

# The Voter Journey

	Preparing to Vote	Choosing How to Vote	To the "Polling Place"	Getting a Ballot	Marking the Ballot	Casting the Ballot	Getting the Results
LEARN	<p>What is on the ballot?</p> <p>Am I registered?</p> <p>How do I register?</p> <p>When is the election?</p> <p>How do I vote? Can I mark a practice ballot?</p> <p>What happens at a polling place?</p>	<p>Where do I go to vote?</p> <p>What are my options for how and where to vote?</p> <p>Do I need ID?</p> <p>What are the deadlines?</p> <p>What am I voting on?</p>	<p>How do I get there?</p> <p>What is the "address"</p>	<p>How do I get my ballot?</p> <p>What does my ballot look like?</p>	<p>How do I mark my ballot?</p> <p>What if I make a mistake?</p> <p>Can I use my own accessibility technology?</p>	<p>How do I cast my ballot</p>	<p>Who won?</p> <p>Did my vote count?</p>
DO	<p>Register to vote</p> <p>Get a sample ballot</p> <p>Mark a practice ballot</p>	<p>"Rehearse" or plan</p> <p>Identify preferences</p> <p>Practice using a voting system or marking a ballot</p> <p>Chose level of communications from elections office</p>	<p>Go to the polling place</p> <p>Request a VBM ballot</p> <p>Other requests?</p>	<p>Authenticate or sign In</p> <p>Receive ballot</p> <p>Activate or open ballot</p>	<p>Mark the ballot</p> <p>Correct the ballot</p> <p>Print ballot</p>	<p>Review the marked ballot</p> <p>Prepare a vote-by-mail ballot to return</p> <p>Cast the ballot</p>	<p>See election results</p> <p>Verify ballot was received</p> <p>Track my ballot</p>
USE	<p>Registration forms / OVR</p> <p>Elections Web / Phone</p> <p>"My Voter" Portals</p> <p>Public Apps</p> <p>Social Media /Public Web</p>	<p>Elections Web / Phone</p> <p>"My Voter" portals</p> <p>Voter Guides</p> <p>Public Apps</p> <p>Social Media /Public Web</p>	<p>Online VBM System</p> <p>Transportation to Polls</p> <p>Public Apps</p> <p>Social Media /Public Web</p>	<p>Poll book or Sign In</p> <p>Ballot Delivery System</p> <p>Personal Technology</p> <p>Ballot "Activator"</p> <p>Passbook / Wallet / GPII</p>	<p>Pre-marked Ballot</p> <p>Ballot Marking System</p> <p>Ballot</p> <p>Personal Technology</p> <p>Ballot Reader</p>	<p>Mail Ballot Return</p> <p>Ballot Scanner</p> <p>Electronic Casting</p> <p>Electronic Ballot Return</p>	<p>E2E Verification System</p> <p>VBM/Ballot Tracking</p> <p>Elections Web / Phone</p> <p>Personal Technology</p>
PEOPLE / ROLES	<p>Voter education</p> <p>Voter registration</p>	<p>Voter education</p> <p>Elections office</p>		<p>Poll workers</p> <p>Election office</p>	<p>Poll workers</p>	<p>Poll workers</p>	<p>Elections office</p>
POLICY	<p>Voter Ed / Sample Ballots</p> <p>Eligibility</p>	<p>Voting Options</p> <p>Hours/Places</p>	<p>Voter ID</p> <p>Provisional Ballots</p>		<p>Voter Assistance Rules</p>	<p>Counting Rules</p> <p>Voter Assistance Rules</p>	<p>Audits / Canvas</p> <p>Ballot Records Access</p>
DESIGN GOALS	<p>Improve access to information</p> <p>Improve readability of information</p> <p>Support voters who don't have smart phones or digital access</p>	<p>Allow voters equal and convenient choices</p>		<p>Easier setup for personal needs and preferences</p>	<p>Better support for preferences and accessibility needs</p> <p>Ability to use personal assistive technology</p> <p>Wider range of assistive technology available at the polling place.</p> <p>Universal design/equal access</p>	<p>Improve convenience through technology</p> <p>Universal design/equal access</p>	
RISKS	<p>Inaccurate information</p> <p>Not in plain language</p> <p>Equal access to information</p> <p>Technical knowledge</p> <p>Trust in the system</p>	<p>Coercion</p> <p>Equal access</p> <p>Are all choices equal</p> <p>Unknowns</p>	<p>Transportation availability</p> <p>Convenience</p>	<p>USPS not reliable</p> <p>Wait times, long lines</p> <p>Receiving the correct ballot</p> <p>Trust in the system</p> <p>Availability of system</p> <p>Identification challenges</p>	<p>Unclear instructions</p> <p>Poor accessibility</p> <p>Poor support for preferences</p> <p>Trust in the system</p> <p>Availability of accessible system</p> <p>Coercion by assistants</p>	<p>Trust in the system</p> <p>Coercion</p> <p>Which ballot counts</p> <p>USPS not reliable</p>	<p>Trust in the system</p>