

FAQs for Online “Voter Registration”

Using a public computer

What should I do to protect my personal information?

Clear your cache after online transactions to make sure personal information isn't stored on your computer. Here are examples of how to do this:

In Firefox, go to Tools > History > Clear Recent History > from Time Range select Everything

In Internet Explorer, Select Tools (via the Gear Icon) > Safety > Delete browsing history

In Chrome, from the MENU button on the top right > More Tools > Clear Browsing Data

In Safari, go to Safari > Preferences > Privacy > Manage Website Data > Select “Remove All”

Printing forms

I can't print the registration form. What should I do?

The registration form provided on the results page is in PDF (Portable Document Format). This is a universal file format that allows you to read, print or download a document while keeping the fonts, graphics and general format of the original work.

To view and print the PDF registration form, install the free [Adobe Reader program](#) (link opens in a new window). If that does not work, install an older version of [Adobe Reader](#) (link opens in a new window).

Once you've installed Adobe Reader, click on the PDF file to open it, then click on the printer icon to print it.

If this does not solve your printing problem, please contact us at 1-888-234-VOTE (8683) or by e-mail at info@electionspei.ca. We'll mail or fax the appropriate form for you to complete and send back to us.

Your results

The system cannot confirm whether I'm registered. Why not?

There are a few possible reasons, listed below. Whatever the reason, keep in mind:

- **Address type:** This service accepts only civic address types. For example, 123 Main Street.
- **Name of municipality:** Once you've entered a postal code, choose the street in the municipality where you live (e.g. where you pay your municipal taxes). This may be different from the name Canada Post uses to deliver your mail.
- **Recent move:** If you've moved recently, we may not have your new address. Go back to the “[Enter information](#)” screen and enter your old address. You should get a result page saying you are registered. Click on “[Update your home address](#),” then enter your new address.
- **Recent name change:** If you've recently changed your name (e.g. after getting married) we may not have your new name. Search for your information using your previous name (the name most likely registered in our system). Once you have been found on the Register of Electors you will then be prompted to make any changes to your name.
- **Never been registered:** Some people have never registered in a provincial election. You can register online by completing the registration form [found here](#).

If you cannot register online, please contact us at 1-888-234-VOTE (8683) or by email at info@electionspei.ca. We'll send the form by mail, e-mail or fax. Complete the form, sign it and return it by mail or e-mail, along with a copy of your proof of identity and address.

I submitted my address correction or registration request online. Will you send further confirmation that my request has been accepted?

No, we will not send further confirmation. If you provided your e-mail address and/or phone number, however, we may follow up with you if more information is needed to process your request.

If you'd like to check if your request has been accepted, you can revisit the online voter registration system at a later date and check if you are registered at the correct address

When an election is called, we will mail a voter information card to the address we have on file for you, or alternatively by e-mail if one has been provided.

Driver's licence

Why do you ask for my driver's licence number or provincial ID card number?

We use your driver's licence number or provincial ID card number to ensure that we update the correct record on the provincial Register of Electors with the data you entered. Election law allows Elections PEI to get provincial data for this purpose (name, address, date of birth, gender, driver's licence number and provincial/territorial ID card number).

What if I don't have a driver's licence or provincial ID card?

Most online transactions do not require a driver's licence or provincial/territorial ID card.

If your request requires a card that you do not have, there are other ways to register. Before an election is called, you can submit your request by mail or e-mail instead. Enter your information in the online voter registration screens. ***When you get to the results page, you'll see a PDF form, pre-filled with the information you entered. Print and sign the form. Send it to us by mail or fax, with copies of documents proving your identity and address. (The form explains what documents are accepted-there are many options.)***

- ***Can we have something like this as well?***

How do you keep my driver's licence and provincial ID card information secure?

Driver's licence and provincial ID card numbers are encrypted before being transmitted electronically, keeping the number confidential. Also, physical safeguards and firewalls protect the servers where the data is stored.

If I update my voter registration address here, must I also contact Access PEI to update my address with them or will the change be made automatically?

You must contact your local Access PEI office directly to update your address with them. Elections PEI does not provide any data to Access PEI sites.

Information sharing

Does Elections PEI share my information?

Elections PEI provides voter registration information – name, address, date of birth and gender – to Elections Canada. Sharing voter registration information improves the accuracy of lists of electors and reduces costs. This information is shared in accordance with the Canada Elections Act and provincial and territorial laws.

Move date/By-election residency requirements

Why do you ask when I moved to my new address?

Your move date may affect your eligibility to vote in a by-election. To be allowed to vote in a district's by-election, you must live in that district at the beginning of the revision period (usually **33 days before election day**) and still be living in that district on election day. If you have any doubt about whether you meet these residency requirements, please contact the returning officer in your district to determine whether you are allowed to vote in the by-election. Under elections law, it is illegal to vote if you do not meet the requirements. (During an election, use the [Voter Information Service](#) (link opens in a new window) to get contact information for your returning officer.) ** [Need to have this information page available](#).

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*** Text in red: We need to have links to these various screens re-directing electors to screens capturing their information**