



# Frequently Asked Questions



## **Q: What is RegisterToVoteFlorida.gov?**

RegisterToVoteFlorida.gov is Florida's online voter registration system. This secure, easy and simple online system:

- Can be used to submit electronically an application to register to vote or update a voter registration record or to prefill an online application form that you can then print, sign and mail or deliver to your county Supervisor of Elections
- Is available 24 hours a day, 7 days a week
- Is ADA compliant and includes accessibility features for persons with disabilities
- Is available in English and Spanish (Select button 'español' to convert the website to Spanish text.)
- Can be used with Internet access, from anywhere in the world
- Is compatible with laptops, notebooks, tablets, iPads, and other mobile devices
- Can be used with standard (recommended latest versions of) internet browsers, including Mozilla Firefox, Google Chrome, Apple Safari, or Microsoft Edge

## **Q: Who Can Use RegisterToVoteFlorida.gov?**

Any Florida resident who is eligible to register or is already registered can use RegisterToVoteFlorida.gov. For more information about registration including the qualifications to register, visit [Registering to Vote or Updating Your Information](#).

## **Q: How Does Someone Use RegisterToVoteFlorida.gov?**

Follow the on-screen **instructions** to:

- To submit an online voter registration application to register to vote or to update a registration record, or
- To prefill a voter registration application form that you can then print, sign, and mail or deliver to your county Supervisor of Elections.

## **Q: What do I need to be able to submit an online voter registration application?**

You will need to have your most current and valid Florida driver license (Florida DL) or Florida Identification (Florida ID) card. You will need to enter your name, date of birth, Florida DL or Florida ID card number, and issued date EXACTLY as they appear on your most current and valid Florida DL or Florida ID card. You will also need the last four digits of your social security number. If you do not have the required information, you can still use the online system to prefill an online voter registration application form. You can then print, sign and mail or deliver to your county Supervisor of Elections office.

## **Q: Why do I need a current Florida DL or Florida ID card, the issued date for the card, and the last four digits of my social security number to register online?**

The online system requires these added layers of security to verify your identity and protect your record against

someone trying to use your identity to submit a voter registration application online.

**Q: Will I be able to use the system if do not have a valid Florida DL, Florida ID card or a social security number?**

You will not be able to submit an application electronically. However, you can still use the system to prefill an online application form but you will then have to print, sign and mail or deliver the completed application to your county Supervisor of Elections office.

**Q: Why won't the system verify my information?**

In order for the system to be able to verify your identifying information, you must enter your name (first, middle and last), date of birth, Florida DL or Florida ID card number and issued date EXACTLY as they appear on your most current and valid Florida DL or Florida ID card. That is the only way that the information can match with the information in your Florida DL or Florida ID card record. Examples of entries that can prevent the system from being able to verify identify include:

- The person enters the date of birth in the issued date field or enters the issued date in the date of birth field.
- The person enters a date of birth that is different than what appears on the person's Florida DL or Florida ID card.
- The person enters their common name such as Bob Jackson Smith instead of the name that appears on their Florida DL or Florida ID card, Robert J. Smith.
- The person enters a number instead of a letter (e.g., zero instead of an "O") as the first unit of their Florida DL or Florida ID card number instead of a letter, which corresponds, to the first letter of the person's last name. All Florida DLs and Florida ID cards begin with a letter that is the first letter of the person's last name.
- The person enters a middle initial instead of the full middle name as it appears on the Florida DL or Florida ID card or enters a middle name instead of a middle initial or middle name that is different than what is on the Florida DL or Florida ID card.
- The person enters a suffix (e.g., Jr., Sr., I, II, III, etc.) that is not on the Florida DL or Florida ID card or fails to enter one that is on the Florida DL or Florida ID card.
- The person enters a new name change but enters all other information from their former Florida DL or Florida ID card number.

If you still experience issues, please contact our Voter Assistance Hotline at the number listed at the bottom of this document. Alternatively, you may use the system to complete an online application form and print the form for signature and mail or deliver your completed application to any county Supervisor of Elections' office.

**Q: Is it safe to use online voter registration? Is my information protected?**

Registering to vote online through RegisterToVoteFlorida.gov is secure. Built-in security features in the system include a state-of-the-art firewall, data encryption, anti-bot scanning, session time-out after inactivity, and the use of multi-screens. The RegisterToVoteFlorida.gov website does not store any of your voter registration information. Certain information like your Florida DL or Florida ID card, the issued date and social security number also help to verify your identity in real-time. It also ensures that you and only you are able to submit an application for a new registration or an update to your existing record.

**Q: Will I get a confirmation that the application was successfully submitted?**

Yes. Once your application is submitted online, you will be directed immediately to a confirmation page. Please

print the confirmation receipt for your records. If you do not print before exiting the system, you will no longer be able to print the receipt.

**Q: Am I automatically registered to vote when I submit the online application?**

Once your application is submitted online, your local Supervisor of Elections must do a final review of your online application including verifying the address. If the application is deemed complete, the county Supervisor of Elections office will issue you a voter information card.

**Q: How long will it take to get my new voter registration card?**

If the application is deemed complete, the county Supervisor of Elections office will issue a voter information card within five days of receipt.

**Q: What is the deadline to register with the online system?**

If you are not already registered to vote in Florida, you must register no later than 29 days before the election in which you wish to vote. With the RegisterToVoteFlorida.gov system, you have until 11:59 p.m. (Eastern Time) of the last day to submit an electronic application. Even if an application is submitted after the deadline, it will be processed and take effect for the next election. Party changes submitted after a deadline for a primary election will also take effect for the next election. If you submit a paper application, the deadline to submit is close of business in the county of residence or date of postmark no later than the 29<sup>th</sup> day before the election.

**Q: Do I have to use RegisterToVoteFlorida.gov to register to vote?**

If you do not want to use the system to submit an application online, you can still use the system to prefill an online application form that you can then print, sign, and mail or deliver to your county Supervisor of Elections office. If you exist before you print the application form, you will lose all data entered. This system does not store any of your voter registration information.

You can also download application forms - the link to the downloadable form is on the first page of the webpage for RegisterToVoteFlorida.gov.

You can also apply to register as follows:

- Any Supervisor of Elections' office (by mail or in-person)
- Any office that issues Florida DLs or Florida ID cards
- The Florida Department of Highway Safety and Motor Vehicle's online system for renewing a Florida DL or Florida ID
- Any a voter registration agency such as a public assistance office
- Any public library

**Q: If I have problems using the online system, whom should I contact?**

For technical issues, refer to our **Tech Help** link. For questions not addressed above, email your questions to [OVRSupport@dos.myFlorida.com](mailto:OVRSupport@dos.myFlorida.com) or call the Voter Assistance Hotline as follows:

- Phone Number: 1.866.308.6739
- Hours: Monday - Friday 8:00 AM - 5:00 PM (Eastern Time) with extended hours for statewide elections.
- If you are hearing or speech impaired, please use the Florida Relay Service, 7-1-1 to contact the Division of Elections. For more information, visit the [Florida Relay Service](#).