



Republic of the Philippines
COMMISSION ON ELECTIONS
Manila

CONTINGENCY PROCEDURES FOR THE SPECIAL BOARD OF ELECTION INSPECTORS (SBEI) FOR POSTS ADOPTING THE ONLINE VOTING AND COUNTING SYSTEM (OVCS) FOR PURPOSES OF THE 12 MAY 2025 NATIONAL AND LOCAL ELECTIONS

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Promulgated: April 8, 2025

RESOLUTION No. 11130

WHEREAS, the Commission on Elections (COMELEC) is mandated to ensure a smooth and accessible election process for all registered voters, including overseas voters;

WHEREAS, the Commission on Elections (COMELEC) resolved to implement online voting in 77 Foreign Service Posts, and in connection therewith, promulgated Resolution No. 11061 dated 13 September 2024, on the General Instructions for the Special Board of Election Inspectors and Special Ballot Reception and Custody Group in the Conduct of Online Voting and Counting of Votes in connection with the Overseas Voting Act of 2013 for purpose of the 12 May 2025 National and Local elections;

WHEREAS, the Overseas Voting and Counting System (OVCS) requires clear guidelines to address common issues encountered during pre-voting enrollment, voting, and other operational procedures to be conducted by the SBEI;

NOW, THEREFORE, the Commission on Elections, by virtue of the powers vested in it by the Constitution, the Omnibus Election Code, and other election laws, hereby RESOLVES to adopt the following guidelines:

Section 1. Contingency measures for certain matters that may be encountered during Pre-Voting Enrollment. – In case the following situations are encountered during pre-voting enrollment, the appropriate contingency measures are as follows:

SITUATION	CONTINGENCY MEASURE
a. If a voter does not have an email address.	- Assist the voter in creating an email address so he/she can use said email address to enroll; or - Inform the voter that he/she may use his/her mobile number as his/her username for the enrollment and voting portal.
b. If a voter does not have internet access or a mobile number.	Advise the voter to proceed to the Post for assistance in his/her enrollment.
c. If a voter cannot receive the OTP via his/her email.	- Instruct voter to confirm whether the email address entered is correct and active. If not, he/she should try again with the correct email address or advise him/her to create a new email address from a recognized provider (@yahoo.com, @gmail.com, or @outlook.com). - In case he/she confirmed that the correct email address was used, advise him/her to check spam/junk or other folders for the OTP email.
d. If a voter cannot receive the OTPs via his/her mobile number.	- Instruct voter to confirm whether the mobile number used is correct. If not, he/she should try the enrollment process again using the correct mobile number. - In case he/she confirmed that the correct mobile number was used, advise him/her to check the "unknown senders" filter for the OTP, or to consider using an email address to enroll, or check if his/her mobile number has signal or the phone is not set in airplane mode.
e. If OTPs are not received immediately or become invalid.	The OTPs for the OVCS have a validity period of five minutes. Inform the voter to wait for five minutes before requesting for another OTP.
f. If a browser/device does not allow access to the camera or microphone.	Inform/assist the voter to check their browser and device settings to enable pop-up messages, and/or manually grant access to the camera and/or microphone.
g. If the enrollment link is not accessible.	- Provide the voter with the correct enrollment link. - Ask the voter if he/she is accessing the link from the Philippines. If yes, inform him/her that the link for enrollment is geo-blocked in the Philippines and is accessible outside the Philippines only.
h. During enrolment, if the error message "exception during upload and check" occurs.	There is likely an internet connectivity/access issue. Voter should refresh his/her internet before trying again.
i. During enrollment, if the error message "poor-quality images" occurs, or the information captured from the ID is incorrect.	- Request voter to retry the capturing of the image/s process. Ensure that there is sufficient lighting and absence of glare on the document. - Ensure that no person is visible when capturing the voter's photo.
j. If voter application remains pending for more than forty-eight (48) hours.	Voter should contact the Post for follow-up on his/her application. If no action is taken, OFOV should be contacted via ov.concerns@comelec.gov.ph
k. If a voter receives a message indicating disapproval or a record mismatch.	- Voter should check if his/her name appears in the Certified List of Overseas Voters (CLOV) of Post. If his/her name appears in the CLOV but with multiple errors (typographical errors, wrong birthday etc.), inform Post of such fact. Post may require the voter to personally/virtually present sufficient proof of identity for proper disposition of the application. - If the SBEI at Post still cannot verify his/her identity, ask voter to inform OFOV through ov.concerns@comelec.gov.ph for further validation.
l. If a voter does not have any of the five (5) IDs accepted by the OVCS enrollment page, and thus, cannot go through the application for enrollment.	Voter should check if his/her name appears in the CLOV of Post. If yes, voter should inform Post that he/she is an actual registered overseas voter at Post but does not have any of the IDs accepted by the OVCS. Post may then require the voter to personally/virtually present sufficient proof of identity through other identification

	documents. SBEI of Post has the discretion to make a determination on whether or not voter has sufficiently proved that he/she is an actual registered voter. If the SBEI at Post still cannot verify his/her identity, ask voter to inform OFOV through ov.concerns@comelec.gov.ph for further validation.
m. If the SBEI encounters issues in relation to approving/rejecting a pending application.	- Note said fact in the minutes and report the issue to OFOV for possible troubleshooting. - OFOV is authorized to approve/reject any pending applications for enrollment if it is found that the said application pertains to a person who is not an active registered overseas voter, and/or to multiple or already approved applications.
n. If two or more voters use the same email/mobile number during enrollment.	- Advise voter that each should use their own unique email address or mobile number. Then, advise the voter to inform the Post/OFOV of his/her new email/mobile number. - The SBEI/OFOV shall update his/her registered email/mobile number in the system.
o. If the IP of the Post was blocked during enrollment.	- Post shall contact the OFOV to inform such fact and provide IP address. - The OFOV will request ITD to unblock the IP address. - For this purpose, note that the OFOV will also provide the ITD of Post's static IP addresses for purposes of whitelisting and to avoid being blocked.
p. If the admin/enrollment URL is not accessible or blocked.	- Check if Post is using the correct URL for the elections. - If correct, contact OFOV and provide the IP address for whitelisting of the same.

Section 2. Contingency measures for certain matters that may be encountered during Voting. In case the following situations are encountered during pre-voting enrollment, the appropriate contingency measures are as follows:

SITUATION	CONTINGENCY MEASURE
a. If a voter is not enrolled, and does not have a username and password to access the voting portal.	Ask the voter to complete the enrollment process before they can proceed to vote.
b. If a voter forgets their password.	Voter should click "Forgot Password" on the voting portal and follow the procedures stated therein.
c. During test voting period (before 13 April 2025, 08:00AM Local Time of Host Country), and voter claims that he/she has already voted for the 2025 elections.	Inform voter that the actual 2025 elections shall only commence on 13 April 2025, 08:00AM Local Time of Host Country). Any votes cast before the date and time will be for the test voting election only.
d. During voting, if the voter is logged out due to inactivity.	Inform voter that as long as he has not cast his/her ballot and the voting period has not ended, he/she can re-login and repeat with the voting process.
e. During voting, if the voting button is disabled.	- The voting button becomes disabled after the voter has successful cast his/her vote. Confirm with the voter if he/she has already voted. - If voter has not yet voted, confirm time at log-in, and inform the voter that voting will no longer be available upon closing of voting period on May 12, 2025, 7PM Philippine time.
f. During voting, if the voter successfully enters the voting portal but the digital ballot is missing or the screen is blank.	Voter should contact OFOV to confirm the status of the election. Advise voter that digital ballot will no longer be available once voting period has closed on May 12, 2025, 7PM Philippine time.
g. During voting, if the voter accidentally closes the browser, experiences a sudden device shutdown, or loses internet access.	Inform the voter to re-login and repeat the voting process. Advise voter that vote shall not be counted or be cast, unless the voter actively presses the cast/submit button.
h. During voting, the voter claims that the candidates displayed in the review do not match the chosen candidates.	- Inform the voter to edit the ballot and confirm his/her chosen candidate if it really matches. - Report to Post/ OFOV the matter.
i. The ballot ID was not noted and/or saved by the voter.	Inform the voter that he/she can only receive the Ballot ID after successful casting of the digital ballot.
j. If the digital ballot cannot be located by the voter.	Inform the voter to check if the Ballot ID is correctly entered or inform the OFOV about the matter for investigation.

Section 3. Contingency measures for certain matters that may be encountered relating to SBEI Operational Procedures. In case the following situations are encountered relating to SBEI Operational Procedures, the appropriate contingency measures are as follows:

SITUATION	CONTINGENCY MEASURE
a. If Bitlocker or Windows password prompt pops up and the password is forgotten.	Contact OFOV for password recovery.
b. If the SBEI loses the SBEI usernames and passwords.	- Re-download the SBEI usernames and passwords from the Post's SFTP account. - If the same is no longer available, contact OFOV for username and password recovery.
c. If the SBEI cannot perform "Publish" or performs "Publish" but is stuck in a loop (no changes to the page after input of SBEI password) in the OVCS.	- Contact OFOV to report the issue, and request for authority to conduct said procedure using a different device. - If the problem persists, OFOV to notify and request approval from CIC for OFOV to conduct "Publish" procedure for SBEI of Post.
d. If the SBEI cannot perform the "Generate Initialization Report" procedure.	SBEI should first check if the system has already successfully published in the election by verifying whether the "Published at" column in the Publish tab shows a date and time entry. If it does not, this means that the

	"Publish" procedure did not push through. SBEI shall perform "Publish" procedures again before proceeding to "Generate Initialization Report." If the issue persists, contact OFOV for troubleshooting of this issue.
e. If the SBEI loses the trustee key usernames and passwords.	- Re-download the SBEI/trustee usernames and passwords from the Post's SFTP account. - If the same is no longer available, contact OFOV for username and password recovery.
f. If the SBEI loses the trustee certificate.	- Re-download the trustee key from the Post's SFTP account. - If the same is no longer available, contact OFOV for re-uploading of the keys to Post's SFTP account.
g. If the SBEI, logged in as a trustee key user, encounters errors during the uploading of the said trustee keys during the "Generate Initialization Report" procedure.	- SBEI should ensure that the trustee key being uploaded is: - One that is for the General Elections, and not Test Voting (different folders); - One that corresponds to the specific trustee key user (for trustee key user 01, use trustee key 01 and so on); and - One that has not been uploaded yet. The system will prompt an invalid error if the trustee key has already been uploaded. Just simply login with an SBEI user to check if the trustee key had indeed been uploaded (will show a check mark corresponding to which trustee key on the right side).
h. If the SBEI, after successfully performing the "Generate Initialization Report" procedures (with success indicator), and the system does not show the Results and Participations tab (where you can click Actions and generate the initialization report).	- Kindly refresh the page so the Results and Participation tab can properly load. - If the issue persists and the Results and Participation tab still does not appear, contact OFOV for troubleshooting of this issue.
i. If the "Start Voting" button under the "Publish" tab is disabled.	- Check if the general election event is successfully published. - Make sure that the system has successfully generated the initialization report, as it is a requirement before the "Start Voting" button will be enabled.
j. If the SBEI cannot perform "Start Voting" or performs "Start Voting" but is stuck in a loop (no changes to the page after input of SBEI password, no election status change) in the OVCS.	- Contact OFOV to report the issue, and request for authority to conduct said procedure using a different device. - If problem persists, OFOV to notify and request approval from CIC for OFOV to conduct "Start Voting" procedure for SBEI of Post.
k. If the "Stop Kiosk Voting" button under the "Publish" tab is disabled.	Check the date and time – the "Stop Kiosk Voting" button will only be enabled starting on 12 May 2025, 07:00PM Philippine time.
l. If the SBEI cannot perform "Stop Kiosk Voting" or performs "Stop Kiosk Voting" but is stuck in a loop (no changes to the page after input of SBEI password, no election status change) in the OVCS.	- Contact OFOV to report the issue, and request for authority to conduct said procedure using a different device. - If problem persists, OFOV to notify and request approval from CIC for OFOV to conduct "Stop Kiosk Voting" procedure for SBEI of Post.
m. If the "Start Tally" button under the "Tally" tab is disabled.	- Check the status of the election if voting has ended. In connection, the "Stop Kiosk Voting" procedure must have also been successfully performed before the SBEI can click the "Start Tally" button. - If problem persists, contact OFOV for troubleshooting.
n. If the SBEI, logged in as a trustee key user, encounters errors during the uploading of the said trustee keys during the "Tally" procedure.	- SBEI should ensure that the trustee key being uploaded is: - For the General Elections, and not Test Voting (different folders); - Corresponds to the specific trustee key user (for trustee key user 01, use trustee key 01 and so on); and - Has not been uploaded yet. The system will prompt an invalid error if the trustee key has already been uploaded. Just simply login with an SBEI user to check if the trustee key had indeed been uploaded (will show a check mark corresponding to which trustee key on the right side).
o. If the SBEI, after successfully performing the "Tally" procedures (with success indicator), and the system does not show the Results and Participations tab (where you can click Actions and generate the election returns etc.).	- Kindly refresh the page so the Results and Participation tab can properly load. - If the issue persists and the Results and Participation tab still does not appear, contact OFOV for troubleshooting of this issue.
p. If any of the Reports do not automatically download.	- Enable pop-ups in the browser settings. - After the generation of reports, there will be a pop-up window on the lower right indicating "Task: (specific task)." Once there is a success indicator, click the upward pointing arrow to expand the pop-up window, and manually download the generated report.
q. If transmission of OVCS transmission package fails.	- Attempt retransmission by clicking the regenerate button, and then pressing send. - In case transmission still fails, contact OFOV to verify whether SBOC and servers are already operational. Then, try retransmission by repeating the previous step. - If the transmission still fails after confirmation that SBOC and servers are operational, contact OFOV to report the issue and request for approval to undertake personal delivery and manual upload of results to SBOC.

Section 4. Contingency measures for certain matters related to Election Equipment or Supplies. In case the following situations related to the Election Equipment and/or Supplies are encountered, the appropriate contingency measures are as follows: