



# Florida Online Voter Registration System (OVR) Website Help

Information below will help you to better view and use the [OVR website](#). Each link on the website will open into a new tab.

For technical issues or questions not addressed below, email [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)
- If you are hearing or speech impaired, please contact the Division using the Florida Relay Service, 1.800.955.8771 (TDD) or 1.800.955.8770 (Voice). For more information visit the [Florida Relay Service](#).

## Bookmarking URL

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Be sure that you are on a secure website. The URL for OVR should be preceded by <https://> It is best not to copy or paste the URL into the search field.

## Browser

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- “Back” Button: Use the buttons to go back within the online system (not the browser “Back” button).
- Compatibility: The Florida OVR application works best when using the latest version of a browser (e.g., Microsoft Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, Google Chrome or Mozilla Firefox. To upgrade your browser, go directly to the vendor’s secure site.

## reCAPTCHA Issues

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reCAPTCHA cannot display correctly if the Compatibility View for IE 8, IE 9 or IE 10 is enabled for [google.com](http://google.com). Follow the instructions to **turn off Compatibility View**:

1. In Internet Explorer, press the **Alt** key to display the Menu bar, or press and hold the address bar and select **Menu bar**.
2. Click **Tools** and select **Compatibility View settings**.
3. Select [google.com](http://google.com) under "Websites you've added to Compatibility View."
4. Click **Remove**.

If you do not see [google.com](http://google.com) listed, or if you still see a warning about Compatibility View after following the steps above, make sure that your computer has the latest Microsoft Windows updates.

## Cookies

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This site requires cookies to be enabled. Cookies are necessary for full functionality and allow for the best user experience. Cookie control is handled through your individual browser. Please refer to your browser or device help material to adjust cookie usage.

## Display Issues

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Check that your browser is not in 'Compatibility View' mode. For information on how to turn off Compatibility View mode, see the prior section – reCAPTCHA Issues.

## JavaScript

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The OVR application requires JavaScript to be enabled in your web browser. If JavaScript is disabled, you will not be able to complete your registration using our online voter registration system. You may download a printable registration form ([English PDF](#)/ [Español PDF](#)) to complete, sign, and mail or deliver to your county Supervisor of Elections.

## PDF Reader

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The Florida OVR application contains links to documents in the Portable Document Format (PDF), which cannot be directly opened by your web browser. To download and install a free PDF reader, you may visit:

- [Acrobat Reader by Adobe - all platforms](#)
- [Nitro PDF Software - all platforms](#)

## Printing Application Form

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If you experience difficulties printing the application form, check your printer and/or browser settings. Please be sure that your application prints clearly on a single page within the margins of an 8 x 11 sheet of paper.

## Special Characters

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The online system only accepts English characters (i.e. a, b, c, 1, 2, 3) and does not accept any of the following special characters:

# ~ \$ % ^ & \* ( ) + † { } [ ] < > ? / \ |

## Using a Screen Reader

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If you cannot advance to the next page, a required question was missed. To advance, re-read the page from the top to hear any instructional or alert messages for help in completing the question. Once the question is answered, the application will allow you to advance to the next page.

## Verification Issues

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In order to verify your identity, the information you type into the OVR system must exactly match the information that appears on your most recent Florida driver license or state identification card. Please confirm that you have typed in the information exactly as it appears on your driver license or identification card. If you experience any issues, please contact our Voter Assistance Hotline at the number listed at the top of this document.

**NOTICE:** The Florida Secretary of State is not responsible for any hardware or software problems resulting from the installation of third party tools, including web browsers, plug-ins, or other suggested downloads.