Using ServiceArizona:
Instructions, Troubleshooting, & Frequently Asked Questions

Purpose:
To serve as a resource guide for individuals, civic engagement organizations, and election officials to help navigate servicearizona.com – the State’s online voter registration portal.

Contents:
1. Instructions for Completing/Updating Voter Registration
2. Troubleshooting
3. FAQs
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Instructions for Completing/Updating Voter Registration Online Using ServiceArizona:

Step 1 – Type servicearizona.com into your address bar and click “Enter.”

Step 2 - Click on Voter Registration

Click “Voter Registration” to begin.
**Step 3 – Select your language preference**

Select English or Spanish.

Click “Continue”.

**Step 4 – Begin/Update Voter Registration**

Click “Begin/Update Voter Registration”.

*Arizona Sec. Of State Last Rev. 9/30/2020*
These questions cover what is required to be eligible to register to vote in Arizona.

Carefully review and accurately answer each question, then click “Continue.”
Step 6 – Provide Identifying Information

See the corresponding sections below for guidance on completing this form.

1. How do I fill out my name correctly?
2. How do I fill out my date of birth correctly?
3. What if I don’t have a Social Security number?
4. How do I enter my Arizona Driver’s License number?
5. What if I have a Tribal ID number, Alien Registration number, or Naturalization or Citizenship Certificate number?

Click “Continue”.

1. How do I fill out my name exactly how it is listed on your Arizona Driver’s License.
   a. Type your name exactly how it is listed on your Arizona Driver’s License.
      i. If your Arizona Driver’s License lists your first name as “Pamela”:
         1. CORRECT: Pamela
         2. NOT: Pam
      ii. If your Arizona Driver’s License lists your last name as “Mc Arthur”
         1. CORRECT: Mc Arthur
         2. NOT: McArthur
      iii. Your name must match exactly, even if the MVD has written your name incorrectly on your Driver’s License. Contact the MVD at info@azdot.gov or at 800-251-5866 if you need to update the information on your Driver’s License.
   b. If you have multiple last names:
      i. The MVD may have listed both names in the Last Name field or may have one name listed as a middle name and the other listed as a last name. Because of this inconsistency, you may get an error message. If you do, try the following:
         1. Enter both of your last names in the Last Name field
         2. Enter just your second last name in the Last Name field
         3. Enter just your first last name in the Last Name field
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ii. You can also set up an AZMVDnow.gov account to view in which fields the MVD recorded your name.

2. How do I fill out my date of birth correctly?
   a. Be sure the date of birth is listed with two digits for the month, two digits for the day, four digits for the year and includes slashes.
      i. CORRECT: 01/01/1990
      ii. NOT: 01011990 or 1/1/90

3. What if I don’t have a Social Security Number?
   a. It is rare, but if you believe you are getting an error because you do not have a Social Security number that is connected to your Arizona Driver’s License, then you can type in: 0000.
   b. Additionally, if you did not provide your Social Security Number to the MVD they will not have the number on file. Try typing in 0000 if you receive an error message.

4. How do I enter my Arizona Driver’s License Number (DLN) correctly?
   a. There are two possible formats for how the Arizona Driver’s License number is written:
      i. *Most common*: 1 letter (often: D, B, or A) and 8 numbers
         1. Do not include any spaces.
         2. The first character in this type of Driver’s License Number will always be a letter- never the number ’0’, and the subsequent characters will always be numbers.
      ii. *Other option*: 9 numbers only (older style of Driver’s License)
         1. Do not include any spaces.
         2. The 9 numbers will almost always be the ID holder’s full social security number without dashes.

5. Can I use my Tribal ID number, Alien Registration number, or Naturalization or Citizenship Certificate number to register to vote?
   a. Contact 1-877-THE-VOTE for assistance registering to vote using a paper voter registration form.
Step 7a – Confirm address on file

If your Residential Address and Mailing Address are correct as displayed, then click “Yes, my address is correct”.

If you need to change your Residential Address, Mailing Address, or both click “No, change my address”.

Have you recently moved?

You can also update your voter registration when you update your address with MVD on AZMVDNow.gov.

Click here if your address information is correct

Proceed to next step (7b) if your address information is not correct
Click “Yes” if your residential address needs to be changed and “No” if the address is correct.

Click “Yes, my mailing address is different from my Residential Address” if you have a DIFFERENT mailing and residential address.

Click “No, my mailing address is the same as my residential address” if your mailing and residential address are the SAME.

Click “Continue”.

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Step 7b – Select the address that needs to be updated

Voter Registration

A) Do you want to change your residential address?
   - YES
   - NO

B) Do you want to add a mailing address that is different from your residential address?
   - YES, MY MAILING ADDRESS IS DIFFERENT FROM MY RESIDENTIAL ADDRESS
   - NO, MY MAILING ADDRESS IS THE SAME AS MY RESIDENTIAL ADDRESS
Step 7c – Provide the updated address information

This screen will only include address fields (residential and/or mailing) you selected from the previous screen.

See below for instructions regarding:

1. How do I fill out my address properly?
   a. Use abbreviations for street directions and type:
      i. CORRECT: E and ST
      ii. NOT: East and Street
   b. Do NOT use punctuation:
      i. CORRECT: W and AVE
      ii. NOT: W. and AVE.
   c. If you receive an error message, check USPS for the correct way to enter your address.
      i. USPS Address Search: https://tools.usps.com/go/ZipLookupAction_input
      ii. If the address still does not appear in the search results, submit a paper voter registration form to your County Recorder’s Office to complete the voter registration.

2. What if I have a non-traditional address?
   a. Click here for step by step instructions to:
      i. Use a description of your residence location;
      ii. Use a latitude/longitude; or
      iii. Use Google “Plus Code” location

Click “Continue” when the information is included.
**Step 8 – Confirm your updated address is correct**

This will show the fields inputted on the previous screen.

Verify the information is correct and does not have any typos.

If the address information is correct, click “Continue With These Addresses.”
Select your Party Preference from the drop down menu

Answering the questions below is optional, but we encourage answering them to provide a complete record.

Click “Continue” when this page is completed.
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**Step 10 – Permanent Early Voting List (PEVL)**

Select “Yes, I want to vote by mail (permanently)” if you want to join the Permanent Early Voting List (PEVL)

**What is the Permanent Early Voting List (PEVL)?**

Select “No, I want to go to the polls to vote” if you do not want to automatically receive a ballot-by-mail for every election in which you’re eligible to vote.

1. Selecting “Yes, I want to vote by mail (permanently)” means a ballot-by-mail will be sent to your address for all elections that you are eligible. You won’t have to request a ballot for individual elections.
2. Selecting “No, I want to go to the polls to vote” means you do not want a ballot-by-mail for every election in which you’re eligible to vote. You can still make one-time requests for a ballot-by-mail for specific elections at Arizona.Vote.
3. Click here to learn more about the Permanent Early Voting List (PEVL).
**Step 11 – Publicity Pamphlet**

If you want to receive an electronic copy of the publicity pamphlet by email:
1. Include your email address and
2. Click “Yes, send via email”

If you want a hard copy of the publicity pamphlet sent by mail click “No, send via regular mail”
**Step 12 – Review**

Review all of the information provided.

Are there any typos? Is any information incorrect?

If anything needs to be corrected click “Go Back”, and continue clicking “Go Back” until you reach the page that needs correction.

If everything is accurate click “Register to Vote”.

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**Step 13 – Confirmation Page**

If you receive this page it means your information was accepted by the website and you are done!

Please give the County Recorder’s Office time for the information to process.

You can select one of the options at the bottom of the page to receive a receipt.

Please see the Troubleshooting section below if you receive an error message.
Troubleshooting:

“Unable to Process Registration”

1. Confirm that the information you entered matches exactly how it is listed on your Arizona Driver’s License or non-operating identification card.
2. This error message may have also occurred if:
   - The MVD does not have you listed as a US Citizen.
   - The MVD has your address listed as a protected record.
   - The MVD has you listed as a registered sex offender.
   - If any of the above apply to you, you will need to complete a paper voter registration form if you are eligible and wish to register to vote.
3. You may also receive this error message if the MVD does not have an image of your electronic signature on file. In this case, you will need to contact the MVD to resolve the issue.
4. If you are still receiving an error, we recommend contacting the MVD at info@azdot.gov or at 800-251-5866 for further assistance. It is likely that missing or incomplete information on the MVD record is preventing you from registering to vote using ServiceArizona.

“Record Not Found”

1. Confirm that there are no typos in the information provided.
2. Confirm the information provided matches exactly how it is listed on your Arizona Driver’s License.
3. If you used a Tribal ID number, Alien Registration number, or Naturalization or Citizenship Certificate number, contact 877-THE-VOTE to get assistance registering to vote.
4. If you are still receiving an error, we recommend contacting the MVD at info@azdot.gov or at 800-251-5866 for further assistance. It is likely that missing or incomplete information on the MVD record is preventing you from registering to vote using ServiceArizona.
FAQs:

1. **How do I update my Voter Registration address?**
   a. Visit the website servicearizona.com
      i. Click “Voter Registration”
      ii. You will need to complete and submit the entire application.
   b. Use abbreviations for street directions and type:
      i. CORRECT: E and ST
      ii. NOT: East and Street
   c. Do NOT use punctuation:
      i. CORRECT: W and AVE
      ii. NOT: W. and AVE.
   d. If you receive an error message, check USPS for the correct way to enter your address.
      ii. If the address still does not appear in the search results, submit a paper voter registration form to your County Recorder’s Office to complete the voter registration instead.

2. **What if I have a non-traditional address?**
   a. *ServiceArizona* provides the opportunity to use either of the following non-traditional addresses:
      i. Use a description of your residence location;
      ii. Use a latitude/longitude; or
      iii. Use Google “Plus Code” location
   b. Click here for step by step instructions.

3. **How do I change my name?**
   a. You will first have to follow the steps to change your name with the MVD.
   b. After changing your name with the MVD, visit the website servicearizona.com
      i. Click “Voter Registration”
      ii. You will need to complete and submit the entire voter registration application.
   c. Type your name exactly how it is listed on your Arizona Driver’s License.
      i. If your Arizona Driver’s License lists your first name as “Pamela”:
         1. CORRECT: Pamela
         2. NOT: Pam
      ii. If your Arizona Driver’s License lists your last name as “Mc Arthur”
         1. CORRECT: Mc Arthur
         2. NOT: McArthur
      iii. Your name must match exactly, even if the MVD has written your name incorrectly on your Driver’s License. If you need to correct your name in your MVD record, we recommend contacting the MVD at [info@azdot.gov](mailto:info@azdot.gov) or at 800-251-5866 for further assistance.
   d. If you have multiple last names:
      i. The MVD may have listed both names in the Last Name field or may have one name listed as a middle name and the other listed as a last name. Because of this inconsistency, you may get an error message. If you do, try the following:
         1. Enter both of your last names in the Last Name field
         2. Enter just your second last name in the Last Name field
3. Enter just your first last name in the Last Name field
   ii. You can also set up an AZMVDnow.gov account to view in which fields the MVD recorded your name.
   iii. You can also update your voter registration when you update your address with MVD on AZMVDNow.gov

4. How do I enter my date of birth correctly?
   a. Be sure the date of birth is listed with two digits for the month, two digits for the day, four digits for the year and includes slashes.
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5. What if I don’t have a Social Security number?
   a. It is rare, but if you believe you are getting an error because you do not have a Social Security number that is connected to your Arizona Driver’s License, then you can type in 0000.
   b. Additionally, if you did not provide your Social Security Number to the MVD they will not have the number on file. Try typing in 0000 if you receive an error message.

6. How do I enter my Arizona Driver’s License Number (DLN) correctly?
   a. There are two possible formats for how the Arizona Driver’s License number is written:
      i. Most common: 1 letter (often: D, B, or A) and 8 numbers
         1. Do not include any spaces.
         2. The first character in this type of Driver’s License Number will always be a letter- never the number ‘0’, and the subsequent characters will always be numbers.
      ii. Other option: 9 numbers only (older style of Driver’s License)
         1. Do not include any spaces.
         2. The 9 numbers will almost always be the ID holder’s full social security number without dashes.

7. Can I use my Tribal ID number, Alien Registration number, or Naturalization or Citizenship Certificate number to register to vote?
   a. Contact 877-THE-VOTE for assistance registering to vote using a paper voter registration form.

8. What do I do if I get the “Unable to Process Your Registration” message?
   a. Double check that there are no typos and that the information you entered matches exactly how it is listed on your Arizona Driver’s License or non-operating identification card.
   b. This error message may have also occurred if:
      i. The MVD does not have you listed as a US Citizen.
      ii. The MVD has your address listed as a protected record.
      iii. The MVD has you listed as a registered sex offender.
      iv. If any of the above apply to you, you will need to complete a paper voter registration form.
   c. You may also receive this error message if the MVD does not have an image of your electronic signature on file. In this case, you will need to contact the MVD to resolve the issue.
   d. If you are still receiving an error, we recommend contacting the MVD at info@azdot.gov or at 800-251-5866 for further assistance. It is likely that missing or incomplete
information on the MVD record is preventing you from registering to vote using ServiceArizona.

9. What do I do if I get the “Record Not Found” message?
   a. Confirm that there are no typos in the information provided.
   b. Confirm the information provided matches exactly how it is listed on your Arizona Driver’s License.
   c. If you have a Tribal ID number, Alien Registration number, or Naturalization or Citizenship Certificate number but no AZ DL/ID, contact 877-THE-VOTE for assistance registering to vote with a paper registration form.
   d. If you have a non-traditional address:
      i. ServiceArizona provides the opportunity to use either of the following non-traditional addresses:
         1. Use a description of your residence location;
         2. Use a latitude/longitude; or
         3. Use Google “Plus Code” location
      ii. Click here for step by step instructions.
   e. If you are still receiving an error, we recommend contacting the MVD at info@azdot.gov or at 800-251-5866 for further assistance. It is likely that missing or incomplete information on the MVD record is preventing you from registering to vote using ServiceArizona.
How To Input a Non-traditional Address

Input your non-traditional address here.

Click “Continue”.

Please enter your current address information to update your voter registration record.
Select one of these options. You can choose whether to use a description of your residence, your latitude/longitude, or a Google “Plus Code” for your residential address.

Follow the appropriate instructions based on the option you choose.

If you want to select a different option, click “Close” and it will take you to the previous screen where you can make another selection.
The previous page will return you to a similar screen as you saw before. This time, select “My Residential Address is Non-Standard.” You shouldn’t enter anything in the address fields yet.

Enter your description of Residence, latitude/longitude, or Google “Plus Code” here.

Don’t forget to include the other information requested on this page.

If you use a description of residence, you will also need to enter a valid mailing address (such as a P.O. Box) where you can receive official election mail.

Click “Continue”.

Click here to return to the instructions.