REMOTE VOTING: HELPFUL QUESTIONS AND ANSWERS

The Basics of Remote Voting, eBallot and Zoom

1. **Will I automatically be able to use remote voting on May 24?**
   <u>NO</u>. You must register to use the eBallot system by May 13 at 5 pm. If you haven't registered by then, you will not be able to vote remotely at the meeting. The link and instructions on how to register for Remote Voting were included in the email that accompanied this Q&A document.

2. **What if I use eBallot already for other groups I belong to? Can I use the same account?**
   No. You must have an eBallot account specifically for Black Point.

3. **Do I have to attend the Annual Meeting to use Remote Voting?**
   While you won't be physically present in the Club House, **you DO need to attend the meeting virtually via Zoom** on your computer or smartphone, and you must have your camera on so we can verify you are in virtual attendance. This satisfies our Charter which states all homeowners need to be present to vote.

4. **Do I need to have a Zoom account?**
   Yes. It is mandatory that we can confirm you are "present and voting" to satisfy the voting requirements outlined in our Charter, so you must be visible on the Zoom screen. Note: Zoom is a free account; if you don't already have an account, get this in place before the day of the meeting. [Here is the link](#) to sign up for a free "Basic" account. If you are in your browser, enter https://zoom.us.pricing.

5. **Do I need to have my camera on to use remote voting?**
   Yes, you need to have your camera on when you are using Zoom to use remote voting, and you need to change the name on your screen to your street address. If you are not familiar with how to use your camera on your computer, tablet, or smartphone, we have put together [this quick info sheet](#) to help.

6. **How do I change my name on my Zoom image to the Black Point address for which I'm voting?**
    To change your name on your zoom image to the Black Point address, hover your cursor over your Zoom picture. You'll see a blue box in the upper right corner; Click on the three dots and a menu will appear. At the bottom of the menu, click on Rename and type your address into the box.
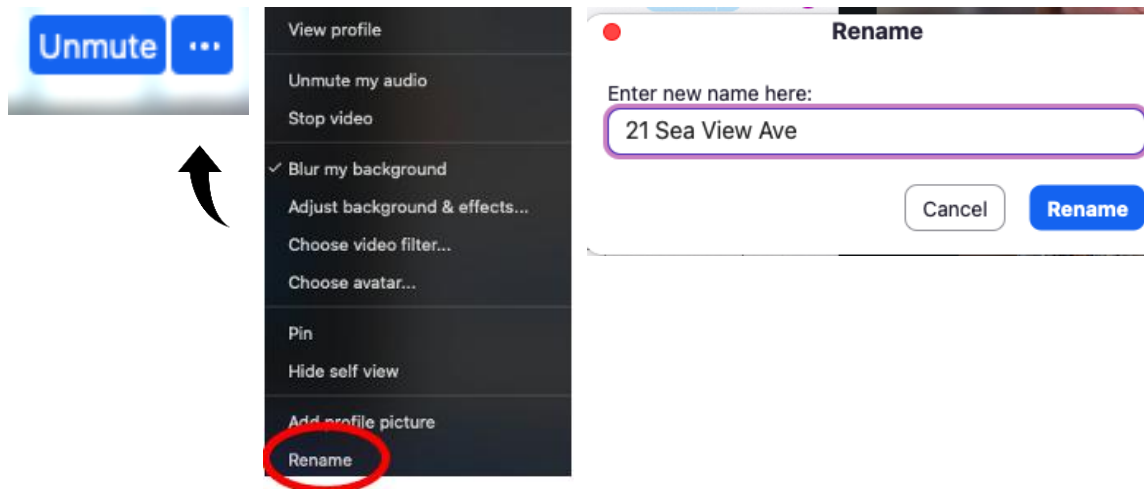
Questions About Multiple Properties

1. **What if I have more than one Black Point property?**
    a. **If you would like your vote to apply to all the properties you own**, the registration form will prompt you to indicate this.
    b. **If you do __not__ want your vote to apply to all the properties you own**, contact the Remote Voting Committee at Vote@blackpointbeachclub.com.

2. **Can I vote more than once in eBallot?**
    No. eBallot only allows you to vote one time per property. If you have more than one property, see Question 1.

3. **What if I can go to the meeting at the Club House but I've already signed up for remote voting?**
    We will have a list of registered remote voters at the Annual Meeting. If you come in person, we will remove you from the remote voting list and the remote voting system provided you or anyone else hasn't already authenticated yourself on the Zoom call.

4. **What if I thought I could attend in person at the Club House, but then couldn't go. Can I register for Remote Voting on the day of the Annual Meeting?**
    No. Signing up for remote voting must be completed by the May 15 deadline.

Trouble-shooting Remote Voting

1. **What if I can't remember my login information?**
   If you can't remember the initial access code assigned to you, refer to the email you received around May 15 from Vote@blackpointbeachclub.com. In it, you will find your assigned Username and your Initial Access Code as well as instructions on how to access eBallot for the first time, and create a personalized password. If you are unable to locate this email, please send an email to Vote@blackpointbachclub.com with the subject line: Request for login help.

2. **What do I do if I'm locked out of the voter portal?**
   If you are locked out of your account after three incorrect login attempts, you must wait at least five minutes before trying to log in again. As a best practice, copy/paste the username/access code into the login fields to avoid account lock out. If you are logged in but get logged off by the system due to five minutes of inactivity, you can log back in immediately.

3. **The submission button isn't working, and I can't submit my ballot.**
   A ballot can't be submitted until it is fully completed. This includes checking off the "Participation Consent" box on the ballot review page and answering any mandatory questions on the ballot. The Participant Consent statement reads as follows: ***By checking this box, you are electronically signing this form and verifying that you are the person legally eligible to vote for this property.***
   Make sure you've completed the ballot and checked the participant consent box. If you have done this and the ballot is still not submitting, try to submit the ballot in a different browser (latest version of Chrome, Firefox or Safari is recommended) or try on a different device.

4. **My ballot is not displaying properly on the screen.**
   Try to vote in a different browser (latest version of Chrome, Firefox, or Safari) or on a different device (preferably Desktop/laptop).

5. **I'm receiving a message that says, "There are no active ballots."**
   This means the vote has not started or it is closed. If you believe this to be in error, reach out to the Remote Voting Team at [Vote@blackpointbeachclub.com.](mailto:Vote@blackpointbeachclub.com)

6. **My ballot is already listed under "Completed" in the voter Dashboard screen**
   A completed ballot means it has been submitted. If you didn't submit the ballot, contact the Remote Voting Team at [Vote@blackpointbeachclub.com.](mailto:Vote@blackpointbeachclub.com)

More questions? Contact us at [Vote@blackpointbeachclub.com.](mailto:Vote@blackpointbeachclub.com)

4/8050625