**Frequently asked Questions**

**What is the iVote system?**

The iVote system is a form of voting using a telephone or the internet. It can be accessed using your own technology either in the comfort of your own home, or at a location of your choice.

**Who can use the iVote system?**

The iVote system is available to people enrolled in NSW who:

* Are blind or have low vision.
* Have literacy needs.
* Have a disability.
* Live more than 20kms from a polling place.
* Will be outside NSW on Election Day.

**How do I register to vote using the iVote system?**

You can register online at [www.ivote.nsw.gov.au](http://www.ivote.nsw.gov.au). Alternatively you can register via the phone by dialling 1300 24 86 83 inside Australia, or +61 2 9290 5287 outside Australia.

Registration for the iVote system opens at 10am (EDST) Thursday, 12 February 2015 and closes at 1pm (EDST) on Saturday, 28 March 2015.

To register:

* You must be on the electoral roll.
* You will need to make a declaration that you are eligible to use the iVote system.
* You will need to provide a Personal Identification Number (PIN) of 6 digits, and of your own choosing.
* Your iVote number will then be sent to you by your nominated method – for example via SMS text, email, or phone.

**Please note** that the **operator-assisted registration service** is only available during regular business hours and on weekdays, beginning from 9am – 5pm Thursday, 12 February, and closing again on Saturday, 14 March.

**When can I use the iVote system?**

After you’ve completed the registration process you will be able to vote from 8am (EDST) Monday, 16 March, until 6pm (EDST) Saturday, 28 March 2015.

Operator-assisted registration and voting will be available from:

* 8am to 8pm, 16 to 22 March;
* 7am to 11pm, 23 to 27 March; and
* from 7am to 6pm on election day, Saturday 28 March.

**How do I vote using the iVote system?**

Once you’ve registered, created your unique 6-digit PIN and received confirmation with your assigned iVote number, you will be able to use these details to vote.

You have two options:

* Sign in using your PIN and iVote number at ivote.nsw.gov.au; or
* Call 1300 2 iVote (1300 24 86 83).

Instructions for voting are then provided:

* Ballot papers are shown on screen, or read to you if you’re using a phone.
* You choose candidates by using a mouse, keyboard or telephone key pad.
* You can check, edit and confirm your choices before your vote is submitted.
* You can also save the voting session, leave and return later to finish.
* Submit your vote when you’re satisfied that you’ve completed the process in accordance with your voting preferences.
* A receipt number will be issued once you have voted.

**Can I check that my vote is recorded as I intended?**

You can use the telephone verification service during the election period to confirm your vote has been captured correctly. Simply enter your iVote number, PIN and receipt number to hear your preferences.

If your vote is not as you cast it, then you are advised to phone the call centre, re-register and re-vote.

**What happens to my vote after the election closes?**

Your vote is stored securely until 6pm on Election Day, when it is decrypted and then counted.

**Can I practice using iVote?**

You can have a practice run if you would like to see how it works before casting your real vote.

Try the online demonstration version now by visiting [www.ivote.nsw.gov.au](http://www.ivote.nsw.gov.au) and navigating to the tab 'Try the iVote Practice System'.

To access the demonstration by telephone, call one of these numbers from Thursday, 12 February onwards:

* 1300 2 iVote (1300 24 86 83) inside Australia, or
* +61 2 9290 5287 outside Australia.

**Want more information?**

Go to [www.votensw.info](http://www.votensw.info) or phone 1300 135 736

**Remember to register for iVote from 10am Thursday, 12 February**