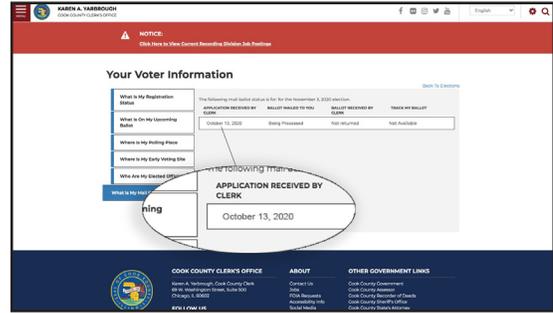
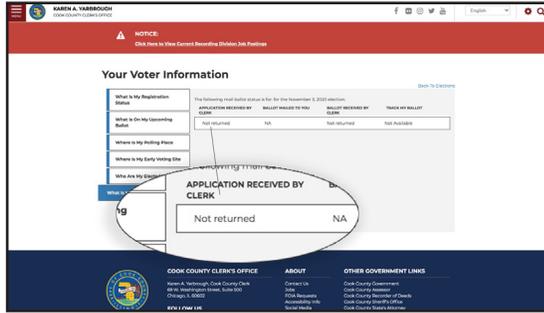




# Cook County Clerk's Mail Ballot Status Process

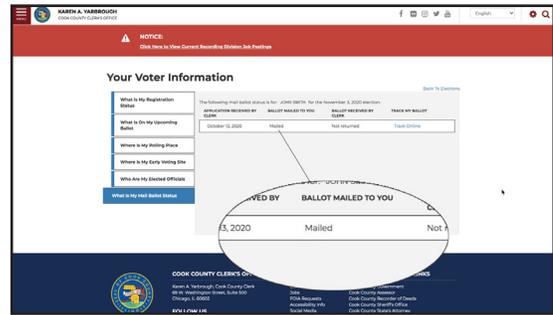
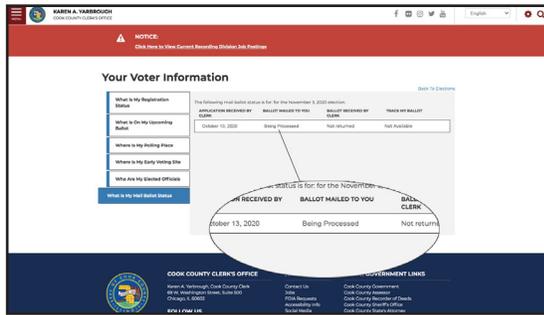
## Processing Your Mail Ballot Application:



If your mail ballot hasn't been processed it will read "Not Returned."

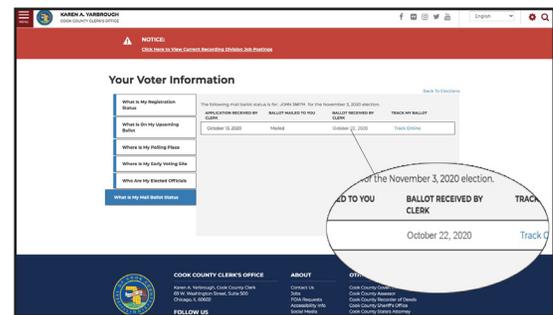
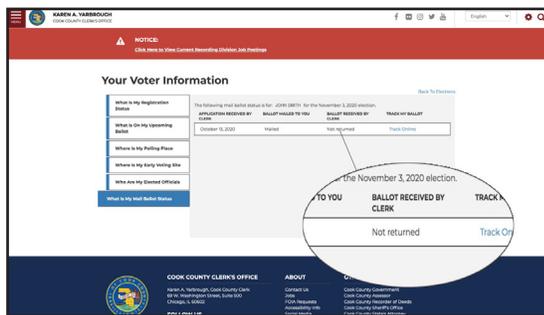
This indicates that your Mail Ballot is still waiting to be processed. Once your Mail Ballot application is processed it will show the date. The next step is mailing your ballot to you.

## Receiving a Mail Ballot:



If your mail ballot status reads "Being Processed" this indicates that your Mail Ballot has yet to be sent out to you from the Clerk's Office. Once our office mails your ballot it will read "Mailed." Please keep in mind that your Mail Ballot will take a few days to get to you.

## Returned Mail Ballots:



Once you have received your Mail Ballot and filled it out you must return it to our office.

Whether mailing your ballot via the USPS or utilizing one of our secure drop boxes, your status will read "Not Returned." However, your Mail Ballot must first be processed.

This process includes running it through our Mail Ballot machines, which sort your ballot and scan your signature. The ballots are then reviewed by Election Judges for signature verification. Once this process is completed, your status will be changed to "Returned."

This process does take time due to the high volume of Mail Ballots our office receives. Remember all mail ballots will be counted on Election Day after the polls close.

# Mail Ballot Process FAQs

## **I applied for a mail ballot and I have not received it. What should I do?**

- Please send an email to [mail.voting@cookcountyiil.gov](mailto:mail.voting@cookcountyiil.gov) with your:
  - Full Name
  - Birthdate
  - Address
- Our team will research your registration and provide you an explanation as to how to successfully apply online.
- Visit one of our 53 Early Voting Site to instead cast your ballot at the polls.

## **I mailed my ballot and it has been several weeks and I can't find any record of it being received on the Clerk's website. What should I do?**

- No need to panic. Ballots are first sorted before they're scanned, where machines take an image of the signature to be looked at by a team of judges who compare it to your voter file signature.
- After signatures are verified, they are ran through an additional scanner which updates the Mail Ballots' status on our website for the voter to see in the tracker.

## **My mail ballot appears to be stuck at the post office. What should I do?**

- Once your ballot has been tracked to USPS, this is as far as our tracking goes until your ballot is processed and marked as "Received."

From this point mail ballots are then delivered to our Election Operations Center (EOC) where the ballots are sorted/open by machines where and it takes an image of the signature to be looked at by a team of judges who compare it to your voter file signature.

Once this process is done, this is when your status will be updated, or you will be contacted if your ballot had any irregularities.

**I applied for my mail ballot months ago but have not received it. Should I just go to a polling place and vote in person?**

- If voters would like to cast their ballot at one of our 53 Early Voting Sites or their Election Day polling place, and have still not received their ballot, they will still be allowed to vote in person, provisionally.
- Once our office can guarantee that the voter did not receive and/or cast their mail in ballot, the in-person vote will then be counted.
- Mail Voting can be a backup plan for voters. You are not excluded from voting in-person just because you signed up to Vote By Mail.

**Can I track my ballot if I dropped it in a secure drop box?**

- Yes, but because our Secure Drop Boxes are picked up every day and scanned by an armed carrier before being brought to our operations center and scanned into our inventory again, there is only one tracking update for your ballot – “received.”
- So while your ballot will be trackable, the only update drop box voters will see is “received” only after the ballot is scanned, sorted and signature verified by our team, upon arrival.

**I am registered to vote, but when I go online to apply for a mail ballot, it tells me that my registration cannot be found. What should I do?**

- Please send an email to [mail.voting@cookcountyiil.gov](mailto:mail.voting@cookcountyiil.gov) with your:
  - Full Name
  - Birthdate
  - Address
- Our team will research your registration and provide you an explanation as to how to successfully apply online.