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"Are you sure about that?" Cautions and concerns with using AI to search for election information

While it may be tempting to turn towards chatbots for information about voting for seemingly concise, straightforward answers delivered within seconds, **voters should not sacrifice accuracy for convenience**. A September 3, 2026 report by the Institute for Strategic Dialogue reveals that **nearly one third of AI chatbots responses to questions about voting were inaccurate or outdated.**



Given the propensity of these tools to confidently give false, misleading or outdated election information, **we discourage prospective voters from turning towards chatbots to seek out election information**. State and local election officials should serve as primary sources of information for voters during elections, especially for logistical information like registration deadlines, polling locations, and mail-in ballot requirements.

We realize some may still rely on tools like ChatGPT, Gemini, or Claude for election-related queries...and even those who might not explicitly seek out AI-generated election information are met with AI summaries at the top of traditional search results. Across social media, news sites, and encrypted messaging apps, voters may be interacting with AI-generated content without even realizing it, underscoring the importance of AI literacy for all.

This election cycle, we encourage voters to:

Turn to trusted sources first

For reliable, up-to-date voting information, turn to your state and local election officials. Official sites like usvotefoundation.org or canivote.org link directly to information from these sources. For any voting-related questions or to confirm any information you are uncertain about, call the following numbers:

- English: 866-OUR-VOTE (866-687-8683)
- Spanish/English: 888-VE-Y-VOTA (888-839-8682)
- Asian languages/English: 888-API-VOTE (888-274-8683)
  - Available in Bangla/Bengali, Cantonese, Mandarin, English, Hindi, Korean, Punjabi, Tagalog, Urdu, and Vietnamese
- Arabic/English: 844-YALLA-US (844-925-5287)

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Acknowledge the language limitations of these tools

Research from the above-referenced report shows that responses were 16% less accurate when prompts were in Spanish compared to English. While there does not appear to be any existing research on how models might fare when prompted in languages like Chinese, Vietnamese, or Korean, historical patterns in the English-bias of emerging technologies suggest these same issues are likely to persist in other non-English languages. This disparity might also be reflective in language gaps in the broader information ecosystem and unfortunately means that if a Korean-speaking voter asks a chatbot an election question in Korean, this user is more likely to encounter false or misleading information than another user asking the same question in English.

Check any AI-generated outputs against external sources

In recent years, generative AI tools have greatly improved in accuracy, but they still frequently make mistakes. Don't take an output from a chatbot at face value; treat it as a base from which you should do additional research.

Click into source links rather than simply reading outputs

Chatbots often return succinct information summaries that are drawn from external sources. Be careful to evaluate and click into these sources rather than take the information pulled from them as a final source of truth. When verifying sources, be sure to:

- Check to see if other credible sources are sharing similar information
- Look for publication dates

And if no sources are provided at all, that itself should be a red flag!

Keep prompts specific

Election-related information, such as which candidates are running, where polling locations are, and what registration requirements are, is highly localized and often subject to change. Context and timing are thus critical to assessing the accuracy of election information. As election rules vary by jurisdiction and may fluctuate across elections, include "where" and "when" information in prompts:

- DON'T ASK: When does my ballot need to be postmarked by for it to count?

- ASK: If I am voting **in Washington, D.C** for the **2026 midterm election**, when does my ballot need to be postmarked by for it to count?

Only trust information you have deemed to be up-to-date, complete, and reliable.

Treat any information provided by AI chatbots as a starting point rather than a singular, authoritative source. Your right to vote is valuable. **Don't squander it by placing unearned trust in an imperfect chatbot and accidentally receiving inaccurate voting information.**

Advancing Justice – AAJC and APIA Vote run an in-language voter protection hotline. Call 888-274-8683 with any questions about voting to receive assistance in nine Asian languages.



Additional helpful resources:

- Check. Recheck. Vote. (Microsoft)
- Artificial Intelligence (AI) and Election Administration (U.S. Election Assistance Commission)
- Voters Are Turning to AI for Election Help. The Answers Aren't Always Right (TIME)