



THE INSTITUTE OF CHARTERED ACCOUNTANTS OF NIGERIA

Established by Act of Parliament No. 15 of 1965

Friday, May 22, 2026

Dear Esteemed Member,

To ensure a smooth, secure and convenient voting experience, we have prepared these Frequently Asked Questions to guide you through the 2026 ICAN Council Election e-voting process. Please read the instructions carefully and do not hesitate to contact the official support channels if you require assistance.

1. When can I cast my vote?

Answer:

Voting will be open online from **12:00 Noon (Nigerian Time) on Tuesday, 26th May 2026 to 12:00 Noon on Friday, 29th May 2026**. The portal will remain continuously accessible throughout the voting period.

2. How do I cast my vote?

Answer:

Kindly follow the steps below carefully:

1. You will receive your voting credentials (**Voter ID, Password, and Voting Link**) via SMS, WhatsApp, and/or E-mail.
2. Click the voting link provided in the message.
(If you do not receive the credentials in your inbox, kindly check your Spam/Junk folder.)
3. Enter your **Membership Number (Voter ID)** and **Password**, then click **“Sign In.”**
Please ensure your Membership Number is entered in the correct format:
 - MB123456
 - MB001234
 - MB000123
4. Click on **“Start the Voting Process.”**
5. View the profiles of the contestants.
6. Click on **“Click to Vote”** to proceed to the ballot page.
7. Allow location access when prompted on your device/browser.
8. Tick the checkbox confirming that you have viewed the contestants' profiles.
9. Select between **0 and 5 candidates for Members in Practice.**
(You may vote for fewer than 5 candidates, but not more than 5.)
10. Select between **0 and 2 candidates for Members Not in Practice.**
(You may vote for fewer than 2 candidates, but not more than 2.)
11. Click on the **“Confirm”** button.
12. Review your selected contestants carefully. You may go back to modify your selections if necessary.
13. Enter the displayed **Captcha/Token**.

14. Click on the “**Submit**” button.
15. A confirmation receipt will be sent to your registered E-mail address and/or phone number.
16. Optionally, complete the election feedback form.

3. Who is eligible to vote?

Answer:

Voting is open to eligible ICAN members whose names appear on the approved voters’ register for the 2026 Election.

To be eligible, a member must:

- a. be a registered member of the Institute;
- b. be financially up-to-date as at the approved cut-off date;
- c. have valid contact details with the Institute for receipt of voting credentials; and
- d. not be under any restriction that affects voting rights under ICAN’s rules.

Members are encouraged to confirm their financial status and contact details before the election period to ensure a smooth voting experience on the Institute’s website

4. Categories of Contestants:

a. For Members in Practice:

[Select up to 5 candidates for Members in Practice.
(You may vote for fewer than 5 candidates, but not more than 5.)]

b. For Members Not in Practice-

[Select up to 2 candidates for Members Not in Practice.
(You may vote for fewer than 2 candidates, but not more than 2.)]

5. Which browsers are recommended for voting?

Answer:

For the best voting experience, please use any of the following updated browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Ensure that:

- Internet connectivity is stable
- Location services are enabled on your device/browser

6. I have not received my voting credentials to access the e-voting portal.

Answer:

Please check:

- SMS inbox
- WhatsApp messages
- E-mail inbox
- Spam/Junk folder

If you still cannot find your credentials, kindly contact the designated support channels.

7. I am financially up-to-date but cannot access the e-voting portal.

Answer:

Please contact the ICAN Secretariat through the official support channels. Our team will be available to assist you and ensure that eligible members are able to vote without difficulty.”

8. How do I use the e-voting link?

Answer:

Click the link directly from the message sent to you or copy and paste it into a supported web browser such as:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Then press **Enter**.

9. The voting link is not opening.

Answer:

Please ensure:

- Your device has an active internet connection
- You are using a supported browser
- Your browser is updated

If the issue persists, try using another browser or device.

10. The password sent to me is not allowing me to log in.

Answer:

Please ensure:

- Your password is entered correctly
- Your password is typed in the correct letter case (passwords are case-sensitive)
- Your Membership Number/Voter ID is entered in the correct format:
 - MB123456
 - MB001234
 - MB000123

11. I copied and pasted my password, but I still cannot log in.

Answer:

Please try typing the password manually instead of copying and pasting it. Ensure that uppercase and lowercase characters are entered correctly.

12. How do I know my vote has been successfully recorded?

Answer:

After clicking the “**Submit**” button, a confirmation receipt will be sent to your registered E-mail address and/or phone number.

13. My internet connection failed before I completed voting. What should I do?

Answer:

You may log in again and continue the voting process.

Please note that the voting portal automatically times out after **30 minutes of inactivity**.

14. My browser is not showing the location prompt.

Answer:

Please ensure:

- Location services are enabled on your device
- Your browser has permission to access location
- You are not using incognito/private browsing mode
- You refresh the page and try again

You may also try another supported browser.

15. I mistakenly blocked location access on my browser. What should I do?

Answer:

You can re-enable location access from your browser settings:

- Open your browser settings
- Locate **Site Settings** or **Permissions**
- Enable location access for the voting portal
- Refresh the page and try again

16. Can I vote on my mobile phone?

Answer:

Yes. The e-voting portal is accessible on:

- Mobile phones
- Tablets
- Laptops/Desktop computers

For the best experience, use an updated browser and ensure internet connectivity is stable.

17. Can I change my vote after submission?

Answer:

No. Once your vote has been successfully submitted, it cannot be changed. Please review your selections carefully before clicking the final 'Submit' button.

18. I made a mistake while updating my profile (phone number or e-mail address).

Answer:

To protect the integrity of the election process, profile updates cannot be made during the voting period. Kindly contact the ICAN Secretariat after the election for assistance with updating your phone number or e-mail address.

19. Who do I contact if I experience technical issues during voting?

Official Election Support Channels

For technical assistance during the voting period, please contact the official ICAN Election Helpdesk through any of the following channels:

Telephone/WhatsApp: +2348037146126

E-mail: emc@ican.org.ng

ICAN Secretariat Contact: 08067908190

Support Hours: 8 am to 6 pm during the voting period

Only the official support channels published by ICAN should be used for election-related enquiries.

ELECTORAL MATTERS COMMITTEE