



2026 Municipal Elections

Common Voter Questions and Answers for eVoting or Telephone Voting

1. How can I vote?

You can vote either by using the telephone and dialing 1-866-346-4013 and following the prompts. Alternately, you can vote using the Internet voting portal at <https://kenora.simplyvoting.com> and following the instructions on screen.

2. When can I vote?

You can vote at any time using the telephone or Internet voting portals from 10:00 a.m. on October 13th to 8:00 p.m. on October 26th. Election day is Monday, October 26, 2026 and closes at 8:00 p.m.

3. Who will get a Voter Instruction Letter with a Personal Identification Number (PIN) to vote in the election?

All qualified electors on the official Municipal Elector's List provided by the municipality will receive a Voter Instruction Letter with a PIN.

4. What if my name is not on the Elector List ?

If you are an eligible elector whose name is not on the official Elector List, you will have to attend City Hall or complete the form online at <https://www.kenora.ca/your-government/elections/voters/>. Once this is completed you will be given a letter containing a unique PIN and voting instructions.

5. When should I expect to receive my PIN in the mail?

Individual PINs will be mailed to eligible electors starting Monday, October 5th.

6. What if I don't get a PIN in the mail by Election Day?

If you are an eligible elector and on the official Elector List, but you did not get a PIN in the mail by the start of the election period, you can request a replacement PIN. If the Election Official's records indicate you were sent a PIN in the mail, then the original PIN will be disabled and cannot be used to cast a vote in the election. A replacement PIN will be issued to you if the original PIN has not been voted and you provide appropriate identification.

7. Why would I not get a PIN in the mail?

If you did not get a PIN in the mail one of two things may have happened. First, your name was not on the official Elector List. PINs are only mailed to electors whose name appears on the official Elector List as supplied by the City of Kenora. Second, a PIN may have been mailed to you and it has been delayed by Canada Post in the delivery.

8. Can anyone tell how I voted if they know my PIN?

No. The system does not track how a particular PIN has voted. It only tracks that the PIN has been used to cast a vote.

9. Once I have my PIN, do I have to register in advance if I want to use either the telephone or the Internet to cast my vote?

No. There is no registration required. During the election period you can use your PIN to cast your phone either through the Internet or by telephone. However, once you have used the PIN by either telephone or internet, you will not be able to use it again to vote by another method.

10. What if I lose or misplace my PIN?

If an elector loses or misplaces his or her PIN, he or she should contact the City Hall voter help centre at 807-470-8620 (Monday to Friday, 8:00 a.m. to 4:30 p.m.) or attend City Hall at 1 Main Street South, Kenora. The Election Official can decide to replace the missing PIN if it has not already been voted. You have to attend City Hall, sign a form, and then get a replacement letter with a new PIN. The original lost or missing PIN will be disabled to prevent its being used to vote in the election.

11. Do I need a special browser to access the Internet voting portal?

The following Operating systems and browsers have been fully tested to work with the Internet voting portal:

Desktop: Google Chrome, Microsoft Edge, Mozilla Firefox, Opera, and Apple Safari

Mobile and tablet: Android, iOS (iPhone), and iPadOS (iPad)

The voting system also works on older versions of these browsers released within the past several years, however, it is recommend staying current for security and performance, but it is not required.

12. Can I vote with a smart phone?

You may vote using common smart phones, based on the Android and iOS (iPhone) operating systems that have access to the Internet.

13. Can I vote with a tablet?

You may vote using common tablets based on the Android and iOS (iPad) operating systems that have access to the Internet.

14. Once I enter my PIN and start my voting process do I have to complete all the races on the ballot in one session? For example, what if I am interrupted and have to hang up the phone or, if I am voting using the Internet I have to leave my session or my session times out.

Yes. You must complete the entire voting process in one session. If you are interrupted, you may go back into the Internet or telephone voting system and enter all of your selections. The manner in which the system works is that none of your selections are registered until you review all of your selections and click the confirm button. You then receive a message stating that your vote was received.

15. What do I do if I am not sure if I completed a race or ballot?

The system will either advise you that you have already voted and prevent you from logging into the system or it will let you log into the system and allow you to make your selections and to cast your vote. If you completed your voting – it will not allow you to log in again.

16. If I am using the telephone to vote, how will I know what number to press to vote for the candidate of my choice or what if I make a mistake and select a different candidate than the one I want to vote for?

If the vote has not been cast, you will be able to change your selection(s) to the preferred candidate. However, if you have confirmed your selection, your ballot is cast and cannot be changed.

17. Once a vote has been confirmed, can it be changed?

No. Once a vote has been confirmed it cannot be changed. This process is the same as dropping the ballot into the ballot box in a traditional paper-based election. This ensures complete voter anonymity and secrecy of ballot. The system does not know how the ballot was voted; only that the PIN was used in the election to cast a vote. Therefore, it cannot be removed from the vote count.

18. How do I vote if I am away from home, out of town, out of the province, or out of the country?

You can vote during the election voting period using the Internet from anywhere in the world. You can use dial the toll free telephone number and vote from anywhere in North America. You need to take your Voter information letter with you so you have your PIN number ready to vote.

19. What if I have a rotary phone at home, no cell phone and don't have a computer with Internet service. How can I vote?

You do not have to vote from home. You can vote from any location using any telephone with touch tone service or from any computer such as those at your public library or at City Hall. You can also attend City Hall and cast your vote there using their telephone or computers that are set up in the voter assistance centre.

20. If someone calls me and asks for my PIN, what should I do?

You should never give out your PIN to anyone. You should treat your voting PIN with the same level of secrecy and confidentiality that you would use for your bank card PIN.

21. What do I do if the telephone voting system line is busy when I call and try to vote?

This situation is highly unlikely as the voting system is capable of handling a significant volume of calls simultaneously. However, should it happen, hang up and call back a short time later.

22. Could someone steal my PIN and vote using it?

Stealing and opening another person's mail is illegal. It is also illegal to represent yourself as another person and steal their right to vote in an election. Both these acts are illegal and have penalties defined by law. If you know someone has voted your PIN illegally you should report it to the Election Official.

23. If I am a voter with a disability; deafness, blindness, or a mobility disability, can someone help me with the voting process?

Electronic voting allows increased rights of privacy to voters with physical challenges. Today's technology provides a variety of ways that persons with disabilities can more easily vote using the Internet or telephone voting systems. In many cases the person with the disability has the required equipment to allow him or her to access either the telephone or Internet voting systems and to be able to cast their vote independently and privately.

24. Would it be possible for me to be sent more than one PIN?

If you received more than one PIN it is because your name appeared on the Elector List more than once. This rare situation might occur if you have recently moved and been enumerated in both locations or you own property and are the registered resident at both locations. You are only permitted to vote once in a municipality and you should only cast a vote using the PIN associated with your primary place of residence. Notify the Election Official of the additional PIN and he or she will disable this PIN rendering it unusable for the election.

25. What if I don't want to vote by internet or telephone?

This municipal election has been decided to only run by internet or telephone. Should you require assistance with voting this way, or should you wish to attend an actual polling station you may attend City Hall at 1 Main Street South. However, your vote will still be cast by either using the telephone or the internet at City Hall.

26. Do I have to choose the maximum number of candidates I am eligible to vote for?

No. It is important that you only vote for the candidates that you support and do not vote for additional just because you can select more. Example: you are familiar with 3 candidates' platforms and wish to support 3 but you can choose 6. You should only vote for 3 and not choose 3 others you are unfamiliar with.

27. What if I need help voting because I'm not comfortable with these methods?

We have established locations throughout the City to assist you with your voting.

Please visit one of the following locations to receive assistance with your voting:

Gardner House	Monday, October 19	10 am – 12 pm
Parkview Apartments	Monday, October 19	2 – 4 pm
Amethyst Apartments	Tuesday, October 20	10 am – 12 pm
Lake of the Woods District Hospital	Tuesday, October 20	2 - 4 pm
Wiigwas Elders and Senior Care Centre	Friday, October 23	1 - 3 pm
Pinecrest Home for the Aged	Wednesday, October 21	10 am to 12 pm
Benidickson Court	Wednesday, October 21	2 - 4 pm
Miikana Ridge	Wednesday, October 21	12:00 – 2 pm
Kenora Recreation Centre – includes New Horizons Senior Centre	Friday, October 23	10 am – 12 pm
Senior Centre - Keewatin	Wednesday, October 21	1:00 pm
Bay Terrace	Thursday, October 22	10 am - 12
Park Place	Thursday, October 22	12 - 2
October 13-16	8:00 a.m. - 4:30 p.m.	Council Chambers
October 17, 24, 25	9:00 a.m. - 2:00 p.m.	Council Chambers
October 19-23	8:00 a.m. - 4:30 p.m.	Council Chambers
October 26	8:00 a.m. - 8:00 p.m.	Council Chambers

**Remember to bring your Voter Information Letter containing your PIN!
Voter Helpline 807-470-8620**

kenoravotes@kenora.ca