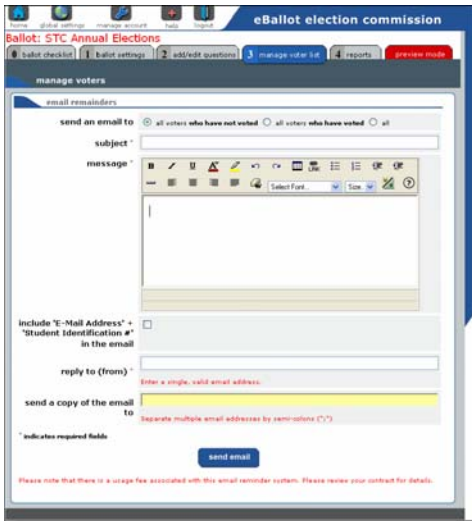


## eBallot Email Reminder System



The email reminder system is a new feature in eBallot. This new feature will allow you to effortlessly market your election; send out login information to your voters without the expense of paper and mail; and increase voter turnout by sending consistent email reminders with a click of a single button.

**Note: There is a charge associated with using the eBallot Email Reminder System.**

- Email reminder prerequisites
- Email reminder form fields
- Schedule for emails sent
- Review email campaigns
- Troubleshooting

To have a successful email campaign with eBallot, keep the following points in mind:

- **Pre-requisites for email reminders**
  - For you to be able to send email reminders, you need to include the email address in the voter list that is provided to the eBallot team before the commencement of the election.
  - The email reminders will only go out to voters with correct and valid email addresses.
- **Email reminder form fields**
  - **Send email to target audience** – Email reminders can be sent to three categories of voters.
    - All voters who have not voted – *used mainly for increasing turn out*
    - All who have voted – *used mainly to thank voters for their participation*
    - All voters – *used mainly to send out usernames and passwords or to announce results.*
  - **Subject** – You can enter in the subject of your email up to 200 characters.
  - **Message** – the message that is sent out to your voters can include two elements of information:
    - Message that you added.
    - Automated text that is generated by the system – If you chose to include the login authentication information to be sent along with the email by checking of that box. (This information will be added at the bottom of your message)

The text that is added by the system appears below:

To vote, login using the login parameters noted below:  
 Username: joe\_voter  
 Password: qwerty

- **Reply To** – when the system sends out the email, it needs to display where the emails are being sent from.  
**Note:** Make sure you enter a *valid email address* because this is also the email address that people can reply to and this is also the email address that all the bounce backs will be sent.
- **Send a copy of the email to (BCC)** – The email reminder system can send a blind copy of the email to any email address that you want.  
**Note:** You can add multiple address to this text box by separating them with semicolons “;”.
- **Schedule for emails sent** – When you fill out all required fields and click the “**send email**” button on the email reminder page, the emails will be automatically queued and await delivery. The system sends out the emails in approximately once every three hours.

**Note:** Due to various factors - like the recipient’s email system, network traffic and mail relay system - the recipient could receive the email as late as 12-15 hours after it is sent.

- **Review email campaigns** – You can review the logs of all your email campaigns by simply clicking on the **View Email Logs** link on the main **Manage Voters** tab. The Email Logs screen will be displayed, as shown below.



**Note:** The system will not display the number of emails sent for each campaign. A bill will be generated at the end of the month with an aggregate of all the email campaigns.

- **Troubleshooting** - If you run into problems please review the following trouble shooting tips before contact thing the eBallot technical support team.

Errors	Reason
Email Address cannot be greater than 50 characters.	The email address field cannot exceed 50 characters.
Email Address is invalid.	The email address entered is invalid. (All email addresses must have an '@' symbol

	and at least one '.' following the '@' symbol.
Email cannot be sent	<p>If you have copied and pasted the text from Microsoft Word, it can sometime create additional text that prevents the email from being sent.</p> <p>Follow these easy steps:</p> <ul style="list-style-type: none"> <li>• Delete all text form the text box.</li> <li>• Copy the original text from Word to Notepad</li> <li>• Copy and past the text from Note pad to The email text box and then try to send the email</li> <li>• Ensure that you are only using ";" to separate email address in the <b>"send a copy of the email to"</b>.</li> <li>• Ensure that the <b>"reply to" email</b> is a valid email address.</li> </ul>
You are trying to create a table or paste a table into the email text box and additional space gets added to the email message	<p>Using the table functionality in the text editor can sometime produce some unusual results. To delete the space that gets created automatically please follow these steps:</p> <ul style="list-style-type: none"> <li>• Click on the HTML/text toggle button on the text tool bar</li> <li>• You will see the HTML version of your letter.</li> <li>• Now delete all spaces including carriage returns between all HTML tags. The HTML tags are easily identifiable as they always begin with "&lt;" and always end with "&gt;".</li> </ul>

**If after going thru the above trouble shooting tips you are still not able to send your email reminders out, please contact the eBallot technical team for speedy response at: <http://help.votenet.com/EmailUS/>**

***Changing  
Mindset***



**eBallot**

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