

Maryland State Board of Elections



Electronic Pollbook Step-by-Step Guide 2016 Presidential Election

FOLLOW THIS GUIDE ON ELECTION DAY.

This step-by-step guide provides election judges with a quick reference for the most commonly used election day procedures for the electronic pollbook (EPB).

UPDATED 01/26/2016

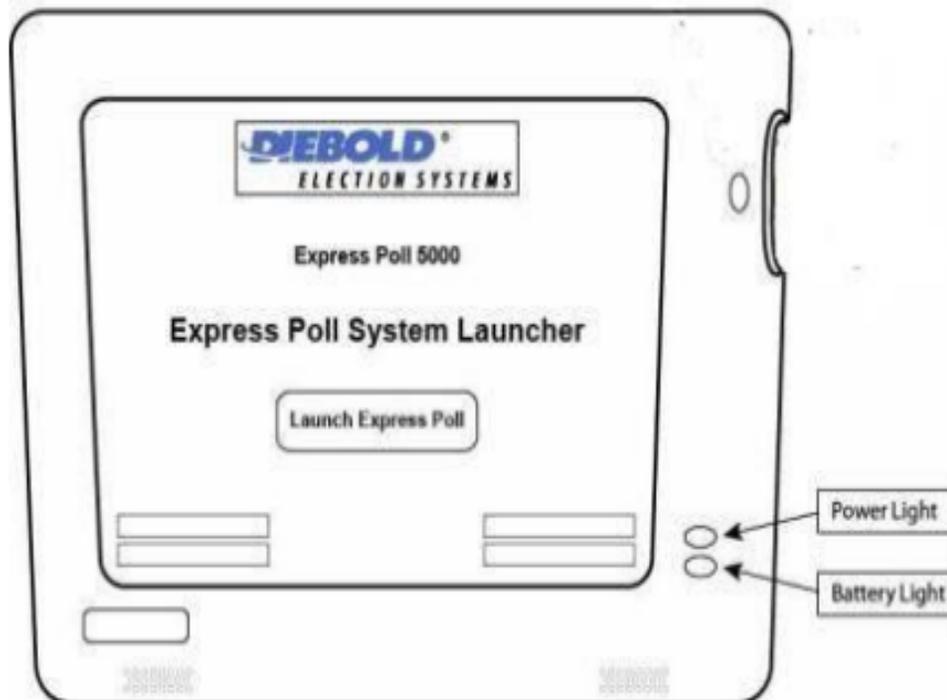
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Important: Networking Electronic Pollbooks

Do not network electronic pollbooks until after:

- **All electronic pollbooks have been turned on individually; and**
- **The “Statistics” on the “Main Screen” are verified as zeros for the “Ballots”, “Voters”, and “SDR Counts” tabs; and**
- **After the “Consolidated Voter Counts” and “Consolidated Ballot Counts” reports are printed.**

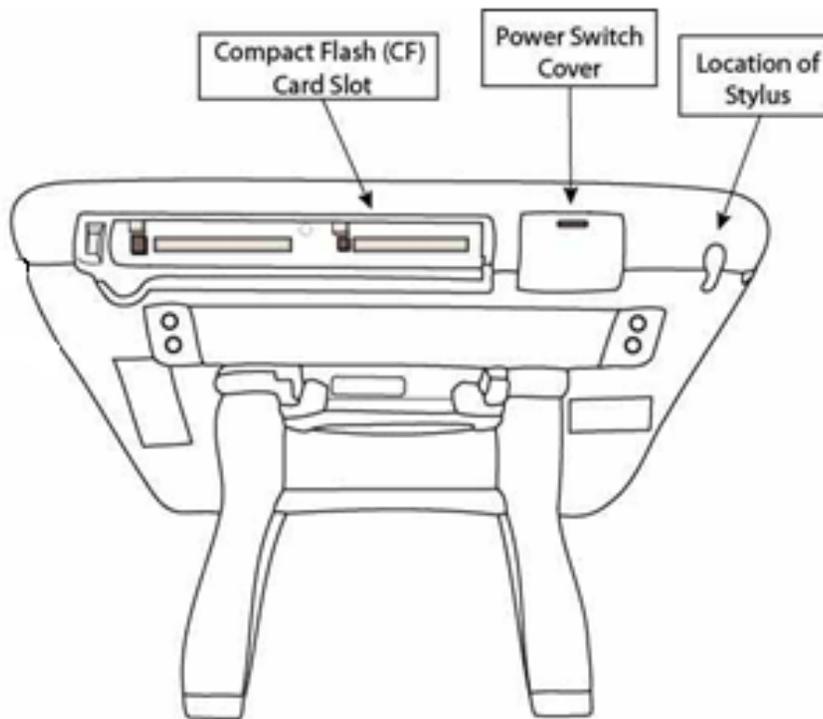
Introduction to the Electronic Pollbook



The **Power Light** is green when the unit is in use.

The **Battery Light** will flash green when the unit is plugged into an electrical power source and is charging. The light is off when there is no electrical power.

Introduction to the Electronic Pollbook

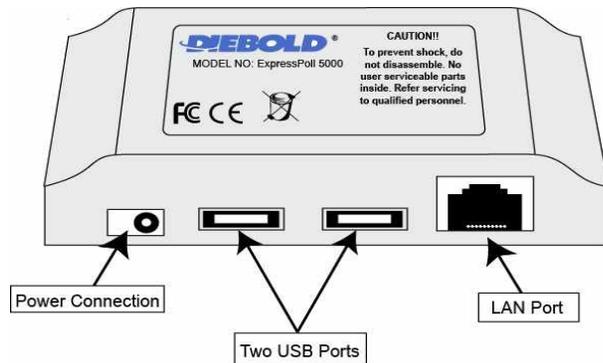


The **Compact Flash (CF) Card Slot** contains a compact flash card, a device used in the electronic pollbook for storing election information and a list of eligible voters. The protective cover for the Compact Flash Card Slot is to remain closed and sealed during an election.

The **Power Switch Cover** can be opened to access the on/off power switch.

The **Stylus** is the pen-shaped instrument with a hard point stored in the top of the unit to be used to navigate the electronic pollbook. You use the stylus to “tap” commands on the screen.

Introduction to the Electronic Pollbook



A. The four connection ports



B. The cables plugged in correctly

A. The back of the electronic pollbook has four ports, from left to right:

1. Power connection
2. Two USB ports
3. LAN port

B. All cable connectors are unique and fit only one way. Insert USB plug with USB icon facing up. Insert LAN plug with locking tab facing up. If a cover is used, make sure all connectors are properly set before covering.

C. (Optional) The back may remain covered during the election to help prevent disconnection.



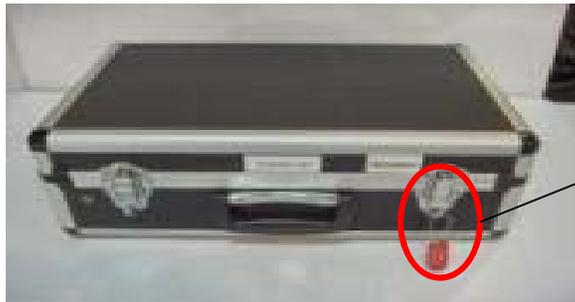
C. The protective cover in place

Unpacking Electronic Pollbooks

1

Verify the outer seal numbers on each EPB case with the numbers in Column 1 of the *Electronic Pollbook Integrity Report*.

Remove the outer seal and open the two latches.



State of Maryland

Electronic Pollbook Integrity Report

District/Ward/Precinct: _____ County: _____ Date: _____

Judges must:

- Opening: Remember to print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form BEFORE the polls open.
- During: Verify and record information about having to remove the inner seal during the day, if necessary.
- Closing: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form. Complete the Closing section.

Remember: Chief Judges must sign this form AFTER the polls close.

Pollbook ID Numbers	OPENING				DURING		CLOSING
	1	2	3	4	5	6	7
	Outer Seal # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Inner Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If Inner Seal was removed during the day, please record reason here. If more room is needed use back of this page.		New Outer Seal # (applied to storage case at closing)
	VERIFY	VERIFY	VERIFY	REP DEM	RECORD	RECORD	RECORD
#1							
#2							
#3							
#4							
#5							
#6							

To the best of our knowledge the information on this report is true and correct.

The Electronic Pollbook CF Cards were removed at the close of the polls and given to the Chief Judges.

CHIEF JUDGE

CHIEF JUDGE

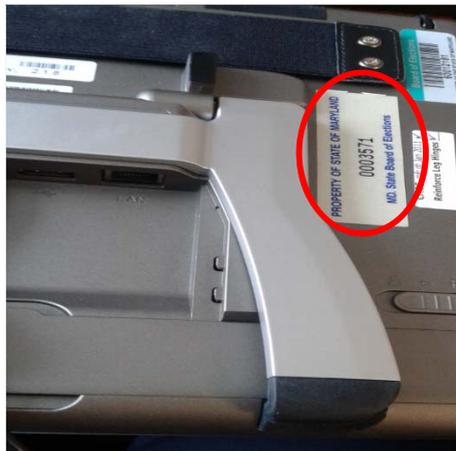
Rev. 12/2/15

Unpacking Electronic Pollbooks

- 2** Detach the internal power connection (if attached) from the EPB.
- Remove EPB and power cord from case. **Do NOT grab the EPB by its legs!** Use the elastic strap.



- 3** Verify the State Asset Tag number on the back of each EPB matches the numbers in Column 2 of the *Electronic Pollbook Integrity Report*.



- 4** Verify that the inner seal on the top of each electronic pollbook is **NOT** broken and its number matches numbers in column 3 of the *Electronic Pollbook Integrity Report*.



Unpacking Electronic Pollbooks

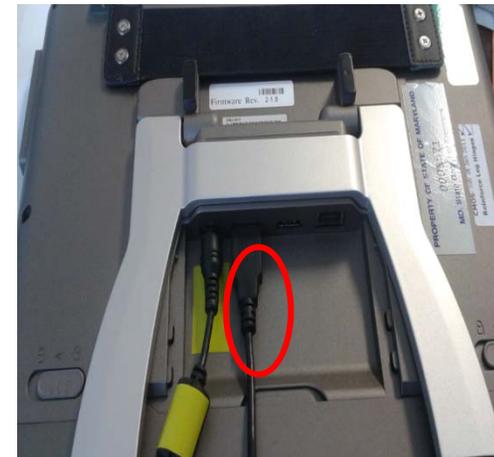
- 5** Check that the **Power Switch** on the top is turned **OFF**.



- 6** Insert the power cord (marked with yellow tape) into the first connection slot marked **PWR** and the other end into a power source. **Do NOT turn on the power switch yet!**



- 7** Take the printer's USB cable from the printer case and plug the larger end into either of the two USB ports located on the back of the electronic pollbook.



Unpacking Electronic Pollbooks

- 8** Plug one end of the printer's power cord (marked with blue tape) into the printer and the other end into a power source. **Important Note: The printer end of power cord is bent 90 degrees (elbow-shaped). DO NOT connect an electronic pollbook power cord to the printer. It will cause severe damage to the printer.**



- 9** Plug the smaller end of the USB cable into the printer.



- 10** Repeat steps 1 through 9 for all electronic pollbooks.

Verifying the Electronic Pollbooks

- 1 Turn the **power switch** to **ON**. **DO NOT NETWORK THE POLLBOOKS YET.**



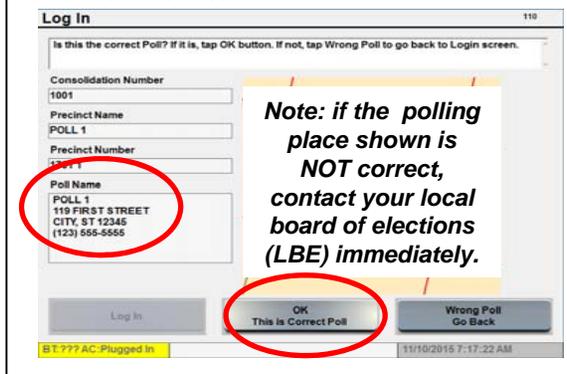
- 2 When the pollbook switch is ON, the “Launch” screen will appear.



A. Verify the date and time. If the date or time is incorrect, call for a chief judge who will seek technical support.

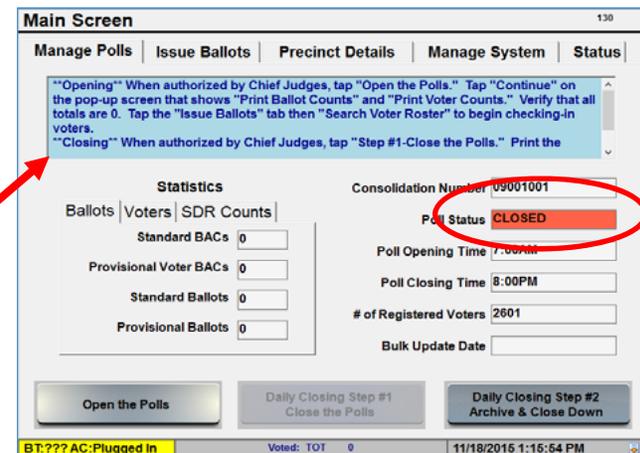
B. If the information on the screen is correct, tap the “Launch” button.

- 3 Verify the poll name on the left side before tapping the “OK This is Correct Poll” button at the bottom of the screen.



- 4 The “Main Screen” will appear with the “Manage Polls” tab at the top of the screen. The Poll Status will be “Closed.”

Important Note:
Almost every-thing you will need to know about using the EPB is in the on-screen instructions.
Please read them!



Verifying the Electronic Pollbooks

- 5** Tap the “Ballots,” “Voters,” and “SDR Counts” tabs under “Statistics” to verify that all the numbers are set to zero. **Alert a chief judge immediately if any of these numbers are not zero. Do not network the pollbooks if any number is not zero.**

Main Screen 130

Manage Polls | Issue Ballots | Precinct Details | Manage System | Status

“Opening” When authorized by Chief Judges, tap “Open the Polls.” Tap “Continue” on the pop-up screen that shows “Print Ballot Counts” and “Print Voter Counts.” Verify that all totals are 0. Tap the “Issue Ballots” tab then “Search Voter Roster” to begin checking-in voters.
“Closing” When authorized by Chief Judges, tap “Step #1-Close the Polls.” Print the

Statistics

Ballots | Voters | SDR Counts

Standard BACs 0

Provisional Voter BACs 0

Standard Ballots 0

Provisional Ballots 0

Consolidation Number 09001001

Poll Status CLOSED

Poll Opening Time 7:00AM

Poll Closing Time 8:00PM

of Registered Voters 2601

Bulk Update Date

Open the Polls Daily Closing Step #1 Close the Polls Daily Closing Step #2 Archive & Close Down

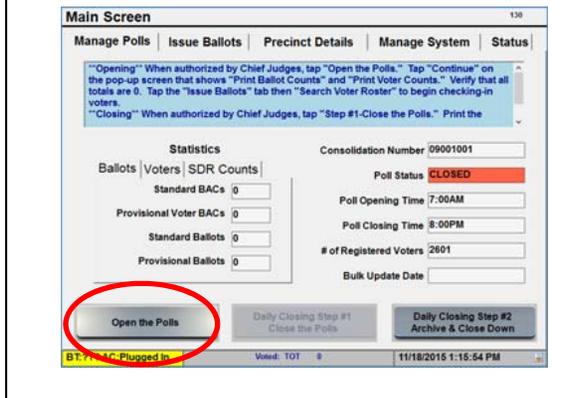
BT:?? AC:Plugged In Voted: TOT 0 11/18/2015 1:15:54 PM

- 6** Verify that the totals at the bottom of the screen are zero.

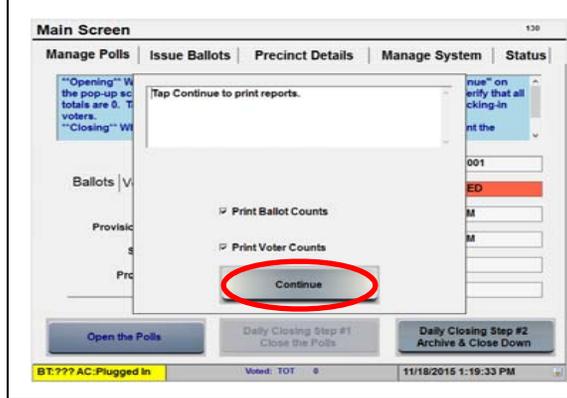
BT:?? AC:Plugged In Voted: TOT 0 11/18/2015 1:11:45 PM

Opening the Polls

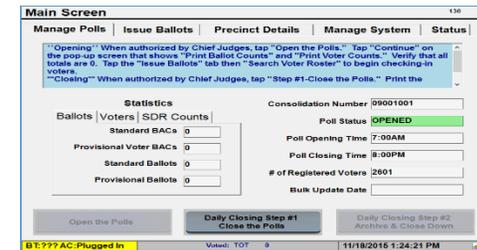
- 1** Tap the **<Open the Polls>** button.



- 2** Tap Continue to print the Ballot Counts and Voter Counts reports.



- 3** The **“Poll Status”** will change to **green** and display **“OPENED”**.



- Repeat steps 2-8 until all electronic pollbooks have been opened.
- Follow the instructions for **“Checking Synchronization”** on page 11, if necessary.

- 4** The **Status Bar** at the bottom of the screen displays helpful information

Battery Charge % - Shows “NONE” in red box if battery is missing or disconnected

Precinct Voted Total of voters checked in (including DEM, REP and ALL OTHER parties during the primary election only). Includes voters issued provisional ballots.

Digital Clock shows current date and time. **Note:** If date is wrong or time is more than 10 minutes off, contact a Chief Judge.

AC Power Status message shows “Plugged In” when power is connected, “Offline” when power is off.

Network Icons show status of connectivity with the other pollbooks in the precinct.

BT:??? AC:Plugged In

Voted: TOT 0

11/18/2015 1:11:45 PM

Networking Two Electronic Pollbooks

- 1** Verify the serial and outer seal numbers on each EPB case with the numbers recorded on Part 1 of the *Electronic Pollbook Integrity Report*.

Remove the outer seal and open the two latches.



- 2** Detach internal power connection (if attached) from the EPB.
- Remove EPB and power cord from case. **Do NOT grab the EPB by its legs! Use the elastic strap.**



- 3** Verify that the **Power Switch** on the top is turned **OFF** **before** connecting any cords or cables.



- 4** Insert the power cord (marked with yellow tape) into the first connection slot marked **PWR** and the other end into a power source. **Do NOT turn on the power switch yet!**



- 5** Plug the larger end of the printer USB cable into either of the two USB ports on the back of the electronic pollbook.



- 6** Connect the smaller end of the USB cable into the printer.



Networking Two Electronic Pollbooks

7

Reminder: For more than two electronic pollbooks, see “Networking Three or More Electronic Pollbooks to Hub” on pages 8 - 9.

8

- ❑ Connect one end of the crossover cable into the LAN port of a electronic pollbook.



9

- ❑ Connect the other end of this cable into the other electronic pollbook's LAN port.



10

- ❑ (Optional) Install protective cover as shown below to help prevent disconnection.



11

- ❑ Connect the printer's power cord (marked with **blue** tape) to the printer and the power source.



Do not plug the electronic pollbook's power cord into the printer. It will permanently damage the printer.

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- ❑ Turn the power switch to **ON**.
- ❑ Proceed to “**Opening the Electronic Pollbooks**” on page 10.



Networking Three or More Electronic Pollbooks to Hub

- 1** Verify the serial and outer seal numbers on each electronic pollbook case with the numbers recorded on Part 1 of the *Electronic Pollbook Integrity Report*.

Remove the outer seal and open the two latches.



- 2** Detach internal power connection (if attached) from the EPB.
- Remove EPB and power cord from case. **Do NOT grab the EPB by its legs! Use the elastic strap.**



- 3** Verify that the **Power Switch** on the top is turned **OFF** before connecting any cords or cables.



- 4** Insert the power cord (marked with yellow tape) into the first connection slot marked **PWR** and the other end into a power source. **Do NOT turn on the power switch yet!**



- 5** Plug the larger end of the printer USB cable into either of the two USB ports on the back of the electronic pollbook.



- 6** Connect the smaller end of the USB cable into the printer.



Networking Three or More Electronic Pollbooks to Hub

7

Reminder:

If networking only two electronic pollbooks, see “Networking Two Electronic Pollbooks” on pages 5 – 6.

8

- ❑ The **Hub** (or switch) connects the electronic pollbooks and allows them to synchronize data when more than two electronic pollbooks are being used in a polling location.
- ❑ Note that there are several models used, and their appearances vary



9

- ❑ **BEFORE** turning on the **electronic pollbooks**, connect the hub's power cord into the first socket in the back of the hub.
- ❑ Insert the power cord's plug into the power strip. The hub's power light indicator will turn **green**.



10

- ❑ Plug a hub cable into the **LAN** port on an electronic pollbook.



11

- ❑ Connect the other end of the hub cable to any port in the hub.
- ❑ Repeat steps 10 & 11 for each electronic pollbook.



12

- ❑ Turn the power switch to **ON** for all pollbooks .
- ❑ Proceed to “**Opening the Electronic Pollbooks**” on page 9.



Checking Synchronization

- 1** Check the voted totals at the bottom of the screen against the other pollbook(s) in the precinct: all totals should match.



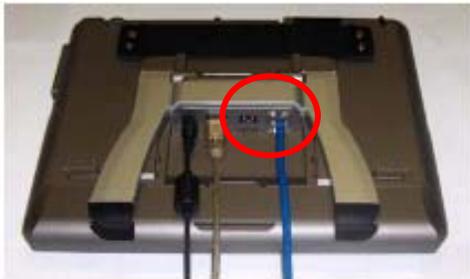
- 2** If voted totals do not match, this indicates a break in synchronization.



- 3** Synchronization should be verified periodically during the election by comparing "Voted" Totals at the bottom of the screen for all networked pollbooks.

Note: There may be brief periods of small differences in the totals. This is normal and will reconcile automatically.

- 4** If there is a break in synchronization for more than 5 minutes, Check the cable connection to the back of each EPB. If cable locking tab is broken, cable should be replaced.



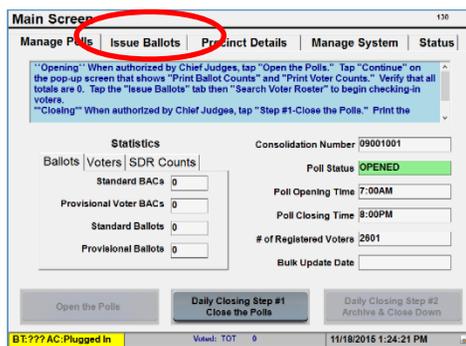
- 5** Check the connection to the hub, if a hub is used.
- Check the power connections to each piece of equipment.



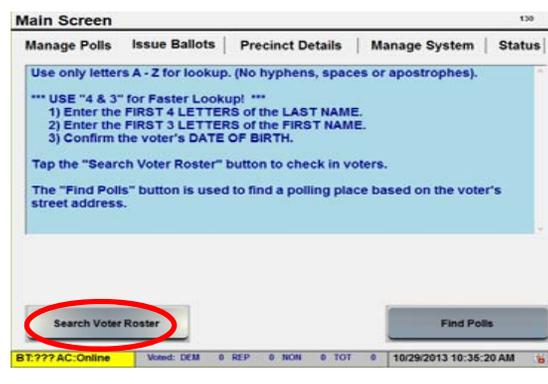
- 6** If the synchronization is not established after checking each connection, call for a chief judge who will seek technical assistance.

Voter Name Search

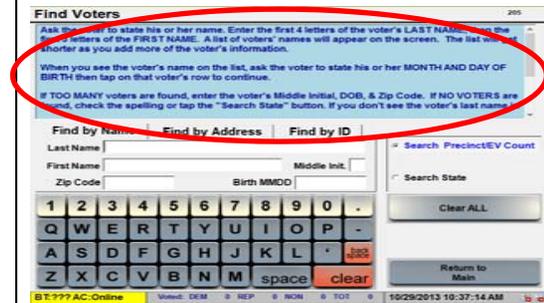
- 1** Tap the **<Issue Ballots>** tab at the top of the screen.



- 2** Tap the **<Search Voter Roster>** button at the bottom left of the screen.



- 3** On the **"Find Voters"** screen, use the **"4 & 3 + DOB"** method:
- First 4 letters of LAST NAME
 - First 3 letters of FIRST NAME
 - Month and day of birth if too many voters are found



- 4** More hints for faster voter lookup:

✓ If "4 & 3 + DOB" search stops on a shorter name, add another letter.

✓ Use only letters A – Z.

For example: Enter "O'Donnell" as "ODON". Enter "EI-Amin" as "ELAM"

✓ Enter the voter's month & day of birth if too many voters are found.

Note: The Voter's actual registered name (with punctuation) is printed on the VAC.

- 5** To select a name, tap anywhere in that row. Use the scroll bar to scroll through the names, if necessary.



- 6** Follow procedures to verify the voter's information. If correct, see the instructions for **Issuing a Ballot**. If not, **<Go Back>**.



Voter Not Listed in Precinct Roster

- 1** If voter is NOT FOUND, follow the instructions on the screen, then tap the **<Search STATE>** button.

Find Voters

*** Voter NOT FOUND in Precinct ***
 Search the state for this voter:
 1) Make sure that the "4 & 3" letters are entered correctly (first 4 letters of last name, first 3 letters of first name)
 2) Enter the MONTH and DAY of the voter's DATE OF BIRTH
 3) Enter Middle Initial
 4) Tap the "Search State" button.
 If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID | Search Precinct/EV Count

Last Name [Z] | Middle Init. | Search State (add mi)

First Name | Birth MM/DD | Search State (add mi)

Zip Code | Birth MM/DD

1 2 3 4 5 6 7 8 9 0 . | Clear All

Q W E R T Y U I O P - | Return to Main

A S D F G H J K L ' |

Z X C V B N M space clear

BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 3/24/2014 2:11:58 PM

- 2** If there are TOO MANY voters found in the state, follow the instructions on the screen...

Find Voters

--- STATE --- TOO MANY Voters found.
 1) Make sure that the "4 & 3" letters are entered correctly (first 4 letters of last name, first 3 letters of first name)
 2) Enter the MONTH and DAY of the voter's DATE OF BIRTH and MIDDLE INITIAL (enter space if voter has no middle name)
 3) Enter voter's zip code
 If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID | Search Precinct/EV Count

Last Name [L] | Middle Init. | Search State (add mi)

First Name | Birth MM/DD | Search State (add mi)

Zip Code | Birth MM/DD

1 2 3 4 5 6 7 8 9 0 . | Clear ALL

Q W E R T Y U I O P - | Return to Main

A S D F G H J K L ' |

Z X C V B N M space clear

RT:???:AC:Online | Voted: UJM 0 HLP 1 NON 0 TOT 1 | 3/21/2014 5:57:53 PM

- 3** ...and enter the voter's DOB, Middle Initial (space for No Middle Initial) and zip code.

Find Voters

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	05/02 /1842	Active	None	REP

Find by Name | Find by Address | Find by ID | Search Precinct/EV Count

Last Name [LINC] | Middle Init. [Q] | Search State (add mi)

First Name [ABRA] | Birth MM/DD [05/02] | Search State (add mi)

Zip Code [12345] | Birth MM/DD [05/02]

1 2 3 4 5 6 7 8 9 0 . | Clear ALL

Q W E R T Y U I O P - | Return to Main

A S D F G H J K L ' |

Z X C V B N M space clear

BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 3/24/2014 2:15:18 PM

- 4** If you find the voter, tap in the voter's row to open the **"Voter Record"** screen. Tap the **"Precinct Details"** tab...

Voter Record

Lincoln
Ambrose Q | 3 Main St
Anytown 12345

Voter Details | Identification | Voter History | **Precinct Details**

This voter is not eligible to vote a regular ballot at this location. Tap "Precinct Details" tab at the top of this page to find the voter's correct polling place.
 Or, tap the "Provisional Ballot" button to issue this voter a provisional ballot.

Precinct 001-001-1 | DOB 5/16/1918 | Status Active

Registered name: Party/Other Parties
 Lincoln, Ambrose Q | ID Require | Issued None

Wrong Polling Place - Please see instructions above.
 CONG=03; LEGIS=02; COUNCIL=001

Issue Standard Ballot | Issue Provisional Ballot | Go Back

BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 1 | 3/21/2014 5:59:16 PM

- 5** ...to find the voter's correct precinct.
 Note: Precinct Information may be printed for the voter.

Voter Record

Lincoln
Abraham Quincy | 1 Main St
Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

Consolidation Number 0000001
 Consolidation Description Dist-Prec: 001-001-1

Poll Name and Address
 Lincicum Elementary School
 101 School Lane
 Lincicum MD 21099
 Dist-CONG=03; LEGIS=02
 Ballot Styles
 NONE

Print Information | Go Back

BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 1 | 3/24/2014 2:20:34 PM

- 6** To return directly to the **"Find Voters"** screen, just tap the **<Go Back>** button.

Voter Record

Murphy
Robert Dorral | 733 N Holly Dr
Annapolis 21403

Voter Details | Identification | Voter History | Precinct Details

Consolidation Number 0000001
 Consolidation Description Dist-Prec: 005-001

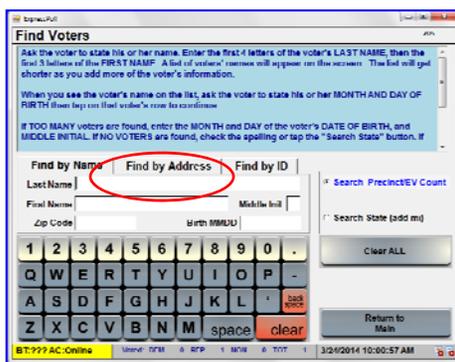
Poll Name and Address
 St. Margaret's Episcopal Church
 1801 Pleasant Plains Rd
 Annapolis 21403
 Church LEGIS=03 Ballot
 Styles: DEM 04 REP 03

Print Information | **Go Back**

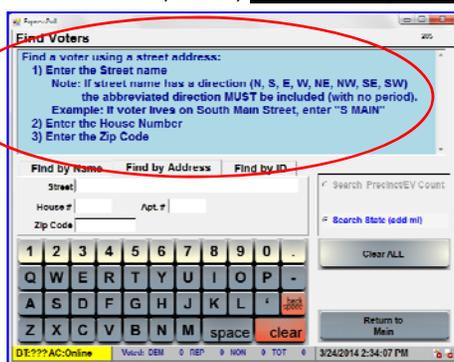
BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 3/24/2014 2:20:34 PM

Voter Address Search

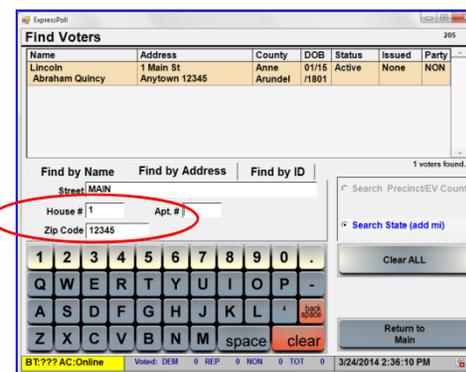
- 1** To search for a voter by address, tap the **<Find by Address>** sub-tab on the **"Find Voters"** screen.



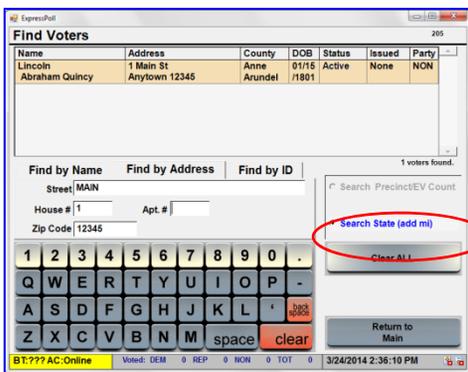
- 2** Follow instructions for entering voter's address. If voter's street has a direction, type "N" for "North," "S" for "South," etc., **without a period.**



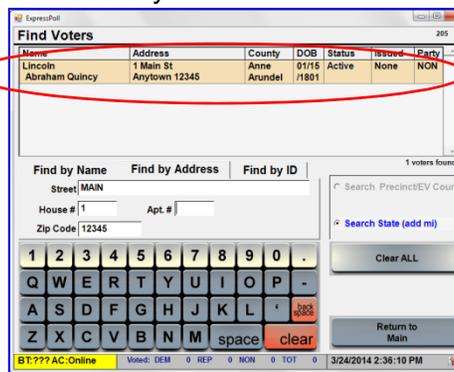
- 3** To narrow the search, enter the voter's house number and zip code.



- 4** Address searches are automatically done in "Search State" mode, so there's no need to "shift gears"



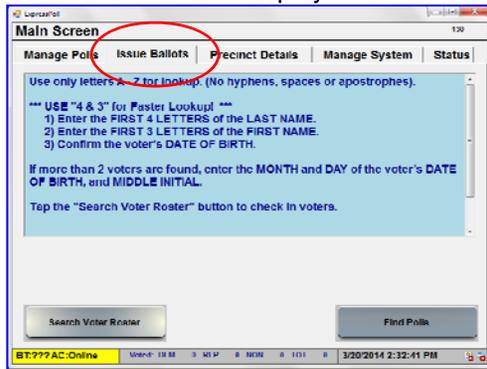
- 5** To select a name, tap anywhere on the line. Press the side arrows to scroll through the names, if necessary.



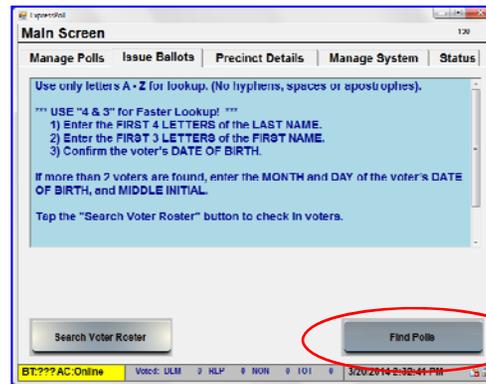
- 6** If the voter is in the correct precinct, follow regular check-in procedures.
- If the voter is not in the correct precinct, follow Steps 4 and 5 on page 13 for a "Voter Not Listed in Precinct Register."
- If necessary, tap the **<Find by Name>** sub-tab to return to searching for voters by name.

Finding a Polling Place for Voter's Street Address

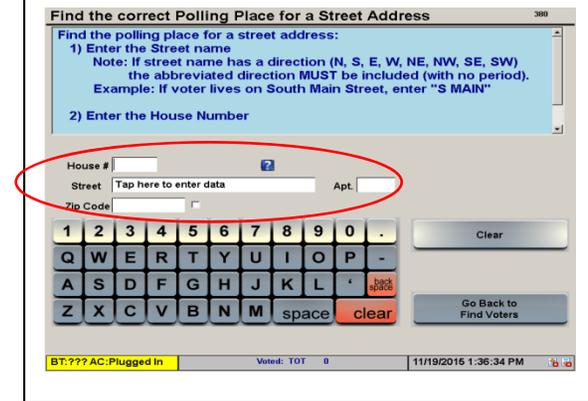
- 1** Tap the <Return to Main> button from the Find Voters screen: the “Issue Ballots” tab will display.



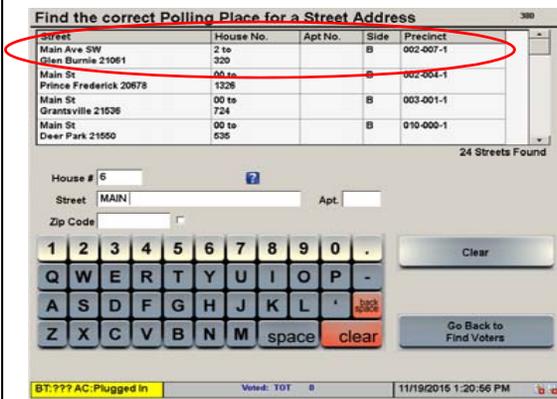
- 2** Tap on the <Find Polls> button in the bottom right.



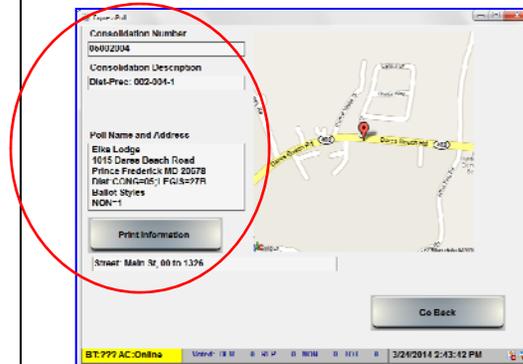
- 3** Follow the instructions on the screen: enter the voter's street name, house number, and zip code.



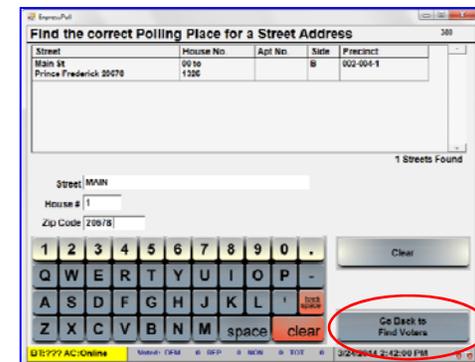
- 4** Verify that the voter's address is within the range of house numbers shown. Tap anywhere in that row.



- 5** Polling place for the selected range of addresses is shown. Tap the “Print” button if you wish to print this information for the voter.



- 6** Tap on <Go Back to Find Voters> to return to the Main Screen.



Issuing a Standard Ballot

- 1** If the voter's information is correct and the voter is eligible to vote a regular ballot, tap the **<Issue Standard Ballot>** button.

Voter Record

Lincoln Ambrose Q 3 Main St Anytown 12345

Voter Details Identification Voter History Precinct Details

Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form.

Precinct 001-001-1 DOB 6/16/1818 Status Active

Registered name: Lincoln, Ambrose Q Party Other Parties ID Require Issued None

Comments: CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:???:AC:Online Voted: DEM REP NOR TOT 3/21/2014 6:59:15 PM

- 2** If this is the first ballot issued, or the pollbook has been restarted, enter your name when prompted

Voter Record

Please enter your name

Judson's Name

1 2 3 4 5 6 7 8 9 0 .

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M space clear

OK Cancel

BT:???:AC:Online Voted: DEM REP NOR TOT 3/26/2014 10:35:45 AM

- 3** Tap the **<Select Paper Ballot>** button.

Select Ballot

Tap "Create ExpressVote Activation Card" to issue a BAC, or tap "Issue Standard Ballot" to issue a paper ballot.

Voter Name Linc, Abraham Quincy Precinct 001-001-1

Ballot Party Republican

Ballot Style 2

Create ExpressVote Activation Card Select Paper Ballot Cancel No Ballot Issued

BT:???:AC:Plugged In Voted: TOT 1 11/19/2015 2:56:16 PM

- 4** Follow procedures for issuing the voter a Voter Authority Card (VAC).

VOTER AUTHORITY CARD
Presidential General Election 2012

Linc. Abraham Quincy
Main St APT A, Anytown 12345
DOB: 6/2/1842
ID#: 3 Party: Republican
DIST/PREC: 001-001-1, CONG=03; LEGIS=32; COUNCIL=001
EPB Number: 018797
Ballot Style: 2
Issued: 12/16/2013 09:45:03 Issued By: ABIGAIL G
Reason: 0

IMPORTANT
If your address or other information has changed, please request the Voter Update Form from an election Judge.

Please sign in the space below.

Voter Signature _____
Check-In Judge Initials: _____
Voting Unit Judge Initials: _____ Voting Unit # _____
DO NOT REMOVE THIS CARD FROM THE POLLING PLACE.

- 5** Voter is marked as "REG Issued" in the roster.

Find Voters

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	06/02/1842	Active	REG Issued	REP

1 voters found.

Find by Name Find by Address Find by ID

Last Name [LINC] Search Precinct/EV Count

First Name Middle Init Search State (add ml)

Zip Code Birth MMDD Clear ALL Return to Main

BT:???:AC:Plugged In Voted: TOT 2 11/19/2015 3:25:30 PM

- 6** The program automatically returns to "Find Voters" screen.

Find Voters

Ask the voter to enter his or her name, enter the first 4 letters of the voter's LAST NAME, then the first 3 letters of the TOWN NAME. A list of voters' names will appear on the screen. The list will get shorter as you add more of the voter's information.

When you see the voter's name on the list, ask the voter to state his or her BIRTH IN ANY STATE (ask him to tap on that voter's row to continue).

If TOO MANY voters are found, enter the MONTH and DAY of the voter's DATE OF BIRTH, and SEARCH BY BIRTH. If NOT WORKING, enter the month and day of the voter's BIRTH, and SEARCH BY BIRTH.

Find by Name Find by Address Find by ID

Last Name Middle Init Search Precinct/EV Count

First Name Middle Init Search State (add ml)

Zip Code Birth MMDD Clear ALL Return to Main

BT:???:AC:Plugged In Voted: TOT 2 11/19/2015 3:25:30 PM

Issuing a Provisional Ballot

- 1** If a voter is not eligible to vote a regular ballot, a provisional ballot may be issued. Tap on the **<Issue Provisional Ballot>** button.

The screenshot shows the 'Voter Record' interface for William Henry Harrison. A message states: 'This voter has been issued an absentee ballot. If the voter wants to cast a ballot now, he or she must vote by provisional ballot. Enter "4" on the "Enter Provisional Reason" screen.' The 'Issue Provisional Ballot' button is circled in red.

- 2** Select the voter's correct precinct (if necessary) and desired ballot party (for primary elections).

The screenshot shows the 'Select Ballot' screen. The 'Verify Voter's PRECINCT' dropdown is set to '001-001-1' and the 'Select PARTY' dropdown is set to 'Non-Partisan'. The entire selection area is circled in red.

- 3** Using the table below, find the number code for the reason a provisional ballot is being issued

1	Not listed on the precinct register
2	Listed but indicated a change of address
3	Listed but claims a different party affiliation (primary election only)
4	Listed as "ABS Issued," "REG Issued," or "PROV."
5	Listed as "Show ID" and unable to provide sufficient ID
6	Listed as "Pend1" ("Show ID" on Voter Details screen)
7	Listed as "Pend2" ("Need DL#/SSN#" on Voter Details screen)
8	Challenged by a poll watcher & could not provide acceptable ID
9	Other (please tell Chief Judge the reason)
10	Voting during extended voting hours

- 4** Using the drop down menu, select the number code and the reason a provisional ballot is being issued, from the table.

The screenshot shows the 'Select Ballot Reason' dropdown menu open, with the option '4 - Listed as "ABS Issued," "REG Issued," "PROV," or "Voted Early"' selected. The dropdown menu is circled in red.

- 5** Tap the **<Issue...>** button. Voter is now marked as "PROV" in roster, and program returns to **"Find Voters"**

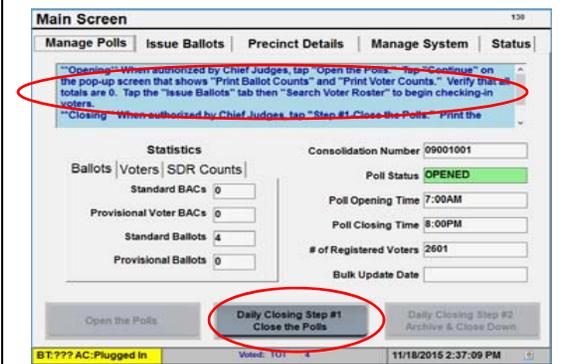
The screenshot shows the 'Issue Provisional Ballot' button circled in red. The 'Select Ballot Reason' dropdown is still open, showing the selected reason.

- 6** The Voter Authority Card will print. Initial it and have the voter review and sign it.

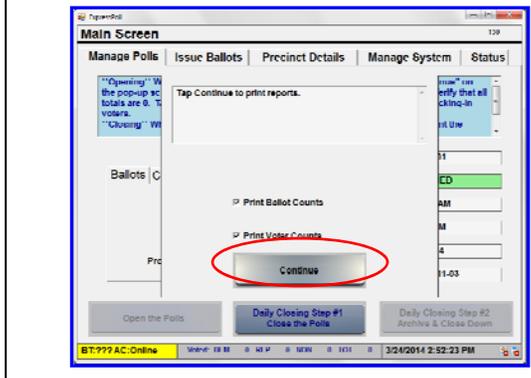
The screenshot shows a printed 'Voter Authority Card' for Gubernatorial Primary 2010 - Testing. The card includes the voter's name (DAVINCI, LEONARDO A), address, DOB, ID#, party, and assigned district/precinct. It also has a signature line and a space for initials.

Closing the Electronic Pollbooks

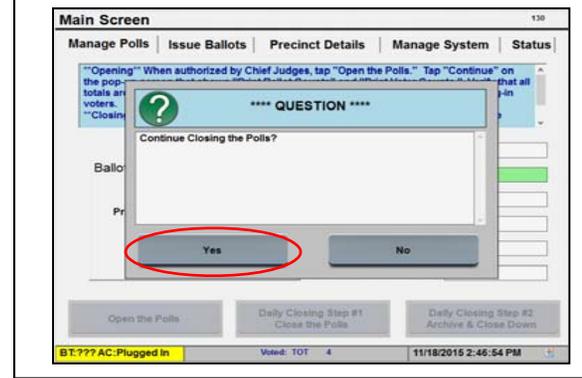
- 1** Tap the **<Daily Closing Step #1 Close the Polls>** button.



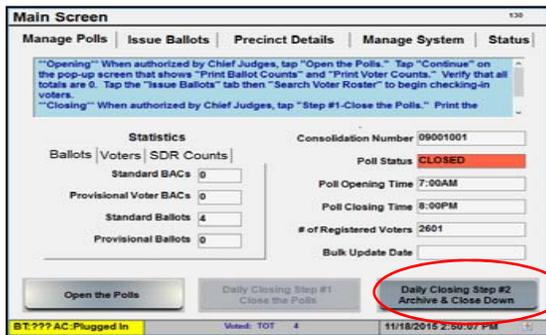
- 2** Tap **<Continue>** to print the "Ballot Counts" and "Voter Counts" Reports.



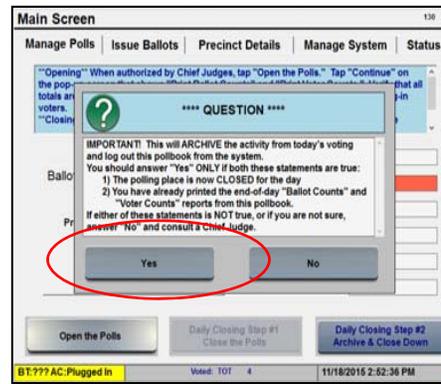
- 3** Tap **<Yes>** to continue closing the polls.



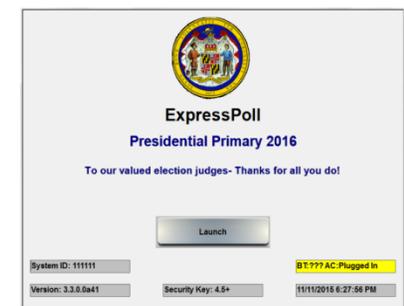
- 4** Tap the **<Daily Closing Step #2 Archive & Close Down>** button. Answer Yes to the question and verify you are returned to the "Launch" screen.



- 5** Answer Yes to the question and verify you are returned to the "Launch" screen.



- 6** Attach both reports to the *Electronic Pollbook Integrity Report* and give the report to the Chief Judges.



Closing the Electronic Pollbooks

7

❑ It is now safe to turn the power off at the top of the electronic pollbook.

❑ Remember to store the stylus in its slot.



8

❑ Do not forget to pack the power cord in the case.

❑ Remember to place the electronic pollbook face down in the case.



8

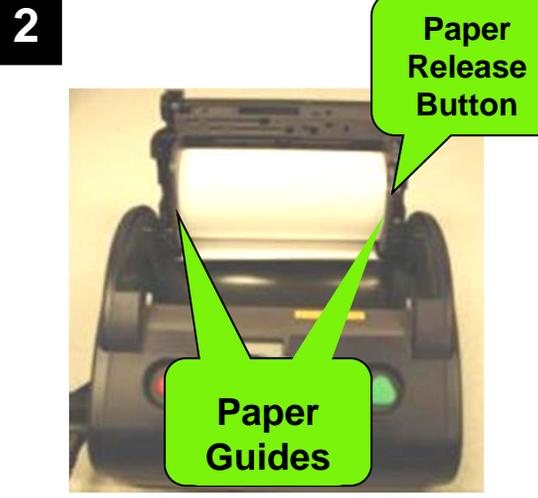
❑ Repeat Steps 1 – 5 for each electronic pollbook.

❑ Follow the instructions from your LBE for sealing, packing, and securing all electronic pollbooks, printers, cables, and hub (if used).

❑ Make sure the serial number on the electronic pollbook matches the serial number on the case.

Changing the Printer Paper

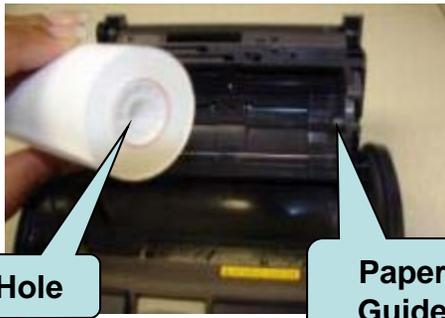
- 1** When the red marks appear on the paper, it's time to replace the roll. Push up on the **Cover Release Button** to open the printer cover.



- 3** Slide the **Paper Release Button** forward and gently slide the **Paper Guides** apart with your thumbs. Remove roll.



- 4** Place the holes of the new paper roll over spindles on Paper Guides.
 Make sure the paper feeds from the **BOTTOM**.



- 5** Slide the **Paper Release Button** forward and gently slide the **Paper Guides** together.



- 6** Pull paper through the printer's opening and close the cover.
Note: Green light will blink if paper is not feeding correctly.



Troubleshooting

1 The most commonly experienced issues with the pollbooks are described on this page, together with a solution.

It is always important for the election judge or a technician to record the issue with as much detail as possible in the judge's log or the technician's incident report.

With the exception of synchronization issues, the use of a pollbook should be discontinued if it experiences a problem more than 3 times. The LBE should be contacted and spare pollbook should be dispatched if required

4 **If a message beginning with 'Fatal Error' is shown.**

Write down the text of the error message, and then reboot the pollbook.

2 **The pollbook appears to freeze.**

If the pollbook is unresponsive to touch from the stylus, and there is no activity on the screen, such as an hourglass, then wait 30 seconds. If the pollbook remains frozen, then re-boot it if the pollbook remains frozen.

If the pollbook is unresponsive to touch, but activity is viewed on screen, such as an animated hourglass, then wait 1 minute. If there is no change, re-boot the pollbook.

5 **A message showing "the Printer is not Connected or Powered up"**

Check the cable to the printer, and verified the printer is powered on.

Switch USB connector from printer to other USB port on the back of the pollbook if the message continues to appear.

3 **A pollbook appears not to be synchronizing with the other(s).**

If the Voted totals in the status bar do not match or are not very close with other pollbooks, and totals are not incrementing when other pollbooks are used follow the instructions on page 11.

If the pollbook is still not synchronizing, continue to check-in voters with that pollbook, until there are few voters in the polling place, and there isn't a long line. At this time, the pollbook can be rebooted.

If the pollbook has not synchronized by close of polls, reboot the pollbook at close, and wait five minutes for synchronization. If this is not successful, record the issue and close the pollbook.

6 **If no name is shown in the 'Last Name' field when you are entering a voter's name.**

Record the issue and reboot the pollbook