

2012 Jellybean Internet Voting Election - Exit Survey Comments

Number of responses received	224
Complexity of Registration Process	68 Comments
	Actually voting wasn't a big problem. It was the hoops to get there ... register. Get the email. Remember the PW. Get a pin. Save the PIN in a PDF. Go to Vote. Find PIN. Remember PW. OK, now I can vote! It was easier than traipsing to the local school to vote ... and would be good for absentee or advance ...people not in Edmonton. Maybe young people would be more willing to vote since it's less hassle. I really don't have the confidence that my vote got counted and didn't just spin into cyberspace. Although I guess that would be the same problem for any absentee ballot ... did it get there. So this makes sense for that. But I like seeing my paper go into the machine and know it's being counted. So ... I like it ... and I might use it ... but I'm not sure.
	Great initiative, but I found the registration process to be more complex than it perhaps needs to be. Also, it is not very inclusive in including all Edmontonians as just because you do not fit the criteria that is mentioned at the beginning of the poll, does not mean that we should not be allowed to vote.
	The only issue I have with this system is with the login design. I had forgotten the password that I used when I registered, so I was guessing with one of the usual ones that I rotate... so, when I entered the incorrect password, the page reset and erased my pin too. I am pretty good on a keyboard, but these types of pins are difficult to enter and I'm quite certain there will be many users that are not very proficient at keyboarding and will be frustrated by having to re-enter the pin if they make an error. It would be nice if the page would remember the pin with an incorrect login attempt so that the user can review that there are no errors in the pin without having to enter it again and try their password again. For security, login attempts could be limited to a set number. A password retrieval/reset system would be helpful as well.
	definitely a step in the right direction but way too many passwords, confirmation numbers, receipt number and processes to be able to cast a ballot. What if I want to leave a question blank?
	Password rules do not work as stated in the registration form. I tried a password that was 8 characters long with at least one capital letter, small letter and number and it would not accept it. I kept trying variations until it finally accepted a password 16 characters long. Other than that, I would have rated the registration form higher.
	Only had trouble with the registration as there doesn't seem to be an option to go back and submit voter identification after pressing submit because I realized I could have scanned my identification and attached it instead.
	The registration and voting sites should be mobile optimized. It was possible but difficult to navigate on a phone.
	Registration ID options were unclear. Found emails were slow to get back to me with info/PIN. My opinion it's easy to walk uphill both ways hip deep in snow and ballot at the local school. If emails are slow and people miss the vote, then there will be uproar. This should be used as advanced poll only in case it fails.
	Try to make all of your associated websites mobile friendly so that it works on any platform and looks good!
	Performed entire process, registration through voting, on my iPod. Request that ID able to be submitted via email and/or image upload AFTER the registration time as was not able to upload via iPod.
	extremely simple process except for trying out sending in my identification information for verification. Easy and straight forward instructions. thank you.

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Complexity of Registration Process Con't	
	Only real issue I had was providing proof of identity. I scanned my drivers licence into my computer as a JPEG and for some reason your computers did not recognize the format. I could have done it as a PDF file but it was not clear what format you required. Other than that there were no issues
	The 16 character PIN is very tricky to enter. I am concerned that seniors will have difficulty with it. Also, by the time the election comes, I will have lost or forgotten both it and my password. During registration, I was quite confused about attaching a copy of my identification. I scanned my driver's licence and then copied it into the little box. But I couldn't verify if the box actually accepted my scanned file. If I could double-click to open it, then I would have been more comfortable. Again, I'm not sure most seniors would be able to do it anyway
	You just need to make it easier to provide proof of identity and age. Not everyone has home scanners or faxers
	Once I was able to obtain a PIN number (there were some issues with Telus blocking the emails and my company blocking the emails), it was easy to vote. I was not comfortable attaching important documents to the registration. My concern with computer voting is if some computer glitch occurs, everything could be lost or corrupted, and sensitive information could land into the hands of people who should not have it. (laptops stolen, memory sticks stolen, lost or misplaced). I like to vote in person. It adds some excitement to the process.
	The only part of the process I was not keen on was the registration, specifically submission of ID. It appeared to be cumbersome and not very convenient to have to scan your ID ect..
	I had a hard time at first but with help on the phone I did fine Thank you.
	Overall, the experience was insightful, and smooth. The only issue I had was providing my identification. I may have missed something prior to starting the registration process, but knowing the options available for submitting the identification would have been helpful. While I was registering, I didn't have a file on my computer that could be uploaded for identification, so I thought I would fax it in. However, when I tried to fax in my driver's licence, it wouldn't work. So, I wanted to go back and upload a file, but was told that option was no longer available, unless I wanted to re-do my registration. Maybe, for the future, there could be something in place prior to registration clearly outlining the identification submission options, and also something in place after registration that would allow for changing how the identification could be submitted without re-doing the registration
	Main concern was re attaching identity aspects as I have none of the items mentioned on a soft copy that could be attached (and would never store such items on my computer in case was hacked) and would not mail in my passport, drivers license etc. so not certain on how many would be able to really confirm their identity to the city vs. being in person to do so.

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Complexity of Registration Process Con't	
	The only part of the process that was somewhat difficult was submitting identification. I do not currently have electronic copies of my passport, driver's license, etc. I faxed my identification information, but it took two phone calls to track down a fax number (perhaps I missed it in the on-line information when I registered...) At any rate, I realize that I will have to scan some of my ID into my computer if I want to participate easily in a 'real' election - perhaps that could be made clearer for people as part of your process prior to the municipal election next fall.
	I found the need to include personal identification frustrating (but understandable). I don't have access to a scanner so would need to provide my ID in person or via the mail - I wonder if there's a different way to do this part?? I encourage further exploration of this method of voting - overall, it was a great experience!
	The biggest issue I would see for some people would be downloading and sending the picture ID. The first format I submitted wasn't acceptable so I had to scan it under a different format to resubmit. Otherwise the whole experience was very interesting and if I qualified I would definitely consider voting online in a civic election. Thank you.
	How will I submit identification information, i.e. birth certificate, passport, etc., if I am unable to attend a polling station because of mobility issues. There needs to be a way to get identification verified online. Otherwise the whole point of the online voting system is mute.
	I appreciated that when I typed in my PIN, the cursor automatically moved to the next box. I was a bit confused when filling in my registration form and I am not sure how my identification would have been sent in had I really needed to do so. I don't remember seeing an explanation as to whether it should be mailed in or faxed in or whatever. I guess there is a security risk for someone to steal the paper copy of personal information.
	I think this is a great way to vote. My only concern was my not being able to get out to give my ID to City Hall. Is there a way that submitting an Alberta Health # or a Social Insurance # could be used as identification in future. I look forward to being able to use this method to vote- saves time, money and energy . Thanks so much
	The registration took a long time because the format was wrong for the postal code, however, I just pressed copy address, so I'm not sure why the format was correct in one and then incorrect in the other one. Also, the photo attachment didn't work at first. I was trying to attach a jpg and it came back saying that they would only accept jpg, pdf etc. Confusing... However, I think the problem was the size, because when I converted the jpg to a pdf it said that it was too big. Not until I compressed the file did it work. I was willing to do this, however, I'm not sure even during a real election people would take the time to trouble shoot. Lastly, I don't understand how you are validating that I am who I say I am. What happens if someone found my license and voted on my behalf. The info could have been sent to any email. I suppose this could happen at a regular voting booth. However, I believe that the picture does do a better job validating that I am who I say I am when it's in person. Just wondering. Really great that the City is exploring this! Would love to see this in the next election.

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Complexity of Registration Process Con't	
	Found registration process a bit difficult. I attempted to upload a photo of my drivers license, but it kept failing the file upload. I first tried on my phone, but this did not work at all. I then tried on my desktop and the file would still not upload. I am unsure what to suggest to make it simpler, but I found this process almost deterred me completely. I LOVE the idea of internet voting. It was definitely simple when I got the confirmation and on to the voting part. The graphic and cues on the screen were clear and very functional etc. All the instructions were clear and straightforward. Thanks for the test...
	It would have been helpful if the reminder emails included information about where and when to go to show my id. I found I kept forgetting to drop by City Hall, even though I work downtown. I would like to think, however, that if this were a real election, I would be just as committed to voting online as I am in person.
	The identification process to register could be improved (this applies only to the Jellybean election) as I'm under the age of 18 and still wanted to try to vote without the need to put my personal information up, I'm also unsure of the extent of the security. Thanks
	Getting the proof of ID transmitted from within the home may be a challenge to some who do not have the office equipment or don't have the skill to use it. Ex. scanning then faxing or creating a file and e-mailing.
	Got a bit flummoxed that our camera downloaded the i.d. photo in a .JPG file that was not accepted. Your registration only accepts lower case .jpg files. Took a bit to discover the case sensitivity issue.
	trouble creating identification file as my system wanted to use .JPG and voting system only accepted .jpg.
	I encountered multiple problems with PIN and password, so my confidence level would not be high to participate in electronic voting in the future.
	The solution seemed quite robust. The only comment I have is about the registration form. When you ask for the address you had two address lines, one for the house number 8307 and one for the Street name: 159 Avenue. I think most people will intuitively put 8307 159 Avenue in the first address field. You may want to help them understand how to do that by making it crystal clear how to enter the address. It's a minor improvement, but why not be the best! Cheers
	I had trouble creating an acceptable password. The error said the password had to be 8-20 Characters, but it would not accept my 8 digit password. The 8 digit password that I created had a capital letter, lower case letters and numbers. The system only accepted it once I made it 10 digits. Otherwise the process was very easy to follow
	I accidentally erased my email (the mail sent by the city was seen as junk mail). I am sure that many voters will have this issue as their computers will see email from the city as spam. You may want to put a note somewhere making sure that people check their junk mail for their pin confirmation. Hope the city uses this option for the next election and that they create an app for mobile devices and tablets!
	When I was signing up it asked how I was going to verify my id, I chose fax, and submitted and there was nothing telling me what to do next. I wasn't sure if I was really supposed to fax my id for a jelly bean vote or not. Then a few days later I got an email saying they were still waiting for my id confirmation. I guess instructions could be clearer. Also, I had to try sending the fax 3 times, if it hadn't gone thought the 3rd time I would have given up completely.
	The first time I tried to register my password did not work, but once I tried again it was fine. The Staff that assisted me was helpful.

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Complexity of Registration Process Con't	
	The description of the type of password that was required was inadequate. I tried many passwords that met the criteria which were not accepted. It was only when I asked someone who had been able to register about the structure of their password that I was able to register to vote. After that it was relatively easy.
	Are voters only permitted to vote online if they qualify under the special ballot provisions (i.e. absence from the jurisdiction, etc.)? Or is the online vote considered an advance vote open to anyone?
	I did not realize that you would send me the password, that was confusing. But other than that it was great.
	In the registration process, I scanned my driver's license and saved it as a .jpg. Your system would not accept it. Had to save it as a .pdf and then it was accepted. Also, I was confused about having to confirm that I couldn't attend a voting station because would be out of town, etc. Since this was just a test sample, I just agreed to this, but if the intention is for all voters to be able to vote online, I am assuming this text would be modified
	Let the voter know that they will need to have their ID scanned and saved as a file prior to beginning the process of registering to be a voter. I faxed in my ID as I didn't realize I would need to send in an attachment and it caught me off guard. If I would have known prior to registering I'd would have been better prepared. It was fun to do this. Thank you for allowing the public to participate!!
	I had a wee bit of difficulty with .jpg vs. .JPG, but once that was clarified, absolutely no problem. Well done. When the system refused to accept my first attempt at attaching the id document, it came back to me with the statement that it would only accept certain file extensions (.jpg, etc.). However, I had used the lower case .jpg and it still did not accept it until I changed the name of the file and used the lower case .jpg, although I did try it in upper case when it did not accept my first try. So you may wish to add another statement along the lines of "will not accept .JPG etc." following the "...will accept the following extensions...".
	I had a problem with scanning the identification and saving it to a file.
	The pin should not include hyphens - just use a space between each set of 4 characters.
	FYI... I tried to attach a photo of my driver's license and the system would not accept it even though it was a JPG document. Don't know if there was a glitch in the system? To provide the Elections office with my ID, I pasted my driver's license in a PowerPoint slide and that went through.
	Couple of suggestions: - as soon as a person registers, send them a confirmation outlining their options in terms of personal ID; I was waiting for confirmation, not realizing your office was waiting for me to send in my personal ID. - is it possible to allow at least two individuals to vote with one email address (husband and wife) with each one getting a PIN number? One person would have to vote, and then the second individual would have to get a PIN number using a different password but same email address.

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Complexity of Registration Process Con't	
	Having to scan identification into the computer and then attaching it was not difficult, but I did have some qualms about the safety of the information. Then when I heard nothing (because of my Telus account) I became even more concerned. I feel that the system may be secure, but have nothing to prove it to myself. I like the convenience (once 10 days had passed and I received my pin) and the ease and quickness of the process. I think this option should be encouraged for all, not just those who can't attend the polling booths on election day. New voter lists should be printed only after advanced polling has closed so no duplication is possible. Erring on the side of caution for a first trial is probably the best route.
	Could not attach a PDF file. Ended up using a Word doc. Not sure why.
	Sending in an electronic copy of ID was not simple. Perhaps for those younger citizens who have smart phones this will be easy because they will simply take a photo with their phone and upload it, but in my case I had to use my flatbed scanner. Voter registration took more time, including thinking up a password, etc. By the time I voted (about 10 days after I registered), I had forgotten my password and found that there was no way to recover it from your site. Fortunately, my web-browser saved it so I got it from there (more time taken to vote). Finally, because this was a trial of the system, I "Photoshopped" my driver's license to alter important information that I did not want scammed just in case your security was not as good as you think it is. At the end of the day it would probably have taken less time to bicycle to my local voting station and cast a ballot, so I would not say electronic voting was more convenient. Also, there is something way more intentional, significant, and satisfying about going out to vote and participating in the process, than there is sitting at my computer and voting in a seemingly anonymous way. Thanks for the opportunity to try it out.
	The fact that you needed to use Google Chrome to get thru the registration was very frustrating. I would have normally given up but since I think this is the way to go to get voter turn out increased I wanted to participate in it. it will be an issue as many people don't understand that type of stuff.
	I believe its time to offer this alternative as well as the in person method. The only thing I question with internet voting is your method of accepting ID. I think you should only accept ID in person, not by fax or via email. Thank you, Wes
	The process of getting a PIN was a bit confusing for this trial election because it was not immediately clear whether some form of proof of identity was required, and whether the trial run was only intended for those who could not vote in person. Once I realized that those restrictions could be ignored, the process went smoothly. For an actual vote, it is still not clear to me how identity would be verified, and this could make the process more inconvenient, depending on what is required.
	Would have liked the ID portion of the process to be simpler.
	my only problem was downloading my identification
	I am surprised that you don't accept photos with the extension .BMP I had to find a way to change my photo.BMP for a.JPG extension and that wasn't easy.
	Online voting should be open to all residents, not just those away from the city or those physically not able to get to a voting station. Sometimes the lines & parking, etc... at the voting station makes it difficult not to vote. Having online voting would probably increase voter turnout.
	The Fax number should be in brackets where you Tick of Fax on the Registration form. I am not good at finding things.

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Complexity of Registration Process Con't	
	<p>Instructions on City of Edmonton web site require too many links away from the registration page -- too easy to get lost while reading instructions, FAQs, etc. Seems fragmented. Needs a better menu.</p> <p>2. Requiring each voter having to have a unique email address is like requiring each voter to have a unique residential address (=only one voter per residence). Does not reflect reality. You need a different voter registration identifier.</p> <p>3. I first attempted to register with an ID photo that was not suitable for the purpose, and the review did flag this properly. However, I was not given any way of amending this. I hope that in real life there will be a method to do so.</p> <p>4. You assume that registrants know how to get some kind of image of their ID onto their computer. In real life, many people will not be able to do this. 5. Requirement for voter to convert JPEG to jpg -- really, that is just silly. If your system can't handle this, it should do batch conversions of file type, rather than having the voter do it. Many people will not be able to do this on their own.</p> <p>6. ualberta.net is not accepting your emails? I suppose that is a good finding for your testing.</p> <p>7. I would like online voting to be available to all voters, not just those who are unable to go to a polling station. It would be wonderful to vote from my own home instead of trying to find parking at my local school, which is not designed for this and creates a hassle that does discourage voters.</p>
	<p>I registered early and had to wait to vote, so I worried about losing the pdf with the PIN. Entering the PIN had to be typed as one cannot cut and paste the whole code. This made it a bit tedious. Overall, it quite smooth, however, I am skeptical of online voting as there is no paper trail for a recount if an election is contested or otherwise needs to be proven. Software offers many avenue to counterfeit votes along the way, so I'm torn about online voting.</p>
	<p>Excellent idea! I hope this significantly improves voter registration/participation. My only suggestion is not to limit electronic voting to those unable to vote in advance, who are away from the municipality on voting day, etc. Please enable all citizens to use it regardless of the rationale.</p>
	<p>Used a Word document to supply my drivers licence information but got an email saying it wouldn't open. How would this be rectified for a real election? Also, in supplying id, would it have to be scanned or is providing the number (ie drivers licence number) sufficient? It seems scanning would not be available to a lot of people. Isn't internet voting going to be available to whoever wishes to use it? Information on the first screen just lists who it is limited to, and there was nothing about it simply being a much easier format.</p>
	<p>1. The documentation to validate you as a legitimate voter needs to be reexamined, i.e., what makes a person a legitimate voter is linking that person to a valid residence within the voting area. 2. Current census data is critical regardless of whether voting is by person or over the internet. 3. Internet voting expands opportunity for people to vote. This is good. 4. If I have the confidence to do my banking on-line I should also be able to vote. 5. The potential for fraudulent voters exists whether in-person or by internet voting. Based on my other experiences with the internet I do not believe the potential is greater with internet voting. 6. Provision exists within the law to deal with persons fraudulently claiming a right to vote. There needs to be more rigorous enforcement of this law. As is currently the case, unless election officials can personally attest to the person wanting to vote as living at a residence there exists an opportunity for abuse of the voting privilege.</p>
	<p>Such a small issue, but I will mention I used my iPhone to register and vote. When entering my PIN, after each 4 character sequence, I had to pull up my keypad - it did not automatically advance to the next block. Otherwise, a very simple process.</p>

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Complexity of Registration Process Con't	
	Had difficulty with the attach/include option to submit my picture id. The default select of appropriate file extension was in capital letters which had to be overtyped in small letters. My PIN had to sent via Canada Post because my telus.net email address was rejected.
	The instructions on submitting ID via upload did not explain that the piece of ID had to be previously scanned or photographed in. It did say the file formats and maximum size but older people not familiar with scanning or photography may get upset when they get to the part and don't know what to do and feel their time has been wasted.
Email to Remind Individuals to Vote	3 Comments
	I forgot my password, so it took a while to sort it out. It would be good if you could have a password retrieval process. It would also be great if you could send an email reminder to registered voters. I nearly forgot to cast my ballot. I think this is a very exciting development.
	A reminder e-mail might have helped - I registered early in the process, then almost forgot to vote. I suppose in a general election, it would be harder to forget
	1. After registering to vote online a couple weeks before the election, I set my own reminder so that I would remember to vote. I think an automatic reminder should be sent to the email address registered to help remind the voter when online poles are open. 2. Please make the PIN easier to copy so that it can be pasted into the ballot log in.
In Support (No Other Comments)	64 Comments
	I hope this will become the way to vote in the future!
	Easy to vote
	Great idea, excellent initiative. I'm sure this will increase voter participation, sorely needed.
	Next time, you should have an option for Pink.... Just sayin' ;)
	this vote was cool
	Thank you for this opportunity. I hope we move to this method of casting votes and I hope there are more opportunities to participate in citizen votes
	awesome awesome awesome awesome awesome taco
	I really like this voting system. Please make the security better for our benefit.
	I hope we can start voting this way!! It great!!
	would love to see this a reality! thank you for this pilot project!
	Well over due. Thanks
	Finally! This will make more people vote
	Looking forward to this option being available for the 2013 election
	I think providing online voting would vastly improve the number of people voting in our city's elections.

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In Support Con't	
	I am looking forward to being able to vote on line. Time is often sited as a highly valued resource. I believe this will make it easier and faster to vote and could, over time, help us maintain if not even increase citizen participation in our democratic processes. I am proud of Edmonton for taking the lead in bringing this to Alberta.
	GOOD JOB
	This is great, we're finally moving into the digital age!!
	I loved being able to vote by internet
	Exciting to be in on this process. Thank you.
	While the process was easy, it made the act of voting seem unimportant.
	Well done Mayor and IT
	Super easy, convenient and FAST!
	Well done! I thought the registration was well thought and easy to complete. Photo and all!
	Loved how easy it was to complete with my iPad, hope more if not all voting will
	This was my idea years ago to have online voting!!!! think it is the best way to get more people to vote!
	interesting would be interested in finding out how it goes overall
	Thanks for allowing 'outsiders' to participate!
	Much easier than voting in person at a voting station.
	This is definitely an improvement to standing in line at a community hall...
	Thanks for the chance to cast my vote . . .
	This is a fantastic idea. Easy to do, convenient and not affected by weather or mobility of the voter. I hope it will encourage a much higher voter 'turnout' when it is introduced for municipal, provincial and Federal elections.
	I loved it, and appreciate the forward looking approach the City is taking. Also, it will be a great test of the Freakonomics theory that peer pressure drives voting rather than convenience. We'll see next election with the numbers.
	It would be great to come into the 21st century. Online voting is sure to improve voter participation.
	I tried voting twice to cheat and it didn't let me, so good job I guess!
	Thanks for letting me be a part of this - seems to work well!
	Very easy to use, I have multiple ways to vote (home computer, tablet, smartphone). I use my smartphone
	excellent project
	Thank you. I hope this way of voting is accepted for our next election. I am disabled and it is so much easier to vote without having to go to the polling station and stand in line. GOOD WORK!
	Excellent idea and hopefully will increase the voter percentage. FINALLY a good move!!!
	I love it! Please continue with implementation

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In Support Con't	
	I would choose this voting format over the usual. The process was quick and easy.
	The registration and voting system was friendly and easy to use
	Looking forward to seeing the results of this on-line voting test...and hope it works!! Thanks!!
	Good to see the wrinkles worked out (I voted in the previous trial).
	So very exciting! Fantastic job on this Edmonton!
	Excellent!!! We should have this for all federal, provincial, and city elections.
	I would like to see that the opportunity become available for all levels of government to vote in this manner. The City should also consider this tool for future issues for citizen input and plebicides.
	Excellent!!! We should have this for all federal, provincial, and city elections
	This is a very easy and up-to-date method of voting. The Jellybean vote was an interesting way of trying this method out.
	Great job....welcome to the 21st Century Edmonton.
	I LOVED this method of voting. Thanks for thinking of it.
	I am very excited for this to be a possibility and hopefully it gets more people voting due to ease.
	Best way to go this should be available
	Thank you for offering this opportunity!
	The system was very easy to use, and very easy to read. I was able to follow all of the steps with ease. I look forward to the real thing.
	As a disabled person I just don't bother to vote - even with the advance voting it is just too difficult to be worth my time and effort. I have been waiting patiently for internet voting and hope that this works out and is implemented quickly! :)
	excellent start. hope it comes true.
	Great idea; perfect for busy people and might get more people voting.
	This is excellent , should be used for that group of Edmonton Citizens with limted mobility. I am looking forward to being able to vote.
	Excellent process for on-line voting
	The jellybean election is a great way to trail the option for online voting. I would love to see online voting offered in the future and would certainly utilize it. In fact, I think the added convenience of online voting stands to increase voter turnout
	I'm really happy that the City of Edmonton is pursuing online voting as an option!
	I think that this would be a great option for shut-ins, seniors and the working class that are very busy on election day. We could also do away with Advance Polls as people out of town/Province could connect and cast their electronic vote on election day. Possibly even an electronic advance poll.

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Password Retrieval	10 Comments
	I forgot my password, so it took a while to sort it out. It would be good if you could have a password retrieval process. It would also be great if you could send an email reminder to registered voters. I nearly forgot to cast my ballot. I think this is a very exciting development.
	The 16 character PIN is very tricky to enter. I am concerned that seniors will have difficulty with it. Also, by the time the election comes, I will have lost or forgotten both it and my password. During registration, I was quite confused about attaching a copy of my identification. I scanned my driver's licence and then copied it into the little box. But I couldn't verify if the box actually accepted my scanned file. If I could double-click to open it, then I would have been more comfortable. Again, I'm not sure most seniors would be able to do it anyway
	There was an option to recover forgotten PIN but not for password. Once it was sorted out, everything went well.
	There needs to be a way to retrieve forgotten passwords. -I did not know what the following meant: "Please be advised that the following race has been acclaimed. 1. Favorite Type of Vegetable" -Why does eligibility have to be for Physical incapacity, absent, or an election worker? Even if I wasn't one of these 3 I would still use this to vote and LIE and check the box saying I am -Was there a BACK button? -What if I lost internet connection or my computer crashed mid- vote/submission? -The last question has the button "Validate" instead of "NEXT". This may be confusing as I was voting for the last question it should not be stated as Validate -What prevents me to vote online AND now go in person to vote? For this to work the in person voting needs to be online as well? -What do I do with ID during the registration process? This seemed cumbersome
	The registration and voting sites should be mobile optimized. It was possible but difficult to navigate on a phone.
	It was very easy, but the I almost forgot password after a number of days...
	Sending in an electronic copy of ID was not simple. Perhaps for those younger citizens who have smart phones this will be easy because they will simply take a photo with their phone and upload it, but in my case I had to use my flatbed scanner. Voter registration took more time, including thinking up a password, etc. By the time I voted (about 10 days after I registered), I had forgotten my password and found that there was no way to recover it from your site. Fortunately, my web-browser saved it so I got it from there (more time taken to vote). Finally, because this was a trial of the system, I "Photoshopped" my driver's license to alter important information that I did not want scammed just in case your security was not as good as you think it is. At the end of the day it would probably have taken less time to bicycle to my local voting station and cast a ballot, so I would not say electronic voting was more convenient. Also, there is something way more intentional, significant, and satisfying about going out to vote and participating in the process, than there is sitting at my computer and voting in a seemingly anonymous way. Thanks for the opportunity to try it out.
	Had some difficulties remembering my password after I registered. Maybe having a "Forgot my Password" function or and double pin entry system would be easier than having citizens create there own password. For instance, have a pin for the actual ballot (such as the PIN in the Jellybean Election) and then a second provided pin for the citizens registration and to use instead of the PASSWORD on the ballot login. Otherwise, great system! Really like the idea of online voting.
	works great when you remember your password!
	It would be nice to have a way to get your pin or password if you forget or misplace any or both of them. Good overall!
Personal Identification Number (PIN)	11 Comments
	I enjoyed doing this test. It is very important that people are told to keep passwords and pins. The pin number could be difficult for some people

2012 Jellybean Internet Voting Election - Exit Survey Comments

Personal Identification Number (PIN) Con't	
	good but a little hard to find and copy the pin#
	I wish that I could just copy and paste my PIN right from the PIN retrieval page into the login page. The first time I tried to enter my PIN into the login page, I accidentally copied-and-pasted over the last four digits, and had to get a new PIN. It was a little bit difficult for me to figure out what I needed to do in order to retrieve a new PIN - perhaps there should be a link for "I forgot my PIN" (for people like me, who mess it up) on the PIN retrieval page, because that seems like the natural place for it to be (rather than only on the original voting page).
	The 16 character PIN is very tricky to enter. I am concerned that seniors will have difficulty with it. Also, by the time the election comes, I will have lost or forgotten both it and my password. During registration, I was quite confused about attaching a copy of my identification. I scanned my driver's licence and then copied it into the little box. But I couldn't verify if the box actually accepted my scanned file. If I could double-click to open it, then I would have been more comfortable. Again, I'm not sure most seniors would be able to do it anyway
	Why can't copy/paste PIN? PDF is awkward and doesn't add much security. Also, there was some ambiguity about sending in proof -- still don't understand what I was supposed to do.
	A comment concerning the fact that entering your personal identification number pin is (case sensitive would help) Took me three tries before it dawned on me that it was... I almost gave up voting..
	I encountered multiple problems with PIN and password, so my confidence level would not be high to participate in electronic voting in the future.
	I use software called Last Pass to securely store my passwords, etc. for use online. This includes my PIN for this vote. Making the PIN entry 4 separate fields makes it difficult to use that software to easily fill in that field, or even to paste it in, meaning I had to type it in manually. This isn't just a comparative hassle (in contrast to the ease of actually voting), but error prone.
	1. After registering to vote online a couple weeks before the election, I set my own reminder so that I would remember to vote. I think an automatic reminder should be sent to the email address registered to help remind the voter when online poles are open. 2. Please make the PIN easier to copy so that it can be pasted into the ballot log in.
	Only issue I had was the PIN, had to do a retrieve as I forgot I had saved it on my desktop later :-).
	When I printed my Voting Receipt, the 3 choices I voted for should have been printed on the sheet with the Election Name and Receipt PIN information. Also, when I received my Personal Identification Number (PIN) on my Fire Fox email account (October 9, 2012) it was received in the 'Junk' folder not the 'Inbox' folder. I see a problem with how you give Personal Identification for proof of person in the registration process part. Also, I am worried about computer viruses, firewall problems, and hackers giving out phony addresses with names of residents.

2012 Jellybean Internet Voting Election - Exit Survey Comments

Requirement to provide identification	42 Comments
	Identification is an interesting problem. I'm not sure how sending a scan of my driver's licence proves who I am, when I'm not there to check the photo against.
	Why can't copy/paste PIN? PDF is awkward and doesn't add much security. Also, there was some ambiguity about sending in proof -- still don't understand what I was supposed to do.
	Really easy to do, although I believe that it would be helpful to let voters know more clearly that there is a delay between registration and voting. In addition, letting voters more clearly know how the electronic versions of their ID will be handled/stored/destroyed would be helpful. All in all, the system looks great, and it was very easy to use
	this is a good way to do it but the problem is, how many people will easily be able to get their ID onto a file they can upload?
	On one hand, I see proof of documentation will be difficult for some - I had a scanner available so was able to scan my documentation, but not everyone will be able to. I played idiot going into registration and did not read the "requirements" so had no idea that a scan was needed. On the other hand, if accepting pictures or scans of documentation, especially non-photo id which I provided, I'd be concerned with the possibility of voter fraud. I appreciate what this initiative is trying to do, trying to engage people to vote, but I have an instinctual aversion to thinking that exercising one's franchise is onerous in its current form
	I do not like how I can not copy my pin and paste it into the fields to vote. Makes it harder then it should be.
	I would have liked to have been able to cut and paste the PIN in whole rather than in pieces. It may be helpful to have a link on the sign-in page of what to do in case you forgot your password. Thank you for giving residents outside of Edmonton the opportunity to participate in the testing.
	The declaration at the beginning is non-applicable and forces the vast majority of participants to lie.
	We would suggest that the registration to vote process should have a few more explanatory elements and steps as I encountered a problem once my PIN was provided with limited explanation that this PIN was critical for the next step. Not sure how this can be accomplished without compromising the security element but maybe a note explaining that the PIN needs to be used in the next step
	I'm glad this option might be available and it might help more of the younger generation to take part. I have a concern about the time delay between getting the PIN and being able to vote. I would prefer if the voter could access their PIN and right away be able to vote. I also think it would help if more information was available before the voter gets to put in their PIN. I assume there would be a screen personalized to the voter's address that shows the candidates and their party affiliation the way the ballot is currently laid out. Would you consider maybe even having each candidate's picture or a comment that they choose to post available for voters to refer to. I know young people are not accustomed to having to do research before the fact. They prefer to have it instantly available. My mother says she doesn't have the time to waste learning the computer so she wouldn't be interested in this new type of voting system. I hope you will allow for people who feel as she does to still take part in voting the "old- fashioned" way.
	The most difficult or cumbersome part of the process was the registration. If progress could be made in this area it would be appreciated.

2012 Jellybean Internet Voting Election - Exit Survey Comments

Requirement to provide identification Con't	
	I think that this type of voting has real promise. The log-in procedure could be a bit more straightforward, but overall I'm happy with the result
	When I printed my Voting Receipt, the 3 choices I voted for should have been printed on the sheet with the Election Name and Receipt PIN information. Also, when I received my Personal Identification Number (PIN) on my Fire Fox email account (October 9, 2012) it was received in the 'Junk' folder not the 'Inbox' folder. I see a problem with how you give Personal Identification for proof of person in the registration process part. Also, I am worried about computer viruses, firewall problems, and hackers giving out phony addresses with names of residents.
	Registration PIN not received via email - needed to be sent by mail (after follow up phone calls). There should be a mechanism to re-issue PINs if lost / not received. If the same thing were to happen in the real election at any volume, it would be difficult to respond with mail outs quickly enough.
	Internet/Electronic voting is extremely insecure. No amount of technology can replace a paper ballot which can be checked and audited. What's to stop other more unscrupulous people from doing the same and casting numerous ballots for the purpose of swinging a vote? A hacker from compromising the security of the system? Or a programmer from altering the counting of the ballots to favor a specific candidate? P.S. I was able to cast more than one ballot in this election.
	Still concerned about the security
	I really like this voting system. Please make the security better for our benefit
	I am most concerned about the security of the registration process. How "safe" is the faxing om identification papers/documents?
	If you're asking for a suite/unit, don't make the Building/House Number a mandatory field! That makes no sense! Likewise, the Building/House Number is a mandatory field only in the Residential Address but not the Mailing Address. Some consistency would be nice. When you look at the high level management and their relationship to shady companies in the past, it gives me zero confidence that they will have the voters interest in mind when things go wrong (not if, but when). Here are some articles on the Internet that have caused some concern about my utilizing this type of service: http://www.sodahead.com/united-states/scytl-voter-fraud-facts-and-fiction/question-3230519/ http://thecollegeconservative.com/2012/04/17/scytl-goodbye-transparency-in-voting/ http://ympl.com/zWiR22 http://www.newswire.ca/en/story/944715/ndp-leadership-vote-result-not-compromised-by-malicious-orchestrated-effort-to-clog-online-balloting-system-at-weekend-convention-says-scytl-canada Further to this, I do not trust that the city or these organizations (SCYTL in this case) have the capability to prevent the affecting of Internet voting results should the election issues become dollar motivated by corporations. It would not be difficult to summon up millions of bots to produce a DDOS on the system.
	A couple of final notes: 1. I am not a tech kiddie. I am well versed with a broad range of enterprise technologies with Internet security being one of them.
	The identification process to register could be improved (this applies only to the Jellybean election) as I'm under the age of 18 and still wanted to try to vote without the need to put my personal information up, I'm also unsure of the extent of the security. Thanks
	This was a easy process but I haven't seen much information regarding the security of on-line voting.
	I would like to know more about the security features used before committing myself or Edmonton to electronic voting.

2012 Jellybean Internet Voting Election - Exit Survey Comments

Requirement to provide identification Con't	
	<p>Re: my opinion on the security of this system: ~~ I have really no way of knowing just how secure it would be ~~ I have a great deal of experience with the current election and enumeration processes which, while rather cumbersome on occasion, have worked well for our system over all of my years; but, while conducting an election on-line may offer a desirable alternative, from an organizational and financial point of view, you'll have to convince me of the guaranteed 100% security of such an option. Looking around elections all over the world, none of them offer total security, not even here. Also: we need to remember that it will take several more generations before all eligible voters are likely to be computer literate and not everybody will be able to afford the equipment necessary. On-line voting would require both systems for many years to come!</p>
	<p>I heard about the 'Jellybean vote' on the CBC radio. Overall my understanding is that internet voting is still considered very risky, in terms of validating voters and the susceptibility of the system to being hacked. I have listened to a couple of programs on the radio over the last 5 years, which interviewed some international election experts, who spoke to their experiences on this subject and in relation to some international votes held in Russia and the Ukraine. Although I am quite dubious of his method of voting, (I really do not have high confidence in this method) I wanted to support this "pilot" by the City. I hope the City gets a lot more public participation than the minimum 1,000 required for a level of statistical confidence. The process was a little complicated, logging in a day after registering, - getting the pin number and then using it to register as a voter to undertake and accomplish my vote. I did time it and it took me 10 minutes. I hope this feedback is useful to you and helps to support and improve the process of internet voting.</p>
	<p>Several comments: 1. The fact that the entire voting process is encrypted by 256-bit encryption to protect votes is very reassuring because it ensures votes aren't being tampered with and personal information is secure. 2. The process is very streamlined and my only suggestion would be to make sure that these websites can handle enough traffic in the future; i.e. website doesn't crash over the fact that 10,000 Edmontonians are trying to cast a ballot at the same time. 3. The auditability of internet voting comes into question. Will human error be a factor in mixing in hand-written ballots with internet ones? Will ballots be counted correctly? 4. Lastly, although it is a secure election, it is my belief that these PINs and IP addresses from which the information is directed from can be stored alongside a ballot and traced back to an individual. Is this information going to be stored, and if so, would privacy be obstructed in situations which require investigations (i.e. intelligence agencies and government accessing sensitive voter information?)</p>
	<p>Thank you Coursera and Prof J Alex Halderman for giving me the opportunity to participate in a revolutionary new system. While I do not see how this system plans to handle Malware threats, It does seem to be a good system. Just remember the lesson from DC, the default password on the main server had not been changed since this third-party hardware was purchased from Cisco, and the manufacturer admin password was still usable. This should not be a problem in this election, I hope, because if it is then Michigan should not have too much trouble getting into the system.</p>
	<p>Good security features. I do not know how you prevent a DNS attack. Might suggest in registration section you add instructions on how to scan and send ID in. I like the simplicity of voting and printed confirmation of voting feature. Thanks edmonton</p>
	<p>I registered early and had to wait to vote, so I worried about losing the pdf with the PIN. Entering the PIN had to be typed as one cannot cut and paste the whole code. This made it a bit tedious. Overall, it quite smooth, however, I am skeptical of online voting as there is no paper trail for a recount if an election is contested or otherwise needs to be proven. Software offers many avenue to counterfeit votes along the way, so I'm torn about online voting.</p>

2012 Jellybean Internet Voting Election - Exit Survey Comments

Requirement to provide identification Con't	
	I have a bit of concern with scanning or faxing my identification and being rejected because the identification is difficult to read (illegible). Instead of scanning or faxing identification, it would be so much more convenient if a voter could submit (along with their other registration information) their driver's license number or other identification number. Is that a possibility? Great exercise! I see Internet voting as the way of the future!
	I am a bit concerned about submitting personal information that would be valuable to someone wanting to steal my identity. I like the convenience, and if it results in a higher voter participation, it will be great. However, I would probably not use the system right away - I would want to wait until any bugs in the system were exposed and corrected.
	I don't know enough about the security to be confident either way
	Just be careful of SQL injections and DDoS attacks during a real election. Other than that, This is great. Easy to use/register
	While I can foresee society moving in this direction over time, I can't help but think that if the Pentagon can be hacked how can we ever be confident in internet voting. How can we avoid elections being 'fixed'? When governments want to try this type of voting they will have to explain in a transparent fashion (not a government strong point) how and why we should have confidence in the security of online voting. Will internet voting leave no hard copy to count in the case of a dispute? Thanks for the opportunity to try this out.
	I would love a Canadian system that is set up so that I can login to my account and vote at all levels as well. This way we only have to register once to have a life time of voting. The system may be difficult for some in that you have to register, wait, save as pdf, login and then finally vote. Could it be easier as well as secure. Enter your sin, two pieces of id and voila... VOTE!
	I do not understand the security protocols that surround this election. My concern would be that the system could be manipulated by people who are experts at computer systems, esp hackers etc. I would only vote using internet voting if information re: what is being done to block such attacks is transparent and in plain language on the voting site. If the site simply directed me to call a number to get the information, I would not use internet voting
	although I understand the reason for the entry/typing of the two encrypted words I found that reading some of the words very difficult. I don't recall how many times I tried, but it was more than 3 attempts before I passed the test. - proof of identification. An option was "other document", however guidelines for what information that must be available on/by that document was not provided ie. age and identity. Suggest that a sentence be added to identification section stating that the type of identification provided must at a minimum provide age and identity of the elector
	This is an interesting concept and could work well. However, there are still many people who don't own or have access to computers, and people who won't be comfortable casting their ballots electronically for security reasons. I'm not entirely sure if I would vote via computer on a regular basis. It's very easy for me to get to a polling station or an advance station.

2012 Jellybean Internet Voting Election - Exit Survey Comments

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	I would be curious to know how a security breach would be dealt with. What happens if a hacker group is able to submit fraudulent votes? What happens if a denial of service attack brings down the voting site on election day, preventing thousands from exercising their vote? I would like to see these questions answered publicly (on evening news and in a newspaper) so I could evaluate how comfortable I would be using online voting
	The voting process seems pretty easy. I'm just concerned with the inherent vulnerabilities of internet voting (denial of service, malware on individual computers, software tampering) combined with the lack of secrecy in the ballot. Fore example, my employer could invite employees to vote at work - hey all in support of voting, the company wants to make sure you have a chance to vote, we'll provide the coffee and donuts, and btw, we do note who comes in, and don't worry about whether we can see the screen or record keystrokes. Or, if I was a malevolent person, I could probably use my spouse's (brother's, etc.) identification and vote early on line in his name - but then what would happen if he tried to vote in person later? Online voting seems like a really great idea, but there have been so many problems with direct record electronic voting machines (Diebold in the US) that not having a paper record for auditing later leaves the system vulnerable. I'll be waiting to see how it all turns out!
	Question 6, would like to give it a higher vote, but nervous due to reports in the media re hacking. Having said that the likelihood of me voting online is very high. I think it is a great idea.
	The total security would have to be explained before I trusted it 100%
	Although the process was very fast and easy. There are still many problems with the voter coercion
Security	28 Comments
	Internet/Electronic voting is extremely insecure. No amount of technology can replace a paper ballot which can be checked and audited. What's to stop other more unscrupulous people from doing the same and casting numerous ballots for the purpose of swinging a vote? A hacker from compromising the security of the system? Or a programmer from altering the counting of the ballots to favor a specific candidate? P.S. I was able to cast more than one ballot in this election.
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2012 Jellybean Internet Voting Election - Exit Survey Comments

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	<p>This is an interesting concept and could work well. However, there are still many people who don't own or have access to computers, and people who won't be comfortable casting their ballots electronically for security reasons. I'm not entirely sure if I would vote via computer on a regular basis. It's very easy for me to get to a polling station or an advance station.</p>

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	The total security would have to be explained before I trusted it 100%
	Although the process was very fast and easy. There are still many problems with the voter coercion.
Scytl	1 Comment
	Where is Scytl website hosted? Were they audited for compliance prior to using the service?
Time Delays on Registration Acceptance	9 Comments
	Response to registration very slow via e-mail A link to the voting website would be helpful on all e-mails. Impressed with snail mail: -letter dated Oct 30/12 -mail stamped Oct 31/12 -rec Nov 01/12
	Registration ID options were unclear. Found emails were slow to get back to me with info/PIN. My opinion it's easy to walk uphill both ways hip deep in snow and ballot at he local school. If emails are slow and people miss the vote, then there will be uproar. This should be used as advanced poll only in case it fails.
	I was surprised how much time passed between registering and getting my pin.
	I didn't like that I had to wait weeks for my registration pin to arrive to me.
	I was disappointed that I could not receive my PIN number online - had to wait to receive it through the mail - don't know why.
	How long is it going to take to be validated as a registered voter? That was the only frustrating part was waiting for confirmation
	Did not receive a PIN Number when I registered. Eventually it came 2 weeks later. BUT came on a Web Browser. Suggest it be sent as an email No one to answer the Help Phone Number at 10:30am on a Wednesday morning. Call was returned after 30 minutes & help was received.
	Really easy to do, although I believe that it would be helpful to let voters know more clearly that there is a delay between registration and voting. In addition, letting voters more clearly know how the electronic versions of their ID will be handled/stored/destroyed would be helpful. All in all, the system looks great, and it was very easy to use.
	I'm glad this option might be available and it might help more of the younger generation to take part. I have a concern about the time delay between getting the PIN and being able to vote. I would prefer if the voter could access their PIN and right away be able to vote. I also think it would help if more information was available before the voter gets to put in their PIN. I assume there would be a screen personalized to the voter's address that shows the candidates and their party affiliation the way the ballot is currently laid out. Would you consider maybe even having each canddate's picture or a comment that they choose to post available for voters to refer to. I know young people are not accustomed to having to do research before the fact. They prefer to have it instantly available. My mother says she doesn't have the time to waste learning the computer so she wouldn't be interested in this new type of voting system. I hope you will allow for people who feel as she does to still take part in voting the "old- fashioned" way.
Vote Counted	4 Comments
	I would like to have had the option to save the last page electronically rather than having to print it off. Can it be created as a pdf and then printed or saved?
	May be an idea to email the receipt from voting. It would re-assure me that my vote was received and add an additional level of security. If I received an email confirming my vote was cast, and I did not vote at least the could be some recourse

2012 Jellybean Internet Voting Election - Exit Survey Comments

Vote Counted Con't	
	<p>Actually voting wasn't a big problem. It was the hoops to get there ... register. Get the email. Remember the PW. Get a pin. Save the PIN in a PDF. Go to Vote. Find PIN. Remember PW. OK, now I can vote! It was easier than traipsing to the local school to vote ... and would be good for absentee or advance ...people not in Edmonton. Maybe young people would be more willing to vote since it's less hassle. I really don't have the confidence that my vote got counted and didn't just spin into cyberspace. Although I guess that would be the same problem for any absentee ballot ... did it get there. So this makes sense for that. But I like seeing my paper go into the machine and know it's being counted. So ... I like it ... and I might use it ... but I'm not sure.</p> <p>very easy, simple and clear instructions however It doesn't appear my ballot was cast. I got the message "the presented token is not valid. Either it has expired, is not known by the server,</p>
Voting	9 Comments
	Should there be an option to enter a "write-in" choice?
	<p>There needs to be a way to retrieve forgotten passwords. -I did not know what the following meant: "Please be advised that the following race has been acclaimed. 1. Favorite Type of Vegetable" -Why does eligibility have to be for Physical incapacity, absent, or an election worker? Even if I wasn't one of these</p> <p>3 I would still use this to vote and LIE and check the box saying I am -Was there a BACK button? -What if I lost internet connection or my computer crashed mid- vote/submission? -The last question has the button "Validate" instead of "NEXT". This may be confusing as I was voting for the last question it should not be</p> <p>stated as Validate -What prevents me to vote online AND now go in person to vote? For this to work the in person voting needs to be online as well? -What do I do with ID during the registration process? This seemed cumbersome</p>
	Mine seemed to have stopped on the "favorite type of ice-cream" voting screen. The "Next" button was replaced with one stating "Validate". If this was the end of the voting process then there should've been another screen acknowledging that I was now done voting.
	<p>I would only support an Internet Voting solution that has a true "equivalent to manual recount" solution, which it appears this solution does not. Please fix that before attempting to implement this solution for a real election. I am imagining something that presents me, for example, with a PDF file at the end when I confirm my voting, which shows how I voted. Then the PDF can be downloaded to my computer and also it gets sent back to the central database (in some protected manner, maybe encrypted??) and randomized so nobody can tie the PDF file to me. Then the PDF gets stored into a specially created electronic "ballot box" thingy... that is like a real paper ballot box but electronic and again is randomized so nobody knows which PDF file is "mine". That way, at the end of the night... if a judge wants a manual recount, the PDF file could be all printed and manually counted. Sound good to you? It does to me...</p> <p>The black and white option does not work in the voting pages.</p>
	It would be nice if I could have the option to PDF or save my receipt as I used my smart phone and could not print it
	Would be nice if confirmation of vote page had a PDF option, like pin # page
	<p>Q5 of the survey...responses might need tweaking for clarity - satisfied vs difficult...not quite cohesive. While the buttons for Accepting the vote are well- defined, there is no assurance to the user that they will review their selections and have an opportunity to modify their choices before they are submitted. I think this may hinder adoption by certain user groups. Having a PIN and a</p> <p>Password while good for security, caused even myself (an IT professional of 20+ years) some pause. If I didn't have a record of the password in my database, I wouldn't remember what it was - it doesn't remind users to "Use the password from your Registration", plus, as the site login asks for the PIN, and the info in the letter rec'd only has the PIN, some users may become confused by the time that has elapsed between registration, the PIN letter and voting day. Perhaps a reminder after completing the registration of the info that they sent to register - partially blocking out their password even would be helpful. Thank you!</p>
	Really need to make sure that you can vote on a variety of browsers. This should be a priority. There should also be a mobile site/app. Your survey has 'very difficult' as an acceptable answer to a satisfaction question. The registration and login process was painful, but the voting process was fine.