Florida Online Voter Registration (OVR) System Technical Support

(updated 09/2020)

For technical issues or questions not addressed below, email OVRSupport@dos.myflorida.com or call the Voter Assistance Hotline as follows:

- Phone Number: 1.866.308.6739

- Hours: Monday - Friday 8:00 AM - 5:00 PM (Eastern Time) with extended during statewide elections.

- If you are hearing or speech impaired, please use the Florida Relay Service,7-1-1, to contact the Division. For more information visit the Florida Relay Service.

Bookmarking URL

Be sure you are on a secure website. The URL for OVR should be preceded by **https://**
It is best not to copy or paste the URL into the browser or search field.

Browser

- Use the "Back" Button within the OVR application to go back within the system. Do not use the browser "Back" button.

- The Florida OVR application works best when using the latest version of a browser. These are the most common browsers - Google Chrome, Microsoft Edge, Internet Explorer (IE) 8.0 or higher, Opera 10 or higher, or Mozilla Firefox. To upgrade your browser, go directly to the vendor's secure site.

Cookies

This site requires cookies to be enabled for full functionality and best user experience. Please refer to your browser or device help material to enable or adjust cookie.

Display Issues

Check that your browser is not in 'Compatibility View' mode. For information on how to turn off Compatibility View mode, see the section – reCAPTCHA Issues. Each link on the website will open into a new tab.

JavaScript

The printable form within the OVR application requires JavaScript to be enabled in your web browser. You may alternatively download a printable registration form DS-DE 39 in English and in Spanish to complete, sign, and deliver by mail or in-person to your county Supervisor of Elections.

PDF Reader

The Florida OVR application contains links to documents in the Portable Document Format (PDF), which

cannot be directly opened by your web browser. To download and install a free PDF reader, you may visit:

- [Acrobat Reader by Adobe - all platforms](#)
- [Nitro PDF Software - all platforms](#)

Printing Application Form

If you have trouble printing the application form, check your printer and/or browser settings. Be sure that the completed application prints clearly, within the margins, and on single 8 x 11 sheet of paper.

reCAPTCHA Issues

reCAPTCHA cannot display correctly if the Compatibility View for Microsoft Internet Explorer (IE) 8, 9 or 10 is enabled for [google.com](#).

Follow the instructions to **turn off Compatibility View:**
1. In Internet Explorer, press the **Alt** key to display the Menu bar, or press and hold the address bar and select **Menu bar**.
2. Click **Tools** and select **Compatibility View settings**.
3. Select [google.com](#) under "Websites you've added to Compatibility View."
4. Click **Remove**.

If you do not see google.com listed, or if you still see a warning about Compatibility View after following the steps above, make sure your computer has the latest Microsoft Windows updates.

Special Characters

The online system only accepts English characters (i.e. a, b, c, 1, 2, 3). It does not accept any of the following special characters:

\#   ~   \$ %   ^   &   *   (   )   +   †   {   }   [   ]   <   >   ?   /   \ |

Using a Screen Reader

If you cannot advance to the next page, a required question might have been missed. To advance, re-read the page from the top to hear any instructional or alert messages for help to answer or complete the question.

Verification Issues

If system cannot verify your identity, review and confirm that you have typed in the required information from your Florida Driver License or Florida Identification card exactly as your name, date of birth and/or issued date EXACTLY as it appears on your most current and valid card. If the system still cannot verify your information, you can use the system to prefill an application to print, sign, and deliver by mail or in-person to your county Supervisor of Elections' office.

NOTICE: The State is not responsible for any hardware or software problems resulting from the installation of third party tools, including web browsers, plug-ins, or other suggested downloads.