

Frequently Asked Questions - Online and Telephone Voting

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Online Voting

Voter Eligibility and Voting Credentials

Q: Am I eligible to vote, and how can I confirm that I am on the Voters' List?

A: The municipality determines voter eligibility and maintains the Voters' List for the election. Use the municipality's official voter lookup service, if one is provided, or contact the municipality to confirm that you are on the Voters' List and eligible for the contests assigned to you.

Q: What should I do if my name, address, date of birth, ward, or school support is incorrect?

A: Contact the municipality before voting. An authorized election official will review the information and make any permitted correction. Do not cast your ballot if you believe the ballot assignment is incorrect, because a ballot cannot be changed after it has been cast.

Q: When does online voting open and close?

A: Online voting is available during the voting period approved by the municipality. A ballot must be successfully submitted before the official closing time to be recorded, subject to the Clerk's approved election procedures.

Opening and closing dates and times are determined by the municipality which will be published in your Voter Information Letter or on the municipality's official election website.

Q: What information do I need to vote online?

A: You need your Voter Information Letter or other municipality-approved voting credentials, access to the official voting website, and the additional identity information requested on the login screen.

Q: What is my 16-digit voting PIN, and how is it used?

A: The voting PIN is a unique 16-digit credential issued to an eligible elector for the election. It is used with any additional authentication information configured by the municipality to access the voting process.

Q: What should I do if I did not receive my Voter Information Letter?

A: Contact your municipality or attend the designated Voter Information Centre. An authorized election official will follow the municipality's identity-verification and replacement-credential procedure before issuing a replacement.

Q: What should I do if my letter or PIN is lost, damaged, stolen, or disclosed?



A: The original PIN is not simply disclosed again. Contact the municipality immediately. An authorized election official may disable the previous PIN and issue a replacement after verifying your identity and completing any declaration or other process required by the Clerk.

Q: What should I do if I receive more than one Voter Information Letter?

A: An elector may cast only the ballot for which they are eligible. If you have received two Voter Information Letters, contact the municipality so that duplicate records or credentials can be reviewed and the unused credential can be disabled if required.

Q: What should I do if the system says my PIN has already been used?

A: Contact the municipality immediately and do not attempt to obtain or use another person's credentials. The municipality may require you to attend a designated location with identification, complete a declaration, and participate in an investigation before a replacement credential is considered.

Q: What should I do if someone asks me to disclose my PIN?

A: Do not share it. Your PIN and other authentication information are confidential voting credentials. No one should ask you to disclose your PIN.

Accessing the Voter Portal

Q: How can I confirm that I am using the official voting website and not a phishing site?

A: Use only the web address provided in the municipality's official election materials or the URL provided within your Voter Information Letter. Check that the address is correct, the connection uses HTTPS, and the browser does not display a certificate or security warning. If a warning appears, stop and contact your municipality.

Do not use a voting link provided through an unverified message or website.

Q: Which devices, operating systems, and browsers can I use?

A: The Sequent online voting solution can be used from a supported desktop computer, laptop, tablet, or smartphone with an internet connection and a current web browser. Common current browsers include Chrome, Safari, Edge, and Firefox.

If your device or browser does not work with the Voter Portal, try a current version of another common browser or use another supported device. You may also contact your municipality or attend a Voter Information Centre or other assistance location established by the municipality.

Q: Can I vote using a smartphone or tablet?

A: Yes. The voting solution is designed for common smartphones and tablets. Use a current browser version, a stable internet connection, and the official voting link provided by the municipality.



Q: Do JavaScript and cookies need to be enabled, and can I use private browsing or the browser's Back button?

A: Use a current browser with JavaScript and cookies enabled so the Voter Portal can maintain a secure voting session. Use the navigation controls displayed in the portal rather than the browser's Back button. If private or incognito browsing prevents the portal from working correctly, use a standard browser window.

Refer to the municipality's official election website or contact the municipality if you need device-specific instructions.

Q: What accessibility features are available for online voting?

A: The Voter Portal is tested across various screen resolutions and device conditions, including landscape and portrait orientations and font-scaling scenarios for accessibility.

For information about keyboard or screen-reader use, zoom and contrast, accessible formats, or assistance at an approved location, refer to the municipality's accessibility plan, official election website, or published support channels.

Q: Can I vote in English or French?

A: The languages available in the Voter Portal are determined by the municipality. Refer to your Voter Information Letter, the municipality's official election website, or the language options displayed in the portal.

Q: Can I vote or receive assistance at a Voter Information Centre, help centre, or voting kiosk?

A: The municipality may provide Voter Information Centres, accessible voting locations, voting kiosks, or other approved assistance locations. A support person, interpreter, or election official may assist where permitted by the Clerk's procedures, but must preserve ballot secrecy and act only on the elector's instructions.

Refer to your Voter Information Letter or the municipality's official election website for the locations, hours, services, and identification requirements that apply.

Q: What should I do if my PIN, date of birth, or other authentication information is not accepted?

A: Check that the PIN and any additional requested information have been entered exactly as instructed. For online or telephone voting, enter the year, month, and day in YYYYMMDD format if that is the format requested. If the error continues, contact your municipality. Repeated unsuccessful attempts may trigger configured security controls.

Q: Why am I being asked to complete a CAPTCHA or human-verification check?



A: The human-verification check, sometimes called CAPTCHA or Cloudflare verification, helps prevent automated or unauthorized attempts to access the Voter Portal. Complete the on-screen check before continuing.

Q: What does it mean if the portal says the election is not open?

A: The voting period has not started, or the voting channel is not currently available. Confirm the official opening date and time shown in the Voter Information Letter or on the municipality's election website.

Q: What happens if voting closes while I am completing my ballot?

A: Do not wait until the last minute. Your ballot must be successfully submitted according to the municipality's closing procedures. If an approved grace period for an active session is configured, follow the instructions displayed by the portal.

Refer to your Voter Information Letter or the municipality's official election website for the closing time and any procedure that applies to a session already in progress.

Q: What should I do if the website is temporarily unavailable?

A: Confirm that your internet connection is working, wait briefly, and try the official website again. If the message continues, use the municipality's published support channel. Do not use a link provided through an unverified message or website.

Q: What happens if my session times out?

A: No ballot is recorded unless you reach the final submission step and receive confirmation that the ballot was successfully cast. Sign in again using your credentials and follow the on-screen instructions. Partial or abandoned selections are not included in the tally.

Refer to the municipality's official election website or contact the municipality if you need information about the session time limit.

Q: What happens if my internet connection is lost while I am submitting my ballot?

A: Return to the official Voter Portal and sign in again. If the system shows that you have already voted, the ballot was successfully submitted. If voting is still available, the ballot was not cast and you will start the process again. Contact the municipality if you are uncertain.

Q: Can more than one elector safely vote using the same device?

A: Yes. The system supports separate voting sessions on the same device. Each elector must use their own credentials. After a ballot is completed, select Finish and ensure the previous session has ended before the next elector signs in.

Casting a Ballot

Q: How do I vote online?



A: Open the official voting website, sign in using the required credentials, select the election, and follow the instructions. Make your selections, review the ballot, and choose the final cast option only when you are ready to submit it. A confirmation screen and Ballot Identifier are displayed after a successful submission where these features are enabled.

Q: Why do I see only certain contests and candidates on my ballot?

A: Your ballot is based on your eligibility, including your municipality, ward, school support, and any other applicable voting area. If you believe a contest is missing or you received the wrong ballot, stop before casting and contact the municipality.

Q: Can I review and change my selections before casting my ballot?

A: Yes. The Voter Portal includes a review step before final submission. Use the available navigation controls to change selections before selecting the final cast option.

Once the ballot has been successfully submitted and the system confirms that it has been cast, it cannot be changed. The elector's voting status is updated so the same credentials cannot be used to cast another ballot.

Q: What happens if I leave a contest blank or select fewer candidates than permitted?

A: Per municipal requirements, a blank vote may be enabled. An undervote occurs when you select fewer candidates than the number permitted in a contest. An implicit blank occurs when you continue without selecting any candidate or option in a contest. The system may warn you that one or more contests are incomplete, but it can allow an intentional undervote when configured by the municipality.

Q: Does the system prevent or warn me about overvotes?

A: Overvote handling is configured based on the municipality's election requirements. The system can either prevent voters from selecting more candidates than permitted, or allow an overvote and require the voter to review and confirm the ballot before submission. The selected configuration is applied consistently across the relevant contests for that election.

Q: What is the difference between Blank Vote, Decline to Vote, and Spoil?

A: When configured, a Blank Vote may be recorded either explicitly, by selecting the Blank Vote option, or implicitly, by proceeding to the next contest without making a selection. The contest will appear as blank on the Review screen and will be reflected in the applicable portal or results reporting, as configured.

A municipality may configure either Decline or Spoil as a selectable option. The Voter Portal will display the option chosen by the municipality. If selected, it will appear on the Review screen and be reflected in the applicable portal or results reporting. A declined or spoiled vote is not counted as a vote for any candidate.



The availability and effect of these options depend on the municipality's approved ballot configuration and election procedures. Follow the instructions in the portal or refer to the municipality's official election website for local details.

Confirmation Privacy Security and Audit

Q: How do I know my ballot was cast, and how do I use the Ballot Identifier, QR code, or Ballot Locator?

A: After final submission, the Voter Portal displays a confirmation that the ballot was received and provides a unique Ballot Identifier where this feature is enabled. A QR code may also be provided. If you do not receive the confirmation, do not assume the ballot was cast. Sign in again or contact the municipality's published assistance line.

The Ballot Locator Tool allows a voter to confirm that the encrypted ballot associated with the receipt has been received and recorded in the electronic ballot box. It does not display the selections made on the ballot, link the ballot to the voter's identity, or prove how the voter voted.

Printing is optional. Save the on-screen Ballot Identifier if you plan to use the Ballot Locator. Refer to the portal, your Voter Information Letter, or the municipality's official election website to confirm whether a QR code and Ballot Locator are available and how to use them.

Q: How are ballot secrecy and election data protected, where is the data stored, and how can the results be audited?

A: Online ballot selections are encrypted in the voter's browser before transmission. Encrypted ballots are anonymized through a verifiable mixnet before decryption and counting. The voting process separates voter identity from ballot choices, and the receipt does not reveal the selections.

The system validates encrypted ballots when they are submitted and records them in the electronic ballot box with cryptographic protections. Sequent produces verification evidence showing that ballots were correctly mixed, decrypted, and counted. Sequent also provides immutable election and administrative logs, voter-facing verification tools, and an Election Verifier for checking the cryptographic evidence produced during tallying. Audit information excludes ballot selections linked to identified voters.

Election key management, data-hosting location, retention, privacy contacts, publication of verification evidence, and the audit process depend on the municipality's approved configuration and procedures.



Telephone Voting

Telephone voting details vary by municipality and election configuration. Use the official number and instructions in your Voter Information Letter or on the municipality's official election website, and follow the prompts you hear during the call.

Q: Is telephone voting available, what number do I call, and when can I vote?

A: Telephone voting is available only where it has been authorized and configured by the municipality. If it is offered, the telephone number, voting dates and times, and instructions will be included in the Voter Information Letter or other official election communication.

Use only the telephone number published by the municipality. Refer to your Voter Information Letter or the municipality's official election website for the number, opening and closing times, and support contact details.

Q: Is the number toll-free, and which types of telephones can I use?

A: The municipality will identify the official telephone voting number and any telephone requirements in the Voter Information Letter or on its official election website. Those materials will confirm whether the number is toll-free and which landline, mobile, or other telephone services may be used.

If you cannot connect using your telephone, contact the municipality or use another voting method or approved assistance location offered by the municipality.

Q: What information do I need before calling, and how do I enter my PIN and date of birth?

A: Have your Voter Information Letter or other municipality-approved voting credentials ready before calling. The voting PIN is a unique 16-digit credential issued to an eligible elector and is used with any additional authentication information configured by the municipality, such as date of birth, to access the voting process.

Enter the requested information exactly as instructed by the telephone prompts. If you are asked for your date of birth, enter the year, month, and day in YYYYMMDD format unless the municipality's instructions state otherwise.

Q: What should I do if my credentials are rejected, my PIN has already been used, or I am locked out?

A: Check that the PIN and any additional requested information have been entered exactly as instructed. Repeated unsuccessful attempts may trigger configured security controls.

If the system says your PIN has already been used, contact the municipality immediately and do not attempt to obtain or use another person's credentials. The municipality may require



identity verification, a declaration, and an investigation before a replacement credential is considered.

Q: Can I vote in English or French, and what accessibility assistance is available?

A: Telephone voting languages and accessibility assistance are determined by the municipality. Follow the language and accessibility instructions in your Voter Information Letter or the telephone prompts.

You may also contact the municipality's approved voter-support service or attend an assistance location. A support person, interpreter, or election official may assist where permitted by the Clerk's procedures, but must preserve ballot secrecy and act only on the elector's instructions.

Q: Which keypad buttons are used to navigate, make a selection, repeat information, and continue?

A: Follow the telephone prompts, which explain the keypad button to use for each action. The exact keypad map may vary by election configuration.

Q: How are the contests, candidate names, and permitted numbers of selections read to me?

A: The telephone voting service reads the contests and available candidates or options and tells you how many selections are permitted. Listen to the complete instructions for each contest before making a selection.

Candidate order, pronunciation, language, and repeat options depend on the municipality's approved ballot and telephone configuration. Follow the prompts and refer to the municipality's official election information if you need additional guidance.

Q: How do I select and confirm a candidate using the telephone keypad?

A: Listen to the complete list of candidates or options and follow the telephone prompts to enter the corresponding keypad selection. The system will provide the applicable confirmation or next-step instructions.

Q: Can I go back and change a selection before submitting my ballot?

A: Telephone voting configuration provides a review or correction option, follow the prompts to go back and change a selection before final submission. Once the ballot has been successfully submitted and the system confirms that it has been cast, it cannot be changed.

Q: How do I skip a contest, leave it blank, or select fewer candidates than permitted?

A: An undervote occurs when you select fewer candidates than the number permitted in a contest. An implicit blank occurs when you continue without selecting any candidate or



option in a contest. Where permitted, the system may warn you before allowing you to continue.

The exact keypad action and the treatment of a blank or undervote depend on the municipality's approved ballot and telephone configuration. Follow the telephone prompts closely. You can repeat the messages at any time by selecting the correct prompt provided.

Q: How are overvotes, Blank Vote, Decline to Vote, and Spoil handled?

A: Overvote handling is configured based on the municipality's election requirements. The system may prevent more selections than permitted or may require the voter to review and confirm an overvote before submission.

A municipality may configure Blank Vote, Decline, or Spoil options. If an option is available by telephone, the prompts will explain how it applies. It is not counted as a vote for a candidate.

Q: How do I review my selections and provide final confirmation before my ballot is cast?

A: Listen carefully to the telephone review and confirm the election and contest names, candidate or option names, all selections, any blank contests, and any Decline, Spoil, or Blank Vote choices. Use the correction option provided by the prompts if anything is incorrect.

Use the final cast option only when you are ready to submit the ballot. The exact review sequence and final confirmation key depend on the municipality's approved telephone configuration.

Q: What happens if the call disconnects, times out, becomes unclear, or voting closes during the call?

A: No ballot is recorded unless you complete the final submission step and receive confirmation that the ballot was successfully cast. If the call disconnects or times out before confirmation, call the official number again and enter your credentials. If the system says you have already voted, the ballot was successfully submitted. If voting is still available, the ballot was not cast and you will start the process again.

If the audio is unclear, do not guess. Use the repeat option described by the prompts, call again, or contact the municipality. Your ballot must be successfully submitted before the close of the election. There is no allocated grace period for telephone voting.

Q: How do I know my telephone ballot was cast, and can I use a Ballot Identifier or Ballot Locator?

A: : A telephone ballot is recorded only after the final submission step and a successful-cast confirmation. Listen to the full confirmation before ending the call. If you do not receive confirmation, do not assume the ballot was cast; call the official number again or contact the municipality. The ballot receipt will be acknowledged at the end of the call. Please write this



down. You can verify the ballot was cast by accessing the online portal, inputting your credentials and verifying by selecting the ballot locator tool.

Q: How are telephone ballot secrecy, voter assistance, call information, and audit records handled?

A: The voting process separates voter authentication from ballot choices so that the voter's identity is not connected to the recorded selections. Encrypted ballots are anonymized through a verifiable mixnet before decryption and counting. Sequent provides immutable election and administrative logs and cryptographic verification evidence. Audit information excludes ballot selections linked to identified voters.

