Florida Online Voter Registration (OVR) System Technical Support

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 for bookclosing and Election Day.

- 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, Mozilla Firefox, Opera 10 or higher, and Safari. 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.

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). Web browsers like Google Chrome, Mozilla Firefox and Safari have integrated PDF readers. If your browser does now have a PDF browser, you can download and install a free PDF reader by visiting:

- Acrobat Reader by Adobe - all platforms

- https://www.foxit.com/pdf-reader/

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.

Special Characters

The online system only accepts English characters (i.e. a, b, c, 1, 2, 3, etc.). 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 the system cannot verify your identity, review and confirm that you have typed in the required information correctly. Your name (first, middle, and last) e, date of birth, Florida driver license number (Florida DL) or Florida Identification card number and the issued date for the card must be entered into the system EXACTLY as they appear on your most current and valid Florida DL or Florida ID card. Some of the more common entry issues that prevent the system from being able to verify your identity for an electronic submission:

- The person enters the date of birth in the issued date field or enters the issued date in the date of birth field.

- The person enters a date of birth that is different than what appears on the person's Florida DL or Florida ID card.

- The person enters their common name such as Bob Jackson Smith instead of the name that appears on their Florida DL or Florida ID card, Robert J. Smith.

- The person enters a number instead of a letter (e.g., zero instead of an "O") as the first unit of their Florida DL or Florida ID card number instead of a letter, which corresponds, to the first letter of the person's last name. All Florida DLs and Florida ID cards begin with a letter that is the first letter of the person's last name.

- The person enters a middle initial instead of the full middle name as it appears on the Florida DL or Florida ID card or enters a middle name instead of a middle initial or middle name that is different than what is on the Florida DL or Florida ID card.

- The person enters a suffix (e.g., Jr., Sr., I, II, III, etc.) that is not on the Florida DL or Florida ID card or fails to enter one that is on the Florida DL or Florida ID card.

- The person enters a new name change but enters all other information from their former Florida DL or Florida ID card number.

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.