

COMMONWEALTH OF VIRGINIA



★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

National Voter Registration Act (NRVA) Designated State Agency Training & Reference Manual

Rev. 07/25

CHAPTER 1 - INTRODUCTION

THE PURPOSE OF THE ACT

The purpose of the National Voter Registration Act is to increase the number of citizens registered to vote and to establish safeguards that ensure a citizens' right to vote. The Act is designed to increase the number of Americans registered to vote by requiring many public agencies to provide registration opportunities to their clients in conjunction with other services.

DEFINITION OF VOTER REGISTRATION SITES

In addition to the Department of Motor Vehicles, the National Voter Registration Act of 1993 requires that individuals be given the opportunity to register to vote (or to change their voter registration data) in elections for federal and/or state office when applying for (or receiving) services or assistance from certain other state agencies designated by statute.

WHEN TO PROVIDE CLIENTS AN OPPORTUNITY TO REGISTER

Individuals must be provided this opportunity not only at the time of their original application for services, but also when filing any recertification, re-admission, renewal, or change of name or address form relating to such services [42 D.S.C. § 7(a)(6)(A)].

You must provide the clients at your agency with the same level of assistance, including bilingual services where necessary, in completing a voter registration and/or certification form as you provide in completing your own forms, unless the applicant refuses such assistance [42 D.S.C. §§ 7(a)(4)(A)(ii) and 7(a)(6)(C)].

INFLUENCING PREFERENCE OF AN INDIVIDUAL

The person who provides such services as stated previously in the agency is prohibited from:

- seeking to influence an applicant's party preference,
- displaying any such political or candidate preference or party allegiance,
- making any statement or taking any action whose purpose or effect is to discourage the applicant from registering to vote, or
- making any statement or taking any action whose purpose or effect is to lead the applicant to believe that a decision whether or not to register has any bearing on the availability of services or benefits [42 D.S.C. § 7(a)(5)].

DOCUMENTS TO REGISTER OR DECLINE

Those who accept or decline to register to vote must do so by completing the [*Commonwealth of Virginia Voter Registration Agency Certification*](#) form. The certification form and its instructions are provided in Chapter 3 of this document. This form is to be kept in the client's file, or other designated place, so other agency personnel will know that an

individual has been offered the opportunity to register. **Note: Do not mail certification forms to the Department of Elections.**

If a client requests to register to vote, a [*Virginia Voter Registration Application*](#) form must be completed. An example of the *Virginia Voter Registration Application* form and instructions on completing the form are provided in Chapter 4 of this document. These forms are then forwarded to the Department of Elections for processing.

VOTER CONFIDENTIALITY

No information regarding a person's declination to register may be used for any purpose other than voter registration [52 USC § 20506(a)(7)].

Similarly, if an individual does register to vote, the particular agency at which the applicant submits a voter registration application may not be publicly disclosed [52 USC §§ 20507(a)(6) and 8(i)(1)].

The application cannot be copied or used for any purpose other than voter registration in the Commonwealth of Virginia.

DESIGNATED AGENCY VOTER REGISTRATION SITES

In the Commonwealth of Virginia, the following agencies have been designated as voter registration sites:

- Agencies whose primary function is to provide public assistance, including agencies that provide benefits under the Temporary Assistance for Needy Families program; Special Supplemental Food Program for Women, Infants, and Children; Medicaid program; or Food Stamps program;
- Agencies whose primary function is to provide state-funded programs primarily engaged in providing services to persons with disabilities;
- Armed Forces recruitment offices; and
- The regional offices of the Department of Wildlife Resources and the offices of the Virginia Employment Commission in the Northern Virginia Planning District 8.

IMPLEMENTATION OF VOTER REGISTRATION

The National Voter Registration Act of 1993 was implemented at these agencies on March 6, 1996. The Department of Elections distributes all required manuals, forms, and envelopes to the various agencies.

CHAPTER 2 – GENERAL INFORMATION

WHO MAY REGISTER?

To be eligible to vote in Virginia, a person:

- Must be a citizen of the United States
- Must live in the Commonwealth of Virginia
 - A person who has come to Virginia for temporary purposes and intends to return to another state is not considered a resident for voting purposes
- Must be at least 18 years old by the date of the next general election (applicants who will be age 18 by the November election may be eligible to vote in primary and special elections depending on the local election schedule).
- Must not claim the right to vote in another state.
- Must not have been convicted of a felony, or judged by a court to be incapacitated (unless voting rights have been restored by the Governor or a court order allows voting)

WHAT IS THE DEADLINE TO REGISTER?

The voter registration application form must be received by either the local voter registration office or the Department of Elections no later than **11 days before the general or primary election** in which a person wants to vote (shorter deadlines apply to special elections)

HOW OFTEN SHOULD ONE REGISTER?

Anytime your name and/or address changes, a person should submit a new registration application. If a person is unsure that he/she is registered, the individual should fill out a new application form.

HOW TO COMPLETE THE APPLICATION FORM?

Refer to Chapter 4 of this document for specific instructions.

HOW WILL A PERSON KNOW IF THE REGISTRATION WAS ACCEPTED?

Once the local registrar has determined (through the information provided on the application) that an individual is eligible to vote, a voter registration notice will be mailed to the individual at the address on the application.

WHERE TO DIRECT QUESTIONS?

Contact the Department of Elections NVRA/Voter Registration Coordinator for:

Supplies of applications and envelopes: <https://fs28.formsite.com/vaelect/f8zvrpteqf/index.html>

Questions concerning applications, election dates, NVRA rules and regulations

Phone: (804) 593-2274

Contact your Agency for:

Internal procedures and procedures for transmittal of application forms

Where to file certification forms

CHAPTER 3 – CERTIFICATION

The following form is used by the agencies as part of the agency voter registration process that certifies the agency has provided an individual the opportunity to register to vote. An individual may decline to register by not checking the boxes on the form or failing to sign the form.

CERTIFICATION FORM

		
Commonwealth of Virginia Voter Registration Agency Certification		
If you are not registered to vote where you live now, would you like to apply to register to vote here today? (Please check only one)		
☐ I am already registered to vote at my current address, or I am not eligible to register to vote and do not need an application to register to vote.		
☐ Yes, I would like to apply to register to vote. (please fill out the voter registration application form)		
☐ No, I do not want to register to vote.		
If you do not check any box, you will be considered to have decided not to register to vote at this time. Applying to register to vote or declining to register to vote will not affect the assistance or services that you will be provided by this agency.		
If you decline to register to vote, this fact will remain confidential. If you do register to vote, the office where your application was submitted will be kept confidential, and it will be used only for voter registration purposes.		
If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private if you desire.		
If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, you may file a complaint with:		
Commissioner, Virginia Department of Elections Washington Building 1100 Bank Street Richmond, VA 23219-3497 (804) 864-8901		
Applicant Name	Signature	Date
for agency use only		
Voter Registration form completed: ☐ Yes ☐ No		
Voter Registration form given to applicant for later mailing (at applicant's request): ☐ Yes ☐ No		
Agency Staff Signature	Date	
SBE 032-03-945 07/14		

COMPLETION OF THE FORM BY APPLICANT

1. All new applicants or anyone recertifying, renewing or changing their name or address for your services must be offered an opportunity to register to vote or change the information on their voting file.
2. You must inform all applicants that they should read and understand the statements found on the certification form as follows:
 - If you are not registered to vote where you live now, would you like to apply to register to vote here today?
 - If you do not check any box, you will be considered to have decided not to register to vote at this time. Applying to register to vote or declining to register to vote will not affect the assistance or services that you will be provided by this agency.
 - If you decline to register to vote, this fact will remain confidential. If you do register to vote, the office where your application was submitted will remain confidential, and may be used only for voter registration purposes.
 - If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private, if you desire.
 - If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, you may file a complaint with:

Commissioner of the Virginia Department of Elections
Washington Building
1100 Bank Street
Richmond, VA 23219-3497
Telephone: (804) 864-8901

3. Once the applicant has checked one of the three boxes at the top of the form, review the following:
 - ✓Has the applicant printed his/her name in the *Applicant Name* space?
 - ✓Has the applicant signed the form in the *Signature* space?
 - ✓Has the applicant dated the form with today's date in the *Date* space?
4. If any information is missing or not legible, return the form to the applicant for completion or clarification.



If a person does not fill out the form or refuses to sign the form, print the individual's name on the form and place your initials beside the name. **This will be considered a declination to register to vote.**

COMPLETION OF THE FORM BY AGENCY

After the certification form has been filled in correctly, you may accept it and complete the agency portion of the form.

FIRST OR THIRD BLOCK CHECKED:

1. Mark the 'No' box next to the "Voter Registration Form Completed" statement.
2. Sign your name and date the form at the bottom of the page.
3. Place the form in a specified location to be filed at your agency at a later date. **Do not mail certifications to the Department of Elections**

SECOND BLOCK CHECKED:

1. If the individual wants to register to vote, give the individual a copy of the *Virginia Voter Registration Application* form, providing whatever assistance the individual indicates is needed to complete it. Once completed, mark the 'Yes' box next to the "Voter registration form completed" statement.
2. If the individual requests to take the form to be filled out later, mark the box next to the "Voter registration form given to applicant for later mailing" statement.
3. Sign your name and date the form at the bottom of the page.
4. **Place the certification form in a specified location to be filed at your agency at a later date.**
5. Place the completed Voter Registration application form in a specified location to be mailed to the Department of Elections.

FILING THE CERTIFICATION FORM

The certification form should be kept in the client's file or designated place, so other agency personnel will know that the individual has been offered an opportunity to register. This form should be retained according to the agency's Library of Virginia retention procedures.

If additional blank forms are needed, you may photocopy these forms.

CHAPTER 4 – REGISTRATION

HANDING OUT VOTER REGISTRATION APPLICATION FORMS

The applicant can either fill out the form at the agency or take the form home and mail it or hand carry it to any local registration office, the Department of Elections, or other voter registration site. The application form must be received by either the local voter registration office or the Department of Elections no later than 11 days before the general or primary election in order for the applicant to be eligible to vote in that election. Shorter deadlines apply to special elections.

VOTER REGISTRATION APPLICATION FORM

The following is an example of the front of the application form:

SEE EXAMPLE ON NEXT PAGE

Virginia Voter Registration Application

Use blue or black ink

Starred (*) items are required. If you do not complete all of the items that are marked with *, your application may be denied (See instructions on reverse side).

1.	☐ YES ☐ NO * I am a citizen of the United States of America.	* Full social security number ☐ No SSN was ever issued.	* Date of birth 	* Gender
2.	* Last name Jr. Sr. II III IV (Circle if applicable) * First name * Middle name ☐ None * Residence address (May not be a P.O. Box) Apt # * City/Town * ZIP E-mail Phone 			
3.	* Have you ever been convicted of a felony <u>or</u> judged mentally incapacitated and disqualified to vote? ☐ YES ☐ NO If YES, has your right to vote been restored? ☐ YES ☐ NO			
4.	☐ I am an active-duty uniformed services member, spouse or dependent; or an overseas citizen. ☐ I am providing a mailing address (below) because my residence address is not serviced by the U.S. Postal Service <u>or</u> I am homeless. ☐ I am providing a Virginia P.O. Box (below) to protect my residence address from public disclosure because I or a household member is/has: ☐ An active <u>or</u> retired law enforcement officer, judge, U.S. or Virginia Attorney General attorney. ☐ Been granted a court issued protective order. ☐ In fear for personal safety from being threatened or stalked by another person. ☐ A participant in the Virginia Attorney General's Address Confidentiality Program. ☐ Been approved to be a foster parent. My mailing address (Complete only if you have checked a box in this section) 			
5.	☐ I am currently registered to vote in another state: (Indicate state of previous registration)			
6.	☐ I am interested in being an Officer of Election (poll worker) on Election Day. Please send me information.			
7.	AFFIRMATION: I swear/affirm, under felony penalty for making willfully false material statements or entries, that the information provided on this form is true. I authorize the cancellation of my current registration and I have read the Privacy Act Notice.			
	* Signature 			Today's date:
☐ By checking this box, I affirm both that I am an individual with physical disabilities and the Affirmation Statement above. Pursuant to Article II, § 2 of the Constitution of Virginia, individuals with physical disabilities are not required to sign the application for voter registrations.				

* Virginia Voter Registration Application Receipt

The application collector must submit your completed application within 10 days or by the deadline to register for the next election, whichever comes first. You can check your voter registration status online at www.elections.virginia.gov/registration. If you do not receive confirmation of your voter registration status within 30 days, contact your local voter registrar or the Virginia Department of Elections.

Name, phone and e-mail of office, group or individual receiving application

Date application received

Thank you for applying to vote in Virginia!

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The following is an example of the back of the application form:

Virginia Voter Registration Application

Register to Vote

With this form, you can register to vote in elections in Virginia. You can also use this form to change the information on your Virginia voter registration.

If you are currently registered to vote, you do not have to use this form unless you have moved or changed your name.

ATTENTION: Overseas citizens, uniformed service voters, qualifying spouses and dependents may register using the Federal Post Card Application (FPCA), available at www.fvap.gov.

Go Online

You may complete your voter registration application online at www.elections.virginia.gov/registration. You may also check your voter registration status online at www.elections.virginia.gov/registration.

Your Address

You must provide a street address or a description of where you live as a residence address. You may provide a mailing address in Box 4 if: (1) your residence address is not serviced by the U.S. Postal Service; (2) you are homeless; (3) you are an overseas citizen; or (4) you are a uniformed service member, or qualifying spouse or dependent. Qualified protected voters must provide a Virginia post office box in Box 4 to receive protected voter status. No other applicant can list a mailing address.

How to Mail

Mail your completed application to your local registrar. Use the online address lookup tool if you do not know your registrar's address: www.elections.virginia.gov/localGR or mail your application to:

Virginia Department of Elections
1100 Bank Street
Richmond, VA 23219

Mailed applications must be postmarked at least 22 days before the next election in which you plan to vote. A qualified active-duty uniformed services member, spouse or dependent is NOT subject to the mailing deadline if by reason of active duty, you are normally absent from the locality in which you reside.

Questions?

Call your local voter registration office or call (800) 552-9745 • TTY 711.

Privacy Act Notice

When registering to vote, Article II, Section 2 of the Constitution of Virginia (1971) requires you to provide your social security number, if you have one. If you do not provide your social security number, your application will be denied. Voting officials use the social security number as a unique identifier to ensure that no voter is registered in more than one place.

Your application will only be open to inspection by the public if the social security number is removed. Your social security number will appear on reports produced only for official use by voter registration and election officials, for jury selection purposes by courts, and all lawful purposes. Your decision to decline to register to vote as well as the office where you submit your application, if you choose to do so, are confidential and will only be used for voter registration purposes.

ID Requirements

All voters must show one acceptable form of ID or provide a written statement when voting in-person. In federal elections, all first time voters who registered by mail will be required to provide one acceptable form of ID; a written statement will not be accepted.

For a complete list of acceptable forms of ID visit: www.elections.virginia.gov/voterID.

Need more information? Go Online: www.elections.virginia.gov Or Call: (800) 552-9745 TTY: 711

WARNING: INTENTIONALLY VOTING MORE THAN ONCE IN AN ELECTION OR MAKING A MATERIALLY FALSE STATEMENT ON THIS FORM CONSTITUTES THE CRIME OF ELECTION FRAUD, WHICH IS PUNISHABLE UNDER VIRGINIA LAW AS A FELONY. VIOLATORS MAY BE SENTENCED TO UP TO 10 YEARS IN PRISON, OR UP TO 12 MONTHS IN JAIL AND/OR FINED UP TO \$2,500.

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COMPLETION OF THE APPLICATION FORM

1. Check that all information has been filled in completely. If a box does not apply to an individual, the word 'none' should be entered or the box indicating 'none' should be marked. Failure to complete the form properly could result in a denial of the application.
2. Check that the client has signed and dated the application.
3. The applicant can mail their completed, signed application to the registrar's office in the county or city where they live. Use the online address lookup tool if you do not know the registrar's address: www.elections.virginia.gov/localGR or the applicant may mail the application themselves to:

Virginia Department of Elections
1100 Bank Street
Richmond, VA 23219
4. No photocopies or other reproductions of the form (e.g. fax) will be accepted.
5. Place the completed application form in a specified location to be forwarded to the Department of Elections. Va. Code § 24.2-411.2(G) requires the designated agency to send applications to the Department of Elections not later than five business days after receipt.

INSTRUCTIONS TO COMPLETE THE APPLICATION FORM

Body of the Form

The following is a list of the information to be entered followed by a definition of each information block to help answer any questions your client may have:

No.	INFORMATION BLOCK TITLE	DESCRIPTION
1	Are you a citizen of the United States & will you be 18 years of age on or before the November Election?	Check either the “yes” or “no” box to answer this question. If you checked “no” to either question, do not fill out this form unless applicant will be age 18 by the November Election.
	Social Security Number	Enter the 9-digit number issued by the Social Security office. This information will be held in strict confidence and will only appear on reports produced for Official use by voter registration and election officials, and for jury selection purposes by courts.
	Date Of Birth	Enter the month, day and year of birth
	Gender	Enter applicant’s gender
2	Full Legal Name	Enter last name, circle suffix (if applicable), enter first name, and middle name. Check “none” if no middle name.
	Residence Address	Enter the exact address of residence using house number and street name. If this is a post office box or military address, you must complete Section 4.
	City/Town	Enter the city or town of residence
	Zip Code	Enter the zip code
	Email/Phone	Enter an email and daytime phone number. Recommended but optional.

No.	INFORMATION BLOCK TITLE	DESCRIPTION
3	Have you ever been convicted of a felony or judged mentally incapacitated and disqualified to vote? If yes, has your rights to vote been restored?	Check either the “yes” or “no” box to answer this question Check either the “yes” or “no” box to answer this question
4	Alternate mailing address if certain criteria is met – military, homeless, not serviced by post office, protected voter status	Check appropriate box and provide a proper mailing address – usually a Post Office Box If applicant meets criteria to be a protected voter, they must give an alternate mailing address – must be a post office box located in Virginia.
5	Is the applicant registered to vote in another state? If so, which one?	This is used to contact the other state so that they can cancel the previous registration
6	Officer of Election Interest	Check the box if interested in becoming an election officer. This is optional
7	Applicant Signature Date	Read the statement before signing the application. Sign the form using full legal name. If the applicant cannot sign because of a disability, the applicant or provider may check the box of affirmation, and the applicant will not have to sign. Power of Attorney cannot be used for Voter Registration Enter today’s date
Bottom of Application	Virginia Voter Registration Application Receipt	This should be completed by the group who is receiving the application from the applicant. If the applicant turns in the application himself, no receipt is required. DSA name and phone number should be clearly printed in the box. This is the official record for the applicant that they have submitted a voter registration application and can be used to confirm submission should something happen to the original application. The receipt has no bearing on the applicant’s ability to vote should their name not appear on the pollbook on election day.

WHERE TO SEND THE COMPLETED APPLICATION FORM

At each participating program location within your agency, one individual should be responsible for collecting all completed applications twice a week and forwarding them to the Department of Elections or to their agency's central distribution point determined by the agency or department representative.



Review the section entitled "Completion of the Application Form" before forwarding the forms to the Department of Elections. It is important that all requirements are met before the application is released from your agency.

All voter registration application forms must be sent to election officials within five (5) days of receipt. Twice a week, you must complete all of the following steps:

1. Enclose all completed application forms in a pre-addressed, coded envelope, supplied by the Department of Elections.
2. Mark in the preprinted area on the face of the envelope, the number of forms enclosed.
3. Mail the package to the Department of Elections using your agency postage or hand deliver the envelope to your local registrar.

NOTE: Even when you hand-deliver the forms, place them in a pre-coded envelope since the registrar must tally applications by source.

CHAPTER 5 – FORMS AND SUPPLIES

In accordance with NVRA requirements, the Department of Elections will make available State mail registration forms for private and public distribution. The following information provides general instructions on requesting forms relating to the NVRA.

THE VOTER REGISTRATION APPLICATION

The Department of Elections will distribute mail voter registration applications forms to the following entities:

- Public Service Agencies
- Department of Motor Vehicles
- General Registrars

The Department of Elections will also distribute registration application forms to private groups and individuals. Use the following link to reorder applications:
<https://fs28.formsite.com/vaelect/f8zvrpteqf/index.html>

TRANSMITTAL ENVELOPES

Public agencies* offering voter registration services will use pre-coded transmittal envelopes to forward the registration applications.

*This procedure may not apply to those agencies that have made other arrangements with their local registrar

The Department of Elections will distribute pre-coded envelopes to those designated public agencies. Use the following link to reorder envelopes:

<https://fs28.formsite.com/vaelect/f8zvrpteqf/index.html>

VOTER REGISTRATION APPLICATION DISPLAY BOXES

The Department of Elections will supply display boxes to the General Registrars, Public Assistance Agencies, and Department of Motor Vehicles.

Each group is responsible for determining the number of the voter registration application display boxes and where these boxes will be displayed.

CHAPTER 6 – CLOSE OF BOOKS

Applications will be shipped daily, the week prior to the close of books and the week of the close of books. It is crucial applications are dated and shipped daily.

EXERCISES

Requirements to Register to Vote: True and False Review Questions

For each of the following statements, put a [T] for true and an [F] for false.

1. ____ A client can remain registered at his old address as well as his new address.
2. ____ A client who has been convicted of a felony can register to vote.
3. ____ Virginia Voter Registration Agency Certification forms are to be mailed to the Department of Elections.
4. ____ A client who will be eighteen at the next general election should be permitted to register in advance and also vote in any intervening primary.
5. ____ Assistance to applicants may be provided to complete their voter registration application forms.
6. ____ Virginia does register by party affiliation.
7. ____ A client must be a resident of Virginia for at least 6 months preceding the next election.
8. ____ A 16 year-old may register and vote in an election.
9. ____ If a client cannot come to your office and you go to their home to provide services, you are not required to offer voter registration.
10. ____ A person who is not a United States citizen may apply to register to vote.

1) false 2) false 3) false 4) true 5) true 6) false 7) false 8) false 9) false 10) false

Review Questions: Agency-Based Voter Registration Form

For each of the following statements, circle (○) the letter of the response you believe to be most accurate.

1. Clients should be offered the opportunity to apply to register to vote:

- a) During the initial face-to-face interview for your agency's services
- b) When they recertify for your agency's services
- c) When they re-apply for your agency's services
- d) All of the above

2. Clients can use the voter registration application for all of the following except:

- a) To register to vote in the State of Virginia
- b) To change their name on the registration
- c) To change their address on the registration
- d) To cast a vote in the primary election

3. After the client completes the voter registration application, the worker should:

- a) Review for completeness
- b) Choose a political party for the client
- c) File the application in the client's file
- d) Destroy the application

4. When the client requests a mail registration form, the worker should:

- a) Explain that once the form is completed, the client should mail it to the local registrar or return the form back into the office
- b) Inform the client that he will receive a notice from the general registrar when his registration is approved
- c) All of the above

5. May a person vote who has been convicted of a felony and has paid his debt to society?

- a) No. Once convicted of a felony, a person loses his or her right to vote even after the sentence is ended
- b) Yes. An individual is eligible to have his/her rights restored by the Governor if he/she has been convicted of a felony and is no longer incarcerated.
- c) A person may register to vote after going through an attorney and paying fees.

1) d, 2) d, 3) a, 4) c, 5) b

DO'S AND DON'T FOR DESIGNATED AGENCIES

DO:

- ☺ Do treat the applicant as a customer.
- ☺ Do let the client know that you can provide assistance in filling out the form.
- ☺ Do maintain strict neutrality with respect to a person's enrollment choice.
- ☺ Do provide information about registration deadlines and the registration process.
- ☺ Do instruct applicants that they need to re-register whenever they move, even if it is within the same apartment building.
- ☺ Do inform applicants they will receive notice from the county/city general registrar when their registration is processed.
- ☺ Do be sure to follow procedures so that registration applications are handled properly and processed in a timely fashion.
- ☺ Do allow the customer to choose to use a mail-in registration form.

DON'T:

- ☹ Don't attempt to influence an applicant's political preference or party affiliation. Don't display any political or party preference.
- ☹ Don't attempt to discourage an applicant from registering to vote.
- ☹ Don't lead the applicant to believe that the decision to register, or not to register, will affect the availability of services or benefits.
- ☹ Don't attempt to determine the applicant's eligibility to register - that's up to the county/city registrar.
- ☹ Don't in any way pressure the client to fill out the registration form.