

How to contact the System Support team for help?

Three Ways to Reach out for Help

- Call our hotline number: 833-716-0001
- Email: elect-helpdesk@elections.virginia.gov
- Jira Ticket



How to submit a Jira ticket?

JIRA

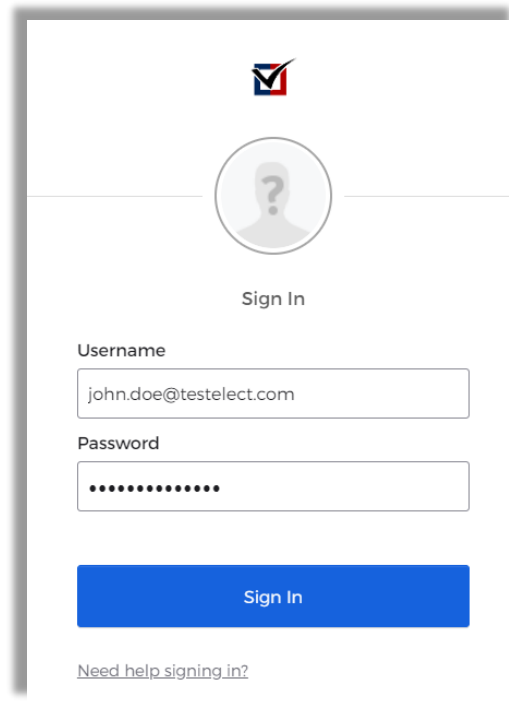
JIRA is the application that we use to track individual pieces of work that must be completed.





How to Submit a JIRA Ticket

Go to the Election Secure Portal website:

<https://virginiaelections.okta.com/>







Sign In

Username

Password

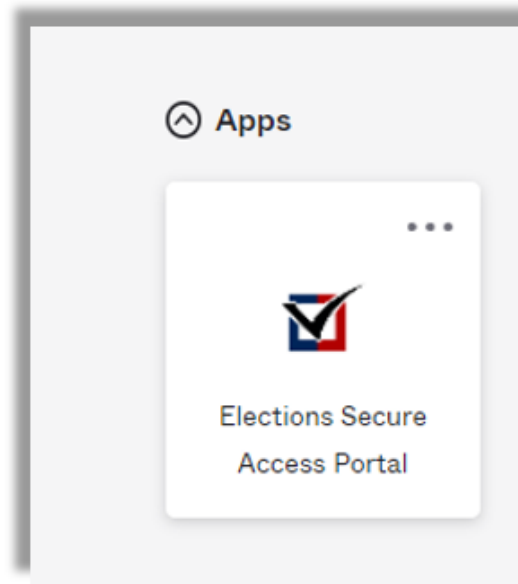
[Sign In](#)

[Need help signing in?](#)



How to Submit a JIRA Ticket

Once your two-factor authentication is passed, click on the Elections Secure Access Portal icon.



How to Submit a JIRA Ticket

Then click on the Submit a Request link.

System Support Team

[Submit a Request](#)



How to Submit a JIRA Ticket

Help Center

ELECT Systems Support

Welcome! You can raise a VERIS Help request or access the Advisory Archive from the options provided.

Advisory Archive

- [Click this link to see Archived Advisories.](#)
- Use the Search bar **below** to search through the Archived Advisories

What do you need help with?



[Search help](#)

Common Requests

Security Services

Internal ELECT services only



User Software Support

Get assistance for general questions related to applications - e.g., training.



Report A System Problem

Report any problems related to the system or request new functionality.



Update GR/EB List

Request update to GR/EB Lists



Static IP Request



DMV Lookup

Request a DMV lookup



Death Lookup (NAPHSIS)

Death Lookup



One Mile Polling Place Waiver

Waiver for Polling place changes that are outside the precinct or more than one mile beyond its precinct boundary



Standard Polling Place Change

Polling place change that is greater than 60 days from a general election.



Emergency Polling Place Change

Polling place change that is less than 60 days from a general election.

