

Directive 2026-21

March 27, 2026

To: Board Members, Directors, Deputy Directors

Re: Voter Registration Data Integrity – Removal of Invalid Residential Addresses

SUMMARY

A voter's residential address is a key piece of identifying information used to help ensure the accuracy and integrity of Ohio's elections. Under Ohio law, a person cannot list a United States Postal Service office, a contracted post office facility address, or a commercial mail store as their residence for voting purposes.¹ However, this does not prohibit them from using a Post Office Box for mailing purposes.²

My office has developed an enhancement feature to the Voter Registration Audit Dashboard (Dashboard) to help boards of elections identify and investigate voter registrations that have invalid residential addresses.

This directive instructs the boards of elections to review this feature in the Dashboard, along with the guidance issued below.

INSTRUCTIONS

The Dashboard contains flagged voter registrations with residential addresses that exactly match the physical address of a United States Postal Service (USPS) office. This information expands on the work the board must regularly review and process in accordance with [Section 4.04, Voter Eligibility and Voter-Initiated Activity, of the Election Official Manual](#).

To access this feature, log in to the BOE Portal, select the Registration Audit Dashboard from the menu, and navigate to the Address tab. On a monthly basis, the board must

¹ [R.C. 3503.02\(A\), Chapter 4 of the Election Official Manual, p. 92.](#)

² *Id.*

review the residence qualifications of voters whose registration addresses are flagged as located at a USPS office's address. First, the board should check its records to determine whether the voter's mailing address was mistakenly entered into the residential address field, and if the board has a different, valid residential address on file, it should correct the clerical error.

The board must investigate each flagged record to determine whether the building also contains residential property because the USPS office may be in a mixed-use development. To assist with this review, the Dashboard provides a Google Maps link to the address associated with each flagged record. The board should review the Google Maps Street View image, along with the address and additional information available to the board, to determine whether it is a stand-alone USPS office. If the board determines that the flagged address contains residential property in addition to the post office, the board must use the "Report Issue" function and describe how it reached that determination. If the board verifies that the record is registered at a USPS office, it must send [Form 10-RES](#) to the voter's mailing address on file, if one is available. If no mailing address is available, then the board must send the form to the voter's registration address. The board must notate the voter file with the date this notice was sent.

If the board discovers that the record is flagged because the voter is protecting their address for a qualified reason, it should follow the guidance provided in [Chapter 4 of the Election Official Manual, pp. 93-96](#).

Voters whose residential address is identified as invalid will have 30 days from the date the notice is sent to update their voter registration with a valid residential address. If they do not respond within 30 days, then the board must cancel the voter's registration. Cancellation for this reason does not prohibit a voter from registering again in the future. If a registration is canceled in error, it will be restored and treated as though it were never canceled. If a board identifies a suspicious registration, it must report it to the Public Integrity Division of the Secretary of State's office at EIU@OhioSoS.gov.

If you have any questions regarding this directive, please email Intake@OhioSoS.gov.

Yours in service,



Frank LaRose

Ohio Secretary of State