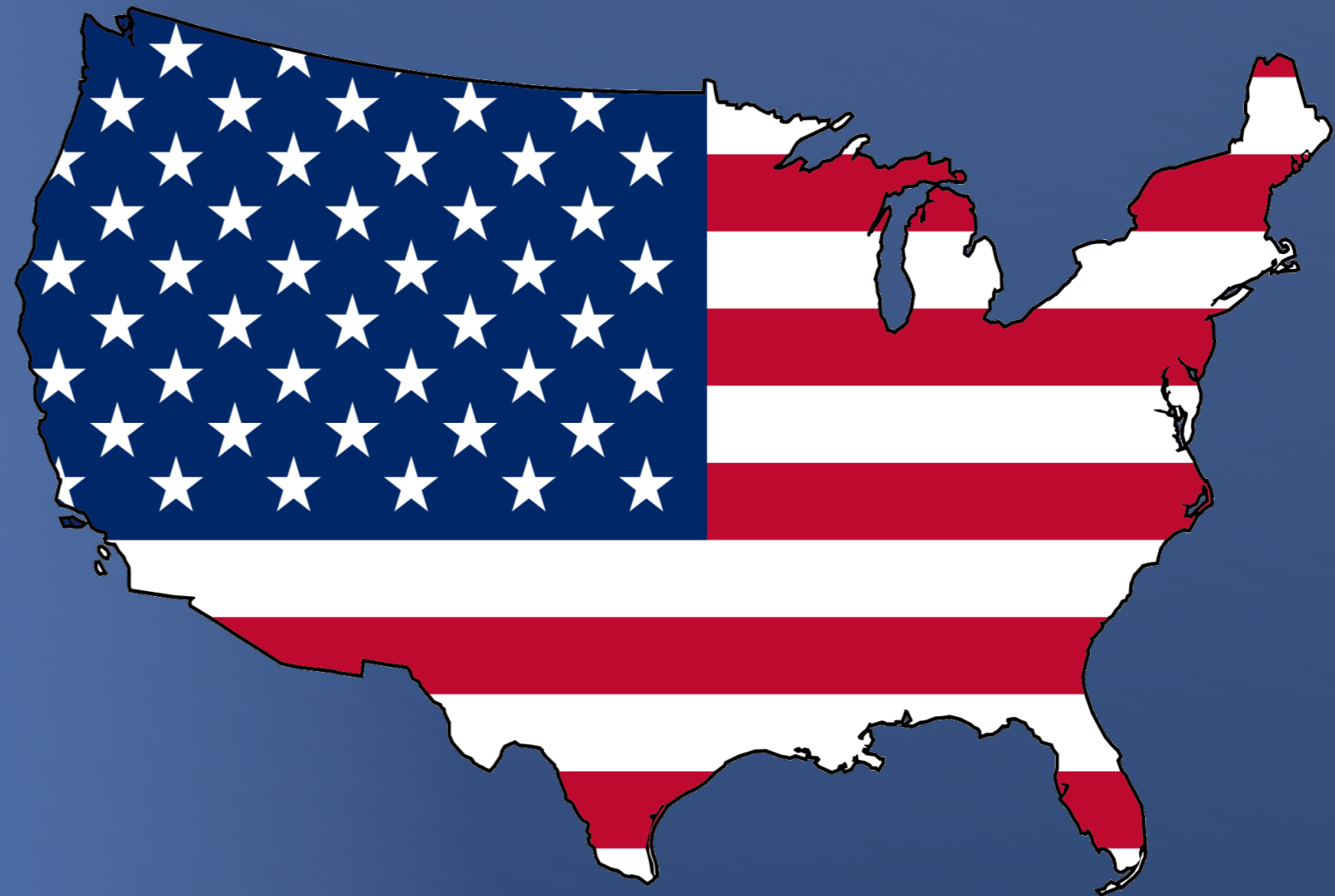


Where's my ballot?  
[wheresmyballot.com](https://wheresmyballot.com)



Frequently Asked Questions

ballottrax



LEE COUNTY  
**ELECTIONS**

Tommy Doyle, Supervisor of Elections  
November 3, 2023



# Frequently Asked Questions

## **What is BallotTrax?**

BallotTrax is a free service that enables a Lee County voter to receive notifications by phone, email, or text about the status of their Vote-by-Mail Ballot packet, from the time Lee County Elections mails their outgoing ballot packet to when their mailed ballot is received by the Elections Office.

## **How do I sign up for BallotTrax?**

Go to [votebymail.lee.vote](https://votebymail.lee.vote) and enter your first name, last name, date of birth, and residential zip code to sign up or access the voter portal.

## **My address is protected. Can I use BallotTrax?**

No. If your address is protected, you are not included in public voter lists, so you cannot enroll in BallotTrax. You should contact Lee County Elections at [votebymail@lee.vote](mailto:votebymail@lee.vote) or call **239-533-8683** to get updates on the status of your ballot. You can also sign up for [USPS Informed Delivery feature](#).

## **I signed up to receive email messages but haven't received any emails, what's wrong?**

Check your email spam folder and add [donotreply@ballottrax.net](mailto:donotreply@ballottrax.net) to your contact list.



# Frequently Asked Questions

## **Can I get SMS/text or voice messages instead?**

Yes. You can change your notification methods, turn off notifications, modify contact hours, or check the status of your mail ballot at any time. Please note that only phone numbers from the United States are compatible with SMS/text and voice call features.

## **I signed up for BallotTrax text notifications and received a confirmation text.**

### **Do I have to respond – Yes?**

Yes. BallotTrax wants to make sure they have your correct text information and confirm you want to receive text messages. If you do, simply reply – **Yes**.

## **I have signed up for BallotTrax messaging in the past. Do I need to sign up again?**

No. Voters who previously signed up for BallotTrax do not need to re-enroll and will continue to have their ballots tracked without interruption.

## **Will I still get my Vote-by-Mail Ballot if I do not sign up or opt out?**

Yes. This is only a tracking system and does not change your voter registration or affect the receipt of your mail ballot in any way.



# Frequently Asked Questions

## **I am unable to log in. What am I doing wrong?**

The most common mistake is using an alias to log in. Voters must log in with their name, date of birth, and residential zip code exactly how it appears on their voter registration record.

For example, if a voter's first name is Thomas and the voter attempts to log in as Tom, they will be denied access.

Another issue is having a canceled, incomplete, or inactive voter registration. Make sure your registration is active and up to date. To check your voter registration, visit the link below or call 239-533-8683.

<https://www.lee.vote/Voter-Resources/Check-My-Voter-Info>

You may encounter issues while trying to sign up for BallotTrax if your address is protected, which means you will not be able to enroll in BallotTrax. In this case, please contact Lee County Elections at [votebymail@lee.vote](mailto:votebymail@lee.vote) or call 239-533-8683 to receive updates about the status of your ballot. You can also sign up for [USPS Informed Delivery feature](#).

## **I do not want to get these messages. What do I do?**

You can opt out at any time. There is an unsubscribe link at the bottom of the email that you can click to remove yourself from getting further messages. Another option is to log in to the BallotTrax voter portal at [votebymail.lee.vote](https://votebymail.lee.vote) and unselect the notification methods you previously opted in for, and click “Update” to save.

## **Will my ballot remain confidential?**

Yes. Voters’ ballots and votes remain confidential. BallotTrax updates voters on the status of their mail ballot by tracking their envelope (not their ballot).

## **Is my voter information private?**

Yes. The information you provide is used only for sending messages regarding your ballot status. BallotTrax will not sell or share that information with any entity. Voters may opt out at any time.



# Frequently Asked Questions

## **Will my email be shared, sold, or used by anyone other than the elections office?**

No. Your information will only be used to send messages regarding your mail ballot status.

## **Why haven't I received any more messages about my ballot yet?**

Messages about the status of your ballot will begin once ballots are mailed by our office. We will mail your ballot to you approximately 35 days before Election Day. You will receive notifications as your ballot goes through different processing stages.

## **Does BallotTrax update my voter registration record?**

No. BallotTrax will not update your voter registration record. To update your voter registration record, please visit the link below or call 239-533-8683.

<https://www.lee.vote/Voter-Resources/Update-my-Voter-Registration-Information>

**I received a message stating that my ballot was undeliverable. What does this mean, and what do I need to do?**

This message indicates that the US Postal Service returned your mail ballot to our office as undeliverable. Please contact our office at 239-533-8683 for more information.

**I received a message from BallotTrax stating that my ballot was referred. What does this mean, and how do I fix it?**

Your mail ballot was referred because of an issue due to a missing signature or signature mismatch. Our office is mailing you a letter with instructions on resolving the issue. You have up to 5:00 p.m. on the Thursday following the election to cure your ballot. You do not have to wait for the letter. You can resolve the issue by visiting the link below and following the cure instructions.

<https://www.lee.vote/Vote-by-Mail/Vote-by-Mail-Information/Vote-by-Mail-Ballot-Signatures>

**If two people in a household share an email address, can they sign up using the same email?**

Yes. BallotTrax will send two ballot status emails to the voters. Each email will contain the voter's first and last name so they can tell which email is specifically for them.

# ballottrax



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Still have questions?

**Contact Us**

**(239) (533-8683)**

**Email:**

**[votebymail@lee.vote](mailto:votebymail@lee.vote)**

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