Para recibir su papeleta por correo o fax
- Envíe este formulario **por correo** o entreguelo **en persona** antes de las 8pm del martes, 21 de junio de 2022.
- Envíe este formulario por **correo electrónico** o fax o presente su solicitud **en línea** antes de las 11:59 pm del martes, 21 de junio de 2022.

Para imprima su papeleta desde un correo electrónico
- Envíe este formulario **por correo** o entreguelo **en persona** antes de las 8pm del viernes, 24 de junio de 2022.
- Envíe este formulario por **correo electrónico** o fax o presente su solicitud **en línea** antes de las 11:59pm del viernes, 24 de junio de 2022.

Elección General
Para recibir su papeleta por correo o fax
- Envíe este formulario **por correo** o entreguelo **en persona** antes de las 8pm del martes, 1 de agosto de 2022.
- Envíe este formulario por **correo electrónico** o fax o presente su solicitud en línea antes de las 11:59 pm del martes, 1 de agosto de 2022.

Para imprima su papeleta desde un correo electrónico
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Rastrear su solicitud
Puede rastrear su solicitud y su papeleta en **voterservices.elections.maryland.gov/votersearch.**

Contacto
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Información en español
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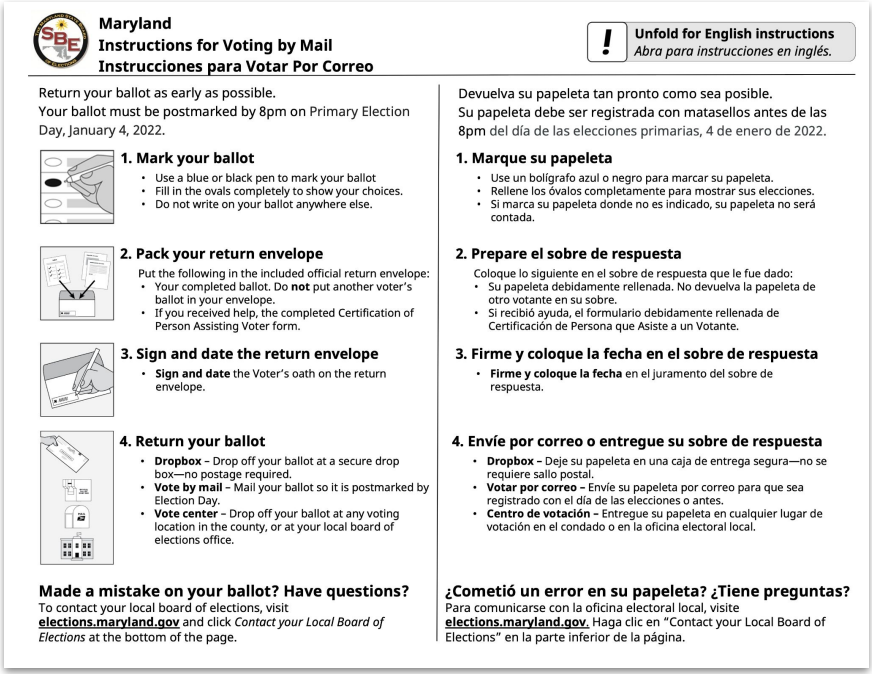
Puede solicitar este formulario en letra grande llame 800-222-8683.

11/13/2021 Version

Best practices for translated voting materials

For instructions and forms that require sustained attention and action, English and Spanish versions should be presented in separate sections, side by side (as seen on the right).

If the information is too long for a single sheet of paper, the two versions can be on separate pieces of paper (as seen on the previous page).



Maryland
Instructions for Voting by Mail
Instrucciones para Votar Por Correo

! **Unfold for English instructions**
Abra para instrucciones en inglés.

Return your ballot as early as possible.
Your ballot must be postmarked by 8pm on Primary Election Day, January 4, 2022.

1. Mark your ballot
- Use a blue or black pen to mark your ballot
- Fill in the ovals completely to show your choices.
- Do not write on your ballot anywhere else.

2. Pack your return envelope
Put the following in the included official return envelope:
- Your completed ballot. Do **not** put another voter's ballot in your envelope.
- If you received help, the completed Certification of Person Assisting Voter form.

3. Sign and date the return envelope
- **Sign and date** the Voter's oath on the return envelope.

4. Return your ballot
- **Dropbox –** Drop off your ballot at a secure drop box—no postage required.
- **Vote by mail –** Mail your ballot so it is postmarked by Election Day.
- **Vote center –** Drop off your ballot at any voting location in the county, or at your local board of elections office.

Made a mistake on your ballot? Have questions?
To contact your local board of elections, visit **elections.maryland.gov** and click *Contact your Local Board of Elections* at the bottom of the page.

Devuelva su papeleta tan pronto como sea posible.
Su papeleta debe ser registrada con matasellos antes de las 8pm del día de las elecciones primarias, 4 de enero de 2022.

1. Marque su papeleta
- Use un bolígrafo azul o negro para marcar su papeleta.
- Rellene los óvalos completamente para mostrar sus elecciones.
- Si marca su papeleta donde no es indicado, su papeleta no será contada.

2. Prepare el sobre de respuesta
Coloque lo siguiente en el sobre de respuesta que le fue dado:
- Su papeleta debidamente rellenada. No devuelva la papeleta de otro votante en su sobre.
- Si recibió ayuda, el formulario debidamente rellenada de Certificación de Persona que Asiste a un Votante.

3. Firme y coloque la fecha en el sobre de respuesta
- **Firme y coloque la fecha** en el juramento del sobre de respuesta.

4. Envíe por correo o entregue su sobre de respuesta
- **Dropbox –** Deje su papeleta en una caja de entrega segura—no se requiere sallo postal.
- **Votar por correo –** Envíe su papeleta por correo para que sea registrado con el día de las elecciones o antes.
- **Centro de votación –** Entregue su papeleta en cualquier lugar de votación en el condado o en la oficina electoral local.

¿Cometió un error en su papeleta? ¿Tiene preguntas?
Para comunicarse con la oficina electoral local, visite **elections.maryland.gov**. Haga clic en "Contact your Local Board of Elections" en la parte inferior de la página.

Best practices for translated voting materials

For envelopes and other materials with “nuggets” of information that can be understood in small doses, interleaving English and Spanish works well and simplifies layout.

Interleaving also works for short “form” sections in conjunction with longer text sections that are side-by-side (as seen on the right).

Certification of Person Assisting Mail-in Voter
Certificación de la persona que ayude al votante por correo

If someone helped you mark your ballot, then your helper or assistant must fill out this form. **If no one helped you**, do not use this form.

Voter's assistant, complete this form

Under penalty of perjury, I certify that this voter needed help with voting because he or she has a disability or is unable to read or write. The voter authorized me to mark their ballot. If the voter could not sign the voter's oath, I printed the voter's name and wrote my initials.

I also certify that:

- I am not a candidate on the voter's ballot.
- I am not the voter's employer or an agent of the voter's employer.
- I am not an officer or agent of the voter's union.
- I helped this voter to mark their ballot.
- **I did not try to influence the voter** to vote for or against any candidate or question appearing on the ballot.

Si alguien le ayudó a marcar su papeleta, su ayudante o asistente debe completar este formulario. **Si nadie le ayudó**, no use este formulario.

Asistente del votante, complete este formulario

Bajo pena de falso testimonio, por la presente certifico que este votante necesitaba ayuda con este formulario porque tiene una discapacidad o no puede leer ni escribir. El votante me autorizó a completar este formulario. Si el votante no pudo firmar este formulario, imprimí el nombre del votante y escribí mis iniciales.

Certifico además que:

- No soy un candidato que figura en la papeleta del votante.
- No soy empleador del votante, ni agente del empleador del votante.
- No soy funcionario ni agente del sindicato del votante.
- He asistido a este votante a marcar su papeleta.
- **No he tratado de influir en la decisión del votante** para que vote a favor o en contra de ningún candidato o pregunta que aparece en la papeleta electoral.

Voter's name
Nombre con el que usted fue registrado _____

Assistant's information | ***Información de la persona que asistió al votante***

Name *Nombre* _____ Phone number *Número de teléfono* _____

Street address *Domicilio* _____ City *Ciudad* _____ State *Estado* _____ Zip *Código postal* _____

Assistant, sign and date here *(Required)* | ***Asistente, firme y coloque la fecha aquí*** *(obligatoria)*

x _____ Date | *Fecha*

For the ballot to count, the oath on the envelope must be completed properly | ***Para que cuente el voto, el juramento en el sobre debe ser rellenado correctamente.***

Any person who is convicted of violating the absentee voting law is subject to a fine of up to $1,000, imprisonment for up to 2 years, or both. (Election Law Article, Section 9-132, Annotated Code of Maryland)

Cualquier persona condenada por violar las leyes de votante, será multada con un máximo de $1,000, prisión de hasta 2 años, o ambos. (Artículo de la Ley Electoral, Sección 9-312, Código Comentado de Maryland.

Issues identified during the 2020 General Election

Pain points from the 2020 General Election
Requesting a ballot

Voters didn't always provide the address where they were registered.

Voters submitted multiple requests—on paper or online. Every request had to be processed.

There are three main ways to receive the ballot; voters often chose more than one.

Voters who chose to receive their ballot "by email" then expected to return it by email; they were not prepared to print.

Pain points from the 2020 General Election
Returning a ballot

Voters didn't always sign the oath when they returned their ballot.

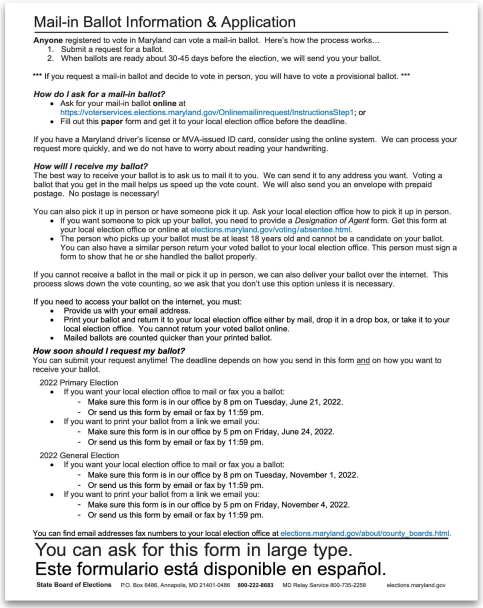
Election workers sometimes received voter ID confirmations too late for voter ballots to be counted.

Some voters misunderstood voting by mail; they treated their mail-in ballot as a "backup." When these voters tried to vote in person, they were surprised at having to use a provisional ballot.

Changes to Mail-in Ballot instructions

Before and After: Request instructions (overview)

- Simplified language and process
- Included logo to make it look more official (and match design of other forms)
- Increased visual hierarchy & white space
- Added QR codes to OLVR and track request status



Mail-in Ballot Information & Application

Anyone registered to vote in Maryland can vote a mail-in ballot. Here's how the process works...
1. Submit a request for a ballot.
2. When ballots are ready about 30-45 days before the election, we will send you your ballot.

*** If you request a mail-in ballot and decide to vote in person, you will have to vote a provisional ballot. ***

How do I ask for a mail-in ballot?
- Ask for your mail-in ballot **online** at https://voterservices.elections.maryland.gov/Onlinemailinrequest/InstructionsStep1; or
- Fill out this **paper** form and get it to your local election office before the deadline.

If you have a Maryland driver's license or MVA-issued ID card, consider using the online system. We can process your request more quickly, and we do not have to worry about reading your handwriting.

How will I receive my ballot?
The best way to receive your ballot is to ask us to mail it to you. We can send it to any address you want. Voting a ballot that you get in the mail helps us speed up the vote count. We will also send you an envelope with prepaid postage. No postage is necessary!

You can also pick it up in person or have someone pick it up. Ask your local election office how to pick it up in person.
- If you want someone to pick up your ballot, you need to provide a *Designation of Agent* form. Get this form at your local election office or online at elections.maryland.gov/voting/absentee.html.
- The person who picks up your ballot must be at least 18 years old and cannot be a candidate on your ballot. You can also have a similar person return your voted ballot to your local election office. This person must sign a form to show that he or she handled the ballot properly.

If you cannot receive a ballot in the mail or pick it up in person, we can also deliver your ballot over the internet. This process slows down the vote counting, so we ask that you don't use this option unless it is necessary.

If you need to access your ballot on the internet, you must:
- Provide us with your email address.
- Print your ballot and return it to your local election office either by mail, drop it in a drop box, or take it to your local election office. You cannot return your voted ballot online.
- Mailed ballots are counted quicker than your printed ballot.

How soon should I request my ballot?
You can submit your request anytime! The deadline depends on how you send in this form and on how you want to receive your ballot.

2022 Primary Election
- If you want your local election office to mail or fax you a ballot:
  - Make sure this form is in our office by 8 pm on Tuesday, June 21, 2022.
  - Or send us this form by email or fax by 11:59 pm.
- If you want to print your ballot from a link we email you:
  - Make sure this form is in our office by 5 pm on Friday, June 24, 2022.
  - Or send us this form by email or fax by 11:59 pm.

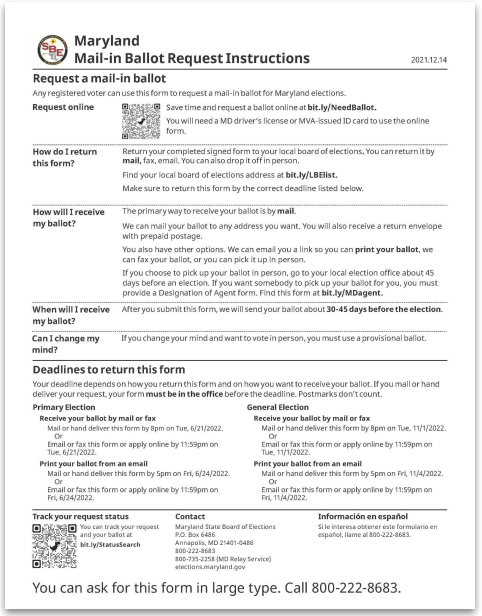
2022 General Election
- If you want your local election office to mail or fax you a ballot:
  - Make sure this form is in our office by 8 pm on Tuesday, November 1, 2022.
  - Or send us this form by email or fax by 11:59 pm.
- If you want to print your ballot from a link we email you:
  - Make sure this form is in our office by 5 pm on Friday, November 4, 2022.
  - Or send us this form by email or fax by 11:59 pm.

You can find email addresses fax numbers to your local election office at elections.maryland.gov/about/county_boards.html.

You can ask for this form in large type.
Este formulario está disponible en español.

State Board of Elections P.O. Box 6486, Annapolis, MD 21401-0486 **800-222-8683** MD Relay Service 800-735-2258 elections.maryland.gov

Original Version



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12/14/2021 Version

UNIVERSITY OF BALTIMORE 1925
Center for Civic Design

What we changed - request process

Main problem: Voters submitted multiple requests–they didn't know what to expect.

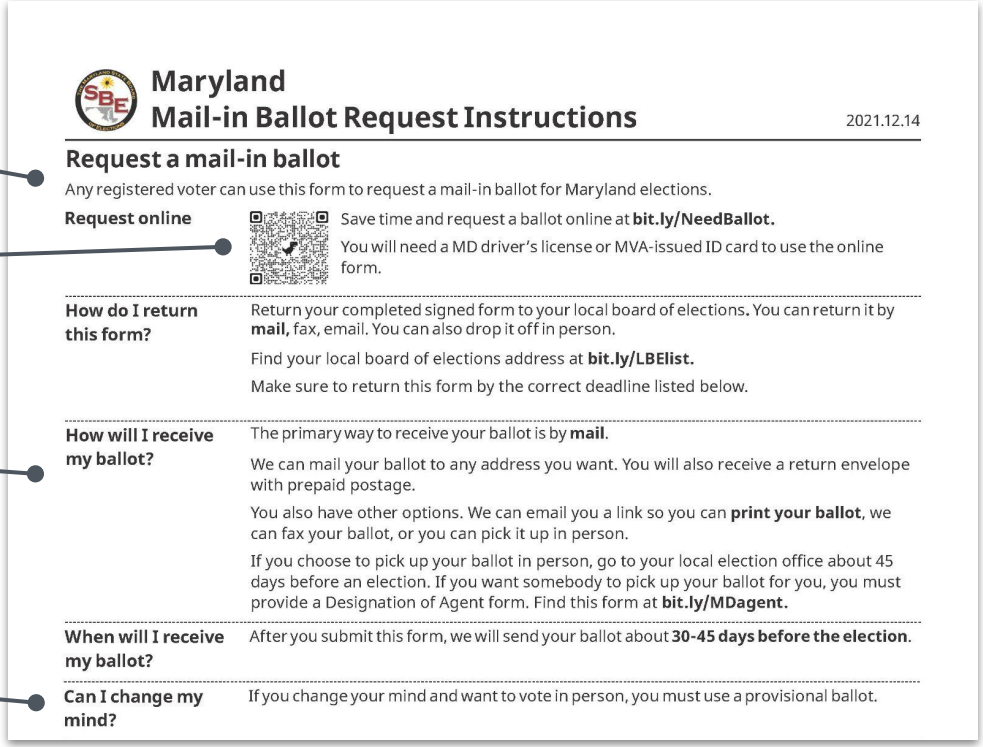
Secondary problem: Voters thought they could still vote in person; surprised to vote provisional.

We re-focused the text on the questions users found most urgent

We added a QR code to make it easier to get to the online form

We added white space and improved the visual hierarchy

We emphasized that if a voter requests a ballot and changes their mind, they will need to use a provisional ballot



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How will I receive my ballot?	The primary way to receive your ballot is by **mail**. We can mail your ballot to any address you want. You will also receive a return envelope with prepaid postage. You also have other options. We can email you a link so you can **print your ballot**, we can fax your ballot, or you can pick it up in person. If you choose to pick up your ballot in person, go to your local election office about 45 days before an election. If you want somebody to pick up your ballot for you, you must provide a Designation of Agent form. Find this form at **bit.ly/MDagent.**
When will I receive my ballot?	After you submit this form, we will send your ballot about **30-45 days before the election**.
Can I change my mind?	If you change your mind and want to vote in person, you must use a provisional ballot.

What we changed - request process

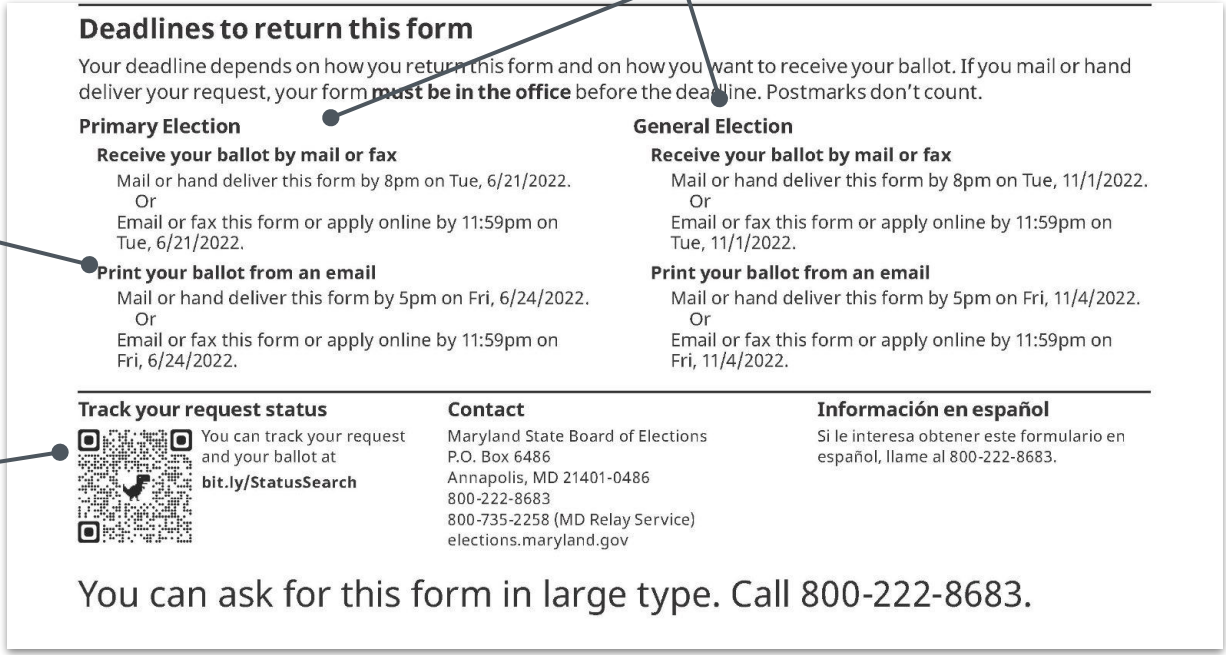
Main problem: Voters did not expect to **print** their ballot if they selected “email” delivery.

We added white space and improved the visual hierarchy.

We separated the deadlines into two columns

We clarified the text to explain that voters would receive a link to PRINT their ballot; they will not receive a ballot through email.

We added a QR code to help voters track their request for a mail-in ballot.



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Primary Election

Receive your ballot by mail or fax

Mail or hand deliver this form by 8pm on Tue, 6/21/2022.
Or
Email or fax this form or apply online by 11:59pm on Tue, 6/21/2022.

Print your ballot from an email

Mail or hand deliver this form by 5pm on Fri, 6/24/2022.
Or
Email or fax this form or apply online by 11:59pm on Fri, 6/24/2022.

General Election

Receive your ballot by mail or fax

Mail or hand deliver this form by 8pm on Tue, 11/1/2022.
Or
Email or fax this form or apply online by 11:59pm on Tue, 11/1/2022.

Print your ballot from an email

Mail or hand deliver this form by 5pm on Fri, 11/4/2022.
Or
Email or fax this form or apply online by 11:59pm on Fri, 11/4/2022.

Track your request status

You can track your request and your ballot at **bit.ly/StatusSearch**

Contact

Maryland State Board of Elections
P.O. Box 6486
Annapolis, MD 21401-0486
800-222-8683
800-735-2258 (MD Relay Service)
elections.maryland.gov

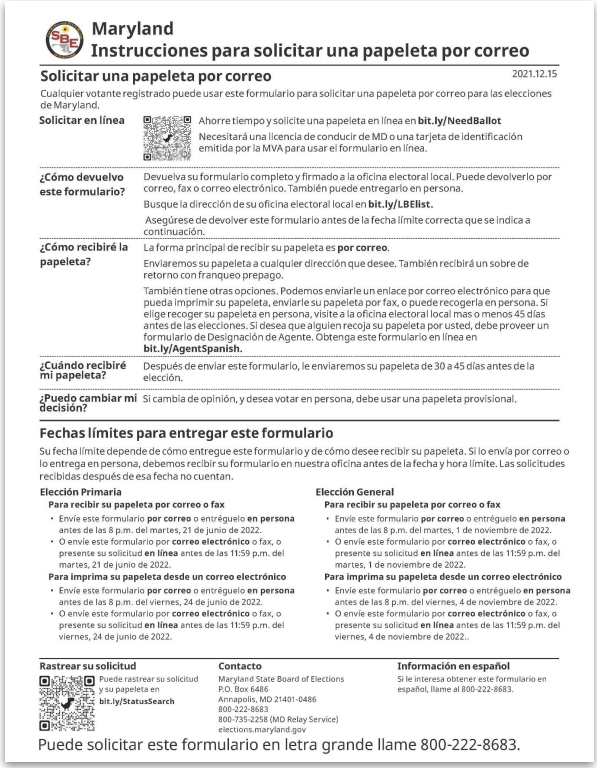
Información en español

Si le interesa obtener este formulario en español, llame al 800-222-8683.

You can ask for this form in large type. Call 800-222-8683.

Request instructions - Spanish

The full-page monolingual Spanish version can be printed on the back of the English version.



Maryland
Instrucciones para solicitar una papeleta por correo

Solicitar una papeleta por correo 2021.12.15

Cualquier votante registrado puede usar este formulario para solicitar una papeleta por correo para las elecciones de Maryland.

Solicitar en línea Ahorre tiempo y solicite una papeleta en línea en **bit.ly/NeedBallot**
Necesitará una licencia de conducir de MD o una tarjeta de identificación emitida por la MVA para usar el formulario en línea.

¿Cómo devuelvo este formulario? Devuelva su formulario completo y firmado a la oficina electoral local. Puede devolverlo por correo, fax o correo electrónico. También puede entregarlo en persona.
Busque la dirección de su oficina electoral local en **bit.ly/LBElist.**
Asegúrese de devolver este formulario antes de la fecha límite correcta que se indica a continuación.

¿Cómo recibiré la papeleta? La forma principal de recibir su papeleta es **por correo**.
Enviaremos su papeleta a cualquier dirección que desee. También recibirá un sobre de retorno con franqueo prepago.
También tiene otras opciones. Podemos enviarle un enlace por correo electrónico para que pueda imprimir su papeleta, enviarle su papeleta por fax, o puede recogerla en persona. Si elige recoger su papeleta en persona, visite a la oficina electoral local mas o menos 45 días antes de las elecciones. Si desea que alguien recoja su papeleta por usted, debe proveer un formulario de Designación de Agente. Obtenga este formulario en línea en **bit.ly/AgentSpanish.**

¿Cuándo recibiré mi papeleta? Después de enviar este formulario, le enviaremos su papeleta de 30 a 45 días antes de la elección.

¿Puedo cambiar mi decisión? Si cambia de opinión, y desea votar en persona, debe usar una papeleta provisional.

Fechas límites para entregar este formulario

Su fecha límite depende de cómo entregue este formulario y de cómo desee recibir su papeleta. Si lo envía por correo o lo entrega en persona, debemos recibir su formulario en nuestra oficina antes de la fecha y hora límite. Las solicitudes recibidas después de esa fecha no cuentan.

Elección Primaria

Para recibir su papeleta por correo o fax

- Envíe este formulario **por correo** o entréguelo **en persona** antes de las 8 p.m. del martes, 21 de junio de 2022.
- O envíe este formulario por **correo electrónico** o fax, o presente su solicitud **en línea** antes de las 11:59 p.m. del martes, 21 de junio de 2022.

Para imprima su papeleta desde un correo electrónico

- Envíe este formulario **por correo** o entréguelo **en persona** antes de las 8 p.m. del viernes, 24 de junio de 2022.
- O envíe este formulario por **correo electrónico** o fax, o presente su solicitud **en línea** antes de las 11:59 p.m. del viernes, 24 de junio de 2022.

Elección General

Para recibir su papeleta por correo o fax

- Envíe este formulario **por correo** o entréguelo **en persona** antes de las 8 p.m. del martes, 1 de noviembre de 2022.
- O envíe este formulario por **correo electrónico** o fax, o presente su solicitud **en línea** antes de las 11:59 p.m. del martes, 1 de noviembre de 2022.

Para imprima su papeleta desde un correo electrónico

- Envíe este formulario **por correo** o entréguelo **en persona** antes de las 8 p.m. del viernes, 4 de noviembre de 2022.
- O envíe este formulario por **correo electrónico** o fax, o presente su solicitud **en línea** antes de las 11:59 p.m. del viernes, 4 de noviembre de 2022..

Rastrear su solicitud
Puede rastrear su solicitud y su papeleta en **bit.ly/StatusSearch**

Contacto
Maryland State Board of Elections
P.O. Box 6486
Annapolis, MD 21401-0486
800-222-8683
800-735-2258 (MD Relay Service)
elections.maryland.gov

Información en español
Si le interesa obtener este formulario en español, llame al 800-222-8683.

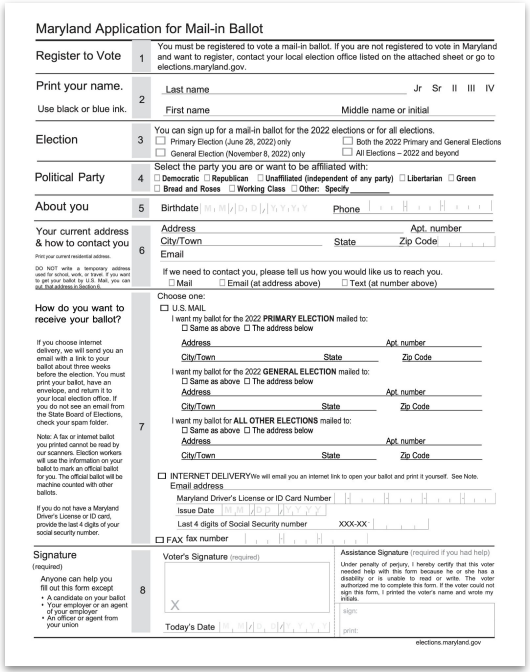
Puede solicitar este formulario en letra grande llame 800-222-8683.

12/15/2021 Version

Changes to Mail-in Ballot Request Form

Before and After: Request form as approved in July 2021

- Reorganized order of questions
- Standardized font and size
- Increased white space and added visual cues for input



Maryland Application for Mail-in Ballot

Register to Vote 1 — You must be registered to vote a mail-in ballot. If you are not registered to vote in Maryland and want to register, contact your local election office listed on the attached sheet or go to elections.maryland.gov.

Print your name. Use black or blue ink. 2 — Last name Jr Sr II III IV; First name; Middle name or initial

Election 3 — You can sign up for a mail-in ballot for the 2022 elections or for all elections. ☐ Primary Election (June 28, 2022) only ☐ Both the 2022 Primary and General Elections ☐ General Election (November 8, 2022) only ☐ All Elections – 2022 and beyond

Political Party 4 — Select the party you are or want to be affiliated with: ☐ Democratic ☐ Republican ☐ Unaffiliated (independent of any party) ☐ Libertarian ☐ Green ☐ Bread and Roses ☐ Working Class ☐ Other: Specify

About you 5 — Birthdate MM/DD/YYYY; Phone

Your current address & how to contact you 6 — Print your current residential address. DO NOT write a temporary address used for school, work, or travel. If you want to get your ballot by U.S. Mail, you can put that address in Section 6. Address; Apt. number; City/Town; State; Zip Code; Email. If we need to contact you, please tell us how you would like us to reach you. ☐ Mail ☐ Email (at address above) ☐ Text (at number above)

How do you want to receive your ballot? 7 — If you choose internet delivery, we will send you an email with a link to your ballot about three weeks before the election. You must print your ballot, have an envelope, and return it to your local election office. If you do not see an email from the State Board of Elections, check your spam folder. Note: A fax or internet ballot you printed cannot be read by our scanners. Election workers will use the information on your ballot to mark an official ballot for you. The official ballot will be machine counted with other ballots. If you do not have a Maryland Driver's License or ID card, provide the last 4 digits of your social security number.

Choose one: ☐ U.S. MAIL
I want my ballot for the 2022 **PRIMARY ELECTION** mailed to: ☐ Same as above ☐ The address below — Address; Apt. number; City/Town; State; Zip Code
I want my ballot for the 2022 **GENERAL ELECTION** mailed to: ☐ Same as above ☐ The address below — Address; Apt. number; City/Town; State; Zip Code
I want my ballot for **ALL OTHER ELECTIONS** mailed to: ☐ Same as above ☐ The address below — Address; Apt. number; City/Town; State; Zip Code
☐ INTERNET DELIVERY We will email you an internet link to open your ballot and print it yourself. See Note. Email address; Maryland Driver's License or ID Card Number; Issue Date; Last 4 digits of Social Security number XXX-XX-
☐ FAX fax number

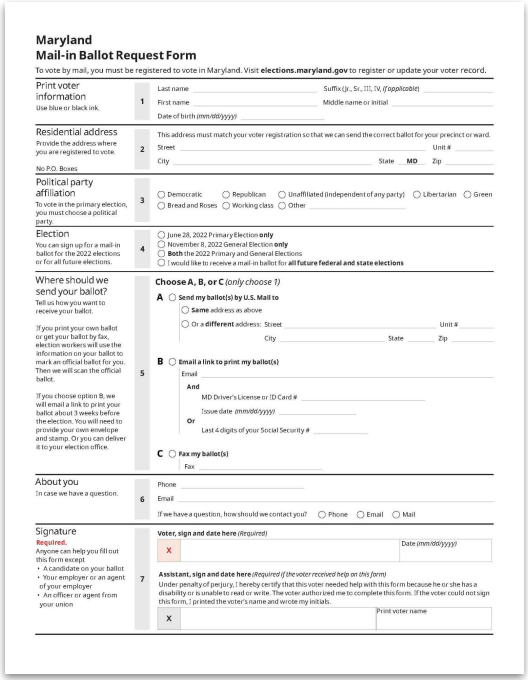
Signature (required) — Anyone can help you fill out this form except • A candidate on your ballot • Your employer or an agent of your employer • An officer or agent from your union

8 — Voter's Signature (required) X; Today's Date MM/DD/YYYY

Assistance Signature (required if you had help) — Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials. sign: print:

elections.maryland.gov

Original Version



Maryland
Mail-in Ballot Request Form

To vote by mail, you must be registered to vote in Maryland. Visit **elections.maryland.gov** to register or update your voter record.

Print voter information — Use blue or black ink. 1 — Last name; Suffix (Jr., Sr., III, IV, *if applicable*); First name; Middle name or initial; Date of birth *(mm/dd/yyyy)*

Residential address — Provide the address where you are registered to vote. No P.O. Boxes. 2 — This address must match your voter registration so that we can send the correct ballot for your precinct or ward. Street; Unit #; City; State MD; Zip

Political party affiliation — To vote in the primary election, you must choose a political party. 3 — ○ Democratic ○ Republican ○ Unaffiliated (independent of any party) ○ Libertarian ○ Green ○ Bread and Roses ○ Working class ○ Other

Election — You can sign up for a mail-in ballot for the 2022 elections or for all future elections. 4 — ○ June 28, 2022 Primary Election **only** ○ November 8, 2022 General Election **only** ○ **Both** the 2022 Primary and General Elections ○ I would like to receive a mail-in ballot for **all future federal and state elections**

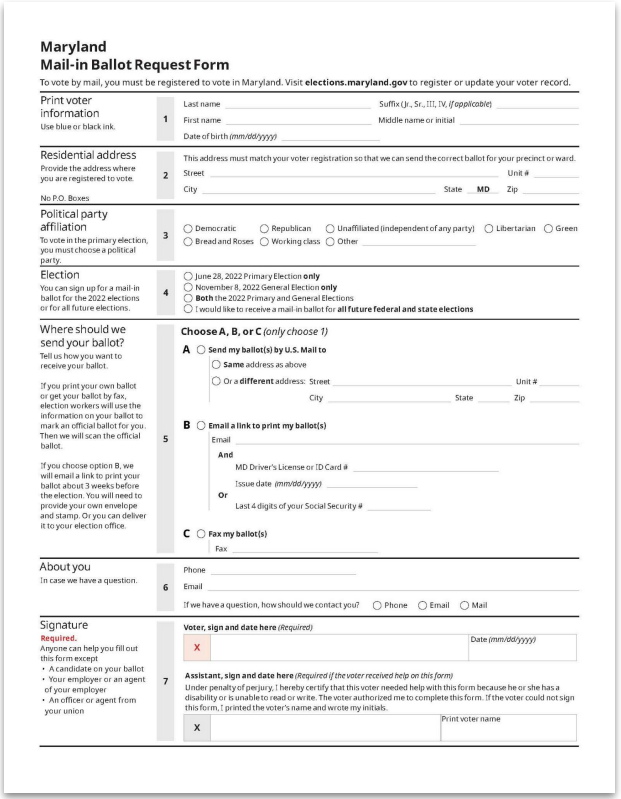
Where should we send your ballot? — Tell us how you want to receive your ballot. If you print your own ballot or get your ballot by fax, election workers will use the information on your ballot to mark an official ballot for you. Then we will scan the official ballot. If you choose option B, we will email a link to print your ballot about 3 weeks before the election. You will need to provide your own envelope and stamp. Or you can deliver it to your election office. 5 — **Choose A, B, or C** *(only choose 1)*
A ○ **Send my ballot(s) by U.S. Mail to** ○ **Same** address as above ○ Or a **different** address: Street; Unit #; City; State; Zip
B ○ **Email a link to print my ballot(s)** Email — **And** MD Driver's License or ID Card #; Issue date *(mm/dd/yyyy)* — **Or** Last 4 digits of your Social Security #
C ○ **Fax my ballot(s)** Fax

About you — In case we have a question. 6 — Phone; Email; If we have a question, how should we contact you? ○ Phone ○ Email ○ Mail

Signature — **Required.** Anyone can help you fill out this form except • A candidate on your ballot • Your employer or an agent of your employer • An officer or agent from your union. 7 — **Voter, sign and date here** *(Required)* X; Date *(mm/dd/yyyy)*
Assistant, sign and date here *(Required if the voter received help on this form)* Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials. X; Print voter name

07/26/2021 Version

Changes to Request Form - July to November (2021)



Maryland
Mail-in Ballot Request Form

To vote by mail, you must be registered to vote in Maryland. Visit **elections.maryland.gov** to register or update your voter record.

Print voter information
Use blue or black ink.

1 Last name ____ Suffix (Jr., Sr., III, IV, *if applicable*) ____
First name ____ Middle name or initial ____
Date of birth *(mm/dd/yyyy)* ____

Residential address
Provide the address where you are registered to vote.
No P.O. Boxes

2 This address must match your voter registration so that we can send the correct ballot for your precinct or ward.
Street ____ Unit # ____
City ____ State **MD** Zip ____

Political party affiliation
To vote in the primary election, you must choose a political party.

3 ○ Democratic ○ Republican ○ Unaffiliated (independent of any party) ○ Libertarian ○ Green
○ Bread and Roses ○ Working class ○ Other ____

Election
You can sign up for a mail-in ballot for the 2022 elections or for all future elections.

4 ○ June 28, 2022 Primary Election **only**
○ November 8, 2022 General Election **only**
○ **Both** the 2022 Primary and General Elections
○ I would like to receive a mail-in ballot for **all future federal and state elections**

Where should we send your ballot?
Tell us how you want to receive your ballot.

If you print your own ballot or get your ballot by fax, election workers will use the information on your ballot to mark an official ballot for you. Then we will scan the official ballot.

If you choose option B, we will email a link to print your ballot about 3 weeks before the election. You will need to provide your own envelope and stamp. Or you can deliver it to your election office.

5 **Choose A, B, or C** *(only choose 1)*

A ○ **Send my ballot(s) by U.S. Mail to**
○ **Same** address as above
○ Or a **different** address: Street ____ Unit # ____
City ____ State ____ Zip ____

B ○ **Email a link to print my ballot(s)**
Email ____
And
MD Driver's License or ID Card # ____
Issue date *(mm/dd/yyyy)* ____
Or
Last 4 digits of your Social Security # ____

C ○ **Fax my ballot(s)**
Fax ____

About you
In case we have a question.

6 Phone ____
Email ____
If we have a question, how should we contact you? ○ Phone ○ Email ○ Mail

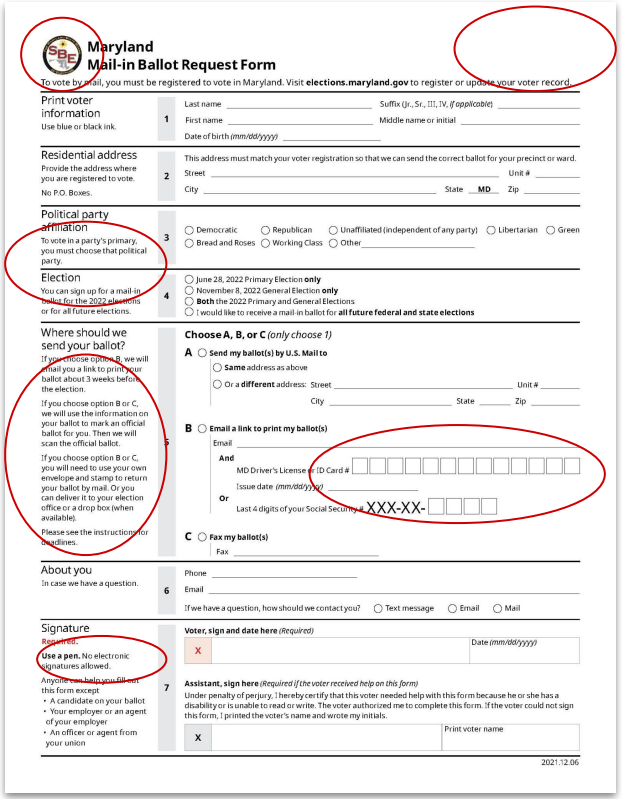
Signature
Required.
Anyone can help you fill out this form except
- A candidate on your ballot
- Your employer or an agent of your employer
- An officer or agent from your union

7 **Voter, sign and date here** *(Required)*
X ____ Date *(mm/dd/yyyy)* ____

Assistant, sign and date here *(Required if the voter received help on this form)*
Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials.
X ____ Print voter name ____

07/26/2021 Version

Minor changes made between July and October



Maryland
Mail-in Ballot Request Form

To vote by mail, you must be registered to vote in Maryland. Visit **elections.maryland.gov** to register or update your voter record.

Print voter information
Use blue or black ink.

1 Last name ____ Suffix (Jr., Sr., III, IV, *if applicable*) ____
First name ____ Middle name or initial ____
Date of birth *(mm/dd/yyyy)* ____

Residential address
Provide the address where you are registered to vote.
No P.O. Boxes.

2 This address must match your voter registration so that we can send the correct ballot for your precinct or ward.
Street ____ Unit # ____
City ____ State **MD** Zip ____

Political party affiliation
To vote in a party's primary, you must choose that political party.

3 ○ Democratic ○ Republican ○ Unaffiliated (independent of any party) ○ Libertarian ○ Green
○ Bread and Roses ○ Working Class ○ Other ____

Election
You can sign up for a mail-in ballot for the 2022 elections or for all future elections.

4 ○ June 28, 2022 Primary Election **only**
○ November 8, 2022 General Election **only**
○ **Both** the 2022 Primary and General Elections
○ I would like to receive a mail-in ballot for **all future federal and state elections**

Where should we send your ballot?
If you choose option A or B, we will email you a link to print your ballot about 3 weeks before the election.

If you choose option B or C, we will use the information on your ballot to mark an official ballot for you. Then we will scan the official ballot.

If you choose option B or C, you will need to use your own envelope and stamp to return your ballot by mail. Or you can deliver it to your election office or a drop box (when available).

Please see the instructions for deadlines.

5 **Choose A, B, or C** *(only choose 1)*

A ○ **Send my ballot(s) by U.S. Mail to**
○ **Same** address as above
○ Or a **different** address: Street ____ Unit # ____
City ____ State ____ Zip ____

B ○ **Email a link to print my ballot(s)**
Email ____
And
MD Driver's License or ID Card # ____
Issue date *(mm/dd/yyyy)* ____
Or
Last 4 digits of your Social Security # XXX-XX- ____

C ○ **Fax my ballot(s)**
Fax ____

About you
In case we have a question.

6 Phone ____
Email ____
If we have a question, how should we contact you? ○ Text message ○ Email ○ Mail

Signature
Required.
Use a pen. No electronic signatures allowed.
Anyone can help you fill out this form except
- A candidate on your ballot
- Your employer or an agent of your employer
- An officer or agent from your union

7 **Voter, sign and date here** *(Required)*
X ____ Date *(mm/dd/yyyy)* ____

Assistant, sign here *(Required if the voter received help on this form)*
Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials.
X ____ Print voter name ____

2021.12.06

12/06/2021 Version

What we changed - sections 1-3

Main problem: Election officials told us that voters sometimes use their current temporary address rather than the address where they are registered.

Added SBE logo

Added instruction line in main column

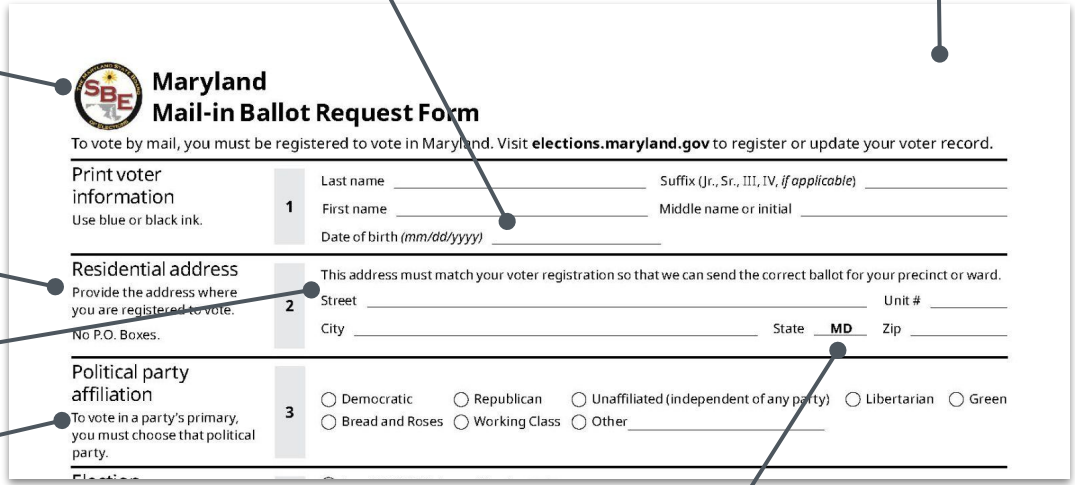
Rewrote and tested language to focus on address where voter is registered

Added instruction line in main column

Added text explaining that voter must register with a party in order to vote in primary elections

Re-focused section 1 on voter information, re-located DOB to this section

Space to pre-print voter ID and barcode on all-state mailing



Maryland
Mail-in Ballot Request Form

To vote by mail, you must be registered to vote in Maryland. Visit **elections.maryland.gov** to register or update your voter record.

Print voter information
Use blue or black ink.

1
Last name _____ Suffix (Jr., Sr., III, IV, *if applicable*) _____
First name _____ Middle name or initial _____
Date of birth *(mm/dd/yyyy)* _____

Residential address
Provide the address where you are registered to vote.
No P.O. Boxes.

2
This address must match your voter registration so that we can send the correct ballot for your precinct or ward.
Street _____ Unit # _____
City _____ State MD Zip _____

Political party affiliation
To vote in a party's primary, you must choose that political party.

3
◯ Democratic ◯ Republican ◯ Unaffiliated (independent of any party) ◯ Libertarian ◯ Green
◯ Bread and Roses ◯ Working Class ◯ Other _____

Pre-filled the "State" field with "MD"

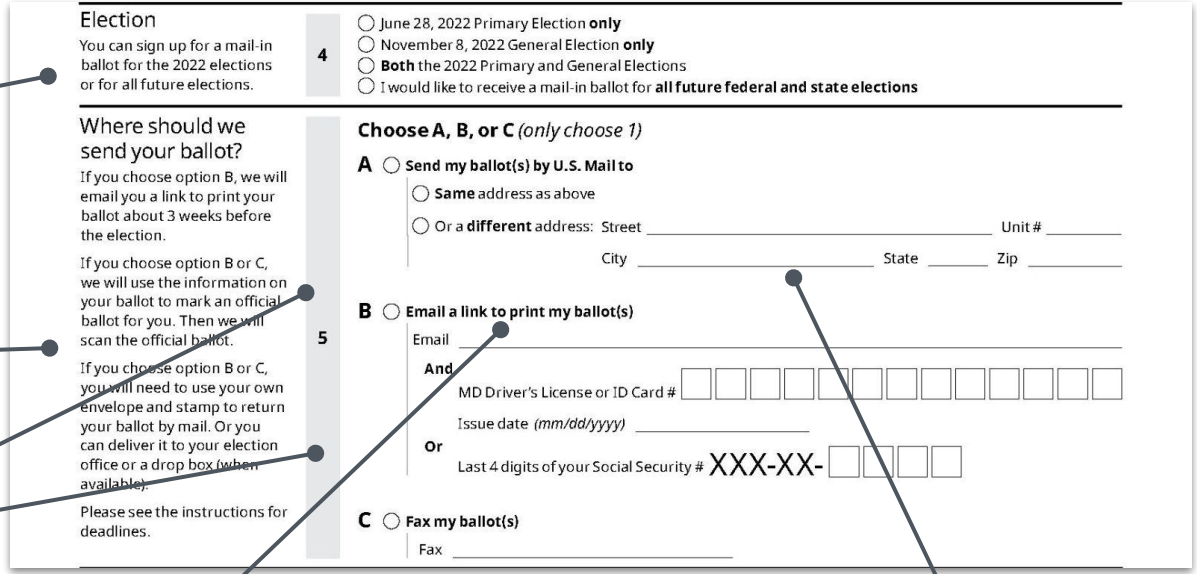
What we changed - sections 4-5

Main problem: Local election officials must expend time and energy contacting voters when voters fill out too many options for voter delivery.

Added language about permanent option; used bold to help signal differences between options

Rewrote and tested explanatory language about option to self-print ballot

Added word and visual cues to help voters choose between options more successfully



Election

You can sign up for a mail-in ballot for the 2022 elections or for all future elections.

4

- ◯ June 28, 2022 Primary Election **only**
- ◯ November 8, 2022 General Election **only**
- ◯ **Both** the 2022 Primary and General Elections
- ◯ I would like to receive a mail-in ballot for **all future federal and state elections**

Where should we send your ballot?

If you choose option B, we will email you a link to print your ballot about 3 weeks before the election.

If you choose option B or C, we will use the information on your ballot to mark an official ballot for you. Then we will scan the official ballot.

If you choose option B or C, you will need to use your own envelope and stamp to return your ballot by mail. Or you can deliver it to your election office or a drop box (when available).

Please see the instructions for deadlines.

5

Choose A, B, or C *(only choose 1)*

A ◯ **Send my ballot(s) by U.S. Mail to**

- ◯ **Same** address as above
- ◯ Or a **different** address: Street _____ Unit # _____
  City _____ State _____ Zip _____

B ◯ **Email a link to print my ballot(s)**

Email _____

And

MD Driver's License or ID Card # ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Issue date *(mm/dd/yyyy)* _____

Or

Last 4 digits of your Social Security # XXX-XX-☐☐☐☐

C ◯ **Fax my ballot(s)**

Fax _____

Clarified language to focus on choosing to print a ballot from an emailed link

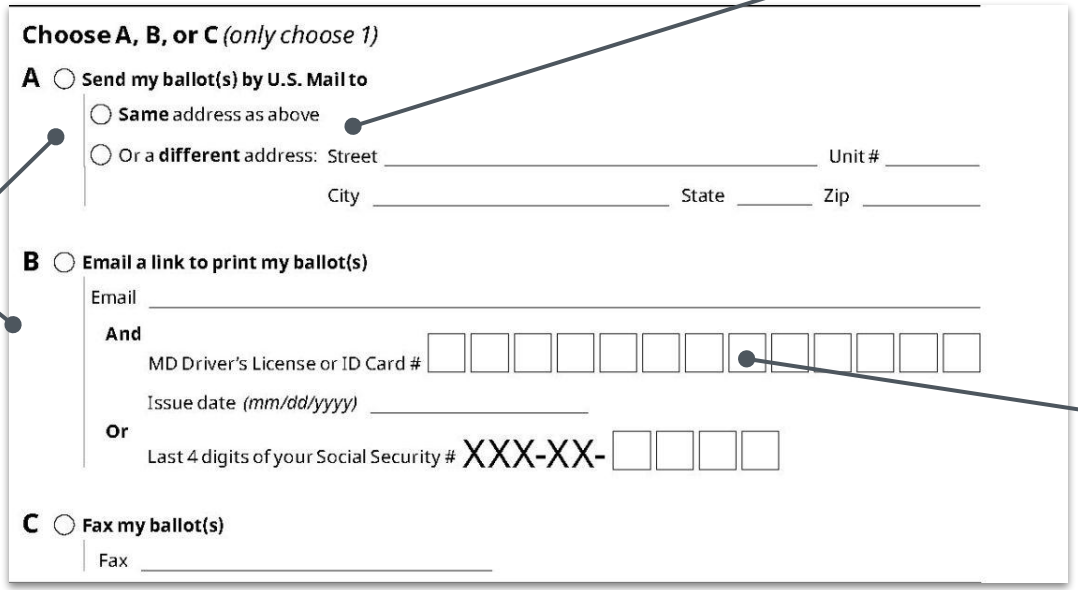
Moved address to help voters recognize when these fields are needed

Final solution for section 5

Main problem: Participants selected both delivery options.
Secondary Problems: Participants filled out the same address as section 2 unnecessarily; ID information wasn't always legible.

Visual separation between address requirements.

Clarified and created more separation between options



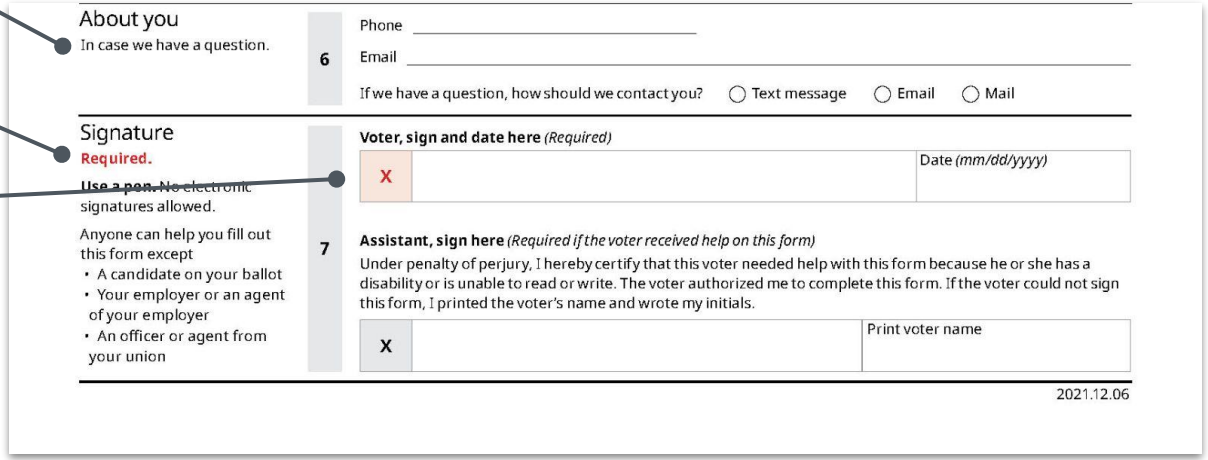
Added boxes for DL and SSN

What we changed - section 6-7

Main problem: Voters sometimes forget to sign their application.
Secondary problem: Election officials need contact information in order to resolve problems.

Created a new section dedicated to voter contact information

Used color to call out voter signature; used the same signature box style as the envelope (optimized for scanner technology); moved assistant signature below



About you
In case we have a question.

6

Phone _____
Email _____
If we have a question, how should we contact you? ◯ Text message ◯ Email ◯ Mail

Signature
Required.
Use a pen. No electronic signatures allowed.

Anyone can help you fill out this form except
- A candidate on your ballot
- Your employer or an agent of your employer
- An officer or agent from your union

7

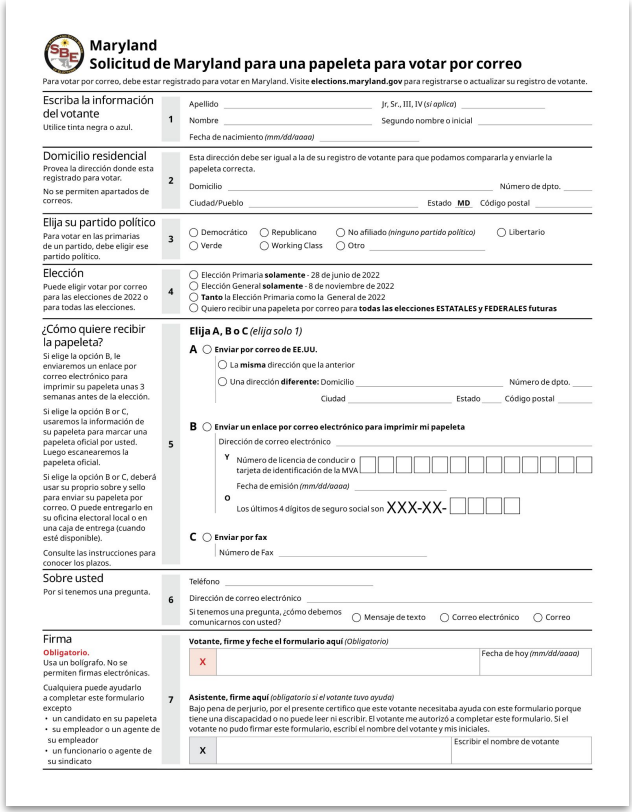
Voter, sign and date here *(Required)*
X | Date *(mm/dd/yyyy)*

Assistant, sign here *(Required if the voter received help on this form)*
Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials.
X | Print voter name

2021.12.06

Request form - Spanish

The full-page monolingual Spanish version can be printed on the back of the English version.



Maryland
Solicitud de Maryland para una papeleta para votar por correo

Para votar por correo, debe estar registrado para votar en Maryland. Visite **elections.maryland.gov** para registrarse o actualizar su registro de votante.

Escriba la información del votante
Utilice tinta negra o azul.

1 Apellido _____ Jr, Sr., III, IV (*si aplica*) _____
Nombre _____ Segundo nombre o inicial _____
Fecha de nacimiento *(mm/dd/aaaa)* _____

Domicilio residencial
Provea la dirección donde esta registrado para votar.
No se permiten apartados de correos.

2 Esta dirección debe ser igual a la de su registro de votante para que podamos compararla y enviarle la papeleta correcta.
Domicilio _____ Número de dpto. _____
Ciudad/Pueblo _____ Estado **MD** Código postal _____

Elija su partido político
Para votar en las primarias de un partido, debe eligir ese partido político.

3 ◯ Demócrático ◯ Republicano ◯ No afiliado *(ninguno partido político)* ◯ Libertario
◯ Verde ◯ Working Class ◯ Otro _____

Elección
Puede eligir votar por correo para las elecciones de 2022 o para todas las elecciones.

4 ◯ Elección Primaria **solamente** - 28 de junio de 2022
◯ Elección General **solamente** - 8 de noviembre de 2022
◯ **Tanto** la Elección Primaria como la General de 2022
◯ Quiero recibir una papeleta por correo para **todas las elecciones ESTATALES y FEDERALES futuras**

¿Cómo quiere recibir la papeleta?
Si elige la opción B, le enviaremos un enlace por correo electrónico para imprimir su papeleta unas 3 semanas antes de la elección.
Si elige la opción B or C, usaremos la información de su papeleta para marcar una papeleta oficial por usted. Luego escanearemos la papeleta oficial.
Si elige la opción B or C, deberá usar su proprio sobre y sello para enviar su papeleta por correo. O puede entregarlo en su oficina electoral local o en una caja de entrega (cuando esté disponible).
Consulte las instrucciones para conocer los plazos.

5 **Elija A, B o C** *(elija solo 1)*
A ◯ **Enviar por correo de EE.UU.**
◯ La **misma** dirección que la anterior
◯ Una dirección **diferente:** Domicilio _____ Número de dpto. ____
Ciudad _____ Estado ____ Código postal _____
B ◯ **Enviar un enlace por correo electrónico para imprimir mi papeleta**
Dirección de correo electrónico _____
Y Número de licencia de conducir o tarjeta de identificación de la MVA ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
Fecha de emisión *(mm/dd/aaaa)* _____
O Los últimos 4 dígitos de seguro social son XXX-XX-☐☐☐☐
C ◯ **Enviar por fax**
Número de Fax _____

Sobre usted
Por si tenemos una pregunta.

6 Teléfono _____
Dirección de correo electrónico _____
Si tenemos una pregunta, ¿cómo debemos comunicarnos con usted? ◯ Mensaje de texto ◯ Correo electrónico ◯ Correo

Firma
Obligatorio.
Usa un bolígrafo. No se permiten firmas electrónicas.
Cualquiera puede ayudarlo a completar este formulario excepto
- un candidato en su papeleta
- su empleador o un agente de su empleador
- un funcionario o agente de su sindicato

7 **Votante, firme y feche el formulario aquí** *(Obligatorio)*
X _____ Fecha de hoy *(mm/dd/aaaa)*
Asistente, firme aquí *(obligatorio si el votante tuvo ayuda)*
Bajo pena de perjurio, por el presente certifico que este votante necesitaba ayuda con este formulario porque tiene una discapacidad o no puede leer ni escribir. El votante me autorizó a completar este formulario. Si el votante no pudo firmar este formulario, escribí el nombre del votante y mis iniciales.
X _____ Escribir el nombre de votante

01/31/2022 Version

UNIVERSITY OF BALTIMORE
Center for Civic Design

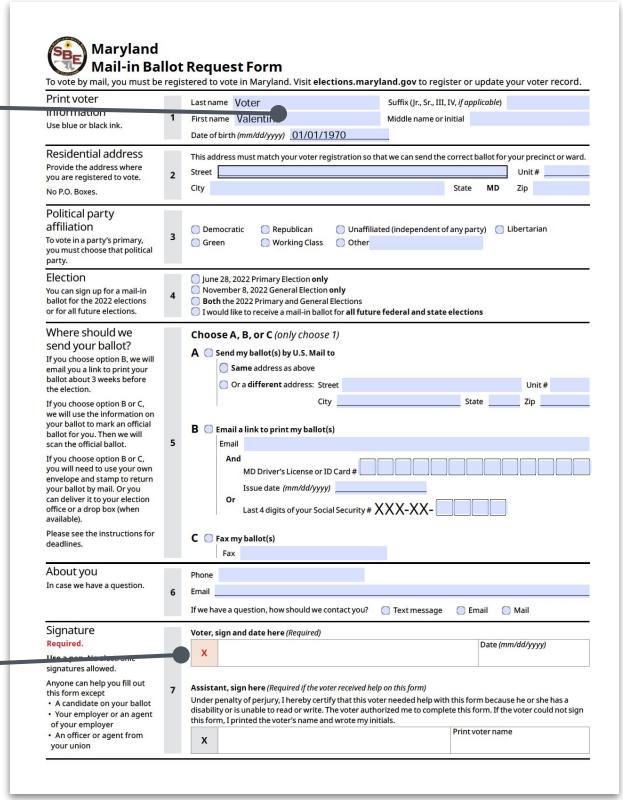
Request form - Interactive

We created **interactive versions of all forms** so that they can be filled out on a computer and then be printed. (The blue highlights on the image to the right denote fillable fields).

All form fields include audio instructions for voters who are using screen reader technology.

Spanish language forms also have Spanish audio instructions.

The signature field cannot be completed on a computer. It must be printed out and signed in ink.



Maryland
Mail-in Ballot Request Form

To vote by mail, you must be registered to vote in Maryland. Visit **elections.maryland.gov** to register or update your voter record.

Print voter information
Use blue or black ink.

1
Last name Voter
Suffix (Jr., Sr., III, IV, *if applicable*)
First name Valentin
Middle name or initial
Date of birth *(mm/dd/yyyy)* 01/01/1970

Residential address
Provide the address where you are registered to vote.
No P.O. Boxes.

2
This address must match your voter registration so that we can send the correct ballot for your precinct or ward.
Street
Unit #
City
State MD
Zip

Political party affiliation
To vote in a party's primary, you must choose that political party.

3
Democratic
Republican
Unaffiliated (independent of any party)
Libertarian
Green
Working Class
Other

Election
You can sign up for a mail-in ballot for the 2022 elections or for all future elections.

4
June 28, 2022 Primary Election **only**
November 8, 2022 General Election **only**
Both the 2022 Primary and General Elections
I would like to receive a mail-in ballot for **all future federal and state elections**

Where should we send your ballot?
If you choose option B, we will email you a link to print your ballot about 3 weeks before the election.
If you choose option B or C, we will use the information on your ballot to mark an official ballot for you. Then we will scan the official ballot.
If you choose option B or C, you will need to use your own envelope and stamp to return your ballot by mail. Or you can deliver it to your election office or a drop box (when available).
Please see the instructions for deadlines.

5
Choose A, B, or C *(only choose 1)*
A **Send my ballot(s) by U.S. Mail to**
Same address as above
Or a **different** address: Street
Unit #
City
State
Zip
B **Email a link to print my ballot(s)**
Email
And
MD Driver's License or ID Card #
Issue date *(mm/dd/yyyy)*
Or
Last 4 digits of your Social Security # XXX-XX-
C **Fax my ballot(s)**
Fax

About you
In case we have a question.

6
Phone
Email
If we have a question, how should we contact you? Text message Email Mail

Signature
Required.
Use a pen. No electronic signatures allowed.
Anyone can help you fill out this form except
- A candidate on your ballot
- Your employer or an agent of your employer
- An officer or agent from your union

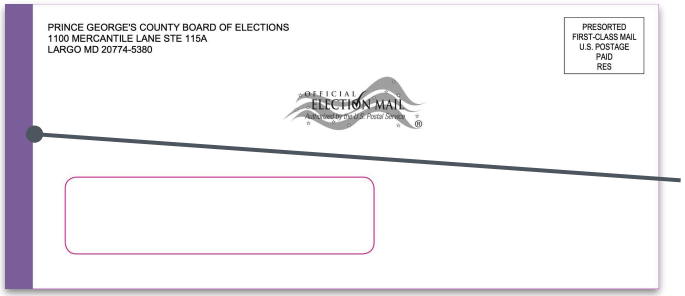
7
Voter, sign and date here *(Required)*
X
Date *(mm/dd/yyyy)*
Assistant, sign here *(Required if the voter received help on this form)*
Under penalty of perjury, I hereby certify that this voter needed help with this form because he or she has a disability or is unable to read or write. The voter authorized me to complete this form. If the voter could not sign this form, I printed the voter's name and wrote my initials.
X
Print voter name

01/26/2022 Version

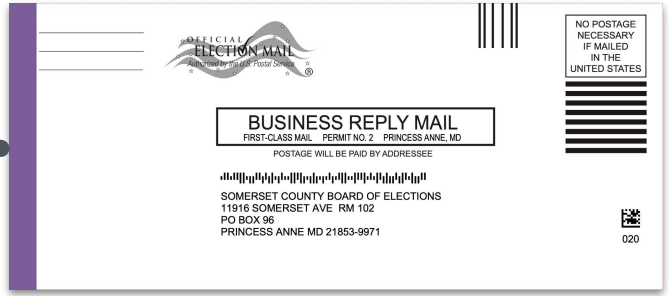
Changes to Request Form Mailer

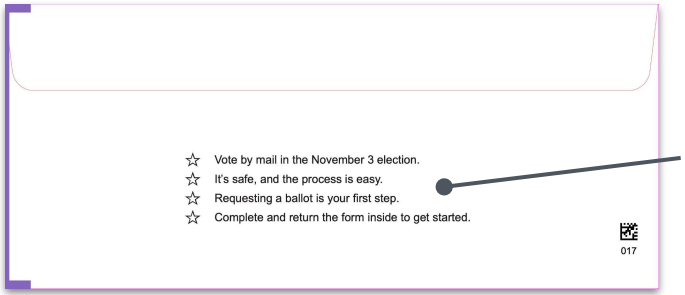
- Envelopes
- Contact Sheet
- “Dear Voter” Letter

Request Outgoing and return envelopes - English (originals)



Both envelopes use purple color bars, making them hard to distinguish





Checklists and reminders are on the back of the envelopes

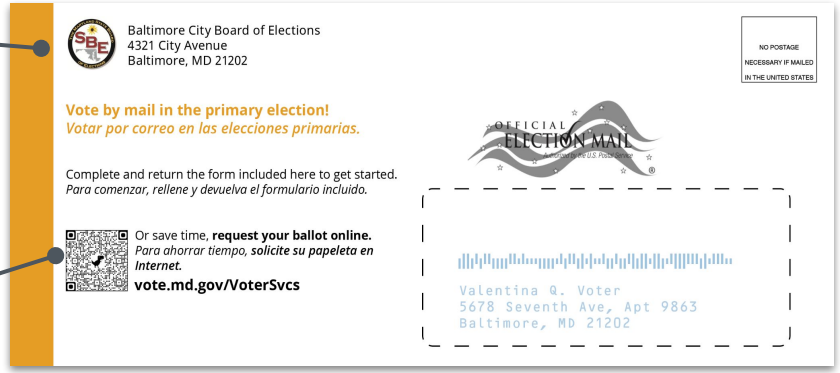
Final Request Outgoing and return envelopes - Bilingual

Color bars help election administrators, USPS, and voters quickly identify the envelopes within a pile of other mail. Yellow is for the delivery envelope, purple to return.

QR code and short url allow voters to easily access online versions of materials. Processing time and errors are reduced when voters fill out forms online.

Checklist moved to front of envelope.

Other minor text refinements were added as indicated by testing.



01/27/2022 Versions

Before and After: Contact sheet

Main change: Created bilingual version with white background for increased visual contrast

Maryland State Board of Elections

State Board of Elections
P.O. Box 6486
Annapolis, MD 21401-0486
800-222-8683 or 410-269-2840
MD Relay Service 800-735-2258
elections.maryland.gov
info.SBE@maryland.gov

Local Election Offices

Allegany County
701 Kelly Rd., Ste. 231
Cumberland, MD 21502
301-777-5931
301-777-2430 (fax)
elections@alleganygov.org

Anne Arundel County
P.O. Box 490
Glen Burnie, MD 21060
410-222-6600
410-222-6824 (fax)
elections@aacounty.org

Baltimore City
Benton Office Bldg.
417 E. Fayette St., Rm. 129
Baltimore, MD 21202-3432
410-396-5550
410-727-1775 (fax)
410-783-7394 (fax)
election.judge@baltimorecity.gov

Baltimore County
11112 Gilroy Rd., Ste. 104
Hunt Valley, MD 21031
410-887-5700
410-832-8493 (fax)
elections@baltimorecountymd.gov

Calvert County
30 Duke St., Lower Level
P.O. Box 798
Prince Frederick, MD 20678
410-535-2214
410-535-5009 (fax)
elections@calvertcountymd.gov

Caroline County
Health & Public Services Bldg.
403 S. Seventh St., Ste. 247
Denton, MD 21629-1378
410-479-8145
410-479-5736 (fax)
election@carolinemd.org

Carroll County
300 S. Center St., Rm. 212
Westminster, MD 21157
410-386-2080
410-876-3925 (fax)
ccboe@carrollcountymd.gov

Cecil County
200 Chesapeake Blvd.
Ste. 1900
Elkton, MD 21921-6395
410-996-5310
888-979-8183 (fax)
voting@ccgov.org

Charles County
P.O. Box 908
La Plata, MD 20646-0908
301-934-8972
301-870-3167
301-934-6487 (fax)
elections@charlescountymd.gov

Dorchester County
501 Court Ln., Rm. 105
P.O. Box 414
Cambridge, MD 21613-0414
410-228-2560
410-228-9635 (fax)
brittanym.phillips@maryland.gov

Frederick County
340 A Montevue Ln.
Frederick, MD 21702
301-600-8683
301-600-2344 (fax)
electionboard@frederickcountymd.gov

Garrett County
2008 Maryland Hwy, Ste. 1
Mountain Lake Park, MD 21550
301-334-6985
301-334-6988 (fax)
sfratz@garrettcounty.org

Harford County
133 Industry Ln.
Forest Hill, MD 21050-1621
410-638-3565
410-638-3310 (fax)
elections@harfordcountymd.gov

Howard County
9770 Patuxent Woods Dr. Ste. 200
Columbia, MD 21046
410-313-5820
410-313-5833 (fax)
tiffany.ferrell1@maryland.gov

Kent County
135 Dixon Dr.
Chestertown, MD 21620
410-778-0038
410-778-0265 (fax)
cheemoandia.blake@maryland.gov

Montgomery County
P.O. Box 10159
Rockville, MD 20849-0159
240-777-8550
TDD 800-735-2258
240-777-8560 (fax)
absentee@montgomerycountymd.gov

Prince George's County
1100 Mercantile Ln., Ste. 115A
Largo, MD 20774
301-341-7300
TDD 301-726-3352
301-341-7399 (fax)
election@co.pg.md.us

Queen Anne's County
110 Vincit St., Ste. 102
Centreville, MD 21617
410-758-0832
410-758-1119 (fax)
qac.elections@maryland.gov

St. Mary's County
P.O. Box 197
Leonardtown, MD 20650
*301-475-4200 ext. *1625*
301-475-4077 (fax)
wendy.adkins@stmarysmd.com

Somerset County
P.O. Box 96
Princess Anne, MD 21853
410-651-0767
410-651-5130 (fax)
elections@somersetmd.us

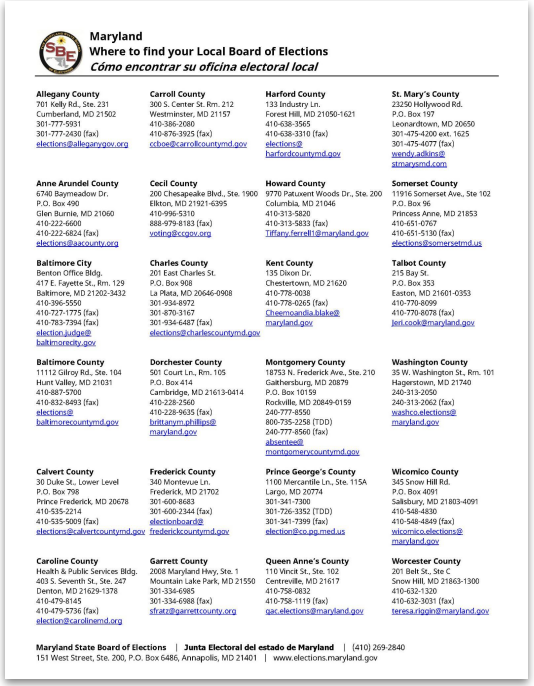
Talbot County
P.O. Box 353
Easton, MD 21601-0353
410-770-8099
410-770-8078 (fax)
jeri.cook@maryland.gov

Washington County
17718 Virginia Ave.
Hagerstown, MD 21740
240-313-2050
240-313-2062 (fax)
washco.elections@maryland.gov

Wicomico County
P.O. Box 4091
Salisbury, MD 21803-4091
410-548-4830
410-548-4849 (fax)
wicomico.elections@maryland.gov

Worcester County
201 Belt St., Ste. C
Snow Hill, MD 21863-1300
410-632-1320
410-632-3031 (fax)
teresa.riggin@maryland.gov

2020 Version



Maryland
Where to find your Local Board of Elections
Cómo encontrar su oficina electoral local

Allegany County
701 Kelly Rd., Ste. 231
Cumberland, MD 21502
301-777-5931
301-777-2430 (fax)
elections@allegarygov.org

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elections@aacounty.org

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410-313-5833 (fax)
Tiffany.ferrell1@maryland.gov

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stmarysmd.com

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240-313-2062 (fax)
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410-548-4849 (fax)
wicomico.elections@
maryland.gov

Worcester County
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Snow Hill, MD 21863-1300
410-632-1320
410-632-3031 (fax)
teresa.riggin@maryland.gov

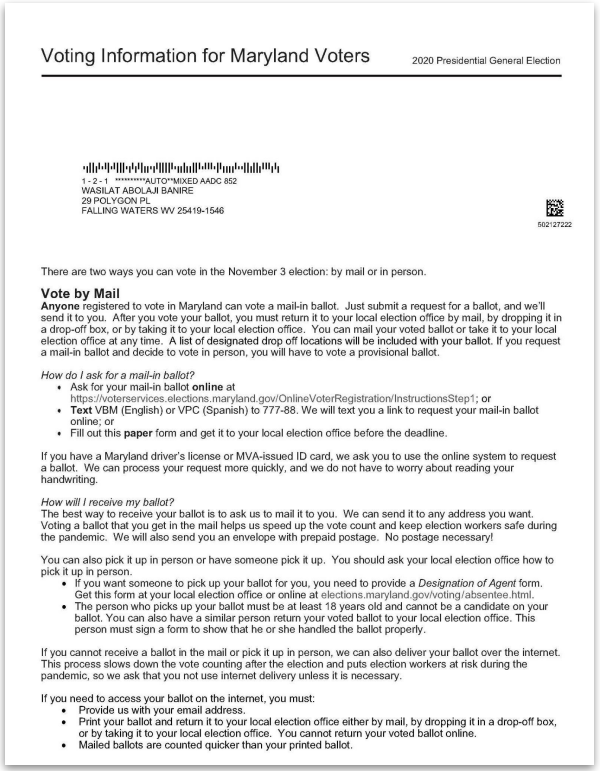
Maryland State Board of Elections | **Junta Electoral del estado de Maryland** | (410) 269-2840
151 West Street, Ste. 200, P.O. Box 6486, Annapolis, MD 21401 | www.elections.maryland.gov

12/15/2021 Version

UNIVERSITY OF BALTIMORE 1925

Center for Civic Design

Request "Dear Voter" letter - English (before and after)



Voting Information for Maryland Voters 2020 Presidential General Election

1-2-1 **********AUTO**MIXED AADC 852
WASILAT ABOLAJI BANIRE
29 POLYGON PL
FALLING WATERS WV 25419-1546

502127222

There are two ways you can vote in the November 3 election: by mail or in person.

Vote by Mail

Anyone registered to vote in Maryland can vote a mail-in ballot. Just submit a request for a ballot, and we'll send it to you. After you vote your ballot, you must return it to your local election office by mail, by dropping it in a drop-off box, or by taking it to your local election office. You can mail your voted ballot or take it to your local election office at any time. A list of designated drop off locations will be included with your ballot. If you request a mail-in ballot and decide to vote in person, you will have to vote a provisional ballot.

How do I ask for a mail-in ballot?

- Ask for your mail-in ballot **online** at https://voterservices.elections.maryland.gov/OnlineVoterRegistration/InstructionsStep1; or
- **Text** VBM (English) or VPC (Spanish) to 777-88. We will text you a link to request your mail-in ballot online; or
- Fill out this **paper** form and get it to your local election office before the deadline.

If you have a Maryland driver's license or MVA-issued ID card, we ask you to use the online system to request a ballot. We can process your request more quickly, and we do not have to worry about reading your handwriting.

How will I receive my ballot?
The best way to receive your ballot is to ask us to mail it to you. We can send it to any address you want. Voting a ballot that you get in the mail helps us speed up the vote count and keep election workers safe during the pandemic. We will also send you an envelope with prepaid postage. No postage necessary!

You can also pick it up in person or have someone pick it up. You should ask your local election office how to pick it up in person.

- If you want someone to pick up your ballot for you, you need to provide a *Designation of Agent* form. Get this form at your local election office or online at elections.maryland.gov/voting/absentee.html.
- The person who picks up your ballot must be at least 18 years old and cannot be a candidate on your ballot. You can also have a similar person return your voted ballot to your local election office. This person must sign a form to show that he or she handled the ballot properly.

If you cannot receive a ballot in the mail or pick it up in person, we can also deliver your ballot over the internet. This process slows down the vote counting after the election and puts election workers at risk during the pandemic, so we ask that you not use internet delivery unless it is necessary.

If you need to access your ballot on the internet, you must:

- Provide us with your email address.
- Print your ballot and return it to your local election office either by mail, by dropping it in a drop-off box, or by taking it to your local election office. You cannot return your voted ballot online.
- Mailed ballots are counted quicker than your printed ballot.

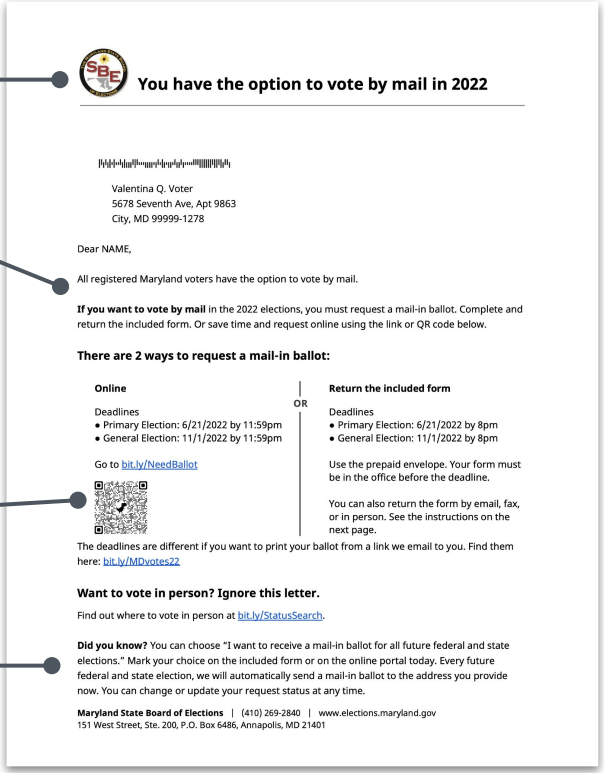
2020 Version

SBE logo added to increase voter confidence

Text condenscened using plain language and removing information that is covered in other places.

Added QR code to promote the online request system

Introduces the new permanent mail in list sign up option



You have the option to vote by mail in 2022

Valentina Q. Voter
5678 Seventh Ave, Apt 9863
City, MD 99999-1278

Dear NAME,

All registered Maryland voters have the option to vote by mail.

If you want to vote by mail in the 2022 elections, you must request a mail-in ballot. Complete and return the included form. Or save time and request online using the link or QR code below.

There are 2 ways to request a mail-in ballot:

Online

Deadlines
- Primary Election: 6/21/2022 by 11:59pm
- General Election: 11/1/2022 by 11:59pm

Go to bit.ly/NeedBallot

OR

Return the included form

Deadlines
- Primary Election: 6/21/2022 by 8pm
- General Election: 11/1/2022 by 8pm

Use the prepaid envelope. Your form must be in the office before the deadline.

You can also return the form by email, fax, or in person. See the instructions on the next page.

The deadlines are different if you want to print your ballot from a link we email to you. Find them here: bit.ly/MDvotes22

Want to vote in person? Ignore this letter.

Find out where to vote in person at bit.ly/StatusSearch.

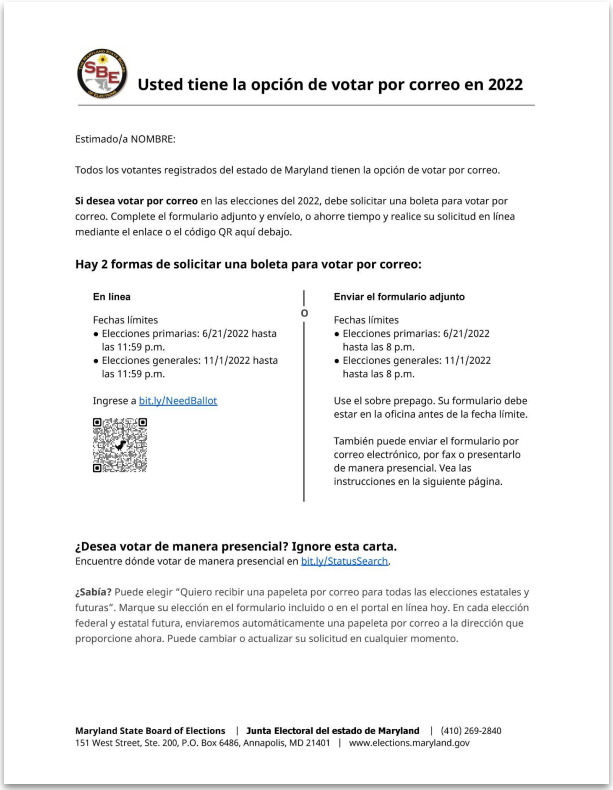
Did you know? You can choose "I want to receive a mail-in ballot for all future federal and state elections." Mark your choice on the included form or on the online portal today. Every future federal and state election, we will automatically send a mail-in ballot to the address you provide now. You can change or update your request status at any time.

Maryland State Board of Elections | (410) 269-2840 | www.elections.maryland.gov
151 West Street, Ste. 200, P.O. Box 6486, Annapolis, MD 21401

12/15/2021 Version

Request "Dear Voter" letter - Spanish

The full-page monolingual Spanish version can be printed on the back of the English version.



Usted tiene la opción de votar por correo en 2022

Estimado/a NOMBRE:

Todos los votantes registrados del estado de Maryland tienen la opción de votar por correo.

Si desea votar por correo en las elecciones del 2022, debe solicitar una boleta para votar por correo. Complete el formulario adjunto y envíelo, o ahorre tiempo y realice su solicitud en línea mediante el enlace o el código QR aquí debajo.

Hay 2 formas de solicitar una boleta para votar por correo:

En línea

Fechas límites
- Elecciones primarias: 6/21/2022 hasta las 11:59 p.m.
- Elecciones generales: 11/1/2022 hasta las 11:59 p.m.

Ingrese a bit.ly/NeedBallot

o

Enviar el formulario adjunto

Fechas límites
- Elecciones primarias: 6/21/2022 hasta las 8 p.m.
- Elecciones generales: 11/1/2022 hasta las 8 p.m.

Use el sobre prepago. Su formulario debe estar en la oficina antes de la fecha límite.

También puede enviar el formulario por correo electrónico, por fax o presentarlo de manera presencial. Vea las instrucciones en la siguiente página.

¿Desea votar de manera presencial? Ignore esta carta.
Encuentre dónde votar de manera presencial en bit.ly/StatusSearch.

¿Sabía? Puede elegir "Quiero recibir una papeleta por correo para todas las elecciones estatales y futuras". Marque su elección en el formulario incluido o en el portal en línea hoy. En cada elección federal y estatal futura, enviaremos automáticamente una papeleta por correo a la dirección que proporcione ahora. Puede cambiar o actualizar su solicitud en cualquier momento.

Maryland State Board of Elections | **Junta Electoral del estado de Maryland** | (410) 269-2840
151 West Street, Ste. 200, P.O. Box 6486, Annapolis, MD 21401 | www.elections.maryland.gov

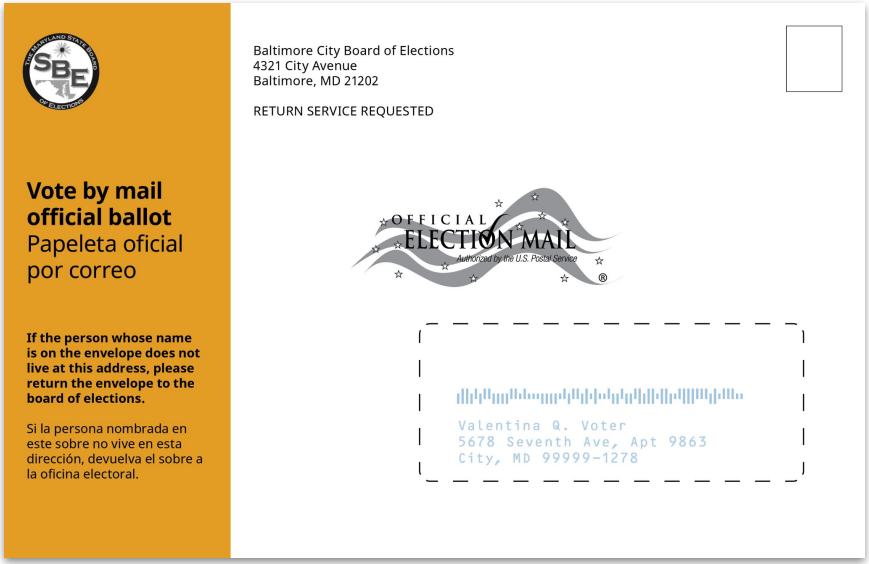
12/15/2021 Version

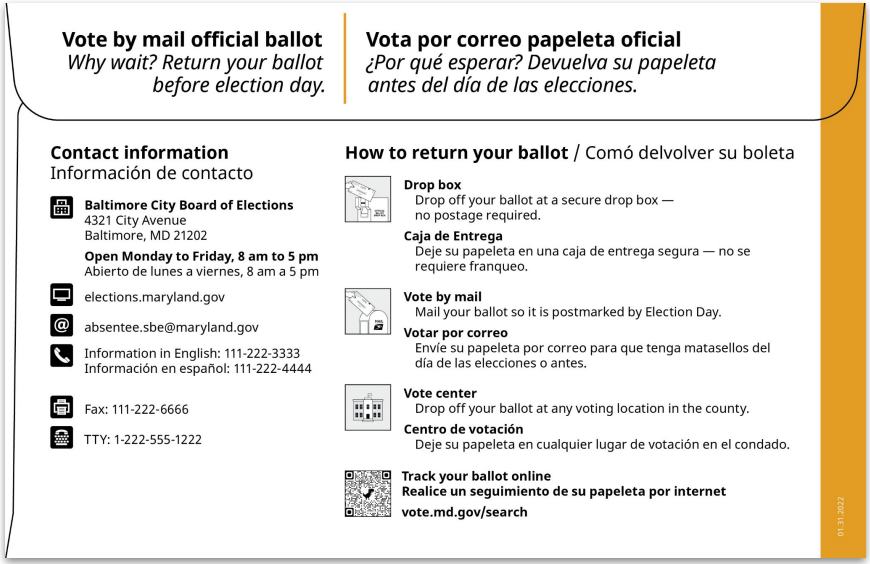
Changes to Ballot Package

- Envelopes
- Ballot Instructions
- Ballot “ID” insert and mailer
- Ballot “Assistance” insert

Final Ballot Outgoing envelope - Bilingual

Major changes: Made format & text consistent; improved visual hierarchy and icon design, added color stripe to improve envelope recognition throughout the process.



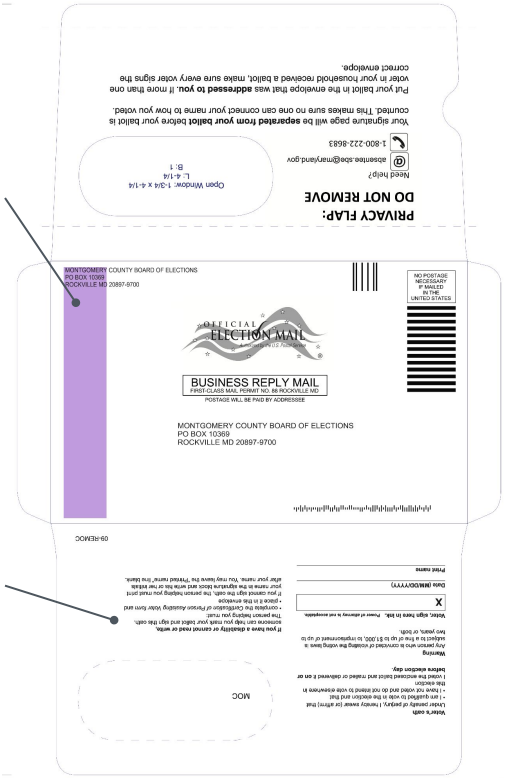


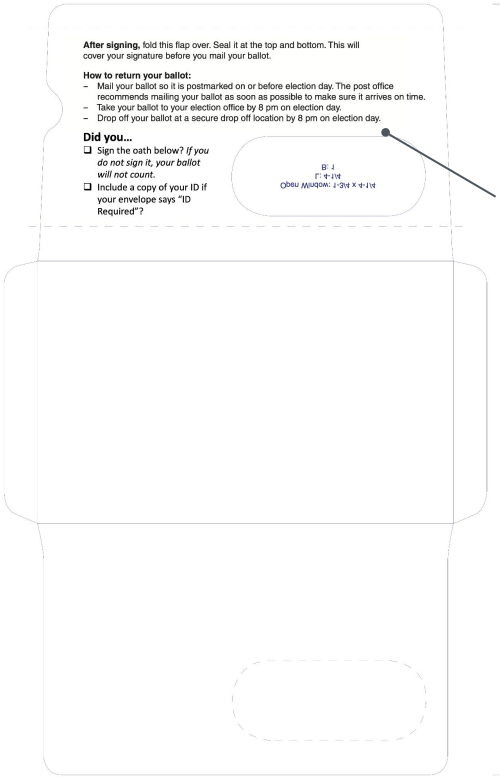
01/31/2022 Version front and back

Ballot return envelope (original)

Purple bar only appears on the front and isn't visible on the top crease when envelopes are stacked together.

Only room for one language. Spanish oath came on an insert which led to confusion over where to sign

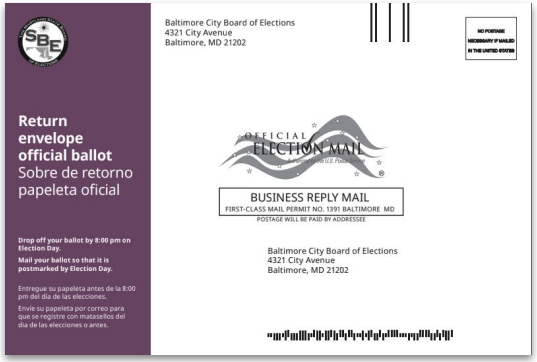


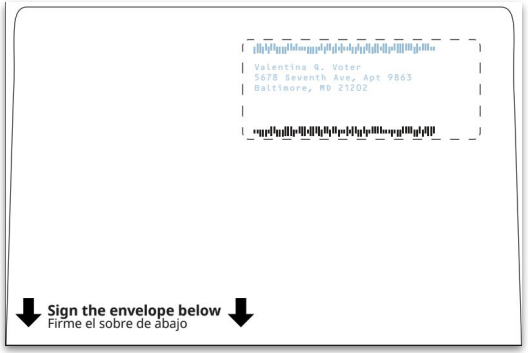


Text heavy backpage. Moved information to instructions sheet

UNIVERSITY OF BALTIMORE
Center for Civic Design

Final Ballot Return envelope - Bilingual





10/07/2021 Version all 4 panels

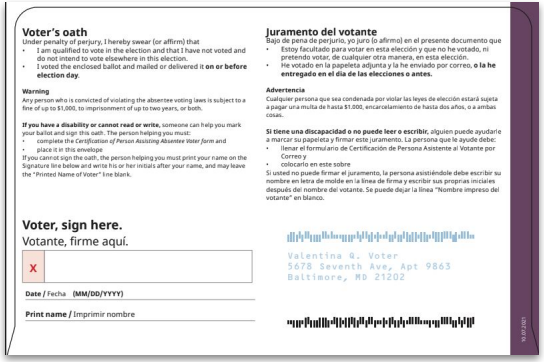
Main problem: Not all voters sign the oath.

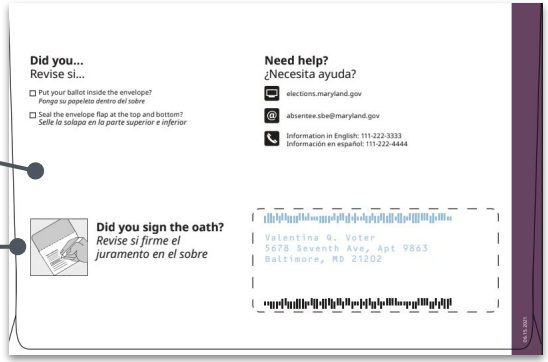
Secondary problem: Voters sometimes return their ballot in someone else's envelope

New format for signature line provides Spanish and English oath and is more successful at prompting signatures.

Privacy flap covers voter signature

Illustration and reminder about signature appear on the privacy flap directly above the signature line on the under page

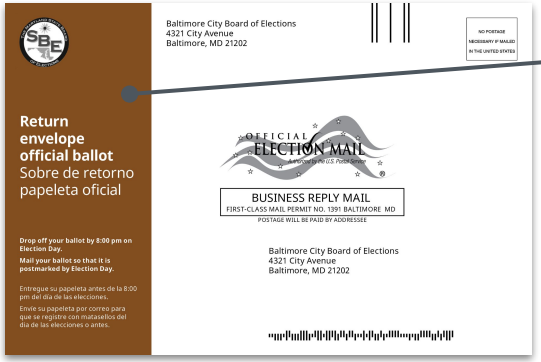




UNIVERSITY OF BALTIMORE

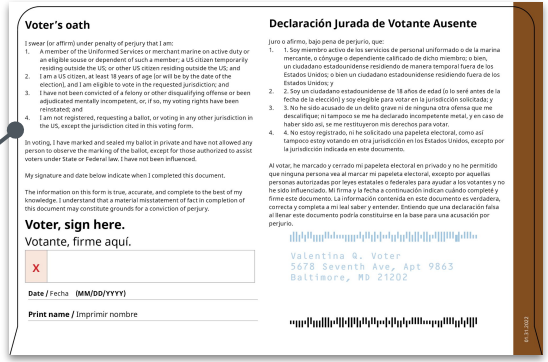
Center for Civic Design

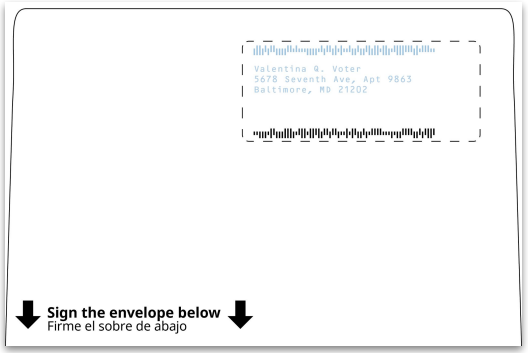
Final UOCAVA Ballot Return envelope - Bilingual

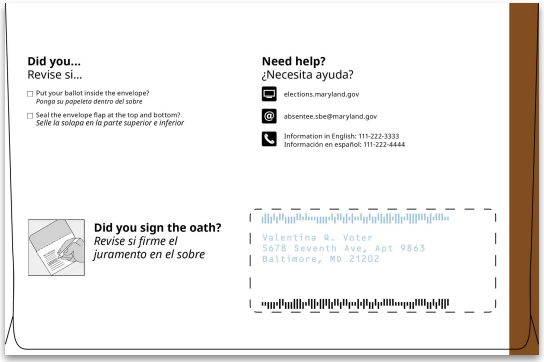


Brown color bar helps to visually differentiate UOCAVA envelopes from domestic envelopes

Voter's oath font size reduced in order make it fit in the space







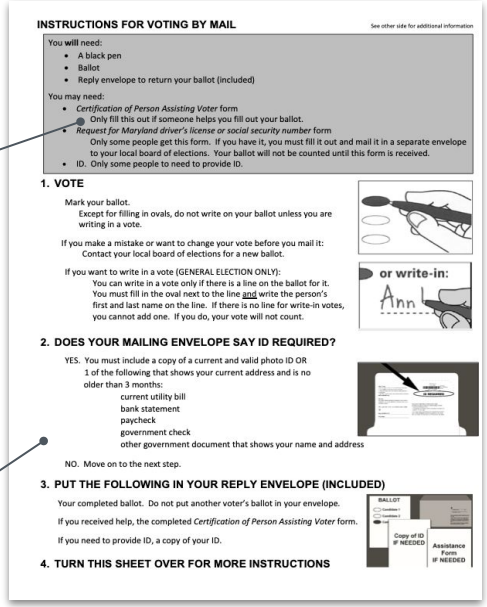
01/31/2022 Version all 4 panels

Ballot instructions - English (original)

Main problem: Instructions confused some voters. Voters were particularly confused by instructions that did not apply to them. The excessive length of the instructions also intimidated some voters.

Removed redundant information: Instructions for completing ballot are on the ballot itself.

The “ID Required” information only applies to some voters. Moved to insert.



INSTRUCTIONS FOR VOTING BY MAIL

See other side for additional information

You will need:
- A black pen
- Ballot
- Reply envelope to return your ballot (included)

You may need:
- *Certification of Person Assisting Voter* form
  Only fill this out if someone helps you fill out your ballot.
- *Request for Maryland driver's license or social security number* form
  Only some people get this form. If you have it, you must fill it out and mail it in a separate envelope to your local board of elections. Your ballot will not be counted until this form is received.
- ID. Only some people to need to provide ID.

1. VOTE

Mark your ballot.
Except for filling in ovals, do not write on your ballot unless you are writing in a vote.

If you make a mistake or want to change your vote before you mail it:
Contact your local board of elections for a new ballot.

If you want to write in a vote (GENERAL ELECTION ONLY):
You can write in a vote only if there is a line on the ballot for it.
You must fill in the oval next to the line and write the person's first and last name on the line. If there is no line for write-in votes, you cannot add one. If you do, your vote will not count.

or write-in:
Ann

2. DOES YOUR MAILING ENVELOPE SAY ID REQUIRED?

YES. You must include a copy of a current and valid photo ID OR 1 of the following that shows your current address and is no older than 3 months:
current utility bill
bank statement
paycheck
government check
other government document that shows your name and address

NO. Move on to the next step.

3. PUT THE FOLLOWING IN YOUR REPLY ENVELOPE (INCLUDED)

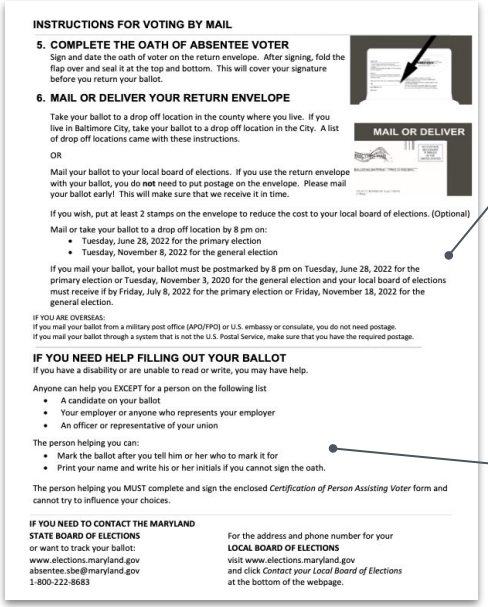
Your completed ballot. Do not put another voter's ballot in your envelope.

If you received help, the completed *Certification of Person Assisting Voter* form.

If you need to provide ID, a copy of your ID.

BALLOT
Copy of ID IF NEEDED
Assistance Form IF NEEDED

4. TURN THIS SHEET OVER FOR MORE INSTRUCTIONS



INSTRUCTIONS FOR VOTING BY MAIL

5. COMPLETE THE OATH OF ABSENTEE VOTER

Sign and date the oath of voter on the return envelope. After signing, fold the flap over and seal it at the top and bottom. This will cover your signature before you return your ballot.

6. MAIL OR DELIVER YOUR RETURN ENVELOPE

MAIL OR DELIVER

Take your ballot to a drop off location in the county where you live. If you live in Baltimore City, take your ballot to a drop off location in the City. A list of drop off locations came with these instructions.

OR

Mail your ballot to your local board of elections. If you use the return envelope with your ballot, you do **not** need to put postage on the envelope. Please mail your ballot early! This will make sure that we receive it in time.

If you wish, put at least 2 stamps on the envelope to reduce the cost to your local board of elections. (Optional)

Mail or take your ballot to a drop off location by 8 pm on:
- Tuesday, June 28, 2022 for the primary election
- Tuesday, November 8, 2022 for the general election

If you mail your ballot, your ballot must be postmarked by 8 pm on Tuesday, June 28, 2022 for the primary election or Tuesday, November 3, 2020 for the general election and your local board of elections must receive if by Friday, July 8, 2022 for the primary election or Friday, November 18, 2022 for the general election.

IF YOU ARE OVERSEAS:
If you mail your ballot from a military post office (APO/FPO) or U.S. embassy or consulate, you do not need postage.
If you mail your ballot through a system that is not the U.S. Postal Service, make sure that you have the required postage.

IF YOU NEED HELP FILLING OUT YOUR BALLOT

If you have a disability or are unable to read or write, you may have help.

Anyone can help you EXCEPT for a person on the following list
- A candidate on your ballot
- Your employer or anyone who represents your employer
- An officer or representative of your union

The person helping you can:
- Mark the ballot after you tell him or her who to mark it for
- Print your name and write his or her initials if you cannot sign the oath.

The person helping you MUST complete and sign the enclosed *Certification of Person Assisting Voter* form and cannot try to influence your choices.

IF YOU NEED TO CONTACT THE MARYLAND STATE BOARD OF ELECTIONS
or want to track your ballot:
www.elections.maryland.gov
absentee.sbe@maryland.gov
1-800-222-8683

For the address and phone number for your **LOCAL BOARD OF ELECTIONS**
visit www.elections.maryland.gov
and click *Contact your Local Board of Elections*
at the bottom of the webpage.

2020 Version

Moved **crucial deadline** to top of instructions

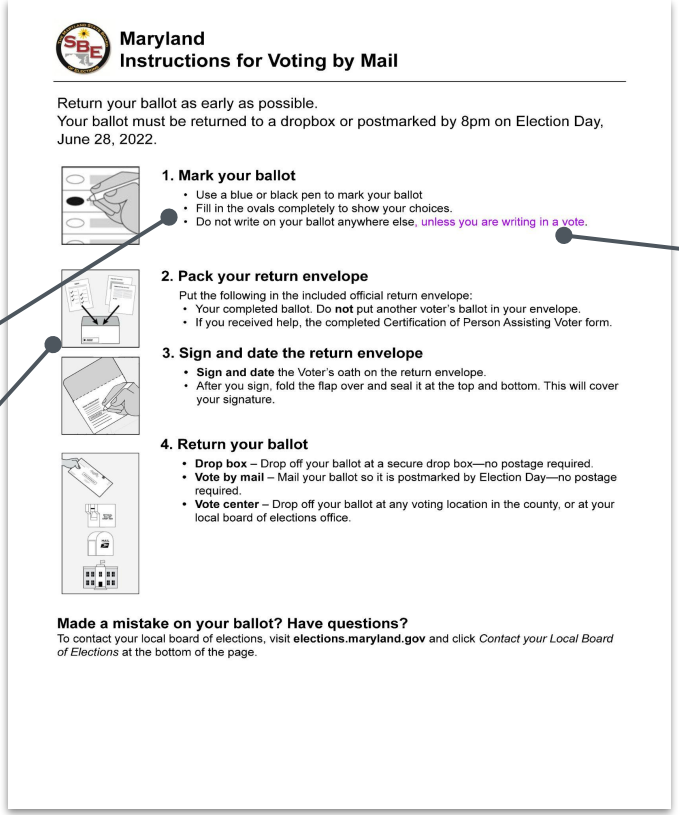
Information about receiving assistance to mark ballot only applies to some voters. Moved to an insert.

Final Ballot instructions - English

Instructions were simplified and revised to apply to all voters. Thus, we moved information that only applies to some voters onto separate pages (e.g. ID required, if you had assistance voting, etc).

Instructions have increased white space and improved visual hierarchy.

Images were revised to be more accurate.



Maryland
Instructions for Voting by Mail

Return your ballot as early as possible.
Your ballot must be returned to a dropbox or postmarked by 8pm on Election Day, June 28, 2022.

1. Mark your ballot
- Use a blue or black pen to mark your ballot
- Fill in the ovals completely to show your choices.
- Do not write on your ballot anywhere else, unless you are writing in a vote.

2. Pack your return envelope
Put the following in the included official return envelope:
- Your completed ballot. Do **not** put another voter's ballot in your envelope.
- If you received help, the completed Certification of Person Assisting Voter form.

3. Sign and date the return envelope
- **Sign and date** the Voter's oath on the return envelope.
- After you sign, fold the flap over and seal it at the top and bottom. This will cover your signature.

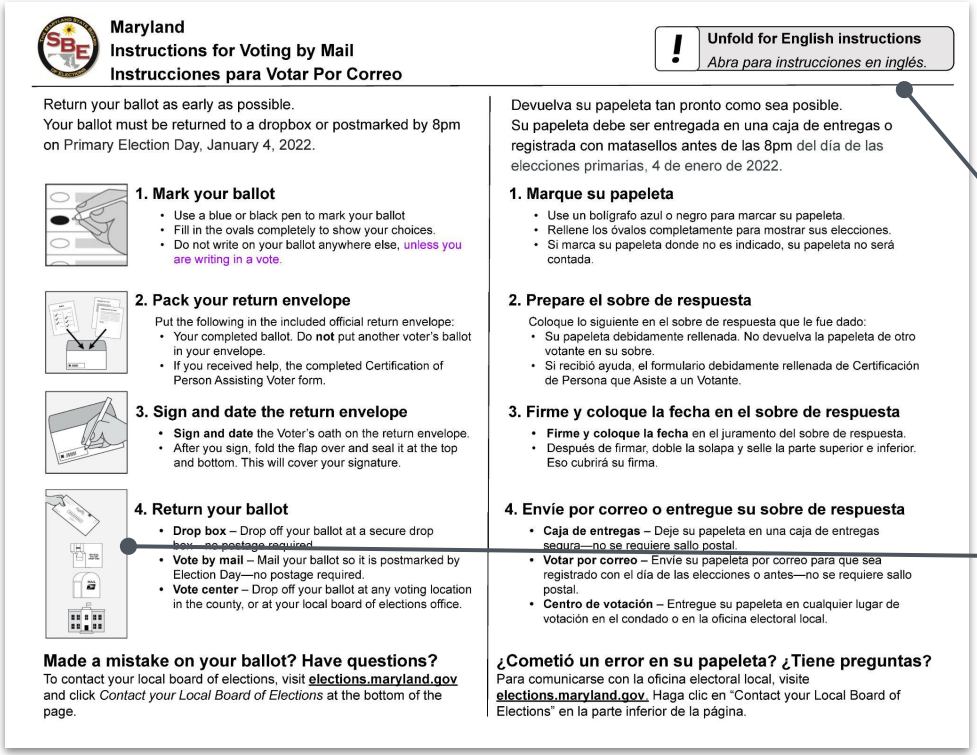
4. Return your ballot
- **Drop box** – Drop off your ballot at a secure drop box—no postage required.
- **Vote by mail** – Mail your ballot so it is postmarked by Election Day—no postage required.
- **Vote center** – Drop off your ballot at any voting location in the county, or at your local board of elections office.

Made a mistake on your ballot? Have questions?
To contact your local board of elections, visit **elections.maryland.gov** and click *Contact your Local Board of Elections* at the bottom of the page.

Purple text notes a line that should be deleted for primary elections (or in other cases when it doesn't apply)

12/15/ 2021 Version

Final Ballot instructions - Bilingual



Maryland
Instructions for Voting by Mail
Instrucciones para Votar Por Correo

! **Unfold for English instructions**
Abra para instrucciones en inglés.

Return your ballot as early as possible.
Your ballot must be returned to a dropbox or postmarked by 8pm on Primary Election Day, January 4, 2022.

1. Mark your ballot
- Use a blue or black pen to mark your ballot
- Fill in the ovals completely to show your choices.
- Do not write on your ballot anywhere else, unless you are writing in a vote.

2. Pack your return envelope
Put the following in the included official return envelope:
- Your completed ballot. Do **not** put another voter's ballot in your envelope.
- If you received help, the completed Certification of Person Assisting Voter form.

3. Sign and date the return envelope
- **Sign and date** the Voter's oath on the return envelope.
- After you sign, fold the flap over and seal it at the top and bottom. This will cover your signature.

4. Return your ballot
- **Drop box** – Drop off your ballot at a secure drop box—no postage required.
- **Vote by mail** – Mail your ballot so it is postmarked by Election Day—no postage required.
- **Vote center** – Drop off your ballot at any voting location in the county, or at your local board of elections office.

Made a mistake on your ballot? Have questions?
To contact your local board of elections, visit **elections.maryland.gov** and click *Contact your Local Board of Elections* at the bottom of the page.

Devuelva su papeleta tan pronto como sea posible.
Su papeleta debe ser entregada en una caja de entregas o registrada con matasellos antes de las 8pm del día de las elecciones primarias, 4 de enero de 2022.

1. Marque su papeleta
- Use un bolígrafo azul o negro para marcar su papeleta.
- Rellene los óvalos completamente para mostrar sus elecciones.
- Si marca su papeleta donde no es indicado, su papeleta no será contada.

2. Prepare el sobre de respuesta
Coloque lo siguiente en el sobre de respuesta que le fue dado:
- Su papeleta debidamente rellenada. No devuelva la papeleta de otro votante en su sobre.
- Si recibió ayuda, el formulario debidamente rellenada de Certificación de Persona que Asiste a un Votante.

3. Firme y coloque la fecha en el sobre de respuesta
- **Firme y coloque la fecha** en el juramento del sobre de respuesta.
- Después de firmar, doble la solapa y selle la parte superior e inferior. Eso cubrirá su firma.

4. Envíe por correo o entregue su sobre de respuesta
- **Caja de entregas** – Deje su papeleta en una caja de entregas segura—no se requiere sello postal.
- **Votar por correo** – Envíe su papeleta por correo para que sea registrado con el día de las elecciones o antes—no se requiere sello postal.
- **Centro de votación** – Entregue su papeleta en cualquier lugar de votación en el condado o en la oficina electoral local.

¿Cometió un error en su papeleta? ¿Tiene preguntas?
Para comunicarse con la oficina electoral local, visite **elections.maryland.gov.** Haga clic en "Contact your Local Board of Elections" en la parte inferior de la página.

12/15/2021 Version

Shorter instructions only require a half-page per language.

When this is sent to voters, it is folded with the Spanish outward. We added a prominent note in the top corner for English readers.

A single-set of illustrations provides more room for the Spanish text.

Two requests for ID information

Two groups of voters are asked to provide ID information

Group 1

Some voters have not yet been registered to vote.

These voters need to send in ID information **as soon as possible**, in a separate envelope, in order to allow time for confirmation with the MVA and with Social Security (if needed).

These voters could potentially be disenfranchised if they send in their ID information with their ballot, rather than sending it in advance.

These voters previously received an insert with their ballot package, but most did not respond with a separate envelope.

Solution: Request for MD Driver's License or Social Security Number

Group 2

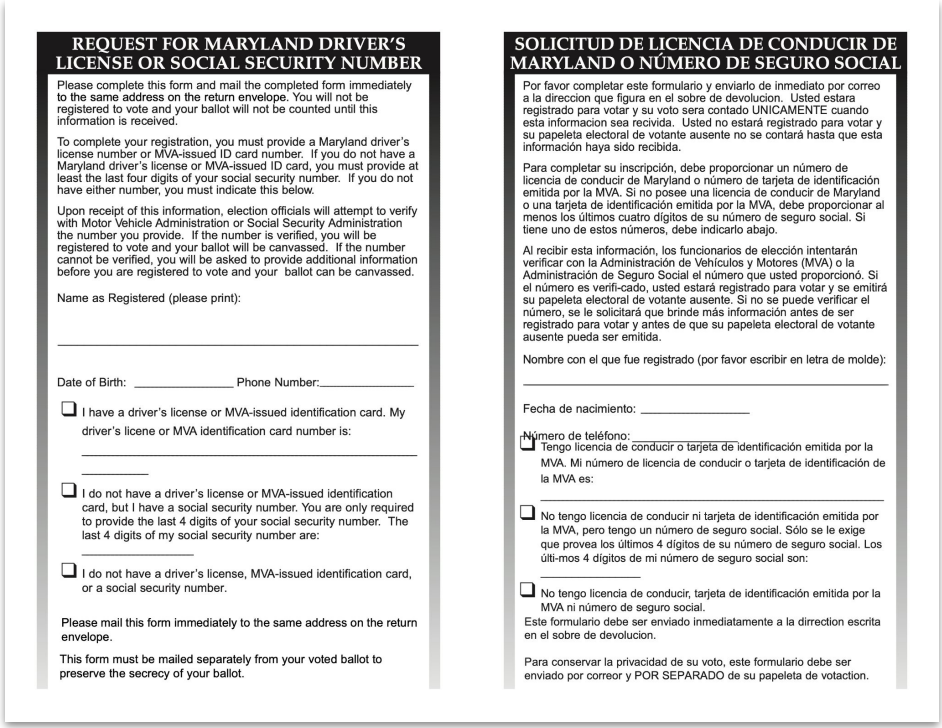
Other voters have been registered to vote, but the registration process turned up a discrepancy with their driver's license number or their social security number. These voters just need to confirm their identity by sending a photocopy of their ID.

These voters can include their ID information with their ballot.

Previously, these voters had "ID Required" printed on their ballot return envelopes; all voters were instructed to look for this notice on their envelopes and given instructions about how to respond. Voters were not always successful in following these instructions.

Solution: Request for copy of your ID

Request for MD Driver's License or Social Security Number (for Group 1) (original)



REQUEST FOR MARYLAND DRIVER'S LICENSE OR SOCIAL SECURITY NUMBER

Please complete this form and mail the completed form immediately to the same address on the return envelope. You will not be registered to vote and your ballot will not be counted until this information is received.

To complete your registration, you must provide a Maryland driver's license number or MVA-issued ID card number. If you do not have a Maryland driver's license or MVA-issued ID card, you must provide at least the last four digits of your social security number. If you do not have either number, you must indicate this below.

Upon receipt of this information, election officials will attempt to verify with Motor Vehicle Administration or Social Security Administration the number you provide. If the number is verified, you will be registered to vote and your ballot will be canvassed. If the number cannot be verified, you will be asked to provide additional information before you are registered to vote and your ballot can be canvassed.

Name as Registered (please print):

_____

Date of Birth: _____ Phone Number:_____

☐ I have a driver's license or MVA-issued identification card. My driver's licene or MVA identification card number is:

_____

_____

☐ I do not have a driver's license or MVA-issued identification card, but I have a social security number. You are only required to provide the last 4 digits of your social security number. The last 4 digits of my social security number are:

_____

☐ I do not have a driver's license, MVA-issued identification card, or a social security number.

Please mail this form immediately to the same address on the return envelope.

This form must be mailed separately from your voted ballot to preserve the secrecy of your ballot.

SOLICITUD DE LICENCIA DE CONDUCIR DE MARYLAND O NÚMERO DE SEGURO SOCIAL

Por favor completar este formulario y enviarlo de inmediato por correo a la direccion que figura en el sobre de devolucion. Usted estara registrado para votar y su voto sera contado UNICAMENTE cuando esta informacion sea recivida. Usted no estará registrado para votar y su papeleta electoral de votante ausente no se contará hasta que esta información haya sido recibida.

Para completar su inscripción, debe proporcionar un número de licencia de conducir de Maryland o número de tarjeta de identificación emitida por la MVA. Si no posee una licencia de conducir de Maryland o una tarjeta de identificación emitida por la MVA, debe proporcionar al menos los últimos cuatro dígitos de su número de seguro social. Si tiene uno de estos números, debe indicarlo abajo.

Al recibir esta información, los funcionarios de elección intentarán verificar con la Administración de Vehículos y Motores (MVA) o la Administración de Seguro Social el número que usted proporcionó. Si el número es verifi-cado, usted estará registrado para votar y se emitirá su papeleta electoral de votante ausente. Si no se puede verificar el número, se le solicitará que brinde más información antes de ser registrado para votar y antes de que su papeleta electoral de votante ausente pueda ser emitida.

Nombre con el que fue registrado (por favor escribir en letra de molde):

_____

Fecha de nacimiento: _____

Número de teléfono: _____

☐ Tengo licencia de conducir o tarjeta de identificación emitida por la MVA. Mi número de licencia de conducir o tarjeta de identificación de la MVA es:

_____

☐ No tengo licencia de conducir ni tarjeta de identificación emitida por la MVA, pero tengo un número de seguro social. Sólo se le exige que provea los últimos 4 dígitos de su número de seguro social. Los últi-mos 4 dígitos de mi número de seguro social son:

_____

☐ No tengo licencia de conducir, tarjeta de identificación emitida por la MVA ni número de seguro social.

Este formulario debe ser enviado inmediatamente a la direction escrita en el sobre de devolucion.

Para conservar la privacidad de su voto, este formulario debe ser enviado por correor y POR SEPARADO de su papeleta de votaction.

2020 Version

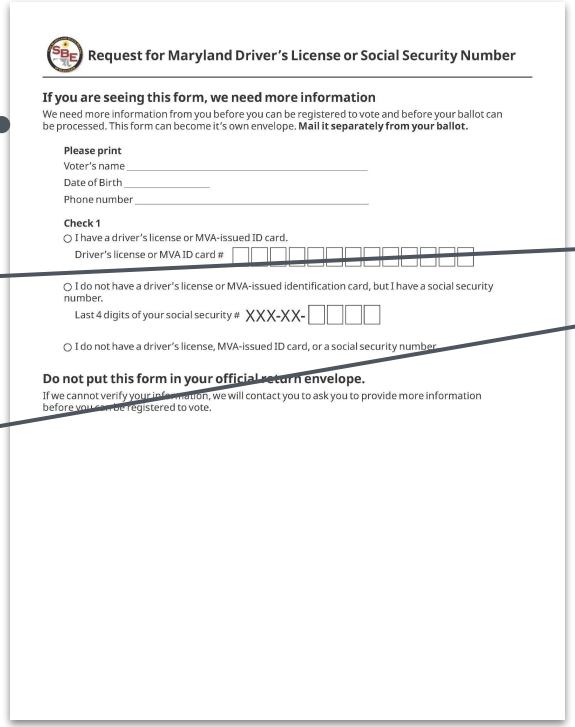
Final Request for MD Driver's License or Social Security Number - English

Visual emphasis added to information about mailing separately

Form was turned into a self-mailer (voters don't need to provide envelope)

If possible, LBE address should be pre-printed

Otherwise, you will need to include an illustration to show where the voter can find the LBE address on the official ballot return envelope



Request for Maryland Driver's License or Social Security Number

If you are seeing this form, we need more information

We need more information from you before you can be registered to vote and before your ballot can be processed. This form can become it's own envelope. **Mail it separately from your ballot.**

Please print

Voter's name _____

Date of Birth _____

Phone number _____

Check 1

○ I have a driver's license or MVA-issued ID card.

Driver's license or MVA ID card # ☐☐☐☐☐☐☐☐☐☐☐☐

○ I do not have a driver's license or MVA-issued identification card, but I have a social security number.

Last 4 digits of your social security # XXX-XX-☐☐☐☐

○ I do not have a driver's license, MVA-issued ID card, or a social security number

Do not put this form in your official return envelope.

If we cannot verify your information, we will contact you to ask you to provide more information before you can be registered to vote.

Your address

First class postage required

OFFICIAL ELECTION MAIL

Prince George's County Board of Elections
1100 Mercantile Lane, Suite 115A
Largo, MD 20774

Fold here

Send this form to your local board of elections right away

Did you:
☐Tape each edge? Don't use staples.
☐Add a stamp?

Tape here

Tape here

Mail this form!

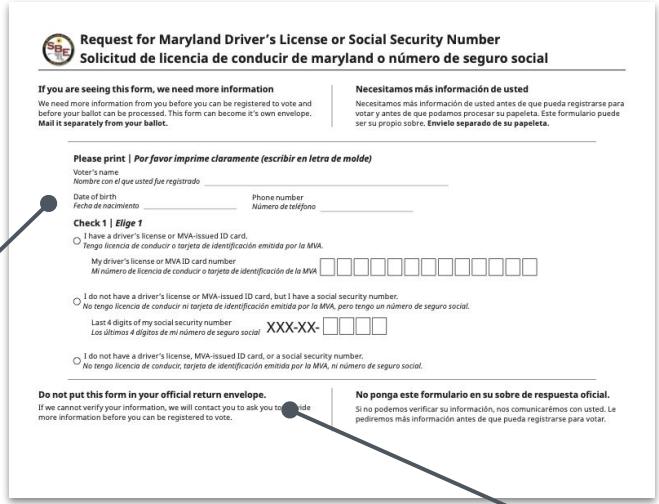
Tape here

12/15/2021 Version, 2 Pages

Final Request for MD Driver's License or Social Security Number - Bilingual

Form language and layout were revised for clarity.

The form section is a single column with both English and Spanish labels for each field.



Request for Maryland Driver's License or Social Security Number
Solicitud de licencia de conducir de maryland o número de seguro social

If you are seeing this form, we need more information
We need more information from you before you can be registered to vote and before your ballot can be processed. This form can become it's own envelope. **Mail it separately from your ballot.**

Necesitamos más información de usted
Necesitamos más información de usted antes de que pueda registrarse para votar y antes de que podamos procesar su papeleta. Este formulario puede ser su propio sobre. **Envíelo separado de su papeleta.**

Please print | *Por favor imprime claramente (escribir en letra de molde)*

Voter's name
Nombre con el que usted fue registrado

Date of birth
Fecha de nacimiento

Phone number
Número de teléfono

Check 1 | *Elige 1*

☐ I have a driver's license or MVA-issued ID card.
Tengo licencia de conducir o tarjeta de identificación emitida por la MVA.

My driver's license or MVA ID card number
Mi número de licencia de conducir o tarjeta de identificación de la MVA

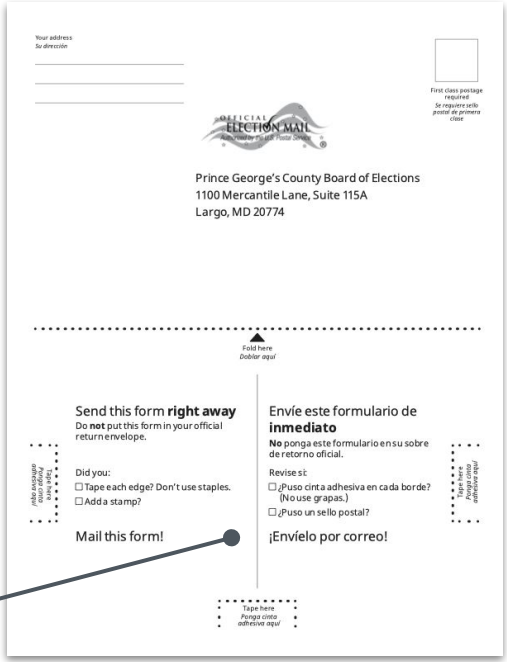
☐ I do not have a driver's license or MVA-issued ID card, but I have a social security number.
No tengo licencia de conducir ni tarjeta de identificación emitida por la MVA, pero tengo un número de seguro social.

Last 4 digits of my social security number
Los últimos 4 dígitos de mi número de seguro social
XXX-XX-

☐ I do not have a driver's license, MVA-issued ID card, or a social security number.
No tengo licencia de conducir, tarjeta de identificación emitida por la MVA, ni número de seguro social.

Do not put this form in your official return envelope.
If we cannot verify your information, we will contact you to ask you to provide more information before you can be registered to vote.

No ponga este formulario en su sobre de respuesta oficial.
Si no podemos verificar su información, nos comunicarémos con usted. Le pediremos más información antes de que pueda registrarse para votar.



Your address
Su dirección

First class postage required
Se requiere sello postal de primera clase

OFFICIAL ELECTION MAIL

Prince George's County Board of Elections
1100 Mercantile Lane, Suite 115A
Largo, MD 20774

Fold here
Doblar aquí

Send this form **right away**
Do **not** put this form in your official return envelope.

Did you:
☐ Tape each edge? Don't use staples.
☐ Add a stamp?

Mail this form!

Envíe este formulario de **inmediato**
No ponga este formulario en su sobre de retorno oficial.

Revise si:
☐ ¿Puso cinta adhesiva en cada borde? (No use grapas.)
☐ ¿Puso un sello postal?

¡Envíelo por correo!

Tape here
Ponga cinta adhesiva aquí

Instruction text is laid out side-by-side separated by a vertical line.

11/22/2021 Version for PG County

Request for copy of your ID (for Group 2) (original)

2. DOES YOUR MAILING ENVELOPE SAY ID REQUIRED?

YES. You must include a copy of a current and valid photo ID OR 1 of the following that shows your current address and is no older than 3 months:

- current utility bill
- bank statement
- paycheck
- government check
- other government document that shows your name and address

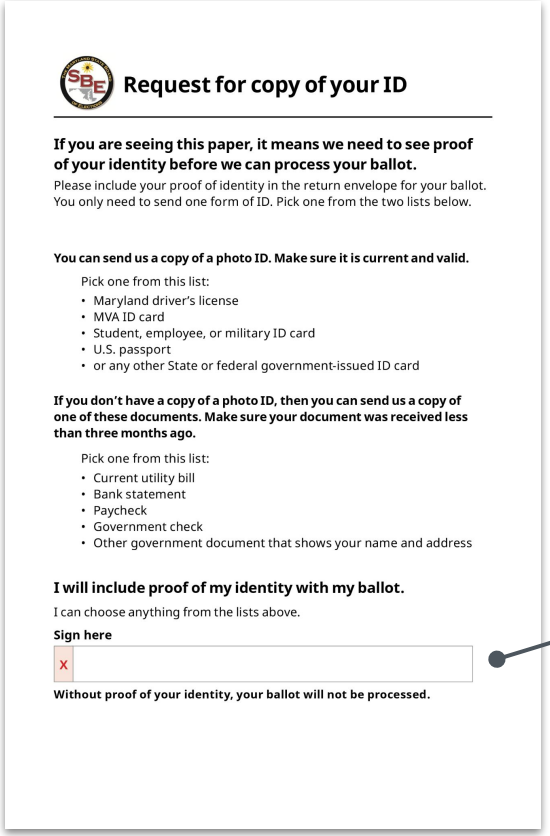
NO. Move on to the next step.

Excerpt from original version of the vote-by-mail instructions

For voters who were being asked to provide a copy of their ID along with their ballot, it was easy to miss the “ID Required” printed on their ballot return envelope, and so some did not provide the needed information.

Moreover, voters who saw these instructions but didn’t need them were potentially confused.

Final Request for copy of your ID - English



Request for copy of your ID

If you are seeing this paper, it means we need to see proof of your identity before we can process your ballot.

Please include your proof of identity in the return envelope for your ballot. You only need to send one form of ID. Pick one from the two lists below.

You can send us a copy of a photo ID. Make sure it is current and valid.

Pick one from this list:

- Maryland driver's license
- MVA ID card
- Student, employee, or military ID card
- U.S. passport
- or any other State or federal government-issued ID card

If you don't have a copy of a photo ID, then you can send us a copy of one of these documents. Make sure your document was received less than three months ago.

Pick one from this list:

- Current utility bill
- Bank statement
- Paycheck
- Government check
- Other government document that shows your name and address

I will include proof of my identity with my ballot.

I can choose anything from the lists above.

Sign here

X

Without proof of your identity, your ballot will not be processed.

Title of the request makes it clear what voters are being asked to provide

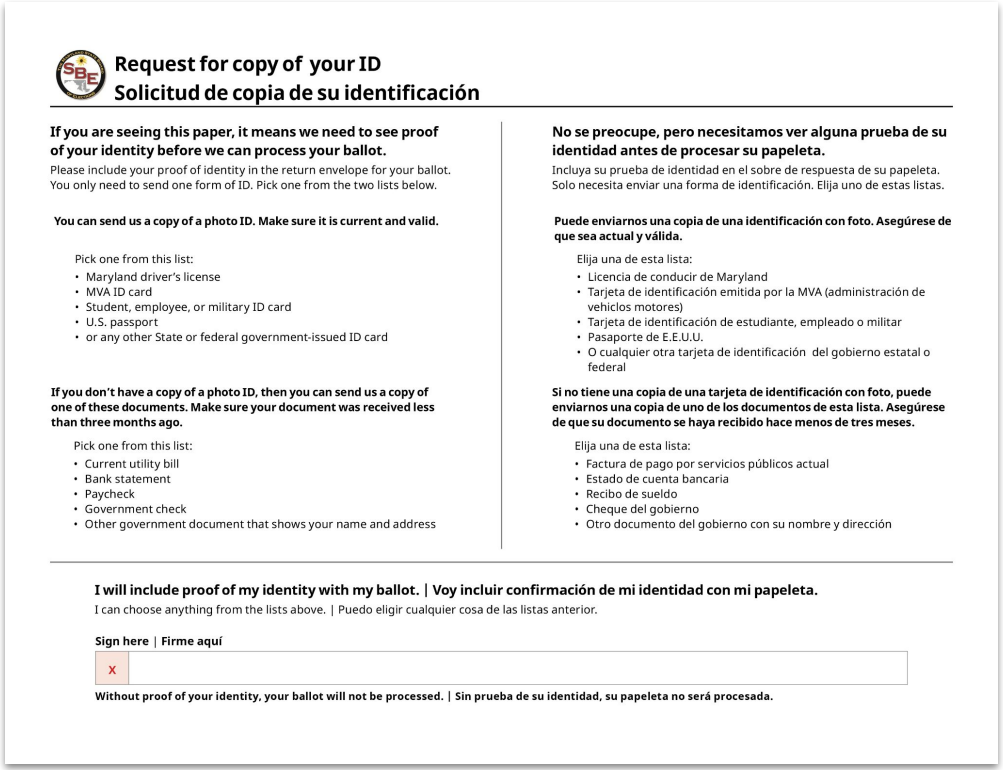
Text moved from general instructions to become an insert provided only to voters who need it.

This way, only voters who need to see the instructions see them. Other voters are not confused.

Added a signature line. It isn't necessary, but it helps draw attention to the page.

01/31/2022 Version

Final Request for copy of your ID - Bilingual



Request for copy of your ID
Solicitud de copia de su identificación

If you are seeing this paper, it means we need to see proof of your identity before we can process your ballot.
Please include your proof of identity in the return envelope for your ballot. You only need to send one form of ID. Pick one from the two lists below.

You can send us a copy of a photo ID. Make sure it is current and valid.

Pick one from this list:
- Maryland driver's license
- MVA ID card
- Student, employee, or military ID card
- U.S. passport
- or any other State or federal government-issued ID card

If you don't have a copy of a photo ID, then you can send us a copy of one of these documents. Make sure your document was received less than three months ago.

Pick one from this list:
- Current utility bill
- Bank statement
- Paycheck
- Government check
- Other government document that shows your name and address

No se preocupe, pero necesitamos ver alguna prueba de su identidad antes de procesar su papeleta.
Incluya su prueba de identidad en el sobre de respuesta de su papeleta. Solo necesita enviar una forma de identificación. Elija uno de estas listas.

Puede enviarnos una copia de una identificación con foto. Asegúrese de que sea actual y válida.

Elija una de esta lista:
- Licencia de conducir de Maryland
- Tarjeta de identificación emitida por la MVA (administración de vehiclos motores)
- Tarjeta de identificación de estudiante, empleado o militar
- Pasaporte de E.E.U.U.
- O cualquier otra tarjeta de identificación del gobierno estatal o federal

Si no tiene una copia de una tarjeta de identificación con foto, puede enviarnos una copia de uno de los documentos de esta lista. Asegúrese de que su documento se haya recibido hace menos de tres meses.

Elija una de esta lista:
- Factura de pago por servicios públicos actual
- Estado de cuenta bancaria
- Recibo de sueldo
- Cheque del gobierno
- Otro documento del gobierno con su nombre y dirección

I will include proof of my identity with my ballot. | Voy incluir confirmación de mi identidad con mi papeleta.
I can choose anything from the lists above. | Puedo eligir cualquier cosa de las listas anterior.

Sign here | Firme aquí

x

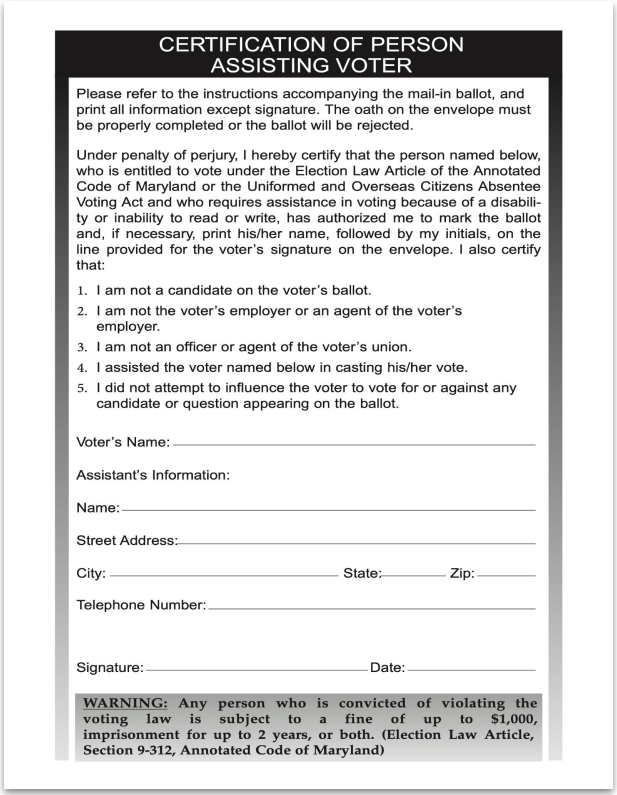
Without proof of your identity, your ballot will not be processed. | Sin prueba de su identidad, su papeleta no será procesada.

11/22/2021 Version

Bilingual version:
side-by-side instructions,
single form section

Certificate of Person Assisting Voter

Before and After: Certificate of Assistance - English



CERTIFICATION OF PERSON ASSISTING VOTER

Please refer to the instructions accompanying the mail-in ballot, and print all information except signature. The oath on the envelope must be properly completed or the ballot will be rejected.

Under penalty of perjury, I hereby certify that the person named below, who is entitled to vote under the Election Law Article of the Annotated Code of Maryland or the Uniformed and Overseas Citizens Absentee Voting Act and who requires assistance in voting because of a disability or inability to read or write, has authorized me to mark the ballot and, if necessary, print his/her name, followed by my initials, on the line provided for the voter's signature on the envelope. I also certify that:

1. I am not a candidate on the voter's ballot.
2. I am not the voter's employer or an agent of the voter's employer.
3. I am not an officer or agent of the voter's union.
4. I assisted the voter named below in casting his/her vote.
5. I did not attempt to influence the voter to vote for or against any candidate or question appearing on the ballot.

Voter's Name: _____

Assistant's Information:

Name: _____

Street Address: _____

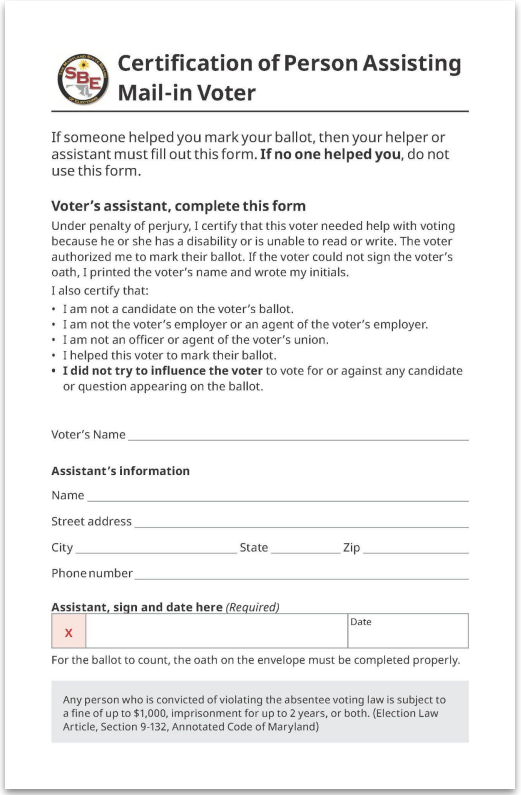
City: _____ State: _____ Zip: _____

Telephone Number: _____

Signature: _____ Date: _____

WARNING: Any person who is convicted of violating the voting law is subject to a fine of up to $1,000, imprisonment for up to 2 years, or both. (Election Law Article, Section 9-312, Annotated Code of Maryland)

2020 Version



Certification of Person Assisting Mail-in Voter

If someone helped you mark your ballot, then your helper or assistant must fill out this form. **If no one helped you**, do not use this form.

Voter's assistant, complete this form

Under penalty of perjury, I certify that this voter needed help with voting because he or she has a disability or is unable to read or write. The voter authorized me to mark their ballot. If the voter could not sign the voter's oath, I printed the voter's name and wrote my initials.

I also certify that:

- I am not a candidate on the voter's ballot.
- I am not the voter's employer or an agent of the voter's employer.
- I am not an officer or agent of the voter's union.
- I helped this voter to mark their ballot.
- **I did not try to influence the voter** to vote for or against any candidate or question appearing on the ballot.

Voter's Name _____

Assistant's information

Name _____

Street address _____

City _____ State _____ Zip _____

Phone number _____

Assistant, sign and date here *(Required)*

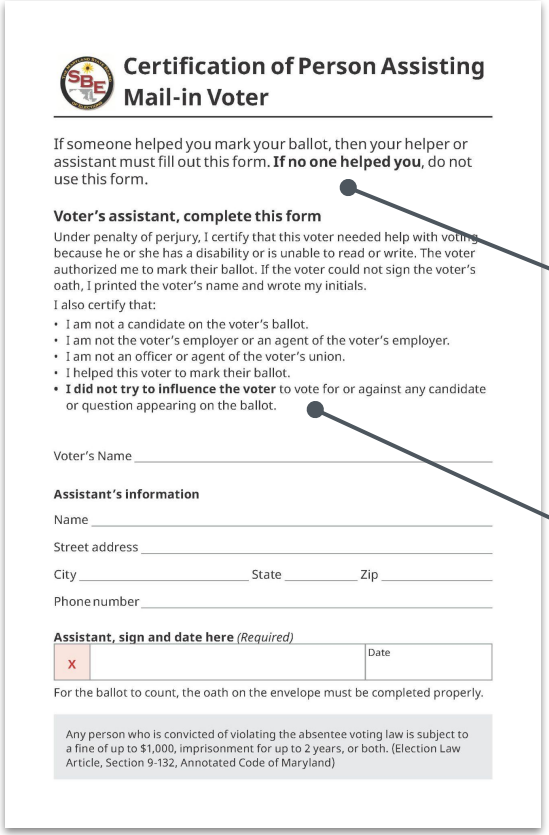
x		Date

For the ballot to count, the oath on the envelope must be completed properly.

Any person who is convicted of violating the absentee voting law is subject to a fine of up to $1,000, imprisonment for up to 2 years, or both. (Election Law Article, Section 9-132, Annotated Code of Maryland)

12/15/2021 Version

Certificate of Assistance - English



Certification of Person Assisting Mail-in Voter

If someone helped you mark your ballot, then your helper or assistant must fill out this form. **If no one helped you**, do not use this form.

Voter's assistant, complete this form

Under penalty of perjury, I certify that this voter needed help with voting because he or she has a disability or is unable to read or write. The voter authorized me to mark their ballot. If the voter could not sign the voter's oath, I printed the voter's name and wrote my initials.

I also certify that:

- I am not a candidate on the voter's ballot.
- I am not the voter's employer or an agent of the voter's employer.
- I am not an officer or agent of the voter's union.
- I helped this voter to mark their ballot.
- **I did not try to influence the voter** to vote for or against any candidate or question appearing on the ballot.

Voter's Name _____

Assistant's information

Name _____

Street address _____

City _____ State _____ Zip _____

Phone number _____

Assistant, sign and date here *(Required)*

x		Date

For the ballot to count, the oath on the envelope must be completed properly.

Any person who is convicted of violating the absentee voting law is subject to a fine of up to $1,000, imprisonment for up to 2 years, or both. (Election Law Article, Section 9-132, Annotated Code of Maryland)

Main problem: People fill out the form when it's not needed.

New instructions add additional cues about who needs to use the form

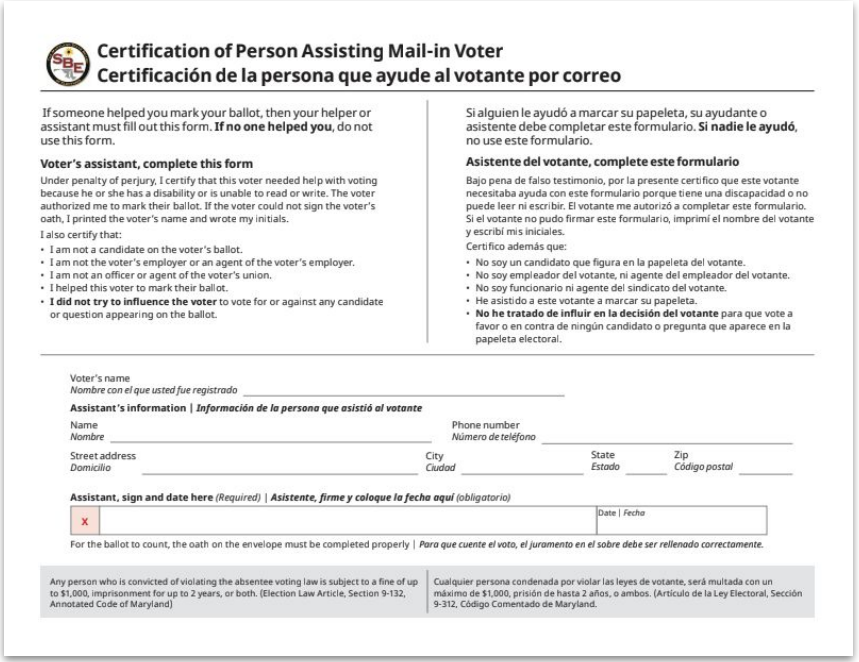
Explicit cues about what to do
"If someone helped you"

OR

"If no one helped you"

Bold text calls out information in the assistant's oath that the voter should be aware of

Certificate of Assistance - Bilingual



Certification of Person Assisting Mail-in Voter
Certificación de la persona que ayude al votante por correo

If someone helped you mark your ballot, then your helper or assistant must fill out this form. **If no one helped you**, do not use this form.

Voter's assistant, complete this form

Under penalty of perjury, I certify that this voter needed help with voting because he or she has a disability or is unable to read or write. The voter authorized me to mark their ballot. If the voter could not sign the voter's oath, I printed the voter's name and wrote my initials.

I also certify that:

- I am not a candidate on the voter's ballot.
- I am not the voter's employer or an agent of the voter's employer.
- I am not an officer or agent of the voter's union.
- I helped this voter to mark their ballot.
- **I did not try to influence the voter** to vote for or against any candidate or question appearing on the ballot.

Si alguien le ayudó a marcar su papeleta, su ayudante o asistente debe completar este formulario. **Si nadie le ayudó**, no use este formulario.

Asistente del votante, complete este formulario

Bajo pena de falso testimonio, por la presente certifico que este votante necesitaba ayuda con este formulario porque tiene una discapacidad o no puede leer ni escribir. El votante me autorizó a completar este formulario. Si el votante no pudo firmar este formulario, imprimí el nombre del votante y escribí mis iniciales.

Certifico además que:

- No soy un candidato que figura en la papeleta del votante.
- No soy empleador del votante, ni agente del empleador del votante.
- No soy funcionario ni agente del sindicato del votante.
- He asistido a este votante a marcar su papeleta.
- **No he tratado de influir en la decisión del votante** para que vote a favor o en contra de ningún candidato o pregunta que aparece en la papeleta electoral.

Voter's name
Nombre con el que usted fue registrado _____

Assistant's information | ***Información de la persona que asistió al votante***

Name *Nombre* _____ Phone number *Número de teléfono* _____

Street address *Domicilio* _____ City *Ciudad* _____ State *Estado* _____ Zip *Código postal* _____

Assistant, sign and date here *(Required)* | ***Asistente, firme y coloque la fecha aquí*** *(obligatorio)*

x _____ Date | *Fecha*

For the ballot to count, the oath on the envelope must be completed properly | ***Para que cuente el voto, el juramento en el sobre debe ser rellenado correctamente.***

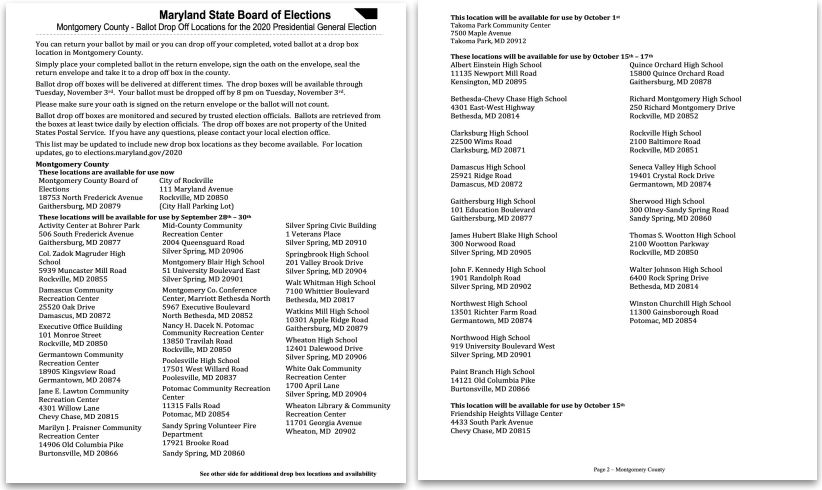
Any person who is convicted of violating the absentee voting law is subject to a fine of up to $1,000, imprisonment for up to 2 years, or both. (Election Law Article, Section 9-132, Annotated Code of Maryland)

Cualquier persona condenada por violar las leyes de votante, será multada con un máximo de $1,000, prisión de hasta 2 años, o ambos. (Artículo de la Ley Electoral, Sección 9-312, Código Comentado de Maryland.

11/22/2021 Version

Bilingual version uses side-by-side for instructions, shared single column for form section

Ballot drop-off list - English (before and after)



Maryland State Board of Elections

Montgomery County - Ballot Drop Off Locations for the 2020 Presidential General Election

You can return your ballot by mail or you can drop off your completed, voted ballot at a drop box location in Montgomery County.

Simply place your completed ballot in the return envelope, sign the oath on the envelope, seal the return envelope and take it to a drop off box in the county.

Ballot drop off boxes will be delivered at different times. The drop boxes will be available through Tuesday, November 3rd. Your ballot must be dropped off by 8 pm on Tuesday, November 3rd.

Please make sure your oath is signed on the return envelope or the ballot will not count.

Ballot drop off boxes are monitored and secured by trusted election officials. Ballots are retrieved from the boxes at least twice daily by election officials. The drop off boxes are not property of the United States Postal Service. If you have any questions, please contact your local election office.

This list may be updated to include new drop box locations as they become available. For location updates, go to elections.maryland.gov/2020

Montgomery County

These locations are available for use now

Montgomery County Board of Elections
18753 North Frederick Avenue
Gaithersburg, MD 20879

City of Rockville
111 Maryland Avenue
Rockville, MD 20850
(City Hall Parking Lot)

These locations will be available for use by September 28th – 30th

Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, MD 20877

Col. Zadok Magruder High School
5939 Muncaster Mill Road
Rockville, MD 20855

Damascus Community Recreation Center
25520 Oak Drive
Damascus, MD 20872

Executive Office Building
101 Monroe Street
Rockville, MD 20850

Germantown Community Recreation Center
18905 Kingsview Road
Germantown, MD 20874

Jane E. Lawton Community Recreation Center
4301 Willow Lane
Chevy Chase, MD 20815

Marilyn J. Praisner Community Recreation Center
14906 Old Columbia Pike
Burtonsville, MD 20866

Mid-County Community Recreation Center
2004 Queensguard Road
Silver Spring, MD 20906

Montgomery Blair High School
51 University Boulevard East
Silver Spring, MD 20901

Montgomery Co. Conference Center, Marriott Bethesda North
5967 Executive Boulevard
North Bethesda, MD 20852

Nancy H. Dacek N. Potomac Community Recreation Center
13850 Travilah Road
Rockville, MD 20850

Poolesville High School
17501 West Willard Road
Poolesville, MD 20837

Potomac Community Recreation Center
11315 Falls Road
Potomac, MD 20854

Sandy Spring Volunteer Fire Department
17921 Brooke Road
Sandy Spring, MD 20860

Silver Spring Civic Building
1 Veterans Place
Silver Spring, MD 20910

Springbrook High School
201 Valley Brook Drive
Silver Spring, MD 20904

Walt Whitman High School
7100 Whittier Boulevard
Bethesda, MD 20817

Watkins Mill High School
10301 Apple Ridge Road
Gaithersburg, MD 20879

Wheaton High School
12401 Dalewood Drive
Silver Spring, MD 20906

White Oak Community Recreation Center
1700 April Lane
Silver Spring, MD 20904

Wheaton Library & Community Recreation Center
11701 Georgia Avenue
Wheaton, MD 20902

See other side for additional drop box locations and availability

This location will be available for use by October 1st

Takoma Park Community Center
7500 Maple Avenue
Takoma Park, MD 20912

These locations will be available for use by October 15th – 17th

Albert Einstein High School
11135 Newport Mill Road
Kensington, MD 20895

Bethesda-Chevy Chase High School
4301 East-West Highway
Bethesda, MD 20814

Clarksburg High School
22500 Wims Road
Clarksburg, MD 20871

Damascus High School
25921 Ridge Road
Damascus, MD 20872

Gaithersburg High School
101 Education Boulevard
Gaithersburg, MD 20877

James Hubert Blake High School
300 Norwood Road
Silver Spring, MD 20905

John F. Kennedy High School
1901 Randolph Road
Silver Spring, MD 20902

Northwest High School
13501 Richter Farm Road
Germantown, MD 20874

Northwood High School
919 University Boulevard West
Silver Spring, MD 20901

Paint Branch High School
14121 Old Columbia Pike
Burtonsville, MD 20866

Quince Orchard High School
15800 Quince Orchard Road
Gaithersburg, MD 20878

Richard Montgomery High School
250 Richard Montgomery Drive
Rockville, MD 20852

Rockville High School
2100 Baltimore Road
Rockville, MD 20851

Seneca Valley High School
19401 Crystal Rock Drive
Germantown, MD 20874

Sherwood High School
300 Olney-Sandy Spring Road
Sandy Spring, MD 20860

Thomas S. Wootton High School
2100 Wootton Parkway
Rockville, MD 20850

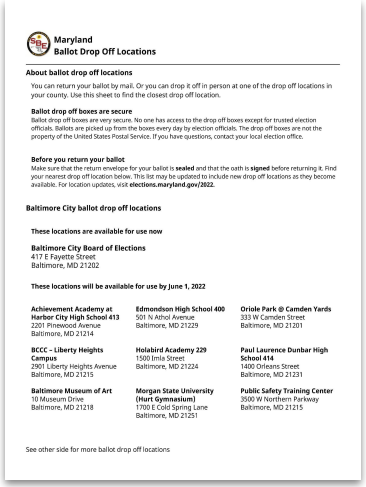
Walter Johnson High School
6400 Rock Spring Drive
Bethesda, MD 20814

Winston Churchill High School
11300 Gainsborough Road
Potomac, MD 20854

This location will be available for use by October 15th

Friendship Heights Village Center
4433 South Park Avenue
Chevy Chase, MD 20815

Original - Montgomery County



Maryland
Ballot Drop Off Locations

About ballot drop off locations

You can return your ballot by mail. Or you can drop it off in person at one of the drop off locations in your county. Use this sheet to find the closest drop off location.

Ballot drop off boxes are secure

Ballot drop off boxes are very secure. No one has access to the drop off boxes except for trusted election officials. Ballots are picked up from the boxes every day by election officials. The drop off boxes are not the property of the United States Postal Service. If you have questions, contact your local election office.

Before you return your ballot

Make sure that the return envelope for your ballot is **sealed** and that the oath is **signed** before returning it. Find your nearest drop off location below. This list may be updated to include new drop off locations as they become available. For location updates, visit **elections.maryland.gov/2022.**

Baltimore City ballot drop off locations

These locations are available for use now

Baltimore City Board of Elections
417 E Fayette Street
Baltimore, MD 21202

These locations will be available for use by June 1, 2022

Achievement Academy at Harbor City High School 413
2201 Pinewood Avenue
Baltimore, MD 21214

BCCC – Liberty Heights Campus
2901 Liberty Heights Avenue
Baltimore, MD 21215

Baltimore Museum of Art
10 Museum Drive
Baltimore, MD 21218

Edmondson High School 400
501 N Athol Avenue
Baltimore, MD 21229

Holabird Academy 229
1500 Imla Street
Baltimore, MD 21224

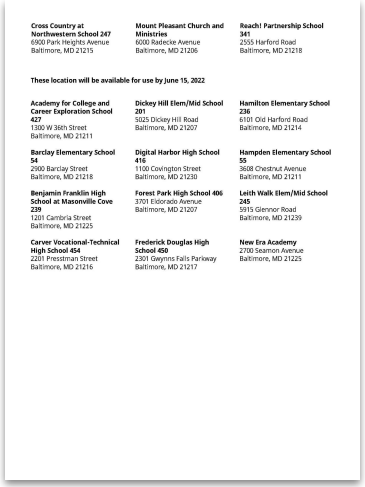
Morgan State University (Hurt Gymnasium)
1700 E Cold Spring Lane
Baltimore, MD 21251

Oriole Park @ Camden Yards
333 W Camden Street
Baltimore, MD 21201

Paul Laurence Dunbar High School 414
1400 Orleans Street
Baltimore, MD 21231

Public Safety Training Center
3500 W Northern Parkway
Baltimore, MD 21215

See other side for more ballot drop off locations



Cross Country at Northwestern School 247
6900 Park Heights Avenue
Baltimore, MD 21215

Mount Pleasant Church and Ministries
6000 Radecke Avenue
Baltimore, MD 21206

Reach! Partnership School 341
2555 Harford Road
Baltimore, MD 21218

These location will be available for use by June 15, 2022

Academy for College and Career Exploration School 427
1300 W 36th Street
Baltimore, MD 21211

Barclay Elementary School 54
2900 Barclay Street
Baltimore, MD 21218

Benjamin Franklin High School at Masonville Cove 239
1201 Cambria Street
Baltimore, MD 21225

Carver Vocational-Technical High School 454
2201 Presstman Street
Baltimore, MD 21216

Dickey Hill Elem/Mid School 201
5025 Dickey Hill Road
Baltimore, MD 21207

Digital Harbor High School 416
1100 Covington Street
Baltimore, MD 21230

Forest Park High School 406
3701 Eldorado Avenue
Baltimore, MD 21207

Frederick Douglas High School 450
2301 Gwynns Falls Parkway
Baltimore, MD 21217

Hamilton Elementary School 236
6101 Old Harford Road
Baltimore, MD 21214

Hampden Elementary School 55
3608 Chestnut Avenue
Baltimore, MD 21211

Leith Walk Elem/Mid School 245
5915 Glennor Road
Baltimore, MD 21239

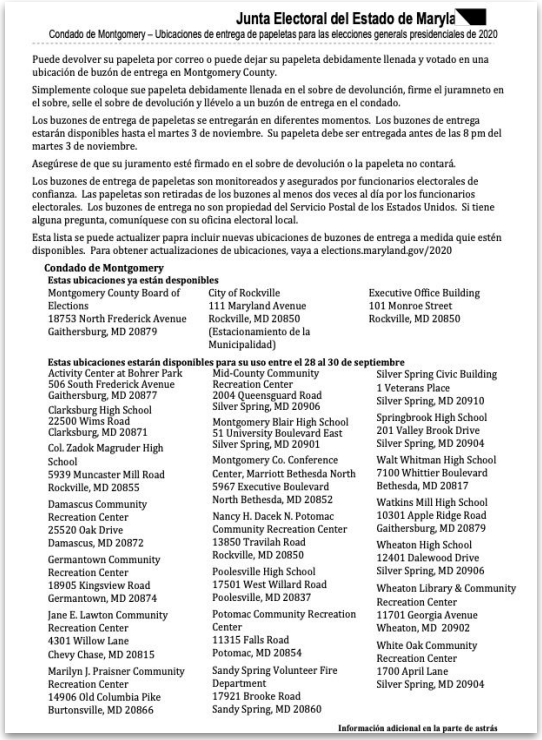
New Era Academy
2700 Seamon Avenue
Baltimore, MD 21225

12/15/2021 Version

UNIVERSITY OF BALTIMORE 1925

Center for Civic Design

Ballot drop-off list - Bilingual (before and after)



Junta Electoral del Estado de Maryla

Condado de Montgomery – Ubicaciones de entrega de papeletas para las elecciones generals presidenciales de 2020

Puede devolver su papeleta por correo o puede dejar su papeleta debidamente llenada y votado en una ubicación de buzón de entrega en Montgomery County.

Simplemente coloque sue papeleta debidamente llenada en el sobre de devolución, firme el juramneto en el sobre, selle el sobre de devolución y llévelo a un buzón de entrega en el condado.

Los buzones de entrega de papeletas se entregarán en diferentes momentos. Los buzones de entrega estarán disponibles hasta el martes 3 de noviembre. Su papeleta debe ser entregada antes de las 8 pm del martes 3 de noviembre.

Asegúrese de que su juramento esté firmado en el sobre de devolución o la papeleta no contará.

Los buzones de entrega de papeletas son monitoreados y asegurados por funcionarios electorales de confianza. Las papeletas son retiradas de los buzones al menos dos veces al día por los funcionarios electorales. Los buzones de entrega no son propiedad del Servicio Postal de los Estados Unidos. Si tiene alguna pregunta, comuníquese con su oficina electoral local.

Esta lista se puede actualizer papra incluir nuevas ubicaciones de buzones de entrega a medida quie estén disponibles. Para obtener actualizaciones de ubicaciones, vaya a elections.maryland.gov/2020

Condado de Montgomery

Estas ubicaciones ya están desponibles

Montgomery County Board of Elections
18753 North Frederick Avenue
Gaithersburg, MD 20879

City of Rockville
111 Maryland Avenue
Rockville, MD 20850
(Estacionamiento de la Municipalidad)

Executive Office Building
101 Monroe Street
Rockville, MD 20850

Estas ubicaciones estarán disponibles para su uso entre el 28 al 30 de septiembre

Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, MD 20877

Clarksburg High School
22500 Wims Road
Clarksburg, MD 20871

Col. Zadok Magruder High School
5939 Muncaster Mill Road
Rockville, MD 20855

Damascus Community Recreation Center
25520 Oak Drive
Damascus, MD 20872

Germantown Community Recreation Center
18905 Kingsview Road
Germantown, MD 20874

Jane E. Lawton Community Recreation Center
4301 Willow Lane
Chevy Chase, MD 20815

Marilyn J. Praisner Community Recreation Center
14906 Old Columbia Pike
Burtonsville, MD 20866

Mid-County Community Recreation Center
2004 Queensguard Road
Silver Spring, MD 20906

Montgomery Blair High School
51 University Boulevard East
Silver Spring, MD 20901

Montgomery Co. Conference Center, Marriott Bethesda North
5967 Executive Boulevard
North Bethesda, MD 20852

Nancy H. Dacek N. Potomac Community Recreation Center
13850 Travilah Road
Rockville, MD 20850

Poolesville High School
17501 West Willard Road
Poolesville, MD 20837

Potomac Community Recreation Center
11315 Falls Road
Potomac, MD 20854

Sandy Spring Volunteer Fire Department
17921 Brooke Road
Sandy Spring, MD 20860

Silver Spring Civic Building
1 Veterans Place
Silver Spring, MD 20910

Springbrook High School
201 Valley Brook Drive
Silver Spring, MD 20904

Walt Whitman High School
7100 Whittier Boulevard
Bethesda, MD 20817

Watkins Mill High School
10301 Apple Ridge Road
Gaithersburg, MD 20879

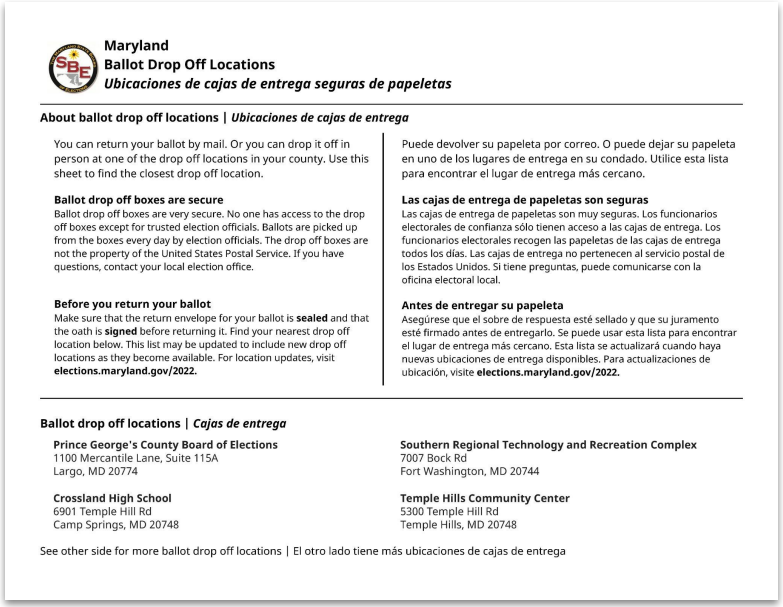
Wheaton High School
12401 Dalewood Drive
Silver Spring, MD 20906

Wheaton Library & Community Recreation Center
11701 Georgia Avenue
Wheaton, MD 20902

White Oak Community Recreation Center
1700 April Lane
Silver Spring, MD 20904

Información adicional en la parte de astrás

Original - Montgomery County



Maryland
Ballot Drop Off Locations
Ubicaciones de cajas de entrega seguras de papeletas

About ballot drop off locations | *Ubicaciones de cajas de entrega*

You can return your ballot by mail. Or you can drop it off in person at one of the drop off locations in your county. Use this sheet to find the closest drop off location.

Ballot drop off boxes are secure
Ballot drop off boxes are very secure. No one has access to the drop off boxes except for trusted election officials. Ballots are picked up from the boxes every day by election officials. The drop off boxes are not the property of the United States Postal Service. If you have questions, contact your local election office.

Before you return your ballot
Make sure that the return envelope for your ballot is **sealed** and that the oath is **signed** before returning it. Find your nearest drop off location below. This list may be updated to include new drop off locations as they become available. For location updates, visit **elections.maryland.gov/2022.**

Puede devolver su papeleta por correo. O puede dejar su papeleta en uno de los lugares de entrega en su condado. Utilice esta lista para encontrar el lugar de entrega más cercano.

Las cajas de entrega de papeletas son seguras
Las cajas de entrega de papeletas son muy seguras. Los funcionarios electorales de confianza sólo tienen acceso a las cajas de entrega. Los funcionarios electorales recogen las papeletas de las cajas de entrega todos los días. Las cajas de entrega no pertenecen al servicio postal de los Estados Unidos. Si tiene preguntas, puede comunicarse con la oficina electoral local.

Antes de entregar su papeleta
Asegúrese que el sobre de respuesta esté sellado y que su juramento esté firmado antes de entregarlo. Se puede usar esta lista para encontrar el lugar de entrega más cercano. Esta lista se actualizará cuando haya nuevas ubicaciones de entrega disponibles. Para actualizaciones de ubicación, visite **elections.maryland.gov/2022.**

Ballot drop off locations | *Cajas de entrega*

Prince George's County Board of Elections
1100 Mercantile Lane, Suite 115A
Largo, MD 20774

Crossland High School
6901 Temple Hill Rd
Camp Springs, MD 20748

Southern Regional Technology and Recreation Complex
7007 Bock Rd
Fort Washington, MD 20744

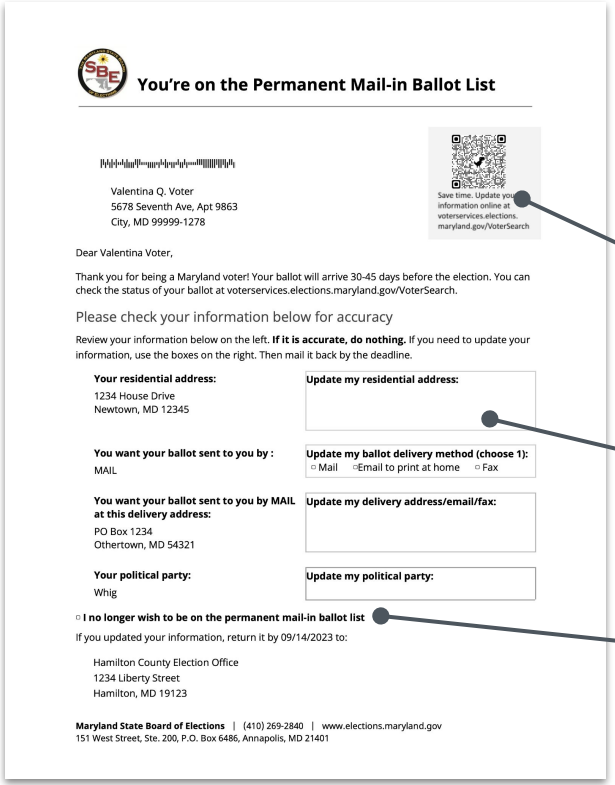
Temple Hills Community Center
5300 Temple Hill Rd
Temple Hills, MD 20748

See other side for more ballot drop off locations | El otro lado tiene más ubicaciones de cajas de entrega

12/15/2021 Version - Maryland

NEW: Permanent Mail-in Voter List Confirmation Letter

Permanent mail-in list confirmation letter



You're on the Permanent Mail-in Ballot List

Valentina Q. Voter
5678 Seventh Ave, Apt 9863
City, MD 99999-1278

Save time. Update your information online at voterservices.elections.maryland.gov/VoterSearch

Dear Valentina Voter,

Thank you for being a Maryland voter! Your ballot will arrive 30-45 days before the election. You can check the status of your ballot at voterservices.elections.maryland.gov/VoterSearch.

Please check your information below for accuracy

Review your information below on the left. **If it is accurate, do nothing.** If you need to update your information, use the boxes on the right. Then mail it back by the deadline.

Your residential address:
1234 House Drive
Newtown, MD 12345

Update my residential address:

You want your ballot sent to you by :
MAIL

Update my ballot delivery method (choose 1):
☐ Mail ☐ Email to print at home ☐ Fax

You want your ballot sent to you by MAIL at this delivery address:
PO Box 1234
Othertown, MD 54321

Update my delivery address/email/fax:

Your political party:
Whig

Update my political party:

☐ **I no longer wish to be on the permanent mail-in ballot list**

If you updated your information, return it by 09/14/2023 to:

Hamilton County Election Office
1234 Liberty Street
Hamilton, MD 19123

Maryland State Board of Elections | (410) 269-2840 | www.elections.maryland.gov
151 West Street, Ste. 200, P.O. Box 6486, Annapolis, MD 21401

12/15/2021 Version

Wrote and drafted a confirmation letter for when voters sign up for the new permanent mail-in ballot list. This letter will be sent to voters in advance of an upcoming election so that they can update their information as needed.

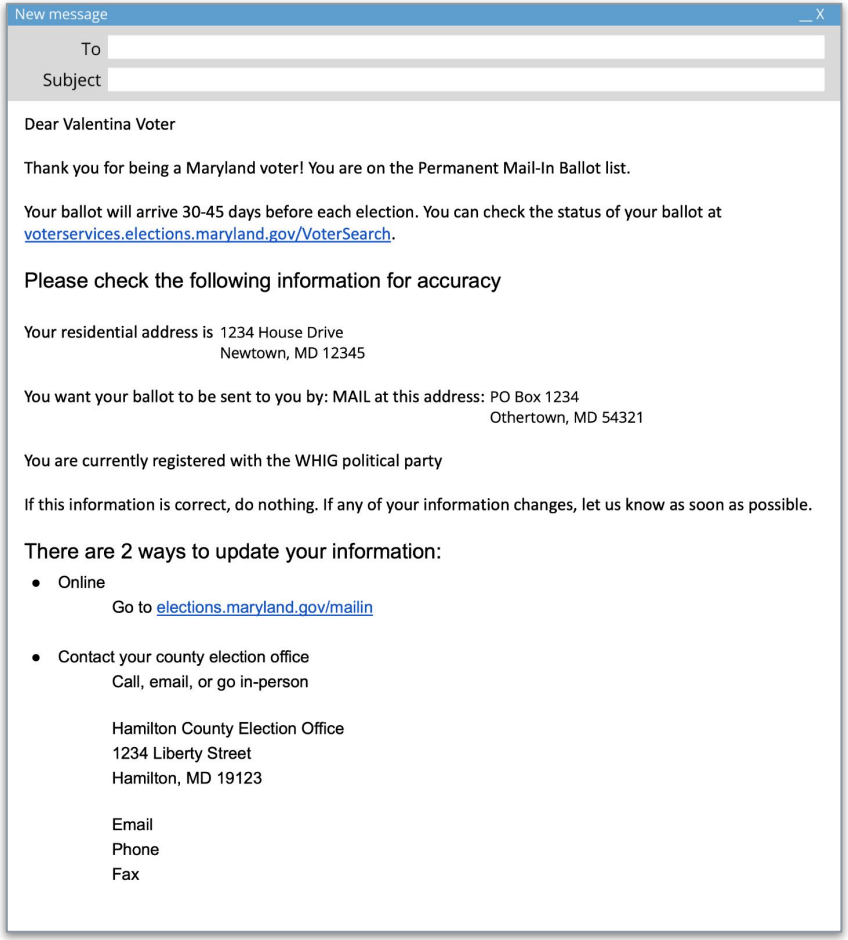
QR code directs voters to the online portal to update their information more quickly

Space provided for voters to write in any changes to their permanent mail-in list information

Voters have the option to take themselves off of the permanent mail-in list

Email

Email version directs voters to the online voter services tool to make updates to their information



New message _ X

To

Subject

Dear Valentina Voter

Thank you for being a Maryland voter! You are on the Permanent Mail-In Ballot list.

Your ballot will arrive 30-45 days before each election. You can check the status of your ballot at voterservices.elections.maryland.gov/VoterSearch.

Please check the following information for accuracy

Your residential address is 1234 House Drive
Newtown, MD 12345

You want your ballot to be sent to you by: MAIL at this address: PO Box 1234
Othertown, MD 54321

You are currently registered with the WHIG political party

If this information is correct, do nothing. If any of your information changes, let us know as soon as possible.

There are 2 ways to update your information:

- Online
  Go to elections.maryland.gov/mailin

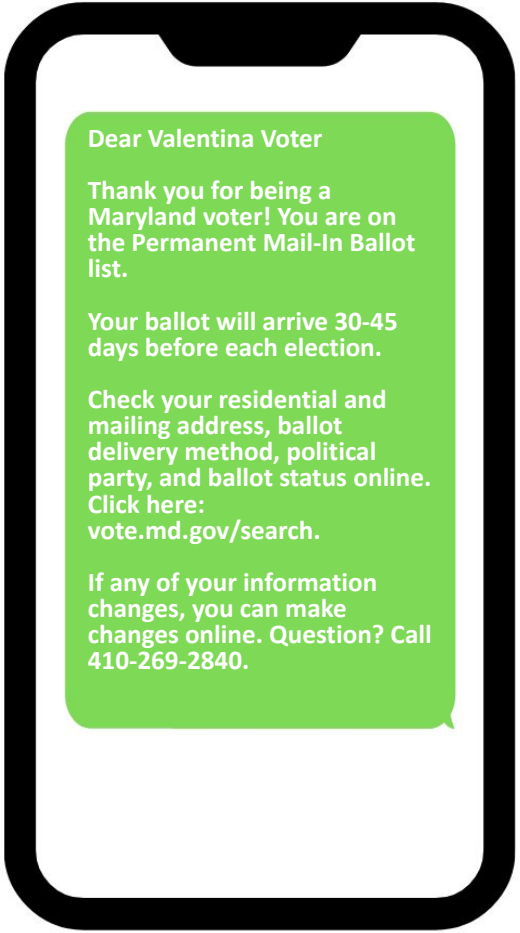
- Contact your county election office
  Call, email, or go in-person

  Hamilton County Election Office
  1234 Liberty Street
  Hamilton, MD 19123

  Email
  Phone
  Fax

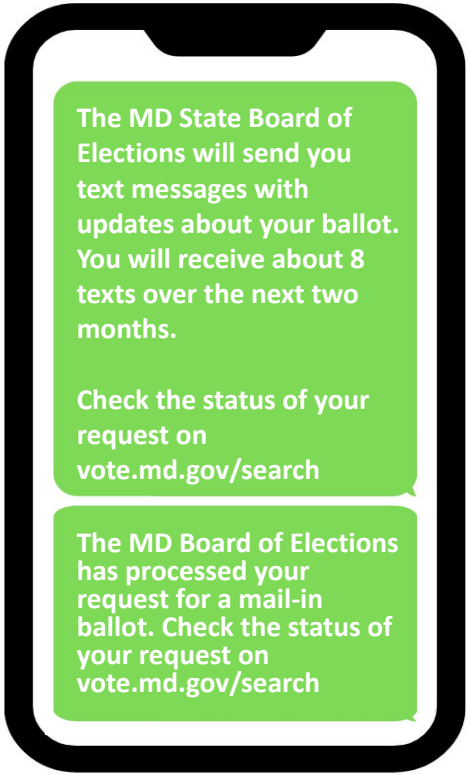
Text

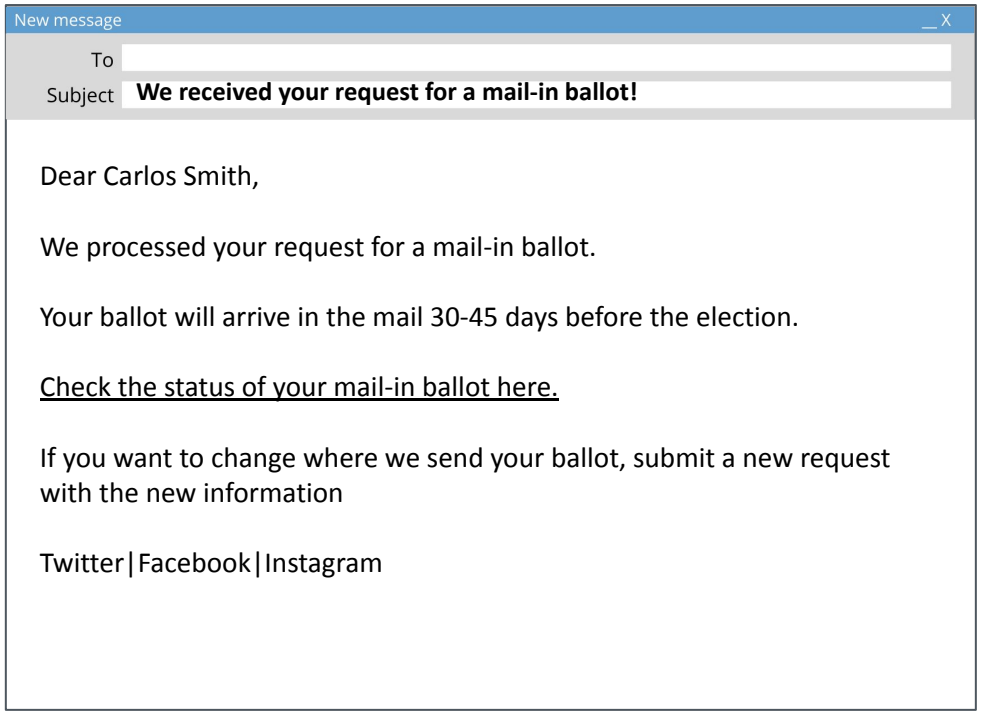
Text version directs voters to the online voter services tool to make updates to their information



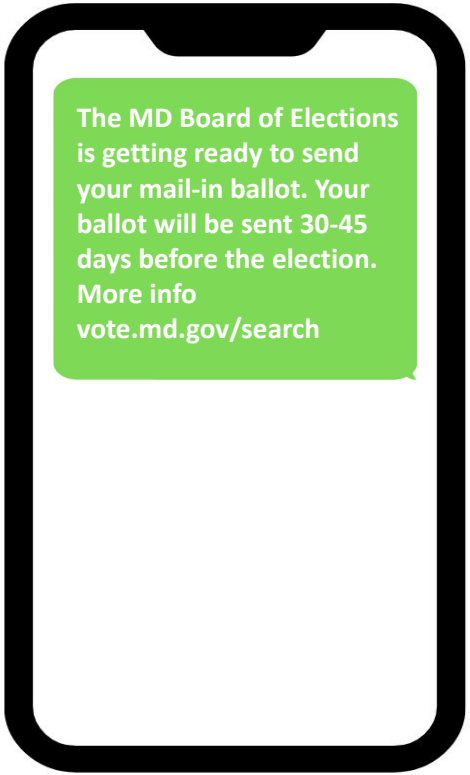
Ballot tracking messages (email and text)

Request received





Ballot on the way



New message _ X

To

Subject **We're getting your ballot ready!**

Dear Jun Smith,

Good news! We're getting ready to send your ballot.

Next steps

1. Look for an envelope with a yellow stripe and the official election mail logo.

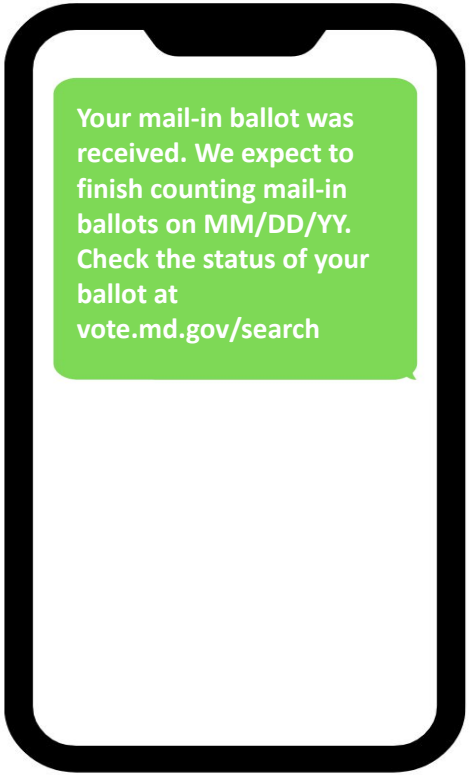
It may take about a week for your ballot to arrive. Once it's in the mail, you can track your ballot here.

2. When you get it, mark your ballot and return it as soon as you can.
3. Return your ballot:
   a. **By mail.** Make sure that it's postmarked by <Election Date>
   b. **At a ballot drop box in your county**. Find the nearest drop box here.
   c. **In person.** Take your ballot to your local board of elections' office. Find the address here.

If you change your mind and you want to vote in person instead, you must complete a form to vote a provisional ballot. Provisional ballots are counted after the local board of elections confirms that the voter did not return another ballot.

If you have questions, click here to see answers to our most frequently asked questions about mail-in voting.

Voted ballot returned to LBE



New message _ X

To

Subject **We received your voted ballot!**

Dear Henry Smith,

Your ballot was received by your local board of elections on %%SENTDATE%%.

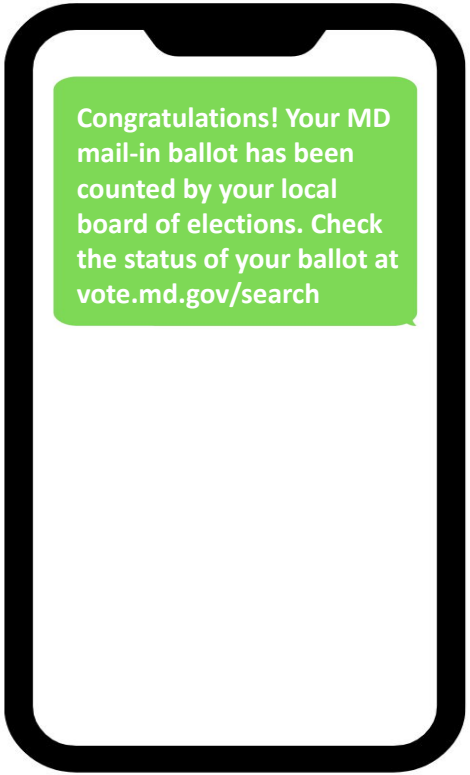
We expect to finish counting mail-in ballots on <Final canvass date for MD>. The exact date may vary by county. You can check the status of your ballot here.

While you wait:

- Share this digital "I voted sticker" on your social media pages. Use the hashtag #MDvotes <include image>
- Or visit this page to choose your own digital sticker.

If you have questions, click here to see answers to our most frequently asked questions about mail in voting.

Ballot counted



New message _ X

To

Subject **Your ballot has been counted!**

Dear Mel Smith,

Congratulations! Your ballot has been counted by your local board of elections.

You can see this information on our online voter look-up system.

Thank you for voting!

Additional proposed text messages

Request approved but ID required	*Characters: 159* The MD Board of Elections could not verify your ID. You need to send a copy of your ID when you send back your mail-in ballot. More info vote.md.gov/MDvotes22
Ballot on the way (when they all start going out)	*Characters: 146* Your MD mail-in ballot will be delivered soon. Look for an envelope with a blue stripe and an election mail logo. Questions? vote.md.gov/MDvotes22
1 week later or when ballots have arrived in homes	*Characters: 154* Your MD mail-in ballot will arrive soon! Make sure you fill it out and return it before MM/DD/YY. There are 3 ways to return it. See vote.md.gov/MDvotes22
How to return ballot (could be triggered by someone typing RETURN or another auto-conversation queue)	*Characters: 153* You have 3 ways to return your ballot: - By mail (postmark by MM/DD/YY) - At a ballot drop box (by 8pm) - In person at your local board of elections' office

3 days before the election (if ballot hasn't been received by LBE yet)	*Characters: 144* The deadline to return your MD mail-in ballot is in 3 days. Mail it so it is postmarked by MM/DD/YY. Or put it in a dropbox before 8pm on MM/DD.
Election Day (if ballot hasn't been received by LBE yet)	*Characters: 147* Today is the last day to return your MD mail-in ballot. Mail it. Or put it in a dropbox before 8pm. Find your closest dropbox vote.md.gov/MDvotes22
If an ID is required (could be sent every time another text goes out for those on the ID required list?)	*Characters: 138* Remember to send a copy of your ID along with your MD mail-in ballot. You can put it in the same envelope. More info vote.md.gov/MDvotes22
Ballot not counted because of missing signature - can be cured	*Characters: 157* Your signature was missing from your mail-in ballot. Go sign your ballot at your local election office so that it can count. More info: vote.md.gov/MDvotes22
Ballot not counted - can't be cured	*Characters: 122* We were unable to count your MD mail-in ballot because we could not verify your signature. More info vote.md.gov/MDvotes22

URLs

URLs

Main problem: current URLs are too long. Voters can easily mistype them or not pay attention. We strongly recommend adopting shorter urls. As a temporary measure, SBE made bit.ly links with custom endings which were used for the PG Special election and the request form mailing in early 2022. Moving forward, there are new vote.md.gov short links. We recommend that the SBE compile an expanded list of short links and send them to GOTV organizations to help with consistent messaging, as well as use these in social media and other voter education materials.

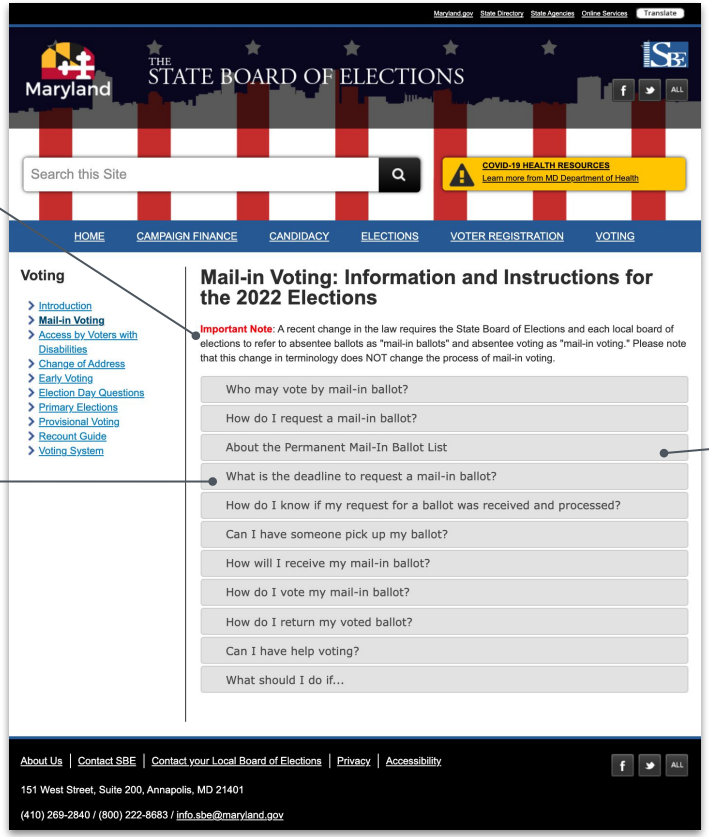
Source	Temporary Bit.ly	New vote.md.gov short links
Voter lookup	bit.ly/StatusSearch	vote.md.gov/search
2022 page	bit.ly/MDvotes22	vote.md.gov/MDvotes22
Provisional voting	none	vote.md.gov/ProvisionalVote
LBE list	bit.ly/LBElist	vote.md.gov/LBElist
Designation of agent form - Spanish	bit.ly/AgentSpanish	vote.md.gov/AgentSpanish
Designation of agent form - English	bit.ly/MDagent	vote.md.gov/MDagent
Voter registration and mail-in ballot olvr	bit.ly/NeedBallot	vote.md.gov/VoterSvcs
Mail-in ballot request	bit.ly/NeedBallot	vote.md.gov/NeedBallot

Mail-in Voting page on Website

Current Mail-in Voting page on the website

Deadlines and other critical information is not immediately visible

No visual queue to show if the accordion is open or closed



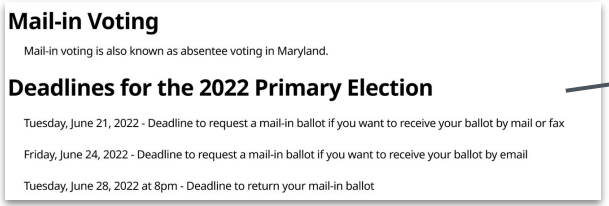
Single list of questions instead of grouped into related categories

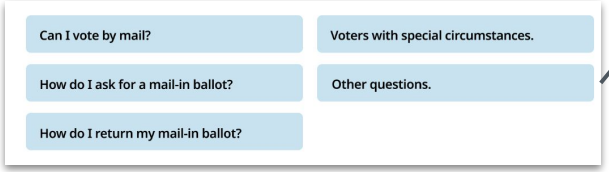
Proposed changes to the webpage

Add the deadlines to the top of the page so that voters can find them immediately

Reorganize the page to create groupings around a limited number of main questions

Add buttons to the top of the page to allow voters to jump quickly to portion of the page that is most relevant to them





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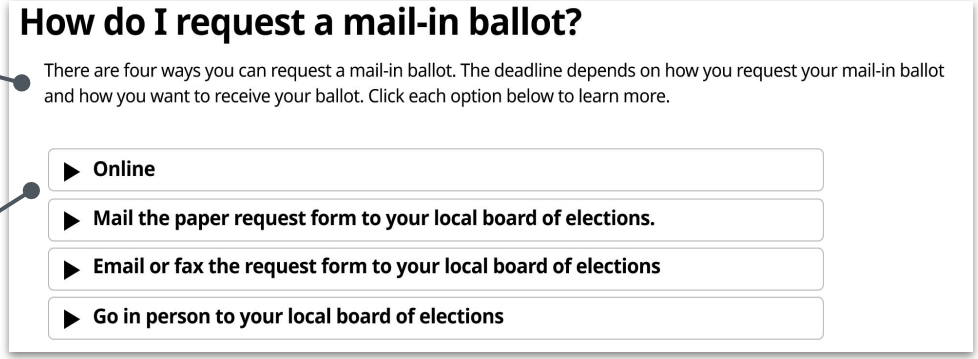
Proposed changes to the webpage

Make the page easier to scan by changing how accordions are used.

Instead of hiding all of the page's text inside of accordions, place information that everyone needs outside of the accordions.

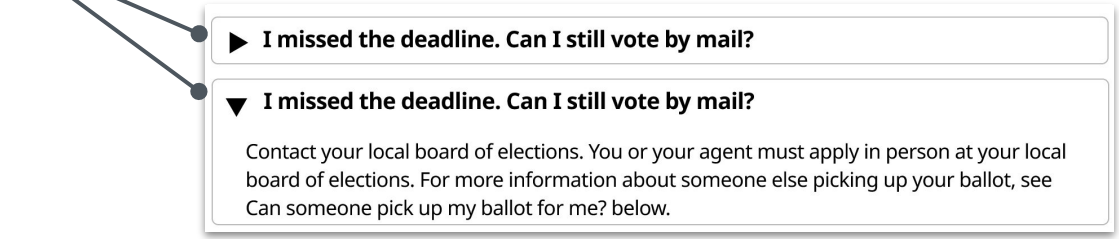
Then, use accordions to allow voters to quickly scan through a list of options. They can expand the ones that seem relevant, and easily skip the ones that they aren't interested in.



Proposed changes to the webpage

Add arrows or carrots to the accordion buttons to show when they are open or closed

Make the background color of the accordion boxes a lighter grey to increase contrast

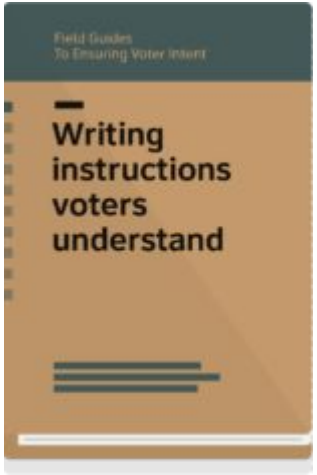


Proposed changes to the webpage

Use plain language to condense text. (Simplify and shorten sentences, use bullet points, etc.)

- Write short sentences with one idea per sentence
- Use short, simple everyday words
- Write in active voice
- Be positive. Tell voters what to do rather than what not to do.
- Use bullets or numbered lists

For more best practices on plain language, see the Center for Civic Design's **Field Guides to Ensuring Voter Intent Vol. 2 Writing instructions voters understand**



Conclusion

Further recommendations

Based on our work updating vote by mail materials, we have identified a list of recommendations to keep in mind when updating other voter facing materials including forms:

- Build trust and recognizability by consistent visual details including a logo in the header and using consistent fonts
- Put bilingual translations side-by-side whenever possible so that bilingual voters can easily refer to instructions in both languages
- Use short urls that include .gov to make it easy for voters to correctly type in url
- Always test new materials in all languages that the materials will be provided in
- Rename forms and other materials so that the name clearly communicated the purpose of the form in plain language

For more information:

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Tasmin Swanson, tasmin@civicdesign.org
Sean Isamu Johnson, sean@civicdesign.org

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