



## **ASA Standards Balloting FAQs**

**Q: I am trying to register as a voter and the site is not accepting my email — why is this happening?**

A: The most likely reason you are unable to register is that you have already registered as a voter and our system does not allow you to register with the same email twice. Please reach out to our office to confirm if this is the issue.

**Q: When I click on a ballot link in the Open Ballots table, I am redirected to a page asking if I am logged in. I know I have already logged in — why is this happening?**

A: If you are certain you are logged-in and have access to the S-Committee ballot you are attempting to submit a vote on, try refreshing your browser. If this does not work, please contact our office to check that you are registered as a voter under that S-Committee.

**Q: When I click on a ballot link in the Open Ballots table, I am redirected to a blank page — why is this happening?**

A: If you are using a smaller laptop, tablet/iPad or a mobile device, you are likely not seeing the entire screen wherein it asks, “Are you sure you are logged in?” You can try the steps below:

- Refresh your browser
- Clear your web browser cache

If neither of those steps work, please email our office for further troubleshooting.

**Q: How can I keep track of the ballots I have already voted on?**

A: When you have reached the summary page, we recommend you print or save a PDF version of the summary page by pressing **CTRL+P**.

**Q: Why is there no filter option on the Open Ballots table?**

A: Currently, we do not have the option to filter ballots by S-Committee. We recommend using the Ballot Number highlighted in the Open for Ballot email and following the corresponding link in The Open Ballots table.

**Q: Why am I receiving so many ballot reminders?**

A: If you are receiving multiple ballot reminders, it is because you have not yet voted on a ballot that is currently open. We send these reminders weekly to encourage and allow every voter to take the opportunity to submit a vote. If you feel you should not be receiving these reminders, please reach out to our office.

If you have questions beyond what is listed above, please email our office at [standards@acousticalsociety.org](mailto:standards@acousticalsociety.org) and we will be happy to troubleshoot any issues for you.