

Online Ballot Delivery System: USER GUIDE

Before you begin, please make sure:

1. You are using a computer **with a printer**; and
2. You have an **envelope** to return your voted ballot.

Just need to reset your password? Skip to page 16.

Step 1: Access the Online Ballot Delivery System

Using a computer with a printer, click the link in the online ballot delivery email you received from absentee@elections.state.md.us. It looks like this:

[Login now](#)

Step 2: Login

On the **Tell us who you are** web page, enter your first and last names, date of birth, and 5 digit zip code in the **required** fields. You must enter your information exactly as it appears in your voter record. See the **Note** on page 2.

If you have a disability and certify that, because of your disability, you need the online ballot marking tool to mark your absentee ballot without assistance, click the check box beside this statement to access the online ballot marking tool. If you do not need the online ballot marking tool to vote without assistance, skip over this check box.

Next, use the drop down to answer the True/False math problem in the gray box. If you skip the question or do not answer the question correctly, you will get an error. After you have entered your information and answered the math problem, click the **Next** button.

Tell us who you are. English Change language

[Frequently Asked Questions](#)

Provide all information as it appears on your voter registration record.

First Name: **required**

Middle Name:

Last Name: **required**

Date of Birth: **required**
Month: Day: Year:

Zip Code: **required**

Check here if you are a voter with a disability who requires the accessible online ballot marking tool to assist you with voting independently.

5 + 5 = 10
Select an answer (elegir una respuesta) ▾

Next

Step 2: Online Ballot Delivery System Login screenshot

Note: If you moved, changed your name, use a nickname, or have a hyphen or apostrophe in your name, you may want to check your voter registration card or use the Voter Lookup tool at <https://voterservices.elections.maryland.gov/VoterSearch> or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to check your voter registration information before you enter it. Be sure you enter two digits for the month and day you were born. For example, if you were born on January 2nd, you would type 01 in the Month field and 02 in the Day field. Also, be sure to enter all 4 digits of your birth year. Only enter the first 5 digits of your zip code. You will receive an error if you enter your full zip + 4 zip code.

Still having trouble? If you checked your voter information using one of the resources listed in the **Note**, confirmed that you typed it correctly, and still got an error, email absentee.sbe@maryland.gov for assistance.

Step 3: Create Your Password

On the **Create New Password** web page, enter the email address that your online ballot delivery email was sent to in the **Email Address** field. You must create a password to access your ballot. See the **Note** below for password requirements. Type your password in the **New Password** field. Retype the same password in the **Confirm New Password** field. After you have entered the **required** information, click the green **Create Password** button.

Note: Your password must have at least 8 characters and no more than 30 characters. It must contain at least 3 of the following: (1) lower-case letters; (2) UPPER-CASE LETTERS; (3) numbers; and (4) symbols such as ! @ # \$ % ^ & *. Do not use your name, birthday, email address or zip code as part of your password because you will get an error. **See page 16 of this guide if you forget your password and need to reset it.**

Create New Password English Change language

[Frequently Asked Questions](#)

Password Requirements:

- Your password must be between 8 and 30 characters long.
- Your password must contain at least 3 of the following character types: lower-case letters (a, b, c, ...), upper-case letters (A, B, C, ...), numbers (1, 2, 3, ...), special characters (!, @, #, \$, %, ^, &, *).
- Your password cannot include your first name, your last name, your date of birth, your email address, or your zip code.

Email Address **required**

New Password **required**

Confirm New Password **required**

Create Password

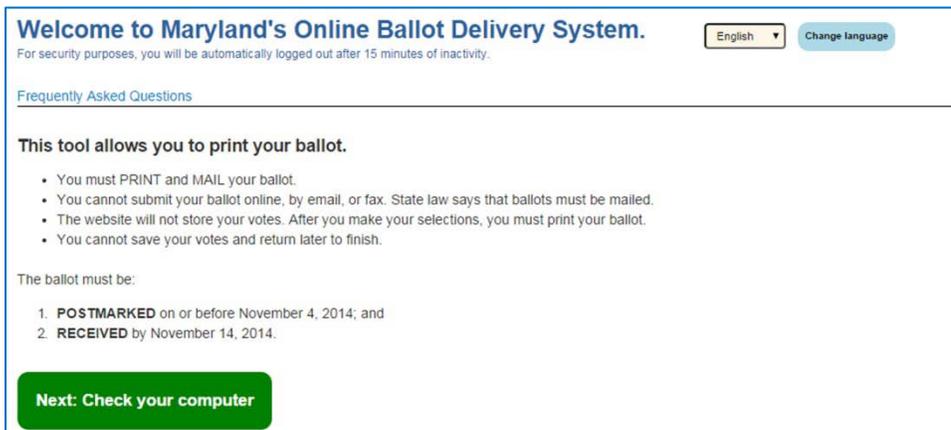
Step 3: Create Password screenshot

Important Note: If you login and create your password, but need to access or print your ballot later, simply return to your web delivery email and click the [Login now](#) link. You will need to enter your voter information and password to access your ballot.

Step 4: Check Your Computer and Printer

Before you can access your ballot, you must check that your computer and printer will work with the online ballot delivery system. Under Maryland law, your voted ballot must be returned by mail or be dropped off at your local board of elections, so you must be able to print your ballot. For more information on system requirements, please read the **Online Ballot Delivery System FAQs** at <https://voterservices.elections.maryland.gov/onlineballotdelivery/FAQ> or by clicking the blue [Frequently Asked Questions](#) link on the web page.

On the **Welcome to Maryland's Online Ballot Delivery System** screen, review the mailing deadlines, and then click the green **Next: Check your computer** button.



Step 4: Online Ballot Delivery System Welcome screenshot

Step 5: Test Your Computer

The **Test Your Computer** web page will automatically check that your computer's browser and Adobe Reader software will work with the online ballot delivery system. If you see the word **PASSED** under both **Browser Test** and **Adobe Reader Test**, then you are ready for the **Print Test** in **Step 6**.

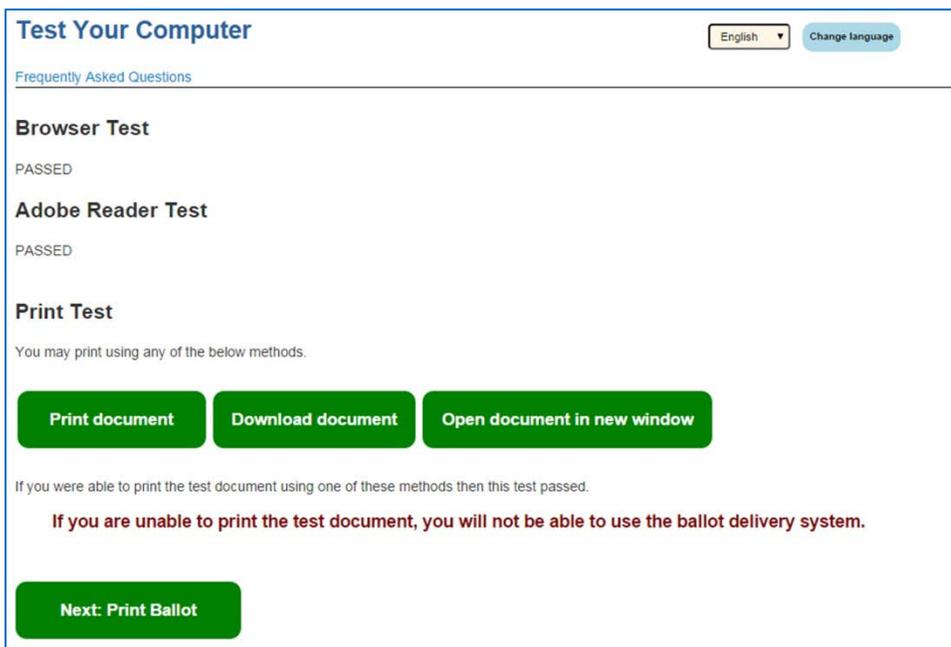
If you do *not* see the word **PASSED** under both, the computer you are using will not work with the online ballot delivery system. You may: (1) try to login on a different computer or using a different browser on the same computer (*Important*: See the **Note** under **Step 3** on page 2 of this guide on how to login if you have already created your password); (2) email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or (3) contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail instead, if time permits.

Step 6: Test Your Printer

For the **Print Test**, you may choose to **Print the document**, **Download the document**, or **Open the document in a new window**. Some methods work better with some browsers, and some methods may not work with your printer, so you may need to try more than one method to pass the **Print Test**. After you successfully print the test document, click the green **Next: Print Ballot** button.

Note: If you clicked the check box on the login page to certify that, because of a disability, you need the online ballot marking tool to mark your absentee ballot without assistance, your screen will have a **Next: Tell us if you need assistance** button instead of a **Next: Print Ballot** button. **Online ballot marking tool users, please skip to Step 7B on page 8.**

If you could *not* print using the Print, Download, or Open the document buttons, you may: (1) try to login on a different computer or using a different browser on the same computer (*Important:* See the **Note** under **Step 3** on page 2 of this guide on how to login if you have already created your password); (2) email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or (3) contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail instead, if time permits.



The screenshot shows a web page titled "Test Your Computer" with a language dropdown set to "English" and a "Change language" button. Below the title is a "Frequently Asked Questions" link. The page lists three tests: "Browser Test" (PASSED), "Adobe Reader Test" (PASSED), and "Print Test". Under "Print Test", it says "You may print using any of the below methods." and lists three green buttons: "Print document", "Download document", and "Open document in new window". Below these buttons, it states "If you were able to print the test document using one of these methods then this test passed." and includes a warning: "If you are unable to print the test document, you will not be able to use the ballot delivery system." At the bottom, there is a green button labeled "Next: Print Ballot".

Step 6: Test Your Computer and Printer screenshot

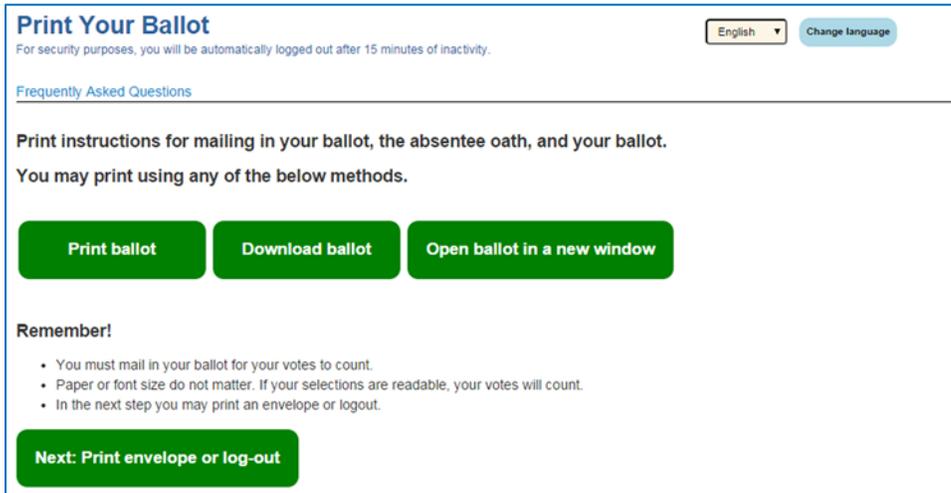
IMPORTANT

The next steps are different for users who checked the box to certify that, because of a disability, they need the online ballot marking tool to mark their absentee ballot without assistance and for users who will print their ballot and mark it by hand. Steps 7A through 9A (pages 5-7) are for users printing and marking their ballots by hand. Steps 7B through 14B (pages 8-15) are for online ballot marking tool users. Online ballot marking tool users should skip to Step 7B on page 8 now.

For Users Printing and Marking Ballots by Hand:

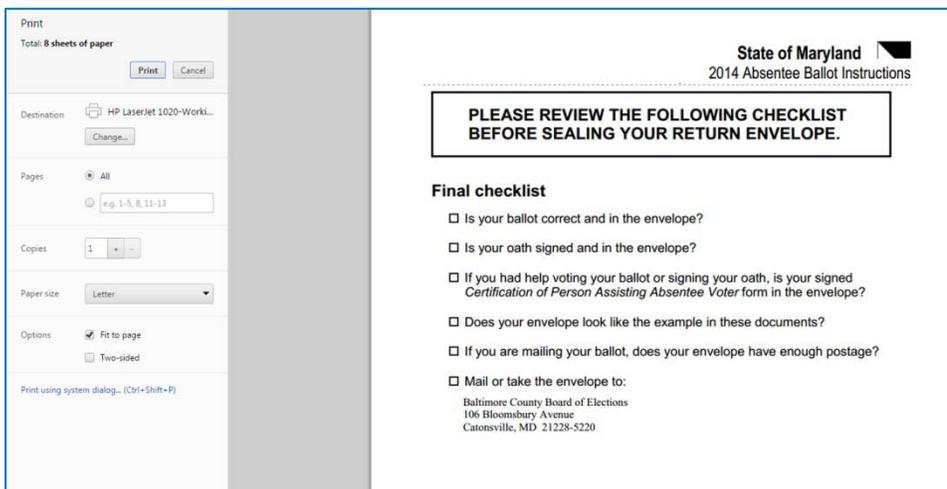
Step 7A: Print Your Ballot

On the [Print Your Ballot](#) web page, there is a row with 3 different green buttons for printing your ballot and other documents: [Print ballot](#), [Download ballot](#), and [Open ballot in a new window](#). There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your ballot. If you click one button and cannot print, click your browser's back arrow to return to the [Print Your Ballot](#) web page, and then try a different green printing button.



Step 7A: Print Your Ballot screenshot

Note: Your ballot and other documents will be in one pdf file. The total number of pages varies.



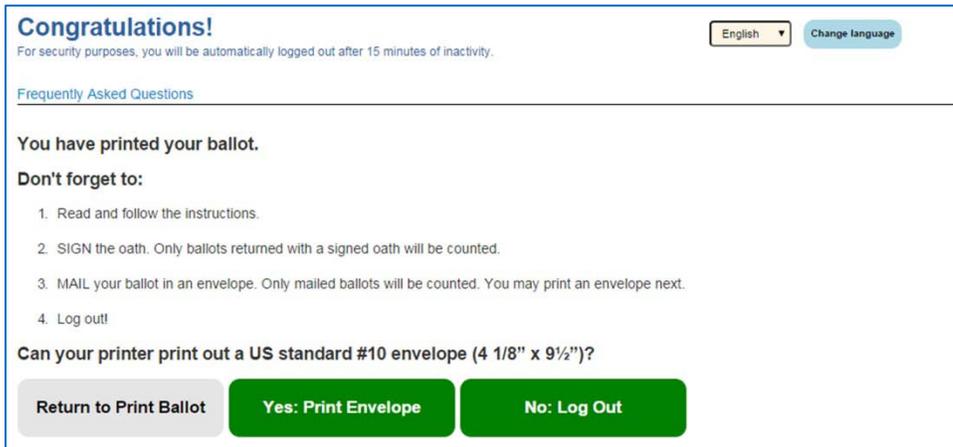
Step 7A: Print dialog page screenshot for printing ballot and documents

If you passed the **Print Test** in **Step 6**, but *cannot* print your ballot and other documents, please email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail, if time permits.

After you print your ballot and documents, click the green [Next: Print envelope or log-out](#) button to print a #10 return envelope or to log-out of the online ballot delivery system if you would prefer to address your return envelope by hand.

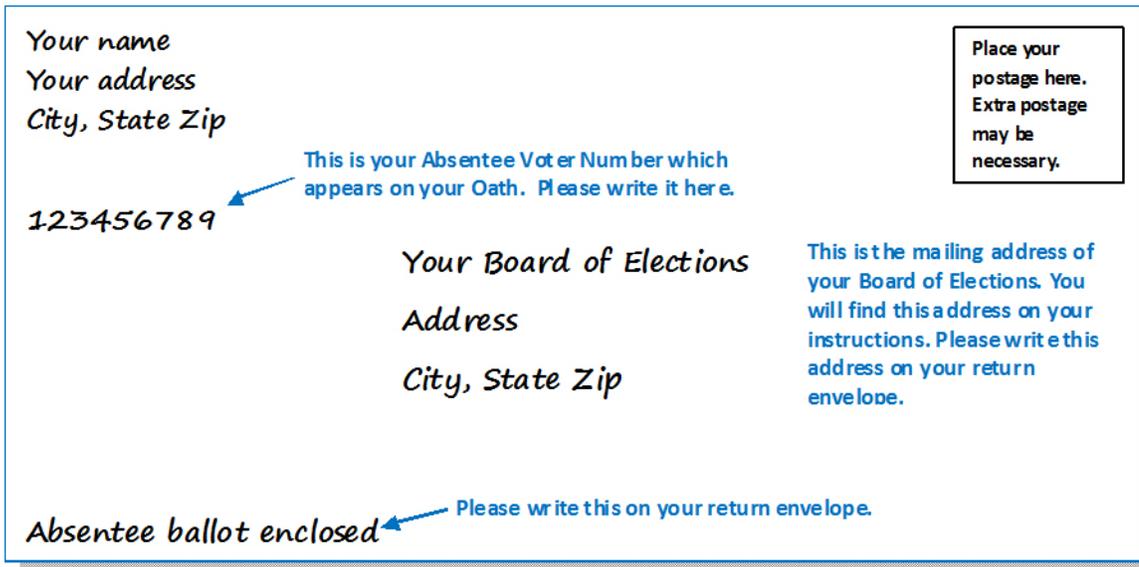
Step 8A: Choose to Print Your Envelope or Address Your Envelope by Hand

- **If you want to print an envelope**, click the green **Yes: Print Envelope** button on the **Congratulations!** web page.



Step 8A: Print Envelope screenshot

- **If you do not want to print an envelope**, click the **Next: Print envelope or log-out** button to log-out, then click the green **No: Log Out** button on the **Congratulations!** web page (pictured above). To address your return envelope by hand, follow the template that printed with your ballot and documents (sample immediately below). It is important that you write your Absentee Voter Number under your return address as shown. This number can be found on the envelope template that printed with your documents and on your oath.

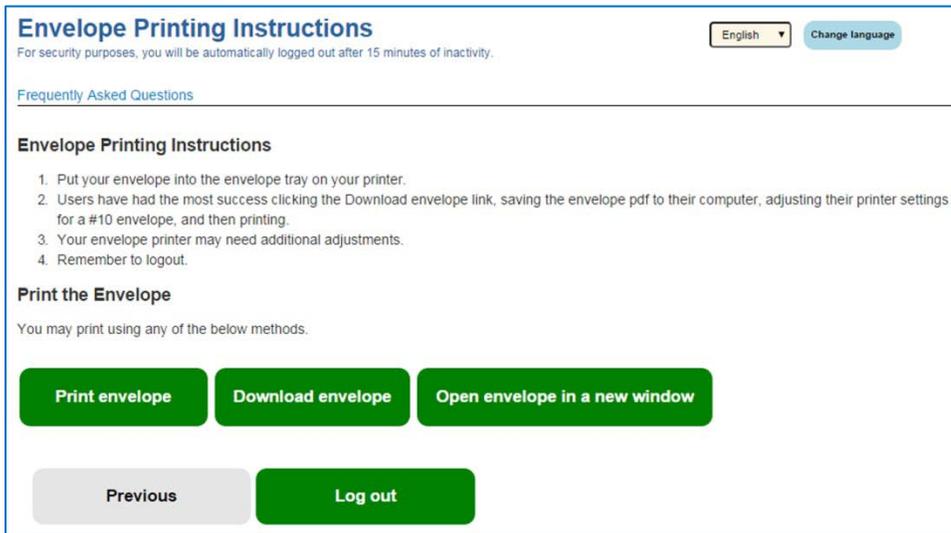


Step 8A: Envelope template image

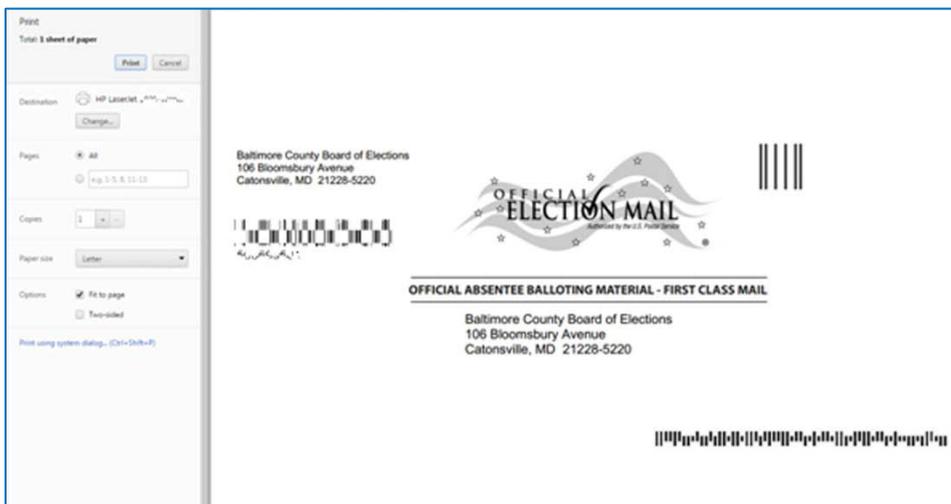
Step 9A: Printing Your Envelope

On the [Envelope Printing Instructions](#) web page, there is a row with 3 different green buttons for printing your envelope: [Print envelope](#), [Download envelope](#), and [Open envelope in a new window](#). There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your envelope. If you click one button and cannot print, click your browser's back arrow to return to this [Envelope Printing Instructions](#) web page and try a different green printing button. Your envelope file is a pdf set up to print on a #10 envelope. To successfully print the envelope pdf, you will need to check that your printer settings are adjusted for a #10 envelope. You may print this file on a larger envelope, if necessary, but may need to adjust your printer settings.

If you are *not* successful printing your envelope, please follow the instructions for hand writing your return envelope in [Step 8A](#) above (on page 6) or on the envelope template that printed with your ballot and other documents.



Step 9A: Envelope Printing Instructions screenshot

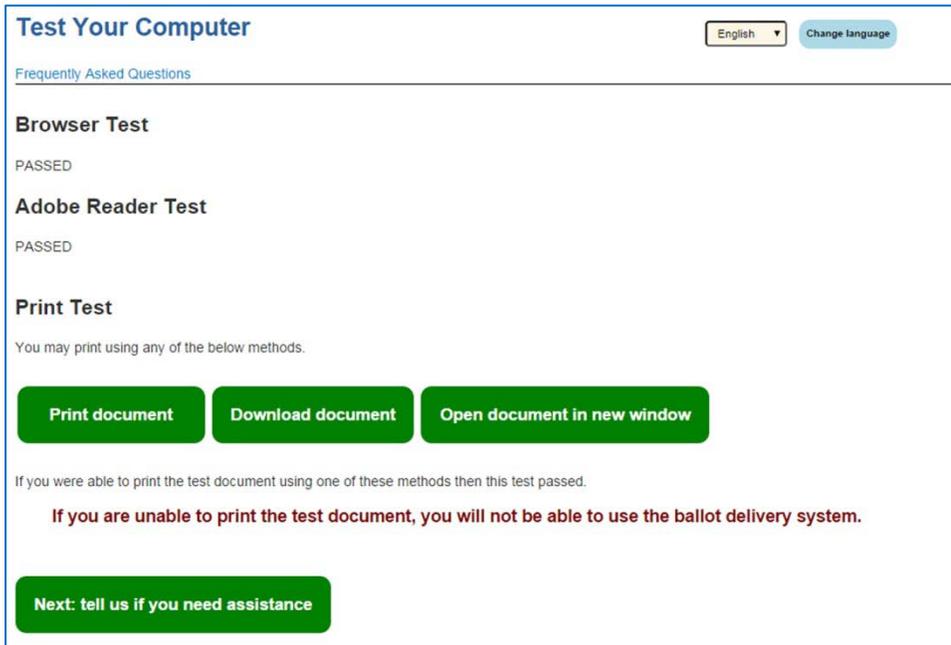


Step 9A: Print dialog page screenshot for printing envelope

Click the green [Log out](#) button after you print your envelope or if you decide not to print it.

For Online Ballot Marking Tool Users:
Step 7B: Tell Us if You Need Assistance

The button at the bottom of the [Test Your Computer](#) web page is different for online oallot marking tool users. When you have passed the computer and print tests, click the green **Next: tell us if you need assistance** button.



Step 7B: Test Your Computer screenshot with Next: Tell us if you need assistance button

Step 8B: Tell Us If Someone Will Help You

If no one will be helping you sign your oath or mark your ballot, click the green **No** button and **skip to Step 10B on page 10**. If someone will be helping you sign your oath or mark your ballot, click the green **Yes** button.



Step 8B: Tell Us If Someone Will Help You screenshot

Step 9B: If Someone Will Help You, Enter Your Helper's Information

If you need help signing the oath or marking your ballot, enter or ask your helper to enter the helper's information on the [Tell Us Who Is Helping You](#) web page. If you know you will need help, but have not chosen a helper yet, you can leave this page blank, click the green **Next: Mark Your Ballot** button, and write in your helper's information after you print your ballot and other documents.

Tell Us Who Is Helping You. [Provide Feedback](#) English [Change language](#)

For security purposes, you will be automatically logged out after 15 minutes of inactivity.

[Frequently Asked Questions](#)

If you know who will help you, you may type the information below.
If not, you will be able to write in the helper's information after the ballot prints.

Any person can help you, except:

- A candidate on your ballot
- Your employer or a representative of your employer
- An officer or representative of your union

The person helping you:

- Can mark the ballot according to your wishes.
- Can print your name, followed by his or her initials, if you cannot sign the oath.
- Cannot make any effort to influence your vote.
- Must enter the information requested below.
- Must sign the Certification of Person Assisting Absentee Voter. This form will print with your ballot.

Voter Name

Helper's Information

Helper's Name

Street Address

City

State

Zip Code

Telephone Number

Next: Mark Your Ballot

Step 9B: Tell Us Who Is Helping You screenshot

Step 10B: Marking Your Ballot

Make your selections on your ballot by selecting the box beside the name of the candidate of your choice or anywhere within the gray area surrounding the candidate's name. When you make your selection, a checkmark will appear beside the candidate's name to show how you voted. If you select the wrong candidate by mistake, click that candidate's name again to remove the checkmark and then click the box for the correct candidate. After you vote a contest, click the green **Next** button to move to the next contest. When you finish marking your ballot, click the blue **Review and print ballot** button. You will have a chance to go back and make changes on the next screen.

The screenshot shows the 'Mark your votes.' interface for the 2014 gubernatorial election in Prince George's County, Maryland. The page title is 'GOVERNOR / LT. GOVERNOR' with the instruction 'Vote for One'. On the left, a vertical list of contests is shown, each with a green checkmark icon indicating it has been voted on. The contests listed are: GOVERNOR / LT. GOVERNOR, COMPTROLLER, ATTORNEY GENERAL, REPRESENTATIVE IN CONGRESS (CONGRESSIONAL DISTRICT 5), STATE SENATOR (LEGISLATIVE DISTRICT 23), HOUSE OF DELEGATES (LEGISLATIVE DISTRICT 23B), COUNTY EXECUTIVE, COUNTY COUNCIL (COUNCILMANIC DISTRICT 4), JUDGE OF THE CIRCUIT COURT (JUDICIAL CIRCUIT 7), JUDGE, COURT OF SPECIAL APPEALS (AT LARGE), JUDGE, COURT OF SPECIAL APPEALS (AT LARGE), and STATE'S ATTORNEY. The main area displays the 'GOVERNOR / LT. GOVERNOR' contest with four options: Anthony G. Brown and Ken Ulman (Democratic) with a checked box, Larry Hogan and Boyd Rutherford (Republican) with an unchecked box, Shawn Quinn and Lorenzo Gaztanaga (Libertarian) with an unchecked box, and a 'Write-in' option with an unchecked box. At the bottom, there are two buttons: a green 'Next' button and a blue 'Review and print ballot' button. A large blue 'SAMPLE' watermark is overlaid on the center of the page.

Step 10B: Mark your ballot using the online ballot marking tool screenshot

Step 11B: Review Your Ballot

On the [Review your votes](#) web page, you can scroll through each contest to review your selections.

Review your votes.

For security purposes, you will be automatically logged out after 15 minutes of inactivity.

English [Change language](#)

[Frequently Asked Questions](#)

Below is a summary of your voting selections, which you may select to edit.

OFFICIAL BALLOT
GUBERNATORIAL GENERAL ELECTION NOVEMBER 4, 2014
STATE OF MARYLAND, PRINCE GEORGE'S COUNTY

GOVERNOR / LT. GOVERNOR

You voted
Anthony G. Brown And Ken Ulman - Democratic

This contest is fully voted.
[Click to Change.](#)

COMPTROLLER

You voted
Peter Franchot - Democratic

This contest is fully voted.
[Click to Change.](#)

ATTORNEY GENERAL

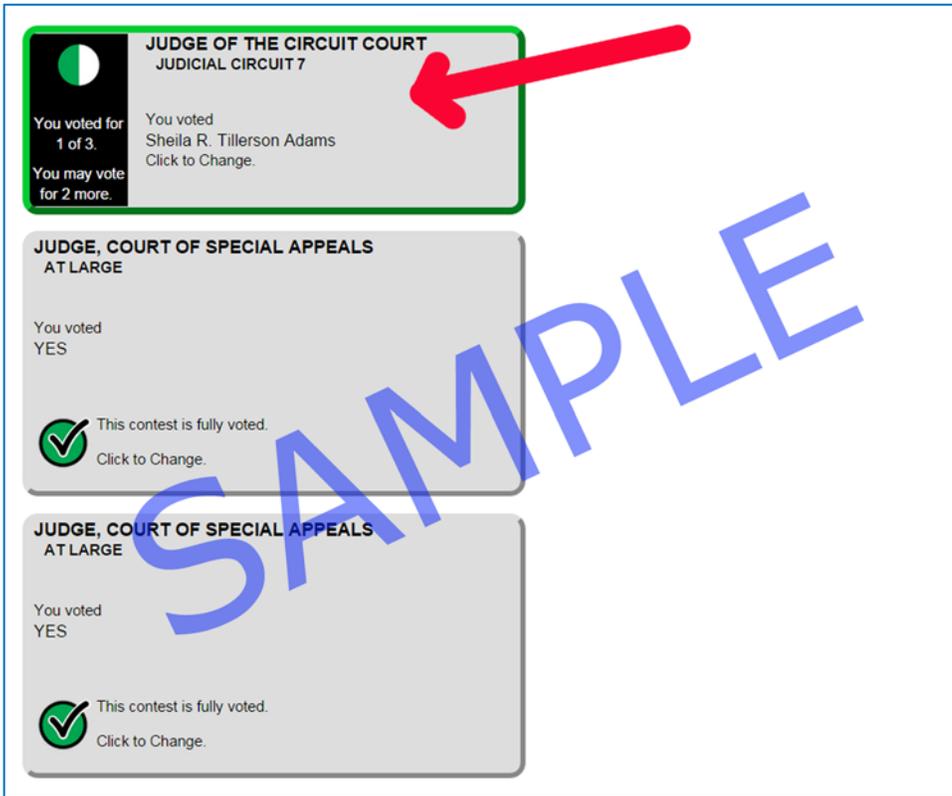
You voted
Brian E. Frosh - Democratic

This contest is fully voted.
[Click to Change.](#)

Step 11B: Review your marked ballot screenshot

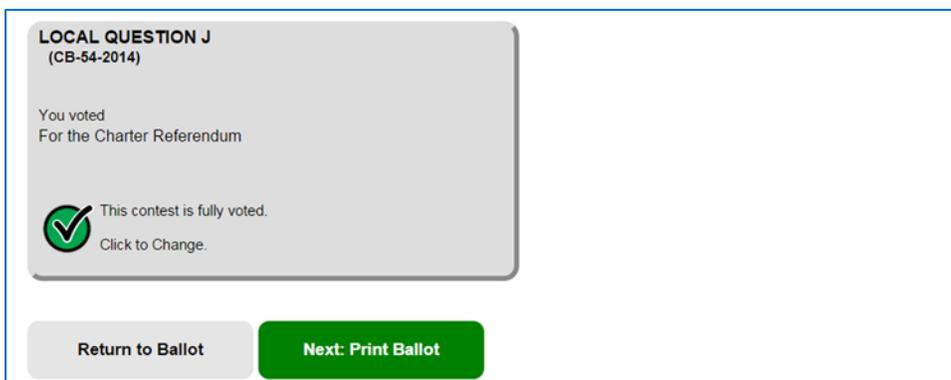
Note: The online ballot marking tool will not permit you to vote for more than the number of candidates allowed in a contest because your ballot would not count if you did this. However, you can choose to vote for fewer candidates than the number allowed. The online ballot marking tool will alert you if you do this.

For example, as pictured below, if the contest allows you to vote for 3 candidates and you select only 1, the marking tool will alert you that you may go back and vote for 2 more candidates if you want.



Step 11B: Reviewing your marked ballot screenshot with under-voted contest alerts

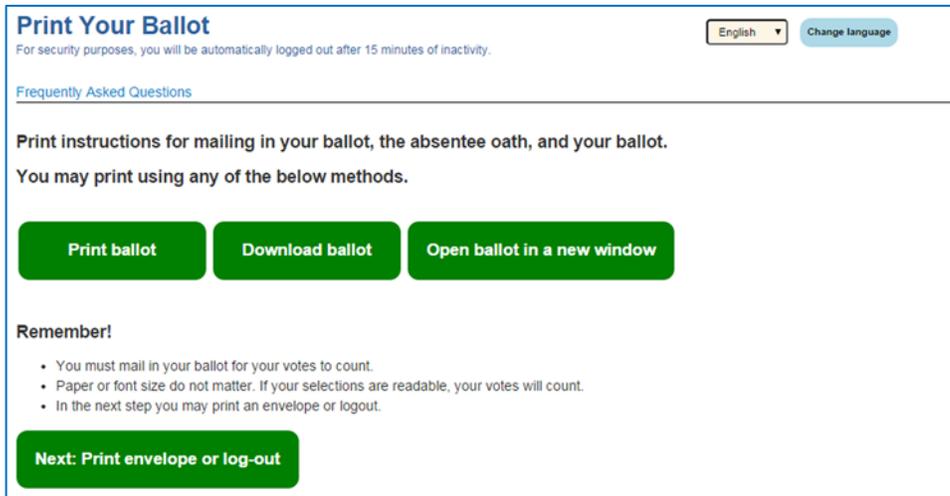
To make changes on your ballot or vote for additional candidates where allowed, either click the box for that contest or click the gray **Return to Ballot** button at the bottom of the page. If you are happy with the selections you marked, click the green **Next: Print Ballot** button.



Step 11B: Return to Ballot and Next: Print Ballot buttons screenshot

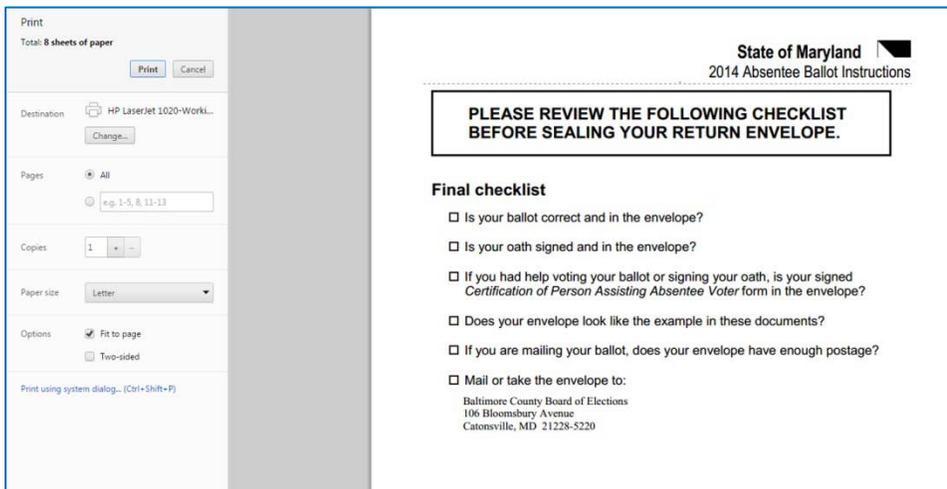
Step 12B: Print Your Ballot

On the [Print Your Ballot](#) web page, there is a row with 3 different green buttons for printing your ballot and other documents: [Print ballot](#), [Download ballot](#), and [Open ballot in a new window](#). There are 3 printing options because some work better with some browsers than others and some may not work with your printer. The method that worked best for your print test is usually the best method to use to print your ballot. If you click one button and cannot print, click your browser's back arrow to return to the [Print Your Ballot](#) web page, and then try a different green printing button.



Step 12B: Print Your Ballot screenshot

Note: Your ballot and other documents will be in one pdf file. The total number of pages varies.



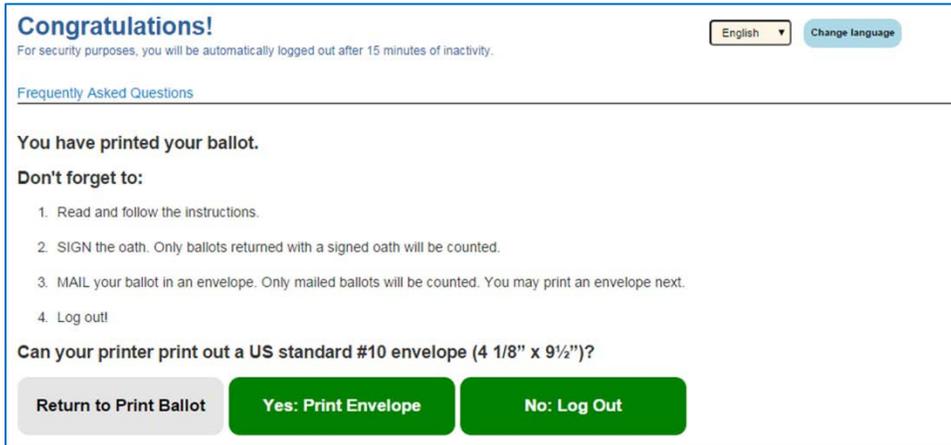
Step 12B: Ballot print dialog screenshot

If you passed the **Print Test** in **Step 6**, but *cannot* print your ballot and other documents, please email the State Board of Elections at absentee.sbe@maryland.gov for assistance; or contact your local board of elections (http://elections.maryland.gov/about/county_boards.html) to request to receive your ballot by mail, if time permits.

After you print your ballot and documents, click the green [Next: Print envelope or log-out](#) button to print a #10 return envelope or to log-out of the online ballot delivery system if you would prefer to address your return envelope by hand.

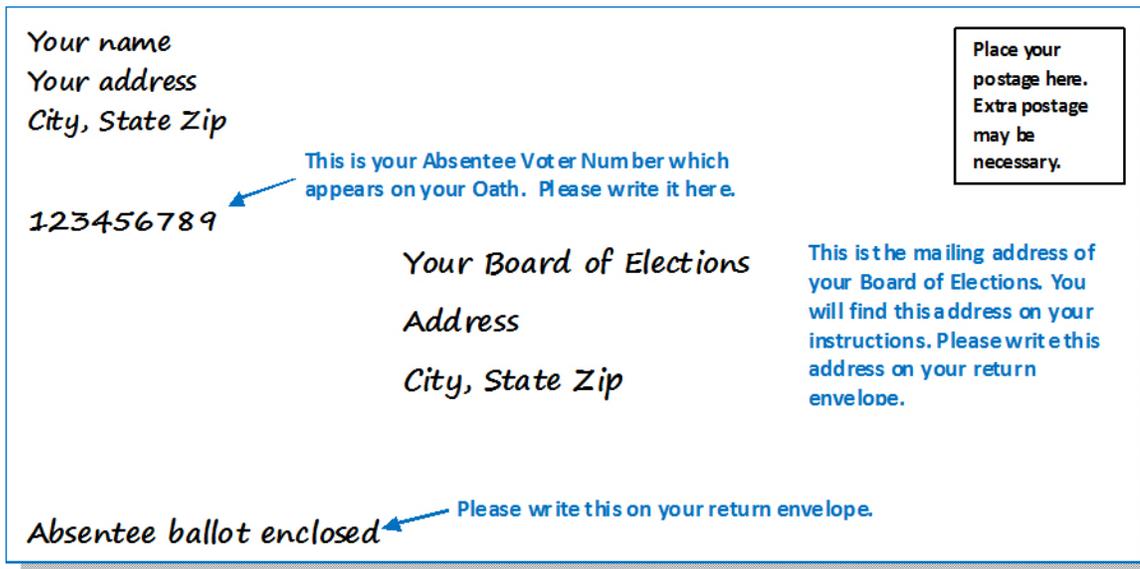
Step 13B: Choose to Print Your Envelope or Address Your Envelope by Hand

- **If you want to print an envelope**, click the green **Yes: Print Envelope** button on the **Congratulations!** web page.



Step 13B: Print Envelope screenshot

- **If you do not want to print an envelope**, click the **Next: Print envelope or log-out** button to log-out, then click the green **No: Log Out** button on the **Congratulations!** web page (pictured above). To address your return envelope by hand, follow the template that printed with your ballot and documents (sample immediately below). It is important that you write your Absentee Voter Number under your return address as shown. This number can be found on the envelope template that printed with your documents and on your oath.

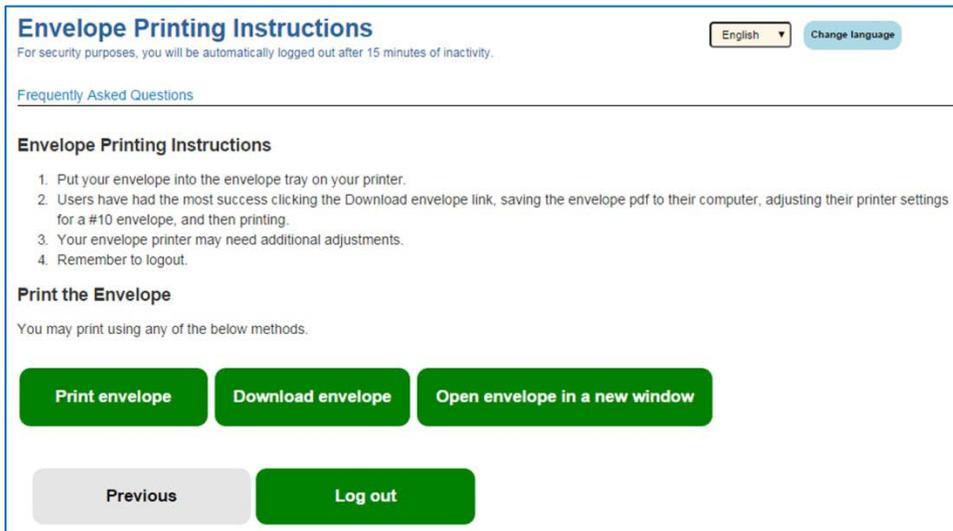


Step 13B: Envelope template image

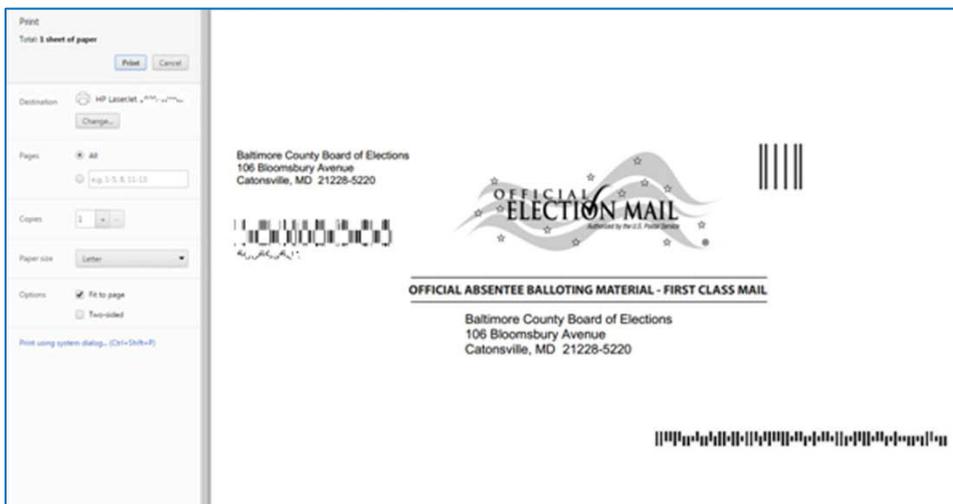
Step 14B: Printing Your Envelope

On the [Envelope Printing Instructions](#) web page, there is a row with 3 different green buttons for printing your envelope: [Print envelope](#), [Download envelope](#), and [Open envelope in a new window](#). There are 3 printing options because some work better with some browsers than others. The method that worked best for your print test is usually the best method to use to print your envelope. If you click one button and cannot print, click your browser's back arrow to return to this [Envelope Printing Instructions](#) web page and try a different green printing button. Your envelope file is a pdf set up to print on a #10 envelope. To successfully print the envelope pdf, you will need to check that your printer settings are adjusted for a #10 envelope. You may print this file on a larger envelope, if necessary, but may need to adjust your printer settings.

If you are *not* successful printing your envelope, please follow the instructions for hand writing your return envelope in [Step 13B](#) above (on page 14) or on the envelope template that printed with your ballot and other documents.



Step 14B: Envelope Printing Instructions screenshot



Step 14B: Print dialog page screenshot for printing envelope

Click the green [Log out](#) button after you print your envelope or if you decide not to print it.

Password Reset

If at any time, you forget the password you created, click the blue [Forgot Password?](#) link on the web page, or go to the [Request Password Reset](#) web page

<https://voterservices.elections.maryland.gov/onlineballotdelivery/RequestPasswordReset> and enter your first name, last name, and the email address you used for your online ballot delivery, and then click the green **Submit** button.

Request Password Reset

English [Change language](#)

[Frequently Asked Questions](#)

Provide your name and email to request for password reset.

If you need the account reset information to be sent to a different email address you will need to [submit a new absentee ballot request](#).

First Name (as it is on your voter registration record)

Last Name (as it is on your voter registration record)

Email (the address you specified when requesting online absentee delivery).

Submit

Password reset: Request password reset screenshot

A few minutes after you submit your request, the system will email you a new link to use to access the online ballot delivery system. Click the link in your email or copy and paste it into your browser to access the system (sample email below).



Password reset email screenshot

Next, enter your voter registration information exactly as you did in **Step 2: Login** above (see page 1).

Tell us who you are. English Change language

[Frequently Asked Questions](#)

Provide all information as it appears on your voter registration record.

First Name: required

Middle Name:

Last Name: required

Date of Birth: required
Month: Day: Year:

Zip Code: required

Check here if you are a voter with a disability who requires the accessible online ballot marking tool to assist you with voting independently.

5 + 5 = 10

Next

Password reset: Login page screenshot

Then, enter the email address that your online ballot delivery email was sent to in the **Email Address** field and create a new password as you did in **Step 3: Create Your Password** above (see page 2).

Create New Password English Change language

For security purposes, you will be automatically logged out after 15 minutes of inactivity.

Password Requirements:

- Your password must be between 8 and 30 characters long.
- Your password must contain at least 3 of the following character types: lower-case letters (a, b, c, ...), upper-case letters (A, B, C, ...), numbers (1, 2, 3, ...), special characters (!, @, #, \$, %, ^, &, *).
- Your password cannot include: your first name, your last name, your date of birth, your email address, or your zip code.

Email Address required

New Password required

Confirm New Password required

Create Password

Password reset: Create New Password screenshot