



**Warren County
Board of Elections**



**ePollbook
Training Manual**

Revised 2/20/2024

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Understanding the JetPack



This device connects the ePollbooks to allow them to communicate with each other and our office. Your Trouble Shooter will ensure the Jetpack is working correctly prior to the election and throughout the day.

This is not a standard WiFi device. It has special security software with a VPN connection allowing our office to communicate with each ePollbook throughout the day.

These devices are NOT connected to our voting equipment.

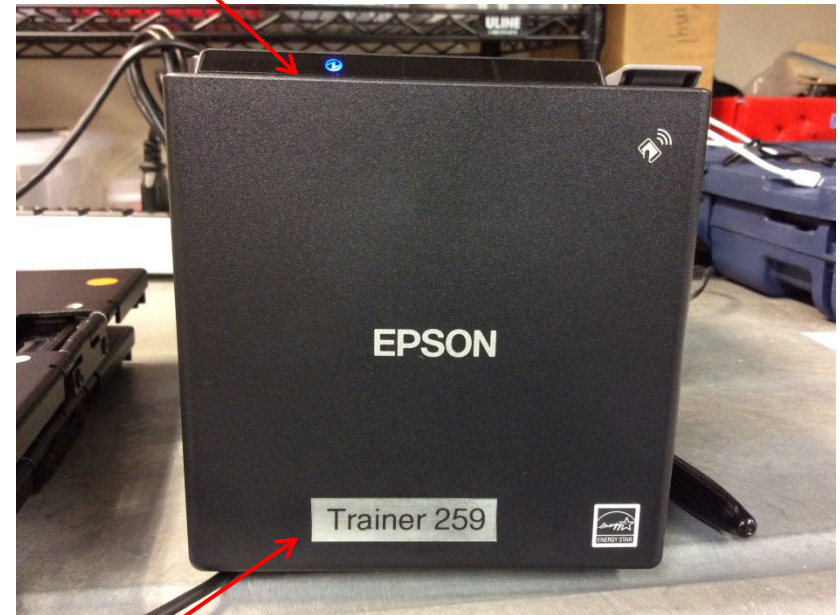
Turn on the Printer

(This step should have been completed by the Trouble Shooter prior to Election Day. Not all ePollbooks have printers. Provisional Specialist-Yellow line and one Green line station will have a printer)

Plug in the printer.

Press the power button on the top of the printer.

You will see one steady **blue** "lightning" symbol on the front of the printer.

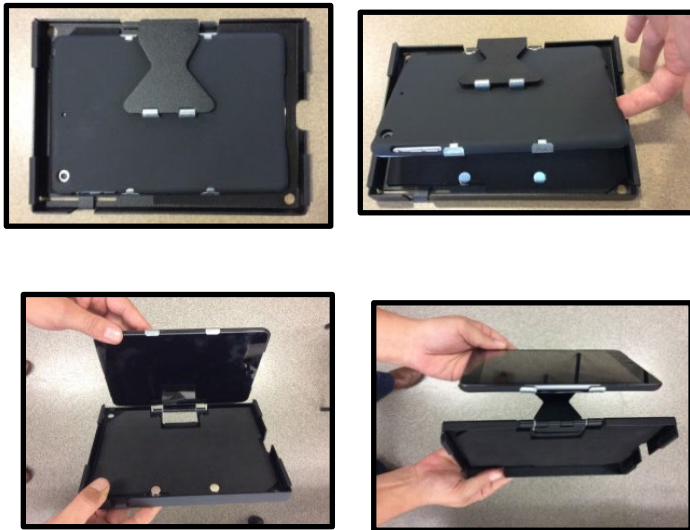


Printer name will match the ePollbook ID. The ePollbook ID can be located on a sticker on back of the stand.

Set-up and plug in the ePollbook

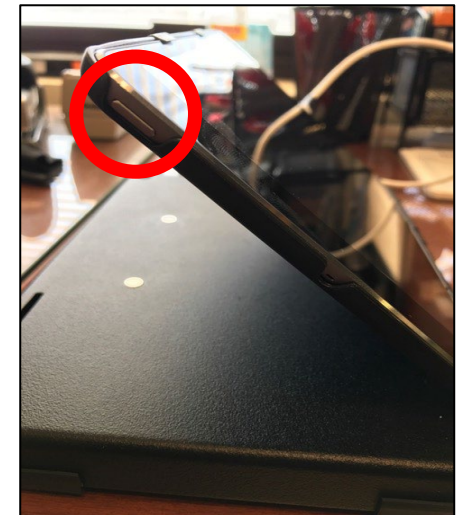
(This step should have been completed by the Trouble Shooter prior to Election Day)

Open the ePollbook by flipping the case open.



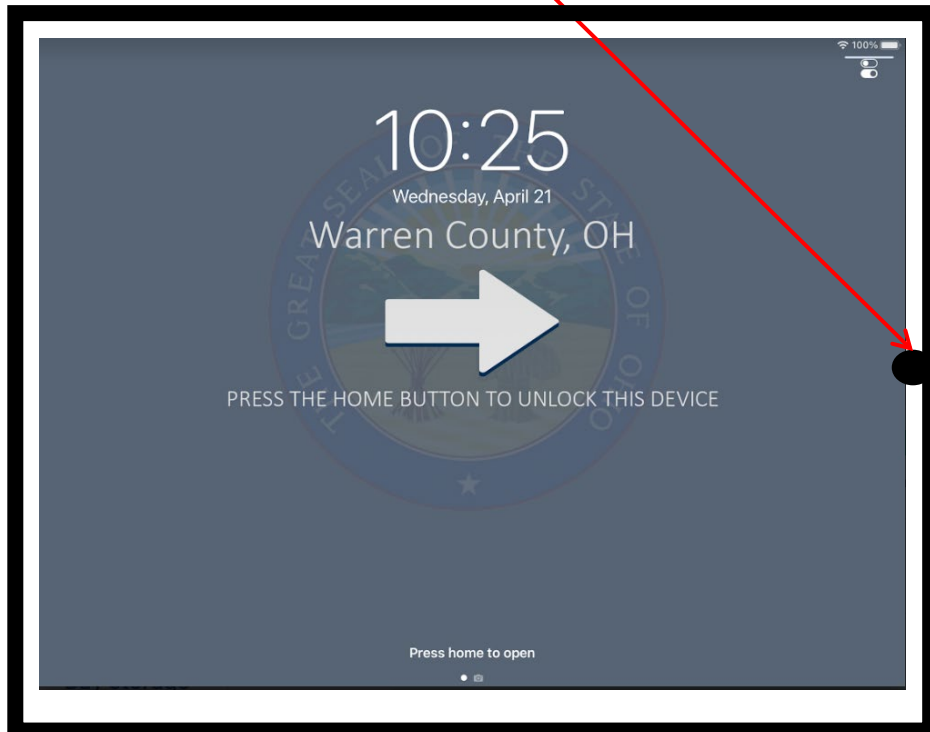
Set the ePollbook on the table and plug it in.

If ePollbook does not automatically power on, press and hold the power button on the upper left-hand side of the device until the Apple symbol appears on the screen.



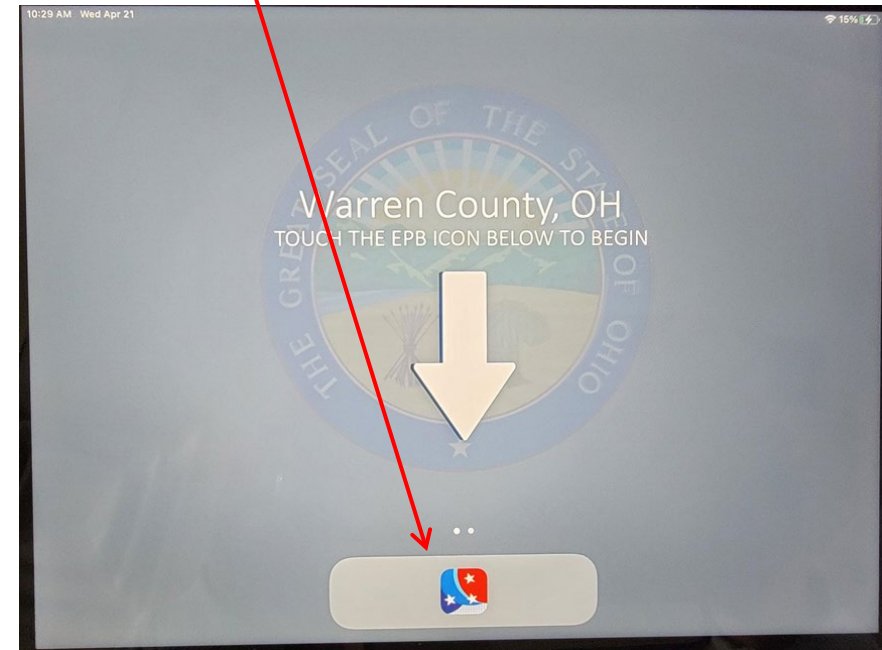
Launching the ePollbook Application

When the device turns on, use your index finger to press the home button of the ePollbook to unlock.



Touch the EPB icon to launch the ePollbook.

(Note: the screen may appear different than below depending on how it was last logged out. - See next screen.)



Poll Worker Payroll and Oath of Office

Once the location is set up and ready for voters, all Precinct Election Officials in your location need to check into POLL WORKER PAYROLL.

Touch the 3 lines in upper right-hand corner.



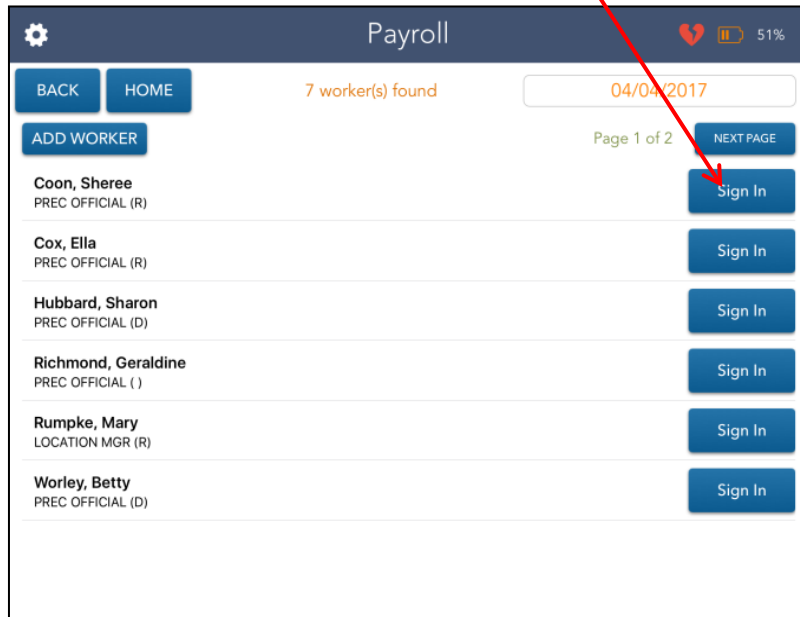
Select "POLL WORKER PAYROLL".

****Note:** This process can be done on multiple ePollbooks at the voting location at the same time.

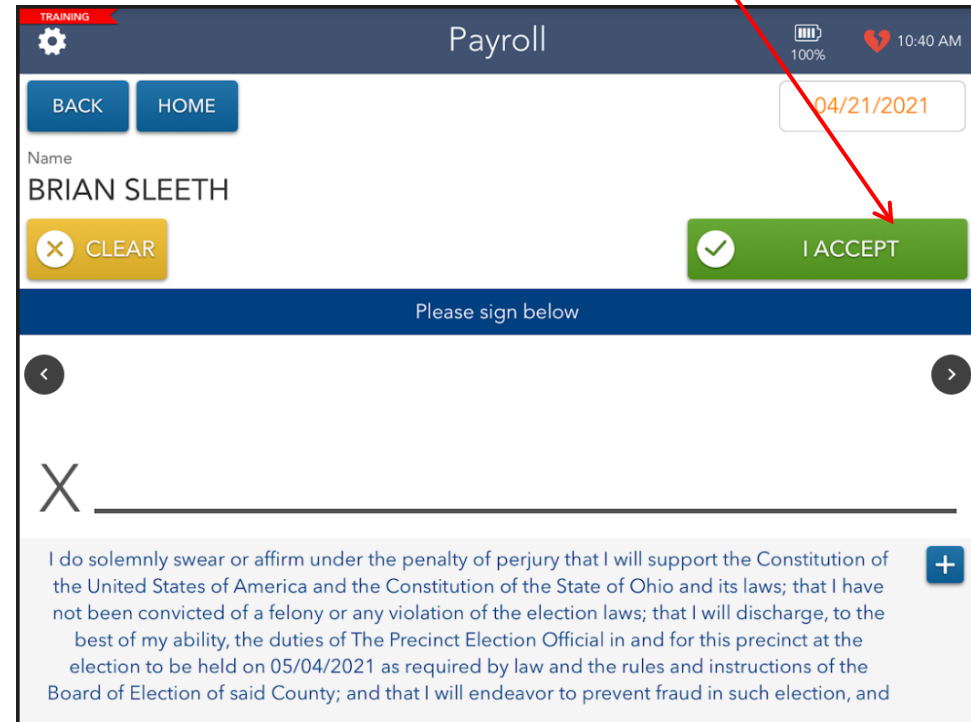


A screen will appear with a list of the Precinct Election Officials in your location. Each PEO will take turns finding his or her name and touching the **blue** "SIGN IN" button. After touching the "SIGN IN" button, the PEO will confirm and accept their information. If there are any information changes, they can update at that time.

**This data will be used to issue the paychecks, so it's important it is correct and complete. If a PEO leaves early, they will need to clock out.

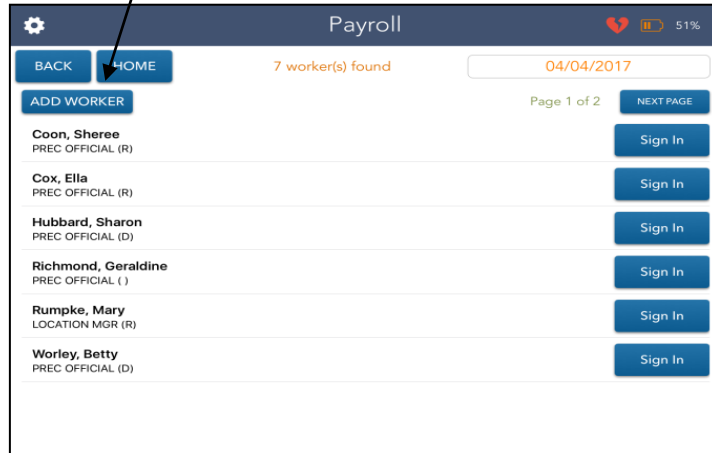


Each worker must be verbally sworn in by the LC/VLM **or** have read the Oath of Office. Once they have been verbally sworn in or after they have read the Oath statement, they should sign the payroll screen and touch the **green** "I ACCEPT" button.

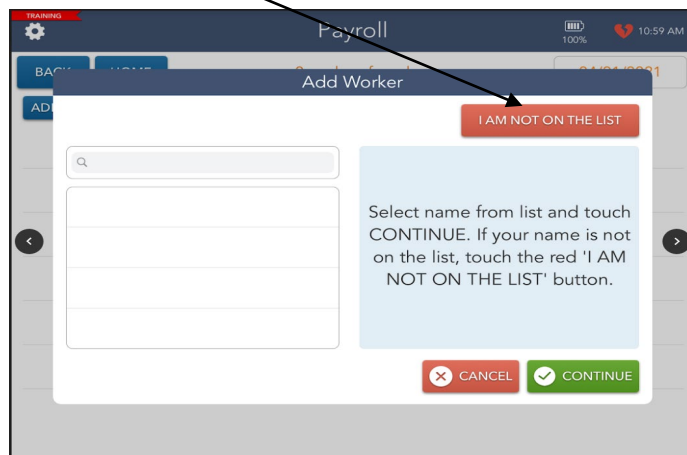


Precinct Election Official NOT listed on Payroll Screen

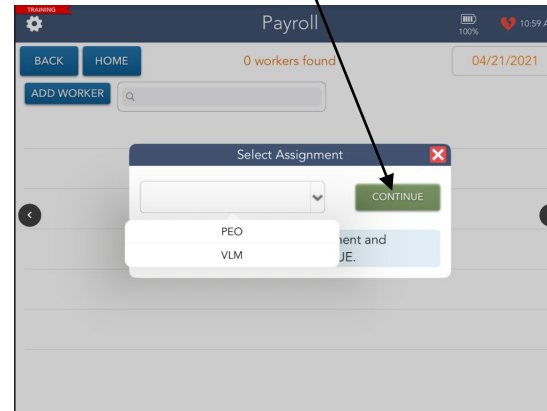
1. If a PEO is not listed on the Payroll Screen, touch the **blue** "ADD WORKER" button.



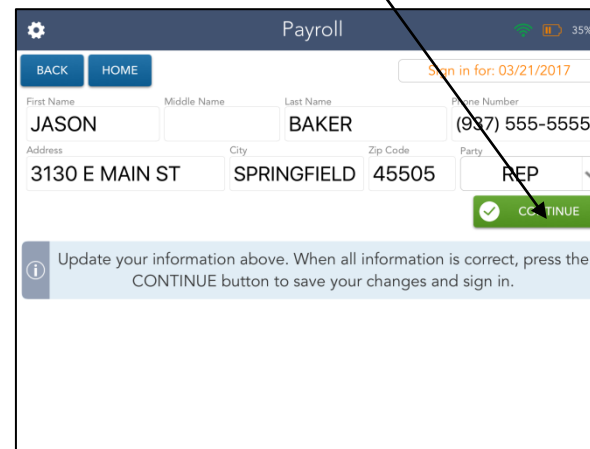
2. Select "I AM NOT ON THE LIST":



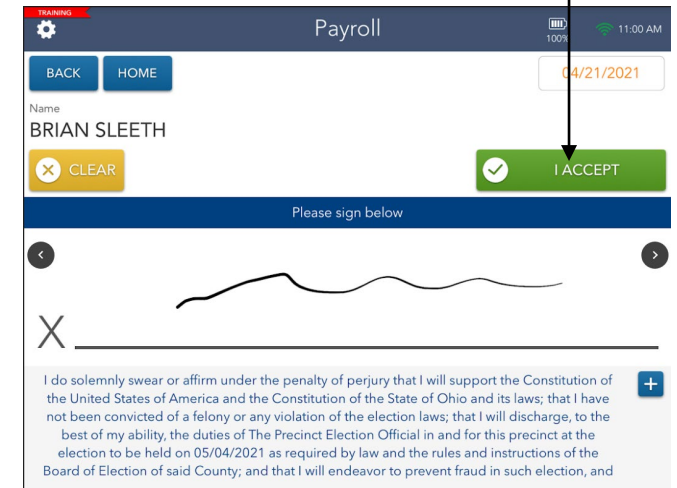
3. Touch either "PEO" or "VLM" and touch "CONTINUE".



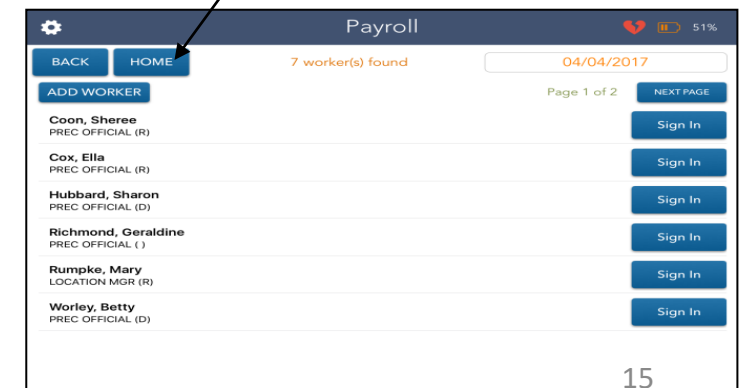
4. Enter all information here including party and touch "CONTINUE":



5. Sign your name and touch "I ACCEPT".



6. Touch "HOME" to return to the voter processing screen.

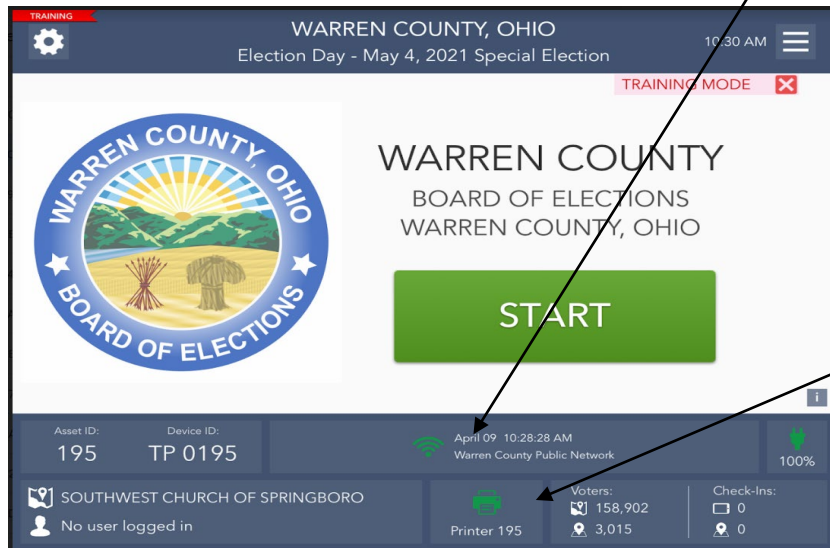


Connecting Wi-Fi to the Jetpack & Printer Connection

The image shown here is the home screen. This screen shows multiple functions available.

It allows you to see:

- Time/Date/Connection
- Power
- Location
- Who is logged in
- Number of voters in County/Location
- Number of Voters Checked in



1. You must first make sure a Mi-Fi Connection has been established.

A connected ePollbook should have this symbol:



2. An ePollbook not connected to the jetpack has a symbol that looks like a “broken heart.”

If you have the “broken heart” symbol, touch the heart and the ePollbook should reconnect and change to the connected symbol. If your ePollbook fails to connect, call your Trouble Shooter. You can still process voters with the “broken heart” symbol, but you will need to get this fixed as soon as possible. (Within an hour or so.)



Connecting the Printer

(Not all ePollbooks will have printers)

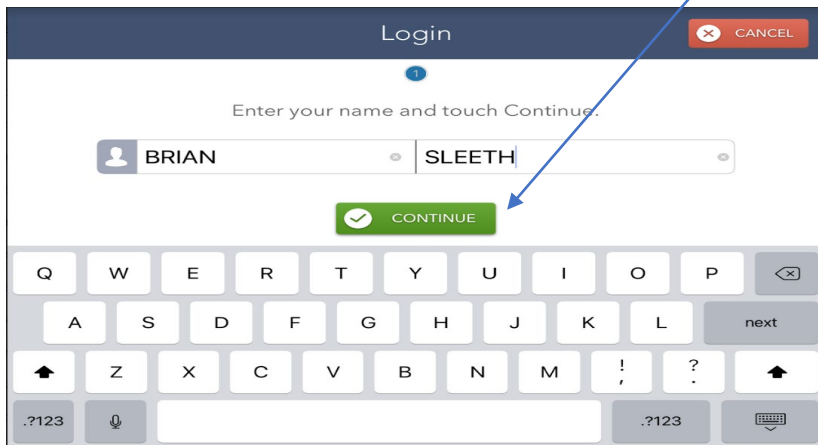
1. A connected printer should be green, as the picture to the left indicates. If your printer is yellow, you will need to touch the printer icon and select “FIND PRINTER”. (Make sure printer has power and is turned on.) Wait approximately 2 minutes for the printer's name to appear. Select the printer and then push the test button.
2. Call your Trouble Shooter if your printer does not connect.

Logging-In to the ePollbook

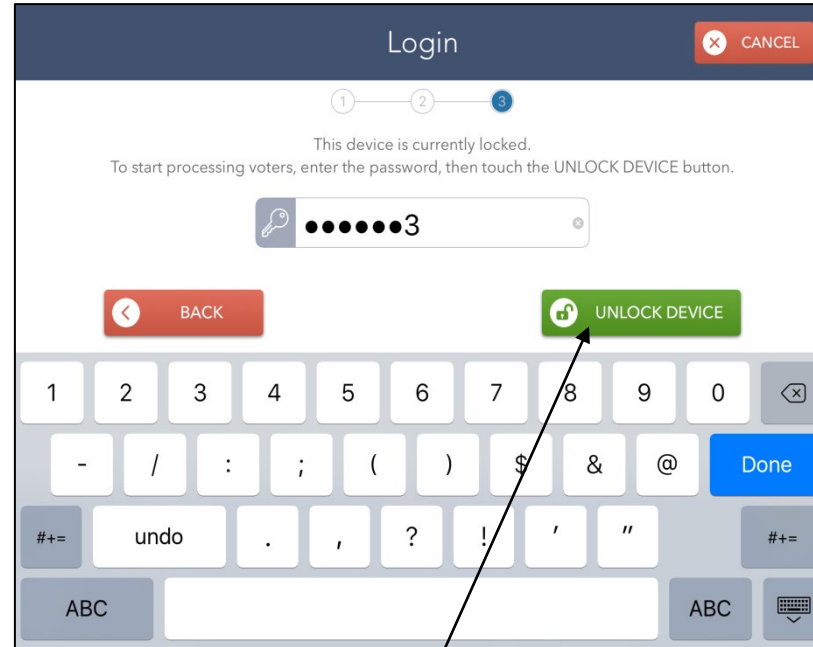
1. Touch "START" to log into the ePollbook.



2. Type the name of the Precinct Election Official assigned to process voters on this ePollbook. Select "CONTINUE". (This will change throughout the day as PEOs take breaks and change stations.)



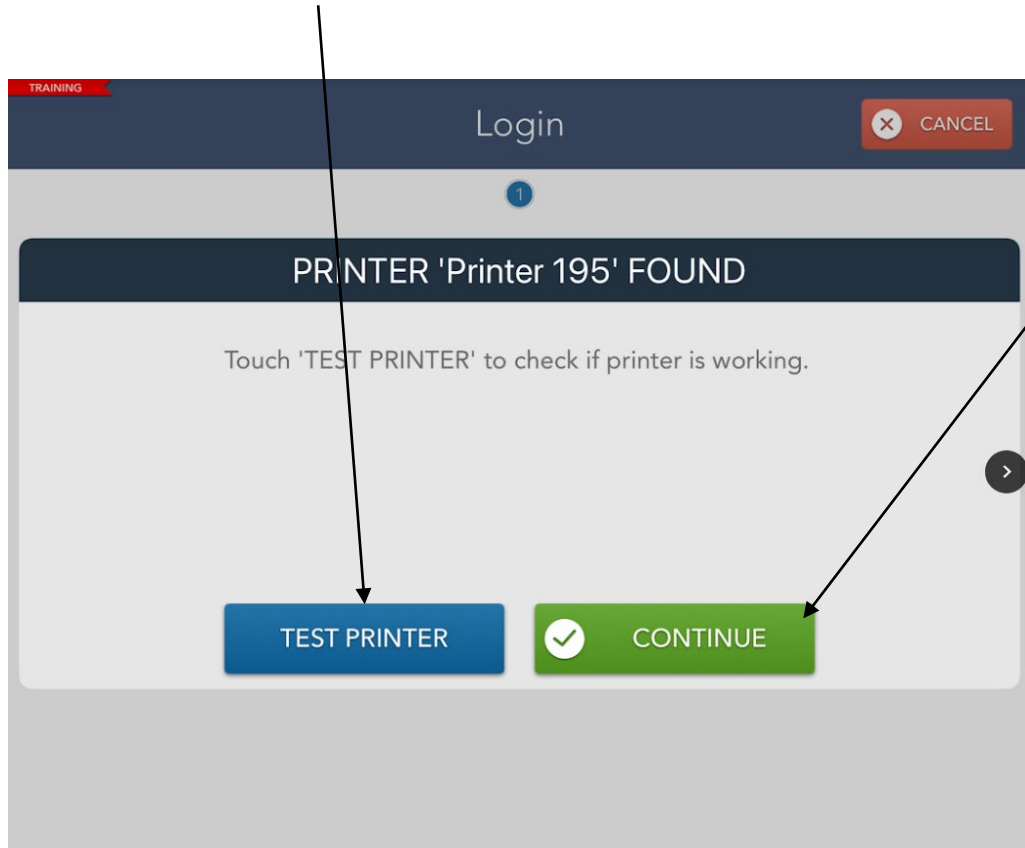
3. To unlock the device, enter the password "warren123".



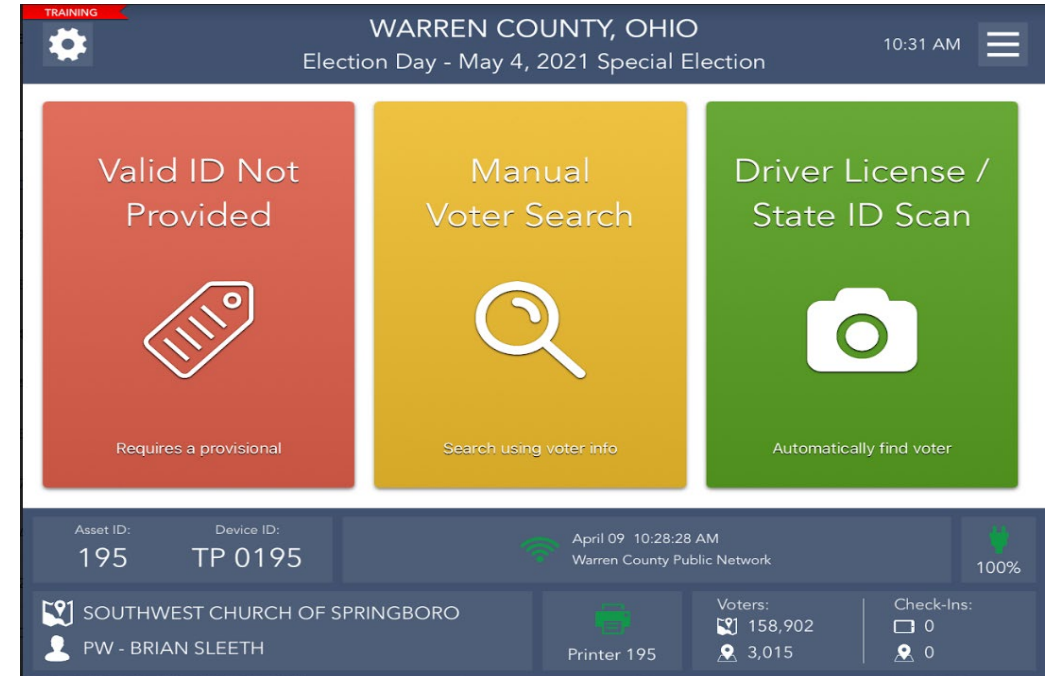
4. Touch the **green** "UNLOCK DEVICE" once the password has been entered.

5. After unlocking the ePollbook, if your machine has a printer, it will search for its preprogrammed Wi-Fi Printer.

Once the printer has been found, touch "TEST PRINTER" to make sure it prints.

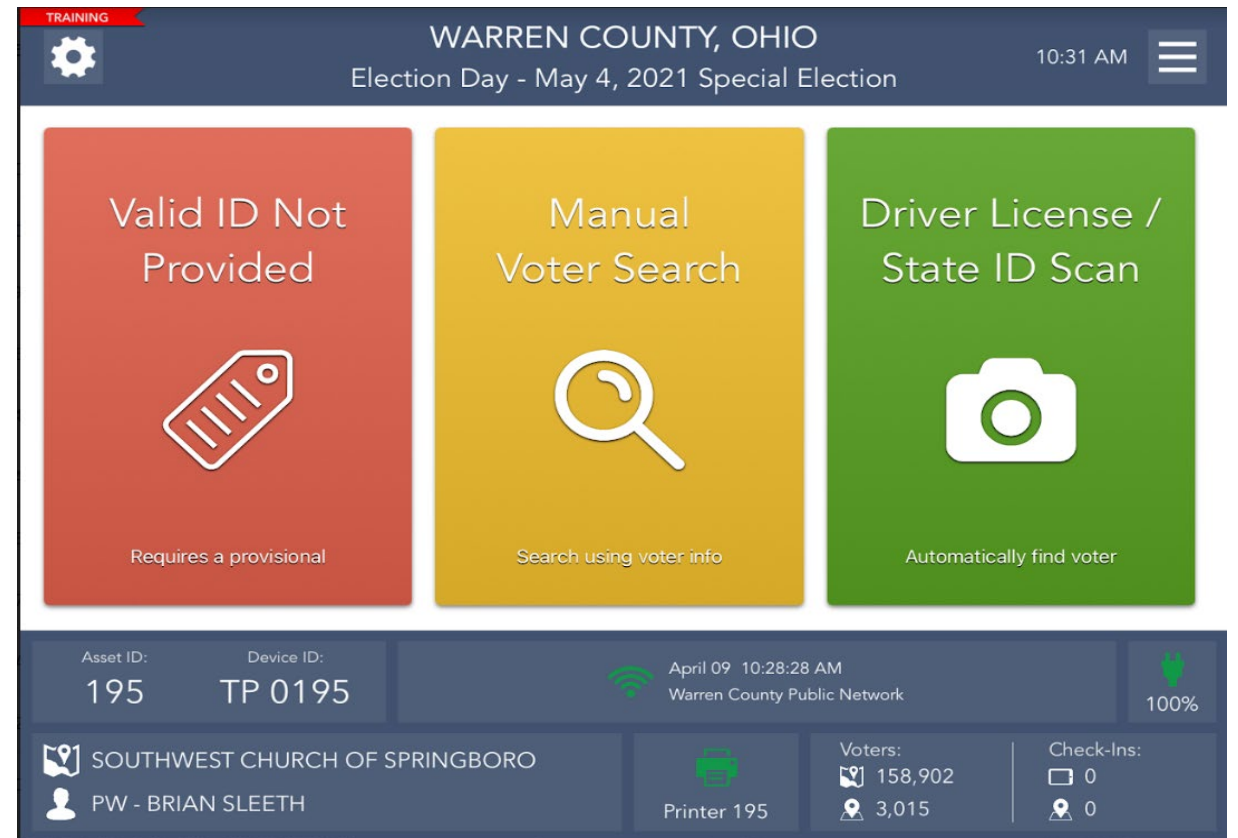


6. Touch the "CONTINUE" button to go to the voter processing screen.



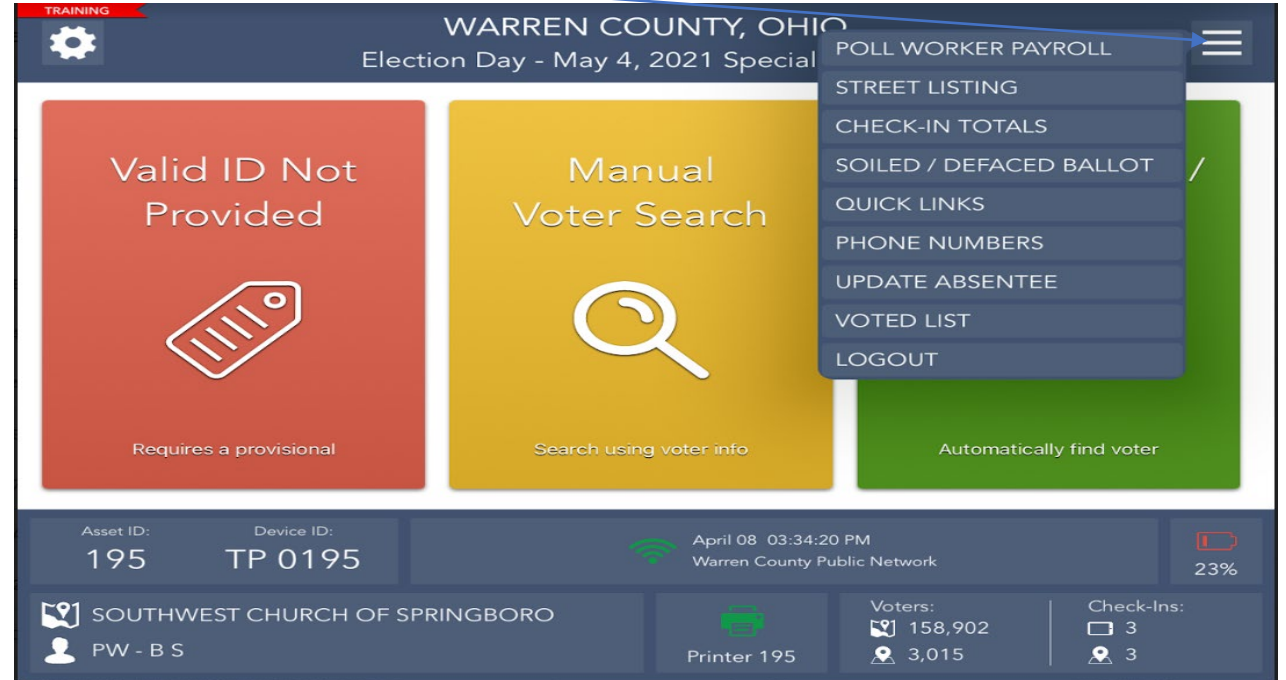
Voter Processing Screen (Home Screen)

- This is your Home Screen. After every check-in, you should return to this screen to process the next voter. At the bottom of the Home Screen, you will see information on your connectivity and linked status, battery status, as well as the location you are logged into, your job title, and your name.
- Green Line ePollbook workers will search for a voter by using a scannable driver license or state ID. Touch the **green** “DRIVER LICENSE/STATE ID CARD” button to begin.
- Yellow Line Provisional Specialists will search for voters with different acceptable forms of identification by touching the **yellow** “MANUAL VOTER SEARCH” button.
- Yellow Line Provisional Specialists will search for a voter that does not bring an acceptable form of identification by touching the **red** “VALID ID NOT PROVIDED” button.



The **blue** menu button on the Home Screen shows additional functionality including:

- POLL WORKER PAYROLL- clock in/out or update ride along information
- STREET LISTING - Searching for a voter's precinct by address
- CHECK IN TOTALS - Detailed log of all voters checked in
- SOILED/DEFACED BALLOT- Soiling and re-issuing a voter's ballot
- QUICK LINKS - View PDFs and videos (future use)
- PHONE NUMBERS - View important Election Day phone numbers
- UPDATE ABSENTEE- Scan absentee barcodes to update the latest absentee statuses. (This will be done by your Trouble Shooter)
- VOTED LIST – 11:00 am & 4:00 pm report will be printed here
- LOGOUT- Logout, and/or close the election

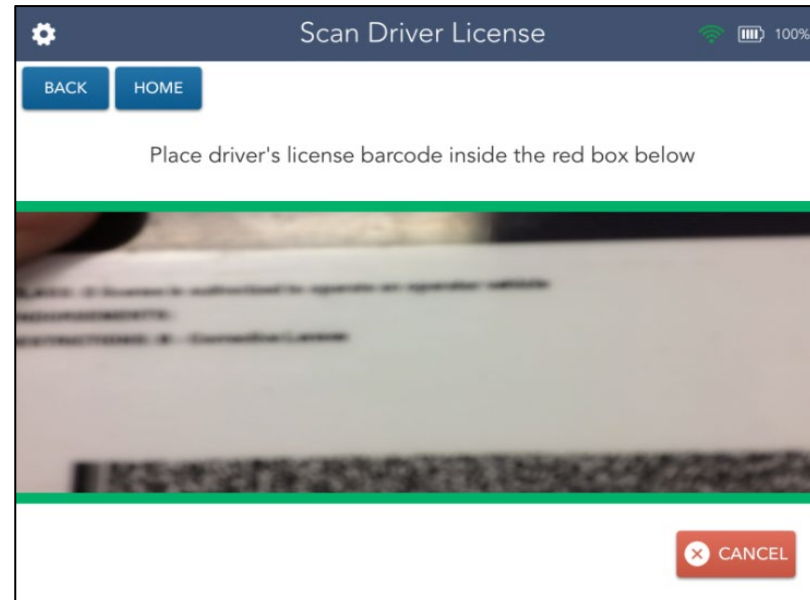
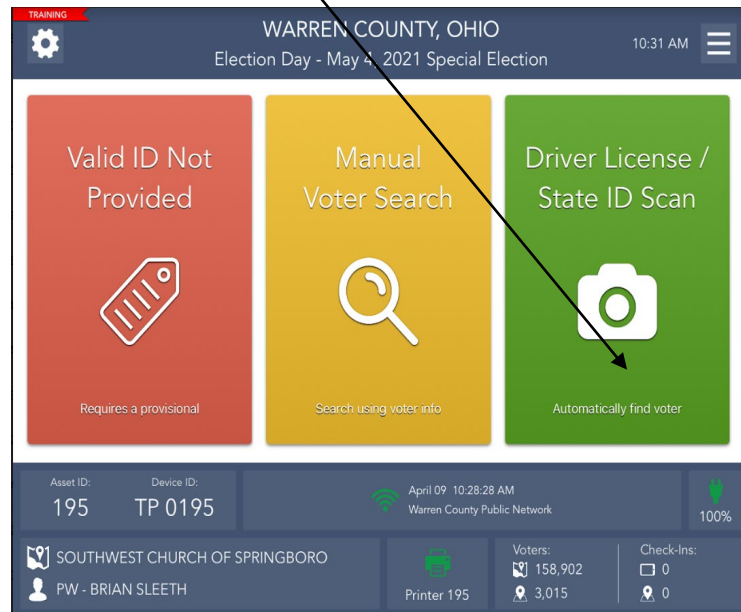


Processing Regular Eligible Voters with Driver License

Driver License Search

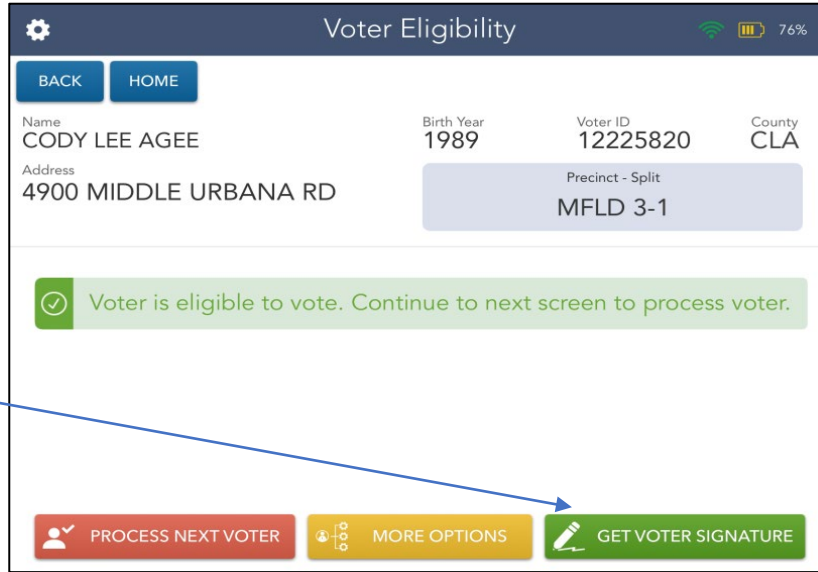
To process an eligible voter, first confirm that the voter's ID is not expired. Next, touch "DRIVER LICENSE/STATE ID SCAN". Ask voter to place their license on the template behind the ePollbook as shown. (ID barcode facing the ePollbook, with the ID on the edge of the back-left side of the stand). The ePollbook will automatically scan once it sees the barcode. (See the barcode in the green barcode box to the right).

See page 65 for Manual Voter Search when a License will not scan, or the voter has an Alternate ID



If a Primary Election turn to page 25

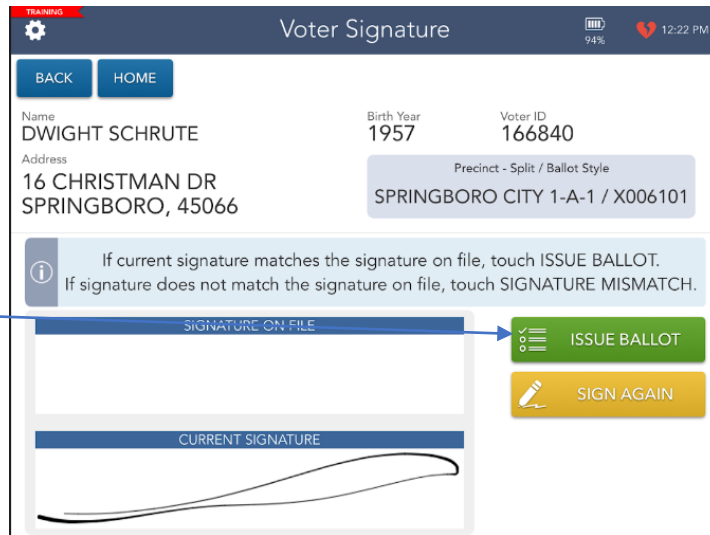
1. If the voter is in the correct location and in active status, once the license is scanned, the voter's name will appear on the Voter Eligibility screen. The screen will display a **green** "Voter is eligible to vote." message. Touch "GET VOTER SIGNATURE".



2. Hand the voter a stylus and ask them to sign. (The image will flip upside down to face them. Tip the ePollbook down so it is facing the voter.)



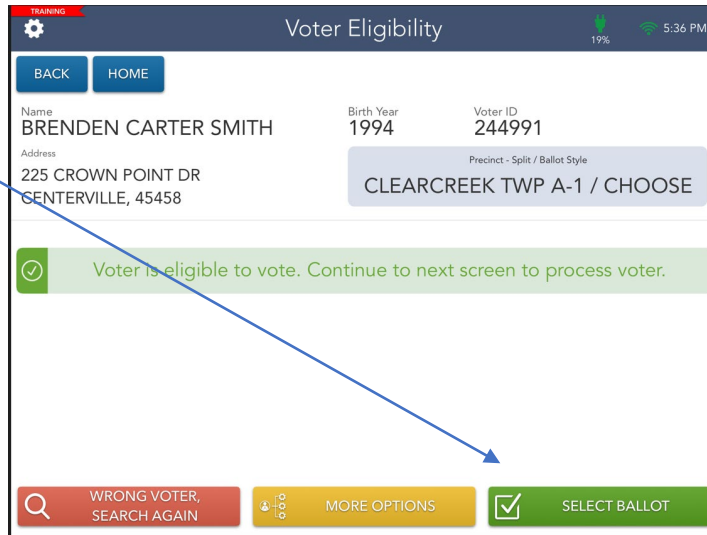
3. Tip the ePollbook back, verify the voter signed and compare to signature on file. Touch "ISSUE BALLOT".



4. Let your ballot runner know the correct precinct ballot **and split!**

Primary Elections Only:

1. Tap on Select Ballot



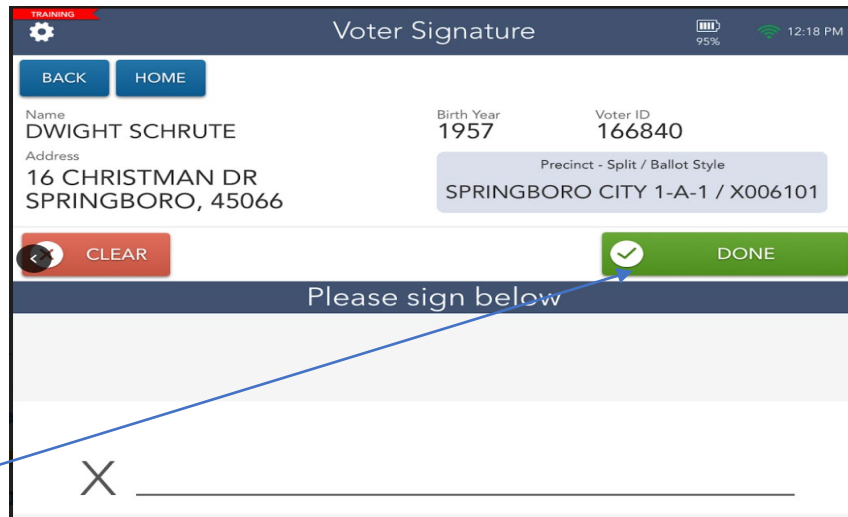
2. The screen will turn upside down, have the voter select the party ballot they wish to vote.

The voter will get a prompt asking them to confirm this is the party ballot that they want to vote.

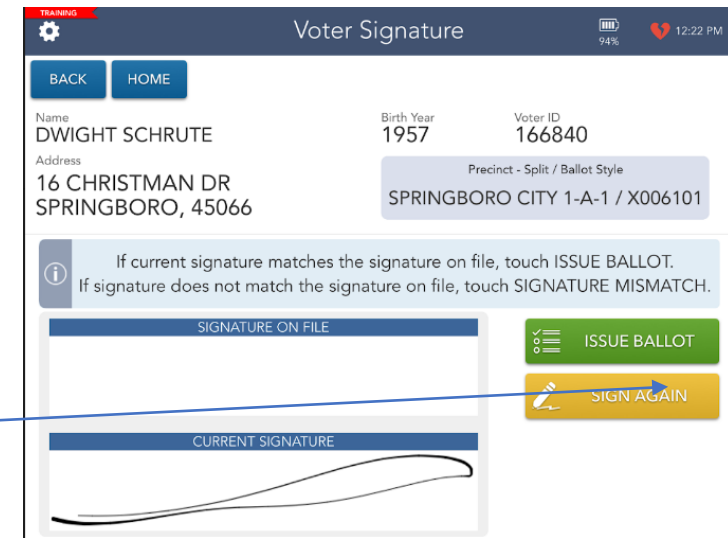


3. Hand the voter a stylus and ask them to sign. (The image will flip upside down to face them. Tip the ePollbook down so it is facing the voter.)

Touch DONE



4. Tip the ePollbook back, verify the voter signed and compare to signature on file. Touch "ISSUE BALLOT".



5. Let your ballot runner know the correct Party, Precinct Ballot **and split!**

17 year old voter

Scanning Ballot Stub Number

5. After your Ballot Runner has brought you the correct ballot, you will scan the barcode located on the stub. Make sure the entire barcode lines up in the window below:

** If the voter wants to use the ADA device – Please see the Provisional Specialist.

Issue Ballot

BACK HOME

Name
DWIGHT SCHRUTE
Voter ID
166840

Precinct - Split / Ballot Style
SPRINGBORO CITY 1-A-1 / X006101

ENTER MANUALLY

Select ballot type

Paper Ballot ADA Ballot

Ballot Style
X006101

Enter ballot style and stub number. Issue voter ballot then touch CONTINUE to proceed.

6. Once you scan the correct ballot, a message will appear on the screen confirming that the voter was checked in. Say “Scanned” indicating to your runner that the process is complete, and the stub is attached to the voter’s record.

Processing Complete

Name
DWIGHT SCHRUTE
Voter ID
166840
Ballot Style
X006101

Voter successfully checked in

Great Job!

Direct voter to privacy booth area. Instruct the voter to remove the stub after marking their ballot and return the stub to an Election Official.

PROCESS NEXT VOTER

7. Hand the voter the correct ballot face down and offer them a pen. Direct them to a voting booth. Remind the voter to check both sides of the ballot and to remove their stub **BEFORE** scanning the ballot. Let them know that their stub and pen will be collected at the Stub Table on the way out.

Touch “PROCESS NEXT VOTER” to begin the process over.

Incorrect Ballot Scanned

If after scanning the ballot, you get a “Wrong Ballot” error, try scanning again.

If you still get an error message, you have the wrong ballot for the voter based on their address.

Recheck the ballot and split. **(PRIMARY ELECTIONS- CHECK PARTY)**

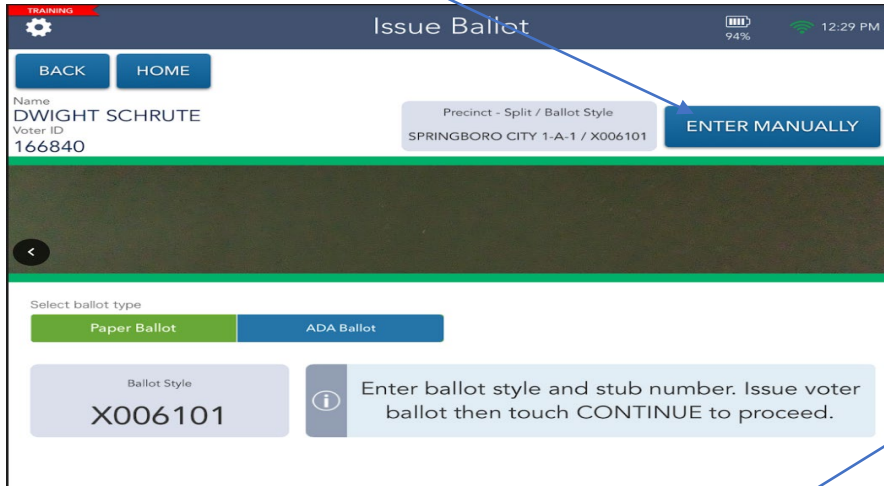
If you have the wrong ballot, return the ballot back to the runner and scan the correct ballot. (the incorrect ballot can be reused)

If the ballot DOES match what the voter’s record indicates they should be voting, **call the Board of Elections** and proceed to the next step - Manually entering a ballot.

The screenshot shows the 'Issue Ballot' application interface. At the top, there is a 'TRAINING' banner with a gear icon, the title 'Issue Ballot', and a battery icon showing 93% and the time 12:36 PM. Below the banner are 'BACK' and 'HOME' buttons. The voter information section displays 'Name: ROBERT CALIFORNIA' and 'Voter ID: 299124'. To the right, it shows 'Precinct - Split / Ballot Style: SPRINGBORO CITY 1-A-1 / X006101' and a 'SCAN BARCODE' button. The main input area is titled 'Enter a Ballot Style and Stub Number.' and contains three input fields: 'Issue Ballot Style' with 'X006101', 'Ballot Style' with 'X00701', and 'Ballot Stub Number' with '0001'. A 'PROCESS' button is to the right of these fields. Below the input area, there is a 'Select ballot type' section with 'Paper Ballot' (selected) and 'ADA Ballot' buttons. At the bottom, there are three summary boxes: 'Issue Ballot Style: X006101', 'Entered Ballot Style: X00701', and 'Entered Stub Number: 0001'. A red error banner at the bottom right displays a warning icon and the message 'Wrong Ballot Style format'. A blue arrow points from the text on the left to the error message.

Manually Entering a Ballot

1. Touch "ENTER MANUALLY"

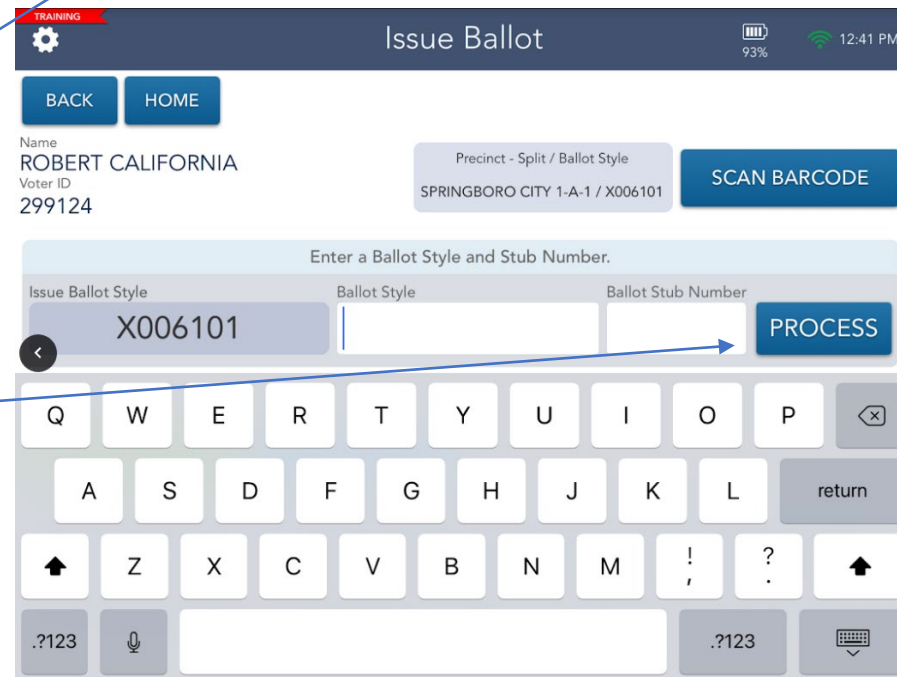


2. Enter the stub number from the ballot

(Ballot style will be prefilled with the voters correct precinct information)

Stub Number - 0001 (must include all zeros, 4 numbers total)

Touch "PROCESS"

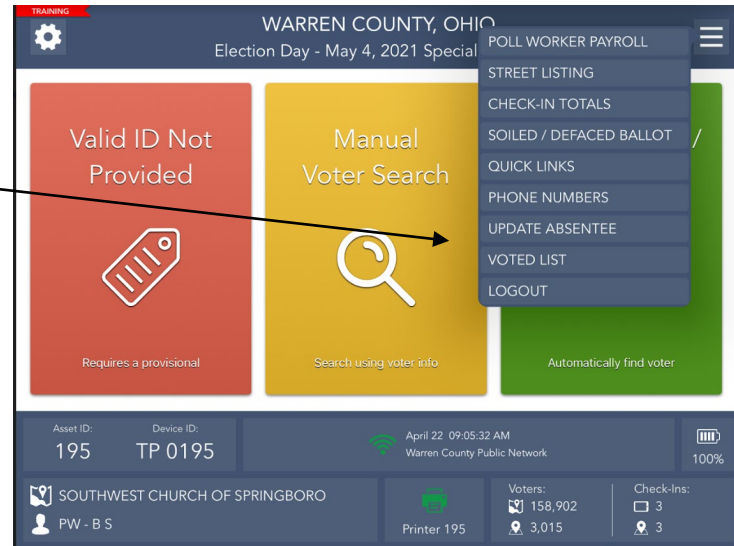


Call the Board of Elections or Trouble Shooter to report ballots that will not scan

Printing the 11:00 am and 4:00 pm Report

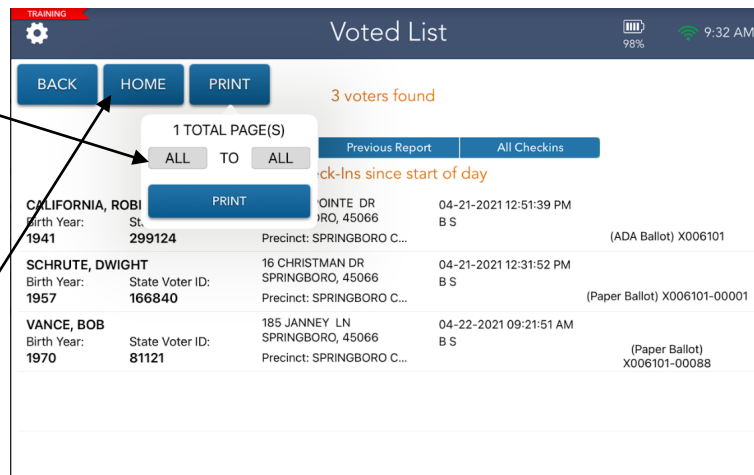
1. To print your 11 am voter report, select the “VOTED LIST” button from the **blue** menu on your Home Screen.

(This only needs completed on ONE ePollbook at your location)



2. Touch the **blue** “PRINT” button. Print “All to All”

Place list near entrance of polling location. This list should be kept with the first list (Hanging List) that was given to you by the BoE.



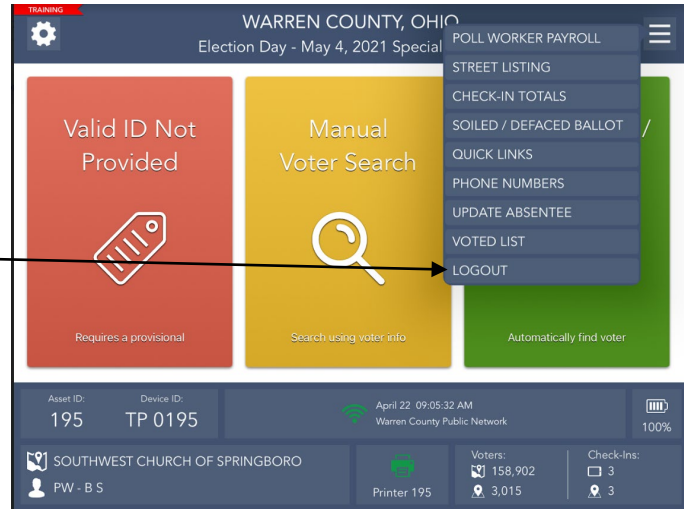
3. Touch “HOME” to return to the voter processing screen

4. To print your 4pm list follow the same instructions.

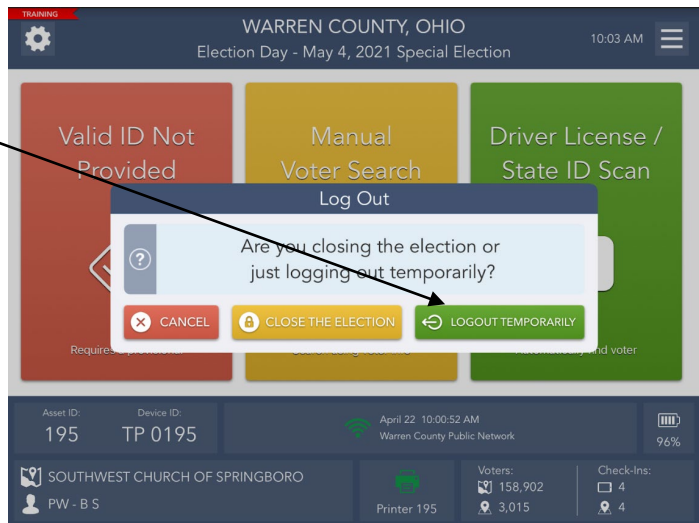
This list will only print the voters that have voted since you last printed at 11 am.

Logging Out/Switching Users

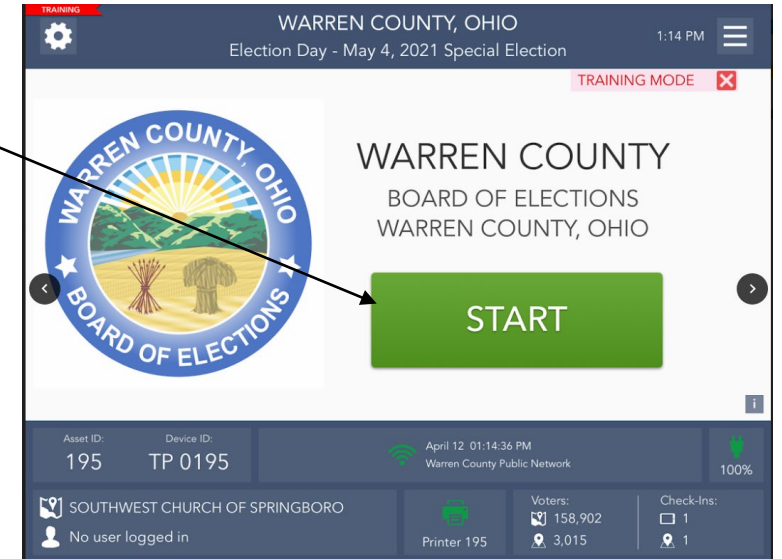
1. Each time a different Precinct Election Official is going to use the ePollbook to process voters, the previous user will need to log out.
2. Touch "LOGOUT".



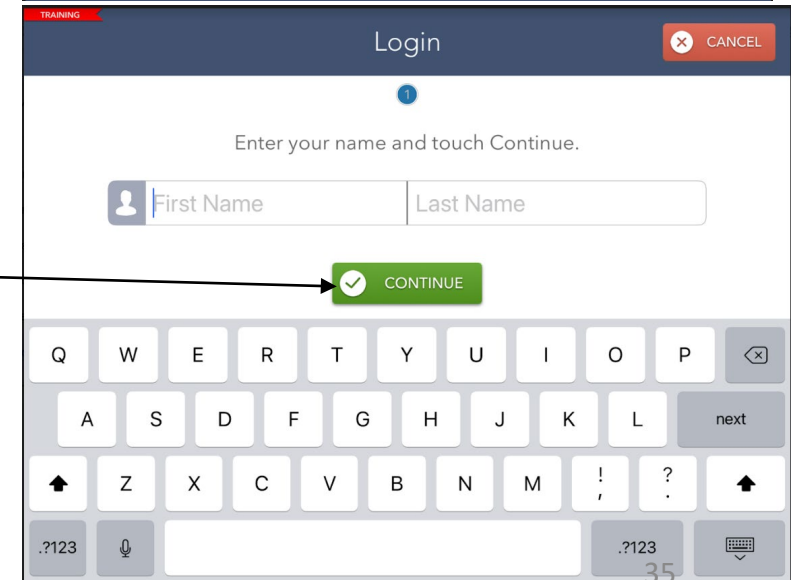
3. Select "LOGOUT TEMPORARILY".



4. Touch "START".



5. The PEO operating the ePollbook should type their first and last name and select "CONTINUE".



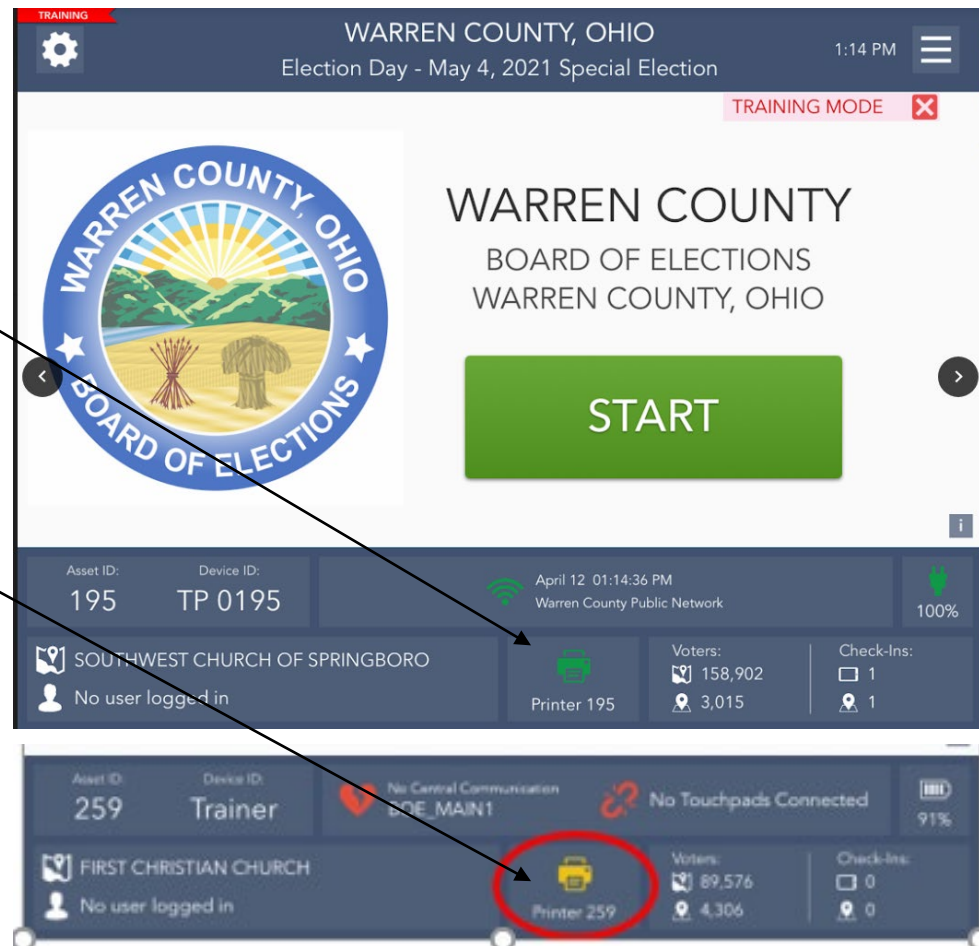
Troubleshooting Printer Connection

The printers are set up using Bluetooth technology. **The only ePollbook that can connect to that printer is the one labeled with the same number located on the sticker.**

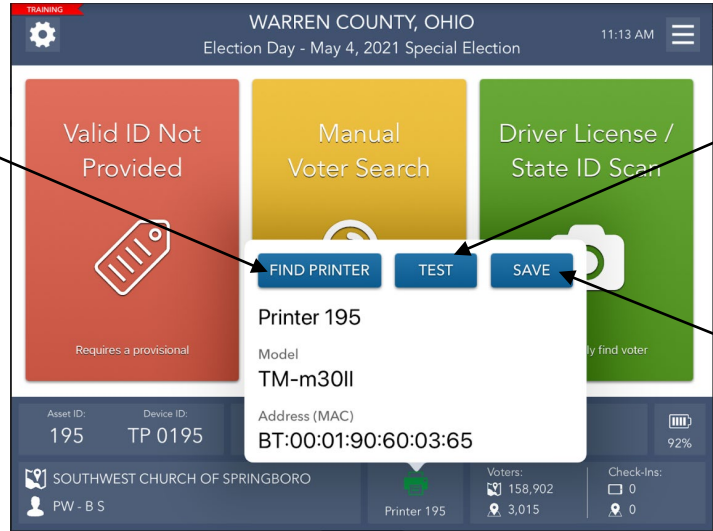
The ePollbook is connected to the printer if the printer icon is **green** with the same number showing as the sticker number.

If the printer icon is **yellow**, it is not connected to the ePollbook. Make sure the printer is on.

To connect a printer, touch the **yellow** printer icon.



1. Select "FIND A PRINTER".



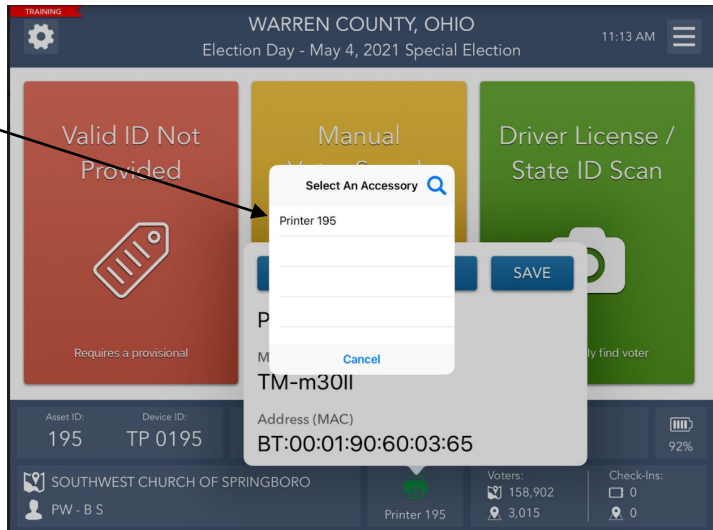
3. Select "TEST".

The printer will print a small test slip.

4. Select "SAVE". The printer is now connected.

Call your Trouble Shooter if the printer does not work after performing these steps.

2. Select the printer. This printer number should match sticker number that is on the ePollbook.



Changing the Printer Paper

1. Lift the lid by using the grey lever

2. Remove the old paper and/or the black plastic spool.

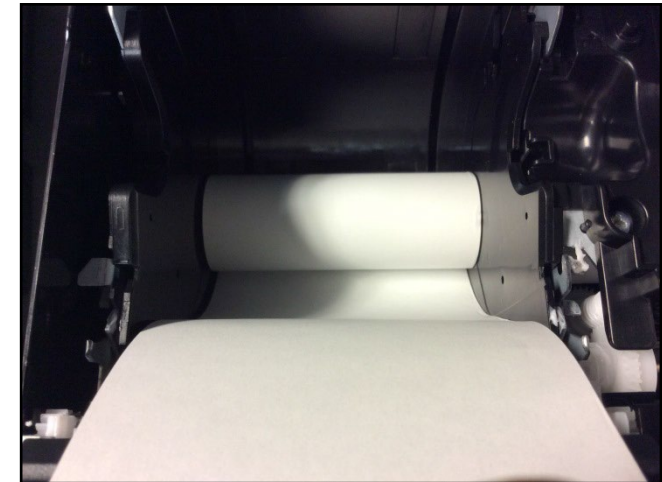


3. Remove the adhesive that is holding the new paper roll together.

Place the roll in the printer and pull the paper up towards the front and lay over the top. *(This paper is the same as the paper for the ClearCast scanner.)*

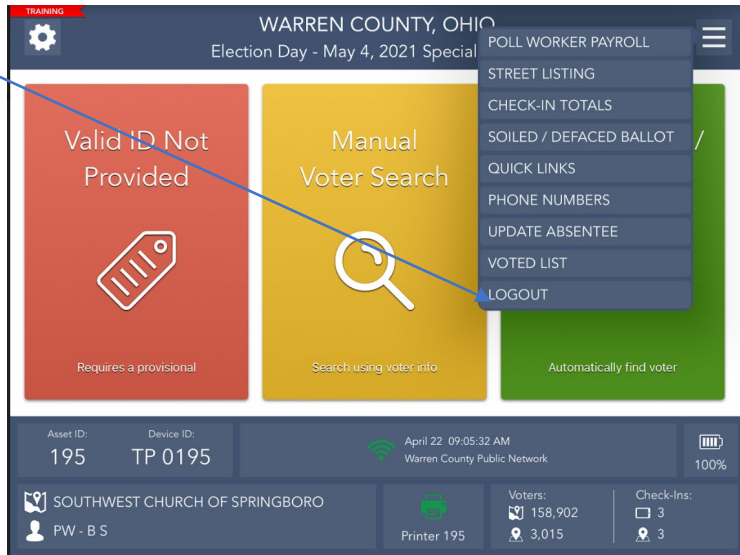
Gently close the lid.

The printer will automatically feed and cut the paper.

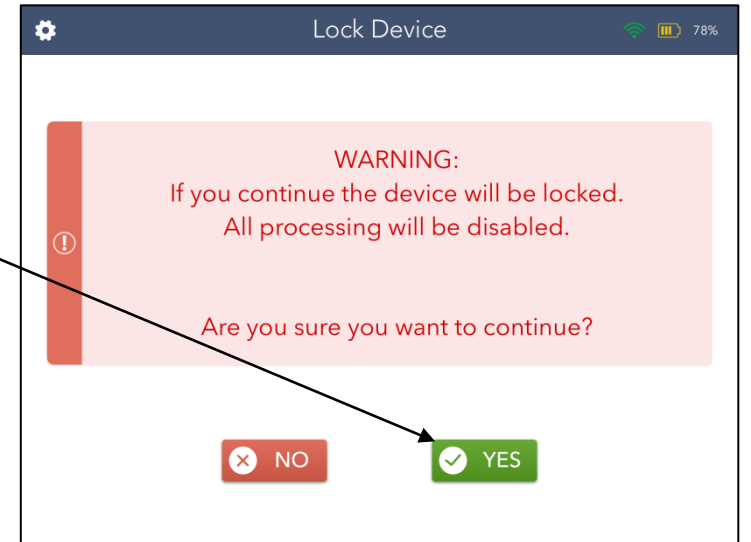


Closing the Election

1. Select "LOGOUT".

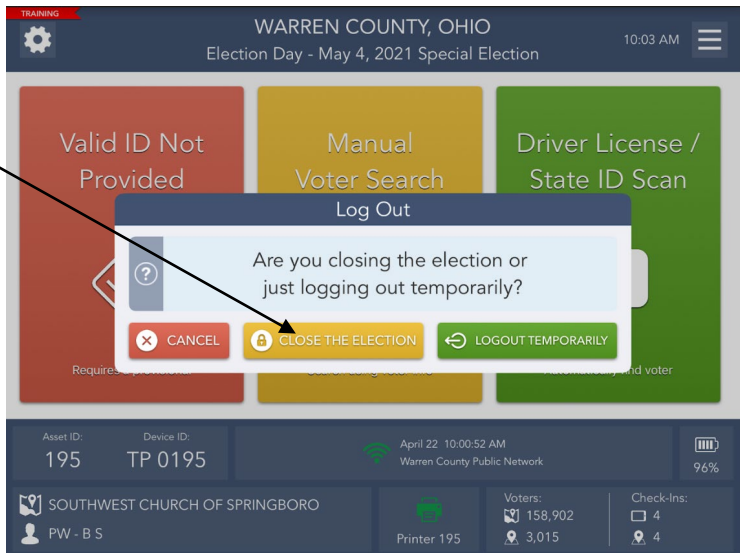


3. The warning screen here will appear.

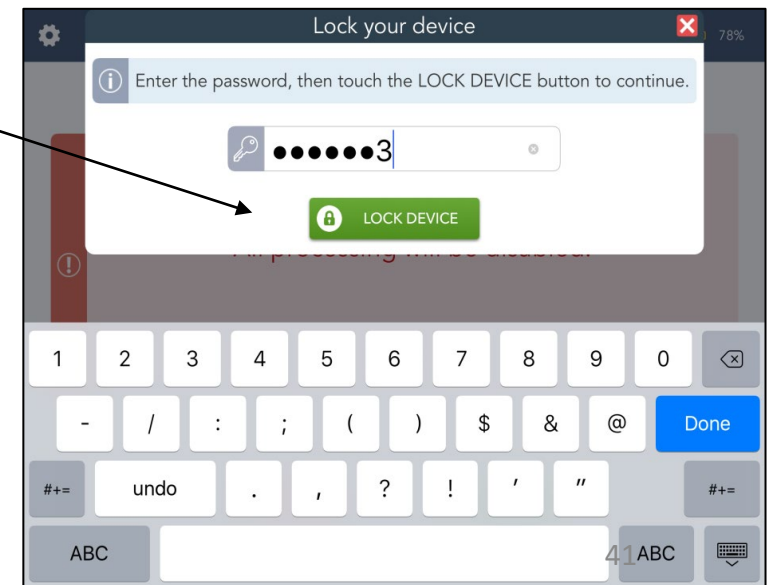


Touch the **green** "YES" button to continue closing the election. If it is NOT the end of the day, touch the **red** "NO" button to go back to your home screen.

2. Select "CLOSE THE ELECTION".



4. Enter "warren123" and select "LOCK DEVICE".



5. Your election has now been closed and your device has been locked.

Device Locked 78%

BACK HOME PRINT

5 Transaction(s) Pending RESYNCH ALLOW LOGIN AGAIN

Include Totals For This Location This Device

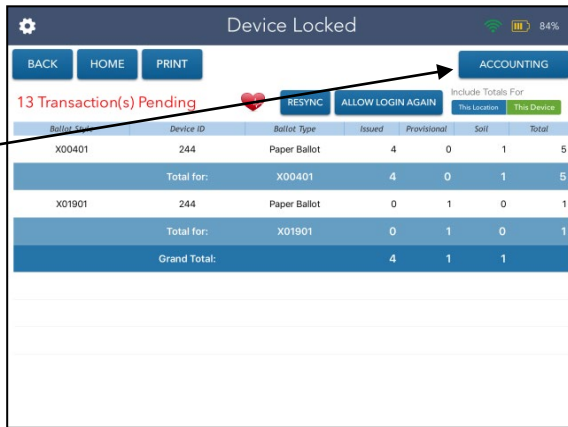
Ballot Style	Precinct	Device ID	Ballot Type	Issued	Provisional	Soil	Total
X07101	MFLD 3	95	Paper Ballot	0	1	1	2
Total for:			X07101	0	1	1	2
X07701	MFLD 9	95	Paper Ballot	0	1	0	1
Total for:			X07701	0	1	0	1
Grand Total:				0	2	1	

6. Proceed to the Ballot Accounting Chart on the next page.

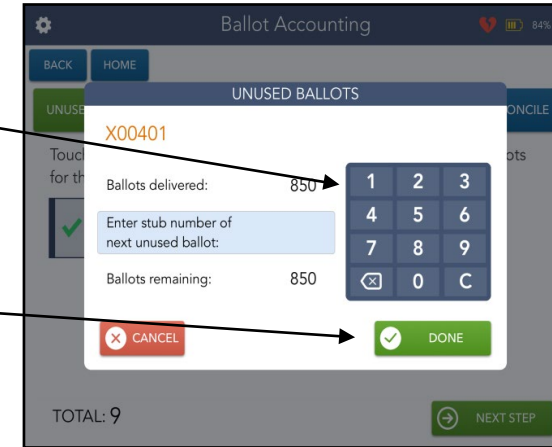
Ballot Accounting Chart

*If your location has a Location Location Coordinator this should be completed by them with the help of the VLMs.
If not applicable, the VLMs, working together, need to complete this on ONE ePollbook using the Totals Report from all ClearCast scanners.*

1. To access the ballot accounting section, press the **blue** “ACCOUNTING” button.



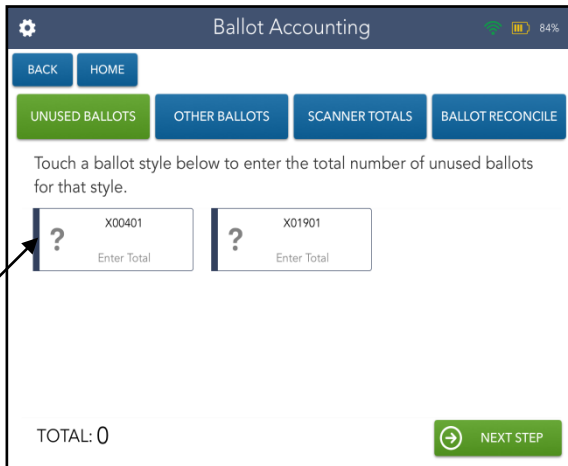
3. Enter the ballot stub number of the ballot on top of the unused ballots for this precinct/split AND if a primary election the party ballot.



When you entered that number, select the **green** “DONE” button.

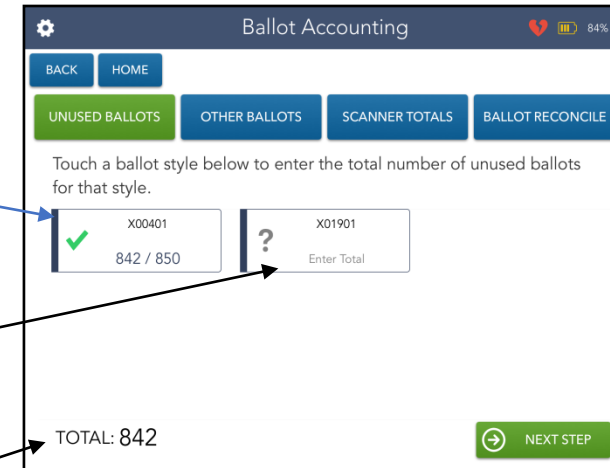
2. Select one precinct at a time to complete the next few steps (if you have more than one)

Select the precinct.



Notice that the precinct you have entered information about has a **green** checkmark next to it.

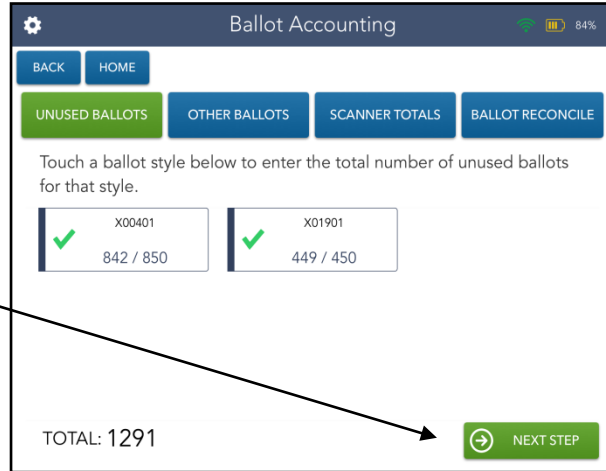
4. Keep selecting the next precinct (if you have them) until you have completed this part of the ballot accounting chart



This number will increase with each entry.

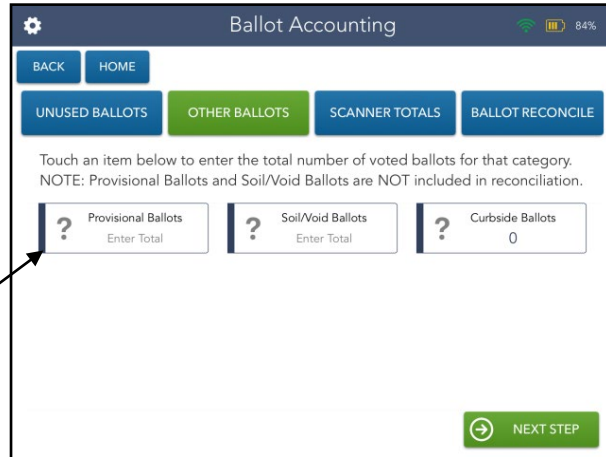
Precincts show a **green checkmark** once completed.

5. Click on the **green** "NEXT STEP" button.



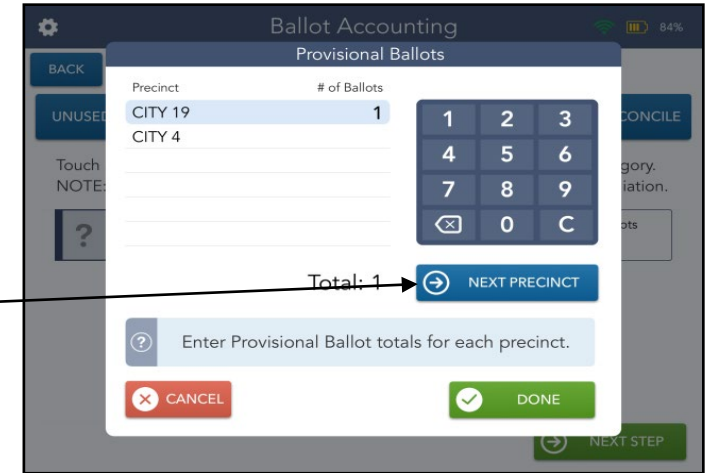
6. After you click on the **green** "NEXT STEP" button it will take you to the other ballot types that were not scanned by the location scanner(s).

Press the "PROVISIONAL BALLOTS" button.



7. Enter the actual number of provisional ballots for each precinct by counting the completed Provisional Ballot Envelopes collected at the Ballot Station.

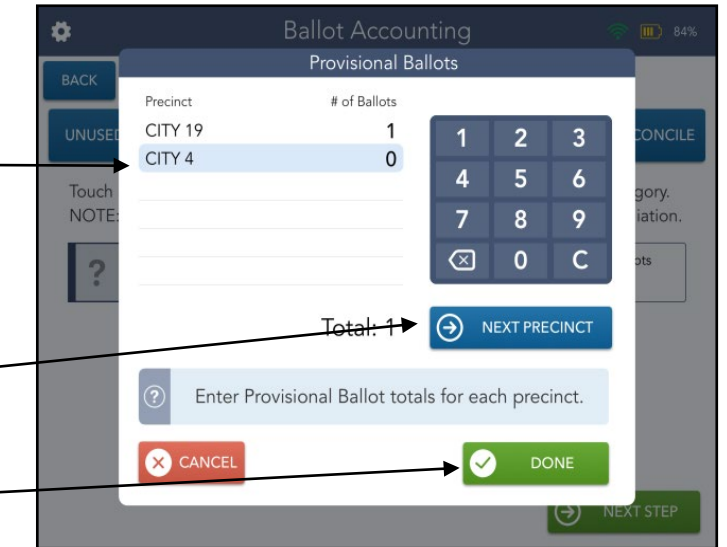
8. Touch the **blue** "NEXT PRECINCT" button.



The blue line moves down to the next precinct once a # is entered. (If there are no voters you must enter a zero).

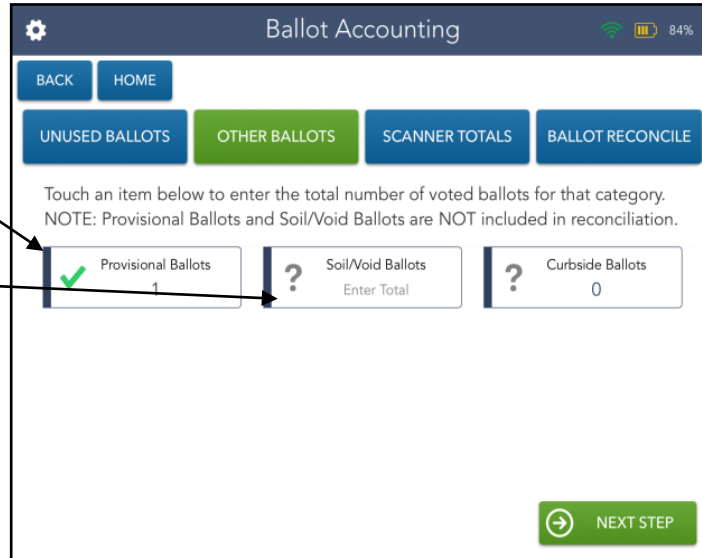
9. Enter the actual number of provisional ballots for the next precinct.

10. Touch the **green** "DONE" button.



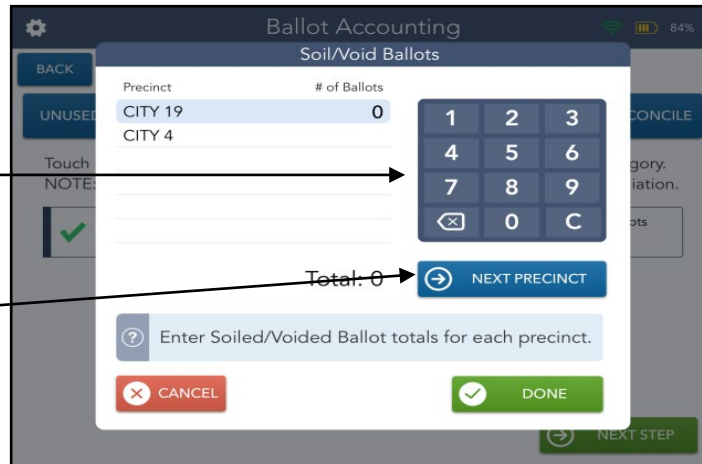
The green check mark on the provisional button confirms that this step has been completed.

11. Next touch the "SOIL/DEFACED BALLOTS" button.



12. Enter the actual number of soiled/defaced ballots for each precinct.

13. Hit the blue "NEXT PRECINCT" button.



Again, the blue line moves down to the next precinct.

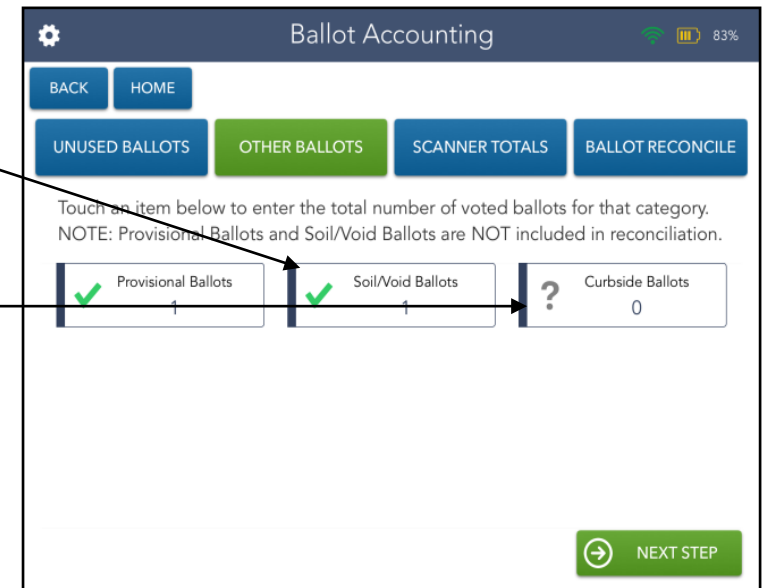
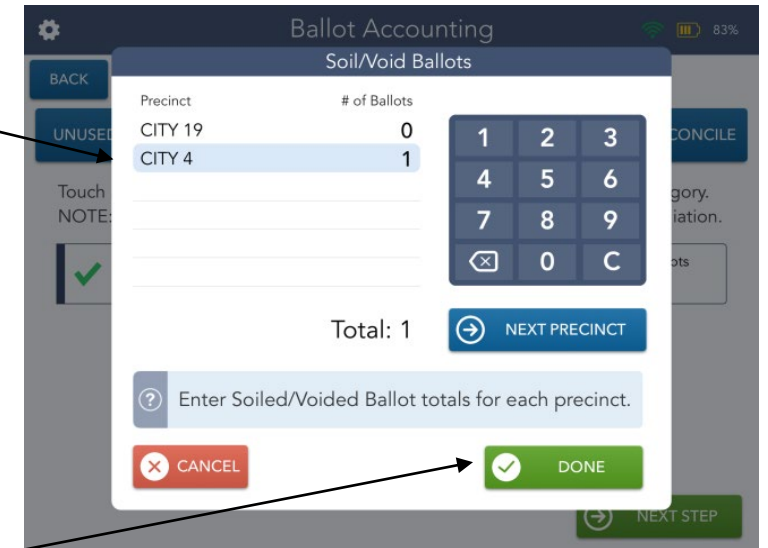
14. Enter the number of the next precinct's soil/defaced ballots.

15. Touch the green "DONE" button

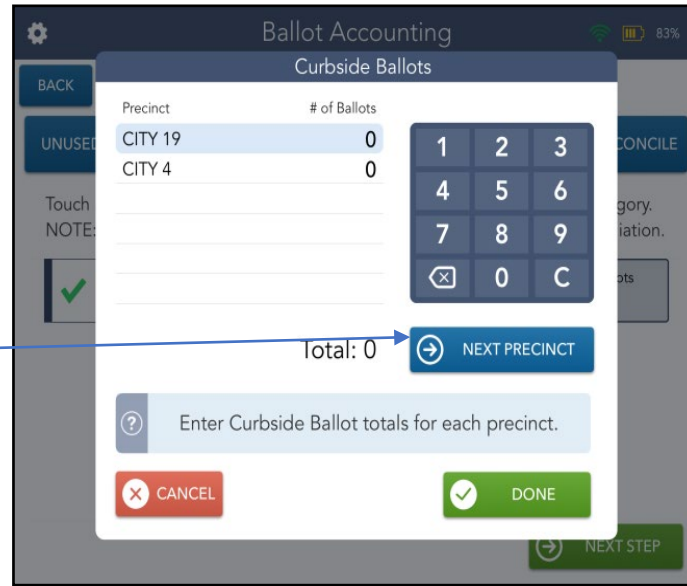
Notice the green checkmark next to the SOIL/DEFACED BALLOTS button.

16. Select the "CURBSIDE BALLOTS" button.

Since curbside ballots are scanned by a bi-partisan team you should enter "0" for each precinct.



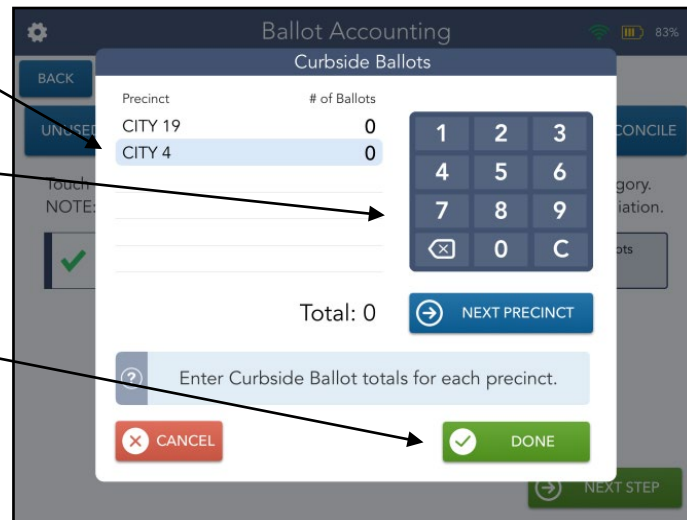
17. *If applicable* - Enter the actual number of 17 year old ballot envelopes for each precinct.



18. Hit the **blue** "NEXT PRECINCT" button

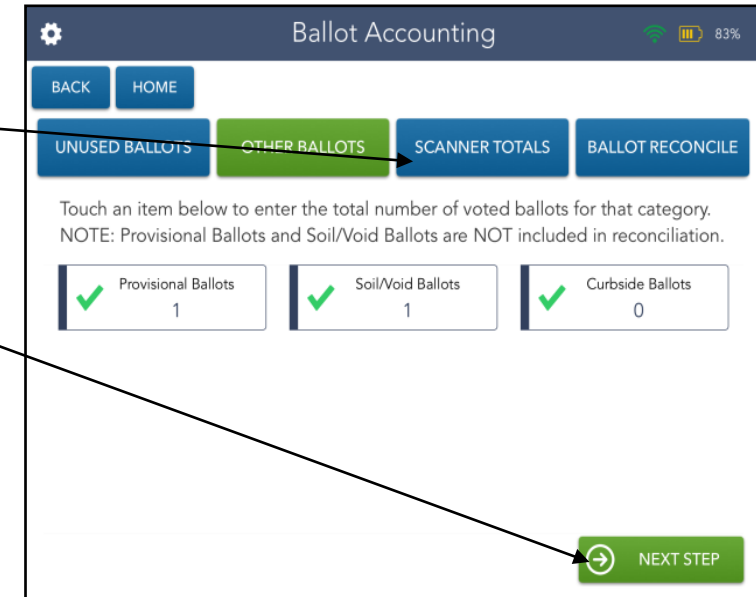
Again, the blue line moves down to the next precinct.

19. Enter the number of the next precinct's 17 year old envelopes.

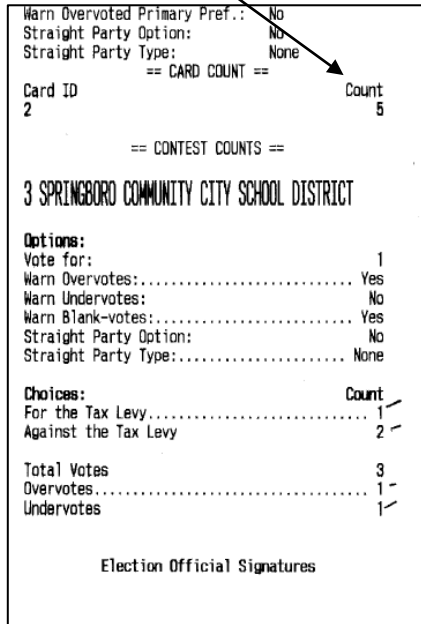
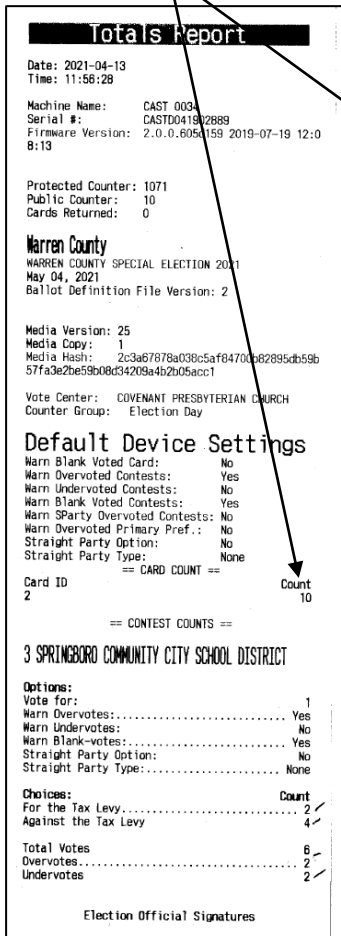
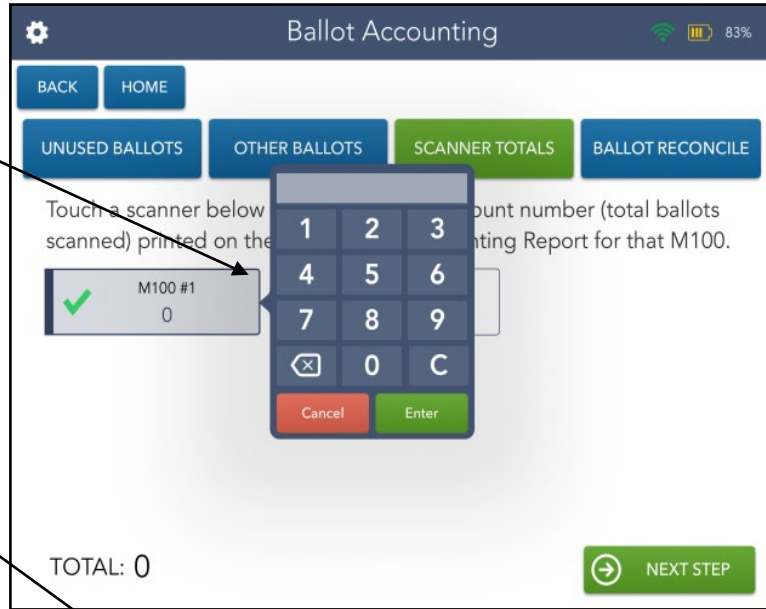


Hit the **green** "DONE" button.

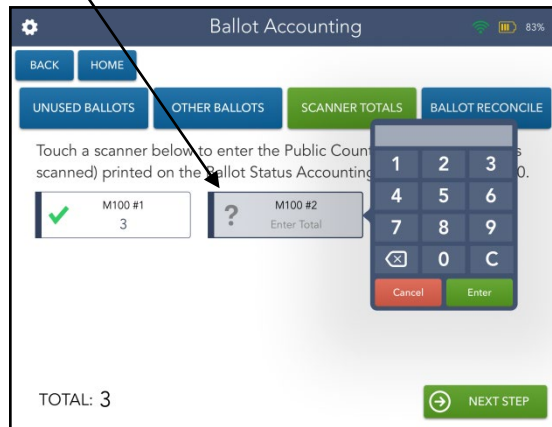
20. Once all three sections have been completed; touch the **green** "NEXT STEP" button.



21. Using the Precinct Totals Report from each ClearCast scanner, add up and enter the total number of ballots scanned in each machine.

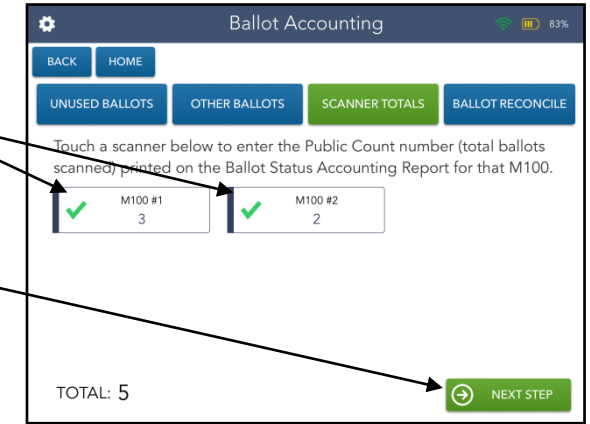


21a. Repeat for the next precinct(s)



The green checkmarks show that this step is completed.

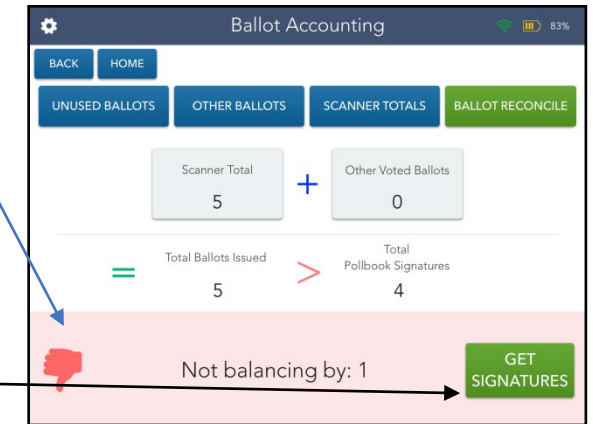
22. Select the **green** "NEXT STEP" button.



23. This screen shows if you balance. You will receive a thumbs down if the accounting does not balance.

You can go back and re-enter information if you need to.

Once your review is complete, select the **green** "GET SIGNATURES" button.



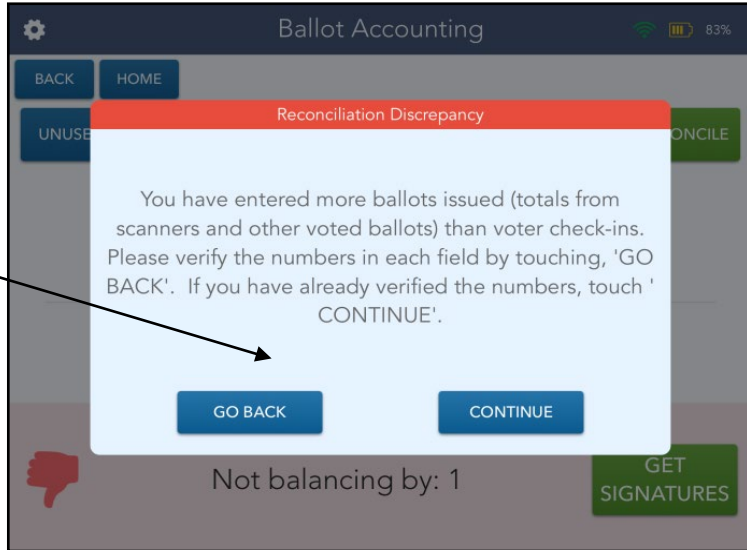
** if you are off more than 5 ballots, call the BoE to report. We may want to double check your work when you drop off your supplies.

24. This warning message will appear when it does not balance

Click the **blue** "GO BACK" button to review

OR

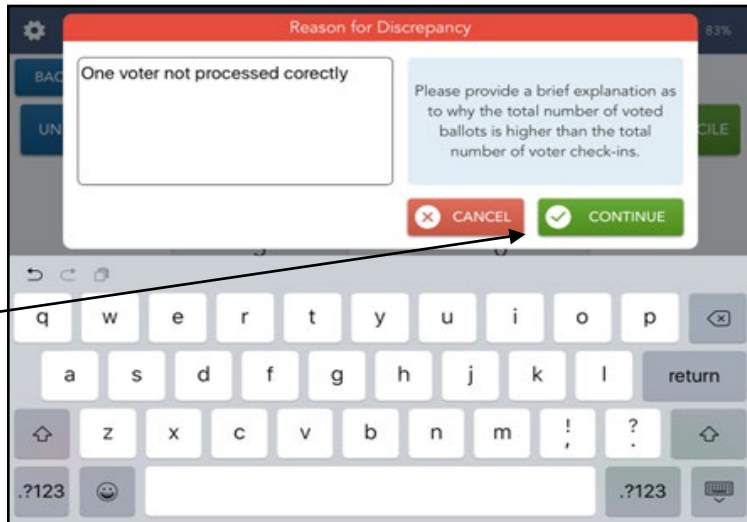
Click the **blue** "CONTINUE" button



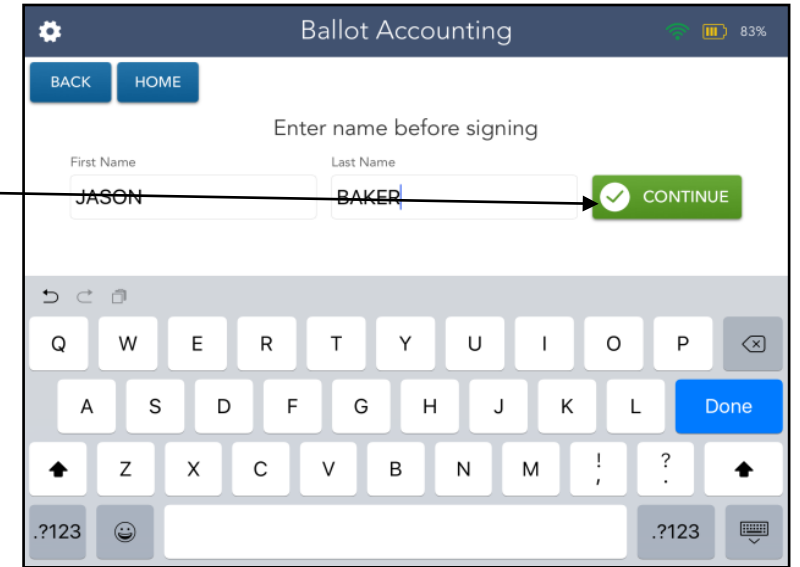
25. If the reason for not balancing is known, type an explanation here then select the **green** "CONTINUE" button.

Reasons for not balancing:

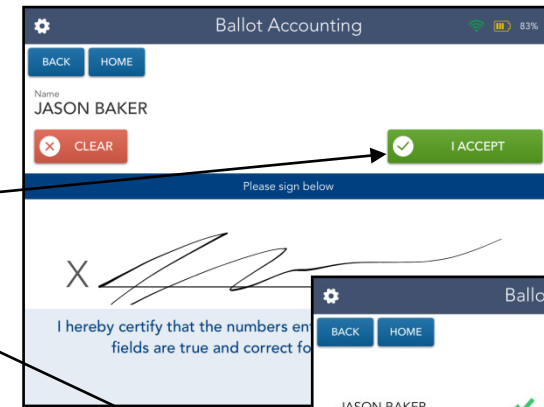
- Miscounted ballots
- Voter not checked in properly
- Provisional ballot scanned



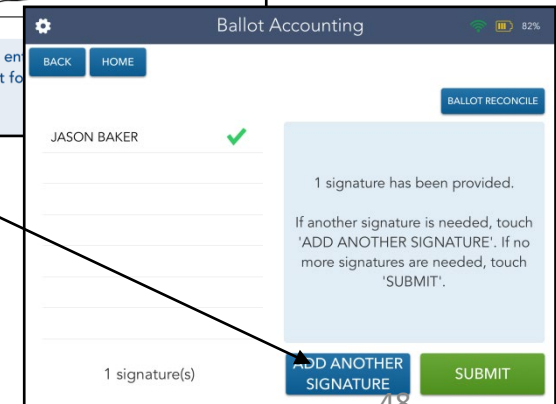
26. EACH PRECINCT ELECTION OFFICIAL WHO HELPED WITH THE BALLOT ACCOUNTING MUST ENTER THEIR NAME AND SIGN ON THE EPB



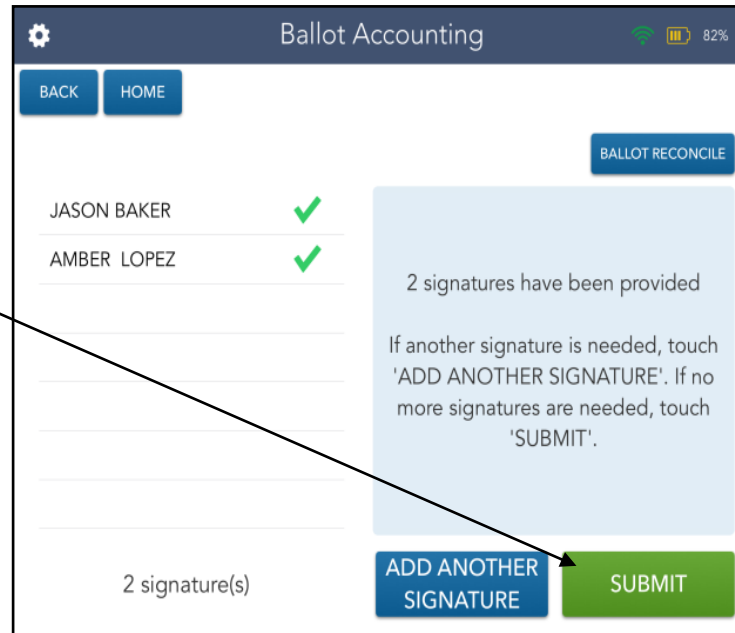
27. Sign, then touch the green "I ACCEPT" button.



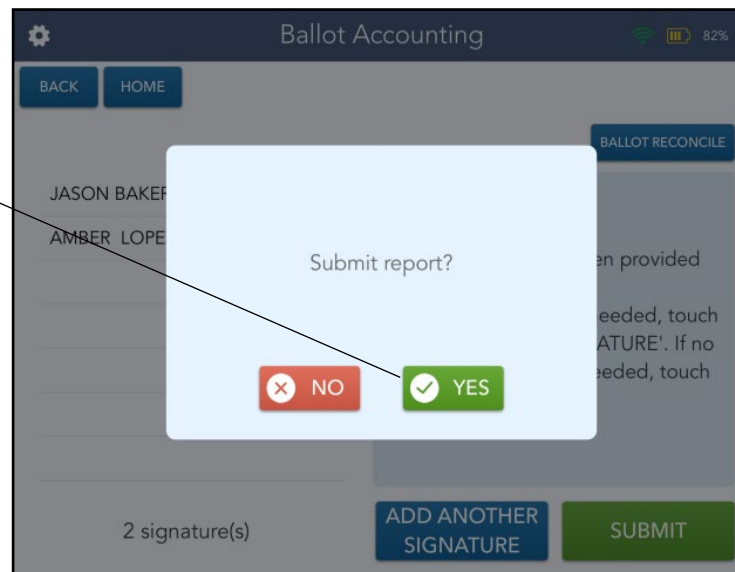
28. Select "ADD ANOTHER SIGNATURE" button until all PEOs who helped with the ballot accounting chart have signed.



29. Once **ALL PEOS who HELPED WITH THE BALLOT ACCOUNTING CHART** have signed, select the **green** "SUBMIT" button.

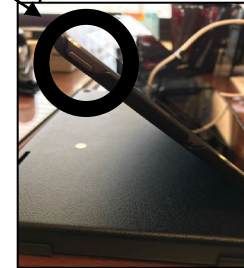
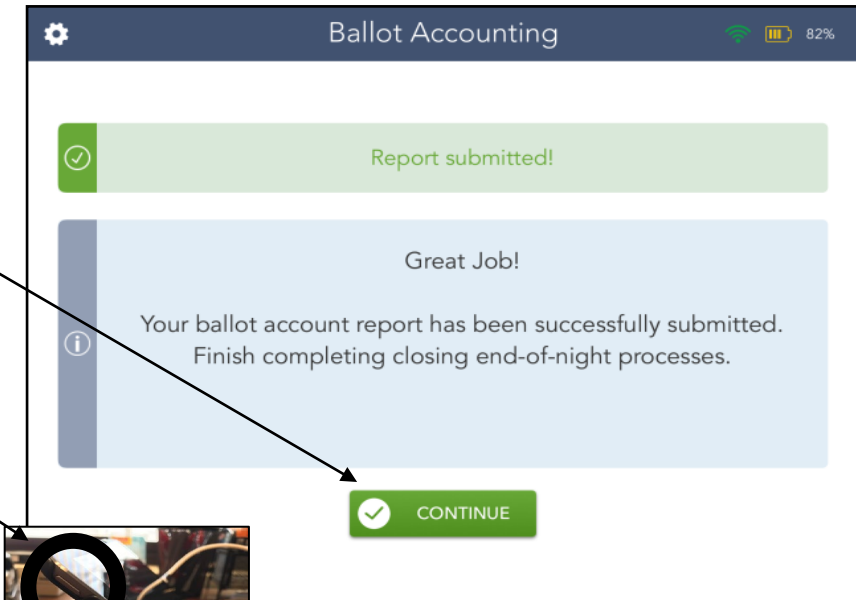


30. Press the **green** "YES" button.



31. Press the **green** "CONTINUE" button.

Turn ePollbook off by holding power button on top left.



32. Before placing the ePollbooks in their cases, please confirm that the ePollbook number matches the printer number. Remember that there are 2 ePollbooks per case. **Please put the ePollbook power cord(s) in the case. The ePollbook plug should go into the security cart. There is a specially marked plastic bag that for the plug.**

33. The Jetpack should be placed in the security cart along with the plugs for the ePollbook.

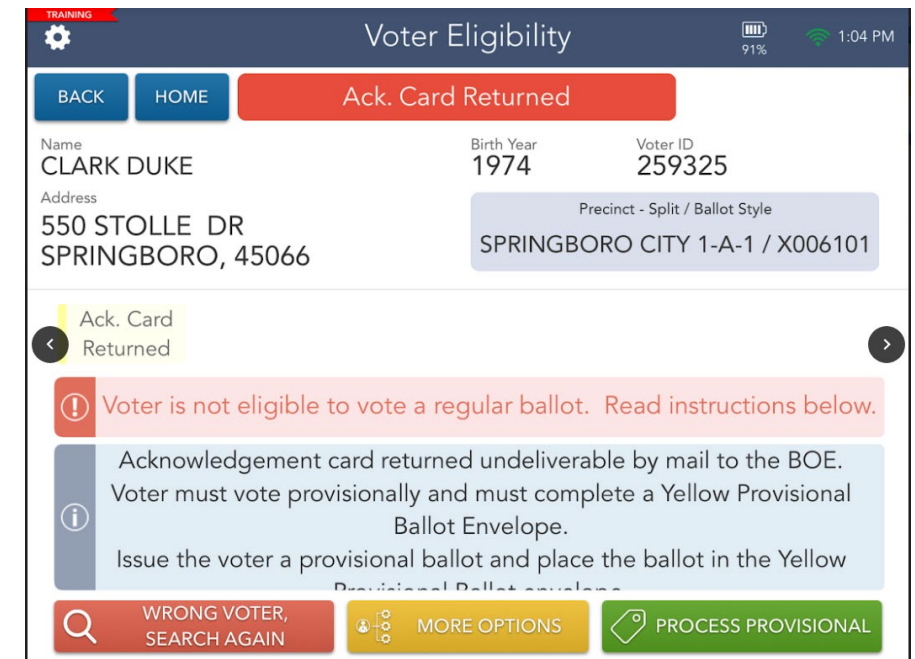
Processing a Voter in Provisional Status

There are multiple reasons that a voter may appear as a provisional voter in the ePollbook. A provisional voter is identified by a **red** "Voter is Not Eligible to Vote a Regular Ballot" message and a **red** banner on the top of the screen with the provisional reason.

*REMINDER: This voter will NOT scan their ballot through the ClearCast Scanner. They will be issued a provisional ballot with a **yellow** Provisional Envelope.*

Reasons a voter may be issued a provisional ballot include:

- A valid ID was not presented at the time of check-in
- A voter changed their address and moved into a new precinct
- A voter requested an absentee ballot
- Pollbook indicates the voter must vote Provisional
- A voter's new address is invalid
- A voter changed their name and did not provide proper documentation
- A voter is not found in the ePollbook
- A voter demands to vote in the wrong voting location



When Voter Assistance Table is open:

1. Touch “**PROCESS PROVISIONAL**”.
2. Have the voter sign the ePollbook.
3. Have your ballot runner retrieve the correct ballot.
4. Scan the ballot barcode.
5. Write the precinct number, split and stub number on the top of the envelope. Give the voter the envelope, ballot, and instruct them NOT to remove the stub.
6. Direct them to Voter Assistance Table where PEO will ensure that their envelope is complete. They will instruct voter to return their voted ballot sealed in the yellow provisional envelope to the Ballot Station.

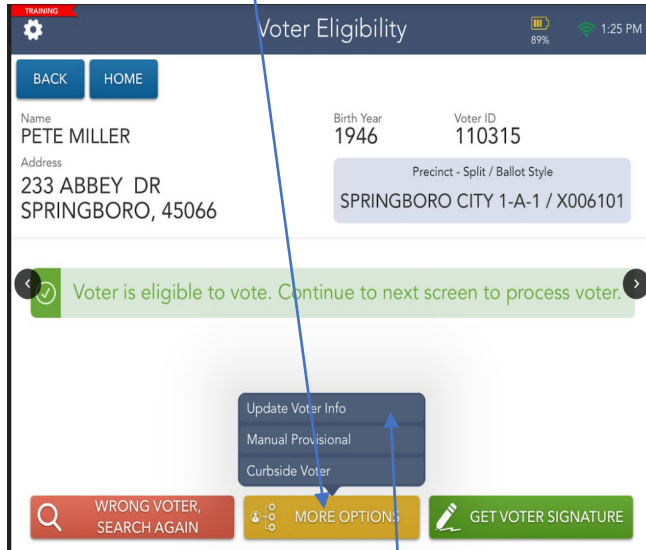
When Voter Assistance Table is closed:

- After processing steps 1-6- You **must** check to see that all the following information has been completed on envelope:
 - First & last name
 - Date of birth
 - Current street address
 - Form of identification
 - If the voter shows you a form of ID rather than filling in the license number or last four of their social security number, you must check the box indicating the type of identification they presented.
- The voter’s signature

The screenshot shows the 'Voter Eligibility' app interface. At the top, there's a 'TRAINING' indicator and a gear icon. The title is 'Voter Eligibility'. On the right, there's a battery icon at 91% and the time 1:04 PM. Below the title, there are 'BACK' and 'HOME' buttons, and a red button that says 'Ack. Card Returned'. The main content area displays voter information: Name (CLARK DUKE), Birth Year (1974), and Voter ID (259325). Below this is the address (550 STOLLE DR, SPRINGBORO, 45066) and a box for Precinct - Split / Ballot Style (SPRINGBORO CITY 1-A-1 / X006101). A yellow notification bar says 'Ack. Card Returned'. Below that, a red warning message states: 'Voter is not eligible to vote a regular ballot. Read instructions below.' A blue information box provides instructions: 'Acknowledgement card returned undeliverable by mail to the BOE. Voter must vote provisionally and must complete a Yellow Provisional Ballot Envelope. Issue the voter a provisional ballot and place the ballot in the Yellow Provisional Ballot Envelope.' At the bottom, there are three buttons: 'WRONG VOTER, SEARCH AGAIN' (red), 'MORE OPTIONS' (yellow), and 'PROCESS PROVISIONAL' (green). A black arrow points from the 'PROCESS PROVISIONAL' button in the screenshot to the 'PROCESS PROVISIONAL' step in the list above.

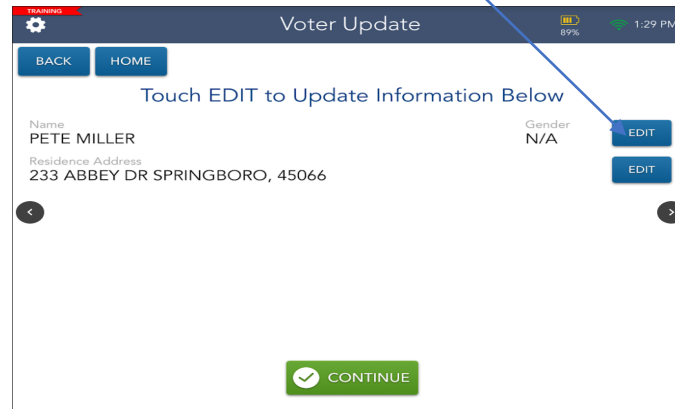
Processing a Voter with a Name Change *With Documentation*

1. If a voter has had a name change that has not been updated in the ePollbook BUT they brought proper documentation with them, select the "MORE OPTIONS" menu from the voter's record:



2. Select "UPDATE VOTER INFO".

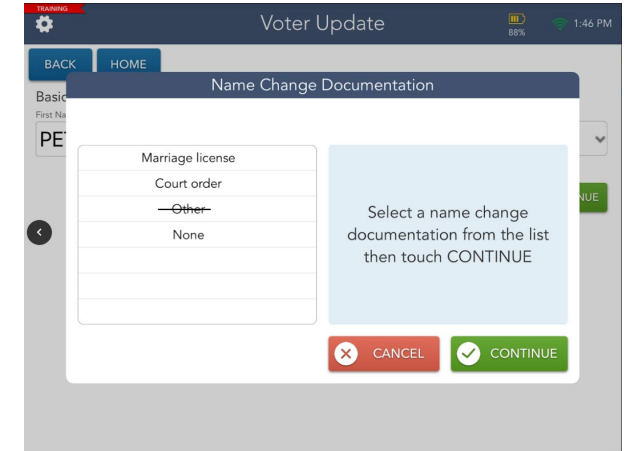
3. Touch "EDIT" next to the voter's name.



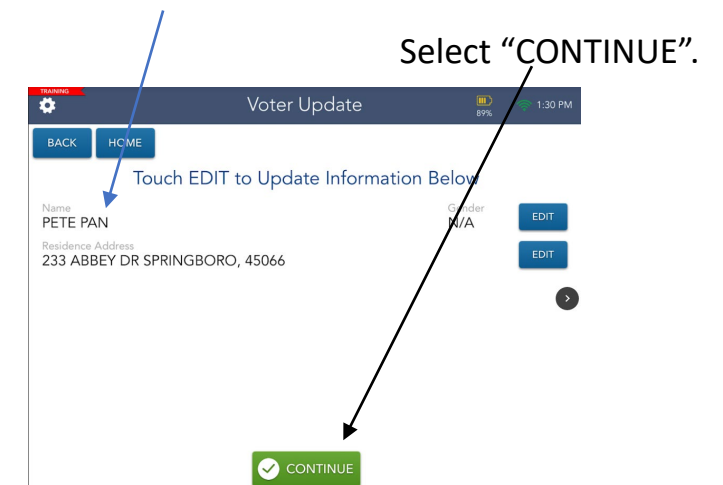
4. Type the voter's new name and select "CONTINUE".



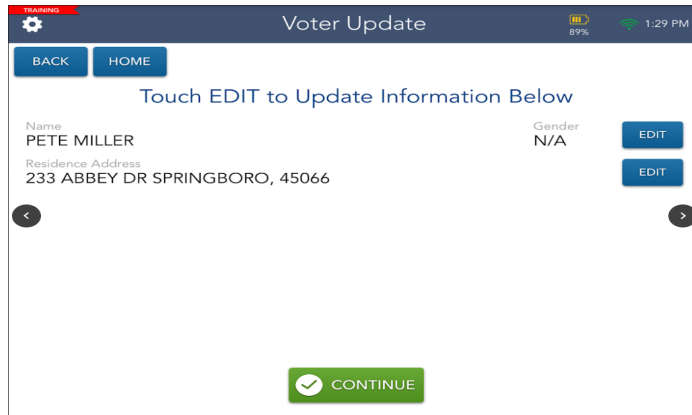
5. Select the document that the voter presented for the name change. Only a Marriage License or Court order is valid for this change - *no drivers licenses*.



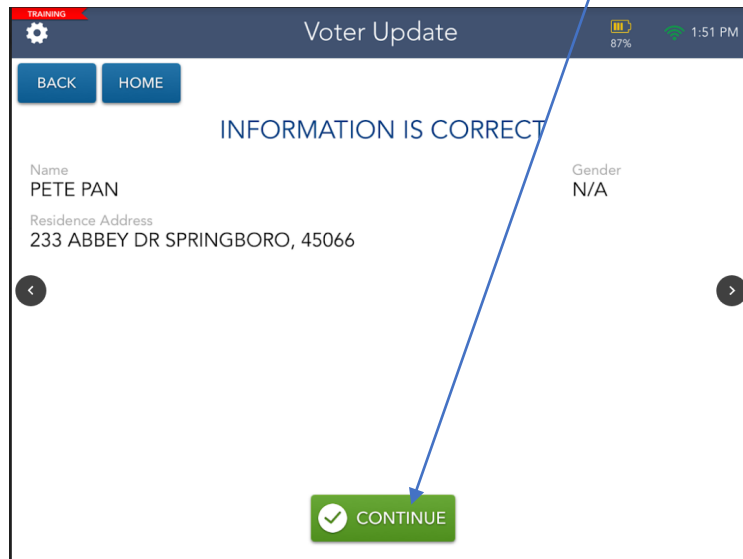
6. The screen will now show the new name.



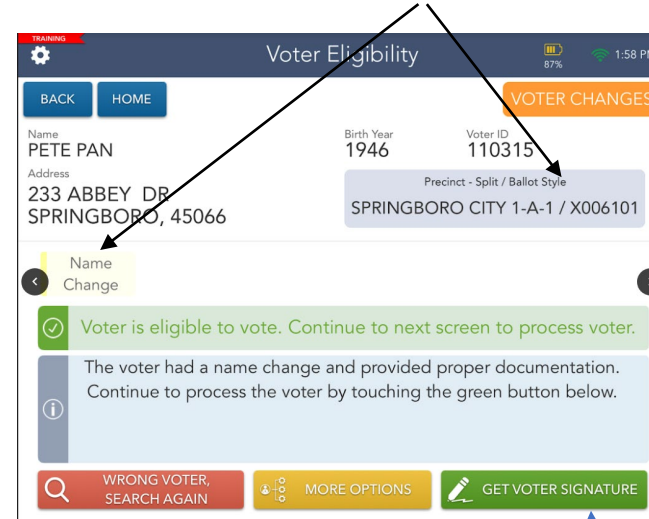
7. The ePollbook image will flip. Tip the screen down to ask the voter to verify the name change and they can touch “CORRECT” if more edits are not needed.



8. The screen indicates that the voter confirmed the information which is now correct. Touch “CONTINUE”.



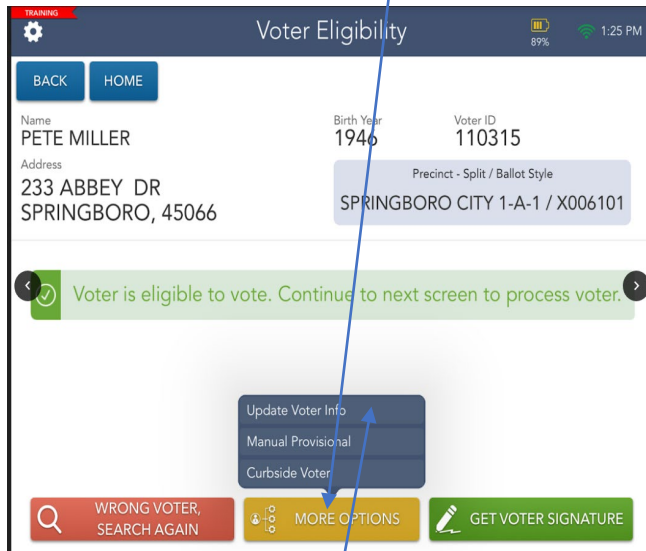
9. The voter screen shows the changes.



10. Although you entered the new information in the ePollbook, **the state still requires that the voter completes the “Change of Name” form.** This will be automatically generated and print on your printer. You must have the voter complete it **before** leaving your table. Place completed form in the ePollbook binder in the back zippered pocket. Touch “GET VOTER SIGNATURE” and proceed to Page 29 to scan the ballot stub.

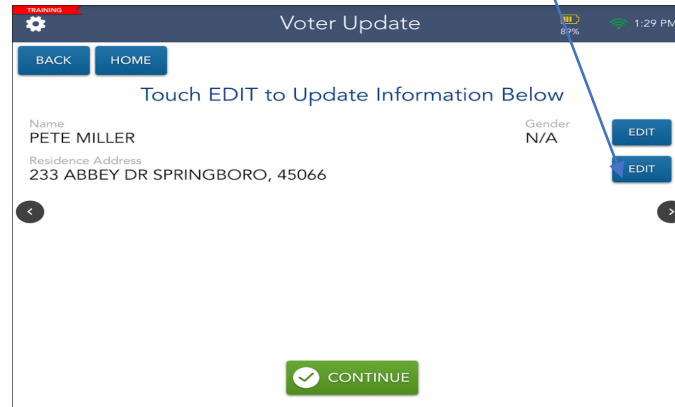
Processing a Voter with an Address Change

1. Once you determine that a voter has had an address change that has not been updated in the ePollbook, select the “MORE OPTIONS” menu from the voter's record:

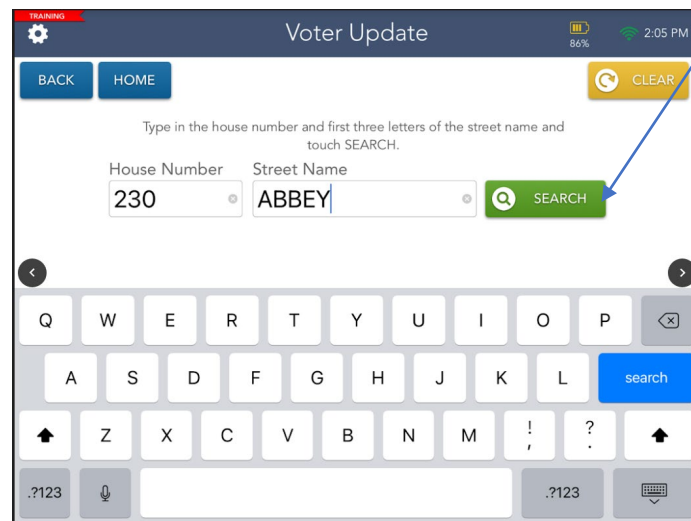


2. Select “UPDATE VOTER INFO”

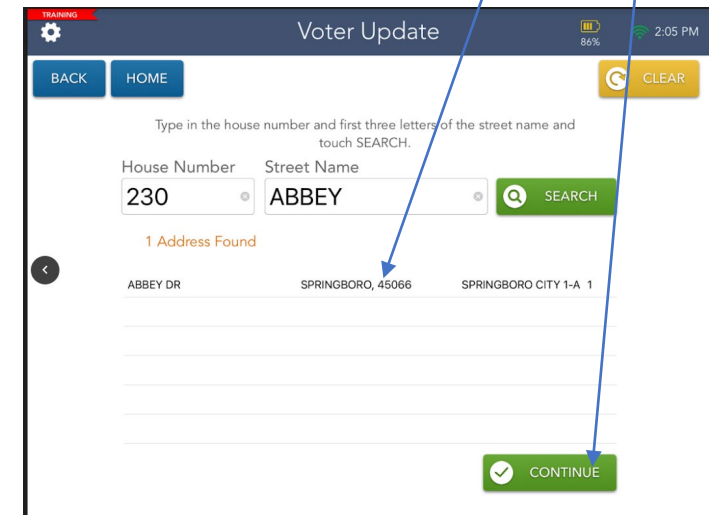
3. Touch “EDIT” next to the address



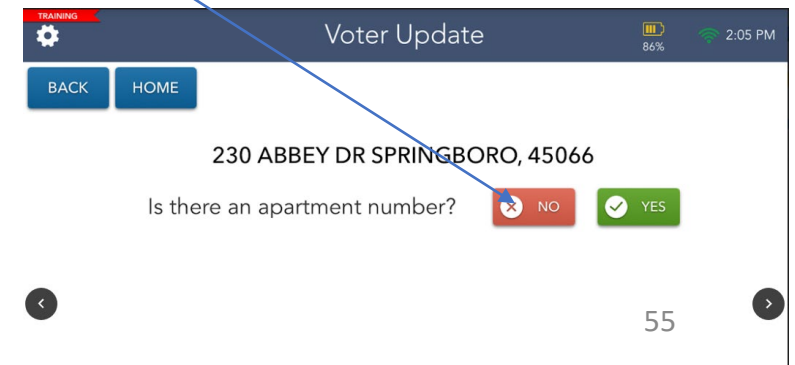
4. Enter the voter’s address and touch “SEARCH”



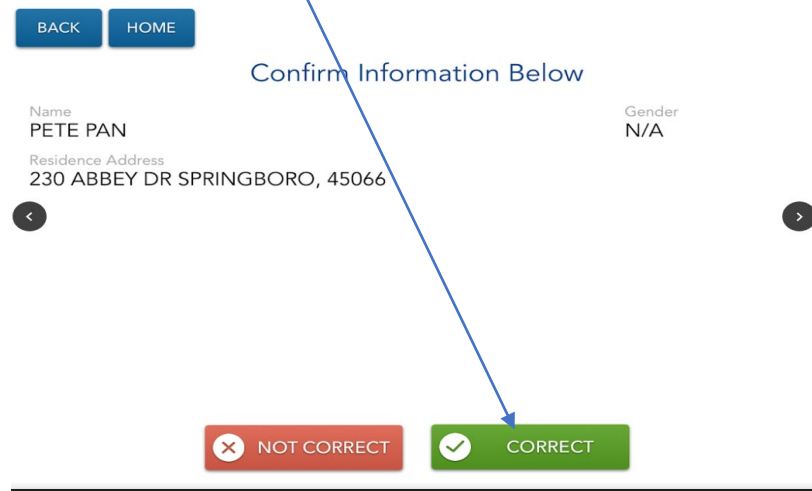
5. Touch the voter’s correct address and select “CONTINUE”



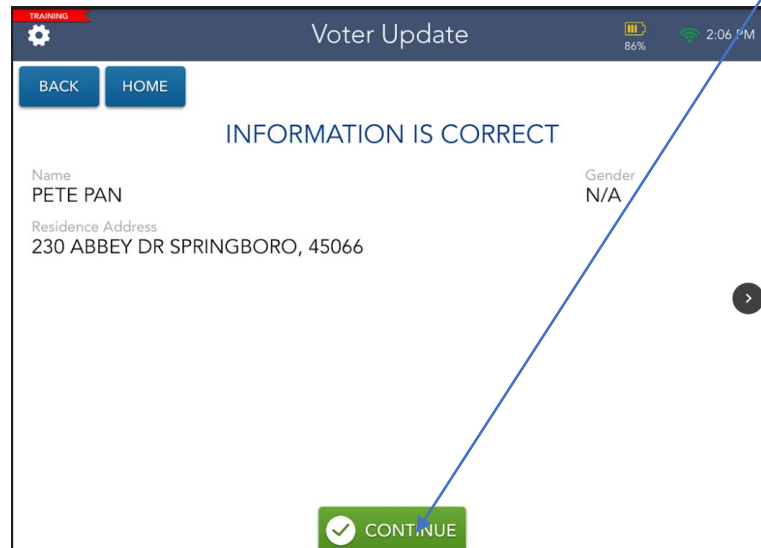
6. If the voter has an apartment number enter it here or select “NO”



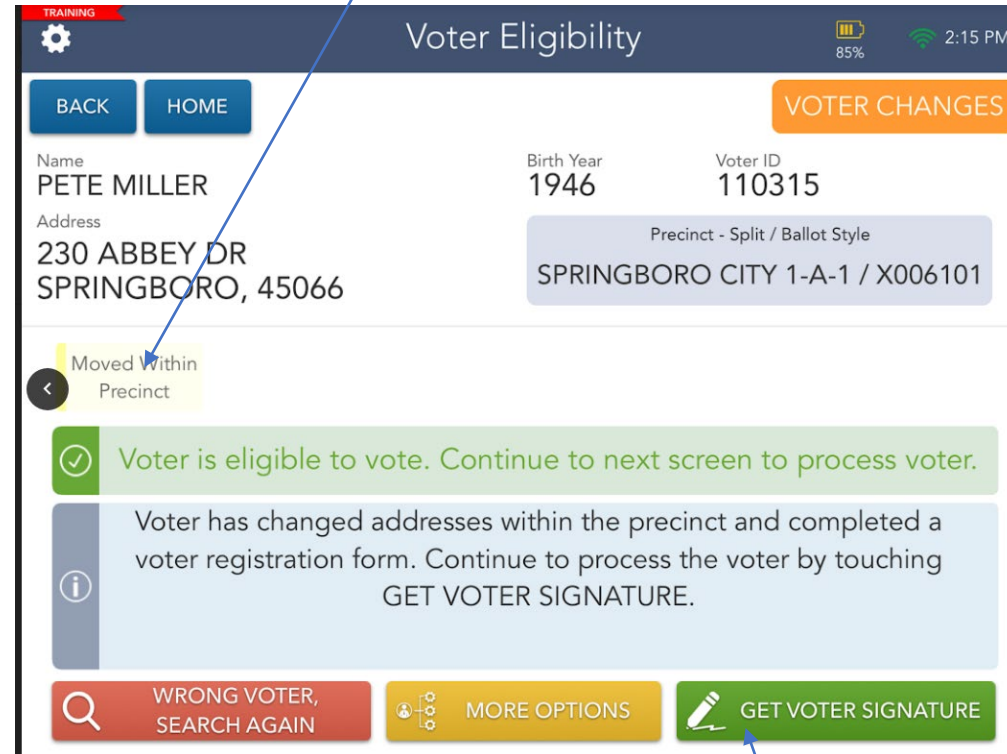
7. The screen will flip. Tip the ePollbook down to ask the voter to confirm the address change and select “CORRECT” if no edits are needed.



8. Once the voter’s new address has been confirmed, touch “CONTINUE”.

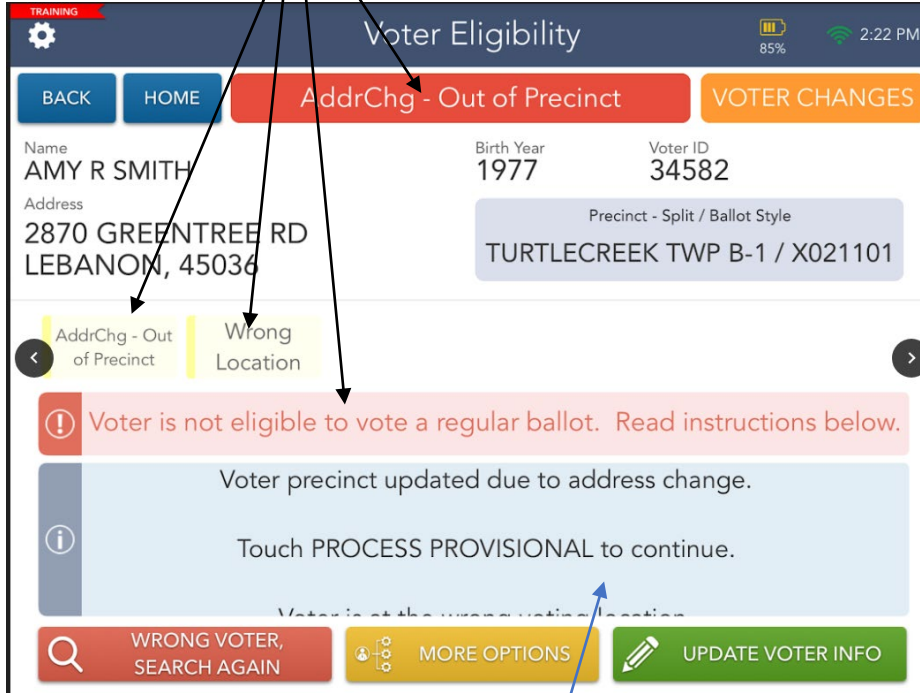


9. If the voter’s new address is within the **same** precinct as their previous one, the message would appear here. *If they moved within their precinct, they do **NOT** need to vote provisionally.*



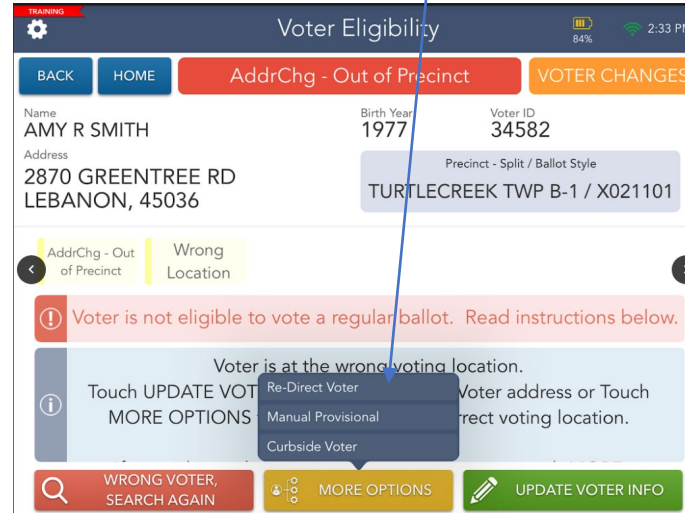
10. If the voter moved within the precinct touch “GET VOTER SIGNATURE”. Although you entered the new information in the ePollbook, the state still requires that the voter completes a Voter Registration form. You must have the voter complete it **before** leaving your table. Place completed form in the ePollbook binder in the back zippered pocket. Touch “GET VOTER SIGNATURE” and proceed to Page 29 to scan the ballot stub.

11. If the voter's new address is in a **different precinct** from their voter registration, the screen will indicate they should not vote in your location. In most cases voting provisionally in the wrong location means your ballot won't count.



12. Follow the directions on the screen.

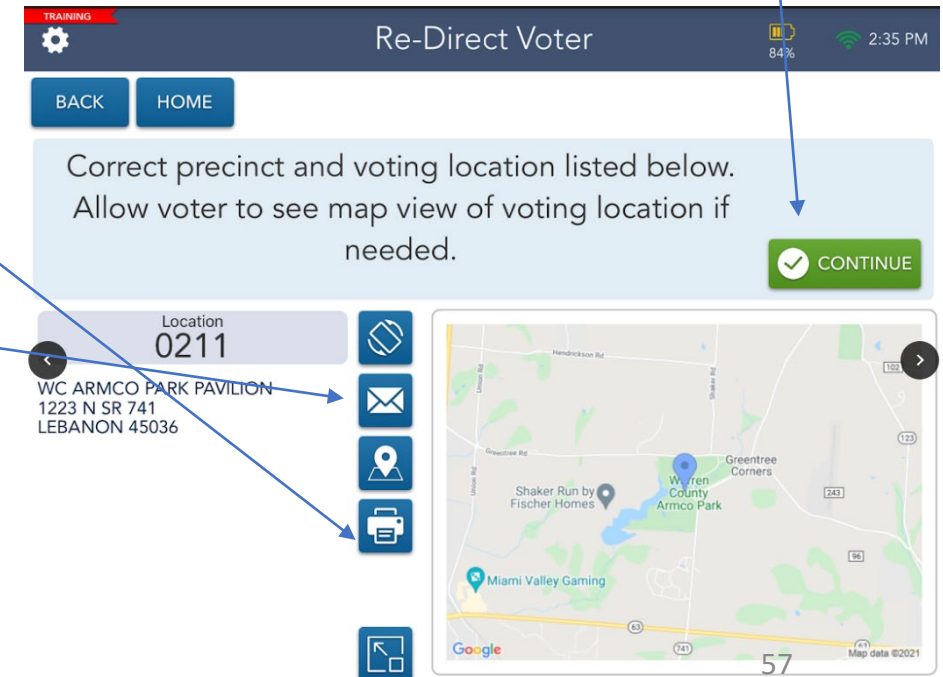
13. Touch "RE-DIRECT VOTER" to find the correct polling location.



14. If needed, select the "PRINTER" icon to print turn by turn directions for the voter to find their correct polling location.

Other notification options:

Email or text voter



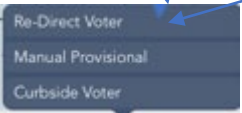
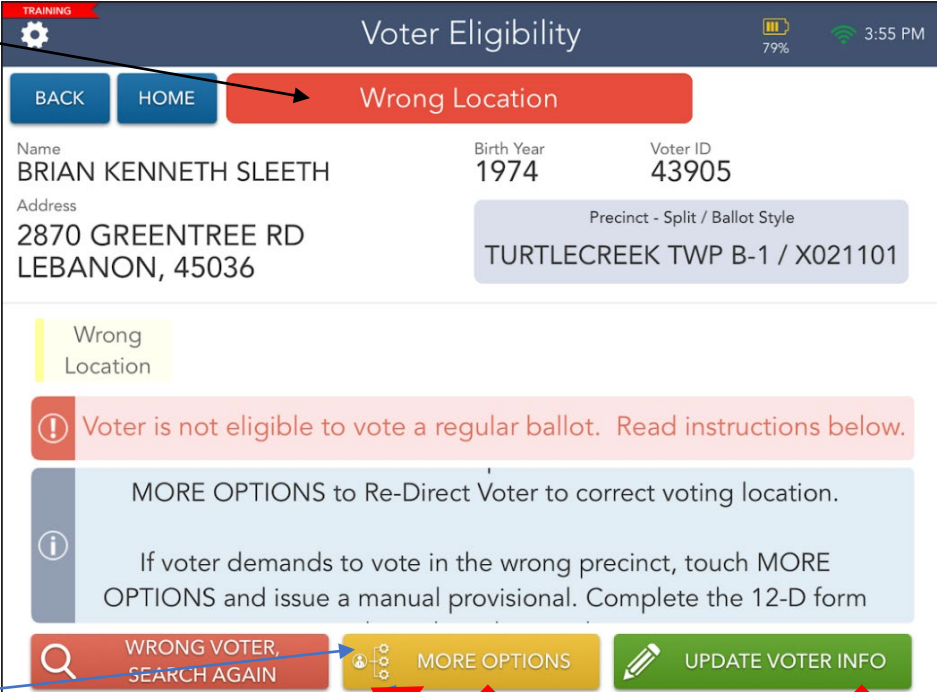
15. Select "CONTINUE" to process the next voter.

Voter in the Wrong Location

When a voter is in the wrong voting location, there are three possible scenarios:

- the voter is re-directed to their correct location
- the voter’s new address is in your precinct and is issued a provisional ballot
- the voter demands to vote in the incorrect location and is issued a manual provisional (this voter will receive a 12-D form from your printer and in most circumstances the ballot will not count).

1. The ideal action would be for the voter to go to the correct polling location.
2. Select “MORE OPTIONS” and “REDIRECT VOTER”

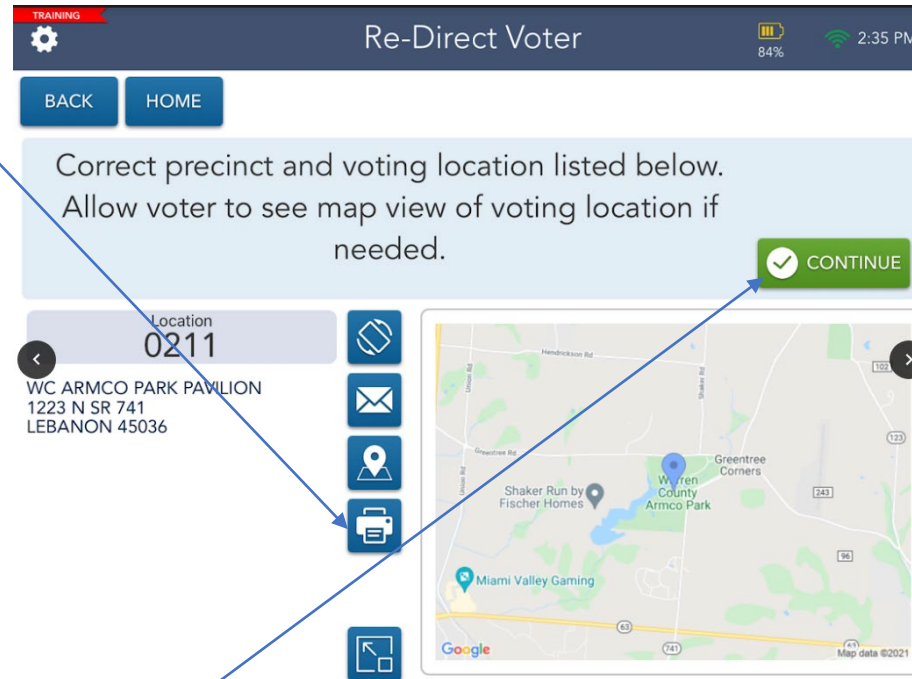


<p><i>Use this button if the voter demands to vote in the incorrect location. Voter will be issued a manual provisional and a 12D form will print.</i></p>	<p><i>Use this button if the voter needs to be redirected to their correct polling location. Information about their new location will be printed.</i></p>	<p><i>Use this button if the voter needs to update their voter information. If the voter moves into your precinct, they will be issued a provisional ballot.</i></p>
--	--	--

3. If needed- select the "PRINTER" icon to print turn by turn directions for the voter to find their correct polling location.

Other notification options:

Email or text voter



4. Touch "CONTINUE" to look up the next voter.

Issuing a Manual Provisional

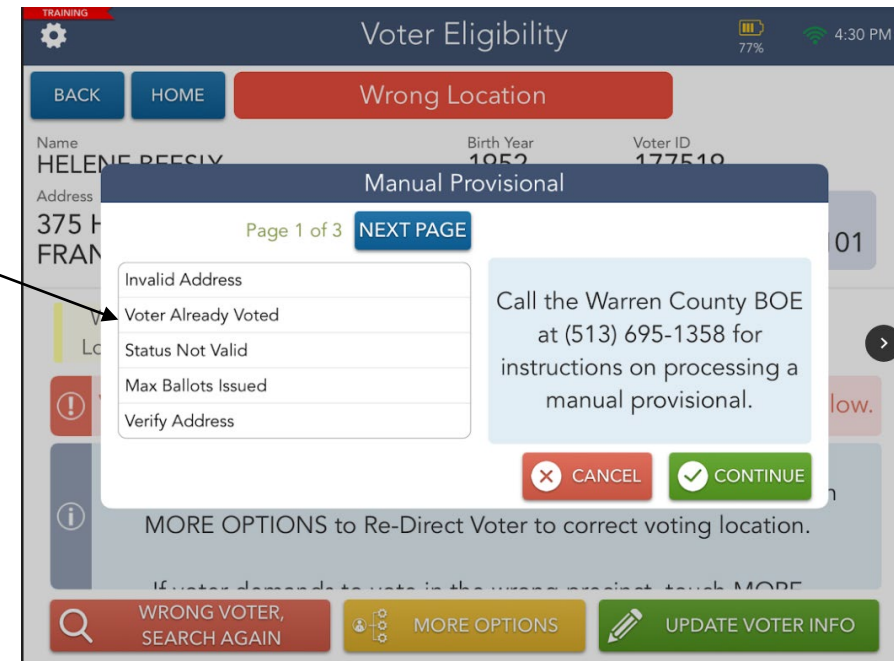
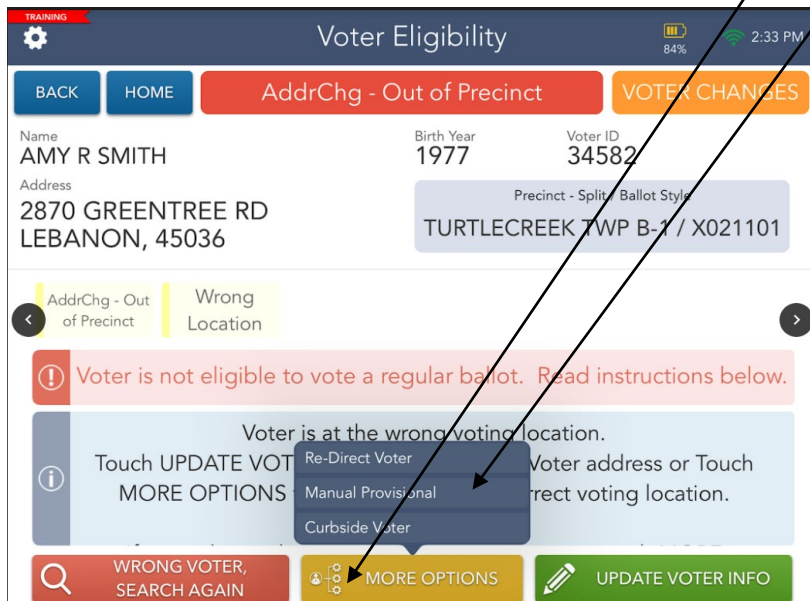
A Manual Provisional Ballot is issued for **one reason**:

The voter demands to vote a ballot at the location but does not reside within a precinct within the location.

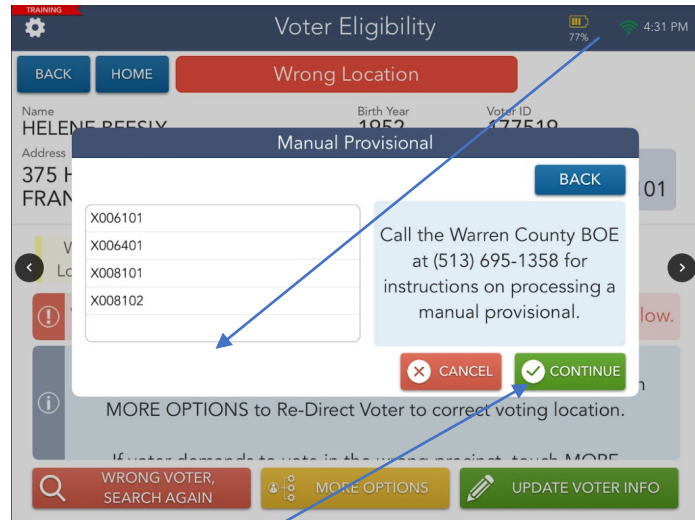
1. Select the "MORE OPTIONS" button on the bottom of the screen.

Choose "MANUAL PROVISIONAL" option

2. Select the reason you are having the voter vote provisionally.

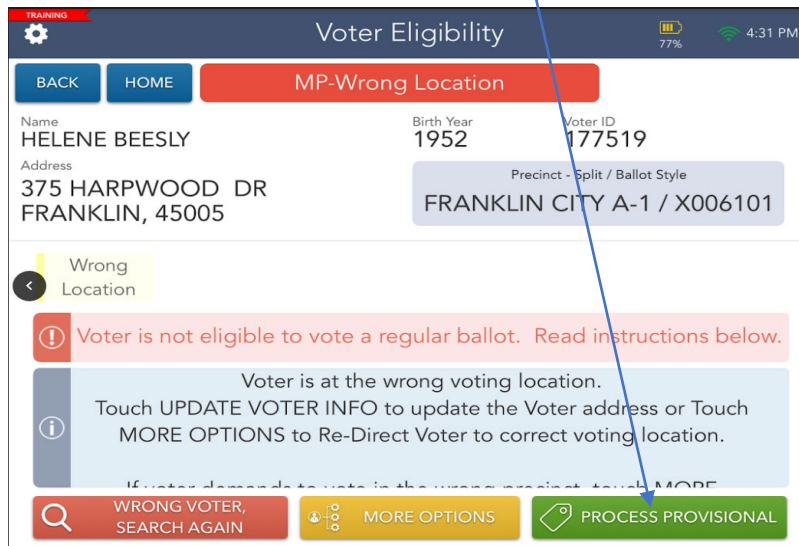


3. Select the ballot style you are giving the voter. *It does not matter which ballot you select; they are all incorrect if he is in the wrong location.*

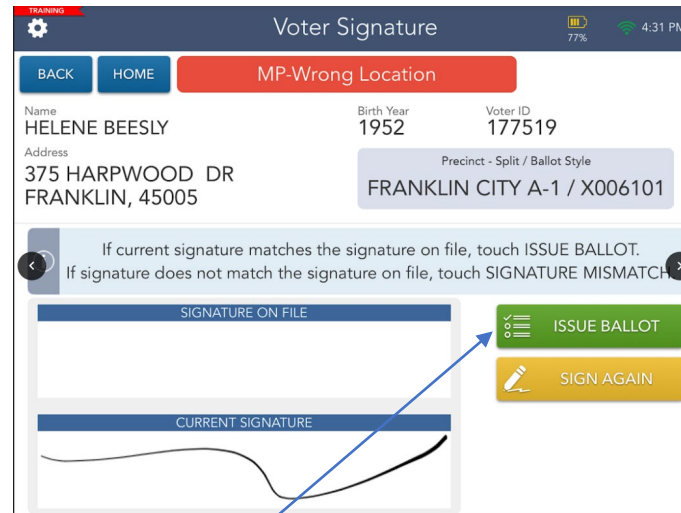


4. Select "CONTINUE"

5. Select "PROCESS PROVISIONAL"



6. Have voter sign ePollbook



7. Touch "ISSUE BALLOT"

8. Scan ballot bar code

9. A 12-D Slip will print. Complete step 2 on the form, sign your name, precinct number and Polling Location name.

Place this slip in the back of the ePollbook Binder in plastic zippered pouch.

Printed by: B S
2021-04-21 16:31

PROVISIONAL VOTER PRECINCT VERIFICATION FORM

Complete this form whenever a voter's name does not appear in the signature poll book or poll list, the voter is in the wrong precinct of the correct multiple-precinct polling place and the voter insists on casting a provisional ballot in the wrong precinct.

STEP 1: Find the voter's address in the Voting Location Guide.

STEP 2: Write the name or number of the voter's correct precinct below:

STEP 3: Write the name and address of the voter's correct polling place below, if different from where you are now:

STEP 4: Instruct the voter to go to his or her correct precinct to cast a provisional ballot.

STEP 5: Instruct the voter that casting the wrong-precinct provisional ballot in this precinct would result in all or a portion of the votes on the ballot being rejected.

I affirm under penalty of election falsification that I followed Steps 1 through 5 above but the voter refused to travel to the correct precinct and insists on voting a wrong-precinct provisional ballot in this precinct. I issued the provisional ballot contained in the envelope to which this verification is attached.

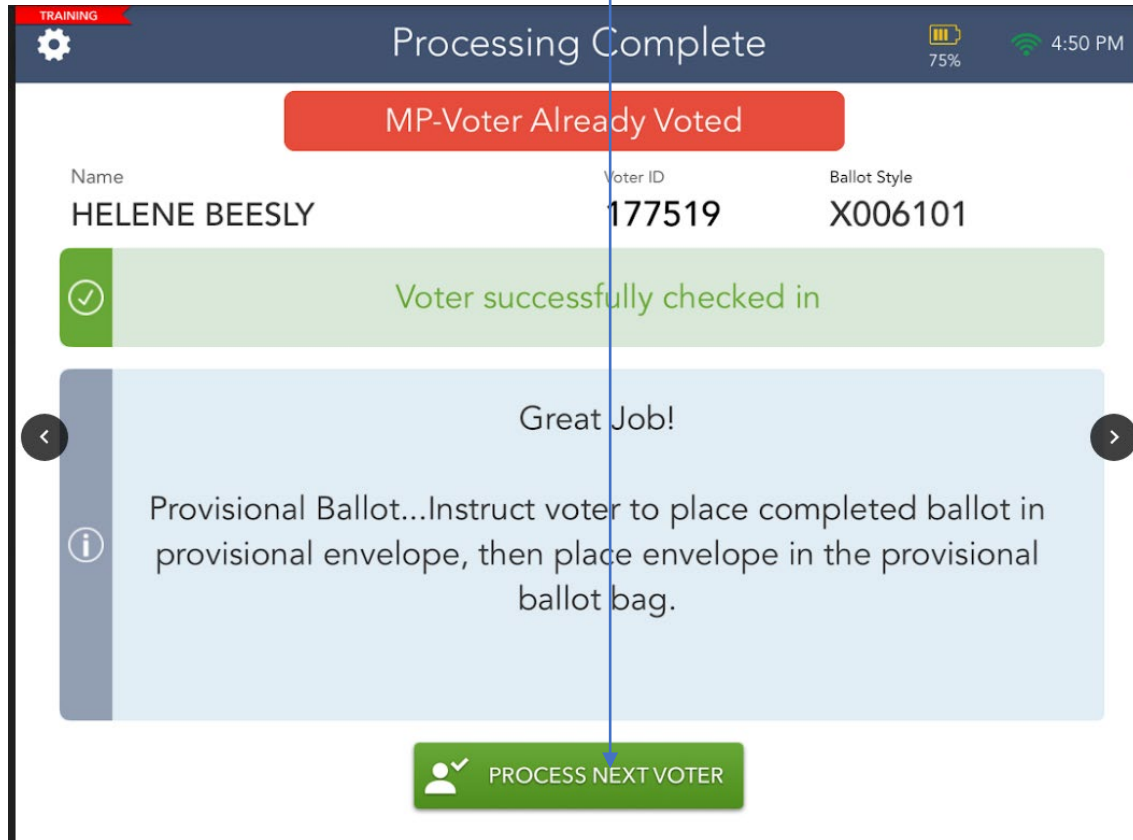
SIGNATURE OF PRECINCT ELECTION OFFICIAL

PRECINCT NAME/NUMBER

POLLING PLACE NAME

Attach this form to the voter's provisional ballot envelope.
Failure by the Precinct Election Official to properly complete or attach this form will not result in the rejection of the voter's entire provisional ballot.

10. Issue the voter a Provisional Ballot, follow on screen directions and select “PROCESS NEXT VOTER”.

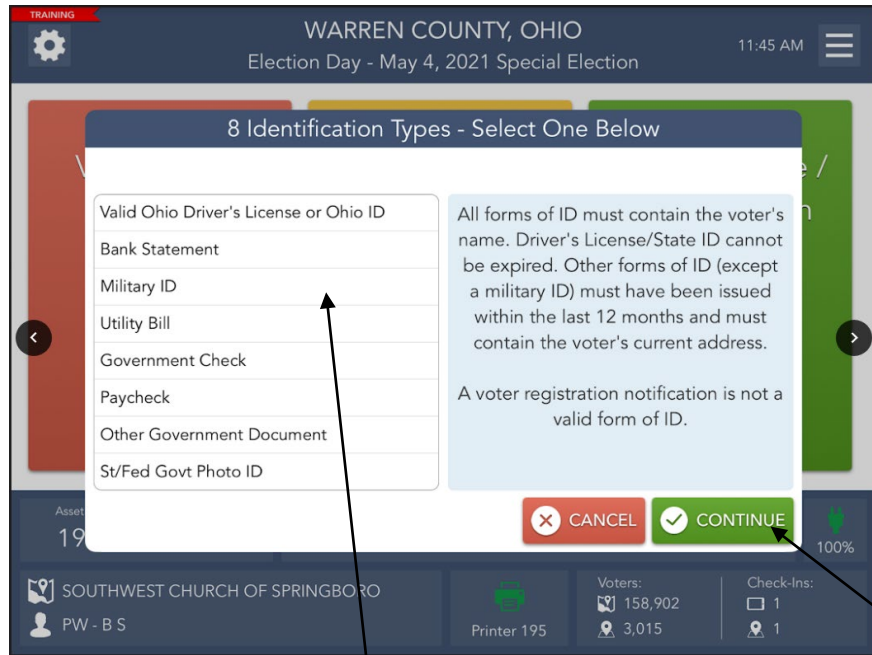


Manual Voter Search



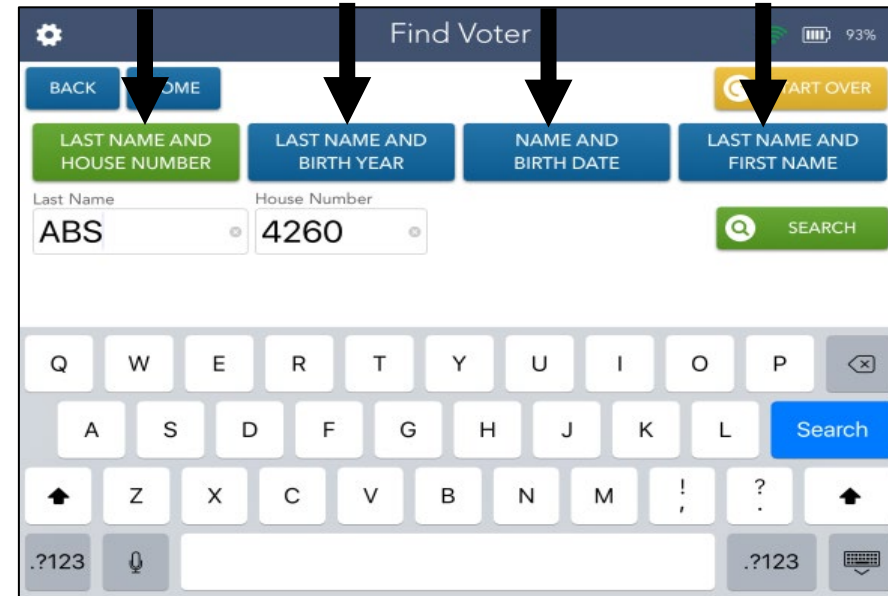
Manual Search

1. To process an eligible voter by using the **yellow** "MANUAL SEARCH" button, select the type of ID provided from the list of acceptable identification types and then touch "CONTINUE".



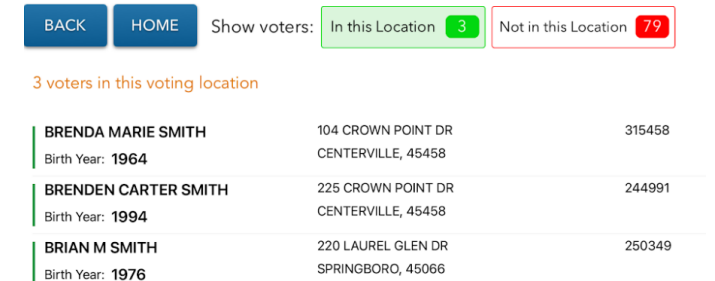
2. Select the type of ID the voter is presenting, and touch "CONTINUE".

3. You can search for a voter using 4 different methods



4. You may see multiple voter names so select the voter by touching the correct name

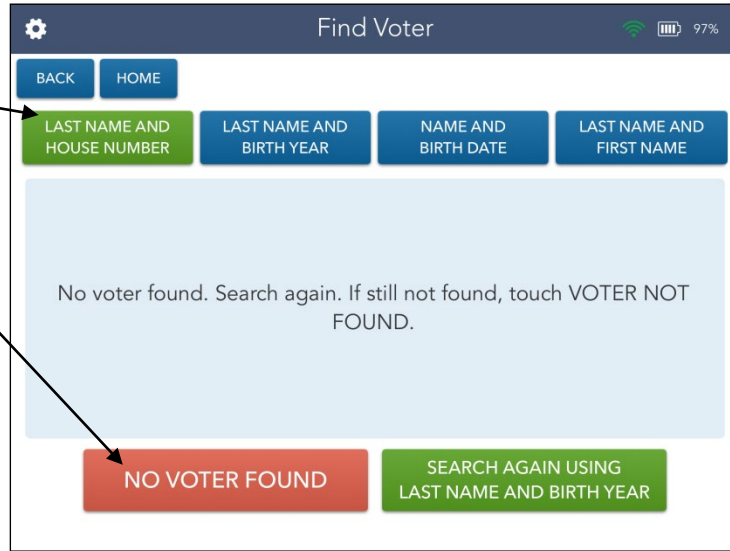
5. Proceed to page 29 to complete processing.



Voter Not Found

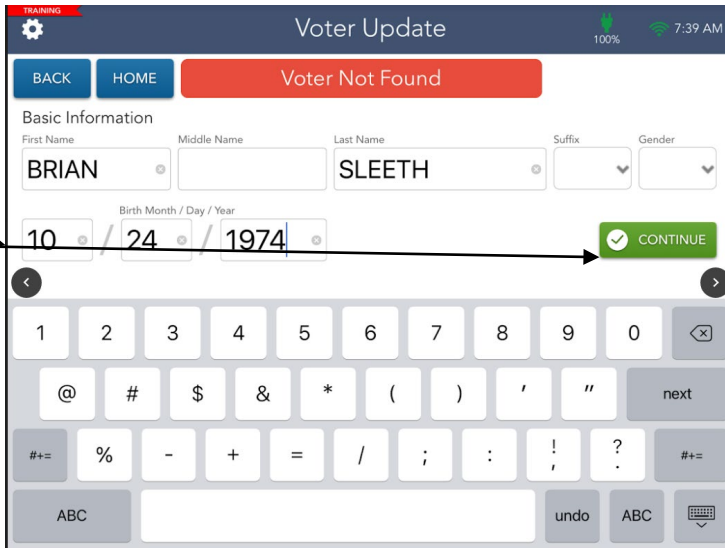
1. If you search for a voter and they are not found after using all four of the previously shown search methods, you can enter their information.

Press the red "NO VOTER FOUND" button at the bottom of the screen.



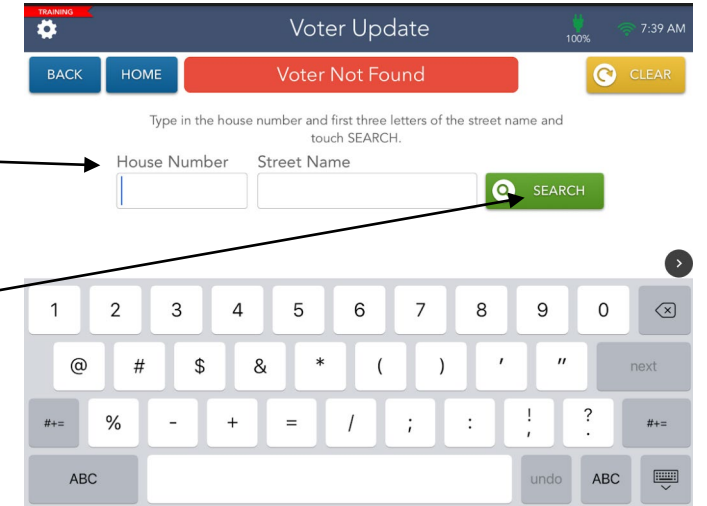
2. On the next screen, enter the voter's name and birth date.

3. Select "CONTINUE".



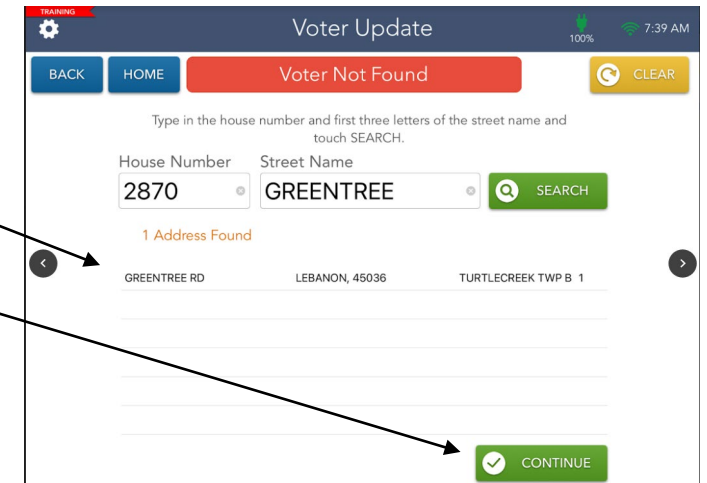
4. On the next screen, enter the house number and the street name.

Select "SEARCH".

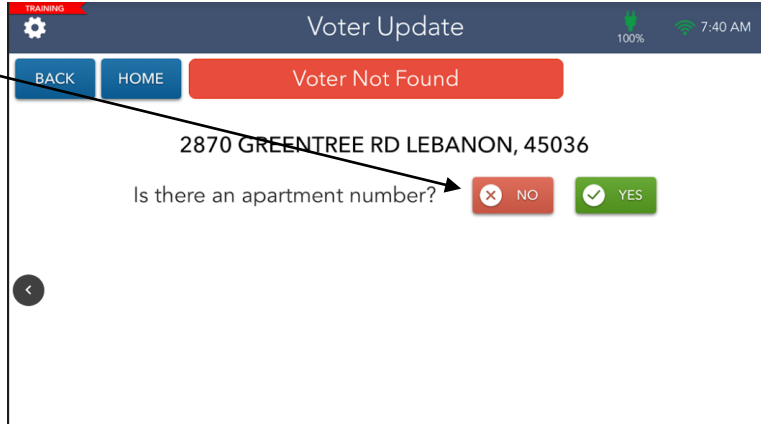


5. Select and highlight the correct address on the ePollbook.

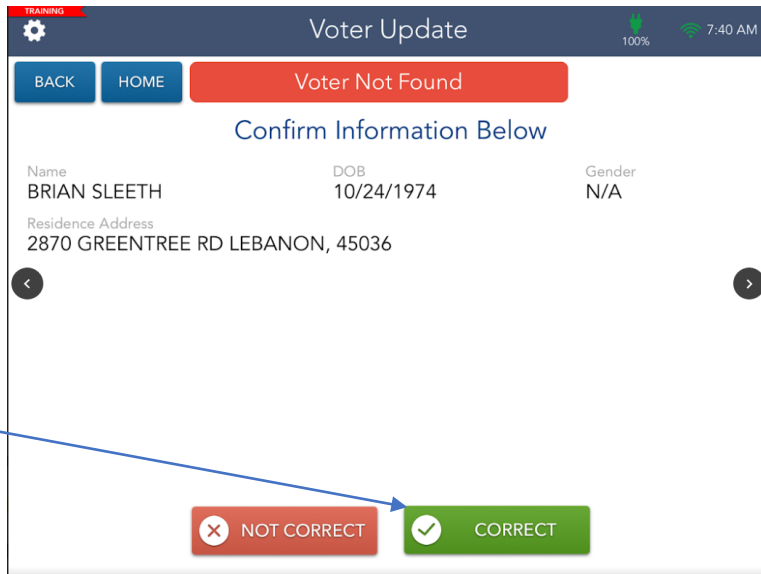
Select "CONTINUE".



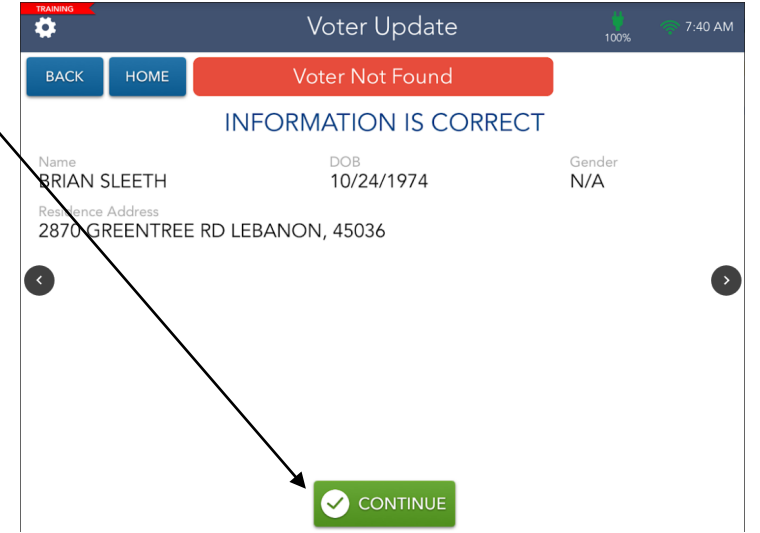
6. Touch "YES" or "NO"



7. The screen will flip to face the voter. Tip the ePollbook down and have the voter confirm the information on the screen and select "CORRECT" if there are no changes.

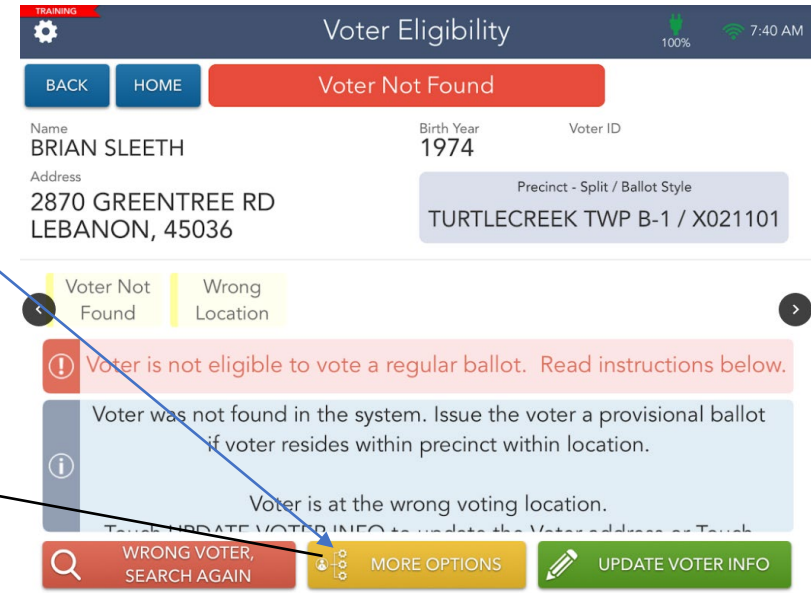
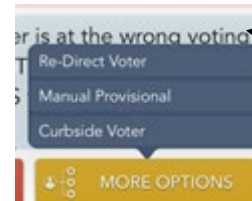


8. Select "CONTINUE".

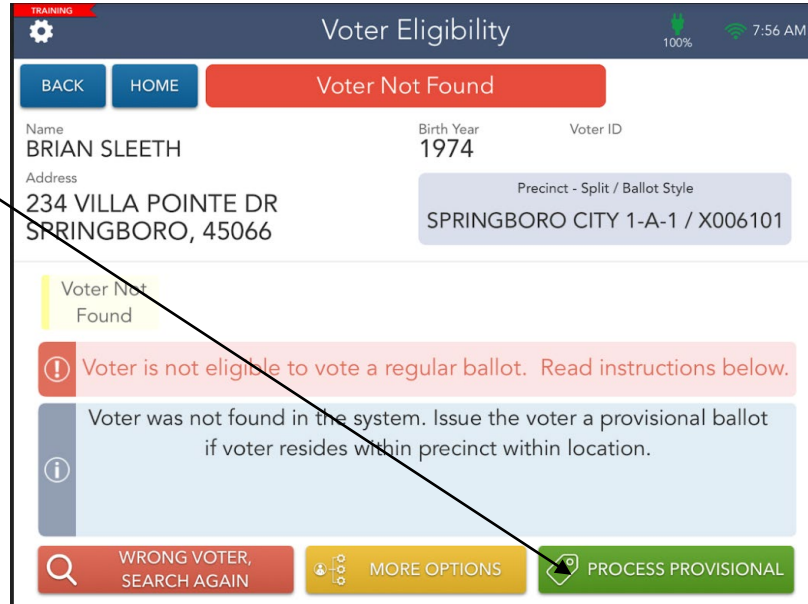


9. Follow on screen instructions, if the voter is in the WRONG precinct/location select "MORE OPTIONS" and "RE-DIRECT VOTER"

**If voter is in the right location proceed to step 10.



10. If the voter is in the CORRECT location, select "PROCESS PROVISIONAL".



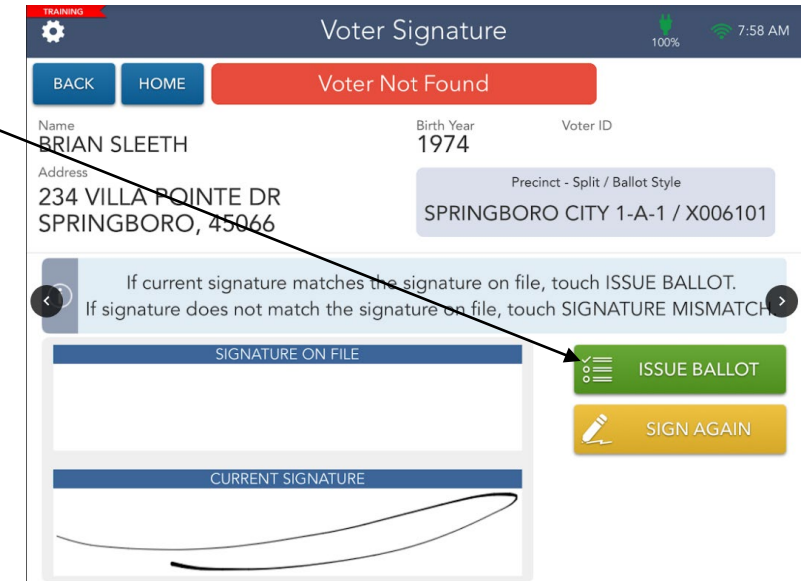
11. The screen will flip to face the voter. Tip the ePollbook down and ask voter to sign then select "DONE".



12. Touch "ISSUE BALLOT."

13. Proceed to page 29 to scan the ballot stub.

(Remember this is a PROVISIONAL VOTER and you will need the voter to complete the envelope before giving them a ballot).



Address Does Not Exist

1. There may be an occasion when using the voter search option, that an address does not exist in the ePollbook. In that instance, the following instructions should be followed.

The process would begin as usual when searching for a voter.

Touch "SEARCH".

The screenshot shows the 'Find Voter' app interface. At the top, there are navigation buttons for 'BACK' and 'HOME', and a 'START OVER' button. Below these are four search options: 'LAST NAME AND HOUSE NUMBER', 'LAST NAME AND BIRTH YEAR', 'NAME AND BIRTH DATE', and 'LAST NAME AND FIRST NAME'. The 'LAST NAME AND HOUSE NUMBER' option is selected, with 'Last Name' set to 'AMATO' and 'House Number' set to '2608'. A green 'SEARCH' button is visible. A light blue banner at the bottom contains the text: 'Use the search options above to start search.'

2. Press the red "NO VOTER FOUND" button.

The screenshot shows the 'Find Voter' app interface after a search. A light blue banner displays the message: 'No voter found. Search again. If still not found, touch VOTER NOT FOUND.' At the bottom, there are two buttons: a red 'NO VOTER FOUND' button and a green 'SEARCH AGAIN USING LAST NAME AND BIRTH YEAR' button.

3. Select "CONTINUE".

(Make sure that you have the voter's full name and date of birth typed in.)

The screenshot shows the 'Voter Update' app interface. A red banner at the top says 'Voter Not Found'. Below it, there are input fields for 'Basic Information': 'First Name' (ANNE), 'Middle Name', 'Last Name' (AMATO), and 'Suffix'. There are also fields for 'Birth Month / Day / Year' (05 / 13 / 1974). A green 'CONTINUE' button is highlighted with a green arrow.

4. Enter address and select "SEARCH".

If address is not found, Verify you entered it correctly.

Hint: Only enter a partial street name.

The screenshot shows the 'Voter Update' app interface. A red banner at the top says 'Voter Not Found'. Below it, there are input fields for 'House Number' (2) and 'Street Name' (GREENTREE). A green 'SEARCH' button is highlighted with a green arrow. A keyboard is visible at the bottom of the screen.

5. If the address is not listed in the ePollbook, call the Board of Elections office for assistance. They will confirm if the address is in our county but has not yet been added to our database.

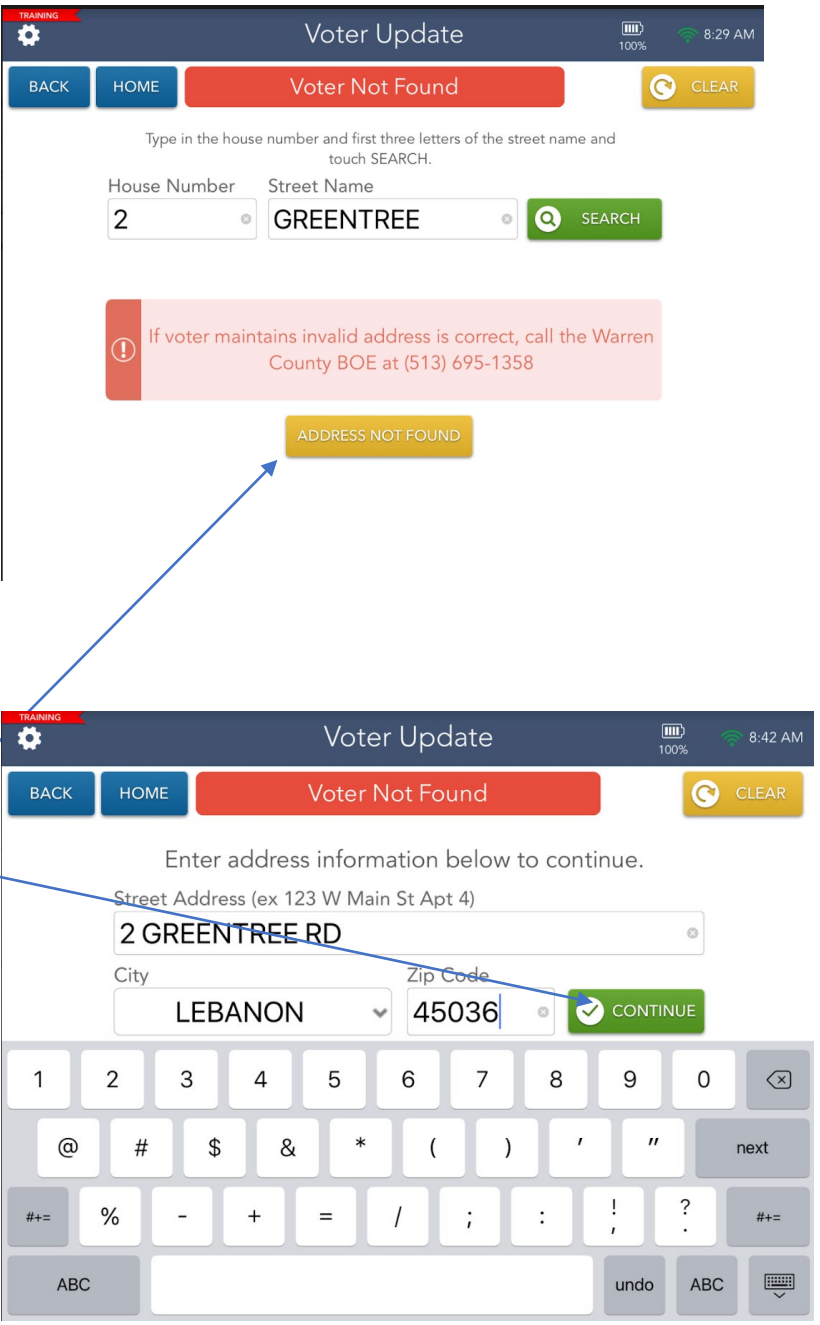
Next, they will give you the correct precinct/split for this voter's ballot.

If the address is **not** in our county, the BoE can help identify which county the voter lives in.

DO NOT PROCEED TO STEP 7 UNTIL DIRECTED TO DO SO BY THE BOARD OF ELECTIONS

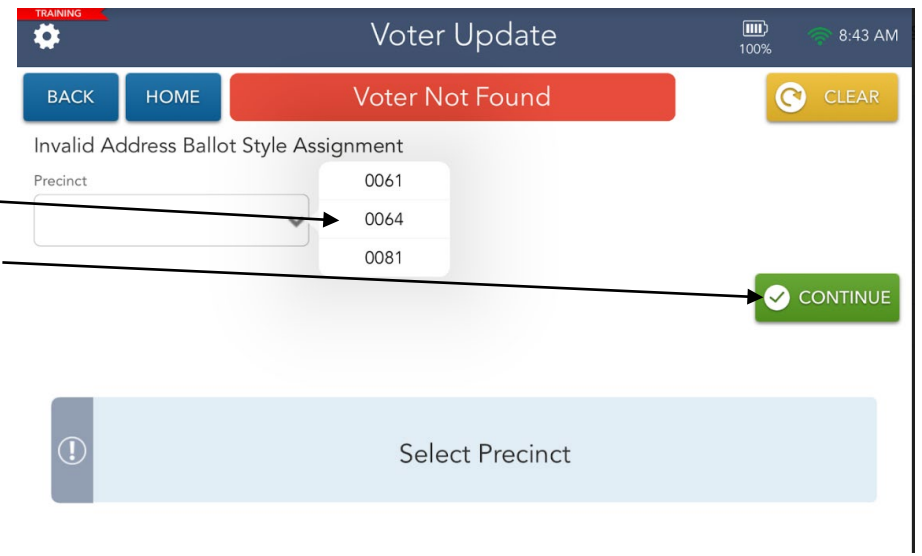
6. **IF** directed to do so by the Board of Elections, click the **yellow** "ADDRESS NOT FOUND" tab.

7. Enter the voter's address and select "CONTINUE".

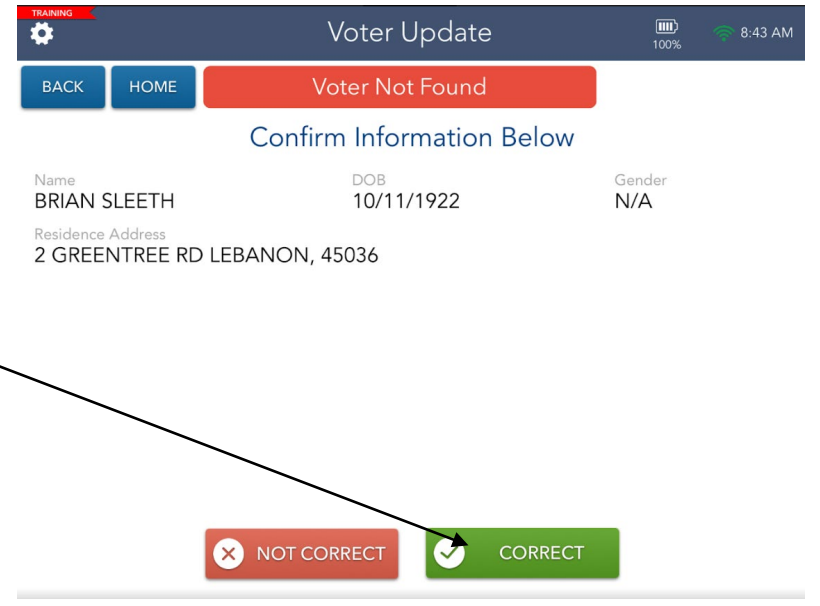


8. Select the precinct number that the BoE instructed you to select.

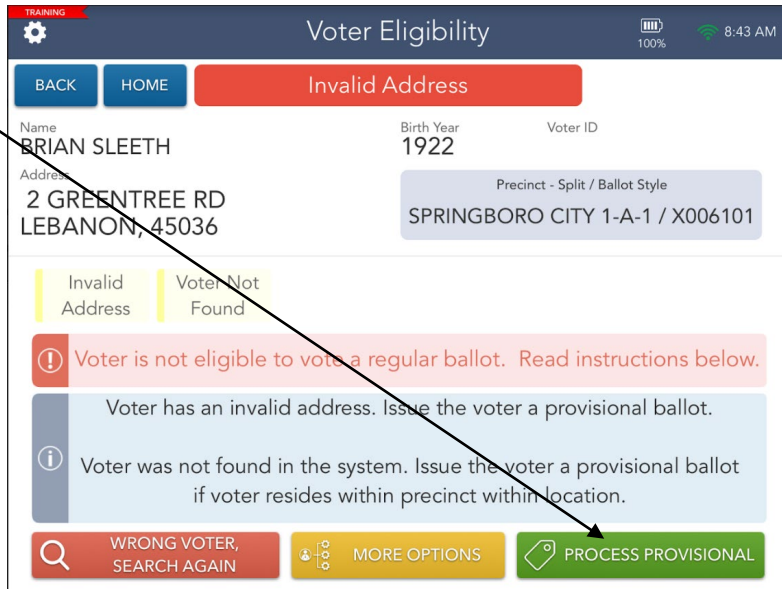
Touch "CONTINUE".



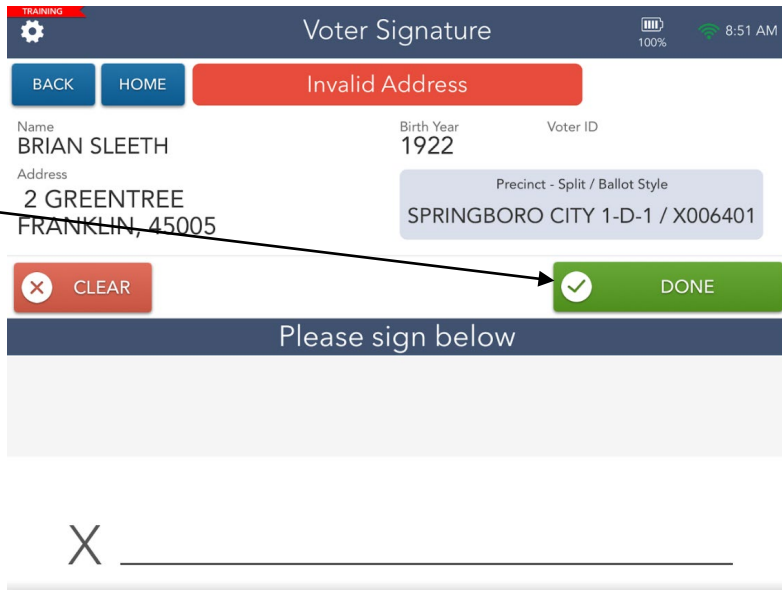
9. The ePollbook screen will flip. Ask the voter to confirm the information. Select "CORRECT" and "CONTINUE".



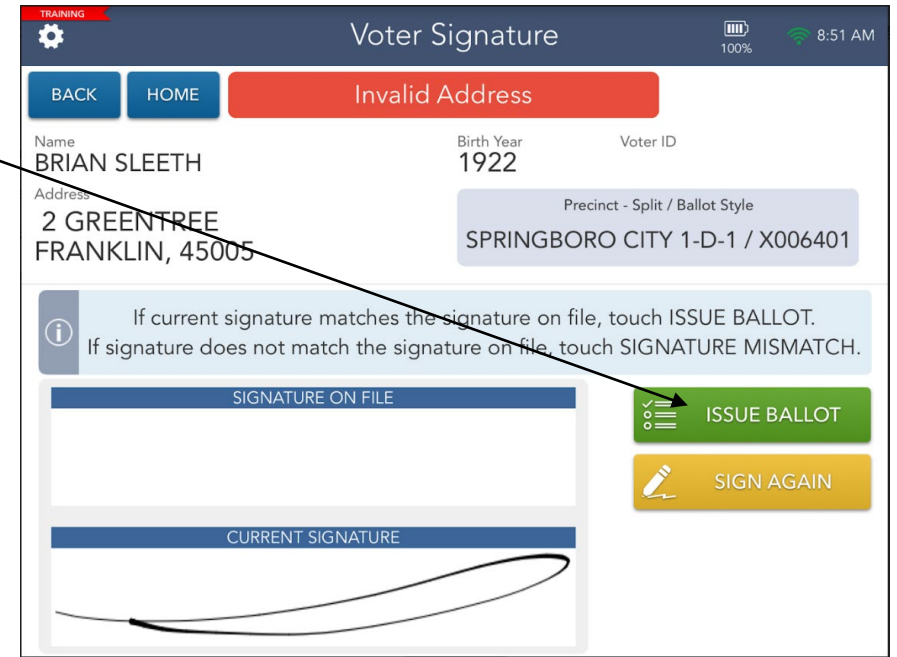
10. Select "PROCESS PROVISIONAL".



11. Have voter sign the ePollbook and select "DONE".



12. Select "ISSUE BALLOT".

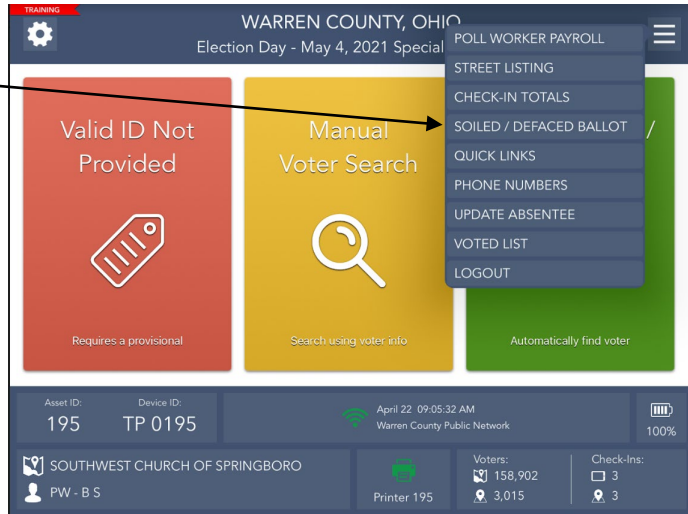


13. Proceed to Page 29 to scan the ballot stub.

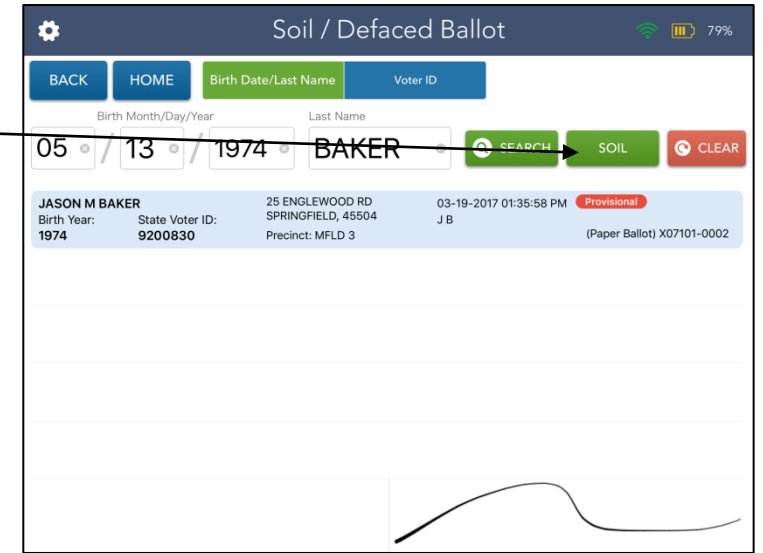
(Remember this is a "PROVISIONAL VOTER" and you will need the voter to complete the envelope **before** giving them a ballot)

Soiling a Ballot

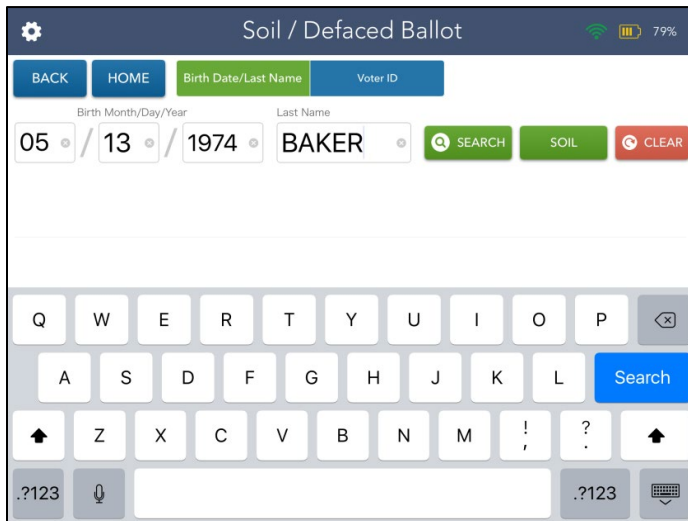
1. Collect the Voter's ballot and select "SOIL/DEFACTED BALLOT" from the **blue** menu on your Home Screen.



3. Once found, select the voter's record and touch the **green** "SOIL" button.

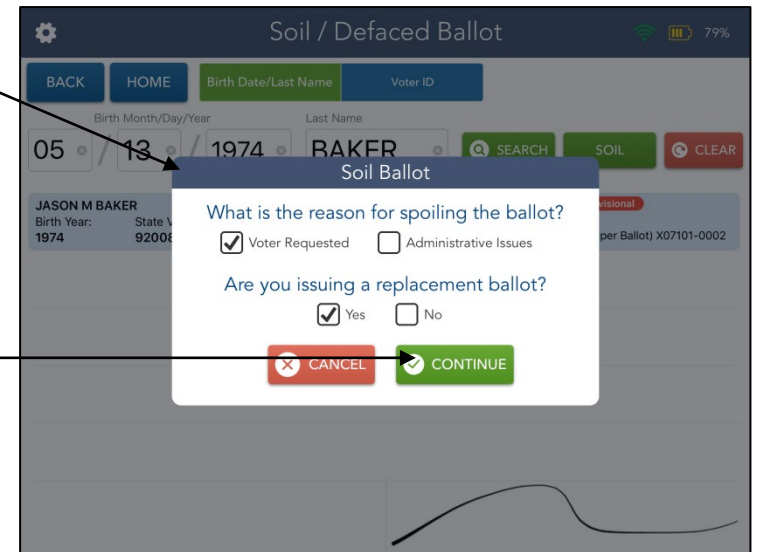


2. Using the search fields provided, enter the information of the voter whose ballot you are attempting to soil.



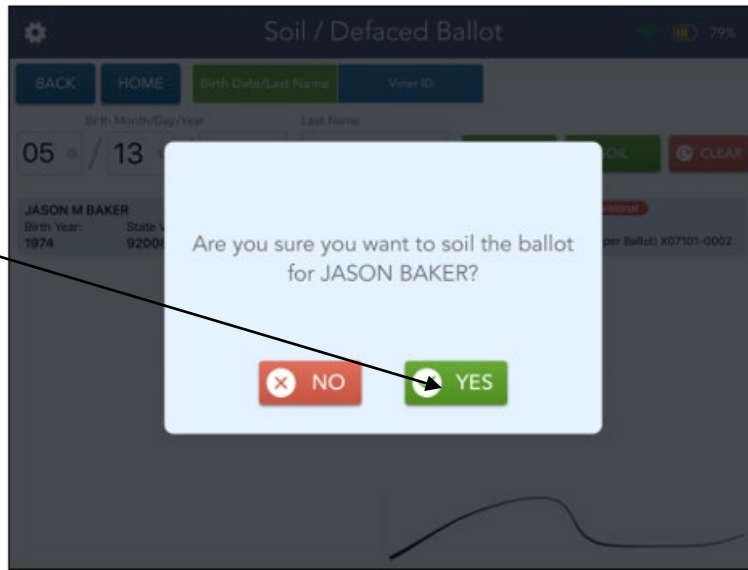
4. The Soil Ballot pop-up will appear. Select a reason for soiling the ballot and select whether you will be issuing a replacement ballot to the voter.

Touch the **green** "CONTINUE" button when you have answered both questions.



5. A pop-up will appear asking if you are sure you wish to soil the ballot. Select "YES" if you are soiling the ballot. The ballot is now soiled, and a new ballot can be issued.

Touch "YES".

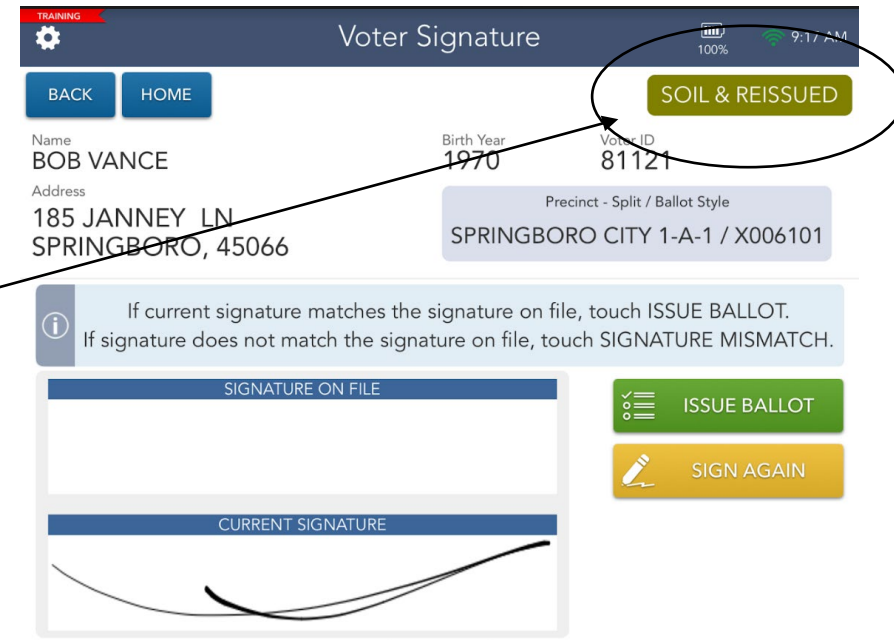


6. The ePollbook screen will flip, ask the voter to sign and select "DONE".



7. Select "ISSUE BALLOT".

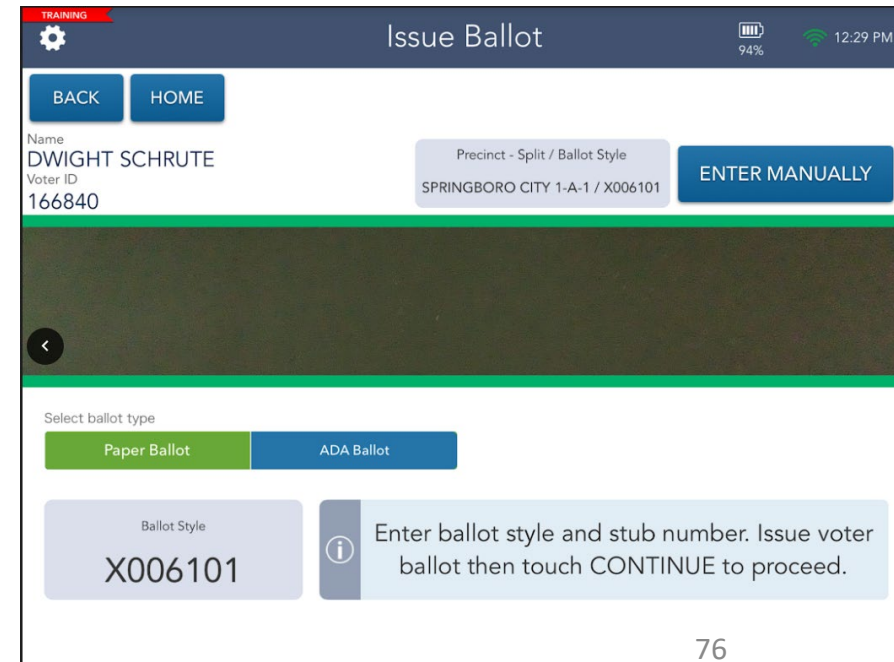
Notice this screen indicates that a ballot has been soiled and reissued.



8. Scan the ballot barcode.

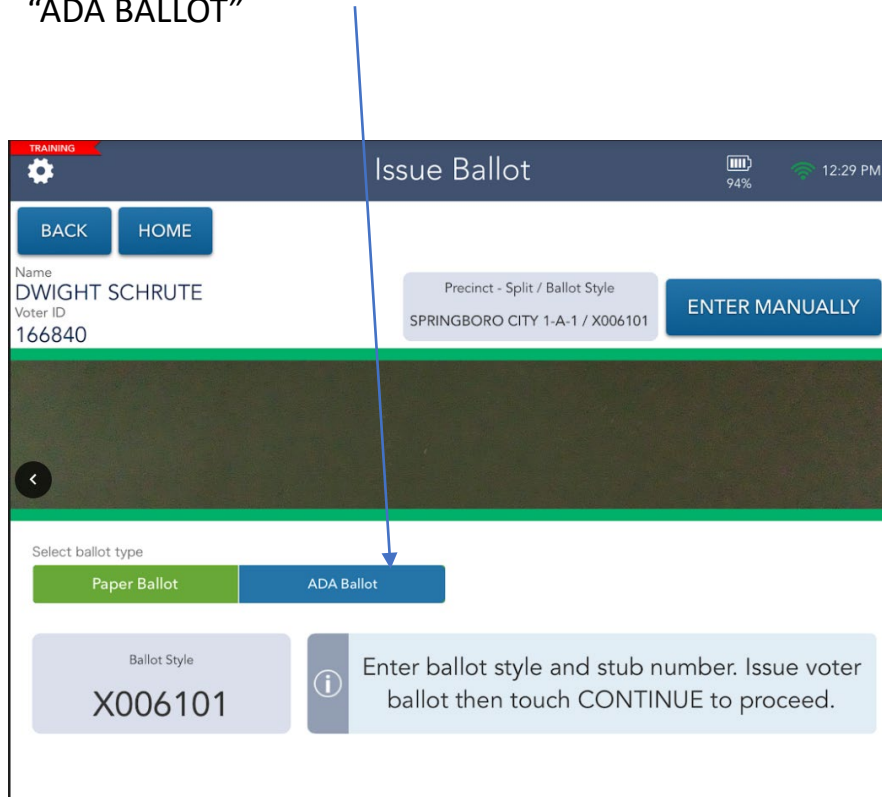
You will now be able to process the next voter.

Remember to place the soiled ballot in the soiled and defaced envelope. You should put a large "X" on both sides of the ballot.



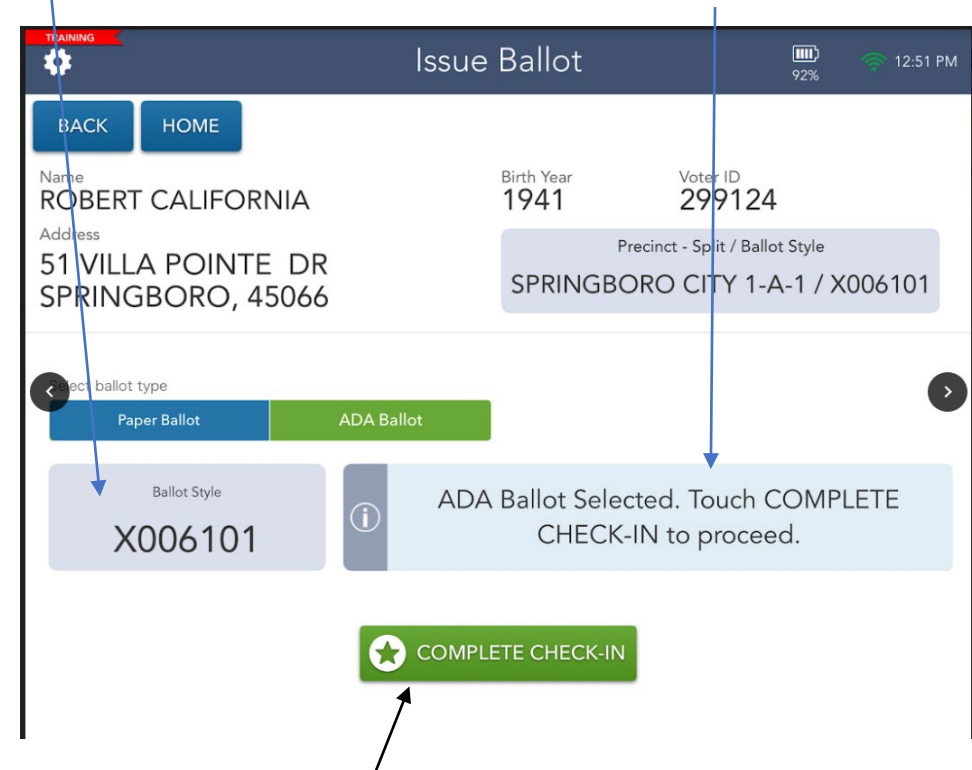
Processing an ADA Ballot

1. If a voter comes and indicates they would like to use the ADA equipment to mark their ballot, follow regular processing but when you get to this screen instead of giving them a regular ballot from the Ballot Station, select “ADA BALLOT”



2. Screen indicates that ADA Ballot was selected.

Using a scratch piece of paper, make note of the voter's Ballot Style, including split. This information will be needed on the ClearAccess unit.



3. Touch “COMPLETE CHECK-IN” to process the next voter.

4. Follow the ADA ballot process located in the ADA instruction manual.