



Municipal Election Procedure	
Procedure Name:	Alternate Voting Method – Online Voting
Procedure Number:	CLK MEP-16
Creation Date:	April 13, 2026

1. Purpose

The purpose of this Procedure is to establish the process and rules governing the use of internet voting (online voting) as an alternative method by which eligible electors may cast a ballot during the advance voting period for the 2026 Municipal and School Board Election.

Pursuant to Section 42 of the *Municipal Elections Act, 1996* (the Act), the Clerk is authorized to establish procedures and forms for the use of alternative voting methods that do not require electors to attend a voting location in person.

The use of internet voting, referred to interchangeably in this Procedure as “online voting” and having the same meaning throughout, was authorized by By-law No. 24-2025 in accordance with subsection 42(1)(b) of the Act.

2. Responsibilities

2.1. Clerk

The Clerk shall:

- establish procedures and rules governing the use of online voting;
- ensure the integrity, security, and confidentiality of the voting process;
- oversee the integrity, security and confidentiality of the voting process;
- oversee the configuration and testing of the online voting system;
- ensure electors receive the Voter Notification Package containing the online voting PIN;
- monitor the operation of the voting system during the voting period; and
- authorize the tabulation and release of election results.

2.2. Election Officials

Election officials shall:

- assist in the administration of the online voting system;
- support electors requiring assistance with accessing the voting system; and
- maintain the confidentiality and security of election information.



2.3. Election Services Provider

The authorized elections services provider shall:

- provide and maintain the secure online voting platform;
- ensure the system meets applicable security and encryption standards;
- provide technical support during the voting period;
- ensure the secure storage and transmission of voting data; and
- provide system audit reports and tabulation reports to the Clerk following the close of voting

2.4. Electors

Electors are responsible for:

- safeguarding their voting credentials;
- ensuring their ballot is cast prior to the close of voting;
- following the instructions provided in the voter information letter.

3. Voting Period

Online advance voting shall be available during the following period:

October 15, 2026, at 9:00 a.m. to October 25, 2026, at 11:59 p.m.

During this period, eligible electors may vote online 24 hours per day.

Online voting shall apply to all wards within the municipality.

At 11:59 p.m. on October 25, 2026, the online voting system shall automatically close, and no additional ballots shall be accepted using this method.

4. Voter Notification

Prior to the commencement of voting, each eligible elector on the Preliminary List of Electors shall receive a Voter Information Letter (VIL) by mail.

The VIL shall include:

- information on available voting methods and timelines;
- the official website address of the online voting system;
- a unique Personal Identification Number (PIN);
- information on how to obtain voting assistance; and
- election dates and times.

The access credentials contained in the VIL are unique to each elector and are required to authenticate access to the online voting system.



Access credentials will be provided to all eligible electors through the VIL, and there is no requirement to indicate in advance their intended voting method or preference.

5. Voter Authentication

To access the online voting system, electors must first authenticate their identity using the voting credentials provided in their VIL. Electors will be required to enter their assigned PIN and confirm their identity by providing their date of birth.

Authentication requirements will ensure that only eligible electors can access the electronic ballot.

Once authentication is completed, the elector will be provided access to the electronic ballot corresponding to their ward and school board.

The online voting system will permit only one completed ballot per set of credentials.

6. Casting an Online Ballot

Electors may vote online by completing the following steps:

1. Access the designated online voting website using an internet-enabled device.
2. Enter their assigned voting credentials and complete the authentication process.
3. Access the electronic ballot.
4. Mark their voting selections in accordance with the instructions provided.
5. Review their ballot prior to final submission.
6. Submit the ballot electronically.

Once a ballot has been successfully submitted, the system will record the vote, and the elector will be marked as having voted on the electronic voters' list. The elector will immediately receive a confirmation code following the exit screen, indicating that their ballot has been successfully cast. Electors may retain this confirmation code to verify that their vote was successfully submitted and recorded in the system. The confirmation code does not reveal how the elector voted and does not compromise the secrecy of the ballot. Once the elector exits the screen, the confirmation code can not be retrieved.

After submission, the ballot cannot be changed, retrieved, or re-cast.

7. Voting Restrictions

An elector who has successfully voted using the online voting system shall be recorded as having voted and shall not be permitted to vote again using any other method.



If an elector attempts to vote more than once, the voting system will prevent the submission of additional ballots.

If an elector who has already voted online attends a physical voting location and attempts to vote by paper ballot, the electronic voters' list will indicate that the elector has already voted. The system will alert the Deputy Returning Officer, and the elector shall not be issued another ballot.

7.1. Geofencing and Location-Based Access

The Clerk may implement location-based security measures for the online voting system, including geofencing, where deemed necessary to protect the security of the election.

Geofencing may be used to limit or restrict access to the online voting system from certain geographic locations or network environments where potential security risks have been identified.

Specific parameters and operational details relating to the use of geofencing or other location-based access controls will be developed in consultation with the election services provider and implemented in accordance with the technical capabilities of the voting system.

Further details regarding these measures will be established and published by the Clerk prior to the commencement of the voting period.

8. Security and Integrity of the Voting System

The online voting system will employ appropriate security safeguards to ensure the integrity of the election process, including:

- encrypted data transmission;
- secure authentication protocols;
- protection of voter anonymity and ballot secrecy;
- system audit logging;
- secure storage of ballots and voting records until the legislated destruction timeline; and
- safeguards to prevent unauthorized access.

Only the Clerk, Deputy Clerk, and Manager of Information Technology (IT) will have access to the system's administrative functions.

9. Independent Security Testing

To ensure the integrity, reliability, and security of the online voting system, independent security testing shall be conducted by a qualified third-party cybersecurity firm.



The third-party firm shall perform comprehensive security and penetration testing of the online voting platform prior to the commencement of the voting period. This testing will assess the system for potential vulnerabilities, unauthorized access risks, and other cybersecurity threats that could impact the confidentiality, integrity, or availability of the voting system.

Upon completion of the testing process, the third-party firm shall provide certification confirming that the system has undergone independent security testing and meets established cybersecurity standards. Documentation of this certification shall be provided to both the Town and the election services provider.

This independent testing initiative is conducted in coordination with multiple participating municipalities utilizing the same online voting platform.

10. System Monitoring and Technical Support

Throughout the voting period, the Clerk and designated election officials will monitor the online voting system to ensure its proper operation.

Technical support will be available through the election services provider to address system issues that may arise during the voting period.

11. Voter Assistance

To support electors who require assistance with the online voting process, Clerk's staff will be available at Town Hall during regular business hours throughout the online voting period to provide guidance and support.

Clerk's staff may assist electors with:

- accessing the online voting website;
- understanding the voting process and instructions;
- resolving issues related to login credentials or voter authentication; and
- general questions regarding the online voting system.

Staff assistance will be limited to guidance and support only. Under no circumstances shall election officials view, influence, or mark an elector's ballot in order to preserve the secrecy and integrity of the vote.

In addition, the election services provider will provide technical support to Clerk's staff throughout the voting period to address system-related issues or technical concerns that may arise. Where necessary, Clerk's staff may coordinate directly with the provider to resolve technical issues affecting electors.

Electors who require assistance are encouraged to contact the Clerk's Office for support prior to the close of the voting period. Under no circumstances will the online voting period be extended if an elector has waited too long to obtain assistance.



12. Lost PIN/Replacement PIN

Where an elector has misplaced or did not receive their voting credentials, replacement credentials may be issued upon request.

Administrative access to the voting system is restricted to authorized election officials, being the Clerk and Deputy Clerk, who are permitted to generate replacement credentials where appropriate. The Manager of IT also maintains administrative access to the system for technical support purposes; however, this access shall not be used to perform election-related functions or to administer voting services.

Where an elector has provided an email address, replacement credentials may be issued electronically. If an email address is not available, authorized election officials may generate and download a PDF copy of the replacement credentials to be provided to the elector.

Prior to issuing replacement credentials, the elector must provide sufficient information to confirm their identity. This verification may occur through one of the following methods:

- In person: The elector may be required to provide acceptable identification confirming their name and qualifying address.
- By telephone or email: The elector must provide identifying information that can be verified against the elector's information on file.

Once new credentials are issued, the previously issued credentials are replaced and invalidated. For greater certainty, if an elector's credentials are obtained by another individual, the voting system requires the elector to provide additional identifying information in addition to the PIN in order to successfully cast a vote.

13. PIN Allocation

PIN credentials will initially be distributed to eligible electors via VILs.

Electors who are added to the voters' list after the distribution of VILs may be issued new voting credentials by authorized election officials.

The issuance of credentials to electors added to the voters' list after the initial distribution shall follow the same verification and credential replacement procedures outlined in Section 12 of this Procedure.

14. Close of Voting and Tabulation

At 11:59 p.m. on October 25, 2026, the online voting system will automatically close. No further ballot submissions will be accepted.

Results will not be accessed, printed, or released prior to the close of voting at 8:00 p.m. on October 26, 2026.



At the close of voting on Voting Day, the Deputy Clerk, or designate, shall access the decrypted results file generated by the online voting system. The Deputy Clerk will communicate the results to the Clerk, who will incorporate the totals into the unofficial election results spreadsheet, which will be published and updated live for public viewing.

15. Scrutineers

The Deputy Clerk, or designate, shall be positioned in the Miclette Room at Town Hall to generate the results tape from the advance voting locations and access the online voting results following the close of voting.

Scrutineers who have been properly appointed by a candidate will be permitted to attend and observe this process in the Miclette Room, provided they comply with all procedures established by the Clerk and do not interfere with the tabulation process.

The Deputy Clerk, or designate, will communicate the results to the Town Clerk, who will be positioned in their office at Town Hall.

Scrutineers shall not be permitted to enter the Clerk's Office. All observations of the tabulation process must occur within the Miclette Room.

16. Emergencies

If the Clerk determines that circumstances have arisen that may compromise the integrity or availability of the online voting system, the Clerk may declare an emergency under Section 53 of the Act and take any actions deemed necessary to preserve the integrity of the election.

Such actions may include, but are not limited to, temporarily suspending the online voting system, extending the voting period, or implementing alternative voting arrangements, where permitted under applicable legislation and election procedures.

17. Record Retention

Election records relating to the online voting process shall be retained for the statutory retention period in accordance with the requirements of the Act and the Town's records retention by-law and records management practices.

Ballots cast through the online voting system will be securely retained by the election services provider until such time as the Clerk authorizes their destruction. All electronic voting records shall be maintained in a secure manner that preserves the confidentiality and integrity of the ballots.

18. Interpretation and Prevailing Authority

The Procedure shall be interpreted in a manner consistent with the principles of the Act.



Where conflict exists between this Procedure and Provincial legislation, Provincial legislation prevails.