iVote FAQ
- Preliminary version - 03/06/2020 -

- **Philosophy**

  1. <u>Why is iVote only for Apple devices?</u>

     iVote is an app for iPad/iPhone that has been developed internally within DG IPOL for quite some time. In the current circumstances, we simply do not have the time to port it to other platforms.

     iVote has been specifically conceived to handle votes in committees, from the creation of a digital voting list, to the running of a live vote or (in the current context) the submission of ballots from remote, to the computation and dissemination of vote results. It is the only currently available solution that allows committees to handle complex votes automatically, to deal with secret votes and to harmonise the Members' voting experience in different committees.

     iVote provides Members with a similar experience to the Plenary interim solution in use (electronic ballot + automatically generated PDF ballot to send by email); however, the Plenary solution is not applicable to committees for the time being as it builds on existing Plenary infrastructure.

  2. <u>Why don't we just use the Plenary system?</u>

     iVote provides Members with a similar experience to the Plenary interim solution in use (electronic ballot + automatically generated PDF ballot to send by email); however, the Plenary solution is not applicable to committees for the time being as it builds on existing Plenary infrastructure that is not yet available for committees.

  3. <u>Why do I have to be logged in to iCloud?</u>

     Being logged in to iCloud is a technical necessity to be able to submit ballots via the Apple cloud. However, the app does not really use iCloud for authentication of the ballots and is never able to link an iCloud account to a specific person. It is not necessary to activate any iCloud sync features to submit ballots in iVote.

     Note that every Apple device user that has ever downloaded an app from the store (including the apps that are automatically installed on EP iPads) already has an Apple ID. Just logging in to vote with iVote does not per se share any data with Apple which was not already shared when creating the Apple ID.

  4. <u>Why do I need to send a signed PDF? Why can't I sign digitally?</u>

     Submitting a signed ballot from your official EP mail address is currently required by the Bureau decision on remote voting and by the guidelines adopted by the Conference of Committee Chairs. In fact, iVote already support biometric signature of ballots via Touch ID / Face ID, should that become an acceptable option in the future.

- **Installing/updating the app**

5. <u>How can I obtain an iPad to install/use iVote?</u>

   Contact MEP IT support.

6. <u>I installed Apple TestFlight, but iVote does not appear / asks for a developer code</u>

   Sometimes TestFlight has glitches. Close TestFlight and start again by tapping the installation link on your device: https://testflight.apple.com/join/fN44OA6h

7. <u>I received a notification to update the app. Should I do it and how?</u>

   In particular during this induction phase, it is likely that iVote is frequently updated to add or fine-tune functionalities and fix possible bugs, so it is a good idea to keep it up to date.
   To update iVote, open TestFlight (or tap the installation link https://testflight.apple.com/join/fN44OA6h) and tap on the "UPDATE" button.

- **iCloud**

8. <u>The app alerts me that I should log in to iCloud to submit my ballot. How do I log in to iCloud?</u>

   Open the Settings app (or tap "Open Settings" when prompted by iVote). In Settings, at the top (of the left column in the case of an iPad), it may show your name (if you are logged in with an Apple ID) with a red circle asking you to complete iCloud activation, or it may show "Sign in to your iPad/iPhone" if you are not logged in with an Apple ID at all.

   Tap on "Sign in to your iPad/iPhone" or on the row with the red circle and follow the on-screen instructions to complete iCloud activation. This will require your Apple ID password and the device passcode (which you use to unlock the device when not using Touch ID / Face ID).

- **Opening a voting list**

9. <u>How do I open a voting list?</u>

   Normally, you will receive voting lists by email attachment. Open the email in the Mail app on your device, then either:
   - *tap on the attachment to preview the XML code of the voting list document; tap on the action button (upwards arrow from a square, at the top right of the screen) and select "Copy to iVote" (or "Open in iVote" on older iOS versions);*
   or:
   - *long press on the attachment to show available options; select "Copy to iVote" (or "Open in iVote" on older iOS versions).*
   If "Copy to iVote" does not appear, tap "More..." to disclose more options;

10. <u>I opened the attachment received but I only see unreadable code. What should I do?</u>

That is normal: you are seeing the XML code of the voting list document. Tap on the action button (upwards arrow from a square, at the top right of the screen) and select "Copy to iVote" (or "Open in iVote" on older iOS versions). If "Copy to iVote" does not appear, tap "More…" to disclose more options.

If you do not see the action button, you may have entered full screen mode for the preview: tap in the middle of the screen to exit full screen mode.

11. <u>"Copy to iVote" does not appear! How can I open the voting list?</u>

You are probably trying to open the voting list from the EP webmail, which is not possible. Forward the mail to an address you can access from the native Mail app on your device and open it from there.

12. <u>How can I open the voting list if I was told not to use the native Mail app on my device?</u>

The vulnerability affecting the Mail app was fixed in iOS / iPadOS 13.5 (or iOS 12.4.7 for older devices not supporting iOS 13). Update the operating system to the latest available version to be able to safely sync your email using Mail. A communication from ITEC on the matter should follow.

- **Completing a voting list**

13. <u>Do I have to wait for the vote to open to fill in my voting list?</u>

No, you can start working on your voting list as soon as you receive it as an email attachment and open it in the app. Of course, you will only be able to submit your ballot when the vote is open.

Note also that you may receive a pre-filled voting list from your political group and start from there rather than from the blank list sent by the secretariat.

14. <u>How do I save my work?</u>

iVote saves every operation automatically. You can suspend and resume your work on a voting list as often as you need without worrying about saving.

15. <u>How do I retrieve a voting list I have been working on?</u>

By default, iVote saves voting lists in the "iCloud Drive -> iVote" folder (or "On my iPad/iPhone -> iVote" if iCloud Drive is not activated or not used). When you open the app, you may find your recent lists in the "Recent" tab, or browse your files in the "Browse" tabs (you can select the tabs at the bottom of the screen).

16. <u>Why do remarks next to an amendments appear/disappear when I tap one of the vote buttons?</u>

Most layout issues affecting MEPs' voting lists have been fixed, but it sometimes happens that remarks next to an amendment appear/disappear unexpectedly. To "fix" the affected row, tap on it, then tap on it again. Note that in any case the layout glitch does not affect the list functionality or your vote indications.

- **Submitting the electronic ballot**

17. <u>How do I submit my ballot?</u>

When the vote starts, you should be notified by the app and an alert will appear. If when the vote starts you have already filled in your name and completed your votes, you can submit your ballot directly from the alert.

Otherwise, tap "Cancel" and, when you are ready, tap the ▶button (top right of the screen) to submit your ballot.

18. <u>I did not get the notification that the vote started. Can I still submit my ballot?</u>

Yes, absolutely! Sometimes the notification may not arrive but this has no consequence on the possibility of submitting your ballot. Tap the ▶button (top right of the screen) to submit your ballot.

- **Submitting the PDF ballot**

19. <u>I cannot generate a PDF ballot to sign!</u>

The PDF ballot can only be generated <u>after</u> you have submitted your ballot electronically via the app. When you submit a ballot successfully, you will get an alert prompting you to "Generate PDF ballot".

20. <u>I lost my PDF ballot. Can I generate a new one?</u>

If at any point of the procedure (after submitting your electronic vote within the app), for whatever reason, you cannot locate your PDF ballot anymore, you can generate a new PDF ballot by tapping the action button (upwards arrow from a square, at the top right of the screen) and selecting "Generate PDF ballot".

21. <u>I tapped "Generate PDF ballot" but I do not see any PDF document. Where is it?</u>

When tapping on "Generate PDF ballot", a panel appears from the top right of the screen (from the bottom on iPhone), providing you with several options to handle the PDF. In particular you may:

– *choose "Markup" in the panel (or "Create PDF" in older iOS versions) to* <u>*sign on screen*</u>*; scroll down with two fingers, then sign in the box on all pages; next, tap the action button (at the top right, or bottom left on iPhone) and select "Mail" to send to the appropriate functional mailbox from your official EP email address (choose your official EP address in the "From" field: if you do not have your EP email on the device, send it from the iPad to your EP email and forward it from there to the relevant functional mailbox);*

– *choose "Mail" in the panel, then send the PDF to a device where you can print it;* <u>*sign by hand*</u> *on all pages, then scan or take a picture of the signed pages and send the scan to the appropriate functional mailbox from your official EP email address (you may choose your official EP address in the "From" field if you can access it from the device).*

22. <u>I cannot scroll down the PDF to the signature box without scribbling on the page. What should I do?</u>

You may either scroll with two fingers or deactivate annotations by tapping the pencil icon at the top right of the screen, scroll to the box, then reactivate annotations to sign.

To undo the scribbles, tap the undo button (the leftmost button in the pencil box).

23. <u>On an iPhone, I cannot scroll to the signature box on the last page of a multiple-page PDF ballot. What can I do?</u>

You may try rotating the iPhone to landscape mode to see if the signature box becomes accessible.

If you are still unable to sign in the box, you may sign elsewhere on the page (and let the secretariat know).