

## **USI E-VOTING**

### **Election Process:**

1. E-Voting URL will be shown on the USI website and USI app.
2. Once any member clicks to start E-Voting he will have to enter his username & password.
4. 'Forgot password' will be available on the authentication page, if required.
3. The system will authenticate username and password, and then will redirect user to the E-Vote page.
4. On the E-Vote page, the member has to enter membership details (membership number, email id or mobile number).
5. The system will validate data, once the details are matched with pre-registered voter list, the member will receive an OTP (One time password) on the registered mobile number and email id within 1-2 minutes.
6. OTP is valid for 5 minutes only (there will be only 3 chances to generate OTP).
7. Once OTP and captcha are validated by the system, it will redirect user to ballot paper. If he has already cast his vote, then a message will appear so, and the application will log out.
8. On the ballot paper, the member has to choose candidates of his choice by clicking on the checkboxes as appropriate, and then finally click on "Submit your vote".
9. By clicking on "Submit your vote" and confirming, you will receive a confirmation & 'thank you' message.
10. More than one member cannot vote using a single Internet connection (Single public IP address).
11. For any more queries, please refer below to final e voting FAQ.

### **FAQ regarding E voting**

#### **E voting helpline No 18002000424 (10 am to 7 pm)**

E-voting will start on 10th January 2019 at 10 am & will continue till 17th January 2019 till 5 pm.

E-voting is only for those who have successfully registered for e-voting & their name appears in the list of e voters. E-Voter list is available for verification /correction till 7th January in Members' area on the USI website. Please make sure that you visit members' area & check yourself for correct mobile no, email, no spelling mistake etc. If required,

please contact USI office for corrections till 7th January. After the cutoff date 7th January, no changes will be possible. This list will be handed over to the-voting agency and then USI office will not be able to entertain any requests. So please ensure that you visit member's area either on USI web site or app & check your data on registered voters' list.

If data is not correct, or you have not registered for e-voting, then you can't do e-voting. However, we are not denying any member's right to cast vote. All those who are not registered, those who face problem, or those who are not well versed with e-voting process can still vote on-site at Bhubaneswar on 25th January from 9 am to 3 pm, as in the past. Please note the e-voting is an add-on facility being provided to members, without denying anybody's right to cast vote at conference venue, this year.

**Q - If I have not registered so far can I register now?**

A – You have opportunity to register till 3rd January 2019. After that registration, will be closed. Verification & data correction is open till 7th Jan. It is recommended that every voter checks his details before 7<sup>th</sup> Jan. After that nothing can be done. If you have not registered, before cutoff date, you can't do e-voting. However, you can vote on site during conference at Bhubaneswar.

**Q: My mobile app is not showing the link for e-voting?**

A: App needs updating. Go to settings, go to app, & then update, alternatively uninstall app & re install – new version will be installed where you will be able to see it. First option on home page is e-voting. If still problems persist, you can get link on web site. We will be sending it by sms to all & also in various what's app group. Simply click the link & start process.

**Q: what happens if I forgot my USI user id & password?**

A: After clicking the link, window will come where you have to enter your USI user id & password. User id is your USI number. It is alphabet (upper or lower case – both acceptable) & 3 digits (if no is A20 it should be written as A020, if s9, it should be written as s009). List of registered members for e-voting is displayed in member's area in USI web site & app. From there you can get your details. To search click control F – window will appear – in that put whatever you wish to search & those details will be seen. If you have forgotten your password, click forgot password. It will ask you to enter mobile & email id. Both have to be accurate (same as you entered while registering for e-voting), if that is matched, OTP will be sent to your registered mobile & email. If mobile & email does not match – you can't proceed, if you have only email or mobile – it will not work. Mobile & email both are required here. Once you enter OTP, password will be sent to you. Moment you enter password, it will ask to change password of your choice. Once that is done, you have to log in with new password which you have created & then you will go to next page & then continue.

**Q: If I enter wrong USI password, what will happen, are there max attempts of entering passwords?**

A: There is no limit to no of attempts you make to enter password. However, after 2-3 attempts better to click forgot password & get new password.

**Q: I have exhausted my attempts of OTP. What can I do?**

A: OTP is kept only at 1 stage – just before ballot paper appears. There only 3 attempts of OTP allowed. This is safety feature. There is additional OTP in the beginning if member clicks forgot password. Here OTP attempts are many (10 to be precise). Just try to enter mobile & email proper – it will work. In case if you face problem, you can contact agency helpline 18002000424 between 10 am to 7 pm. They will answer. Even if there is no reply, do not worry, agency will give you call back. They have call log & they will call even if they see miss call. Thus, your problem will be solved. They may not call immediately, but it will happen.

**Q: I have registered for e-voting but I still I get message that, you are not registered.**

A: Sometimes there could be spelling problem especially of you type from mobile. Try to do it again. If still it does not work, please check the list of members who are registered, (list is present on web site as well as app) it is possible that your name may not be there – in that case you can't do e-voting. However, you can continue to do voting in Bhubaneswar on 25 January between 9 am to 3 pm.

**Q: When I click on forgot password message comes that you are not registered for e-voting**

A: In forgot password, your mobile & email both have to match. If one of them is not matching, then this message will come. In that case, you can't vote. You can check the data on USI web site or app. In case of problem, contact helpline If still problem, do voting on site at Bhubaneswar.

**Q: I know my password. I enter that correctly; Next window comes, I enter USI no. my mobile is correct but It shows wrong email id. What to do?**

A: No problem. After entering your USI password, window comes asking for your USI no, mobile & email. Here both mobile & email are not required. If anyone of them is matching, you will get OTP. OTP comes on both mobile as well as email. Then you can proceed. If window shoes wrong mobile, then keep mobile number column blank & enter only email id. If window shoes wrong email id, keep email column blank & fill only mobile. It will work.

*Which means if you have forgotten password, then you need to enter mobile as well as email id correctly as mentioned in pre-registered form. However, if you know your USI password, then either of mobile or email will work, both are not necessary.*

**Q: I took password from central office but it does not work.**

A: After 7<sup>th</sup> January, even if you take password from office or set new password, it will not work. 7<sup>th</sup> January is cutoff date after that central office will not have any role to play in e-voting process. If you have forgotten password, then you have to take password through the e-voting system.

**Q: Suppose I do not get OTP or I have crossed the time limit to enter OTP, what do I do?**

A: On page where, you enter USI no, mobile & email id – you will get OTP which is valid for 5 mins only. You have to enter OTP in stipulated time – or else OTP will be invalid. Then you have to get new OTP again. However, for second OTP to get, you have to wait for 15 mins. This is one more security measure to prevent manipulation. You can get OTP max only 3

times. If you consume 3 attempts unsuccessfully, then you will not be able to do e-voting. Your number is blocked. You are disqualified from e-voting. So, ensure to enter correct OTP in proper time. This is security measure to prevent manipulation. Sometimes OTP expires because of poor internet connection. SO make sure that your wi-fi signal is strong.

**Q: What happens if my internet / electric connections fails after I get OTP &/or after I open ballot paper page?**

A: No problem. You can start the process all over again. Until you submit the ballot paper; it will not be considered that you have cast vote. You can start the process again.

**Q; Why I get message that your IP address is already used when I have not cast vote?**

A: This means someone else has cast vote from your mobile or from same internet that you are using. It is not possible to cast multiple votes from same IP address. This means if you are using hospital internet which is used by many members, only one member can cast vote from that. After that those who use same internet (hence same IP address) message will come as IP address already used. So, you have to use your own 2G, 3G or 4G account. Or personal broad band connection. This measure is kept for highest security & to prevent any malpractice.

**Q: I have selected one choice but I want to change that & select other choice, when I click on other choice – nothing is happening. How can I change my choice?**

A: If you click on one choice, that option is selected, now if click on any other option, nothing will happen. If you want to select other option, you have to click on the selected option again – so that it gets deselected. Now you can click any option of your choice. We have not kept auto de-selection of choice because sometimes in mobile, unknowingly something may get clicked & that may go un-noticed. You can select & deselect any option n number of times. No limit.

**Q: If I face any problem while-voting, what do I do on the spot, whom do I tell at that time.**

A: If you face any problem, you can immediately call helpline no 18002000424 which is open from 10 am to 7 pm throughout the period of voting. Even if there is no reply, help line people will call you back as they have log of all missed calls as well.

**Q: Can someone employ a person who will go to many people get their password & cast vote for one particular person**

A: It is not possible. As system, will recognize IP address. Multiple-voting from same IP address is not allowed. And practically, it is almost impossible for any person to carry several different connections (IP addresses) & do manipulations.

**Q: What are the security measures to ensure that system is hack proof & manipulation is prevented.**

A: Several security measures are built in system. Checks are set at multiple levels

- 1) You have to use USI password which is unique to you
- 2) You have to put your USI no, email id or mobile no. System matches this – if found incorrect process is halted

- 3) OTP is sent to your mobile & email. Unless you enter that system will not progress. This access is only to you
  - 4) System recognizes, from which IP address you are doing e-voting process, if it is already used previously, e-voting process will not progress further. System is programmed to match every IP address from which member is voting.
  - 5) If you ask for OTP & then either do not use it or log out, you can request for another OTP only after waiting for 15 mins. This time is deliberately kept long to prevent manipulation.
  - 6) OTP is valid only for 5 mins – so nobody can manipulate as time is very short
  - 7) Ballot paper or at any stage of e-voting process if system remains idle for stipulated time – there is auto log out. & then whole process will have to start all over again.
- So, with these safety measures it is not possible either to hack or manipulate the process. It is made full proof.

**Q: Can someone influence e-voting agency? & cast several votes by manipulating system.**

A: As stated earlier, there are several checks at different level. It is not possible to bypass these checks. The system which we have hired, is reputed & has conducted several e-voting in many bigger associations. So far their record is clean & not caught in any such manipulation. In addition to that, we have involved a neutral e-voting auditing agency. They are authorized agency for e-voting auditing. They will be auditing each process of e-voting. From start to end. This is like additional third party vigilance agency. It is therefore not possible to hack, or manipulate the system.

**Q: How my vote is kept secret? Can anyone know to whom I have cast vote for?**

A: The whole information is stored in encrypted format. Even system engineers can't recognize it. E-voting process is started with 3 keys (password) – which are with President, president elect & immediate past presidents. Keys are unique to them & not known to each other. At each step, auditor will be involved. Unless all keys are entered, system can't start. Also at the end, unless 3 keys are entered, decoding of encrypted format can't be done. Once key is entered, only result will be available, who has voted to whom can't be known. It remains in encrypted format. There is no system or program made to decode it. So only result will be seen.

**Q: After results are declared what is the guarantee that votes will not be decoded.**

A: The data will remain secured & saved in server. This information will be in encrypted format only & hence nobody can access it. Even system engineers can't decode it.

**Q: Can anyone get the data?**

A: 3 separate keys are with 3 senior responsible persons. Hence it is unlikely that one or even two persons together know the result. Even after entering 3 keys, only summery result will come. Nobody will know who has voted for whom. Data is kept as secured. Even of remotes chance, someone gets access to data, encrypted format can't be decoded.

**Q: Can someone influence System engineers or company officials to modify voting pattern & do some manipulations?**

A: It is not possible. System is made in such a way that even system engineers can't do anything.

**Q: What is the guarantee that server does not crash during or after e-voting process.**

A: Not possible as data is secured & saved at multiple places including cloud. This data is encrypted – coded – format. There is dynamic back up created all the time. So, loosing data is next to impossible.

We have worked hard & spent lot of time with several rounds of discussion with e-voting agency & asking them all sorts of queries to ensure that system is full proof at the same time user friendly. Even though it was not necessary, we have taken additional measure of safety by putting external neutral auditor, to prevent any possible manipulation.

If there are any more queries related to e-voting, members are free to contact or write to Central office, President elect or Hon. Secretary

***Let's make e-voting successful.***

***Yes! We can do it.***