

myES&S Customer Portal FAQ

Q: Is Duo 2-Factor Authentication required every time I log in to the Portal?

A: Yes. To comply with ES&S' security standards, Duo 2-Factor Authentication has been established as an additional security feature to the new myES&S Portal.

Q: What web browser should I use to access the myES&S Portal?

A: The best web browsers to use are updated versions of Google Chrome, Microsoft Edge, or Mozilla Firefox.

Q: Can I add another user to my e-mail address?

A: No, each user must have a unique login username, which is the e-mail address of the user.

Q: Can I copy forms from a previous election?

A: Yes. Once you complete the Pre-Election Questionnaire, you can select "Copy Forms" and choose forms to copy from multiple elections.

Q: Are there instructions for the forms?

A: Yes. Within each form is a "Forms Guide" button that will open a PDF of a step-by-step guide through that form. As always, you can reach out to Customer Support with any questions: customersupport@essvote.com or 1.877.377.8683 Option 6.

Q: Where do I find the User Guides for my machines?

A: From the main menu on the home page, select My Account. Any available Manuals or Product Advisories will be located here.

Q: Why is the Election I requested marked as "approved" but I don't see it listed under the Election Forms Section?

A: If the Election Requested is tied to an upcoming Election Calendar, that date will not be available until the calendar is published.

Q: Where do I add a Contact?

A: From the main menu on the home page, select My Account. On the My Account page select the Contacts tab, and then "Add Contact."

Q: Where do I go to print my Election Calendar?

A: From the main menu on the home page, select My Calendar. Select the election you wish to see, select which way you want to view the calendar: Month, Week, or Grid, then select Printable. You can also select the Year/Month or date range depending on the type of view.