

**ERO Portal Drop-ins**

**Q&A pack**

**Elections Directorate**

Questions asked during the ERO Portal drop-in events held in April have been collated and answers provided in this document.

Please refer to the ERO Portal Digital Roadmap for further information.

If you have any further questions not covered by these documents, please contact [elections@communities.gov.uk](mailto:elections@communities.gov.uk)

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# Form Design and Application Handling

**Could the Electoral Commission change their forms to support more efficient manual entry into the ERO Portal (EROP)?**

We will discuss this with the Electoral Commission and feedback in due course.

**On some applications, electors insert their full name into the forename box which can cause them to fail the DWP ID check. Could you change the way matching is done against the DWP ID check?**

This is often caused by the discrepancy between the identity questions asked on digital and paper applications. Digital applications specifically asking for middle names should reduce the likelihood of this occurring.

We can review options for how EROP handles name fields in all applications, but we will need to consider potential negative impacts on correctly filled out forms with multiple forenames.

**When setting up a new template form, is it possible to make the box field selections smaller or even free form?**

We have investigated the size of the boxes previously and had some concerns about whether the image quality would still be clear enough for extraction. This is something we can investigate again.

**Would it be possible to review paper forms within EROP after processing a scanned application?**

Currently there is no facility to review the paper form within EROP after processing a scanned application. On the EROP Roadmap, “saving digital copied of paper applications” will allow administrators to cross-reference paper applications within the EROP.

# Identity Check and Data Matching

**When an application fails the identity check, would it be possible to be able to see the NINO so we can check if it may have been input incorrectly?**

We have been exploring whether this is possible and whether we are able to retain the NINO on EROP. We are also looking at whether it would be possible to save scans, and this functionality is now on the Roadmap. This could potentially provide a way to review the NINO should an application fail the ID check.

**When processing scanned postal votes, can you limit the last digit of the NI number to either an A, B, C or D?**

We are aware of this request and are reviewing when this can be prioritised in the Roadmap.

# Signature Handling

**Would it be possible to be able to crop signatures on the signature screen?**

This is feedback we have received previously and we recognise the benefit of implementing. We will look at our list or priorities with a view to including this functionality in the Roadmap if possible.

**When someone sends in a new signature (as the one they had submitted has been rejected), please could one of the options for the file be PDF?**

Thanks for the feedback. Currently you can upload signatures via GIF, JPEG or PNG. We will review the process to support PDF files against other priorities.

# Communications Tab Functionality

**Could you add in a 14-day deadline button to the communication tab?**

Thanks for the feedback, we are looking into when this could be developed.

**Does the communications tab work for signature waiver forms?**

The communications tab can be used for any tailored messaging, including the signature waiver if required.

**Is it possible to have templates saved on the EROP in the communications tab?**

Thanks for the feedback. The communications tab aims to address the need for tailored communications to electors, but we have heard feedback that this could be improved further. On the EROP Roadmap, “improve communications” includes reviewing communications, including options regarding templates.

**Is it possible to see exact messages that have previously been sent from the communications tab?**

For postal applications, the details and content of previous messages are available on the Timeline tab. On the EROP Roadmap, “Full timeline history” will extend this to proxy, overseas and VAC applications.

**Can a reminder be set automatically if you set up a deadline in the communications tab?**

Thanks for the feedback. On the EROP Roadmap, “automatic reminders” will enable reminders to be automatically created based on communications.

# Postal and Proxy Voting

**Could you add in a “No scheduled election” option as an optional drop-down for rejecting a postal vote?**

Thanks for the feedback, we will review this list to consider changes against our current priorities.

**Would it be possible to add a button to check whether a proxy voter is registered to vote?**

As this is not a legal requirement, there are no plans to add in this functionality.

# Accessibility and Language Support

**Could there be an option to switch off the accessibility standard?**

It is not possible to have different accessibility standards for different users. EROP is measured against the same standards as all public sector websites and aims to meet these needs.

**What are the timescales for letters (paper) being sent from EROP?**

Letters are printed at 17:30 and dispatched the next working day. These are sent via second class post. You can find more information about delivery times, including to overseas, here: [https://www.notifications.service.gov.uk/using-notify/delivery-times](https://www.notifications.service.gov.uk/using-notify/delivery-times )

**Would the system recognize a Welsh scanned application?**

EROP can recognise Welsh language applications. The Welsh Electoral Commission template will be present for Welsh authorities and other Welsh language templates can also be set up for each authority. Applications created from Welsh language templates will be marked as received in Welsh.

# Digital and Paper Application Processing

**Could you provide a way to see which applications are digital and which ones are paper without going into the application?**

Thanks for the feedback, we will review this list to consider changes against our current priorities.

**Is there a process where a batch could be scanned in one go and not have to scan each application separately?**

For scanned applications you can scan a stack of multiple applications from your document scanner, which are then recognised as separate files for each application, within the stack.

To make use of this functionality review the settings on the document scanner. Each make and model varies, the manual for your scanner can provide specific details.

General guidance:

* Add the stack to your document scanner.
* Access Printer's Software: Open the software provided by your printer manufacturer on your computer.
* Find Scanning Options: Look for a setting that allows multi-page scanning or batch scanning. This might be under “Scan Settings” or similar.
* Review settings for multiple pages: Check for "Multiple Pages" or "Auto-Detect” options, look for an option like “Multi-Page” or “Auto-Detect” or “Batch Scan” these will control the scanning process. Look for options to enable "Scan to separate files" or "Divide into pages."

**When you scan in a batch, you are provided with a batch number.  However, once you process the application and it goes into the EROP, the batch number is lost.  Can the batch number follow through so if we need to find a form, we know which batch it relates to?**

Thanks for the feedback, we are aware of this request and are looking into when this could be prioritised.

**Have there been any conversations with EMS suppliers about being able to export something we scan into our EMS directly into EROP?**

Thanks for the feedback. It is unlikely that there will be a solution to directly export scans into EMS. However, we understand that administrators would like to see more functionality provided to process paper applications and this has been taken on board under the EROP Roadmap item “improve paper processing”. This will review the paper processing journey as a whole and work with the feedback we’ve received from the sector to further optimise the paper processing functionality.

# Reminder: Training Videos

* [Multi-file Upload for Scanned Applications](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FmF1gyamKanc%3Ffeature%3Dshared&data=05%7C02%7CRichard.Coteau%40communities.gov.uk%7Cf7f70d1edeee41e0a8f908dd8400dc1e%7Cbf3468109c7d43dea87224a2ef3995a8%7C0%7C0%7C638811861415064189%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=krgetTTheFqDprZ4%2FEKh%2BvX01yL1a0VD0%2BLV9LGBU40%3D&reserved=0)
* [Creating templates for non-EC forms](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FuMGdsLMubUE%3Ffeature%3Dshared&data=05%7C02%7CRichard.Coteau%40communities.gov.uk%7Cf7f70d1edeee41e0a8f908dd8400dc1e%7Cbf3468109c7d43dea87224a2ef3995a8%7C0%7C0%7C638811861415091262%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=HNT3hVp1CUbq1K1XK8W8Kq658O%2F7zu5JT%2FxMG04cPV0%3D&reserved=0) (this was referenced during the drop-ins)
* [Tailored communications](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FDnx0kIL45ao%3Ffeature%3Dshared&data=05%7C02%7CRichard.Coteau%40communities.gov.uk%7Cf7f70d1edeee41e0a8f908dd8400dc1e%7Cbf3468109c7d43dea87224a2ef3995a8%7C0%7C0%7C638811861415111364%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=LdmCG%2Forl84M55g%2Ff3235UtELKdDBBI9VlyXvVShEvE%3D&reserved=0)

*Please only share these video links with internal ERO staff.*