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|  | **Voter Outreach Materials** |
| **Auto-response email messages** |

One of the features of email systems is the ability to send an automatic response to every message to your main public information email address.

These messages acknowledge the email and provide answers to the most frequent questions. The automated response helps on days when you can’t keep up with the messages, or after office hours, still providing useful information.

* There are alternative messages to use as the deadlines pass. Don’t delete a question after the deadline, but briefly let people know that they have missed the date and what their alternatives are.
* If you are getting a lot of messages or calls on a timely topic, put that at the top.
* If there are court ordered change, include the date of the change in case there is a countermanding order.
* Don’t provide too much detail. This isn’t *everything* on a topic, but the most frequent answers. If the information is easily available online, provide a link.
* When filling in links, generally send people to the information page if there is a prominent link to the online form near the top of the page. That way, they have all the details and easy access to the form.

Thank you for contacting the [NAME OF OFFICE].
Your email will be answered as quickly as we can. While you are waiting, you may find the answers you are looking for in this message.

**Recent change to [something about voting]**

On [date] a [court decision | executive order] [extended] the deadline to [what] to [date].

[Add any more information like what happens as a result of the change]

**What is the last day I can register to vote in the November 3 election?**

The last day to register to vote for the November 3, 2020 election is [October ##].
Go to [VoteState.gov/register] for more information.

 - OR -
Registration for the November 3, 2020 election ended on [October ##.]
Be ready to vote in the next election and register to vote early.

 - OR -
You can register online or by dropping off a paper form until [October ##].
You can register at an early voting center or polling place until Election Day, November 3.
Go to [VoteState.gov/register] for more information.

**Can I vote in person before Election Day?**

Early voting centers are open from [date to date] from [time to time] on [days of week].

 - OR -
You can request and vote an [absentee ballot] at the [location] from [date to date].
You can find a [map | list] of locations at [VoteCounty.gov/earlyvoting]

 - OR –

There is no in-person early voting in [State].

**Where is my polling place to vote in person on Election Day?**All polling places will be open on Election Day

 - OR –
[##] polling places will be open on Election Day, including [any super centers].

 - OR –
Your polling place may have changed.

You can find your polling place online in the [MyVoter.gov portal] by entering your first and last name, address and the year you were born.

**How do I request [a mail-in] ballot?**

The last day to request [a mail-in] ballot is [October ##]. You can do this online at [VoteState.gov/mail-in]

 - OR -
The deadline to request a ballot was on [date].
You can still vote in person. See your options for voting in person below.

**What is the deadline to return my [mail-in] ballot?**

Your [mail-in] ballot must be postmarked by [Election Day, November 3 | date].

 - OR -
Your [mail-in] ballot must be delivered to the elections office by

**How long does it take the Post Office to deliver my ballot if I return it by mail?**
The US Postal service recommends allowing 7 to 10 days for your ballot to be delivered, so you should mail it by October 23.

**Can I drop off my ballot?**

You can drop off your [mail-in] ballot at [the elections office, any satellite office, early voting center, or polling place on Election Day].

You can also drop your ballot at one of our [##] secure ballot drop boxes located around the county. Drop boxes are emptied every evening, so your ballot will arrive at the election office the same day you place it in the box.

You can find locations of all drop off locations at [VoteCounty.gov/dropoff]

**Can someone else return my ballot?**

[Only a relative can return your ballot for you. They must also sign the form on the back of the envelope.]
 - OR –

[whatever the rules are]

**If I received [a mail-in] ballot, can I change my mind and vote in person?**

You can vote in person if you [bring your [mail-in] ballot to the early voting center or polling place].

If you forget to bring your ballot, you will have to vote on a provisional ballot, which will be counted after we can determine that you did not vote by mail.