

What is Ballot “Cure”?

When your county elections department receives a mail-in ballot, they review it to ensure the signature in the ballot matches what they have on file. If the signature does not match, or if a signature is missing on the ballot envelope, they will flag that voter’s ballot. The ballot will be discarded ***unless*** the voter “cures” their ballot by verifying their identity with their county office. Ballot cure is the process of verifying your identity to ensure your ballot counts!

When is the Deadline for Ballots to be Cured?

For a mail-in ballot with a signature issue to count, it must be cured by **November 9th at 5pm!**

How to Cure Your Mail-In Ballot

Below you can find information on how to ***cure*** (or fix) a mail-in ballot that has been flagged by your county due to a signature issue. The process of curing a ballot is simple: all it takes is verifying your identity with your county clerk or registrar. There are several options for doing so depending on your county.

For all counties, the deadline is the same: Monday, November 9 at 5pm. Any ballots not cured at this point will be discarded! If you have any trouble, we also have a voter protection hotline, where we can walk you through every step of the process: 775-799-8683.

Clark County: Options to Cure your Ballot

Here are our recommended options to cure your ballot in Clark county:

Option 1: Phone the Clark County Registrar at 702-455-2873 and answer the identity confirmation questions. The hours for the registrar are 7:30am – 8:00 pm Monday to Sunday.

Option 2: Submit a virtual affidavit on your mobile device at one of these links:

Clark-English

Clark-Español

Clark-Tagalog

Option 3: Complete the affidavit you received in the mail. Be sure to answer all three questions in Step 5. You can follow the instructions on the form. We recommend taking a picture of your completed affidavit and submitting it in-person or via email at mailballotrequest@clarkcountynv.gov.

Option 4: You can always cure in person at 965 Trade Drive, Northern Las Vegas, NV, 89030. Hours are Monday - Thursday: 7:30 - 5:30; and Monday, November 9th by 5:00 pm.

Washoe County: Options to Cure your Ballot

Here are our recommended options to cure your ballot in Washoe county:

Option 1: Phone the Washoe County Registrar at 775-328-3670 and answer the identity confirmation questions. The hours for the registrar are:
- November 3: 7:00 am - 8:00 pm
- November 4 - 6: 8:00 am - 5:00 pm
- November 7 - 8: 8:00 am - 4:00 pm
- November 9: 8:00 am - 5:00 pm

Option 2: Text “Washoe” to 28683 and follow the instructions to verify your identity.

Option 3: Submit a virtual affidavit on your mobile device at one of these links:

Washoe-English

Washoe-Español

Option 4: You can cure in person at 1001 E Ninth St., Building A, Reno, NV 89512. The hours are the same as above.

For Other Counties, visit Cure.NV.gov and select your county!

Questions, call the Nevada Voter Protection Hotline at (775) 799-8683.