Omniballot FAQs for NM County Users

1. **Is OmniBallot an "online voting" system?**

   No. OmniBallot is a paper-based electronic document transmission tool. At the end of the voting process, a paper ballot is downloaded by the county clerk and printed for tabulation. A voter verified paper ballot is always available for a hand recount if necessary.

2. **How does OmniBallot work?**

   FQE voters using OmniBallot log into the portal via any smart device, or computer to access, mark and return their ballot. Voters mark their ballots on their devices and electronically return their ballots. When a voter electronically returns their ballot, they are prompted to credential themselves and sign their name on their smart device touch pad. The affidavit and ballot are then downloaded from the secure portal by the elections authority for signature review. If the signature is approved, the ballot is printed and tabulated in the same conventional manner as current tabulation.

3. **Who is Democracy Live?**

   Seattle-based Democracy Live is the largest provider of remote digital balloting in the U.S. The company has been selected by the United States Department of Defense and U.S. State Department and deployed in over twenty states to deliver secure, accessible remote balloting to millions of U.S. voters. Democracy Live was awarded the 2019 Accessibility in Voting Award presented at the United Nations, the 2019 AWS Best Civic Tech Award voted on by State CIO's and CTO's and a two-time winner of the Elections Center Independence Award presented to our counties for leveraging OmniBallot for voters with disabilities.

4. **Can you explain how OmniBallot is Secure?**

   OmniBallot is an electronic method of delivering and returning ballots via a secure online portal, hosted by Amazon's secure cloud, AWS. Importantly, the ballot that is counted and tabulated is on paper. The AWS cloud has been certified for use by federal agencies under FedRamp certification. FedRamp approval allows Department of Homeland Security, U.S. Department of Defense, FBI, the National Security Agency (NSA) and virtually all other federal security and intelligence agencies to use AWS.

   OmniBallot utilizes AWS Object Lock to ensure immutable document (ballot) storage. The voter's ballot selections are encrypted and securely stored in AWS. Object Lock meets all NIST and federal requirements for secure online storage of critical agency data, including ballot data.

   The OmniBallot secure portal has been deployed in over 3,000 elections across hundreds of jurisdictions over the last decade. Serving voters in 96 countries around the world since 2009, the OmniBallot Portal is the most deployed balloting portal in the U.S.

5. **What are the Federal and State requirements?**

Each of the nearly 8,000 elections jurisdictions in the United States are required by federal law to transmit ballots electronically to military and overseas voters. The majority of those ballots are transmitted by simple email attachments, or by fax machines. The purpose of OmniBallot is to improve security related to electronic ballot transmission.

Independent Security Reviews:

OmniBallot has been independently reviewed by:
- The U.S Department of Homeland Security
- The Federal Cybersecurity and Infrastructure Security Agency
- Synack Cybersecurity – over 100 cybersecurity researchers
- Soteria Cybersecurity
- Amazon Web Services – Well architected review
- ShiftState Security (Former FBI cybersecurity agents)
- SOC 2 Type I and II Approved.

In over 3,000 election deployments and through extensive testing, OmniBallot has never been compromised or breached.

6. **Specific questions pertaining to FQE Voters:**

   a. **My FQE voter didn't get their email. Can I just send them the link?**
   - If your voter is in FQE status and has a ballot record in SERVIS as SENT then yes, you can send them the link. As long as they have not already submitted a ballot in the OmniBallot portal, they will be able to log in and mark their ballot.
   - The link for FQE voters is: https://nm.omniballot.us/sites/35/site/app/home
   - The link should not be posted publicly, but can be provided to FQE voters who are eligible to use the OmniBallot portal.

   b. **My FQE voter tries to log in but they get an error message. What do I do?**
   - The voter must type/enter their information exactly as it appears in their SERVIS voter record. First name, Last name, Date of Birth, last four of SSN.
   - The voter's status reason in SERVIS must be Federal Qualified Elector.
   - The voter's absentee tab must have a ballot record for the current election and a ballot status of SENT.
   - Any other scenario will cause an error. If your voter still cannot log in, contact the SOS office for additional help.

   c. **My FQE voter has a ballot sent but I forgot to change the status reason to Federal Qualified Elector and now the record is locked. What do I do?**
   - Contact the SOS for assistance – please include the voter ID with your ticket.

7. **Specific questions pertaining to Absentee Cure:**

    a. **Can I provide my absentee cure voter with the link to cure so they do not have to wait for the paper notice?**
    -   Yes – the link to cure is the same for all voters: nm.omniballot.us/sites/35/site/app/cure/vr
    -   This link should <u>not</u> be posted publicly but can be provided to voters who are eligible to cure.

    b. **My Absentee Cure voter has an incorrect last four SSN in SERVIS and can't cure. What can I do?**
    -   This voter may not cure with Omniballot and will need to cure directly with the county clerk's office.

    c. **My Absentee Cure voter does not have internet access. How can I help them?**
    -   Curing via Omniballot can only be done using the Omniballot portal. This voter will need to cure directly with the county clerk's office. Paper/pdf cure forms are available.

    d. **My Absentee Cure voter cannot log into the portal and they get an error message.**
    -   The voter must type/enter their information exactly as it appears in their SERVIS voter record. First name, Last name, Date of Birth, last four of SSN.
    -   The voter's absentee tab must have a ballot record for the current election and a ballot status of REJECTED.
    -   Any other scenario will cause an error. If your voter still cannot log in, contact the SOS office for additional help. Please include the voter ID with your ticket.