



CHURCH OF GOD IN CHRIST
**QUADRENNIAL
ELECTION**

20 21



**VOTER INSTRUCTIONS
& FAQs**

VOTING INSTRUCTIONS

1. Delegates will receive **ONE** email communication. This email will contain links to both the General Assembly Delegate Engagement platform and the Quadrennial Election platform. The **access key** and **password** for the election platform will also be included in that email. Please add invitations@mail.electionbuddy.com to your email address book in advance to avoid this email being sent to your spam/junk folder.
2. On the login page of the election ballot platform, enter the access key and password exactly as displayed in your email. Successful entry of this information will bring you to the ballot for the General Officers Election.
3. Please read the ballot carefully and follow the instructions provided above each category. After you have made all of your selections, click the “Verify Your Selections” button at the bottom of the page.
4. You will be brought to the verification page where you can review the choices you have made on the previous page. If you need to make any changes to your ballot, you can go back and edit it. If you are satisfied with your choices, confirm your ballot is correct by clicking the “Submit ballot” button.
5. Once submitted, you will be taken to the “Thank You!” page. This page includes your verification code for this election. At the bottom of the page is an orange “Next Vote” button. Click this button.
6. The “Next Vote” button will take you to the landing page. This page will be blank until the next election (election for the Office of the Presiding Bishop) begins. **Do not close this web page or navigate away from it.**
7. Once the next election begins, an orange button will appear on the landing page that says “Presiding Bishop Election”. You will select this button to proceed through the voting process for this election, and repeat steps 3 through 6 until all voting has been completed.
8. If you should happen to lose your connection to the election platform (i.e. by closing your browser, losing your internet connection, losing power, or needing to use a different device) you can go to the following link: <https://secure.electionbuddy.com/m/cogic>. This link will return you to the election landing page.

FREQUENTLY ASKED QUESTIONS



Q: My browser says “Voting has closed” or “You’ve already voted”. What do I do?

A: Enter <https://secure.electionbuddy.com/m/cogic> in the address bar or click on the link at the bottom of the email you received. This will take you to where you will wait for the next vote to appear.

Q: I didn’t get my email containing my unique access key and password, and it is not in my spam. How do I get it?

A: Delegates requiring assistance with retrieving their access key and password should contact the Delegate Support Center. After an authentication process, your call will then be connected with the appropriate individual. Once you have received that information, Enter <https://secure.electionbuddy.com/m/cogic> in the address bar and enter your unique access key and password.

Q: Why does my screen say “This ballot doesn’t seem to exist” when I attempt to log in?

A: Re-enter your access key and password exactly as it appears in the email. Delegates requiring assistance with retrieving their access key and password should contact the Delegate Support Center. After an authentication process, your call will then be connected with the appropriate individual.

FREQUENTLY ASKED QUESTIONS

CONTINUED



Q: What does “You have hit a mind blank” mean?

A: The browser you are using has miscommunicated with ElectionBuddy. You should attempt to use the meeting link in a new browser (you will be prompted to enter your access key and password since it’s a new browser).

Note: If at all possible, please do not use Internet Explorer as your web browser.

Q: I have closed my voting browser. What do I do?

A: Enter <https://secure.electionbuddy.com/m/cogic> in the address bar or click on the link at the bottom of the email you received.

Q: My voting device died. What do I do?

A: Using a different device, enter <https://secure.electionbuddy.com/m/cogic> in the address bar or click on the link at the bottom of the email you received. When prompted, enter your access key and password.

Q: Is the verification code I receive when submitting my ballot important?

A: This code confirms that your vote was successfully cast, you can write this verification code down if you so choose.

DELEGATE SUPPORT CENTER INFORMATION



Hours of Operation:

Monday, March 15, 2021 - Friday, March 19, 2021
10am - 6pm CST

Saturday, March 20, 2021
8am CST to 4pm CST

Delegate Support Center phone number:
888-818-4899

Delegate Support Center email address:
elections@cogic.org