



Election Protection

Social Media Monitoring Toolkit

Included here are types of problems as well as examples of search strings you can use to identify this kind of content. **You will have to make your own search strings specific to the election and your context.**

Search strings are used to find files and their content, database information, and web pages. A search string may include keywords, numeric data and operators.

These categories are helpful to think through the kinds of terms to search for, and the search strings are for examples.

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Proactive Content

Sample approved graphics from Election Protection and Common Cause below. See the graphics below as well as in our **#retweet** channel on Slack.

Check out the link [HERE](#) with more Common Cause proactive inoculation content!



Types of Problems

Voter Suppression

- Required to vote via provisional ballot
- Couldn't vote (see [search strings](#), below)
- Long lines
- Coronavirus related issues
- Drop box issues
- Absentee ballot issues
 - Didn't receive ballot in time
- Poll worker problems
- Polling place locations
 - Polling place changed
 - Polling place inaccessible
 - Polling place not open when it should be

Mis- and Dis-information

Deceptive practices

- A person posts the wrong date/time of the election
 - For example, Democrats (or Republicans) vote on Wednesday (or whatever date the day after the election), or the election is postponed.
- A person posts the wrong location to vote
- A person posts the wrong process to vote (texting your vote) or registering to vote

- “Text HERE to vote for x candidate”
- Posting wrong links to register to vote or find your polling place
- A person posts wrong information about ID requirements. Examples include:
 - Sharing incorrect info about eligibility of a person to cast a [provisional ballot](#) if the voter has no ID.
- A person posts false information about voter registration, such as deadlines, who is eligible, etc. Examples include:
 - “If you voted in the primary or any election this year, you’re not allowed to vote in the general”
 - Information stating voters can wait until election day to register (this may not be true for all states and can therefore suppress the vote)
- A person posts Incorrect info about eligibility after moving (specifically moving from Puerto Rico to the mainland US).
 - Incorrect info about residency requirements for voter eligibility
 - Incorrect info about requirements for students voting
- A person posts wrong information about ability to vote regarding criminal records. Examples include:
 - “If you or anyone in your family/household has been convicted of a crime, you can’t vote.”
 - Incorrect information about voting after conviction. Find the state laws regarding criminal convictions [here](#)
 - Incorrect info about student voting at permanent address.
 - Incorrect info about whether provisional ballot or absentee ballot will be counted.

Coronavirus related

- Polling place doesn’t have proper PPE
 - There is a sick person at polling place
- A person or polling place is making a claim about masks and voting
 - A voter was denied the right to vote because they didn’t wear a mask
 - IA voter ID not accepted because they were wearing mask
- Curbside voting problems
 - A voter denied curbside voting
 - other curbside polling problems

Intimidation

- Police present at the polls / looking for people with warrants, etc.
- ICE present at the polls / looking for immigration violations, etc.
- Armed citizens will be at the polls.
- Polls in specific communities will be targeted for ballot security / challenges / election observers.
- Warnings about voter fraud or severe consequences like prison and having your children taken away.

- Doxxing of election workers, volunteers, voters, etc.
- Calls to boycott voting (probably beyond the scope of deceptive practices)

False Flags

- People will post false reports of problems
 - False report of delays in voting
 - False report of polling place closing
 - False report of machine issues or issues with the counts and tallies
 - False reports of results
 - Election Day messages that X candidate already won/lost and supporters don't need to vote.
 - Reporting wrong results of who won
 - Or "X candidate" won this state" so no reason to vote
- A person posts "voting is a privilege not a right – some people deserve/can exercise this privilege, others cannot."

Election Protection Hotlines

- English: 866-OUR-VOTE
- Spanish/English: 888-VE-Y-VOTA
- Arabic/English: 844-YALLA-US
- Bengali, Chinese, Korean, Tagalog, Vietnamese, Hindi, & Urdu: 888-API-VOTE

Searching

Accounts to Follow

- <https://twitter.com/NASSorg/lists/nass-members>
- <https://twitter.com/TwitterGov/lists/us-secretaries-of-state>
- Recommended that you follow local hashtags/groups/politicos/news to see what pops up there
 - Some of these accounts and lists of journalists will be provided to you by our Volunteer Captains as we get closer to the general election

Platforms

We currently have robust monitoring capacity on the following social platforms:

- Next Door
- Facebook

- Instagram
- Reddit
- TikTok

We also have the capacity to monitor the following search engines:

- Google
- Bing
- Yahoo

A note on less mainstream platforms:

We have experts monitoring in far right spaces like 4chan, Parler, and others. We want our volunteers to stay safe - experts who infiltrate from Common Cause and affiliate research forms all use alternate identities to stay safe - we don't want any volunteers in harms' way! As a volunteer, you bring unique utility because you can see content online at the grassroots level that other everyday people also see! Moreover, these other platforms are largely echo chambers that are unlikely to remove or flag content.

Search Terms

You can search for combinations of specific terms pulled from the strings below. The best way to go about this is to put "TERM A" connected with AND/OR with "TERM B". For example, If I wanted a tweet that had the keywords voting and coronavirus, I would search for "voting" AND "coronavirus" . If i wanted a tweet that had the keywords voting or coronavirus, I would search for "voting" OR "coronavirus." This is called a **Boolean Search. This search type works on Tweet Deck (Twitter).**

RUNOFF SEARCH TERMS

Voting Difficulties

"turned away while voting" OR "turn away while voting" OR "turned away from voting" OR "turning away from voting" OR "turn away from voting"

"couldn't get to polling place" OR "could not get to polling place" OR "could not find polling place" OR "couldn't find polling place" OR "polling place not open" OR "polling place closed" OR "don't know where to vote" OR "do not know where to vote" OR "polling place not accessible"

"long line" OR "long lines" OR "line was too long" OR "lines were too long" OR "waiting forever to vote" OR "waited a long time" OR "waiting in line at polling place" OR "waited in line at polling place"

"I can't vote" OR "I couldn't vote" OR "I cannot vote" OR "I can not vote" OR "I could not vote" OR "didn't let me vote" OR "did not let me vote" OR "would not let me vote" OR "will not let me vote"

OR "won't let me vote" OR "wouldn't let me vote" OR "don't know if i can vote" OR "do not know if i can vote" OR "don't know if we can vote" OR "do not know if we can vote"

"asking if i'm a citizen" OR "asked if i'm a citizen" OR "ask if i'm a citizen" OR "ice at polls" OR "police at polls" OR "cops at polls"

"voting machine broke" OR "voting machine broken" OR "broken voting machine" OR "voting machine error" OR "voting machine messed up" OR "voting machine changed my vote"

Registration Difficulties

"missing registration" OR "can't find my registration" OR "said i'm not registered" OR "said i am not registered" OR "say i'm not registered" OR "say i am not registered" OR "not found on voter list" OR "not on voter list" OR "not found on voter rolls" OR "not on voter rolls" OR "not found in poll book" OR "not in poll book"

Vote-By-Mail

"isotopes" OR "watermark" OR "wat3rmark" OR "watch the watermark" OR " watch the waters" OR "watermarks" OR "sting operation" OR "radioactive isotopes" OR "radioisotopes" OR "radioactive" OR "#watermarksting" OR "#watermark" OR "Vote by mail" OR "absentee voting" OR "absentee vote" OR "absentee ballot" OR "excuse absentee" OR "excused absentee" OR "universal vote by mail" OR "mail vote" OR "mail in voting" OR "mail in vote" OR "mail-in voting" OR "mail-in vote" OR "mail in ballot" OR "mail-in ballot" OR "mail in fraud" OR "mail-in fraud" OR "unsolicited ballot" OR "unsolicited ballots" OR "(fraud v problems)"

Voting Machines:

"Dominion" OR "#Dominion" OR "stop the count" OR "hammer" OR "scorecard" OR "#hammer&scorecard" OR "fractional voting" OR "scytly" OR "database" OR "weighted race" OR "weighted vote" OR "#DataDriven" OR "#DiscountedVotes" OR "Benford" OR "Benford's Law" OR "Benfords Law" OR "voting machines"

False Claims of Voter Dumps

"#voterdump" OR "voter dump" OR "ballot dump" or "#ballotdump" Or "ballotdump"

Threats of Violence

"#MSMIsTheEnemyOfThePeople" OR "#lockedandloaded" OR "#PatriotsUnite" OR "#PeacefulPatriots" OR "hold the line" OR "protectthevote" OR "operation red wave" OR "release the hounds" OR "vote suppression" OR "voter suppression" OR "boots on the ground" OR "#ballotgate" OR "civil war" OR "new civil war" OR "stop the count" OR "#2A" OR "#ElectionIntegrityNOW" OR "Release the Kraken" OR "#ReleaseTheKraken" OR "Kraken" OR "great reset" OR "great awakening"

Overturing Election Results

"#Bidenwasnotelected" OR "#Trump2020NowMoreThanEver" OR "republic" OR "democracy"
OR "pledge of allegiance" OR "Electoral College" OR "operation red wave" OR
"#ElectionIntegrityNOW"

Georgia Terms (Can Add to Every Search String)

"#gapol" OR "#runoff" OR "runoff" OR "georgia runoff" OR "#garunoff" OR "boycottGARunoff" OR
"boycottrunoff" OR "runoff" OR "boycott ga runoff" OR "georgia senate race" OR "write in trump"
OR "#PerdueSaysBidenWon"

Election Day

"election" OR "election day" OR "election night" OR "results day" OR "results night" OR "results"
OR "mainstream media"

"early voting" OR "early vote" OR "early polls" OR "early result"

"Rigged election" OR "election is rigged" OR "stolen election" OR "steal the election"

"Scared to vote" OR "afraid to vote" OR "scary to vote" OR "nervous to vote"

"Militia" OR "militia at poll" OR "militia at polls" OR "armed" OR "armed at polls" OR "2a" OR "open
carry" OR "weapons at polls" OR "polls blocked" OR "caravan" OR "poll blocked" OR "polling place
blocked" OR "can't enter polling place" OR "can't enter polls" OR "cant enter polls" OR "blocking
polls" OR "blocked" OR "blocked doors at polls" OR "blocked polls" OR "blocking polls" OR
"blocking polling place" OR "electioneering" OR "electioneering at polls"

"turned away while voting" OR "turn away while voting" OR "turned away from voting" OR
"turning away from voting" OR "turn away from voting"

"Vote by mail" OR "absentee voting" OR "absentee vote" OR "absentee ballot" OR "excuse
absentee" OR "excused absentee" OR "universal vote by mail" OR "mail vote" OR "mail in voting"
OR "mail in vote" OR "mail-in voting" OR "mail-in vote" OR "mail in ballot" OR "mail-in ballot" OR
"mail in fraud" OR "mail-in fraud" OR "unsolicited ballot" OR "unsolicited ballots" OR "(fraud v
problems)"

"malicious postal workers" OR "postal workers" OR "USPS" OR "post workers" OR "post office"

"Voter fraud" OR "vote fraud" OR "fraudulent voting" OR "steal election" OR "steal the election" OR
"double voting" OR "vote twice" OR "voting twice" OR "ballot harvesting" OR "ballot farming" OR
"harvest ballot" OR "ballot harvest"

"Text your vote" OR "text your ballot" OR "can I text my vote" OR "can I text my ballot" OR "text here to vote" OR "message your vote" OR "vote by text" OR "texting my vote" OR "messaging your vote" OR "send my vote as a text message"

"provisional ballot" OR "affidavit ballot" OR "affidavit ballot" OR "challenged ballot" OR "challenge ballot"

"out of ballots" OR "no more ballots"

"Unsolicited ballot" OR "not solicited ballot"

"ballot didn't arrive" OR "ballot won't arrive" OR "mail ballot not accepted" OR "provisional ballot" OR "forced to use provisional ballot"

"long line" OR "long lines" OR "line was too long" OR "lines were too long" OR "waiting forever to vote" OR "waited a long time" OR "waiting in line at polling place" OR "waited in line at polling place"

"intimidated" OR "intimidating" OR "intimidates" OR "harass" OR "harrass" OR "harassed" OR "harrassed" OR "harassing" OR "harrassing"

"Id not accepted" OR "id rejected" OR "rejected my id" OR "id didn't work" OR "id did not work" OR "address didn't match id" OR "address did not match id" OR "address doesn't match drivers license" OR "address does not match drivers license" OR "address doesn't match driver's license" OR "address does not match driver's license" OR "address doesn't match my drivers license" OR "address does not match my drivers license" OR "address doesn't match my driver's license" OR "address does not match my driver's license"

"asking if i'm a citizen" OR "asked if i'm a citizen" OR "ask if i'm a citizen" OR "ice at polls" OR "police at polls" OR "cops at polls"

"voting machine broke" OR "voting machine broken" OR "broken voting machine" OR "voting machine error" OR "voting machine messed up" OR "voting machine changed my vote"

"couldn't get to polling place" OR "could not get to polling place" OR "could not find polling place" OR "couldn't find polling place" OR "polling place not open" OR "polling place closed" OR "don't know where to vote" OR "do not know where to vote" OR "polling place not accessible"

"Blexit" OR "walk away" OR "walkaway"

Responding To Online Voter Suppression

Helping Voters

- When we enter the post-election stage of our monitoring, **we will no longer prioritize cases of voter assistance.** See the next section for more important tasks!
- If a voter asks a simple question, you can answer it with proper information and a link to a trusted source (Secretary of State office, election official, Common Cause, 866OurVote etc.)
- If the question is complicated, encourage the voter to call 866-OUR-VOTE.

Fighting Disinformation:

- Our collaboration and tracking platform is called Junkipedia. Use the [Social Media Monitoring Incident Report Form](#) to submit examples to our staff who will then submit to Junkipedia. Please fill out all the fields. Please share as much information as possible about the piece of disinformation you are reporting.
 - Be sure to take a screenshot of the content in case it gets deleted. A good tool to use is [MonoSnap](#) for Mac, Windows and Chromebooks. There are also [keyboard shortcuts](#) you can use to take screenshots. Or you can check out [this great guide](#).
 - A link to the content is also really helpful - so please try to include that too!
- Use the form for each tweet, post, proactive content that you post, etc and submit
- If you think you are seeing a major issue or problems you have questions on, post the screenshot on Slack!

Requesting feedback on your incident reports

- If you would like feedback on Incident Reports you have submitted or assistance complete our [Monitoring Feedback Request Form](#).