Appendix 2 – Troubleshooting

A. Scanning Unit

Power Issues

A-1 No electrical power.

A-2 No power cord.

A-3 Scanning unit will not power up.

A-4 "Battery" message and a red power status bar is visible on top right of scanning unit.

A-5 Charging issues.

A-6 Scanning unit would not turn on before the polls opened and was not used by any voters.

A-7 Scanning unit shuts down while the chief judges are ending the election.

A-8 Scanning unit was turned off during voting hours and will not turn back on to end the election.

Messages or Prompts on Screen

A-9 "No Election Definition" message appears when the scanning unit is turned on.

A-10 Incorrect PIN message appears on the screen when chief judges enter password to open or close the polls.

Report Issues

A-11 Configuration or *Zero Report(s)* does not automatically start printing when scanning unit is turned on.

A-12 *Totals Report* will not print.

Miscellaneous

A-13 Access to the scanning units top compartment is necessary to resolve a technical problem (i.e. power switch must be turned on or off).

A-14 There is one memory stick in a scanning unit.

A-15 The screen goes blank.

A-16 Scanning unit is wobbly.

A-17 There is a problem reading the memory stick or the memory stick is not functioning properly.

B. Ballot Marking Device

B-1 Ballot marking device does not show a checkmark ("v") when candidate or question response is selected.

B-2 Ballot will not eject from the ballot marking device.

B-3 Text on the ballot marking device screen is wavy or distorted.

B-4 Voter complains about lack of privacy while voting.

B-5 Voter is unable to read screen because of lighting.

B-6 Voter cannot hear audio ballot with the headset.

B-7 Voter requests proof of voting from the ballot marking device.

B-8 There is an active ballot on the scanning unit's screen, but no voter is present ("Fleeing Voter").

B-9 - The ballot marking device has not been turned on or set up for voting.

B-10 -The ballot marking device will not power up or turn on.

B-11 - A voter complains that the ballot marking device screen shows that the voter has selected a different candidate than the voter intended.

B-12 - The voter's printed ballot activation card does not reflect what the voter intended to select. The voter made a mistake and did not realize it until after they printed their ballot.

B-13 - The ballot marking device screen freezes.

B-14 – The ballot marking device powers off or shuts down on its own.

C. Pollbook

Power Issues

C-1 Pollbook will not power up (Screen is blank and green power light does not come on).

C-2 The battery indicator in the lower left of the pollbook's screen displays the BT is 30% or less and the "AC" is "Offline", or a warning screen appears saying, "The battery is getting low."

C-3 Warning screen displays, "Battery not inserted."

C-4 Before the polls are "Opened" (Main Screen, "Manage Polls" tab), one or more Statistics on the left side of the screen are not ZERO.

C-5 Icons on bottom right of the screen are not alternately blinking.

C-6 Warning screen displays "Fatal Application Error."

C-7 Warning message appears indicating that the printer is either disconnected or disabled.

C-8 The voter's voter authority card tears or jams as it is being printed.

C-9 The printer needs a new roll of paper.

C-10 Access to the pollbook's top compartment is necessary to resolve a problem with the compact flash card.

D. Check-in Problems and Solutions

Assistance for Voters

D-1 Voter needs assistance with voting.

D-2 Voter cannot sign the voter authority card, *Voter Update Form*, or any other form.

Voter's Name Not in Precinct/County Register

D-3 Voter is not listed in the precinct/county register, but is listed in the State roster. For example, a voter went to wrong polling place.

Voter's Name Not Found in Pollbook

D-4 Voter's name cannot be found in the register, even after searching the State roster.

Address is Different

D-5 Voter no longer resides at address listed in precinct/county register.

Voter Claims Different Party Affiliation

D-6 Voter claims a party affiliation other than what is listed in the precinct/county register.

Already Voted

D-7 Voter is listed as "ABS Issued," "Ballot Issued," "Voted Early," or "PROV".

Inactive Voters

D-8 Voter is listed as "Inactive."

Voter Status

D-9 Voter is listed as "Show ID."

D-10 Voter is listed as pending ("Pend1" or "Pend2").

Wrong Voter is Checked In

D-11 The wrong voter is checked in and issued a regular ballot or ballot activation card and voter authority card. **NOTE**: The voter has NOT cast a ballot yet.

Voter's Identity is challenged

D-12 Voter's identity is challenged.

Voter Reports another Voter has moved or is deceased

D-13 Voter reports a family member has moved or is deceased.

E. Voting Process

Cancelling a Ballot

E-1 Cancelling a ballot before the regular ballot or ballot activation card has been inserted into the scanning unit, reissuing a voter authority card, if needed.

Scanning Unit Issues

E-2 Voter claims his or her ballot was cancelled or cast by mistake.

E-3 Voter complains about lack of privacy while voting.

E-4 Extended voting hours have been ordered.

E-5 Voter requests proof of voting.

F. Provisional Voting

Mistakes on the Ballot

F-1 A voter makes a mistake or changes mind while voting a provisional ballot.

Miscellaneous

F-2   Provisional ballot application and ballot will not fit into bag.

F-3   Provisional voter cannot sign name.

A. Scanning Unit

A-1	No electrical power.
Cause	**Solution**
Power cord is not properly inserted into wall outlet or power strip.	Ensure the power cord is securely plugged into the wall outlet using the surge protector.
Power cord is not properly inserted into the scanning unit.	Ensure the internal power cord in the back of the scanning unit is securely plugged into the scanning unit.
Power strip is not turned on.	Turn on the power strip.
Circuit breaker or fuse in the polling place has tripped or blown.	Contact building custodian or facility manager. Contact the Montgomery County Board of Elections to report the problem. Record this event in the *Chief Judges' Election Day Log*.
Power is out in the polling place.	Contact building custodian or facility manager. Contact your Montgomery County Board of Elections. If polling area has sufficient natural light and the scanning units still have battery power,

	allow voters to continue voting. The Montgomery County Board of Elections will provide additional instructions if the power will be out longer than the battery power can support the scanning units.
Widespread power outage in area.	Contact the Montgomery County Board of Elections for instructions. If the polling area has sufficient natural light and the scanning units still have battery power, allow voters to continue voting.

A-2	No power cord.
Cause	Solution
Power cord was not included with or attached to the scanning unit.	Set up scanning unit and call the Montgomery County Board of Elections. The scanning unit will have sufficient battery power to operate until a power cord is delivered. If scanning unit battery runs out and powers off, use the emergency ballot bin to store ballots until a power cord is delivered. At the end of the night, scan any ballots left in the emergency bin before closing the polls on the scanning unit.

A-3	Scanning Unit will not power up.
Cause	Solution
Scanning unit may not be plugged into a power source and the battery is dead.	Make sure electrical cords are properly plugged into a power source. Also, see solutions under A-1. Once connected to A/C power, lower the screen and lift it again to power on the scanning unit.

A-4	"Battery" message and a red power status bar is visible on the top right of the scanning unit.
Cause	**Solution**
The scanning unit is running on its battery and the battery power is low.	Make sure all electrical cords are properly plugged in and the power strip is on. Also, see solutions under A-1. The outlet may not be working. Use a receptacle tester to test the outlet. If the outlet is not working, move the scanning unit to another outlet.

A-5	Charging issues.
Cause	**Solution**
Scanning unit is not receiving power.	Unplug the connecting plugs between the scanning units and plug each surge protector directly into the wall. Ensure the scanning unit is plugged into the surge protector and plugged directly into the wall. Ensure the internal power cord on the back of the scanning unit is plugged in.

A-6	Scanning unit would not turn on before the polls opened and was not used by any voters.
Cause	**Solution**
Scanning unit did not power on, did not print the *Zero Report*, and could not be used for voting.	Close the lid on the scanning unit. Open the emergency ballot bin to begin voting manually. After the election has ended, if the problem has been resolved, tabulate the ballots before closing the polls on the scanning unit. If not, call the Montgomery County Board of Elections for assistance.

A-7	Scanning unit shuts down while the chief judges are ending the election.
Cause	**Solution**

| Pressed "Shutdown" instead of "Close Polls" button. | Wait until the scanning unit turns off, then turn on again. Complete the ending the election procedures again.

Pressing "Shutdown" is an early voting process only. |
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A-8	**Scanning unit was turned off during voting hours and will not turn back on to end the election.**
Cause	**Solution**
Scanning unit will not power back on.	Remove the memory stick from the scanning unit and return it to the Montgomery County Board of Elections. Do not reinsert the memory stick into the scanning unit.

A-9	**"No Election Definition" message appears when the scanning unit is turned on.**
Cause	**Solution**
The scanner could not detect a memory stick.	Unlock the compartment and make sure the memory stick is properly installed. If the message still appears, touch the "Don't Open: Turn Off" red button and continue voting using the emergency ballot bin. Contact the Montgomery County Board of Elections for assistance.

A-10	**Incorrect PIN message appears on the screen when chief judges enter password to open or close the polls.**
Cause	**Solution**
Scanning unit did not recognize password.	Re-enter password. Be sure to press the numbers firmly.
NOTE: When the maximum number of unsuccessful security code entry attempts (3) has been reached, the scanning unit will shut down.

A-11	Configuration or *Zero Report(s)* does not automatically start printing when scanning unit is turned on.
Cause	Solution
No paper in printing compartment.	Install paper with shiny side facing outward. If no extra paper is available, call the Montgomery County Board of Elections for assistance.
Paper is jammed.	Remove jammed paper.
Shiny side of paper is not facing outward.	A blank report printed. Remove the paper roll and reinstall with shiny side of paper facing outward.
The printing process has stalled.	Unplug the internal power cord located in the back of the scanning unit and then plug it back in.
Scanning unit is not in voting mode.	Contact the Montgomery County Board of Elections for assistance.
	From the Reports screen, you can print the Configuration or *Zero Reports*.

A-12	*Totals Report* will not print.
Cause	Solution
No paper in printing compartment.	Install paper with shiny side of paper facing outward.
Paper is jammed.	Remove the jammed paper.
The printing process has stalled.	Unplug the internal power cord located in the back of the scanning unit and then plug it back in.

A-13	Access to the scanning unit's front compartment is necessary to resolve a technical problem (i.e. power switch must be turned on or off).
Cause	Solution
A technical problem with the scanning unit.	1. Verify the current tamper tape is intact. If the word "Void" is visible or if there is no tape callthe Montgomery County Board of Elections immediately. Record tamper tape issues in the *Chief Judges' Election Day Log*.

	2. Complete the *Tamper Tape/Security Seal Removal Report*. Be sure to record the reason why the compartment needed to be opened.
	3. Remove the tamper tape and attach it to the back of the *Tamper Tape/Security Seal Removal Report*.
	4. Open the compartment and perform the necessary task or observe the authorized technician performing the necessary task.
	5. When the task is completed, close the compartment door and lock it.
	6. Put the new tamper tape over the side of the compartment door.
	7. Record the new tamper tape number on the *Tamper Tape/Security Seal Removal Report*.

A-14	**There is one memory stick in a scanning unit.**
Cause	**Solution**
There is one memory stick in a scanning unit.	There should only be one memory stick in the scanning unit for the majority of local boards of elections. A second memory stick is located in the rear access compartment behind the screen. If there is only one memory stick, contact the Montgomery County Board of Elections.

A-15	**The screen goes blank.**
Cause	**Solution**

	Check all power cords. If they are properly plugged in, turn the scanning unit off and then turn it back on. If the scanning unit does not turn on, lower the screen, open your emergency ballot bin compartment and contact the Montgomery County Board of Elections.
Scanning unit may not be receiving power and has used all the battery power.	If scanning unit is now plugged in and charging, lower the screen and then lift the screen up. Once scanning unit reboots, enter the Election Code and touch "Don't Close – Keep Voting" button. Touch "Go to Voting Mode."

A-16	**Scanning unit is wobbly.**
Cause	**Solution**
Wheels may not be locked.	Lock wheels on scanning unit. Use caution when locking or unlocking the wheels as the locking tabs have sharp edges.

A-17	**There is a problem reading the memory stick or the memory stick is not functioning properly.**
Cause	**Solution**
The memory stick may be faulty.	Contact the Montgomery County Board of Elections and begin implementing the contingency plan for the scanning unit by placing voted ballots in the emergency ballot bin.

B. Ballot Marking Device

B-1	**Ballot marking device does not show a checkmark ("√") when candidate or questions response is selected.**

Cause	Solution
	Do not continue using the ballot marking device. Contact the Montgomery County Board of Elections to receive a replacement.

B-2	Ballot will not eject from the ballot marking device.
Cause	Solution
	The chief judge will be requested to eject the ballot activation card from the unit. He or she will remove tamper tape from the lock. The side compartment will be opened using the round key. The chief judge will switch the ballot marking device to **Official** mode and the judge will select the eject card option. The card will eject. The voting mode will be switched back to **Voter** and voters can begin voting on the ballot marking device.

B-3	Text on the ballot marking device screen is wavy or distorted.
Cause	Solution
	If the printed card image and the test pattern image exactly match (No lines are missing, blurred, distorted), then the unit's scanner is going bad. Do not use the ballot marking device and contact the Montgomery County Board of Elections immediately.

B-4	Voter complains about lack of privacy while voting.
Cause	Solution
	The ballot marking device has features providing privacy while voting and

| | generates all on-screen notifications and instructions using the voters chosen language in order to preserve the privacy and confidentiality of the card.

The ballot marking device protects a voter's selections both on the screen and in printed form. In a stand-alone mode, the ballot marking device can be set up with privacy shields to obscure viewing of the on-screen ballot. In paper form, the card is fully inside the unit at all times. Also, you can display a blank black touchscreen to prevent others from viewing contest choices by using the diamond **"◊"** key on the keypad.

Evaluate the position of the ballot marking device. It may be able to be placed in a more private location in the polling place. |
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B-5	**Voter is unable to read screen because of lighting.**
Cause	**Solution**
	Unfortunately, this unit is not set up to be raised at a 90-degree angle. Contact the Montgomery County Board of Elections. "Contrast" button may help the voter read the screen if there are lighting or reflection issues.

B-6	**Voter cannot hear audio ballot with the headset.**
Cause	**Solution**
Volume is too low.	Adjust the volume using the volume adjuster **(- or +)** on the keypad. Each time a blank activation card is inserted, the volume will reset to its lowest level.

Headset is not working.	1. Check the headphone jack is properly connected into the side compartment. 2. Try new headset (if available). 3. Set up the headset and keypad on another ballot marking device, if available, and have the voter vote the ballot from another device.

B-7	Voter requests proof of voting from the ballot marking device.
Cause	Solution
	We can only provide proof of the ballot selections after the marked ballot exits the ballot marking device. Once the ballot activation card is inserted into the scanning unit, the voter's selections are counted.

B-8	There is an active ballot on the ballot marking device's screen, but no voter is present (Fleeing Voter").
Cause	Solution
	Alert a chief judge immediately. The chief judge should refer to chapter 5 of the Election Judge Manual for instructions.

B-9	The ballot marking device has not been turned on or set up for voting.
Cause	Solution
	Refer to Chapter 12: Ballot Marking Device and follow the procedures to set up the ballot marking device.

B-10	The ballot marking device will not power up or turn on.
Cause	Solution
	Check that the power cord is properly plugged into the wall and the ballot marking device. If it still does not turn on, contact the Roamer assigned to the precinct or the Help Desk.

B-11	A voter complains that the ballot marking device screen shows that the voter has selected a different candidate than the voter intended.
Cause	Solution

	Tell the voter to navigate back to the contest and deselect the unwanted candidate and then select the desired candidate they would like to choose.

B-12	**The voter's printed ballot activation card does not reflect what the voter intended to select. The voter made a mistake and did not realize it until after they printed their ballot.**
Cause	**Solution**
	Spoil the ballot in accordance with the procedures found in 7.5.1 and 7.5.2

B-13	**The ballot marking device screen freezes.**
Cause	**Solution**
	Contact the Roamer assigned to the precinct or the Help Desk.

B-14	**The ballot marking device powers off or shuts down on its own.**
Cause	**Solution**
	Check the connection of the power cord between the outlet and the unit. If this does not resolve the issue, the Roamer assigned to the precinct or the Help Desk.

C. Pollbook

C-1	**Pollbook will not power up (Screen is blank and green power light does not come on).**
Cause	**Solution**
Power button not turned "**ON**".	Check the power switch on top of the pollbook is "**ON**". The "**ON**" switch is located under the black rubber flap.
Power cord not properly plugged in or plugged into an inactive source of power.	Check power cords and power strip (if used). Try another electrical outlet. Call for tech support. Call the Montgomery

	County Board of Elections if the problem is not resolved.
Battery is not inserted properly.	Call the Montgomery County Board of Elections.

C-2	**The battery indicator in the bottom left of the pollbook's screen displays the BT is 30% or less and the "AC" is "Offline", or a warning screen appears saying, "The battery is getting low."**
Cause	**Solution**
Battery not fully charged and the pollbook is not connected to a power source.	1. Check the power cords to make sure they are properly connected to the pollbook and to a power source. 2. Try plugging the pollbook into another power source. **NOTE**: The battery display in the bottom left corner turns yellow when battery power is at 30% and red at 15%. The pollbook will automatically turn off when the battery reaches 10%.

C-3	**Warning screen displays, "Battery not inserted."**
Cause	**Solution**
Battery is disconnected or missing	Call the Montgomery County Board of Elections immediately.

C-4	**Before the polls are opened, one or more Statistics on the left side of the screen are not ZERO.**
Cause	**Solution**
Pollbook has not been configured properly.	Call the Montgomery County Board of Elections immediately. Do not network this pollbook with other pollbooks. Do not use this pollbook to check in voters.

C-5	Icons on bottom right of the screen are not alternately blinking.
Cause	Solution
Pollbooks are not synchronized.	1. Try moving the affected pollbook network cable to another port. 2.. Unplug the hub for five (5) seconds and plug it back in to reset the device.

C-6	Warning screen displays "Fatal Application Error."
Cause	Solution
	The card may not be fully seated. Turn the pollbook off and wait one minute before turning the pollbook back on. If the problem persists, call the Montgomery County Board of Elections.

C-7	Warning message appears indicating that the printer is either disconnected or disabled.
Cause	Solution
Printer is not turned on or is not properly connected to the pollbook.	If a warning message appears indicating that the printer is either disconnected or disabled, check that the printer is turned on and properly connected to the pollbook and a power source.

C-8	The voter's voter authority card tears or jams as it is being printed.
Cause	Solution
Paper tears or jams.	Open the lid of the printer, pull the paper out further and close the lid. Press the "**Feed**" button on the printer. Tear off or remove torn or jammed paper. Refer to Chapter 10 for instructions on other

	methods for printing another voter authority card.

C-9	**The printer needs a new roll of paper.**
Cause	**Solution**
Printer out of paper (Red marks appeared on the paper).	1. Push the gray release button on the printer to open the paper compartment. 2. Remove the used paper roll. 3. Place the new paper roll into the compartment with paper feeding up from the bottom. 4. Pull the paper end over th3e metal teeth and close the cover. 5. Pull the paper through the printer's opening and close the cover.
C-10	**Access to the pollbook's top compartment is necessary to resolve a problem with the compact flash card.**
Cause	**Solution**
There is a problem with the compact flash card.	1. Record the seal number and reason why the compartment was opened on the *pollbook Integrity Report*. 2. Remove the seal and place the seal in the location specified by the Montgomery County Board of Elections. 3. Open the compartment lid and perform the necessary task or observe the authorized technician performing the task. 4. When the task is completed, close the compartment lid, reseal, and record the

new seal number on the *pollbook Integrity Report.*

D. Check-in

D-1	Voter needs assistance with voting.
Cause	**Solution**
Voter needs assistance with voting.	The voter can choose to have an individual of the voter's choice or two election judges of different parties assist the voter in completing any part of the voting process. If the voter chooses assistance: ● The voter may choose his or her own assistant, but the assistant cannot be the voter's employer, an officer or agent of the voter's employer, an officer or agent of the voter's union, a challenger/watcher, or a candidate who is on the voter's ballot. ● The voter's assistant must complete and sign the *Voter Assistance Form* found at the chief judges' table. ● Two (2) election judges, one from each of the two major political parties, may assist the voter if the voter does not choose his or her own assistant. ● Both election judges must sign and note their party affiliation on the *Voter Assistance Form* found at the chief judges' table. Place the completed *Voter Assistance Form* in the Voter Assistance Return Envelope.

D-2	Voter cannot sign the voter authority card, *Voter Update Form*, or any other form.
Cause	**Solution**
Voter cannot sign the voter authority card, *Voter Update Form*, or any other form. Voter is unable to make any mark on the signature line.	Ask the voter to make an "X" or similar mark on the signature line. This mark is acceptable as the individual's signature. 1. Write the following statement on the back of the voter authority card: "This voter is qualified to vote but is unable to sign their name." 2. On all other forms write, "This voter is unable to sign their name." 3. Sign your name and write the date under the statement.

D-3	Voter is not listed in the precinct/county register, but is listed in the State roster (e.g., voter went to wrong polling place).
Cause	**Solution**
Voter is not at their assigned precinct/county and the voter's registered address is current.	1. Look up the correct polling place for the voter (refer to **Chapter 10** for instructions). 2. Explain voting options to this voter: ● The voter may stay and vote a provisional ballot; or ● The voter may go to their assigned polling place and vote a regular ballot, if otherwise eligible. 3. If the voter chooses to stay and vote a provisional ballot at this polling place, have the check-in judge continue the

	check-in process and select "**1**" on the "**Enter Provisional Reason**" screen; and 4. Print the voter's voter authority card for the voter to review and sign. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge.
D-4	**Voter's name cannot be found in the register, even after searching the State roster.**
Cause	**Solution**
Possible causes include spelling error or voter did not register by the deadline.	Refer to **Chapter 10** for detailed instructions on various methods for finding a voter. Check all possible variations of spelling for the name. Check by person's street address. If checking by date of birth, enter at least the first letter of the voter's first and last names before entering the date of birth. **NOTE**: Do not use punctuation when entering a voter's name.

D-5	**Voter no longer resides at address listed in precinct/county register.**
Cause	**Solution**
Voter states they now resides at a different address.	Give the voter a *Voter Update Form* and ask the voter to read the affidavit under the Change of Address section. 1. If the voter moved within 21 days of election day, the voter will sign the affidavit and provide an updated address. The voter's address change will be processed after election day. Issue the

voter a regular ballot or ballot activation card.

2. If the voter indicates by not signing the affidavit , that this is not applicable he or she has moved more than 21 days before election day, summon a chief judge. A chief judge must:

- Explain the voting options to this voter;
- If the voter chooses to stay and vote a provisional ballot at the polling place, have the check-in judge continue the check-in process and select "**2**" on the "**Enter Provisional Reason**" screen; and
- Print the voter's voter authority card for the voter to review and sign. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge.

If the voter chooses to vote in the district/precinct/county for his or her new address, refer to **Chapter 10** for instructions on how to determine the voter's correct election district and precinct/county.

D-6	**Voter claims a different party affiliation other than what is listed in the precinct/county register.**
Cause	Solution
Voter states they are affiliated with a party other than indicated in the precinct/county register.	If it is a **Primary Election**, inform the voter if they want to cast a ballot for a party other than the one listed in the precinct/county register, he or she can only vote by provisional ballot.

	1. Continue the check-in process and select "**3**" on the "**Enter Provisional Reason**" screen.
	2. Print the voter's voter authority card for the voter to review and sign. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge.
	NOTE: Unless there is a non-partisan ballot during a primary election (e.g. Board of Education), only registered Democrats and Republicans are eligible to vote by a regular ballot and insert the voted ballot into the scanning unit.

D-7	**Voter is listed as "ABS Issued," "Ballot Issued", "Voted Early", or "PROV".**
Cause	**Solution**

The voter is listed as "ABS Issued," "Ballot Issued," "Voted Early," or "PROV" but wishes to cast a ballot at the polling place.	Inform the voter he or she is marked as having been issued an absentee ballot, regular ballot, provisional ballot, or has voted early.
	
	If the voter insists on casting a ballot now, he or she can only vote by provisional ballot.
	
	Continue the check-in process and select the appropriate reason code "**4**" on the "**Enter Provisional Reason**";
	
	    a. Voter did not request a mail-in ballot;
	    b. Voter did not receive mail-in ballot as requested;
	    c. Voter received a MIB but did not return it and chose to vote in person; OR

	d. Voter has voted a mail-in ballot but wanted to change their vote
	Print the voter's voter authority card for the voter to review and sign. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge. If the Montgomery County Board of Elections verifies the voter did not previously vote, his or her provisional ballot will be counted.
D-8	**Voter is listed as "Inactive".**
Cause	**Solution**
Voter has not responded to two mailings at the address on file with the Montgomery County Board of Elections or has not responded to confirmation mailings.	Voter will need to sign the *Affirmation of Residency for Inactive Voter* printed automatically on the voter authority card in order to vote a regular ballot if the address on file is correct. **If the voter does not sign the affirmation, the voter must vote by provisional ballot.**

D-9	**Voter is listed as "Show ID".**
Cause	**Solution**
Voter has not satisfied the identification requirement.	Voter must present an acceptable and current ID to vote a regular ballot. Refer to the list of acceptable forms of ID in **Chapter 10**. **"Current" means within 3 months of election day.** If voter does not have acceptable ID, the voter may only vote by provisional ballot.

D-10	**Voter is listed as "Pending".**
Cause	**Solution**

The precinct/county register lists the voter's status as "Pend1" and indicates "Show ID" **OR** listed as "Pend2" and "Need DL/SSN#" on the Voter Details screen (The driver's license number or social security number has not been verified or was not provided during registration).	1. This voter can only vote by provisional ballot. 2. Continue the check-in process and select "**7**" on the "**Enter Provisional Reason**" screen. 3. Print the voter's voter authority card for the voter to review and sign. 4. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge.

D-11	**The wrong voter is checked in and was issued a regular ballot or ballot activation card and a voter authority card.** **NOTE: The voter has NOT cast a ballot yet.**
Cause	**Solution**
Wrong voter's name was selected.	If the error is discovered before the voter casts a ballot: 1. Get the voter authority card from the voter. Write "CANCELLED" on the voter authority card. Keep the voter authority card with the chief judges' materials. 2. Chief judges refer to the "Resetting a Voter's 'Ballot Issued' Status" section of Chapter 5 for instructions on how to change a voter's "Issued" status for the voter who was incorrectly checked in. 3. Record the incident in the *Chief Judges' Election Day Log*.
D-12	**Voter's identity is challenged.**
Cause	**Solution**
Right to vote may only be challenged on the basis of identity and the challenge must occur before the voter is issued a regular ballot or	Check-in judge: Refer the challenger and the challenged voter to a chief judge.

ballot activation card and a voter authority card.	Chief judge: Ask the voter if he or she has an acceptable ID (Refer to Chapter 4 for a list of acceptable forms of ID).
	
	1. If the voter provides an acceptable ID and it verifies the voter's identity:
	    • Escort the voter to the check-in judge; and
	    • Inform the check-in judge to continue the check-in process for this voter.
	
	2. If the voter does not provide an acceptable ID, the chief judge:
	    • Gets an *Affidavit for Challenger and Challenged Voter.*
	        o The challenger completes Part I.
	        o The challenged voter completes Part II.
	    • Witnesses the signing of Parts I & II of the affidavit and signs the form.
	    • Provides any additional information about the challenge in Part III of the form; and
	    • Continues the check-in process and selects "**8**" on the "**Enter Provisional Reason**" screen.
	    • Print the voter's voter authority card for the voter to review and sign. A chief judge, or another election judge delegated by the chief judge, must escort the voter from the check-in table to the provisional judge.
	
	3. The provisional judge must attach the completed *Affidavit for Challenger and Challenged Voter* to

	the outside of the voter's provisional ballot envelope.
D-13	**Voter reports a family member has moved or is deceased.**
Cause	**Solution**
Voter states a family member has moved or is deceased.	1. The check-in judge will complete the top part of the *Voter Update Form*. 2. Give the voter the *Voter Update Form* and request the voter to complete the appropriate section of the *Voter Update Form*. 3. Verify the voter has signed the form. 4. Give the completed form to a chief judge to place it in the Voter Update Return Envelope.

E. Voting Process

E-1	**Cancelling a ballot before a regular ballot or a ballot activation card has been inserted into the scanning unit, reissuing a voter authority card, if needed.**
Cause	**Solution**
	The original regular ballot or ballot activation card should be spoiled if a voter needs another ballot. Refer to Chapter 7 for more information. A chief judge may reset a voter's issued sta. Refer to Chapter 5 for more information.

E-2	**Voter claims his or her ballot was cancelled or cast by mistake.**
Cause	**Solution**
	If the voter accidentally touches "Cast" instead of "Return" at the scanning unit, the voter is not eligible to vote again. If the voter persists, he or she may vote a provisional ballot.

E-3	Voter complains about lack of privacy while voting.
Cause	Solution
	A privacy shield should be placed around the scanning unit. If a privacy shield is not available, the voter may use the privacy sleeve as a shield at the scanning unit. The election judge at the scanning unit should stand at least two feet away from the scanning unit and only approach the voter if the voter requests assistance. The election judge at the scanning unit may also stand at the beginning of the line to the scanning unit and let the voter at the scanning unit to cast the ballot.

E-4	Extended voting hours have been ordered.
Cause	Solution
Election judges have been notified by the Montgomery County Board of Elections that an order has been issued to extend voting hours.	Refer to Appendix 1 - Extended Voting Hours.

E-5	Voter requests proof of voting.
Cause	Solution
Voter requests proof of voting.	The chief judges will fill out the *Certificate of Participation* located in the Red Supply Bag.

F. Provisional Voting

F-1	A voter makes a mistake or changes mind while voting a provisional ballot.
Cause	Solution
Voter makes a mistake or changes his or her mind while voting a provisional	The provisional judge should instruct the voter to overvote (i.e., mark all voting

| ballot and requests a replacement ballot. | positions) every contest on the ballot. Write "spoiled" on the voter's ballot and place it in the Provisional Spoiled Ballot Envelope. Issue the voter a replacement ballot. A voter may not receive more than three ballots. |

F-2	Provisional ballot will not fit into bag.
Cause	Solution
Bag is full.	Call the Montgomery County Board of Elections immediately.

F-3	Provisional voter cannot sign name.
Cause	Solution
Voter cannot sign name on the provisional ballot application.	Ask the voter to make an "X" or similar mark on the signature line. This mark is acceptable as the individual's signature. If the voter is unable to make a mark: 1. Write the following statement in the signature space: "This voter is unable to sign his or her name." 2. Sign your name and write the date under the statement.