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# KNOWiNK User Guide

Version 2.0 The State of California

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# POLL PAD

user  
guide



meet the

# POLL PAD<sup>®</sup>



**1** Power Button

**2** Home Button

**3** Poll Pad & Plastic Shell

**4** Stand Arm

**5** Poll Pad Base

**6** Camera

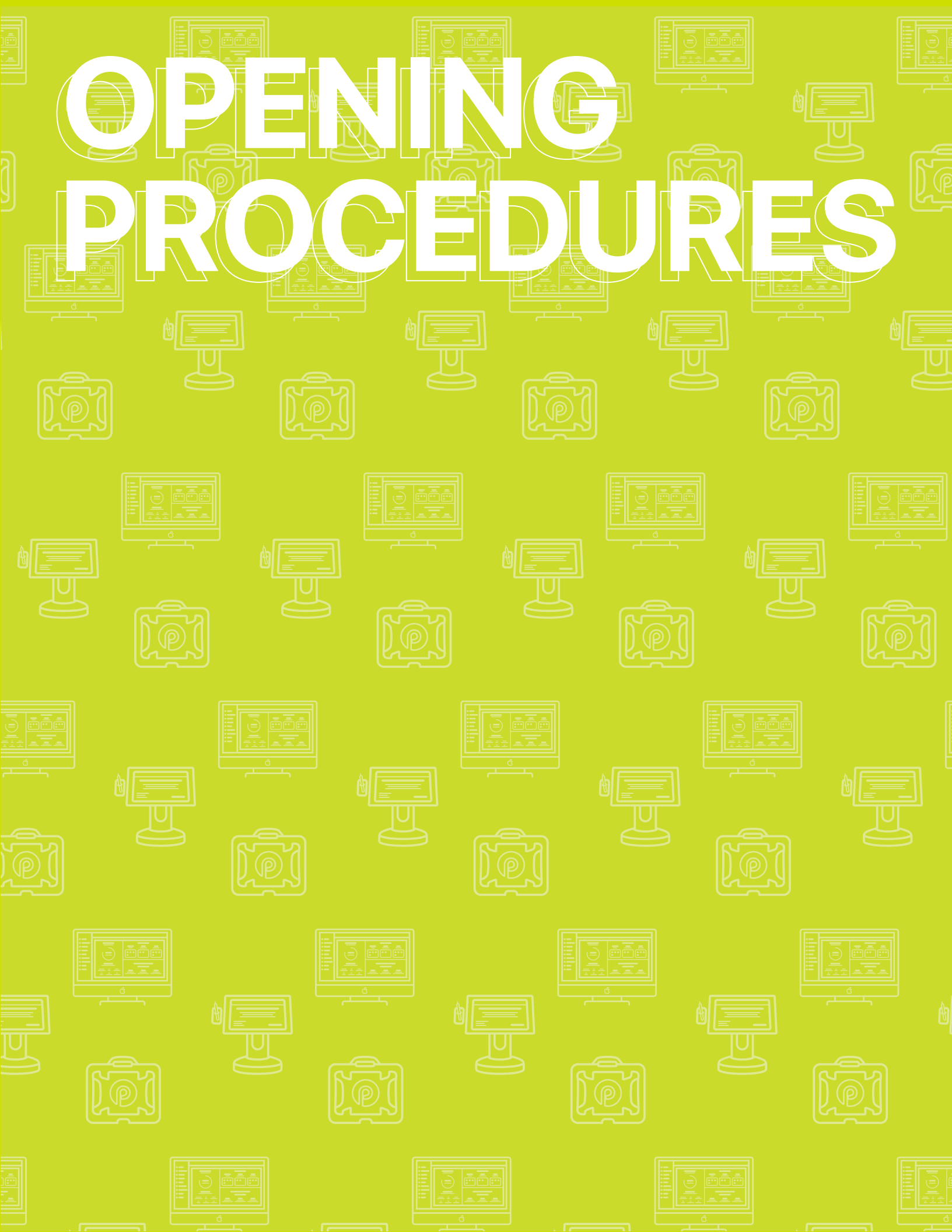
**7** ID Tray

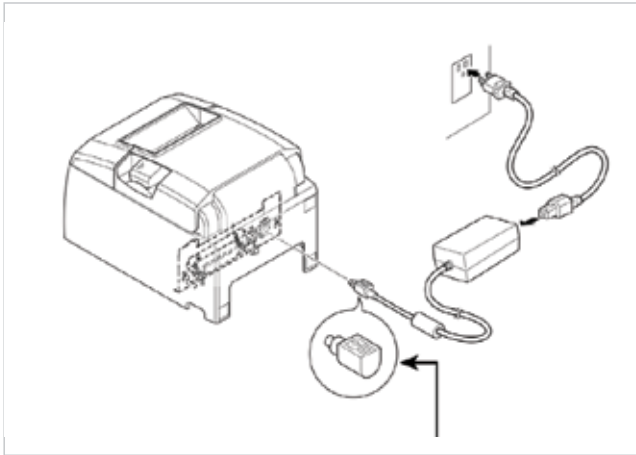




- 1 Green Case
- 2 Poll Pad
- 3 Poll Pad Base  
(stand arm located under base)
- 4 Lightning to  
USB Cable  
& USB Power  
Adapter
- 5 (2) Stylus
- 6 ID Tray
- 7 Printer & Cords
- 8 Screen Cloth

# OPENING PROCEDURES





### 1 LOCATE PRINTER

Open the transport case and remove printer, adapter and power cord.



### 2 CONNECT TO POWER ADAPTER

Connect the power cord to the power adapter.  
**NOTE: Ensure secure connection**



### 3 CONNECT TO PRINTER

Plug the connector into the back of the printer.  
**NOTE: Ensure secure connection**

## OPENING PROCEDURES | POLL PAD SETUP



### 4 PLUG PRINTER INTO OUTLET

Plug your printer into a wall outlet.

**NOTE:** Make sure your check-in table is close to the wall outlet or you have an extension cord available.

**REMINDER:** If you are using a power strip, be sure it is turned on.



### 5 TURN PRINTER ON

The ON/OFF switch is located on the left side of the printer. If you do not see a green power light on the front panel, check the power cord connections and make sure the outlet has power.



### 6 STAND ARM

To attach the stand arm to the iPad shell, pinch the buttons on the side of the arm and place in circular opening. Release buttons and rotate the arm until you hear a click.





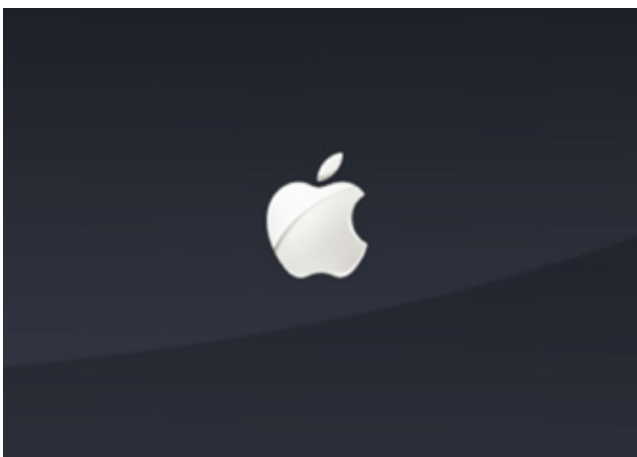
### 7 CONNECT ARM TO BASE

Take arm and place into Poll Pad Base. Once attached rotate iPad making sure the camera is on top, oriented in a landscape position.



### 8 ATTACH PHOTO ID TRAY

Slide the ID tray to the iPad using the mounting slide. Once attached, insert stylus into the holding slot. Adjust the iPad to a suitable angle.

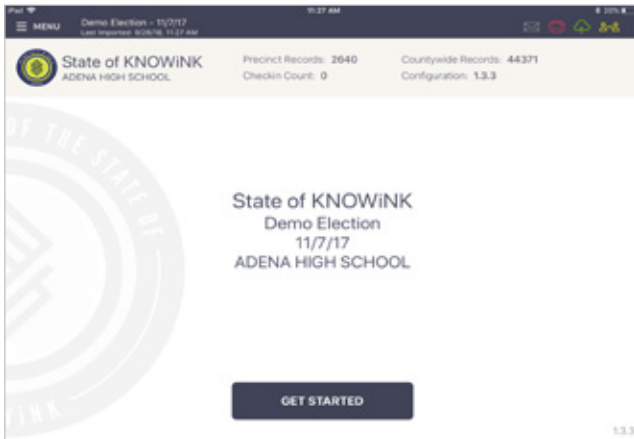


### 9 POWER ON POLL PAD

Press the power button on the top left edge of the unit until you see the Apple icon, then release. The iPad will power on, and the Poll Pad application will launch automatically.

**NOTE: Poll Pad will power on automatically if connected to AC power.**

## OPENING PROCEDURES | POLL PAD SETUP



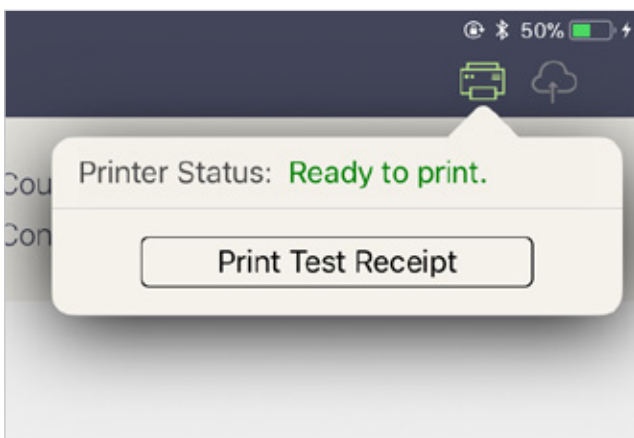
### HOME SCREEN CHECKLIST

- Name of Jurisdiction
- Election Name and Date
- Polling Place Location is Correct (Most Important)
- Check-in Count = 0
- Battery Life is Close to Full (90% or greater)



### CONFIRM CONNECTION

Look for blue light on the back of the printer to confirm the wireless printing connection is successful.

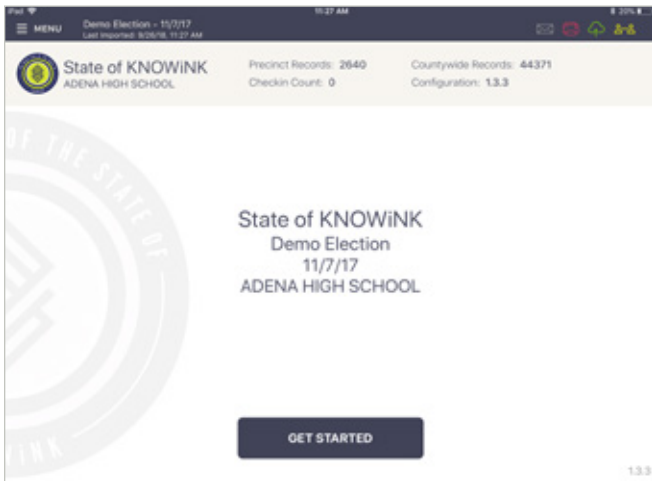


### CONNECT & TEST PRINT

A green printer icon on the Poll Pad means you are connected to the printer.

Press the green printer icon and select 'Print Test Receipt' and a sample receipt will print. You are now ready to sign in and process voters.

## OPENING PROCEDURES | POLL PAD ICONS



### PRINTER ICONS & COLORS



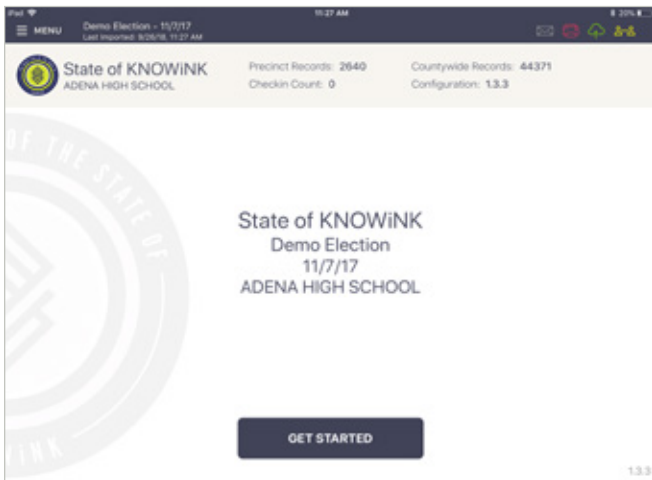
Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.



Poll Pad recognizes the printer and is currently in the process of pairing with the device.



Poll Pad is not paired with the printer. Select the printer icon, followed by Pair and Connect.



### MULTI-PEER ICONS & COLORS



Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.



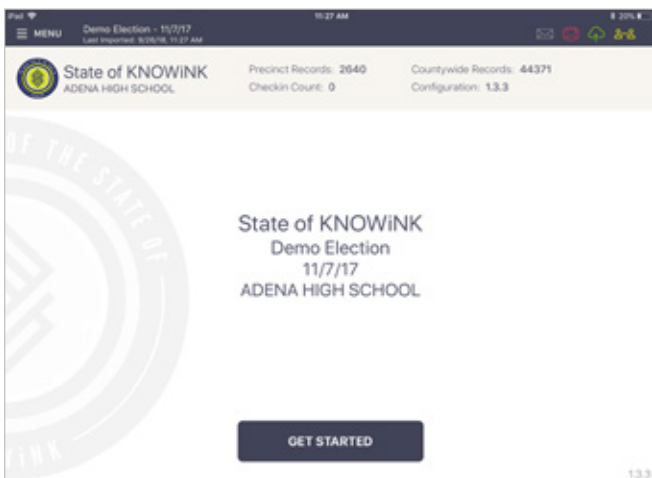
The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.



Poll Pad recognizes the presence of other precinct Poll Pads but is not connected or synchronizing with these units.



The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Poll Pad will continue to work and check-in voters. Contact your Election Authority.



### CLOUD SYNC ICONS & COLORS



Poll Pad is currently connected and synchronizing with the central election database.



Poll Pad is in the process of connecting to the central election database.



Poll Pad is currently disconnected and not synchronizing with the central election database. Poll Pad will continue to work and check-in voters. Contact your Election Authority.

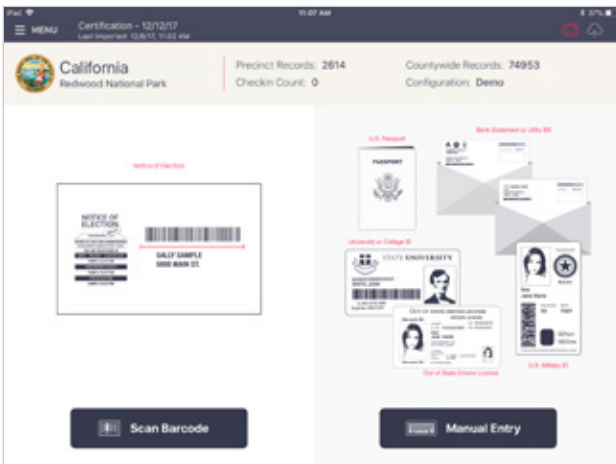
# PROCESSING VOTERS



# PROCESSING VOTERS | SEARCH BY SCAN BARCODE

## 1 VERIFY VOTER'S INFO

Ask the voter to provide an acceptable form of ID. After verifying the voter's ID is valid, start the check-in process by touching **Scan Barcode**.



## 2 SCAN VOTER'S ID

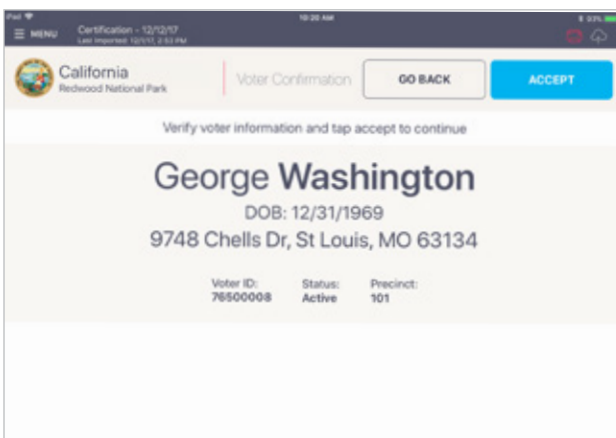
A live image of the Photo ID Tray displays on screen. Place his or her photo ID (with the barcode facing the camera) onto the ID Tray.

**NOTE:** If the camera is unable to scan the voter's photo ID or if the ID is not placed onto the holder within five seconds, the Poll Pad will display "Barcode Not Found." If this occurs find the voter using the manual search method.



## 3 VOTER CONFIRMATION

Once the barcode is recognized, the screen displays the voter's information. If all information is correct, press **ACCEPT**.



## PROCESSING VOTERS | SEARCH BY SCAN BARCODE

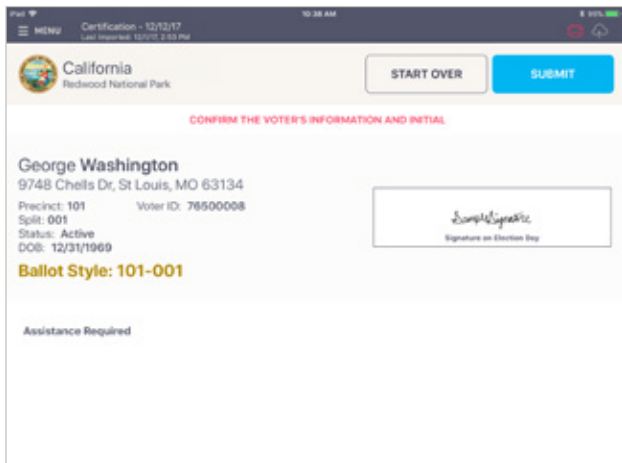
### 4 VOTER SIGNATURE

Rotate screen to capture voter's signature. Once complete, rotate back and press **DONE SIGNING**.



### 5 POLL WORKER CONFIRMATION

Poll worker confirmation page will appear. Poll worker to verify and confirm all information is correct. If correct, initial in provided field and press **SUBMIT**.



### 6 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.



# PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

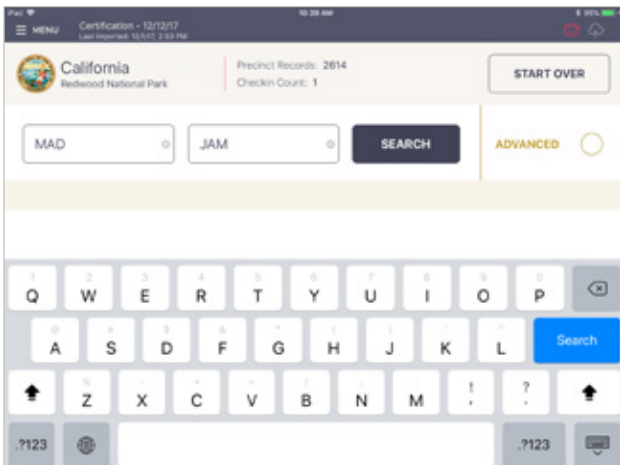
## 1 SEARCH BY NAME

Press **Manual Entry** to locate the voter by using his or her first and last name.



## 2 ENTER VOTER'S NAME

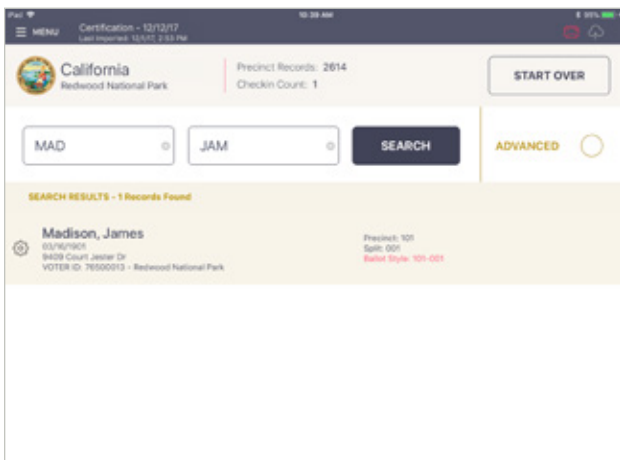
Use the on-screen keyboard to enter the first three (3) letters of the voters last and first name, then press **SEARCH**.



## 3 SELECT VOTER'S RECORD

Records matching the search criteria display on screen. Locate the voter's record and verify it does not contain any exceptions, then select the voter by touching his or her record.

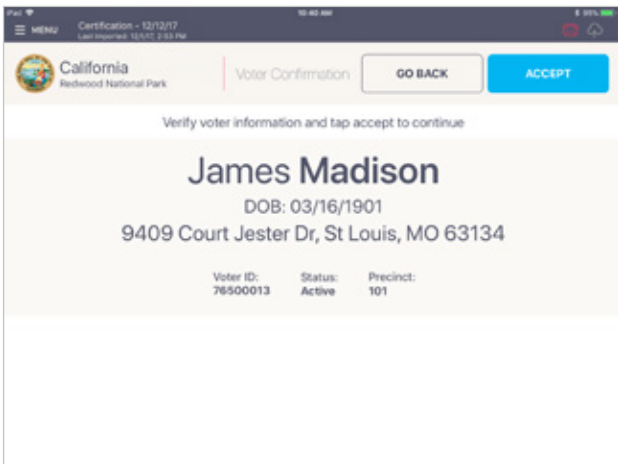
**NOTE:** Search results show both in-precinct and out of precinct voters. Out of precinct voters display in gray with an indicator that reads "Wrong Precinct."



## PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

### 4 VOTER CONFIRMATION

Screen displays voter's information.  
Verify information, if all is correct press **ACCEPT**.



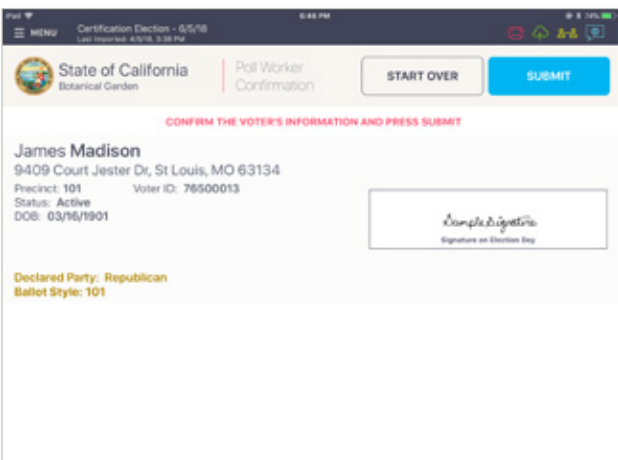
### 5 VOTER SIGNATURE

Rotate screen to capture voter signature. Once complete, rotate back and press **DONE SIGNING**.



### 6 POLL WORKER CONFIRMATION

Poll worker confirmation screen will appear.  
Poll worker to verify and confirm all information is correct. If correct, press **SUBMIT**.





### 7 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

# PROCESSING VOTERS | VBM BALLOT ISSUED

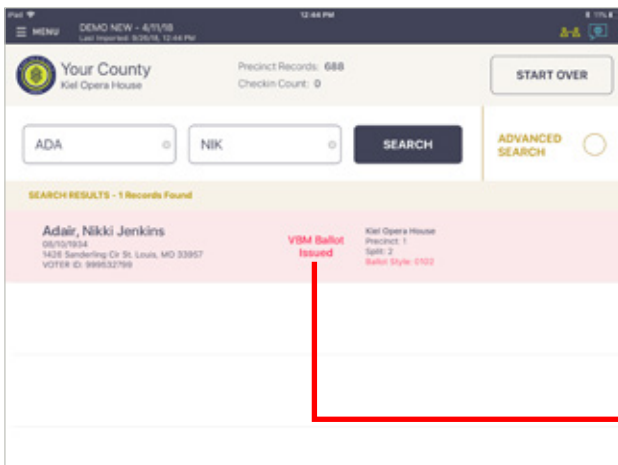
## 1 LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



## 2 LOCATE VOTER'S RECORD

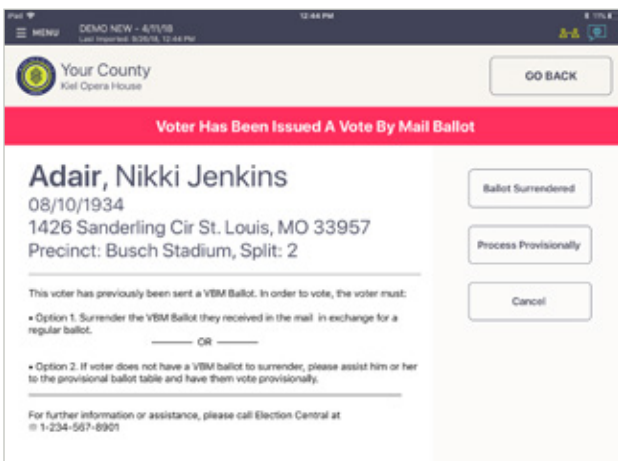
Records matching the search criteria display on screen. You'll notice the voter's record contains a status that reads "VBM Ballot Issued." Press voter record.



VBM Ballot  
Issued

## 3 FOLLOW PROMPT

Follow the prompt and select the button option applicable to the voter.



# PROCESSING VOTERS | VBM BALLOT RECEIVED

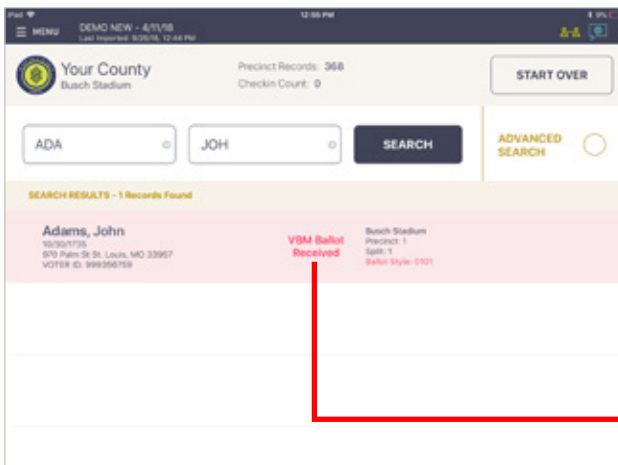
## 1 LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



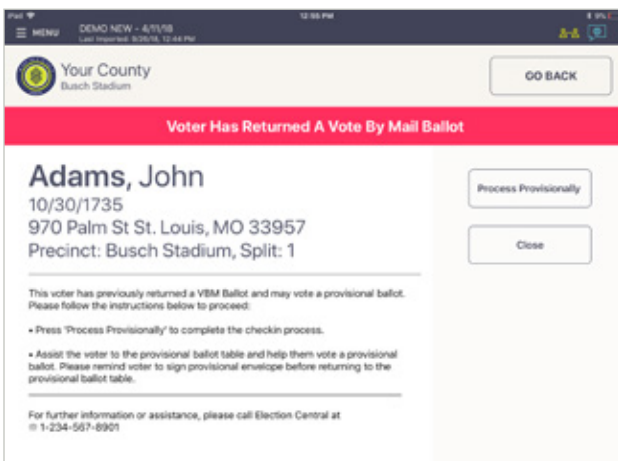
## 2 LOCATE VOTER'S RECORD

Records matching the search criteria display on screen. You'll notice the voter's record contains a status that reads "VBM Ballot Received." Press voter record.



## 3 FOLLOW PROMPT

Follow the prompt and select the button option applicable to the voter.





# PROCESSING VOTERS | INACTIVE

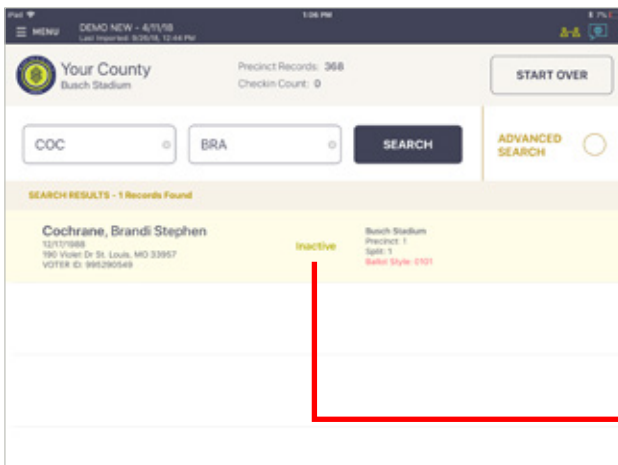
## 1 LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



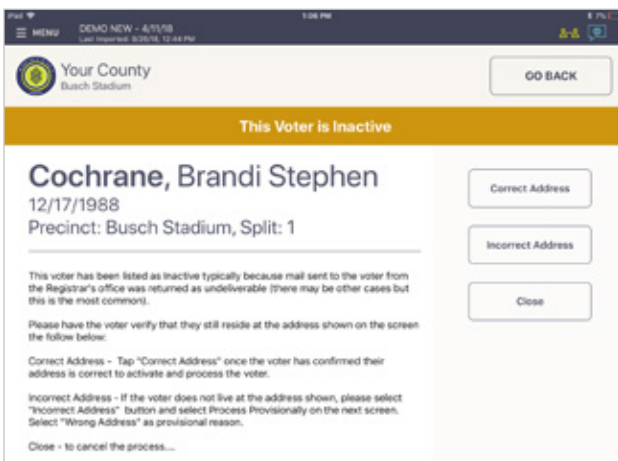
## 2 LOCATE VOTER'S RECORD

Records matching the search criteria display on screen. You'll notice the voter's record contains a status that reads "Inactive." Press voter record.



## 3 FOLLOW PROMPT

Follow the prompt and select the button option applicable to the voter.





## PROCESSING VOTERS | VOTER REQUIRES ASSISTANCE

### 1 VOTER ASSISTANCE

If a voter requires assistance, an **Assistance Required** box is found on the Poll Worker Confirmation page. Poll worker can check Assistance Required box by pressing the box.

California  
Redwood National Park

START OVER SUBMIT

CONFIRM THE VOTER'S INFORMATION AND INITIAL

Zachary Taylor  
9460 Court Jester Dr, St Louis, MO 63134  
Precinct: 101 Split: 001 Voter ID: 78500023  
Status: Active DOB: 11/24/1904  
Ballot Style: 101-001

Assistance Required ☒

Assistance Required ☒

### 2 ASSISTANT SIGNATURE

A pop-up will appear reading "Instruct the assistant to sign in the box below." Once signed poll worker presses **CONTINUE**. Poll worker then verifies voter's information and ballot style. If all is correct, press **SUBMIT**.

California

START OVER SUBMIT

Assistance Required CONTINUE

Instruct the assistant to sign in the box below

Zacha 9460 C  
Precinct: 001 Split: 001  
Status: A DOB: 11/24/1904  
Ballot

Assistant

Sample Signature

CLEAR SIGNATURE

### 3 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

THE GREAT SEAL OF THE STATE OF CALIFORNIA

Zachary Taylor  
Processed Successfully

Ballot Style: 101-001 Precinct: 101 Split: 001

Touch anywhere on the screen to continue.

## PROCESSING VOTERS | CURBSIDE VOTING

### 1 CURBSIDE VOTING

If a voter requires to vote curbside, a **Curbside** box is found on the Poll Worker Confirmation page. Poll worker can check Curbside box by pressing the box.

The screenshot shows the 'Poll Worker Confirmation' page for Zachary Taylor. At the top, it says 'California Redwood National Park' with 'START OVER' and 'SUBMIT' buttons. Below, it says 'CONFIRM THE VOTER'S INFORMATION AND INITIAL'. The voter's information is: Zachary Taylor, 9460 Court Jester Dr, St Louis, MO 63134, Precinct: 101, Split: 001, Status: Active, DOB: 11/24/1994, Ballot Style: 101-001. There is a signature line with a signature and the text 'Signature on Election Day'. At the bottom, there is a 'Curbside' checkbox which is checked.

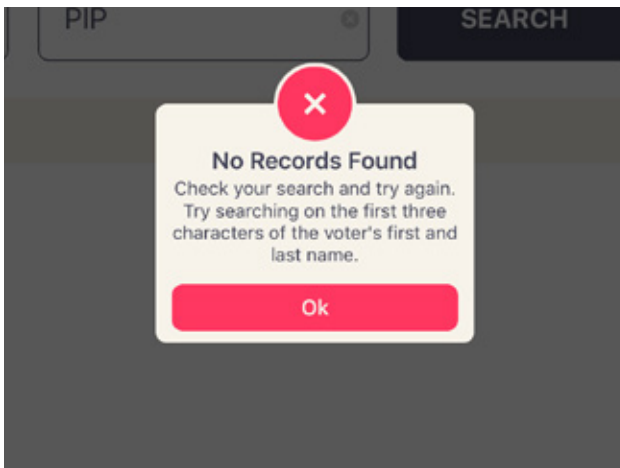
A close-up of the 'Curbside' checkbox, which is checked.

### 2 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

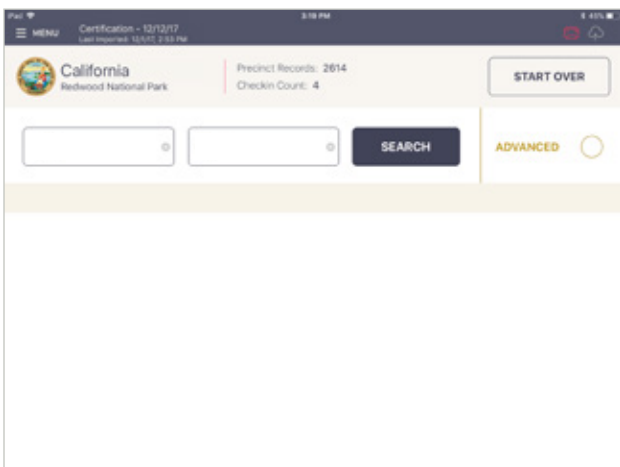


## PROCESSING VOTERS | **ADVANCED SEARCH**



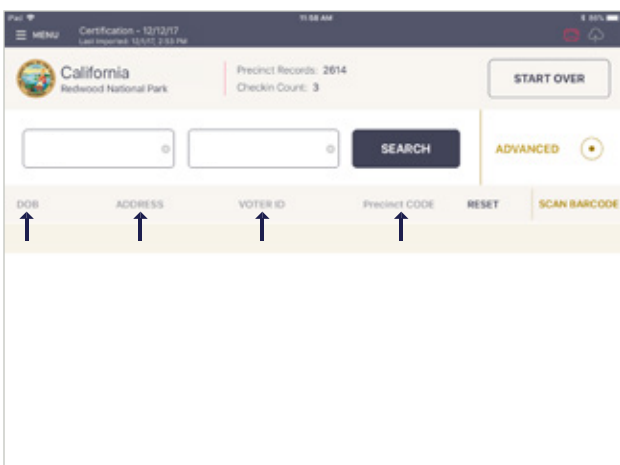
### 1 **VOTER NOT FOUND**

If Manual Entry has been used to find a voter, and he or she is still not found, a pop-up will appear reading, **No Records Found**. Press **OK** to return to Voter Lookup.



### 2 **ADVANCED SEARCH**

From the Voter Lookup Screen, press **ADVANCED**.



### 3 **SEARCH BY:**

Lookup voter by using **DATE OF BIRTH (DOB)**, **ADDRESS**, **VOTER ID**, etc. Press **DONE**, then **SEARCH**. If voter is found using Advanced Search, follow manual entry instructions to process voter.

# PROCESSING VOTERS | **WRONG LOCATION**

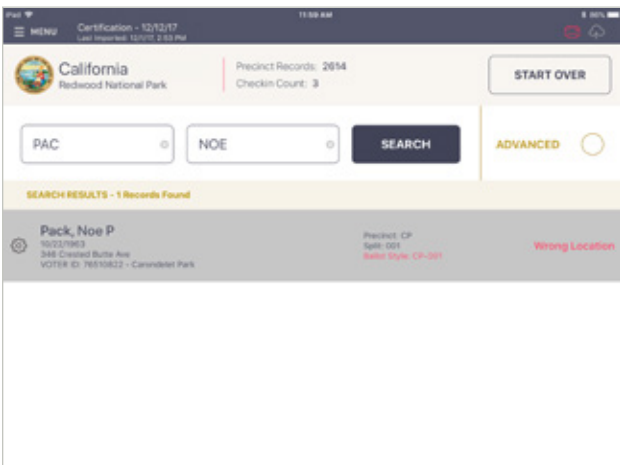
## 1 LOOKUP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



## 2 LOCATE VOTER'S RECORD

If the voter is at the wrong polling location, their record will be highlighted in gray and contain a status that reads "Wrong Location." Press/select voter record.

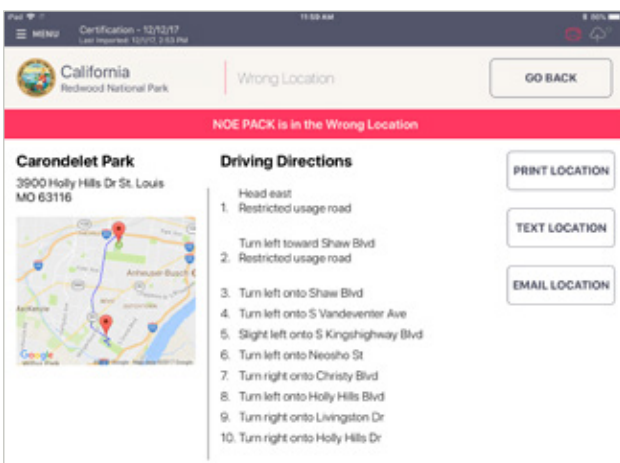


Wrong Location

## 3 PROVIDE DIRECTIONS

A popup will appear reading, "(Voter's Name) is in the Wrong Location." Correct polling location name and address will be provided. Direct voter to correct polling location. Press **GO BACK** then **START OVER**.

**NOTE:** Map will appear only when using WiFi connectivity in polling location.



## PROCESSING VOTERS | PROVISIONAL VOTER

The screenshot shows the 'Voter Confirmation' screen for James Madison. At the top, it says 'Certification Election - 6/5/18' and 'Last Modified: 4/5/18, 3:38 PM'. The header includes the 'State of California Botanical Garden' logo and a 'Voter Confirmation' title with 'GO BACK' and 'ACCEPT' buttons. The main text reads: 'Verify voter information and tap Accept Button to continue.' Below this is the voter's name 'James Madison', 'DOB: 03/16/1901', and address '9409 Court Jester Dr, St Louis, MO 63134'. A table shows voter details: Voter ID: 76500013, Status: Active, Party: Republican, Precinct: 101. At the bottom is a 'Process Provisionally' button.

### 1 LOOK UP VOTER

Lookup the voter's record using Scan Barcode or Manual Entry instructions.

Poll worker to confirm all information on the screen. If voter fails to meet jurisdiction requirements to be processed, he/she can vote provisionally. Select **Process Provisionally**.

The screenshot shows the 'PROVISIONAL' screen for James Madison. At the top, it says 'Certification Election - 6/5/18' and 'Last Modified: 4/5/18, 3:38 PM'. The header includes the 'State of California Botanical Garden' logo and a 'PROVISIONAL' title with 'CANCEL' and 'APPLY' buttons. The main text reads: 'Verify voter information and tap Accept Button to continue.' Below this is the voter's name 'James Madison'. There are two sections: 'Voter in Wrong Location' with a dropdown menu set to 'Other' and a 'Choose Reason' dropdown, and 'Phone Number' with a text input field. At the bottom is a 'Details' section with a large text area.

### 2 PROCESS PROVISIONALLY

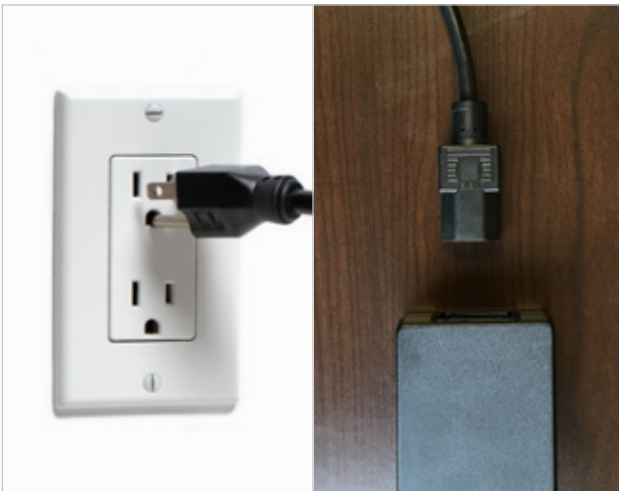
Select reason, or multiple reasons (if applicable), from drop-down menu. If available, enter voter's phone number. Phone number is NOT a required field. When finished, press the blue **APPLY** button in the top right hand corner of the screen.

The screenshot shows the 'PROVISIONAL' confirmation screen for James Madison. At the top, it says 'Certification Election - 6/5/18' and 'Last Modified: 4/5/18, 3:38 PM'. The header includes the 'State of California Botanical Garden' logo and a 'Voter Confirmation' title with 'GO BACK' and 'ACCEPT' buttons. A red banner at the top reads 'PROVISIONAL PROVISIONAL PROVISIONAL PROVISIONAL PROVISIONAL PROVISIONAL'. The main text reads: 'Verify voter information and tap Accept Button to continue.' Below this is the voter's name 'James Madison', 'DOB: 03/16/1901', and address '9409 Court Jester Dr, St Louis, MO 63134'. A table shows voter details: Voter ID: 76500013, Status: Active, Party: Republican, Precinct: 101. At the bottom is a 'Process Provisionally' button.

### 3 POLL WORKER CONFIRMATION

Poll worker to confirm all information on the new screen. If the voter record is correct, press **ACCEPT** to continue voter check-in.

# CLOSING PROCEDURES



### **POWER OFF & UNPLUG PRINTER**

Power off the printer and unplug from outlet, disconnect printer cable from transformer box and printer.

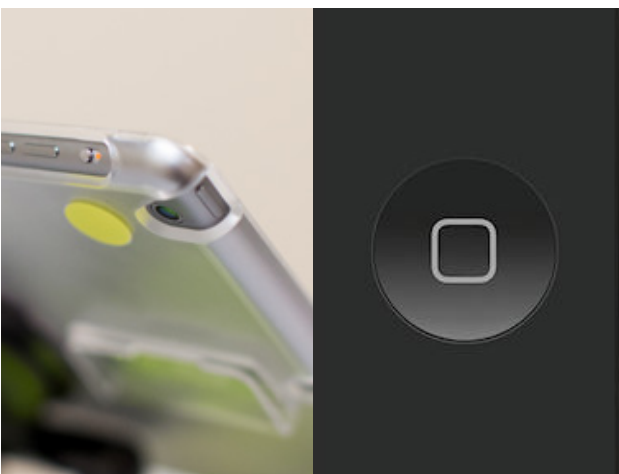
**NOTE: Keep Poll Pad powered ON**



### **FOLD STAND ARM**

After disconnecting hardware from the iPad, place components back in carrying case. Once the stand arm has been removed from the iPad and battery base, fold the stand arm backwards to fit in the case.

**NOTE: Keep Poll Pad powered ON**



### **POWER OFF IPAD**

Turn off iPad by holding the power button and the home button (pictured) simultaneously until the screen goes black. Place iPad in the carrying case.



### 1 PACK POLL PAD CASE

Disassemble the Poll Pad and return the supplies to the Poll Pad Case. Close the lid and secure.

- 1 Green Case
- 2 Poll Pad & Stand Arm
- 3 Poll Pad Base
- 4 Power Cube and Cord
- 5 (2) Stylus
- 6 Photo ID Tray
- 7 iPad Screen Cloth
- 8 Printer



### 2 RETURN SUPPLIES

Return Poll Pad Case to the Election's office on election night, along with other precinct supplies.

**NOTE:** To ensure accuracy, remember to place the Poll Pad supplies in the appropriate case/tote.





# TROUBLESHOOTING ELECTION DAY

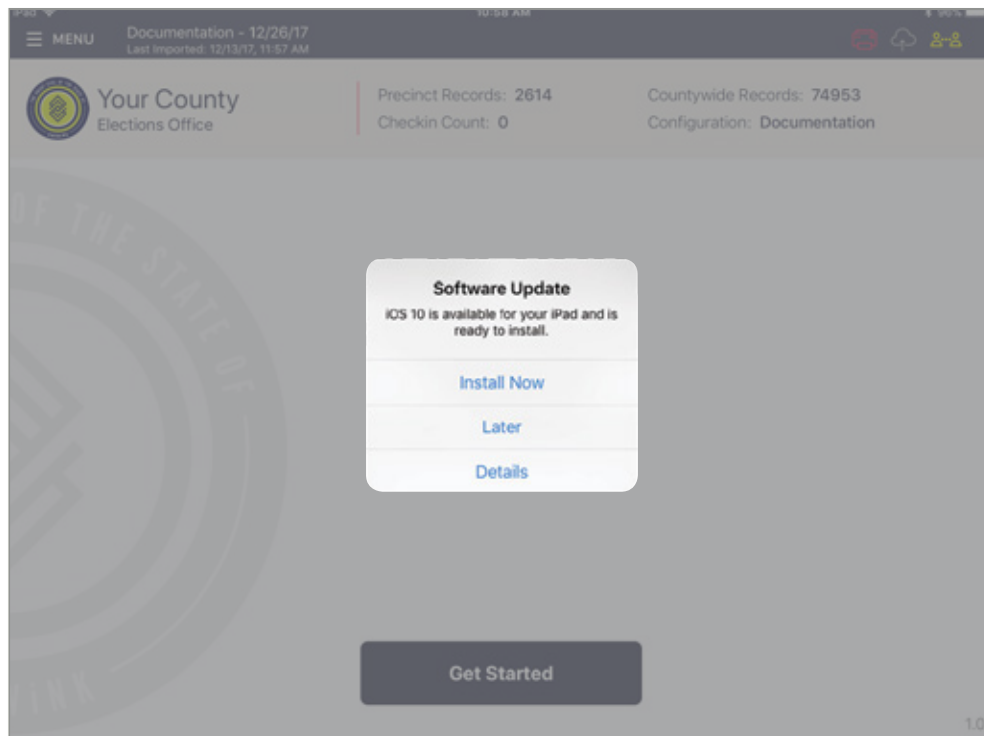


## POLL PAD SCREEN IS FROZEN

- 1 Tap the Power button twice to refresh the screen.

**If the Poll Pad screen is still frozen, perform the following steps:**

- 2 If possible, record the check-in count for the frozen Poll Pad.
- 3 Hold down the Power and Home buttons simultaneously to reset Poll Pad.
- 4 Release both buttons once the Apple logo displays on screen.
- 5 After Poll Pad launches, verify the check-in count is unchanged.



### iOS SOFTWARE UPDATE

**DO NOT** perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

- 1 Press Later from the list of on screen options.
- 2 Press the Home button and verify Poll Pad app remains open.

**While you are able to resolve this issue without technical guidance, please contact Technical Support at your earliest convenience to report the occurrence.**



## BARCODE NOT SCANNING

- ❶ **Not lined up properly:** Place ID bar code within the frame on the Poll Pad screen.
- ❷ **Lighting glare:** Adjust the ID or move the stand and resume.
- ❸ **Barcode is damaged:** Use manual lookup procedure.

## POLL PAD | TROUBLESHOOTING

iPad 11:16 AM 12%

MENU Documentation - 11/7/17  
Last imported: 5/16/16, 4:12 PM

Your County  
City Museum

Precinct Records: 1141  
Checkin Count: 0

START OVER

Last Name First Name SEARCH

ADVANCED SEARCH

DOB ADDRESS LICENSE No. VOTER ID Precinct CODE RESET SCAN BARCODE

1 2 3 4 5 6 7 8 9 0  
Q W E R T Y U I O P

A S D F G H J K L Search

↑ % Z X C V B N M ! , ? .

.?123 .?123

### VOTER STILL NOT FOUND

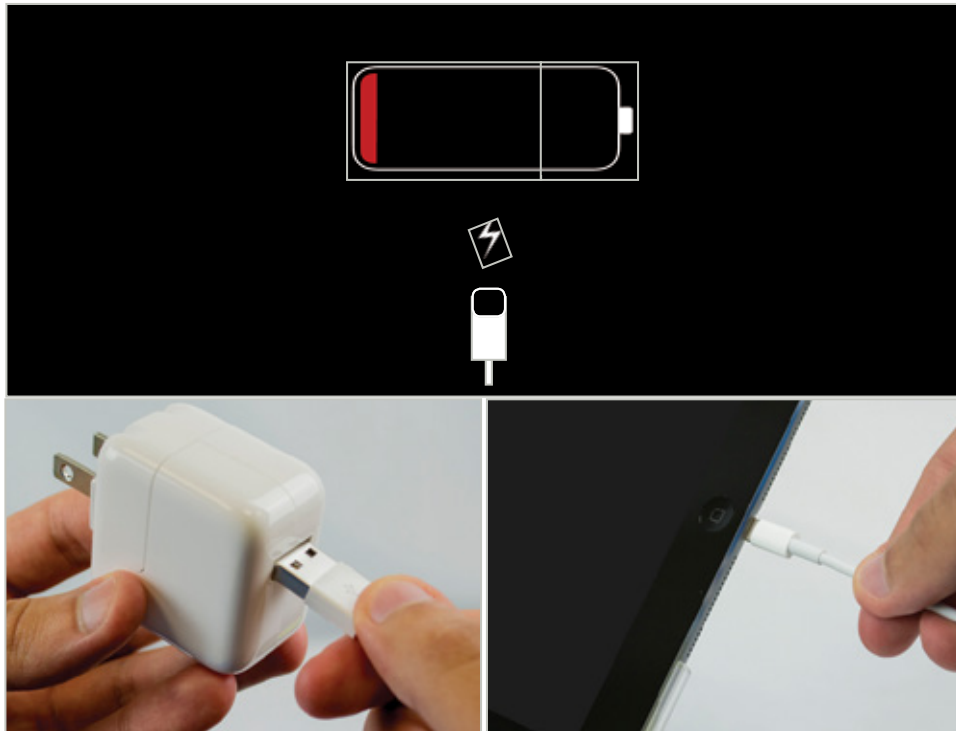
❶ Record does not match the Registration record (example: Bill/William).

- Search by full last name.
- Use Advanced Search.

❷ Check that names are typed correctly. Use fewer letters of the Voter's name, or search by First or Last name only.

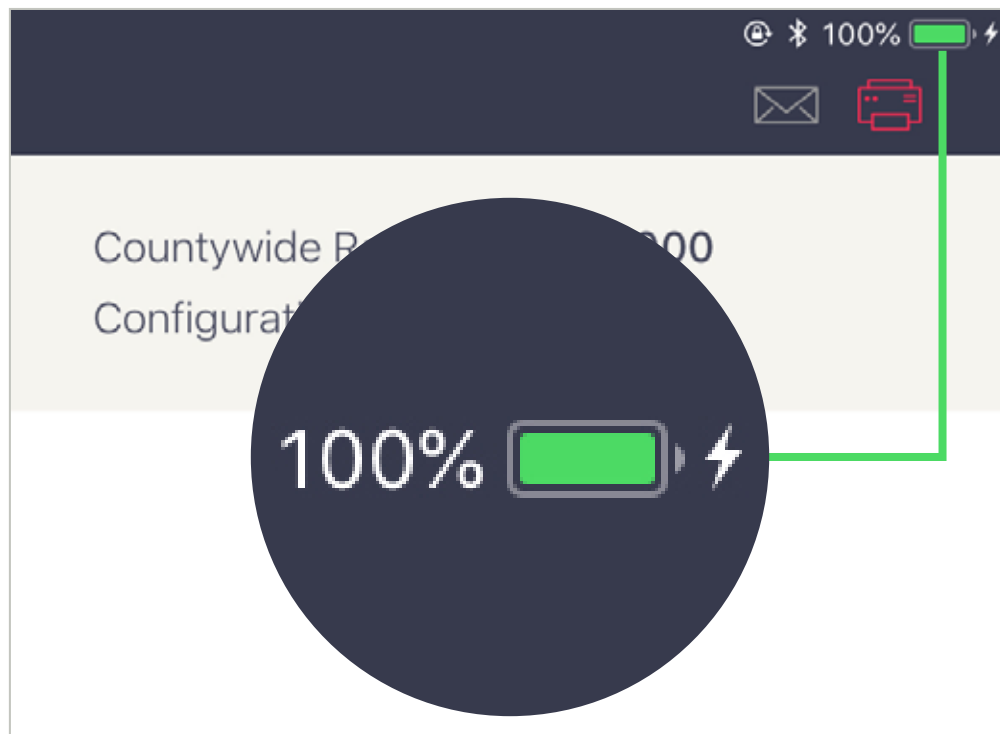
All voter records downloaded from the original voter file will be displayed on the Poll Pad.

**Still having trouble?** Refer voter to the Specialist within the polling place or call the Election office.



## **POLL PAD WILL NOT POWER ON**

- ❶ Plug power cube into AC wall outlet.
- ❷ Plug USB end of power cable into power cube.
- ❸ Plug power cable into Lightning Connector on Poll Pad.
- ❹ Wait about five minutes for the Poll Pad to charge.
- ❺ Once there is sufficient charge, the Poll Pad will auto power on.
- ❻ Resume normal operations.



### IS THE POLL PAD CHARGING?

In the top right corner of the Poll Pad Home Screen, verify that the battery indicator is green and that a Charge icon appears next to the indicator. If the battery indicator is not green or a Charge icon does not appear, verify the following:

- 1 Power cable is properly connected to the Poll Pad.
- 2 Power cube is plugged into the surge protector.
- 3 Surge protector is plugged into an AC wall outlet.
- 4 Power switch on the surge protector is set to the on position.



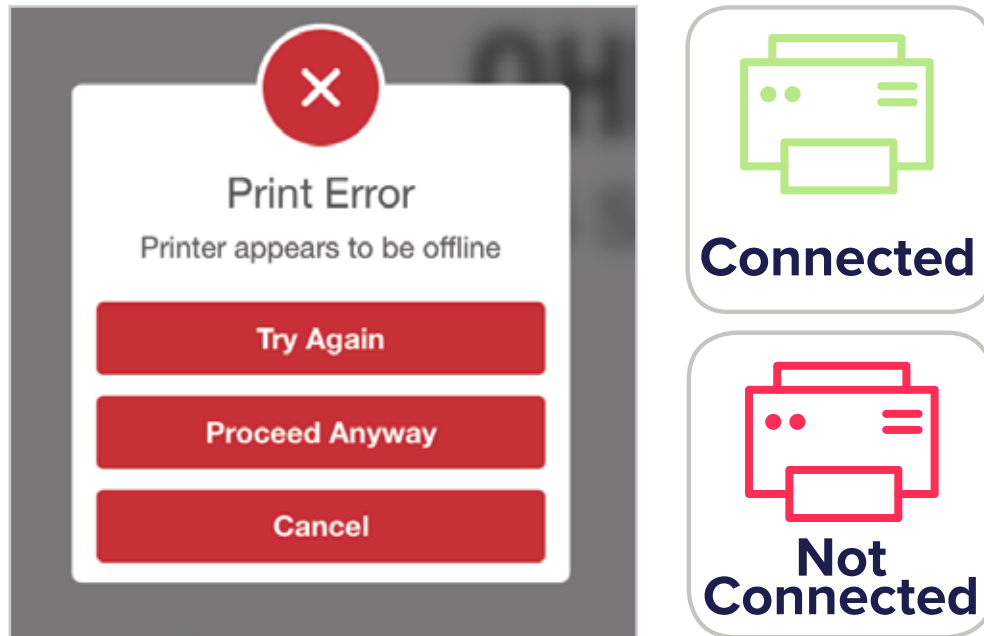
## POLL PAD UNRESPONSIVE HARD RESET

If the Poll Pad application or iPad becomes unresponsive, perform a Hard Reset. This will refresh the iPad, refresh the Poll Pad application, and restore connections. Follow these steps:

- 1 UNPLUG THE POLL PAD**
- 2** Press and hold the Power button and Home button for 8 seconds.
- 3** Release buttons when Apple logo appears.
- 4** Press the Poll Pad icon to relaunch the Poll Pad app.



# TROUBLESHOOTING PRINTING



## **NOT PRINTING / STOPS PRINTING**

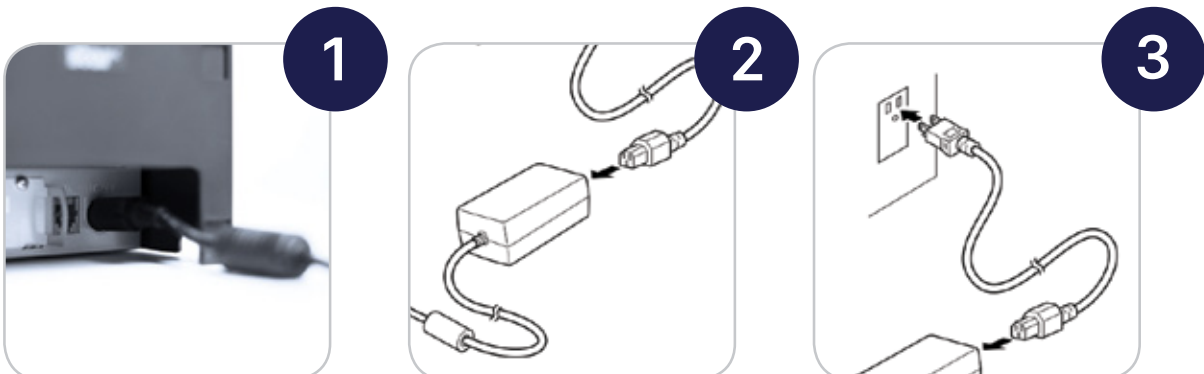
- 1** Make sure the printer is turned 'ON.'
- 2** Confirm the printer is plugged into outlet.
- 3** Check paper is installed correctly.
- 4** Confirm the connection with Poll Pad (green icon).

If the printer runs out of paper while you're printing reports, simply load a new roll of paper, close the printer and tap the button to continue.



## STILL UNRESPONSIVE?

Turn the printer OFF, hard reset the iPad, turn printer on during reset then launch app. The LED will be blue indicating the printer and iPad are paired correctly. **SUCCESS!**

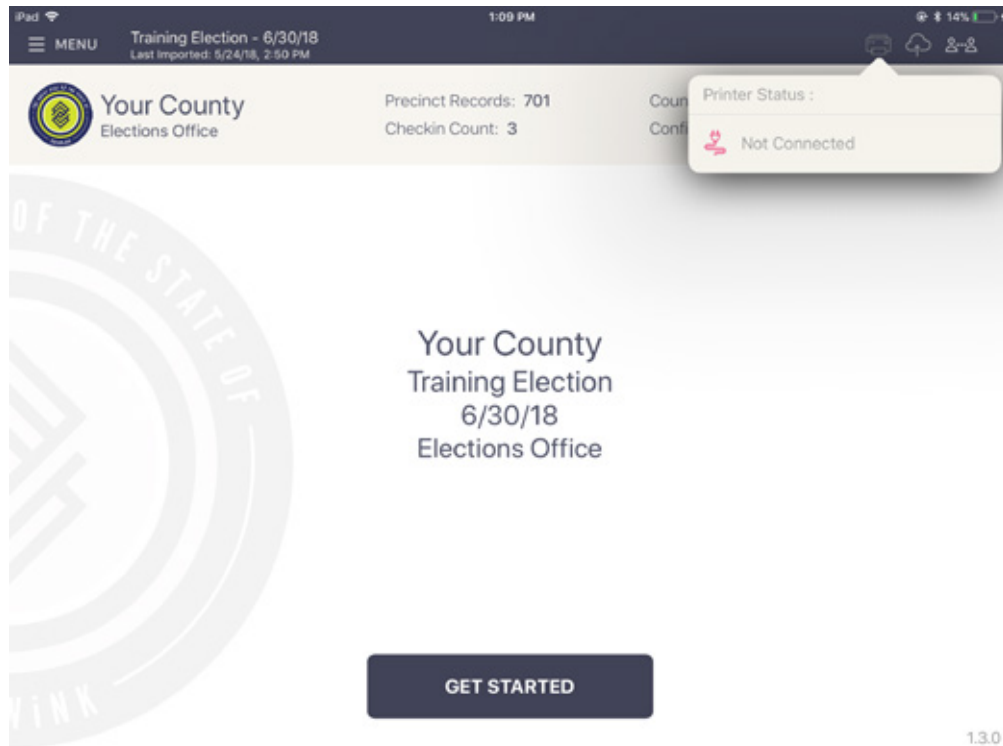




## **CHANGING PAPER**

- 1 Open printer
- 2 Reload paper with the paper flap toward you, feeding from the bottom/underneath the roll.
- 3 Close and begin printing.

## POLL PAD | TROUBLESHOOTING PRINTING



### LOST PRINTER CONNECTION

If the printer icon is still red, press the printer icon.

A dropdown will appear.

If printer status reads not connected, the Poll Pad has lost its pairing to the printer.



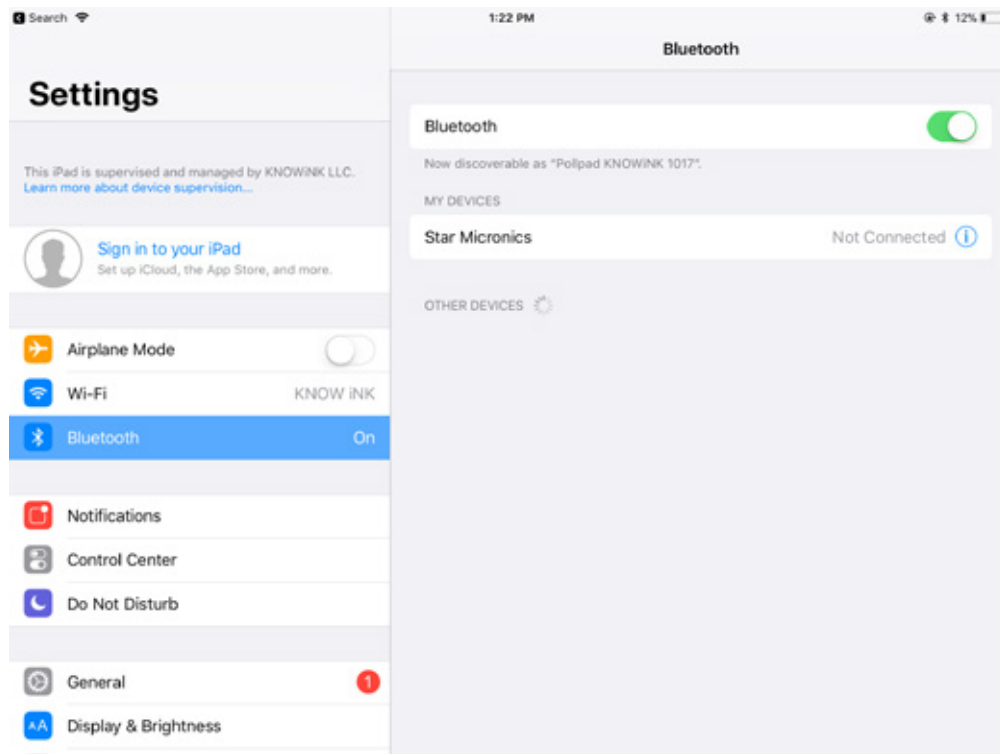
### BLUETOOTH SETTINGS

Exit the Poll Pad Application.

Press the iPad's **Settings icon** on the home screen.

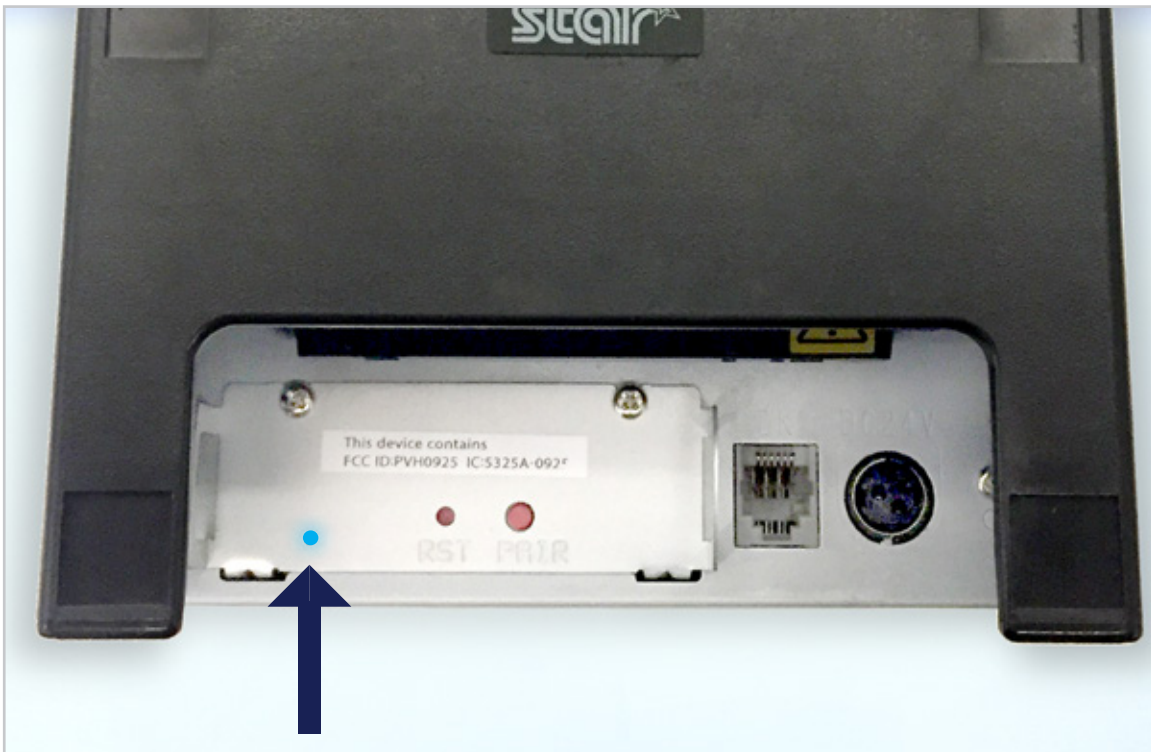
**NOTE:** If Poll Pad is in guided access mode you will need to end guided access mode in order to access home screen.





### TURN ON BLUETOOTH

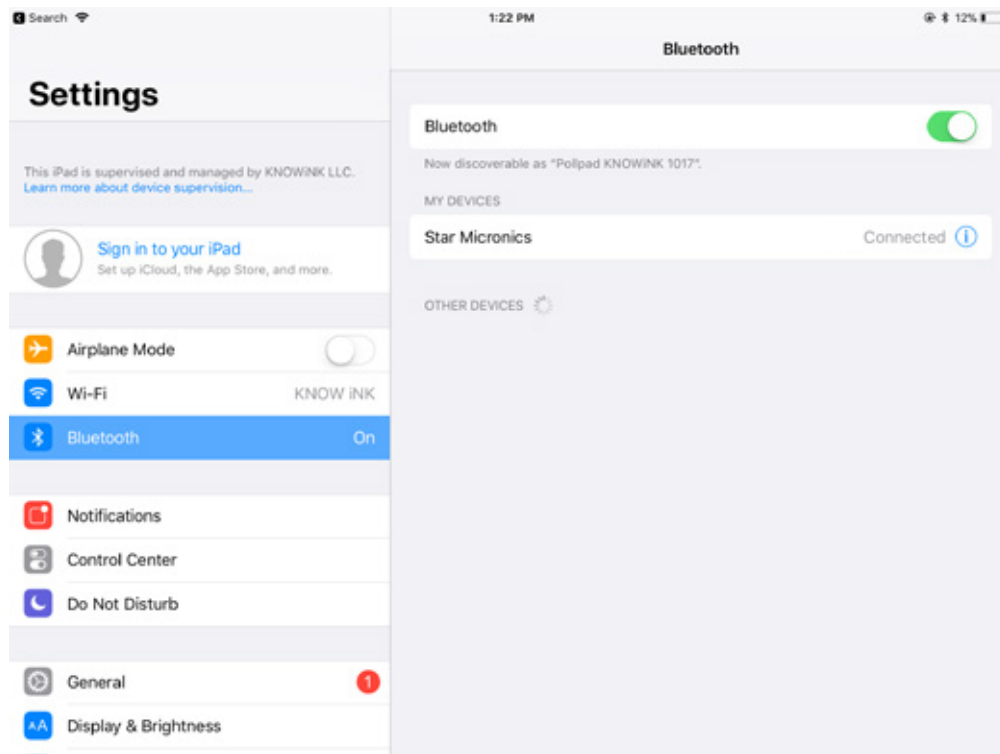
Press **Bluetooth** and if needed slide the Bluetooth setting to **ON (green)**. Under devices, **STAR MICRONICS** will appear with the status of **NOT PAIRED**.



## ON PRINTER: PRESS PAIR BUTTON

On the back of the printer, PRESS and HOLD the **"Pair"** button for approximately **six (6)** seconds. The green LED will flash. Release the Pair button; the LED will continue to flash green then change to flashing blue.

## POLL PAD | TROUBLESHOOTING PRINTING

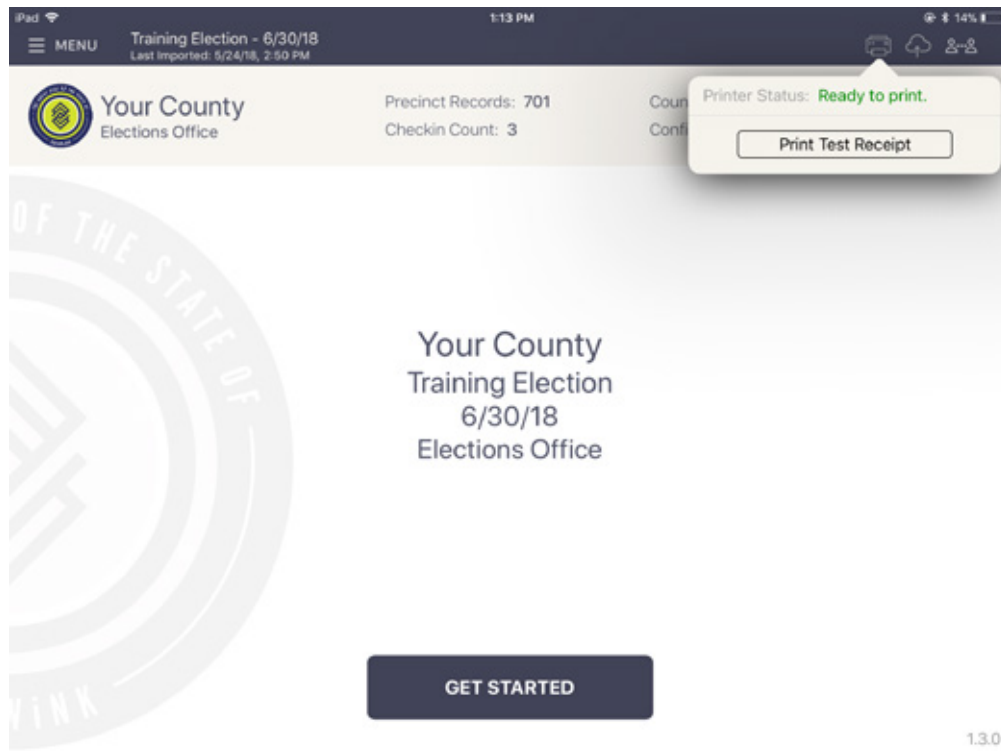


### CONNECTED

On the iPad, the **Star Micronics** device will show **"CONNECTED"** and the printer LED on the back of the device will change to **solid blue**.

**NOTE:** If the pairing process fails, begin the process again from Step 2 by turning the Bluetooth setting **OFF**, then back to **ON**.

## POLL PAD | TROUBLESHOOTING PRINTING



### TEST PRINT

Enter Poll Pad application.

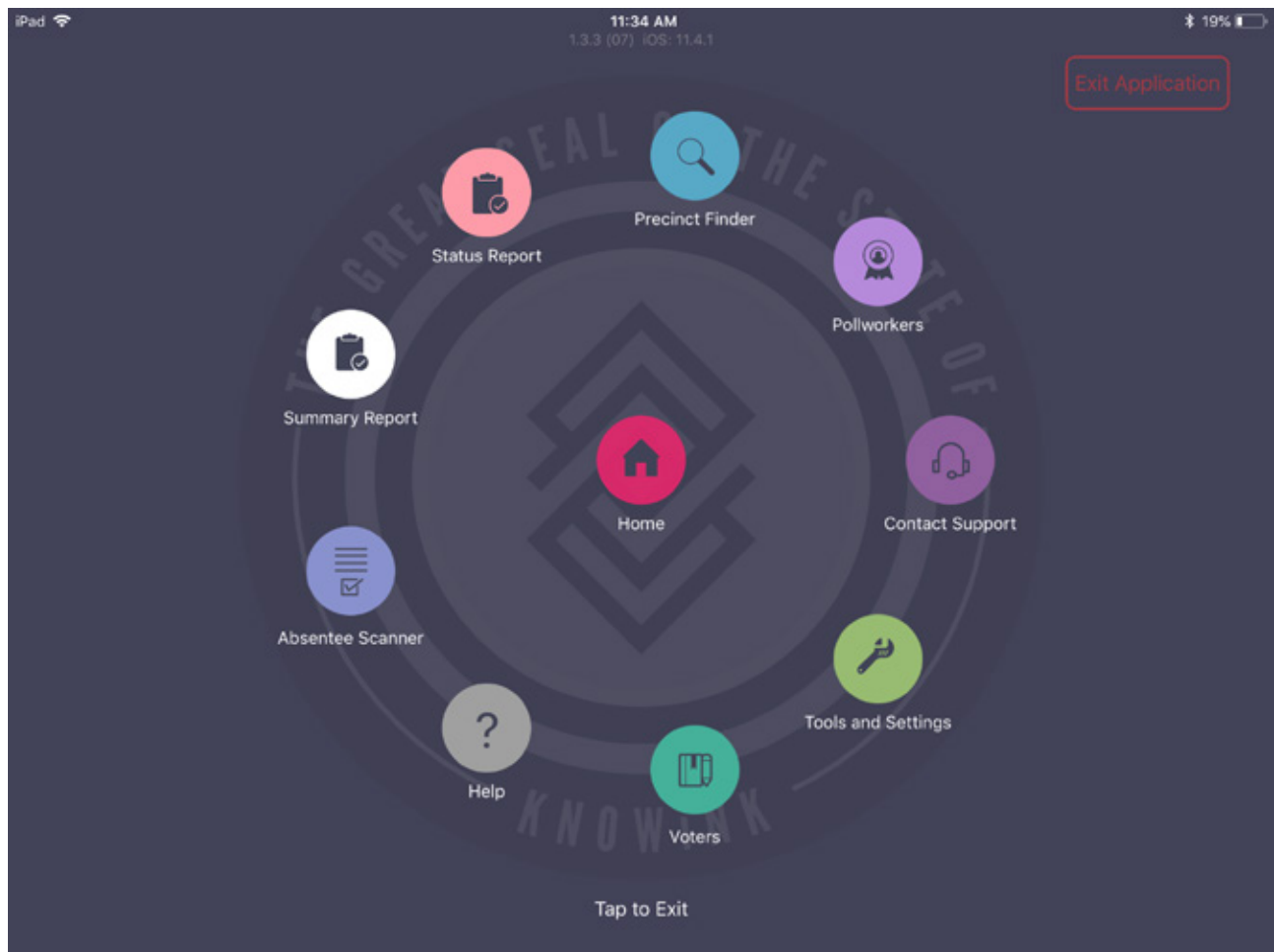
Press the **printer icon**.

Printer status should read **Ready to Print**.

Print **test receipt**, if desired, and resume using Poll Pad for normal processes.

# ADVANCED FUNCTIONS

## MAIN MENU KEY



**Home** - Access the Get Started screen to process voters.

**Voters** - Search for a voter record.

**Tools and Settings** - Password-protected access to advanced functions such as importing voter file and audit logs.

**Status Report** - View the status of your polling place.

**Absentee Scanner** - Can be used to scan in absentee status updates.

**Help** - Customizable resource for user guides, videos, and troubleshooting content.

**Summary Report** - Password-protected (optional) access to localized reports.

**Pollworkers** - Check in and check out your poll workers.

**Precinct Finder** - Determines the polling place for an address.

**Contact Support** - Access to video and/or text messaging functions.

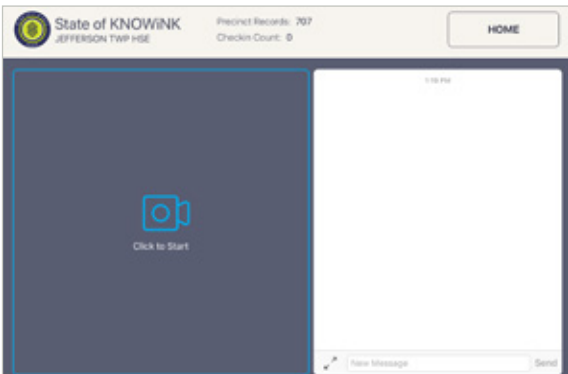


# CONTACT SUPPORT | TEXT MESSAGE OUTGOING



## 1 MENU

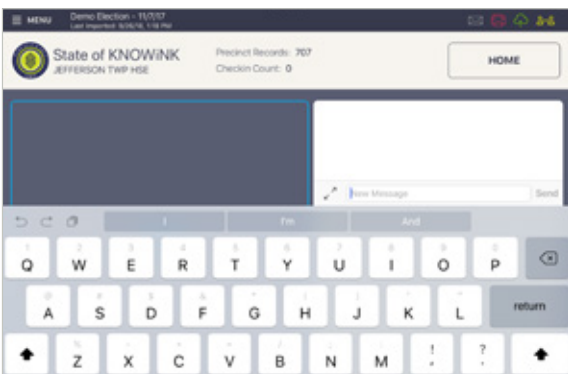
To access Contact Support contained on the Poll Pad, press **MENU** then **Contact Support**.



## 2 TEXT MESSAGING

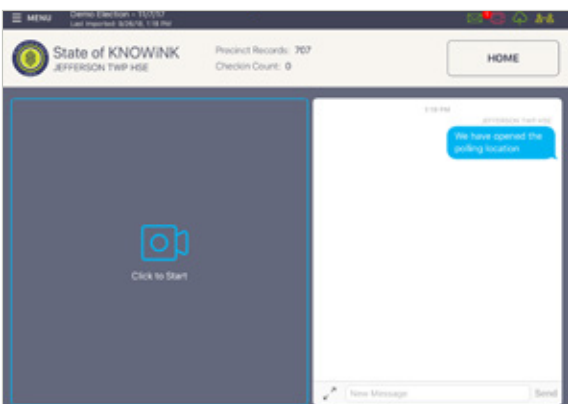
On the right side of the screen is the **text messaging module**.

**NOTE:** If you want to expand the module to full screen, press the arrows next to the **New Message** field.



## 3 NEW MESSAGE

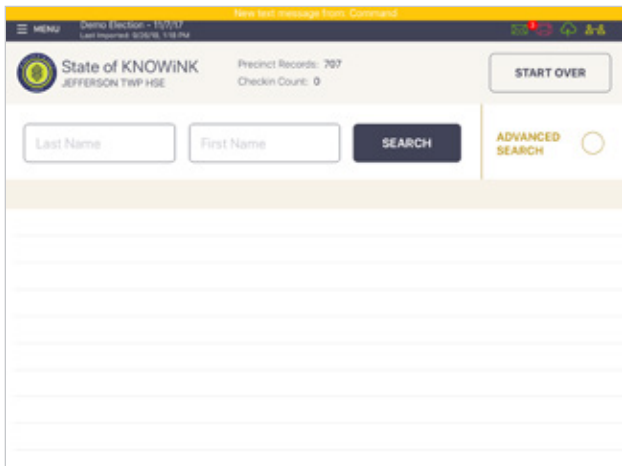
To send a new message, press the **New Message** field and the keyboard will automatically pop up. Type your message, then press **Send**.



## 4 MESSAGE SENT

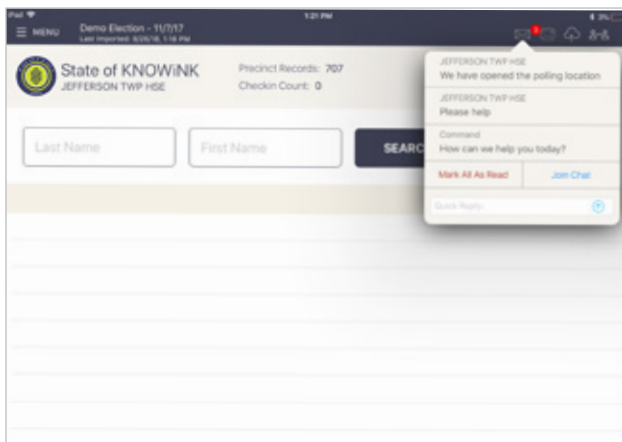
To exit Contact Support, press **HOME**.

## CONTACT SUPPORT | TEXT MESSAGE INCOMING



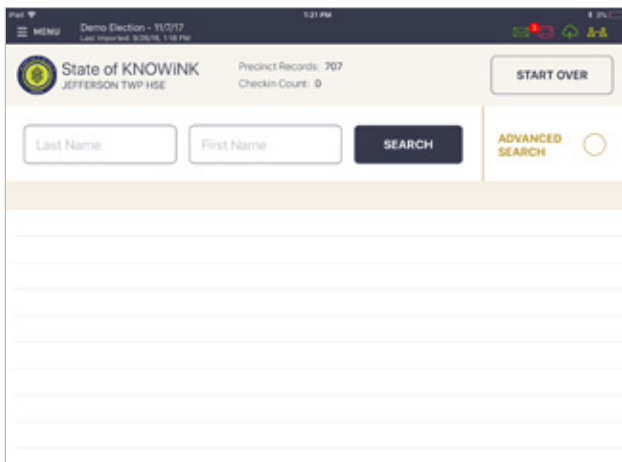
### 1 NEW INCOMING MESSAGE

When you receive a new message from Contact Support, a red notification will appear on the messaging icon.



### 2 MESSAGE NOTIFICATION

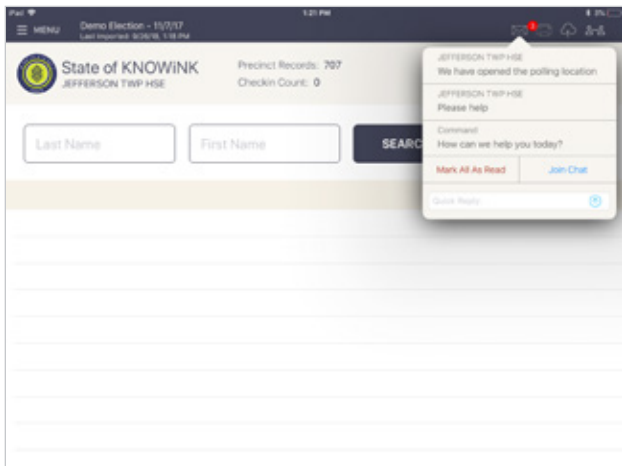
To view new messages, click on the **envelope icon** in the Poll Pad toolbar. A pop-up will appear displaying the new messages. To view the text message thread in the text messaging module, press **Join Chat**. Alternatively, you can press **Quick Reply** to send a message from the pop-up.



### 3 VIEW MESSAGE

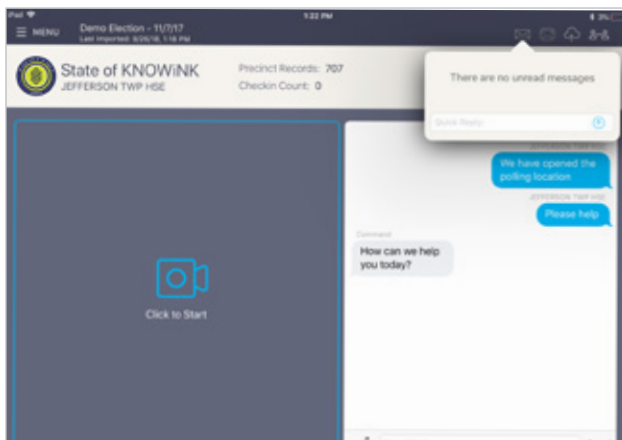
If you press **Join Chat**, you will enter the text messaging module in Contact Support. Here you can view the message thread with Support, and create and send new messages.

To exit, press **HOME**.



### 4 CLEAR NOTIFICATIONS

To clear all notifications in the message queue, press **Mark All As Read**.



### 5 CLEARED NOTIFICATIONS

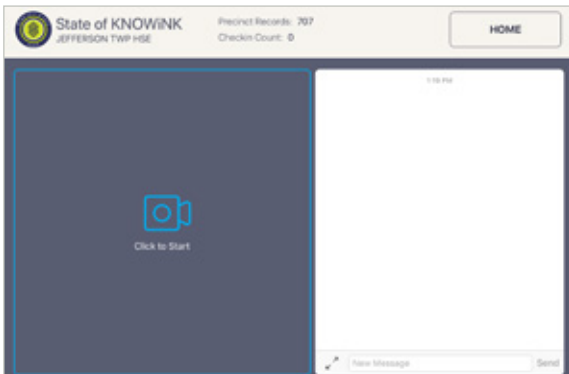
Once the new message notifications have been cleared, you will still be able to return to the message thread from Contact Support.

## CONTACT SUPPORT | VIDEO MESSAGE OUTGOING



### 1 MENU

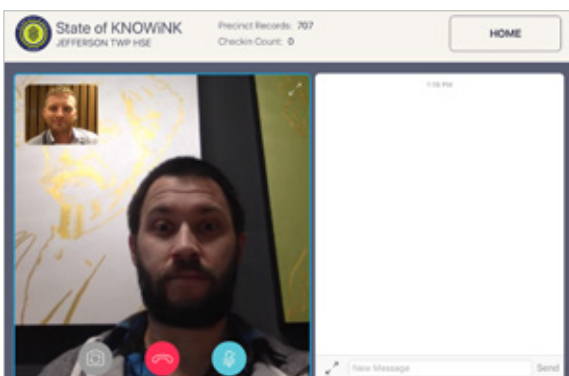
To access Contact Support on the Poll Pad, press **MENU** then **Contact Support**.



### 2 VIDEO MESSAGING

On the left side of the screen is the **video messaging module**.

To start a video chat, press **Click to Start**.



### 3 VIDEO CHAT

Once a video chat has started, you will be connected to a Contact Support member. On the bottom of the video messaging module are three icons:



**Reverse  
Camera**

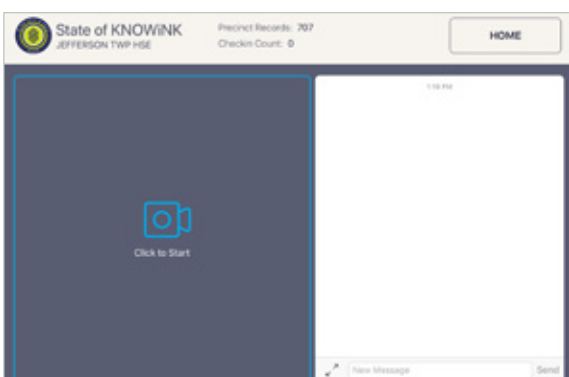


**End  
Chat**



**Mute  
Chat**

**NOTE:** If you want to expand the module to full screen, press the arrows in the top right corner of the module.



### 4 END VIDEO CHAT

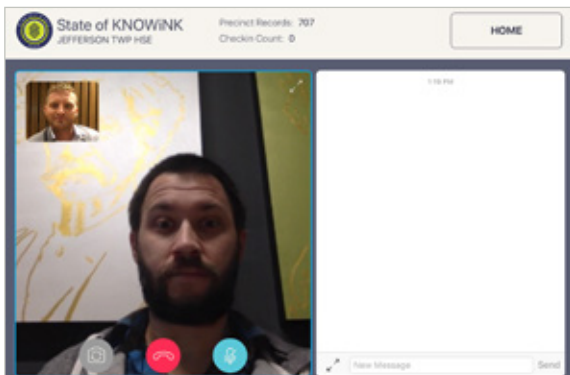
Once the video chat has ended, you can exit Contact Support by pressing **HOME**.

## CONTACT SUPPORT | VIDEO MESSAGE INCOMING




### 1 INCOMING MESSAGE

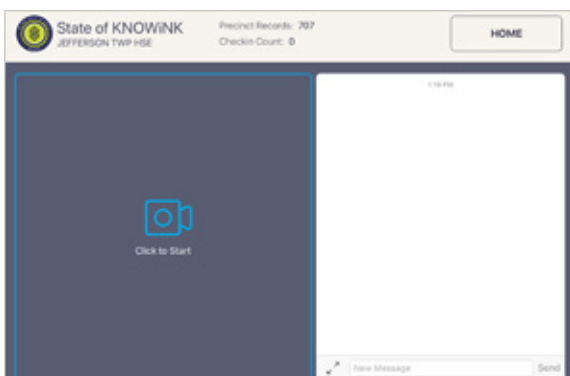
A pop-up will appear if you have an incoming video message from the Contact Support command center. Tap **Accept** to start the video chat.



### 2 VIDEO CHAT

Once a video chat has started, you will be connected to a Contact Support member.

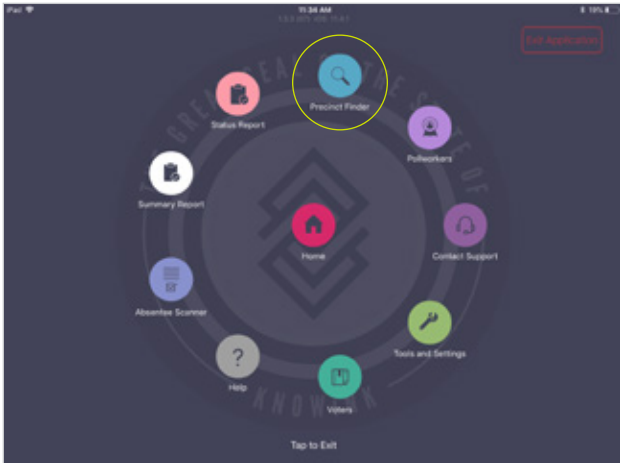
**NOTE:** If you want to expand the module to full screen, press the arrows in the top right corner of the module. 



### 3 END VIDEO CHAT

Once the video chat has ended, you can exit Contact Support by pressing **HOME**.

# PRECINCT FINDER



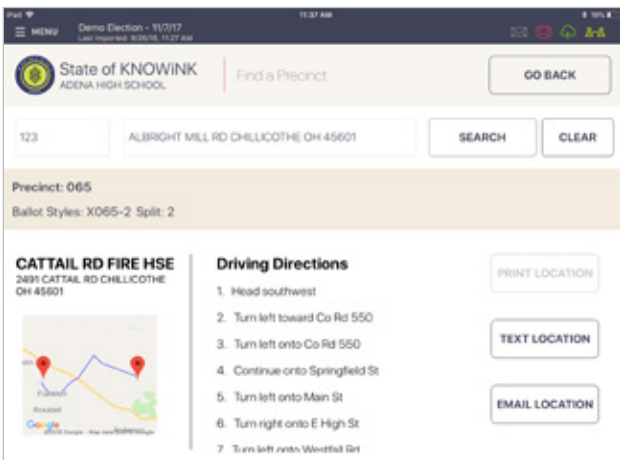
## 1 MENU

To access Precinct Finder on Poll Pad, press **MENU** then **Precinct Finder**.



## 2 ENTER ADDRESS

Enter voter's residential address. Once the house number and first 3 characters of street name are entered, the street name will auto-populate. Select the correct address from the populated drop-down menu, then press **Search**.

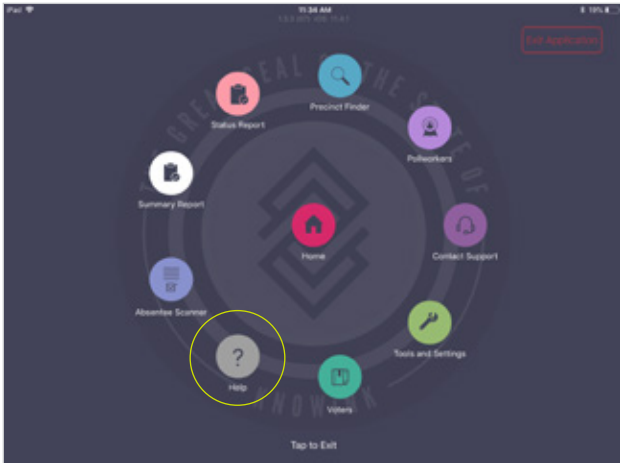


## 3 PRINT LOCATION

Press **Print Location**. Present voter with printed directions.

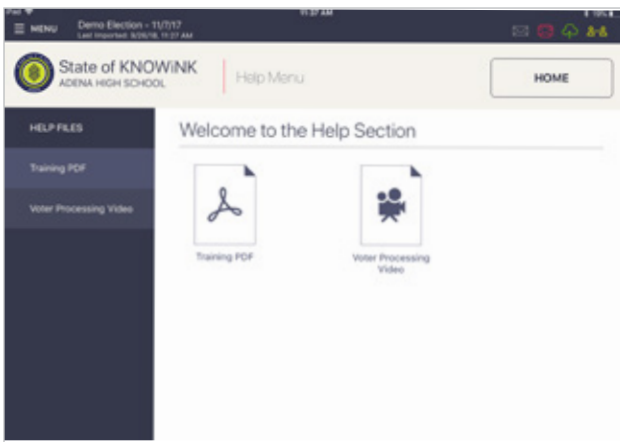


# HELP



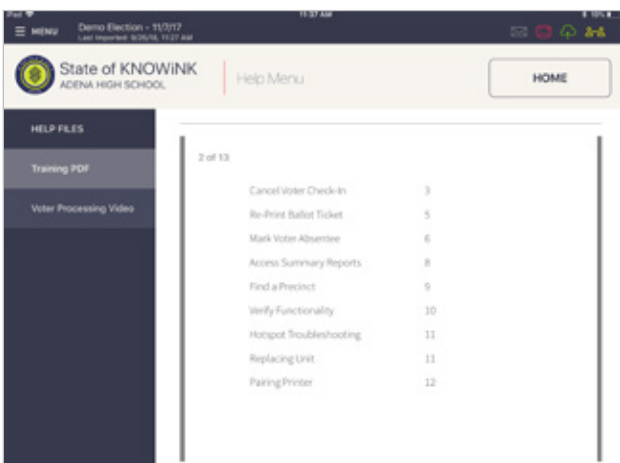
## 1 MENU

To access the Help menu, press **MENU**, then **Help**.



## 2 HELP FILES

Select the file you wish to view.



## 3 CONTENT

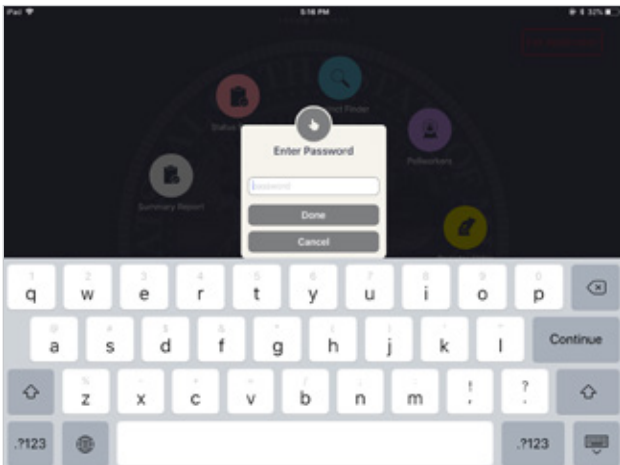
Review the selected content.

# SUMMARY REPORT



## 1 MENU

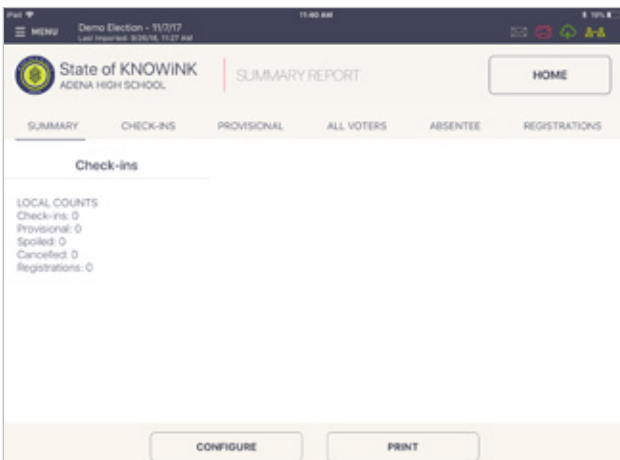
To access Summary Report on the Poll Pad, press **MENU** then **Summary Report**.



## 2 ENTER PASSWORD

The Poll Pad may ask for a password. Enter the password, then press **Done**.

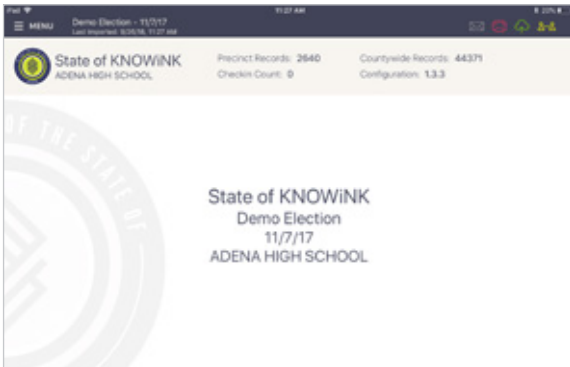
\*Consult Elections Office to obtain password.



## 3 SUMMARY REPORT

The Summary Report data can be filtered by type using the headers across the top of the screen. Use the **CONFIGURE** button at the bottom of the screen to sort and print the desired information.

# POLLWORKERS | SIGN IN



## 1 SELECT MENU

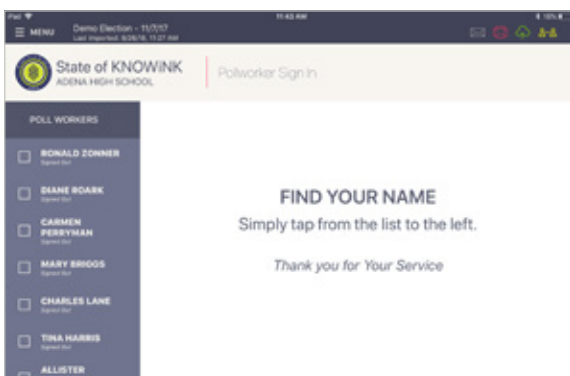
Select the **Menu** button in the upper left corner.



## 2 POLLWORKERS

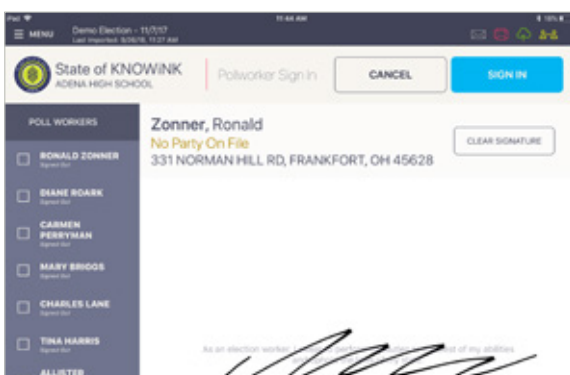
To access Pollworkers module on Poll Pad, press **MENU**, then **Pollworkers**.

**NOTE:** The Pollworker module does not require WiFi connectivity.



## 3 FIND NAME

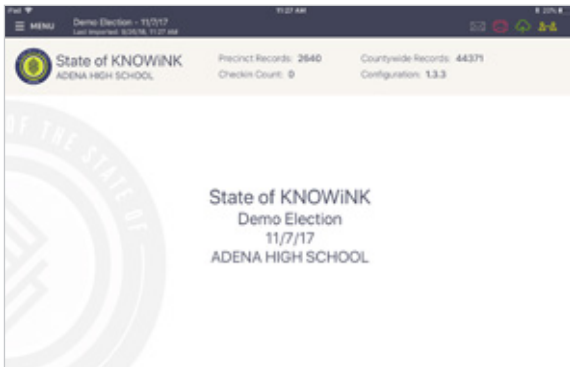
Have the poll worker find their name listed on the left side of the menu and tap in the box by their name.



## 4 SIGN IN

Confirm poll worker information and oath, then sign. Press **SIGN IN** to complete check-in.

# POLLWORKERS | SIGN OUT



## 1 SELECT MENU

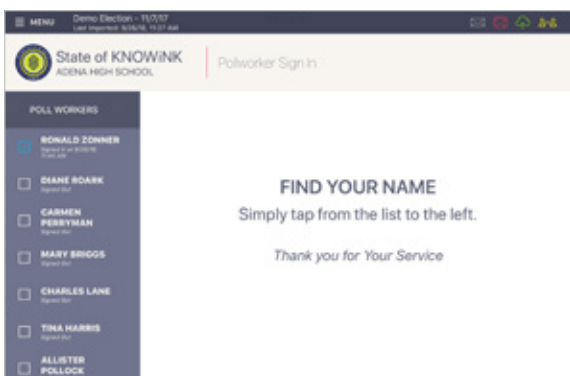
Select the **Menu** button in the upper left corner.



## 2 POLLWORKERS

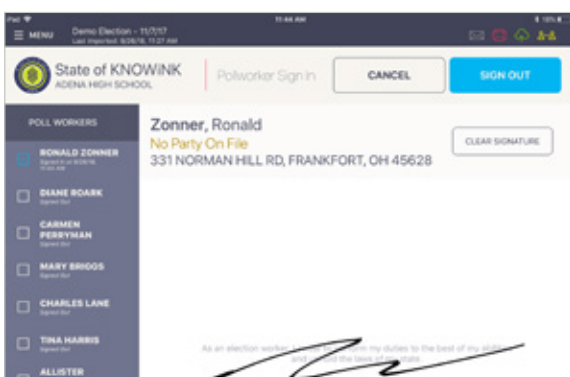
To access Pollworkers module on Poll Pad, press **MENU**, then **Pollworkers**.

**NOTE:** The Pollworker module does not require WiFi connectivity.



## 3 FIND NAME

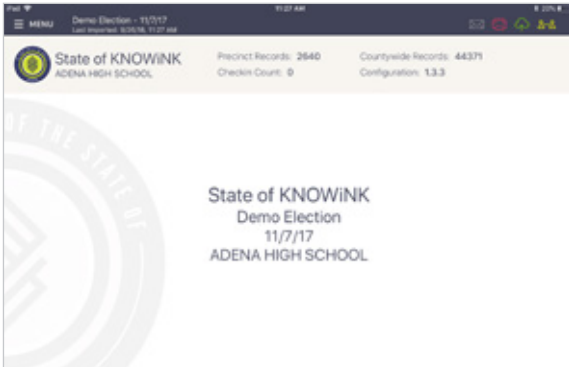
Have the poll worker find their name listed on the left side of the menu and tap in the box by their name.



## 4 SIGN IN

Confirm poll worker information and oath, then sign. Press **SIGN OUT** to complete check-out.

## POLLWORKERS | ADD POLL WORKER



### 1 SELECT MENU

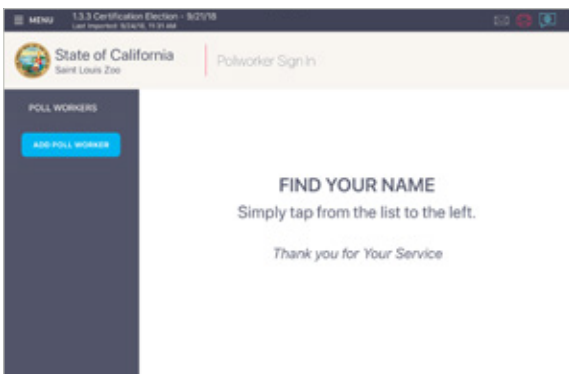
Select the **Menu** button in the upper left corner.



### 2 POLLWORKERS

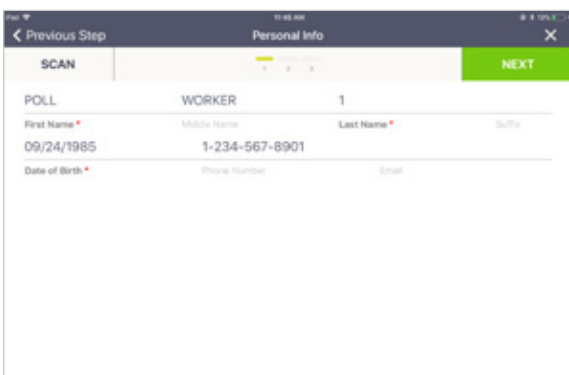
To access Pollworkers module on Poll Pad, press **MENU**, then **Pollworkers**.

**NOTE:** The Pollworker module does not require WiFi connectivity.



### 3 ADD POLL WORKER

If a poll worker's name can not be found on list, select **ADD POLL WORKER** button.



### 4 PERSONAL INFO

Manually enter poll worker's information, then press **NEXT**.

**NOTE:** \* Indicates a required field.

## POLLWORKERS | ADD POLL WORKER

Previous Step Address Info

2111 OLIVE ST

House Number House Suffix Pre-Direction Street Name Street Type Post-Direction

ST. LOUIS MO 63103

City State Zip

Mailing Address (if mail cannot be delivered to the address above)

PD Box City State Zip

1 2 3 4 5 6 7 8 9 0

@ # \$ % & \* ( ) , ; ' " ~

return

Back

### 5 ADDRESS INFO

Manually enter poll worker's address information, then press **NEXT**.

Previous Step Role and Party Info

Role Republican

I would like to work every election

CREATE

q w e r t y u i o p

a s d f g h j k l

z x c v b n m , . ?

return

### 6 ROLE AND PARTY INFO

Select the poll worker's role and party from the drop down menus. There is an optional Type Note field should you need to provide any other information for that poll worker. When finished, press **CREATE**.

**NOTE:** If you do not require your poll workers to declare a party, they should select "Unaffiliated".

Previous Step Role and Party Info

Tabulation Judge Democratic

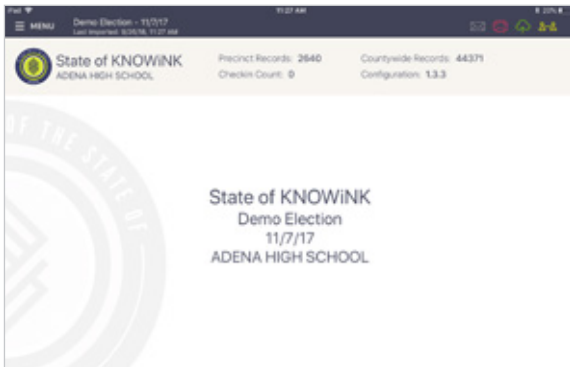
Pollworker Created

Ok

### 7 SUCCESS

Good job! You have successfully added a poll worker. Press **Ok**.

# ABSENTEE UPDATES USING ABSENTEE SCANNER



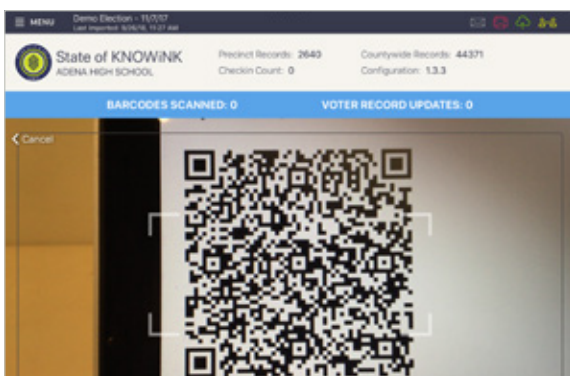
## 1 SELECT MENU

Select the **Menu** button in the upper left corner.



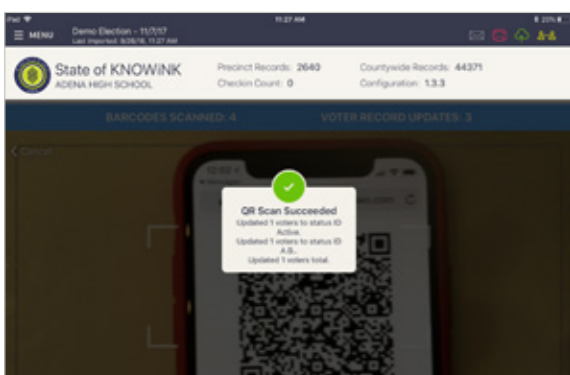
## 2 ABSENTEE SCANNER

Select **ABSENTEE SCANNER**.



## 3 STATUS UPDATE SCANNER

Scan all QR Codes for assigned polling place/precincts.

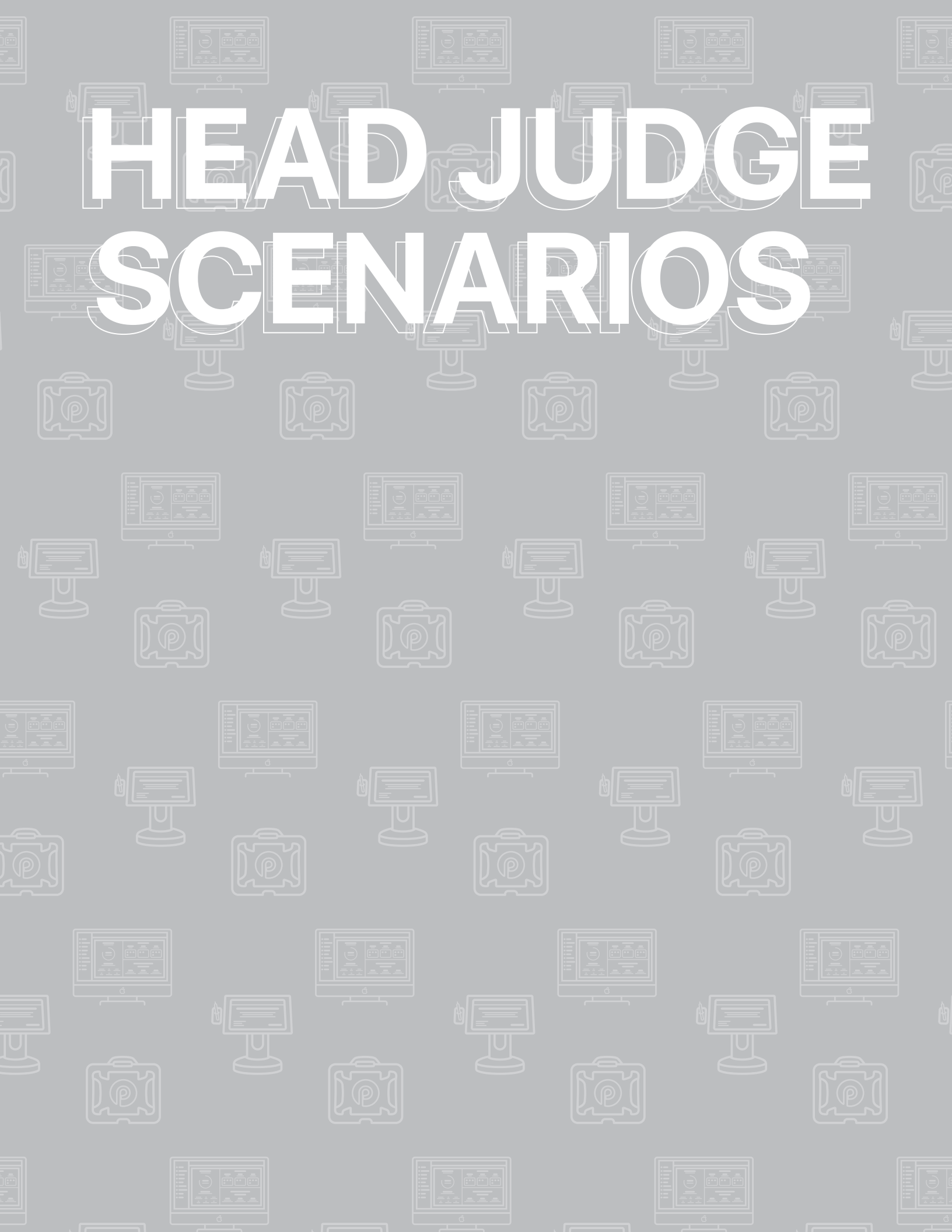


## 4 SUCCESS

A success message will display once you have scanned the barcodes and the absentee statuses have been updated.



# HEAD JUDGE SCENARIOS



# CANCEL VOTER CHECK-IN

## LOOK UP VOTER

Look up the voter you need to cancel check-in by entering the first three letters of voter's last and first names.

Select **SEARCH**.

The screenshot shows the 'Your County Elections Office' app interface. At the top, there's a header with the county logo and name. Below it, there are input fields for 'MAD' and 'JAM', a 'SEARCH' button, and an 'ADVANCED' toggle. The search results section shows '1 Records Found' for 'Madison, James'. The record details include the date '03/16/1901', address '9409 Court Jester Dr', and 'VOTER ID: 76500013 - Elections Office'. The status is 'Voted'.

## PRESS SETTINGS BUTTON

Select the **Settings** icon located beside the voter's last name.

This screenshot is a zoomed-in view of the search results for 'Madison, James'. It highlights the settings icon (a gear) located to the left of the voter's name. The voter's details, including the date of birth, address, and voter ID, are also visible.

## ENTER PASSWORD

Enter the **Extra Functions Password** (password will be provided by the election authority).

The screenshot shows the 'Your County Elections Office' app with a password entry dialog box overlaid. The dialog box has a text input field for the password and 'Done' and 'Cancel' buttons. A virtual keyboard is visible at the bottom of the screen.

## CANCEL THE CHECK-IN

Select **Cancel Voter Checkin**.

This screenshot shows the 'Your County Elections Office' app with the search results for 'Madison, James'. At the bottom of the screen, there are three buttons: 'Mark Voter Absentee', 'Allow Voter to Vote', and 'Reprint Checkin Transaction'. The 'Cancel Voter Checkin' button is highlighted with a blue arrow.

# CANCEL VOTER CHECK-IN



## 1 POLLWORKER NAME & REASON

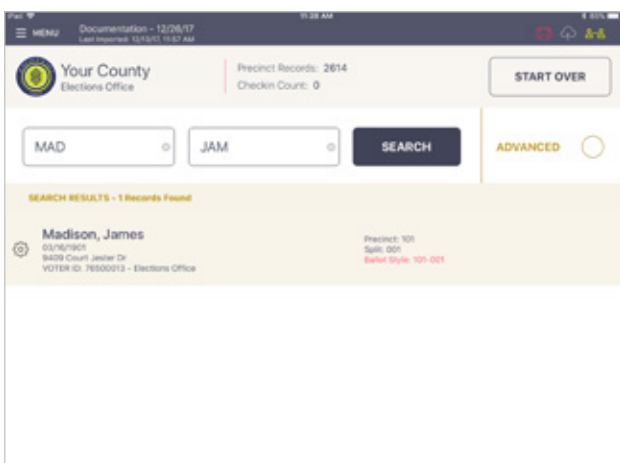
The Election Judge Authority canceling the voter check-in should enter their name. From the drop-down menu, select the reason for cancelling the check-in. If you choose **Other** for reason, you must type details in the box provided to proceed.

Press **NEXT**.



## 2 REVIEW, SIGN & SUBMIT

Election Judge must sign using their FULL NAME then press **SUBMIT**.



## 3 CHECK-IN CANCELED

Voter will be removed from check-in count.

**Voted** status will be removed.

# SPOIL BALLOT

## 1 LOOK UP VOTER

Lookup the voter's record using Manual Entry instructions.

Once voter record has been located, access the advanced functions menu by selecting the gear icon and entering the password.

State of KNOWiNK  
ADENA HIGH SCHOOL

Precinct Records: 2640  
Checkin Count: 1

START OVER

Showing top 50 results. Please narrow your search criteria.

Name	Address	Precinct	Ballot Style
Abernathy, Barbara	12231937 27 STARR AVE FRANKFORT, OH 45628 VOTER ID: 9900902	Adena High School Precinct: 028 Split: 1	Ballot Style: X028-1
Abrial, Kathie	05/11/1958 3363 RADGEE RIDGE RD FRANKFORT, OH 45628 VOTER ID: 9842914	Adena High School Precinct: 027 Split: 1	Ballot Style: X027-1
Ackley, Andrea J	05/24/1975 6755 COUNTY ROAD 650 FRANKFORT, OH 45628 VOTER ID: 9810827	Adena High School Precinct: 029 Split: 1	Ballot Style: X029-1
Ackley, Bobby L	05/11/1967	Adena High School Precinct: 027	

## 2 SELECT SPOIL BALLOT

Select **Spoil Ballot** from the Advanced Functions menu.

State of KNOWiNK  
ADENA HIGH SCHOOL

Precinct Records: 2640  
Checkin Count: 1

START OVER

Showing top 50 results. Please narrow your search criteria.

Abernathy, BARBARA

Mark Voter Absentee

Allow Voter to Vote

Reprint Voter Receipts

Cancel Voter Checkin

Spoil Ballot

Name	Address	Precinct	Ballot Style
Abrial, Kathie	05/11/1958 3363 RADGEE RIDGE RD FRANKFORT, OH 45628 VOTER ID: 9842914	Adena High School Precinct: 027 Split: 1	Ballot Style: X027-1
Ackley, Andrea J	05/24/1975 6755 COUNTY ROAD 650 FRANKFORT, OH 45628 VOTER ID: 9810827	Adena High School Precinct: 029 Split: 1	Ballot Style: X029-1

## 3 SELECT SPOIL REASON

A new screen will appear. Poll worker to select reason for spoiling ballot. Once selected, press **SPOIL BALLOT** to complete the process.

**NOTE:** During primary elections, select party of re-issued ballot.

State of KNOWiNK  
ADENA HIGH SCHOOL

START OVER

SPOIL BALLOT

SPOIL BALLOT

Abernathy, Barbara  
27 STARR AVE FRANKFORT, OH 45628  
BALLOT STYLE: X028-1

CHOOSE REASON

Spoiled Ballot

Wrong Party Selected

Ballot Destroyed

Other

Balloets Spoiled: 0 Spoiled Ballots Remaining: 3

CHANGE PARTY

# MARK VOTER ABSENTEE MANUALLY

## 1 LOOK UP VOTER

Look up voter you need to mark as absentee by entering the first three letters of voter's last and first names.

The screenshot shows the 'State of KNOWINK' application interface. At the top, it says 'Demo Election - 11/17/17' and 'Last Modified: 9/20/16, 11:27 am'. Below this, there's a header with 'State of KNOWINK' and 'ADENA HIGH SCHOOL'. To the right, it says 'Precinct Records: 2640' and 'Checkin Count: 1'. There's a 'START OVER' button. Below the header, there are two input fields: 'ABR' and 'KAT', followed by a 'SEARCH' button. To the right of the search button is an 'ADVANCED SEARCH' link. Below the search bar, it says 'SEARCH RESULTS - 1 Records Found'. The search result shows 'Abrial, Kathie' with a gear icon to the left. Below the name, it lists '05/17/1958', '3363 RAGGED RIDGE RD FRANKFORT, OH 45628', and 'VOTER ID: 9842914'. To the right of this information, it says 'Adena High School', 'Precinct: 627', 'Split: 1', and 'Ballot Style: R027-1'.

## 2 PRESS SETTINGS BUTTON

Select the **Settings** icon located beside the voter's last name.

This is a close-up of the search results for 'Abrial, Kathie'. It shows the name 'Abrial, Kathie' in bold, followed by '05/17/1958', '3363 RAGGED RIDGE RD FRANKFORT, OH 45628', and 'VOTER ID: 9842914'. To the left of the name is a gear icon, which is the settings button. Above the name, there are two input fields: 'ABR' and 'KAT'.

## 3 ENTER PASSWORD

Enter the **Extra Functions Password** (password will be provided by Election Authority.)

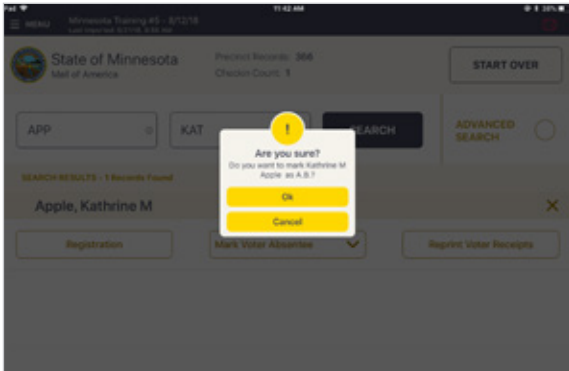
The screenshot shows the application interface with a 'Enter Password' dialog box open. The dialog box has a text input field for the password, a 'Done' button, and a 'Cancel' button. Below the dialog box, a virtual keyboard is visible. The background shows the search results for 'Abrial, Kathie'.

## 4 MARK VOTER ABSENTEE

Select **Mark Voter Absentee** and select either VBM Ballot Received or VBM Ballot Sent from the popup list.

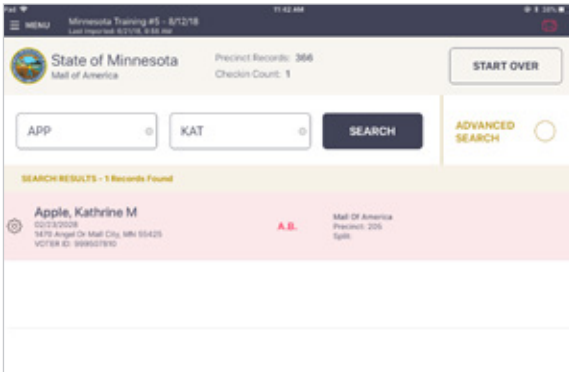
The screenshot shows the application interface with a dropdown menu open. The dropdown menu has three options: 'VBM Ballot Received', 'VBM Ballot Sent', and 'Mark Voter Absentee'. The 'Mark Voter Absentee' option is selected, and a blue arrow points to it. Below the dropdown menu, there is a 'Reprint Voter Receipts' button. The background shows the search results for 'Abrial, Kathie'.

## MARK VOTER ABSENTEE MANUALLY



### 5 CONFIRM

Press **Ok** to mark voter absentee.



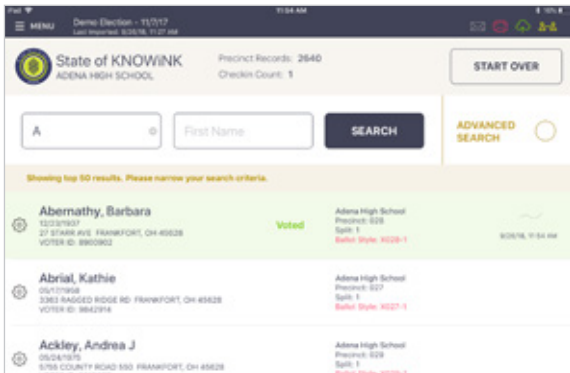
### 6 VOTER MARKED

Voter is now marked either VBM Ballot Received or VBM Ballot Sent. Press **START OVER**.

# REPRINT VOTER RECEIPTS

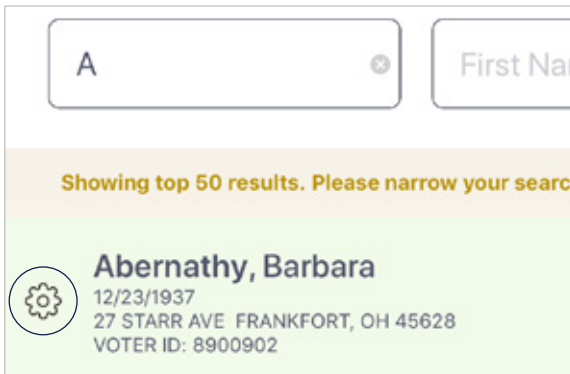
## 1 LOOK UP VOTER

Look up voter to reprint voter receipt by entering the first three letters of voter's last and first names.



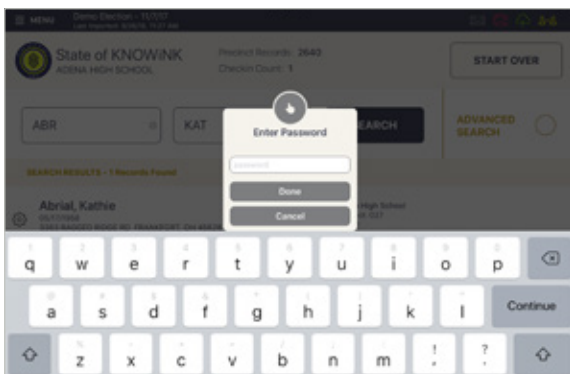
## 2 PRESS SETTINGS BUTTON

Select the **Settings** icon located beside the voter's last name.



## 3 ENTER PASSWORD

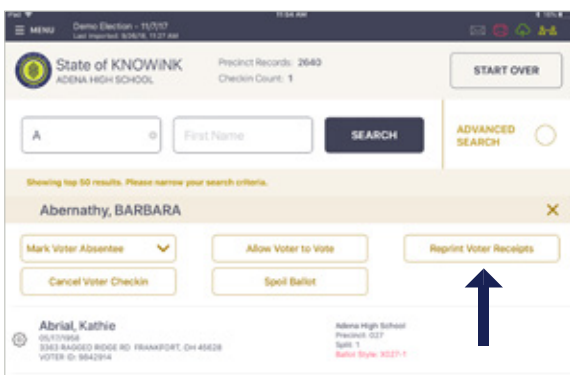
Enter the **Extra Functions Password** (password will be provided by Election Authority.)



## 4 REPRINT VOTER RECEIPT

Select **Reprint Voter Receipts** and a duplicate receipt will automatically print. Press **START OVER**.

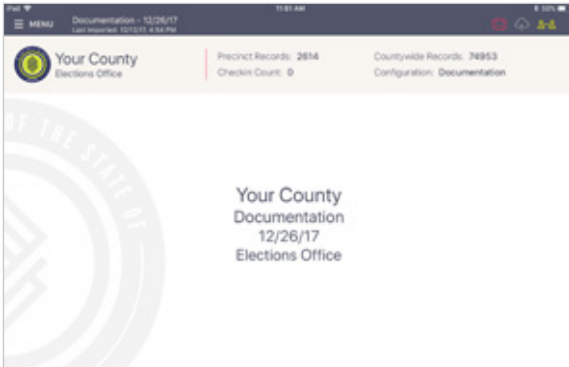
**NOTE:** Printed receipt will be marked "DUPLICATE".





# ADMIN OPERATIONS

# IMPORTING VOTER FILE



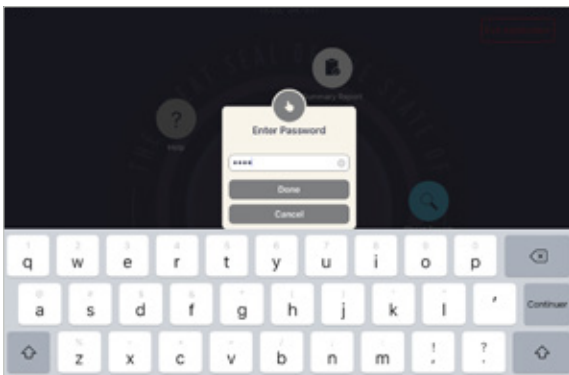
## 1 SELECT MENU

Select the **Menu** button in the upper left corner.



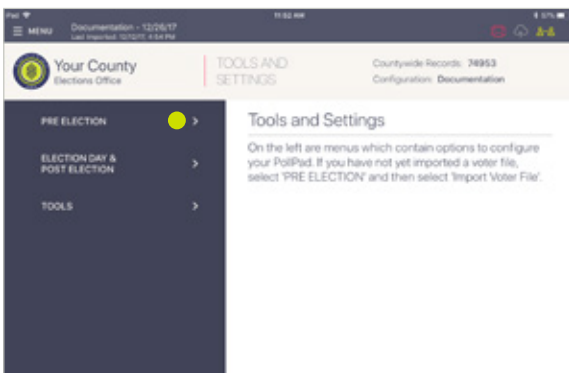
## 2 TOOLS & SETTINGS

Select the Green **Tools and Settings** circle.



## 3 ENTER PASSWORD

(Password will be provided by Election Authority.)



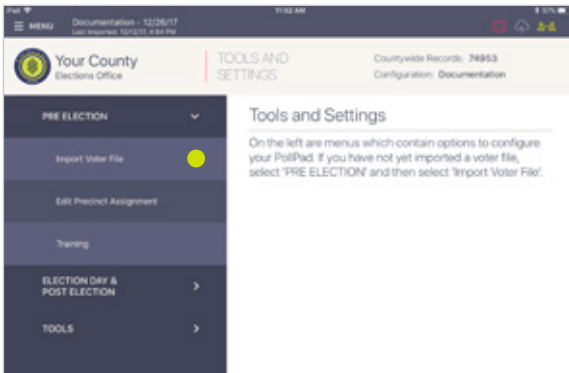
## 4 PRE ELECTION

Select **PRE ELECTION** on the left panel.

# IMPORTING VOTER FILE

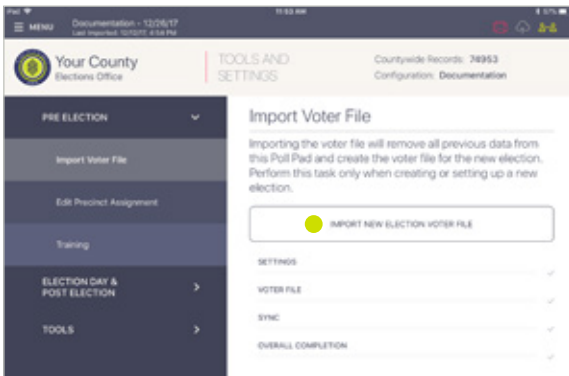
## 5 IMPORT VOTER FILE

Select **Import Voter File** under the **PRE ELECTION** drop down menu.



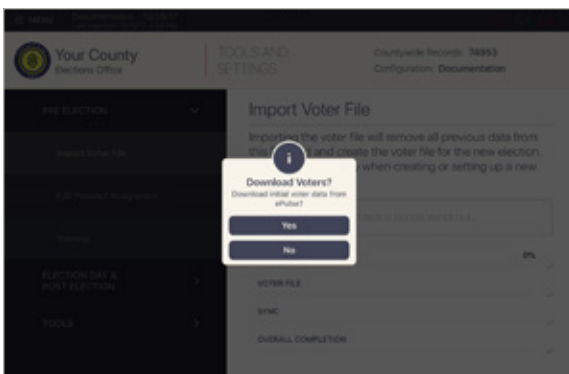
## 6 IMPORT NEW ELECTION VOTER FILE

Select **IMPORT NEW ELECTION VOTER FILE** on the right side of the screen.



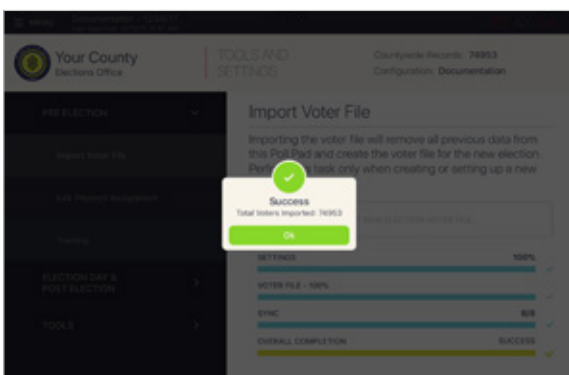
## 7 DOWNLOAD VOTERS?

When asked to 'Download initial voter data from ePulse?' select **Yes**.

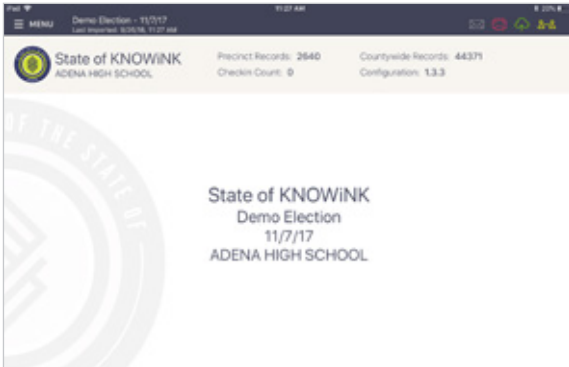


## 8 SUCCESS

When complete a 'Success' message will appear. Verify the number of Total Voters Imported and press **Ok**.



# IMPORTING HELP FILES



## 1 SELECT MENU

Select the **Menu** button in the upper left corner.



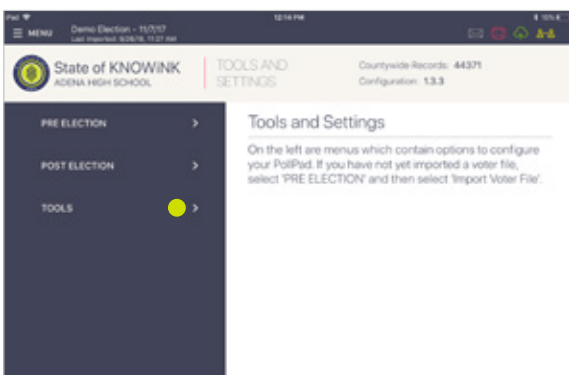
## 2 TOOLS & SETTINGS

Select the Green **Tools and Settings** circle.



## 3 ENTER PASSWORD

Enter the **Extra Functions Password** (password will be provided to you.)



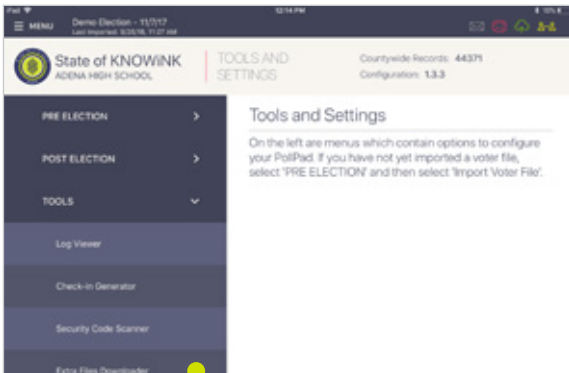
## 4 TOOLS

Select **TOOLS**.

# IMPORTING HELP FILES

## 5 EXTRA FILE DOWNLOADER

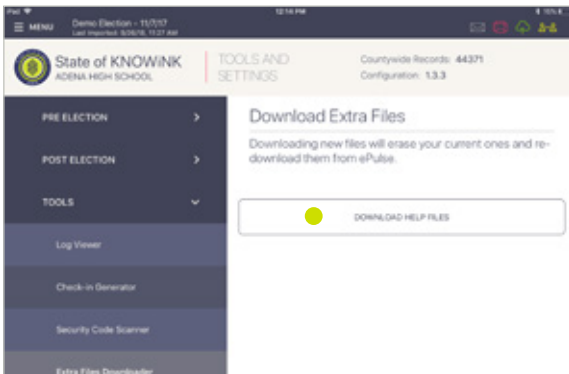
Select **Extra Files Downloader**.



## 6 DOWNLOAD EXTRA FILES

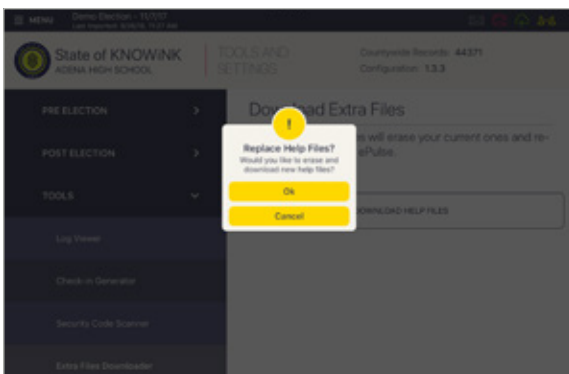
Press **DOWNLOAD HELP FILES**.

**NOTE:** Downloading new files will erase your current ones and re-download them from ePulse.



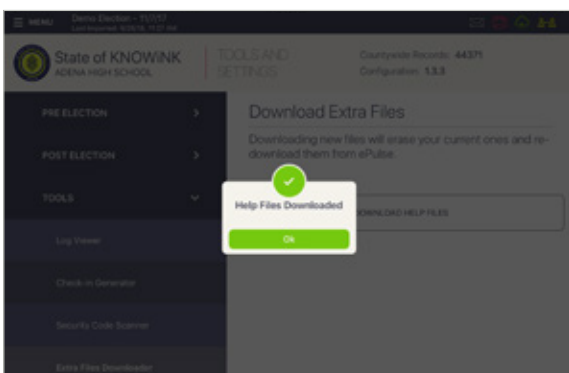
## 7 REPLACE HELP FILES

When asked to **Replace Help Files?** select **Ok**.

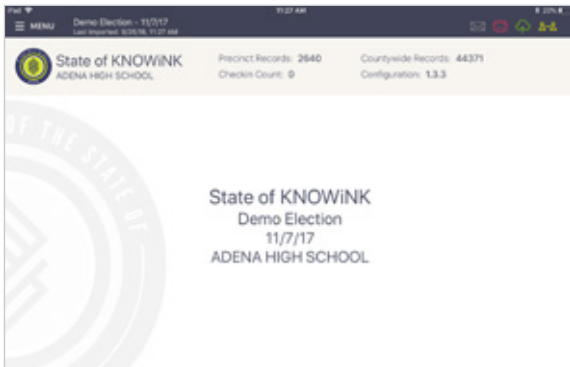


## 8 SUCCESS

When complete a 'Help Files Downloaded' message will appear. Press **Ok**.

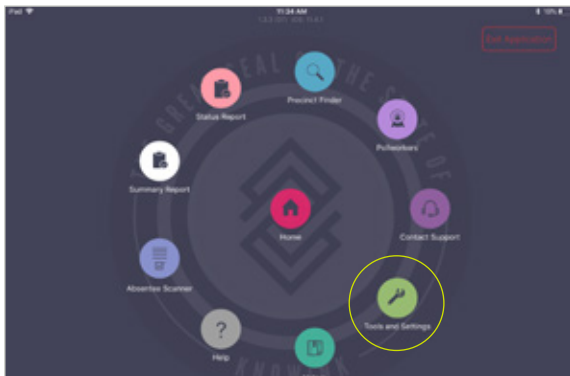


# TRAINING MODE



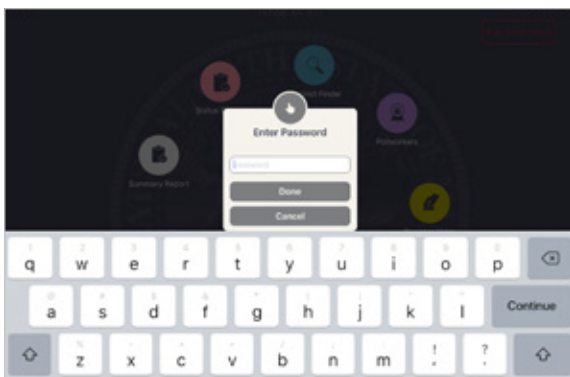
## 1 SELECT MENU

Select the **Menu** button in the upper left corner.



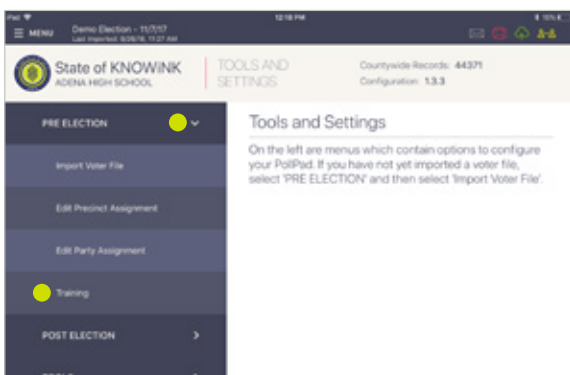
## 2 TOOLS & SETTINGS

Select the **Tools and Settings** circle.



## 3 ENTER PASSWORD

Enter the **Extra Functions Password** (password will be provided by Election Authority.)

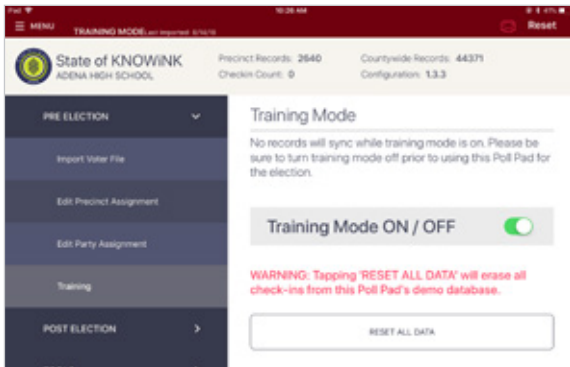


## 4 PRE-ELECTION

Select **PRE ELECTION**.

Select **Training**.

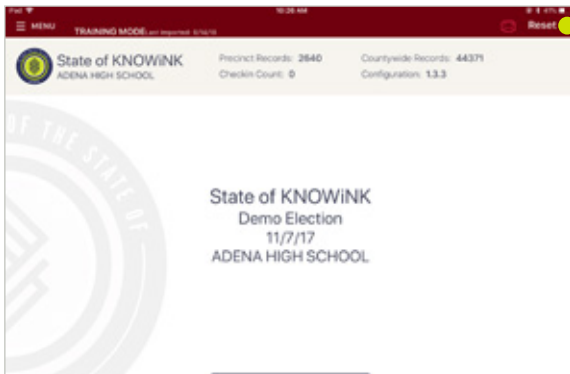
# TRAINING MODE



## 1 TOGGLE ON

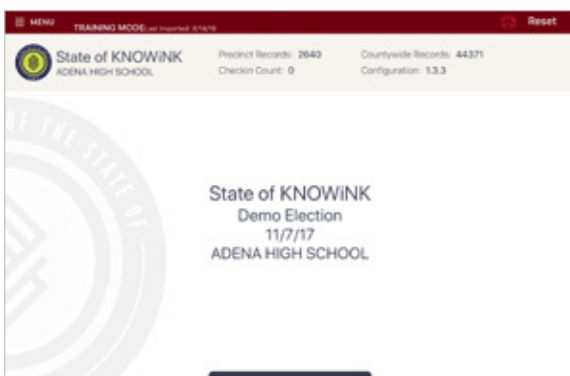
Toggle on **Training Mode**.

**NOTE:** When Training Mode is toggled on, a red banner will appear at the top of the Poll Pad indicating Training Mode.



## 2 RESET

At the conclusion of each training session, press the **"Reset"** button in the upper right corner of the screen to reset the Poll Pad for the next training class.



## 3 EXIT TRAINING MODE

Select the **Menu** button in the upper left corner.



## 4 TOOLS & SETTINGS

Select **Tools and Settings**.

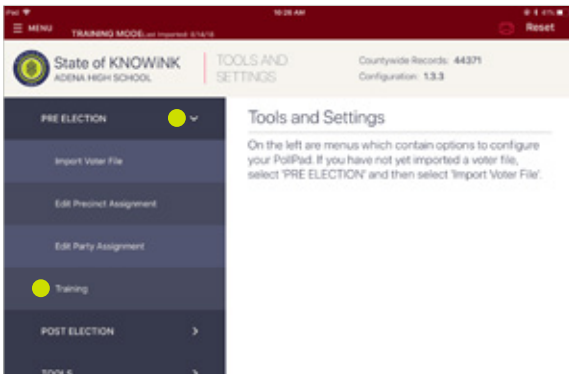


# TRAINING MODE



## 5 ENTER PASSWORD

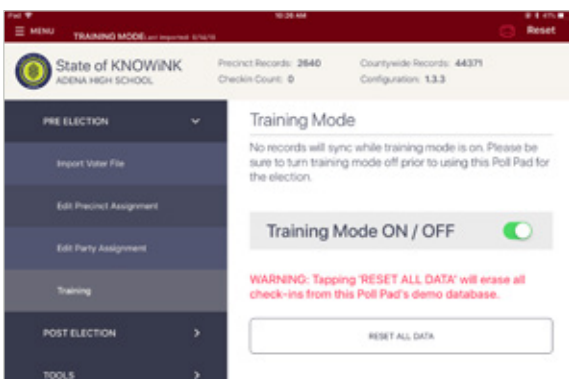
Enter the **Extra Functions Password** (password will be provided by Election Authority.)



## 6 PRE-ELECTION

Select **PRE ELECTION**.

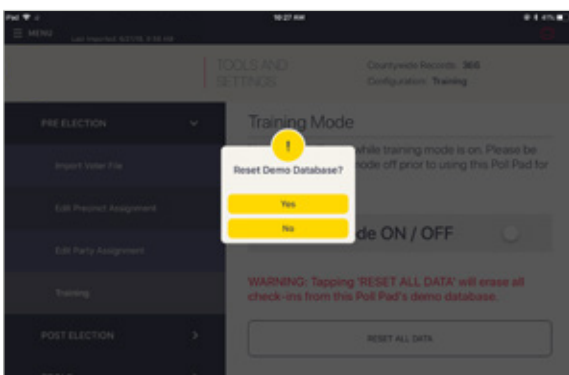
Select **Training**.



## 7 TOGGLE OFF

Toggle off **Training Mode**.

**NOTE:** When Training Mode is toggled on, a red banner will appear at the top of the Poll Pad indicating Training Mode.

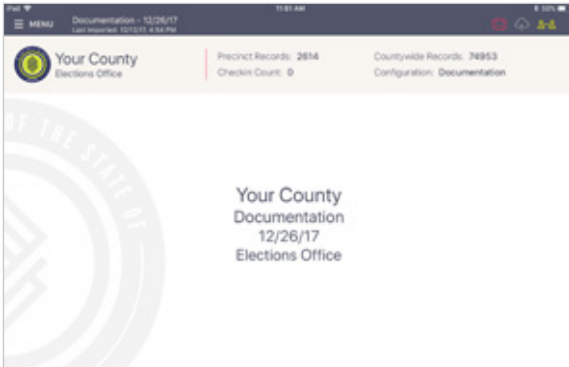


## 8 RESET DATABASE

Press Yes on the **Reset Demo Database?** prompt.

**NOTE:** When Training Mode is toggled off, the red banner at the top of the Poll Pad will return to the standard blue color to indicate that the Poll Pad is no longer in training mode.

# EXPORTING VOTER HISTORY



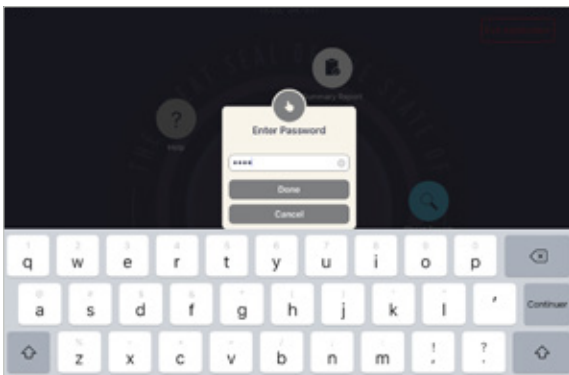
## 1 SELECT MENU

Select the **Menu** button in the upper left corner.



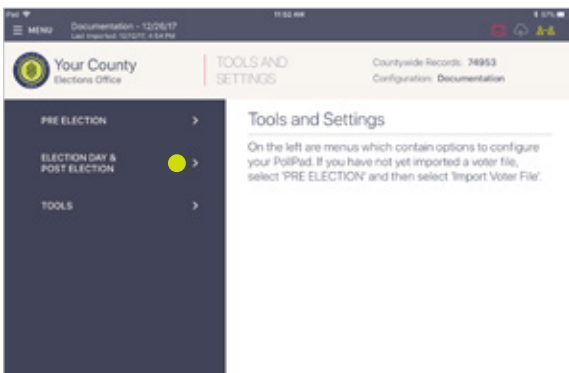
## 2 TOOLS & SETTINGS

Select **Tools and Settings**.



## 3 ENTER PASSWORD

(Password will be provided by Election Authority.)



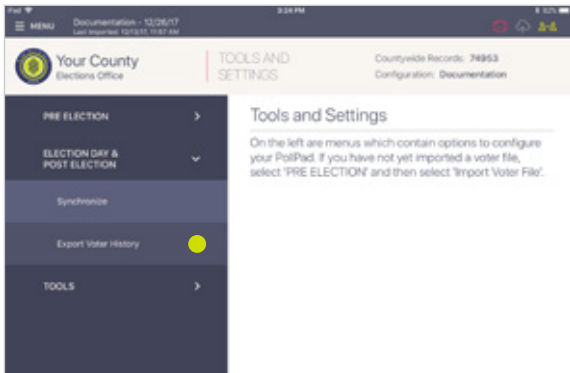
## 4 ELECTION DAY & POST ELECTION

Select **ELECTION DAY & POST ELECTION** on the left panel.

# EXPORTING VOTER HISTORY

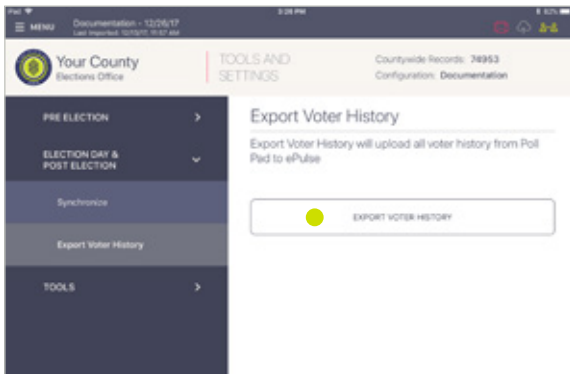
## 5 EXPORT VOTER HISTORY PT. I

Select **Export Voter History** under the **ELECTION DAY & POST ELECTION** drop down menu.



## 6 EXPORT VOTER HISTORY PT. II

On the right hand screen select **EXPORT VOTER HISTORY**.



# AUDIT LOGGING

## 1 TOOLS AND SETTINGS

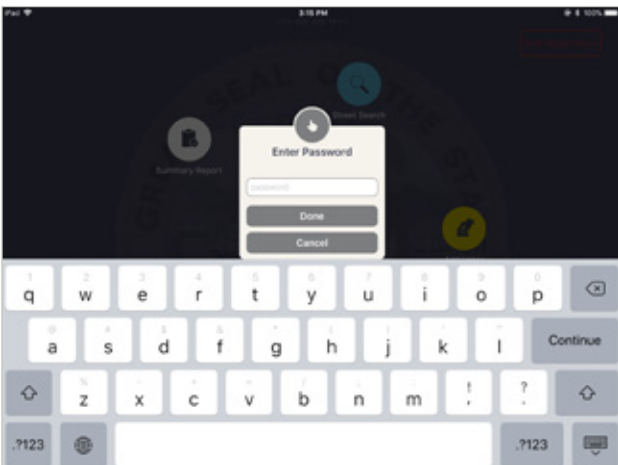
To access the device specific Audit Logs contained in the Poll Pad, press **Menu > Tools and Settings**.



## 2 ENTER PASSWORD

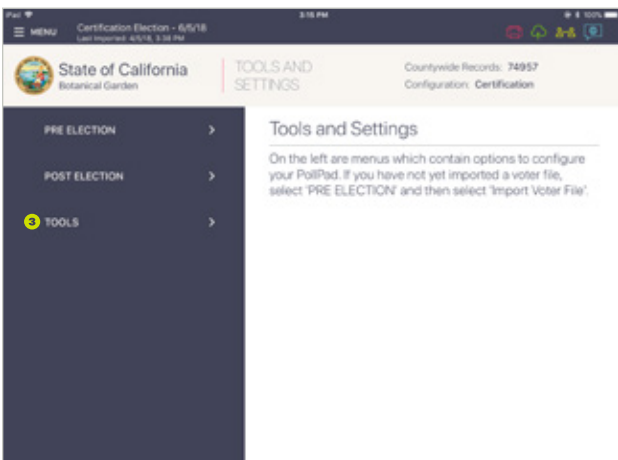
Enter the device specific password and press **Done**.

\*Consult Elections Office to obtain password if needed.



## 3 TOOLS

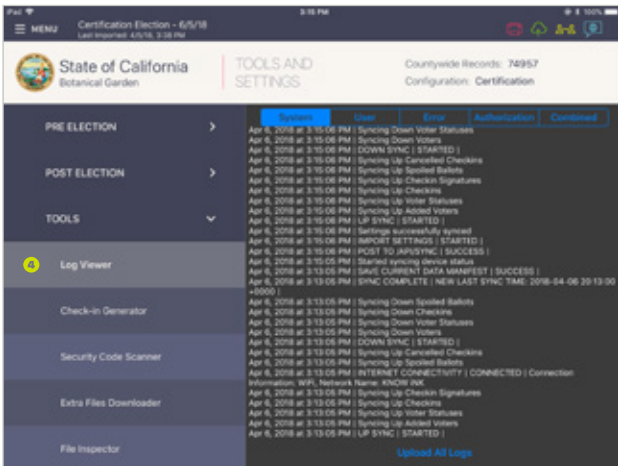
Select **TOOLS** from the Tools and Settings menu.



# AUDIT LOGGING

## 4 LOG VIEWER

Select **Log Viewer** from the displayed options. Audit Logs will be displayed on the right hand side. Logs are divided into several options: **System, User, Error, Authorization, Combined.**



## 5 UPLOAD ALL LOGS

To sync Audit Logs to ePulse use the "**Upload All Logs**" option at the bottom of the logs.

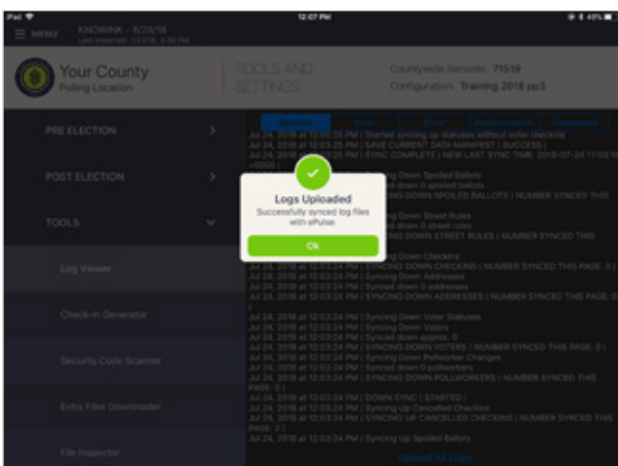
**NOTE:** Poll Pad must be connected to WiFi to successfully upload Audit Logs.



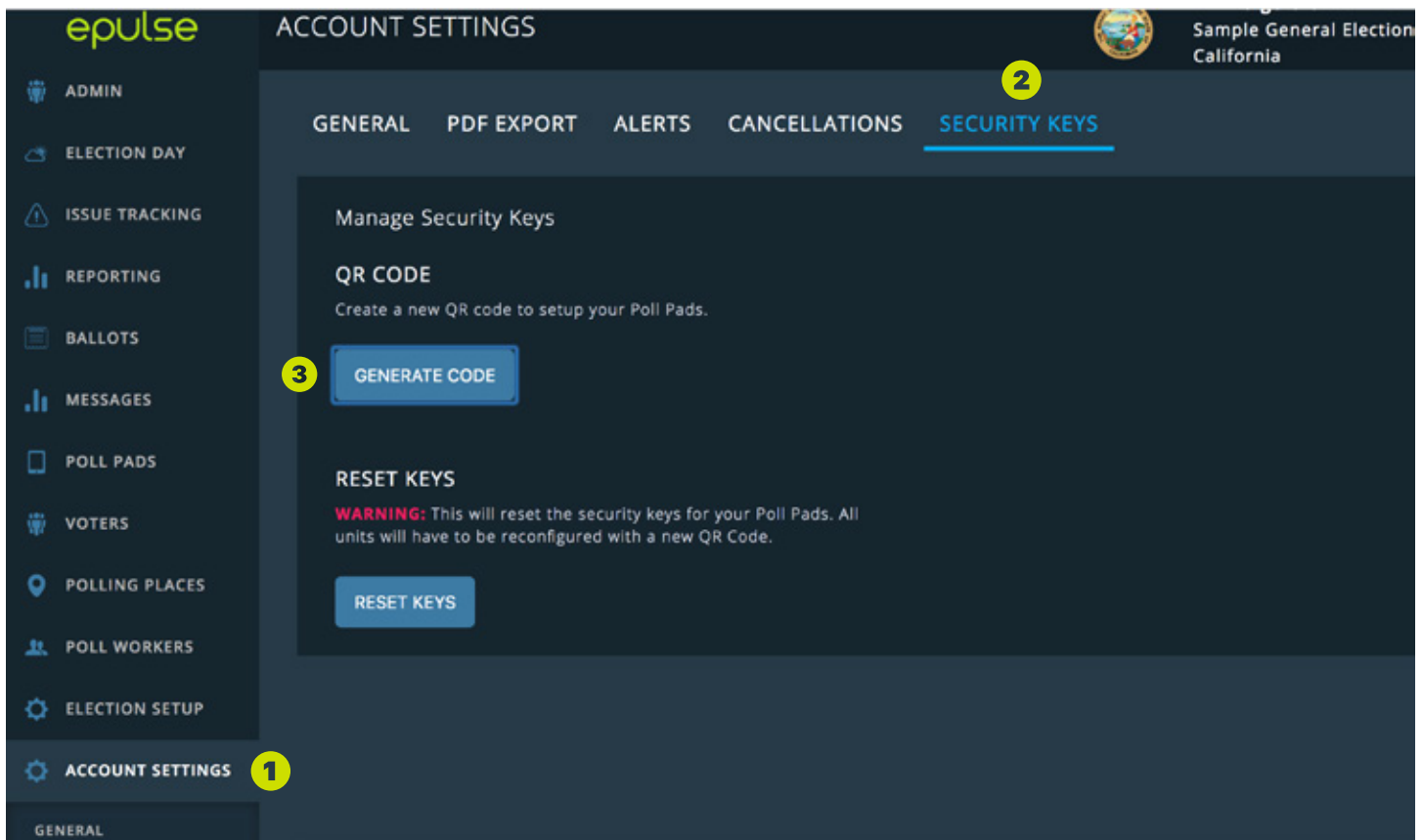
## 6 LOGS UPLOADED

When uploads are complete, a pop-up stating Logs Uploading successfully will prompt.

Select Ok.



## QR CODE & VOTER FILE IMPORT



When a Poll Pad application has been updated from Meraki, it will need to re-establish secure server communication with ePulse by scanning a QR code.

### 1 GENERATE QR CODE

1 Navigate to **ACCOUNT SETTINGS > GENERAL**

2 Click **SECURITY KEYS**

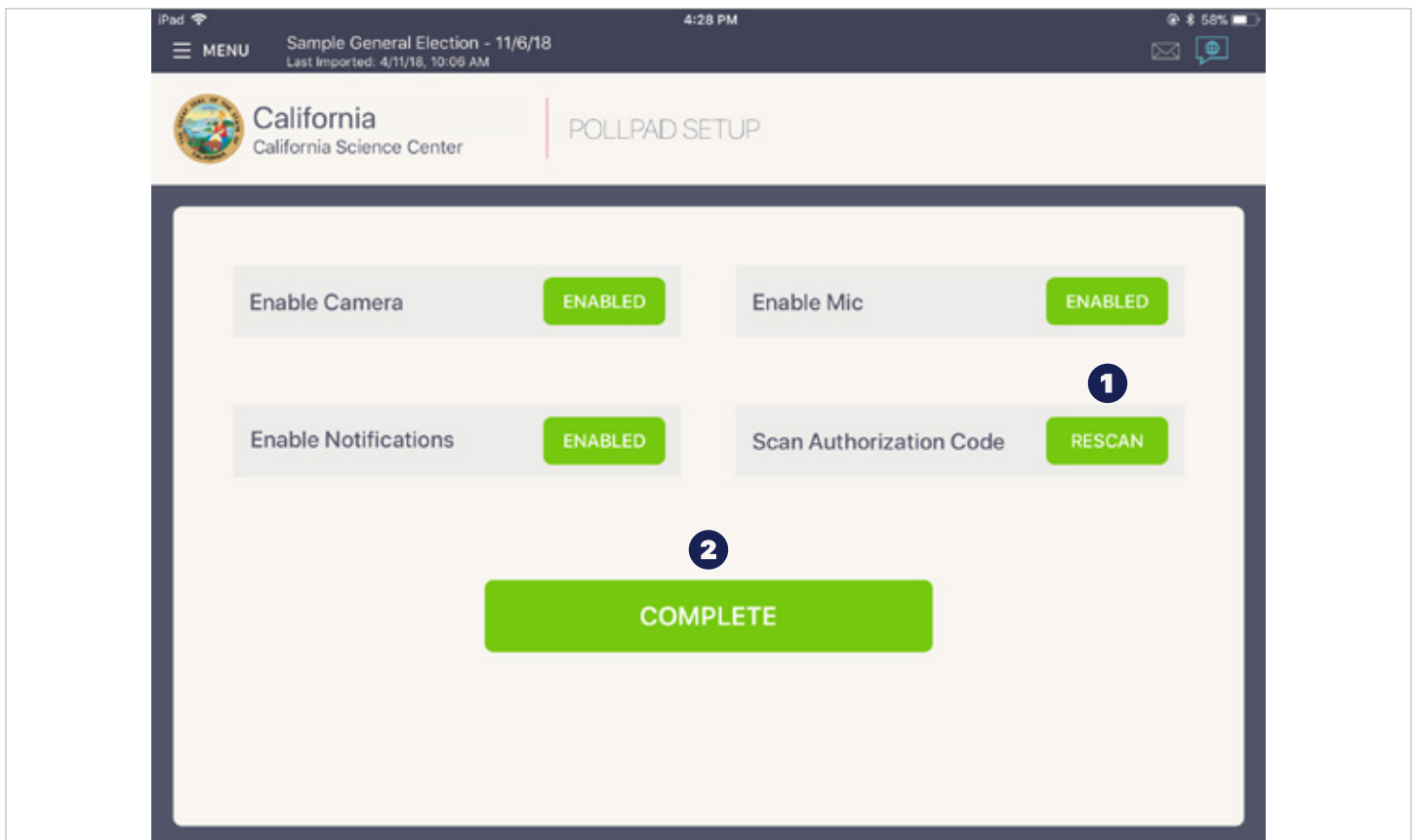
3 Under QR CODE, click **GENERATE CODE**

ePulse will generate a code to be scanned by the Poll Pad.

The code can be scanned from the computer screen, or printed off and scanned.

**Note:** QR codes expire after 24 hours. If your code expires, simply repeat step 1 to generate a new code.

## QR CODE & VOTER FILE IMPORT



### 2 SCAN QR CODE

On each Poll Pad:

❶ Scan Authorization Code: Press **RESCAN**

❷ Press **COMPLETE**

Poll Pad will authenticate and retrieve settings. When authentication is complete, a green **Settings Imported** success screen will display.

Press **Ok** on success popup.



## QR CODE & VOTER FILE IMPORT



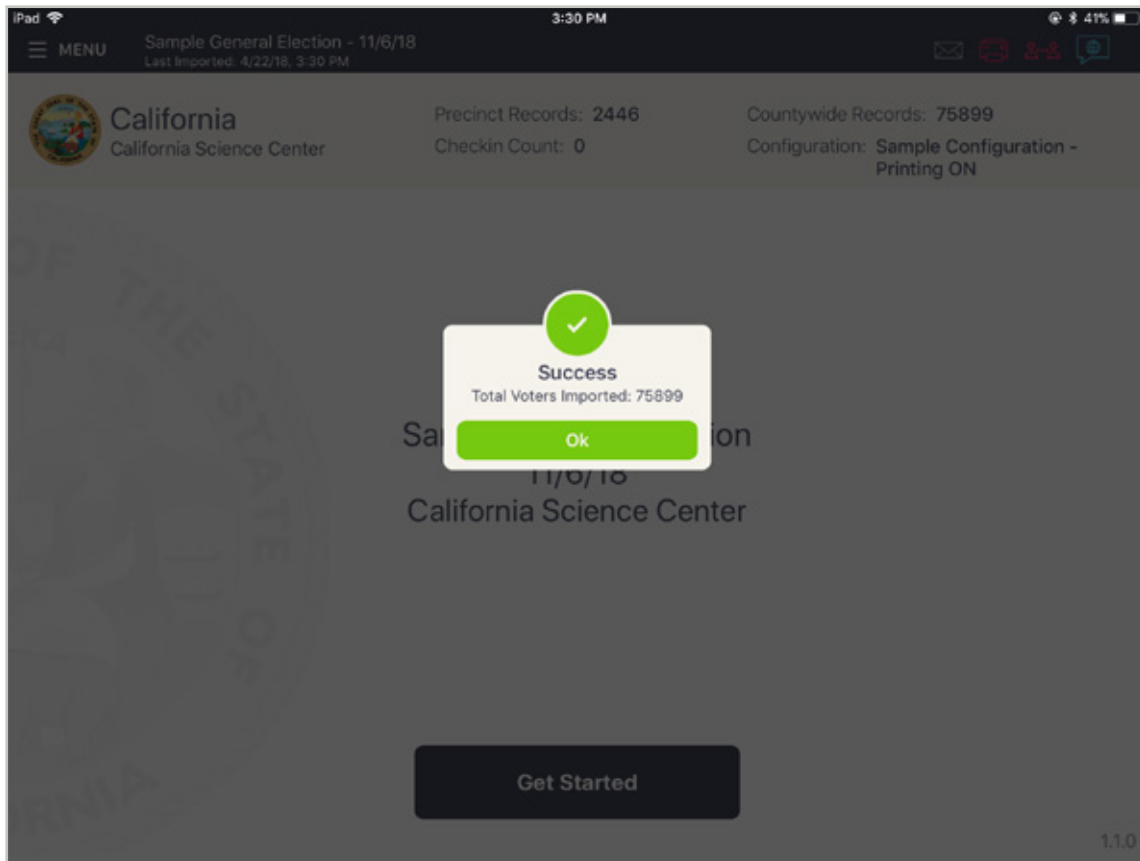
### 3 IMPORT NEW VOTER FILE ON POLL PADS

If your election is built in Epulse, then a red banner prompting to import the voter file for the current election will appear across the top of each Poll Pad.

The banner will state **NEEDS NEW VOTER FILE**, with the name and date of the current election, and the last import date of a voter file on that Poll Pad.

● Press **IMPORT**

## QR CODE & VOTER FILE IMPORT



### 3 IMPORT NEW VOTER FILE ON POLL PADS

When download is complete, a green **Success** screen will pop up.

Verify the **total voters imported** that display on the success pop up.

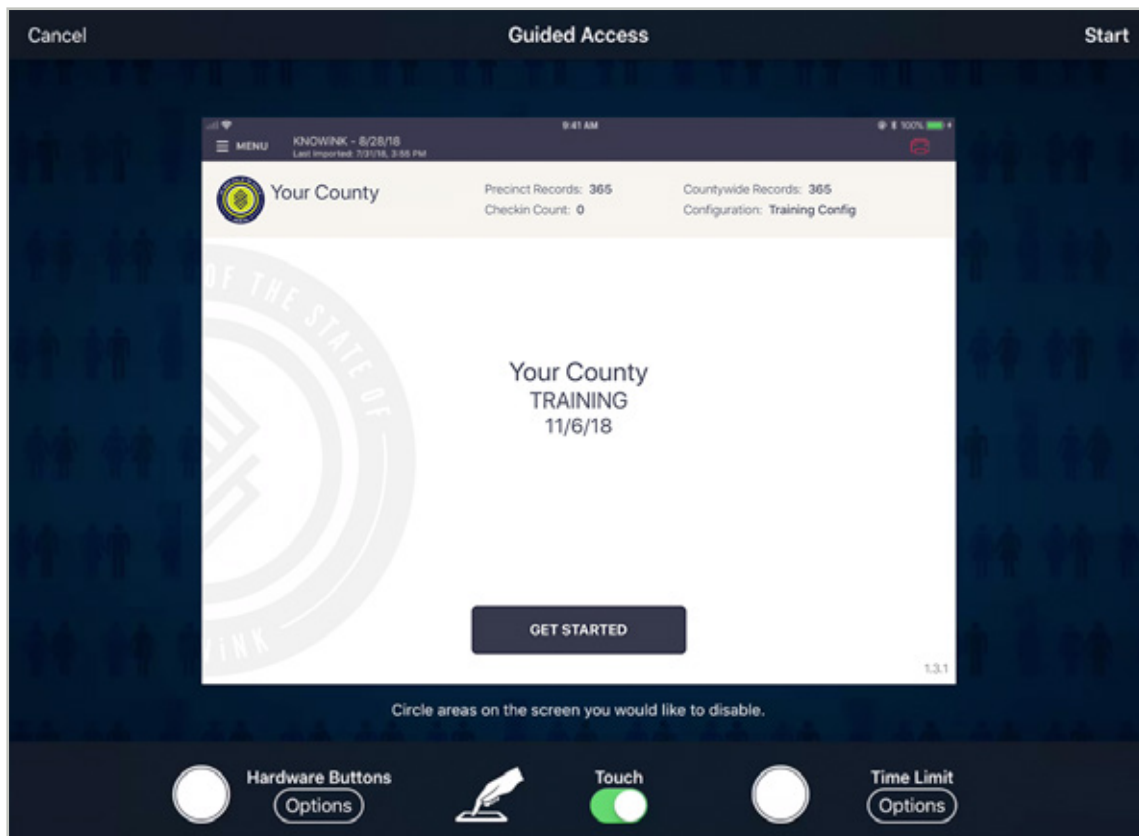
Press **Ok**.

## ENABLE GUIDED ACCESS | POLL PAD



- 1 Launch the Poll Pad application by selecting the Poll Pad app icon at the bottom of the screen.

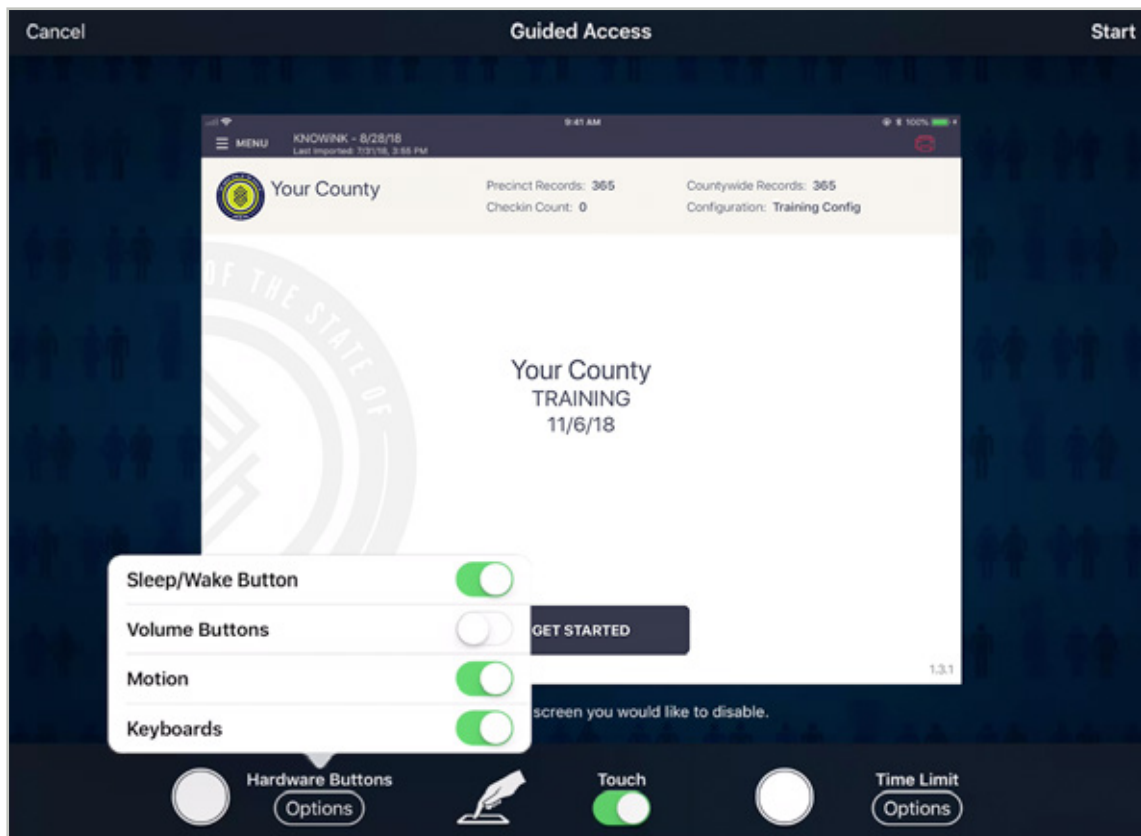
## ENABLE GUIDED ACCESS | POLL PAD



2 Triple click the Home button.

The screen will scale down and additional options will appear.

## ENABLE GUIDED ACCESS | POLL PAD



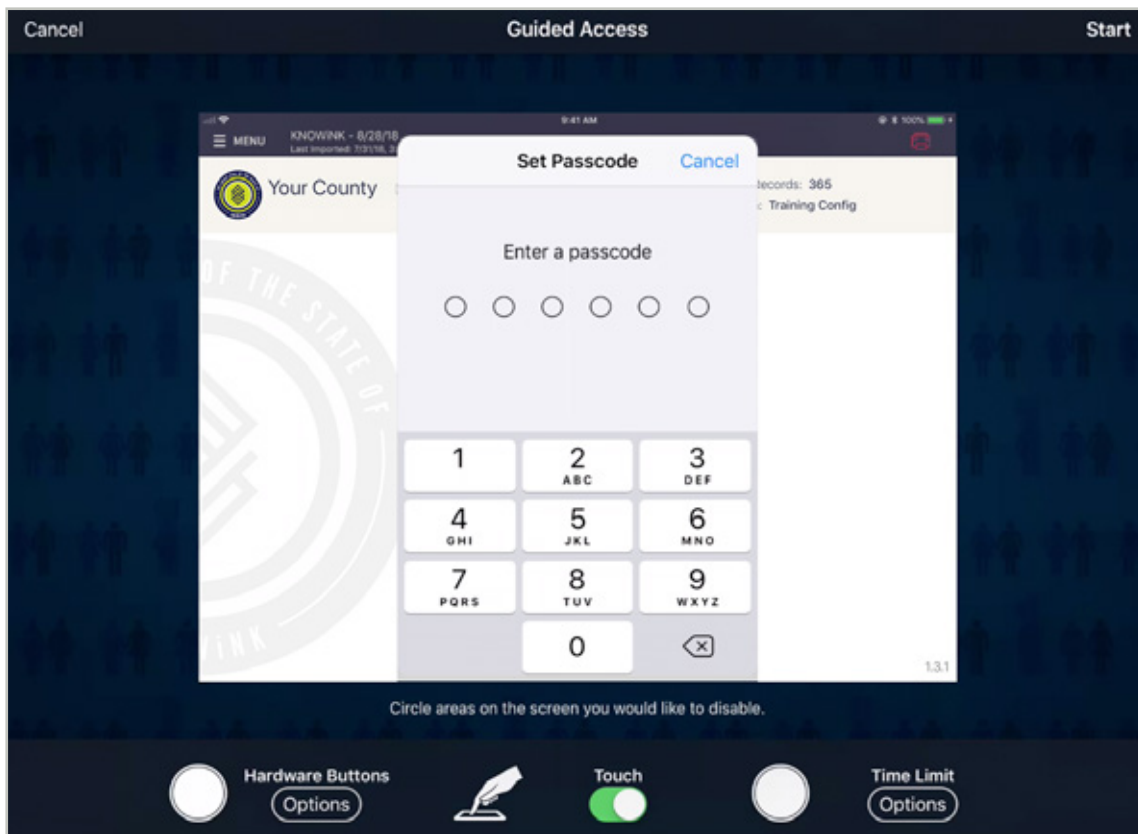
3 On the bottom left, select **Options** under Hardware Buttons.

Toggle ON **Sleep/Wake Button**, **Keyboards**, and **Motion**.

Toggle **OFF** Volume Buttons.

4 Select **Start** on the top right of the screen.

## ENABLE GUIDED ACCESS | POLL PAD



5 Enter **passcode** (4 to 6 digits)

**NOTE:** This passcode will not be transmitted to KNOWiNK. We will be unable to recover or provide this passcode. Please save or keep in a safe place.

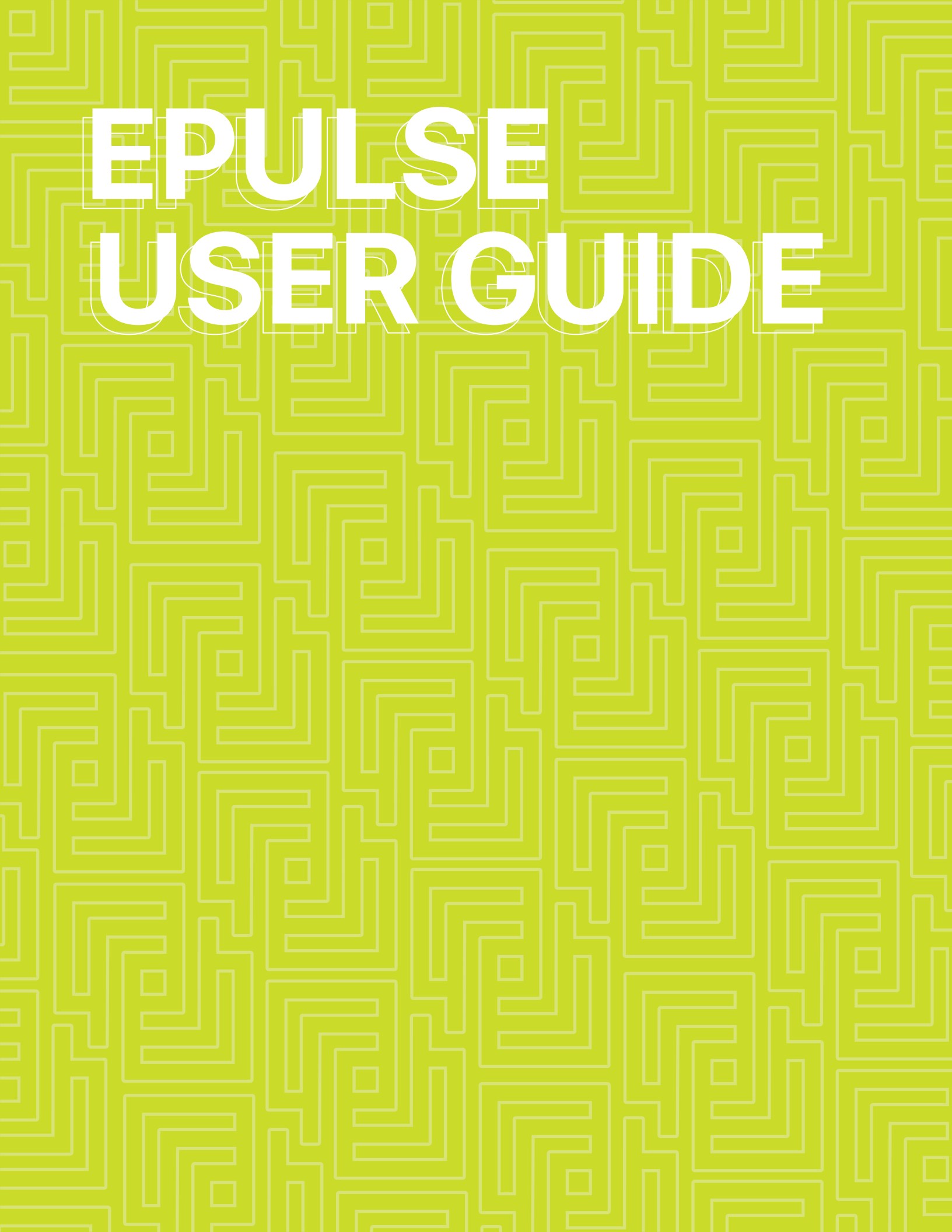
## GUIDED ACCESS | FROM THE POLL PAD APP



**6 Re-enter passcode to verify.**

Guided Access mode will begin.



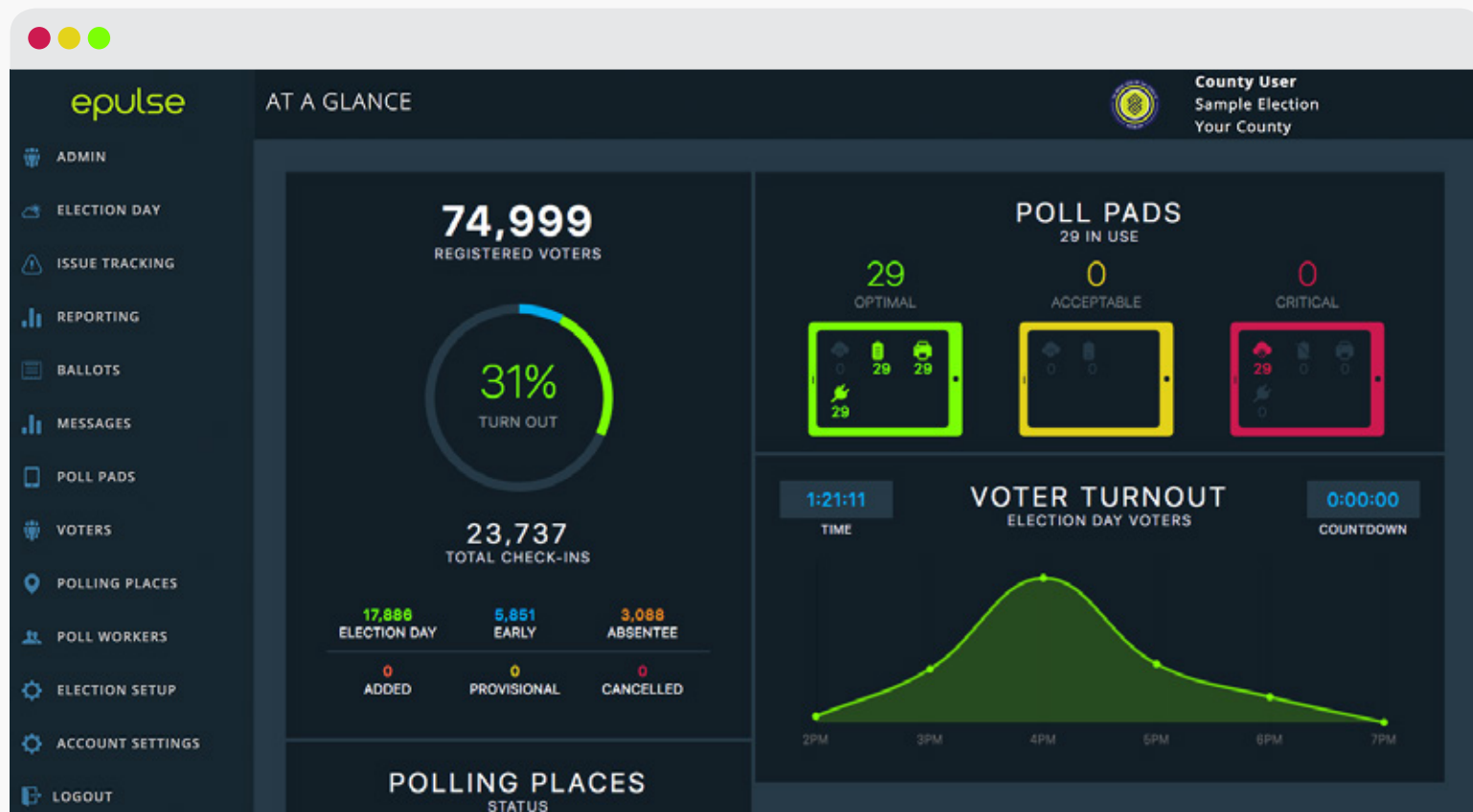


# EPULSE USER GUIDE



# Setting Up an Election

How to Guide





# Table of Contents

**Logging In**

**Creating an Election**

**Loading Your Voter File**

**Verifying Polling Locations**

**Election Confirmation Page**

**Polling Location Types**

**Assigning Poll Pads**

# Logging In

ePulse can be accessed from your desktop or any device with an internet browser. Log In credentials will be sent to the user's email account.

To access your ePulse Account:

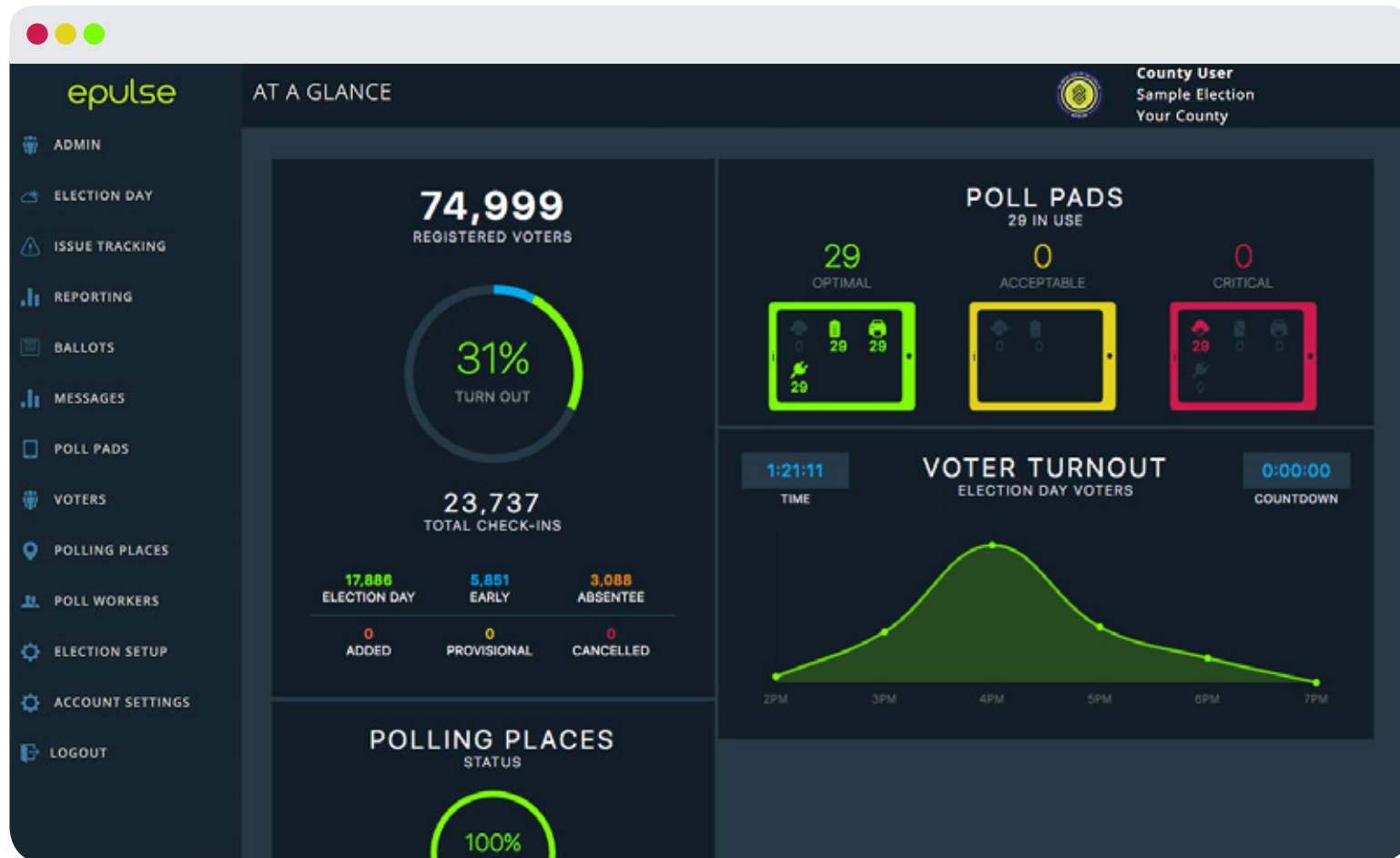
## Open a Web Browser

- 1 Enter **http://epulseadmin2.com** in the address bar and press "enter"
- 2 Enter your **email address**
- 3 Enter **Password**
- 4 Click **LOG IN**

\*Please Note: If you have forgotten your password, simply click **Forgot Your Password?** to have a reset link sent to your email.

The screenshot shows a web browser window with the address bar containing 'http://epulseadmin2.com'. The page displays the 'epulse' logo in green. Below the logo, there are two input fields: the first contains the email address 'blake.luna@knowink.com' and the second contains a masked password '.....'. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form is a blue button labeled 'LOG IN'. Below the button is a link that says 'Forgot your password?'. Numbered callouts (1-4) are overlaid on the image to guide the user through the login process: 1 points to the address bar, 2 points to the email field, 3 points to the password field, and 4 points to the 'LOG IN' button.

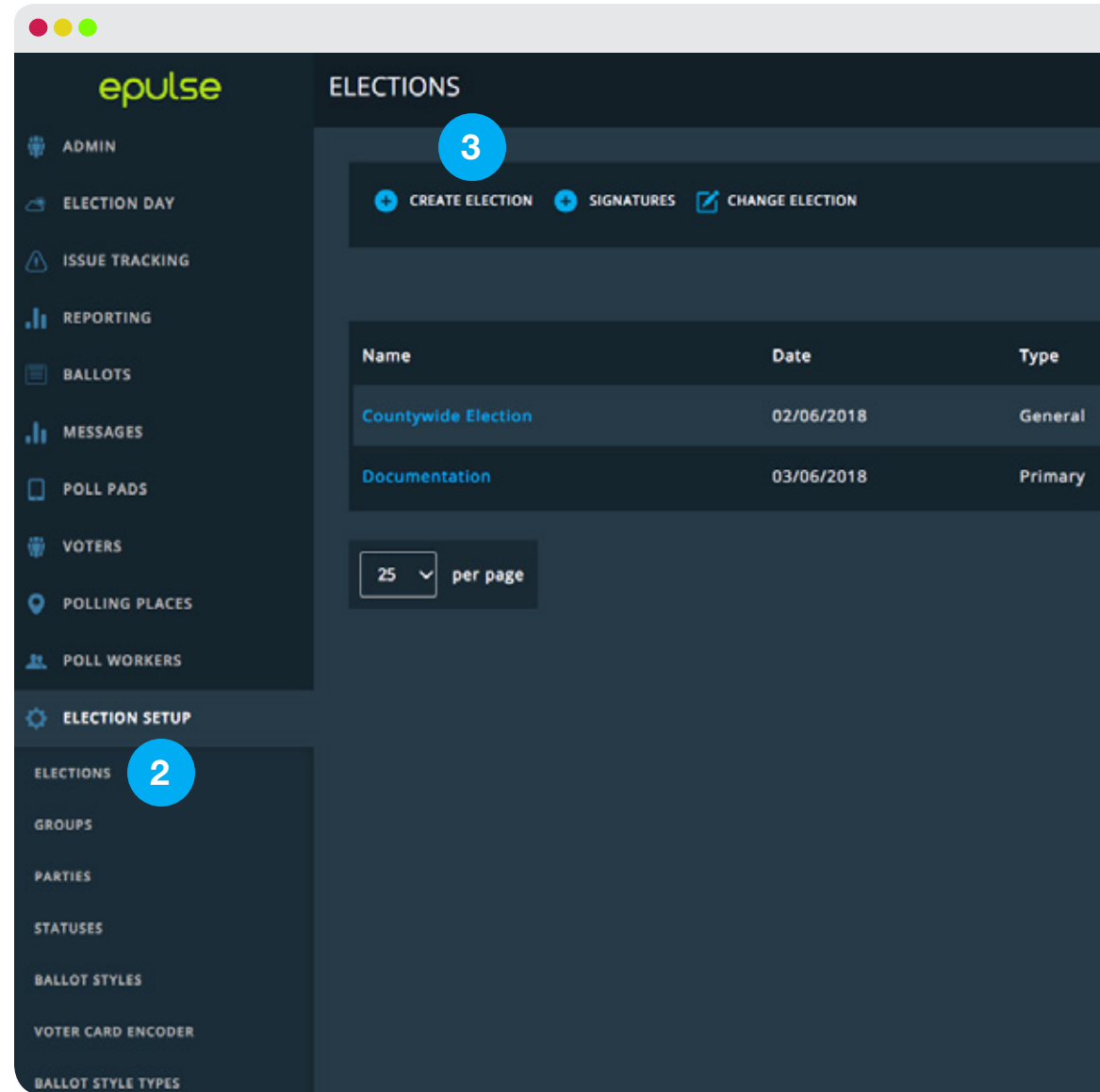
Upon logging in to your ePulse account, you will be directed to the election day **AT A GLANCE** page.



# Creating an Election

From the Election Day page, utilize the left hand menu.

- 1 Select **ELECTION SETUP**.
- 2 Select **ELECTIONS**.
- 3 Select **CREATE ELECTION**.



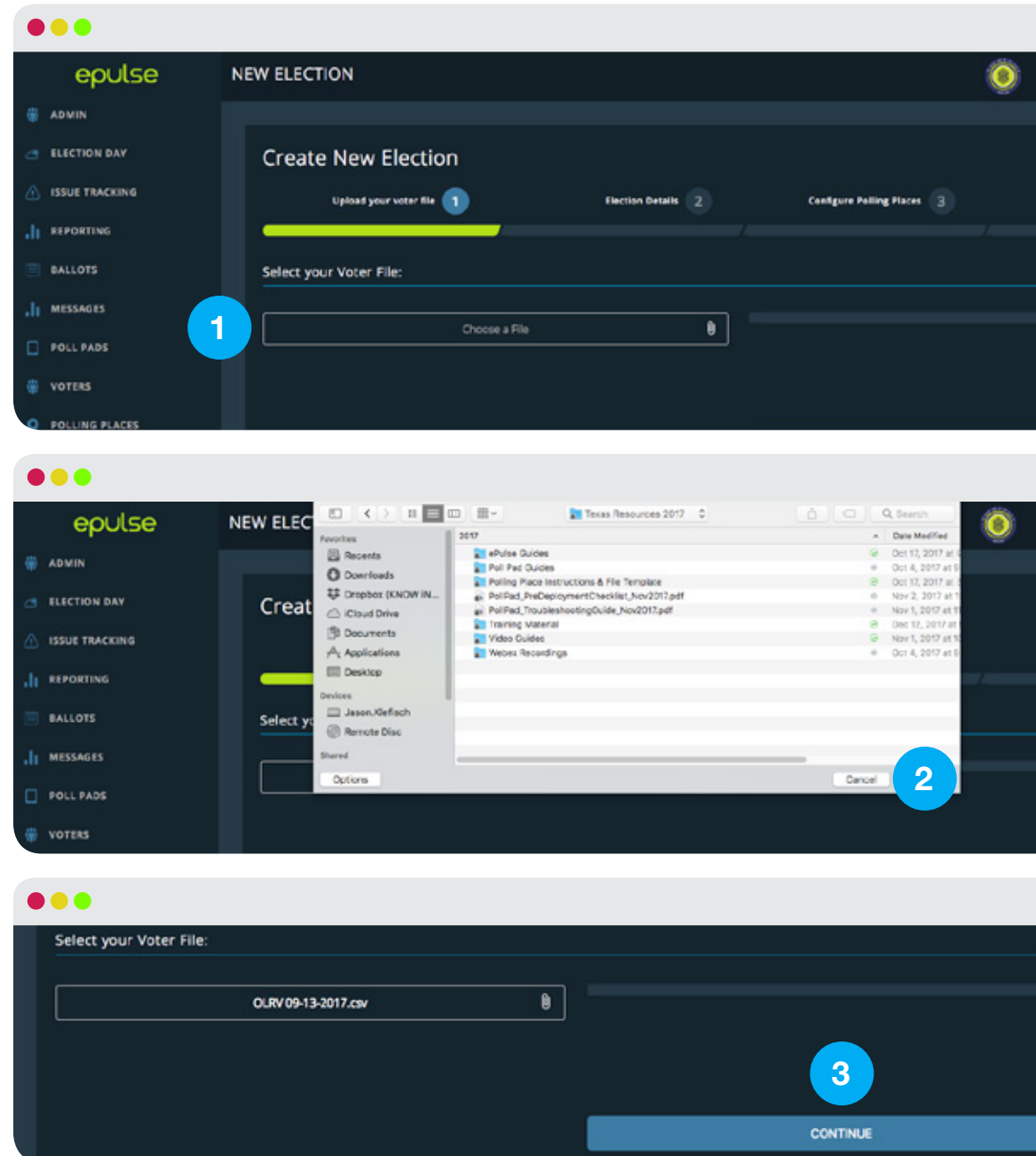
# Loading Your Voter File

Please follow instructions from your voter registration system to create the applicable import files for your election.

Choose a File:

- 1 Choose your voter file by clicking **Choose a File.**
- 2 A file viewer will drop down. Select your **Voter File** (.zip; .csv; or .txt format) and click **Open.**
- 3 Select **CONTINUE.**

**Important: DO NOT** open the files and resave them. ePulse is designed to accept data files as formatted by your voter registration system(s).



## Election Details:

The status of the file upload is displayed on the right side of the screen. During this time, fill out the necessary fields defining the details of the election.

- 1 Election Name:** Name of current election to be displayed on Poll Pads.
- 2 Election Code:** If your VR system does not require an election code; enter any unique three digit code.
- 3 Start Date & Time:** The Start Date/Time should reflect the date and time the polls open on Election Day.

The screenshot shows the 'epulse' ELECTION CREATION interface. The sidebar on the left contains navigation links: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, and ELECTIONS. The main content area is titled 'ELECTION CREATION' and features a progress bar with three steps: 'Upload your voter file' (1), 'Election Details' (2), and 'Configure Polling Places' (3). The 'Election Details' step is active, displaying a form with the following fields: 'Election Name' (text input), 'Election Code' (text input), 'Election Type' (dropdown menu), 'Election Date' (text input), and two time inputs set to '6:00 AM' and '7:00 PM'. A 'More Details' link is located to the right of the 'Election Type' dropdown. The 'Processing Voters File' title is at the top of the form area.



## Election Details (cont.):

- 4 End Date & Time:** The End Date/Time should reflect the date and time the polls close on Election Day.
- 5 Election Type:** Choose either GENERAL or PRIMARY. The primary automatically setting enables party logic.

The screenshot displays the 'ELECTION CREATION' interface in the epulse application. The left sidebar contains a navigation menu with items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP (highlighted), and ELECTIONS. The main content area is titled 'Processing Voters File' and features a progress bar with three steps: 'Upload your voter file' (1), 'Election Details' (2), and 'Configure Polling Places' (3). The 'Election Details' step is active. Below the progress bar, there are input fields for 'Election Name', 'Election Code', and 'Election Date'. The 'Election Date' field is split into two parts: '6:00 AM' and '7:00 PM'. A 'More Details' link is visible on the right. Numbered callouts are placed over the interface: 1 is over the first progress bar segment, 2 is over the second, 3 is over the third, 4 is over the '7:00 PM' time field, and 5 is over the 'Election Type' dropdown menu.

Once these fields are completed, verify that all imported data totals in ePulse are correct by matching against the data from your voter registration system.

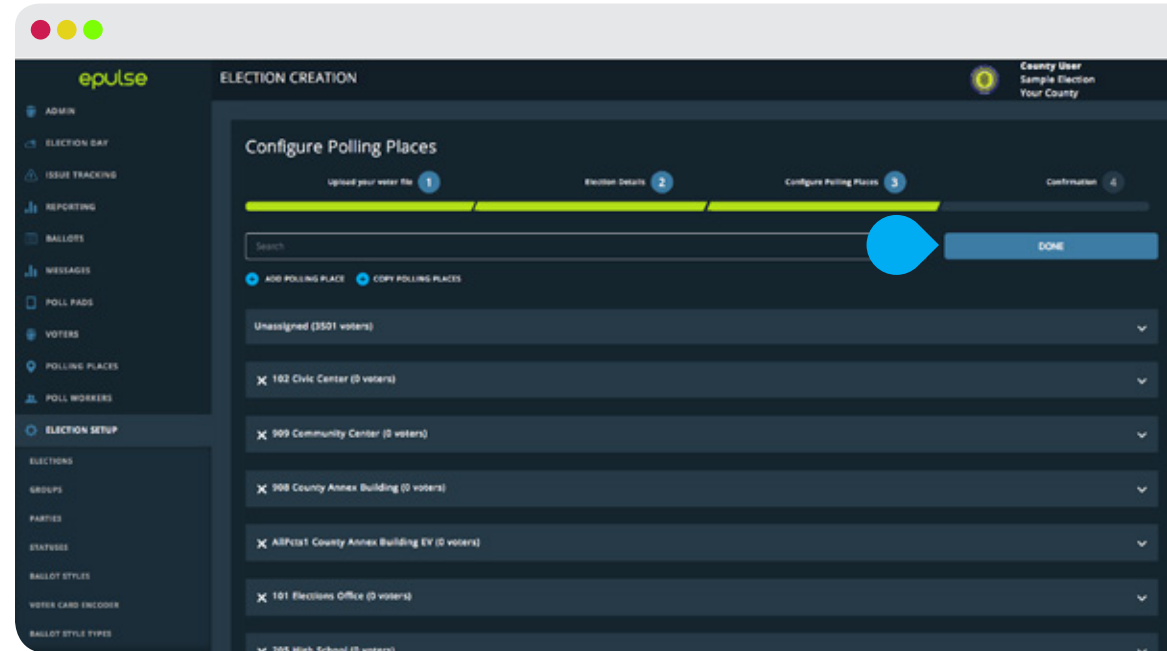
- Verify the numbers of precincts, voters, addresses, and all data points that have populated on the right side of the page. If imported data counts match your records, press NEXT.

The screenshot displays the ePulse web application interface for 'ELECTION CREATION'. The left sidebar contains a navigation menu with the following items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ELECTIONS, GROUPS, and PARTIES. The main content area is titled 'Processing Voters File' and features a progress bar with four steps: 1. Upload your voter file (highlighted in green), 2. Election Details, 3. Configure Polling Places, and 4. Confirmation. Below the progress bar, there are input fields for 'Sample Election', 'code', and a dropdown menu set to 'General'. There are also three date/time input fields: '06/05/2018', '6:00 AM', and '7:00 PM'. On the right side, a status box shows the progress of file retrieval and import: 'Retrieving file...', 'Importing...', 'Imported 106 precincts.', 'Imported 74953 voters.', 'Importing voter address information...', 'Active: 67332', 'Suspense: 7621', 'Absentee Absentee : 3089', and 'Done!'. A blue speech bubble icon points to a 'NEXT' button at the bottom right of the form.

# Verifying Polling Locations

## Things to Note:

- If you have made any Polling Location changes between Elections, please verify these changes are reflected before proceeding.
- If you moved any Precincts and Splits between locations, please verify the changes are reflected.
- Polling Locations can be edited after an Election has been created.
- Verify that there are no “unassigned” voters listed at the top of the page.
- Verify that your list of polling locations match the locations from your voter registration system, Click **DONE**.



# Election Confirmation Page

Review the Election Details presented on the left hand side.


- Verify against the data from your voter registration system. **Click DONE.**

The screenshot shows the 'epulse' application interface for 'PROCESSING VOTERS FILE'. The left sidebar contains a menu with categories: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ELECTIONS, GROUPS, PARTIES, STATUSES, BALLOT STYLES, VOTER CARD ENCODER, and BALLOT STYLE TYPES. The main content area is titled 'Create New Election' and features a progress bar with three steps: 1. Upload your voter file, 2. Election Details (current step), and 3. Configure Polling Places. Below the progress bar, the 'ELECTION DETAILS' section displays a table of election information. A blue circle highlights the 'DONE' button at the bottom right of the details section.

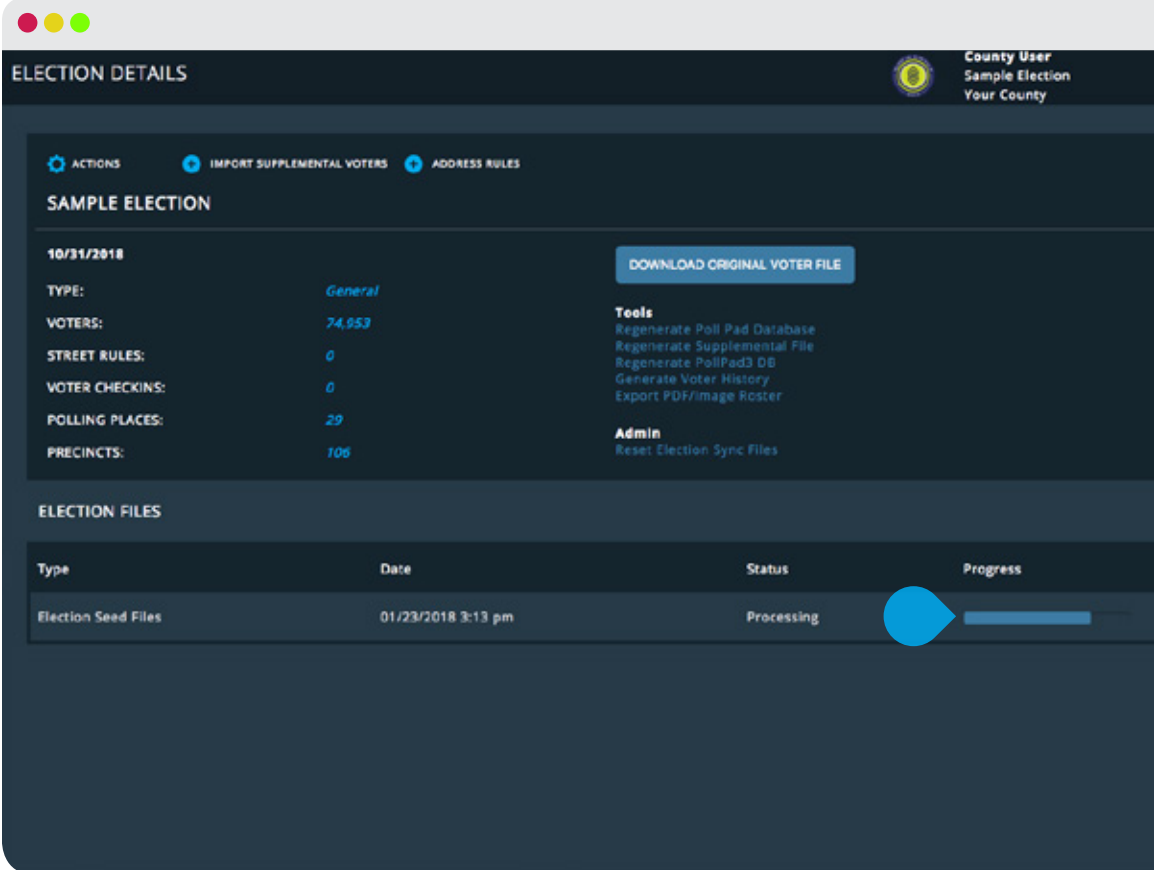
ELECTION DETAILS	
✓ ELECTION NAME:	Sample Election
✓ ELECTION CODE:	12345
✓ BEGIN DATE:	10/31/2018 07:00
✓ END DATE:	10/31/2018 19:00
✓ POLLING PLACES:	29
✓ VOTERS:	74953
✓ ACTIVE:	67332
✓ SUSPENSE:	7521
✓ ABSENTEE ABSENTEE SENT:	15
✓ ABSENTEE ABSENTEE RECEIVED:	3074

**DONE**

ePulse will generate the voter database used for your election.

 **Progress may be monitored on the right side of the screen.**

When finished processing ePulse will automatically redirect you to the **ELECTION DETAILS** page.



**ELECTION DETAILS**

County User  
Sample Election  
Your County

**ACTIONS** **IMPORT SUPPLEMENTAL VOTERS** **ADDRESS RULES**

**SAMPLE ELECTION**

**10/31/2018** **DOWNLOAD ORIGINAL VOTER FILE**

**TYPE:** *General*

**VOTERS:** *74,953*

**STREET RULES:** *0*

**VOTER CHECKINS:** *0*

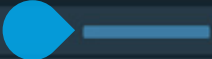
**POLLING PLACES:** *29*

**PRECINCTS:** *106*

**Tools**  
Regenerate Poll Pad Database  
Regenerate Supplemental File  
Regenerate PollPad3 DB  
Generate Voter History  
Export PDF/Image Roster

**Admin**  
Reset Election Sync Files

**ELECTION FILES**

Type	Date	Status	Progress
Election Seed Files	01/23/2018 3:13 pm	Processing	

# Polling Location Types

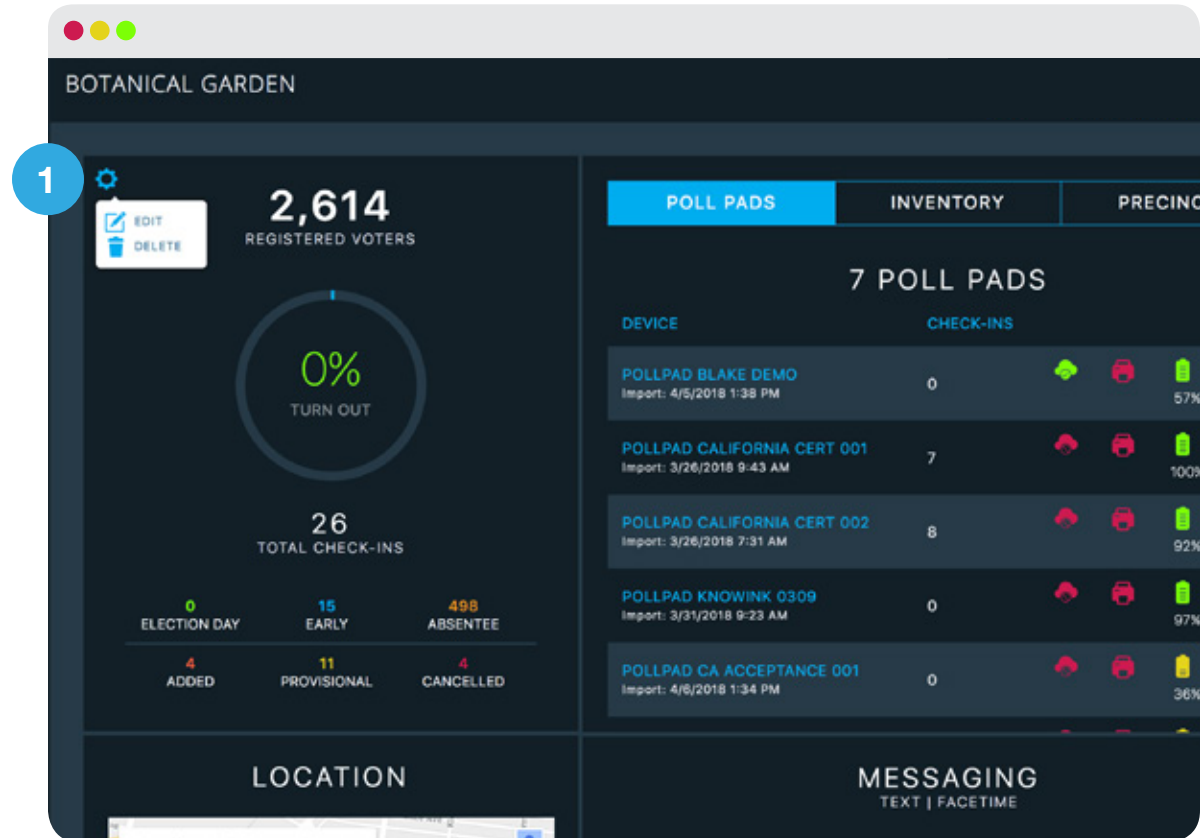
ePulse provides the ability to configure your jurisdiction's polling locations to meet your particular specifications. Polling locations will be created on import of your voter file.

## To edit your polling locations:

Navigate to the polling locations page.

Select the desired polling location.

- 1 Select edit from the top left corner.



## Polling Location Types (cont.)

### The three available types of polling locations are as follows:

**Precinct Specific:** Allows for the assignment of particular precincts and splits to an individual location. All voters within the assigned precincts will be allowed to vote, all other precinct and splits will be labeled “Wrong Precinct”.

**Early Absentee:** A polling location with this designation will be set to allow all voters jurisdiction wide to be processed. No voters will be labeled “Wrong Precinct”. Typically used to notate early voting locations.

**Vote Center:** A polling location with this designation will be set to allow all voters jurisdiction wide to be processed. No voters will be labeled “Wrong Precinct”. Typically used to notate election day vote center locations.

EDIT POLLING PLACE

POLLING PLACE

Name	Botanical Garden	Address1	4344 Shaw Blvd
Code	104	Address2	
Phone		Address3	
Type	<div>Precinct Specific Early Absentee ✓ Vote Center</div>	City	St. Louis
		State	MO
		Zip	63110

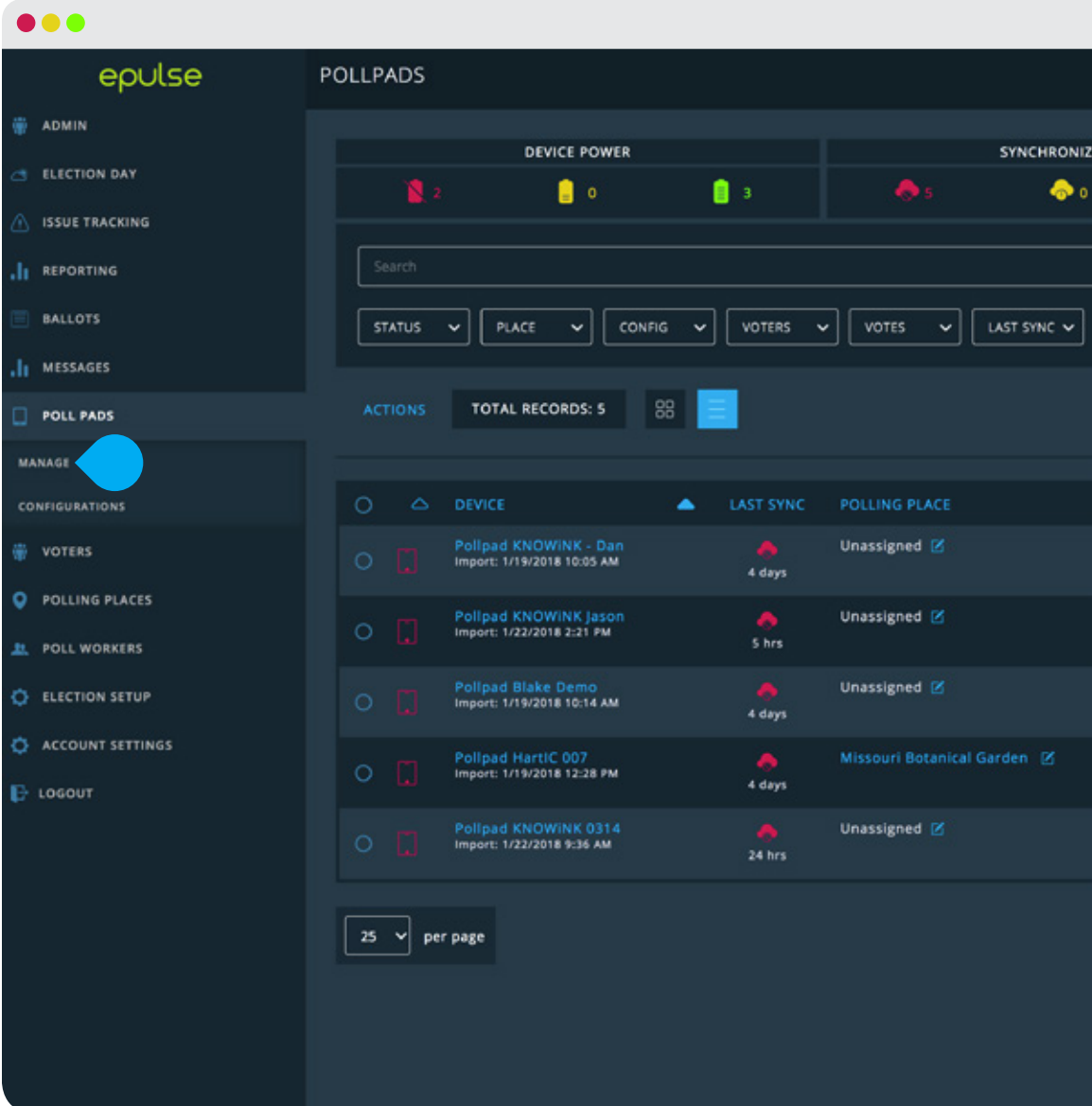
SUBMIT

# Assigning Poll Pads
















Polling Assignments and Configurations do NOT reset between Elections.

Using the left hand menu, navigate to the **POLL PADS** tab, then select **MANAGE**.

**NOTE:** Polling place assignments and configurations do **NOT** reset between elections if polling places have not changed. ePulse retains assignments based on polling place IDs.



The screenshot displays the ePulse POLLPADS interface. On the left is a dark sidebar menu with the following items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, MANAGE (highlighted with a blue circle), CONFIGURATIONS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ACCOUNT SETTINGS, and LOGOUT. The main content area is titled 'POLLPADS' and includes a 'DEVICE POWER' summary (2 red, 0 yellow, 3 green icons), a 'SYNCHRONIZATION' summary (5 red, 0 yellow icons), a search bar, and filter buttons for STATUS, PLACE, CONFIG, VOTERS, VOTES, and LAST SYNC. Below this is a table with 5 records. The table has columns for a selection icon, a device icon, the device name and import time, the last sync status and time, and the polling place with an edit icon. At the bottom, there is a '25 per page' dropdown.

	DEVICE	LAST SYNC	POLLING PLACE
<input type="radio"/>	 Pollpad KNOWINK - Dan Import: 1/19/2018 10:05 AM	 4 days	Unassigned 
<input type="radio"/>	 Pollpad KNOWINK Jason Import: 1/22/2018 2:21 PM	 5 hrs	Unassigned 
<input type="radio"/>	 Pollpad Blake Demo Import: 1/19/2018 10:14 AM	 4 days	Unassigned 
<input type="radio"/>	 Pollpad HartiC 007 Import: 1/19/2018 12:28 PM	 4 days	Missouri Botanical Garden 
<input type="radio"/>	 Pollpad KNOWINK 0314 Import: 1/22/2018 9:36 AM	 24 hrs	Unassigned 



## Assigning Poll Pads (cont.):

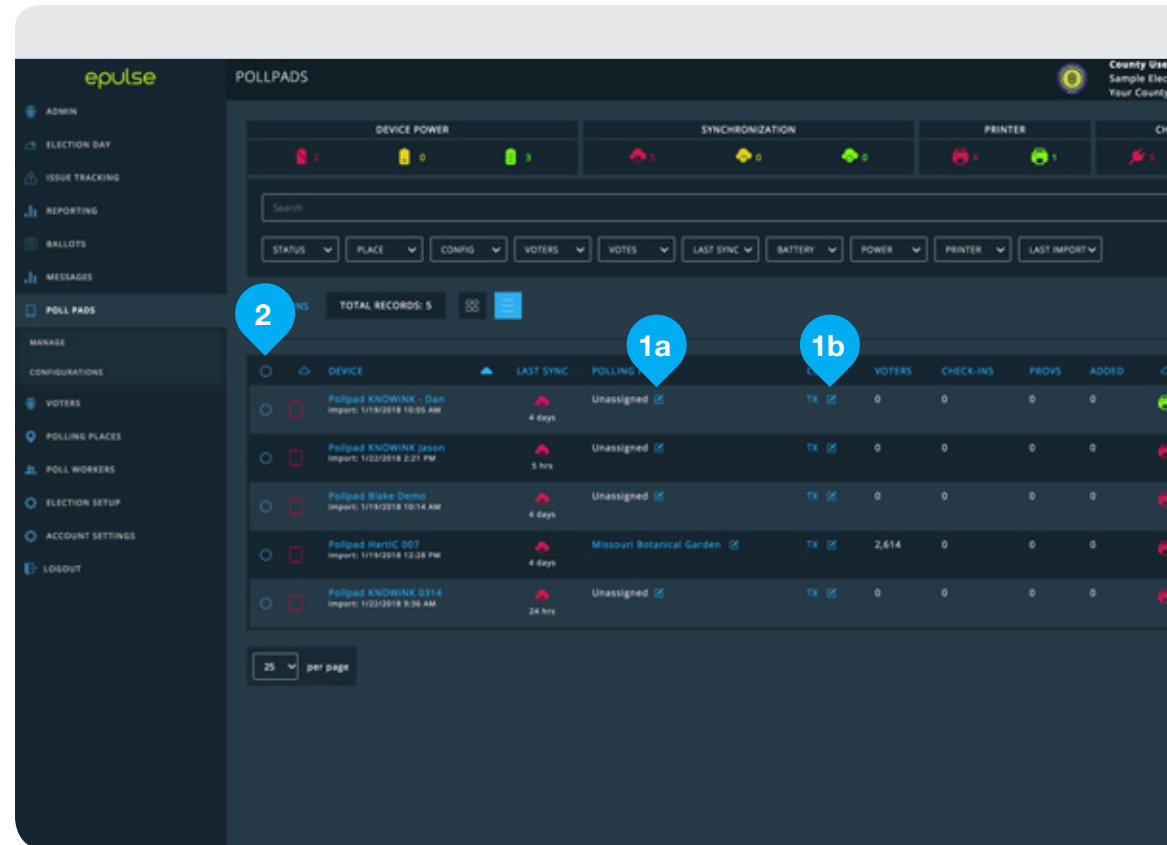
Poll Pad assignments and settings are managed centrally through ePulse.

The Poll Pads page allows the ability to edit and monitor your Poll Pads. Any changes in polling places will reflect as **unassigned** POLLING PLACE and CONFIG assignments to affected Poll Pads.

**1** Edit Individual Polling Place and Configuration Profile assignments by clicking the **EDIT** button.

**2** Select Poll Pads by clicking the blue circle to the left of the **Device Name**.

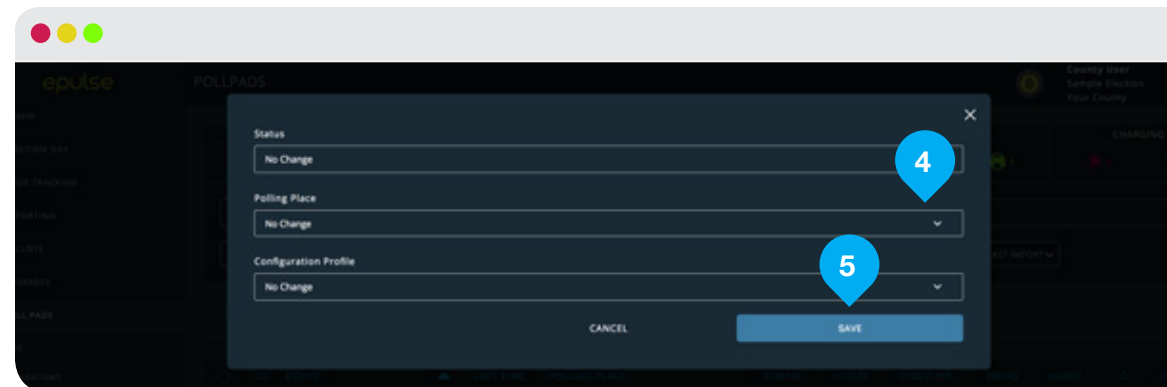
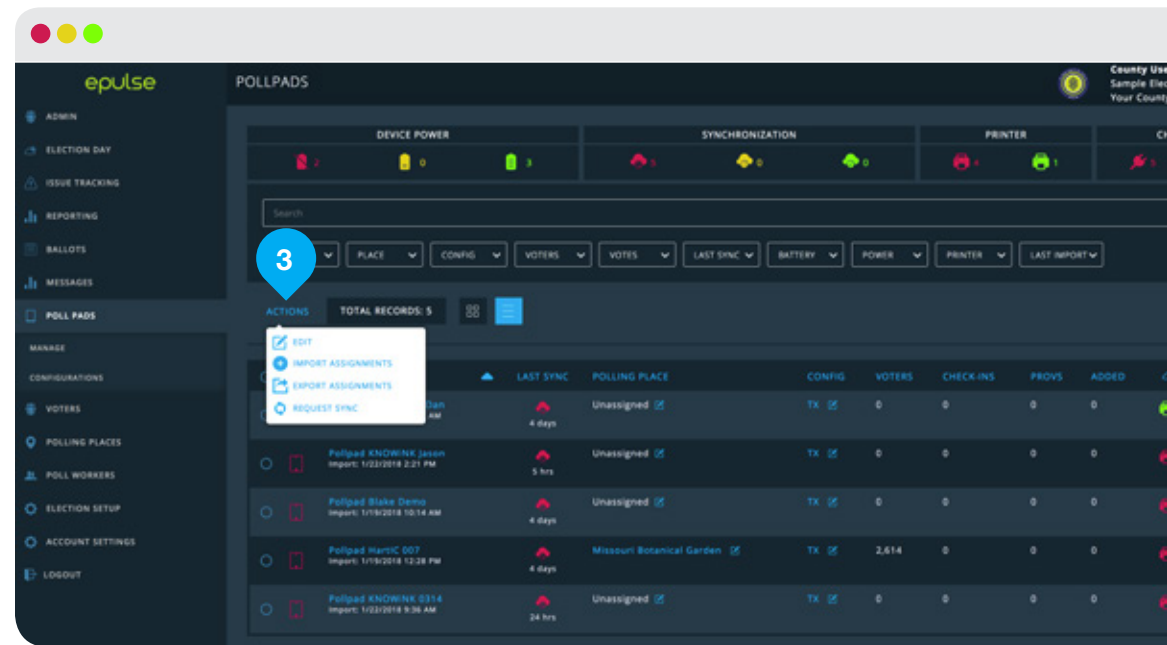
Edit multiple Poll Pads by selecting multiple devices.



## Assigning Poll Pads (cont.):

- 3 Select **ACTIONS > EDIT**.
- 4 **Polling Places and Configurations** may be assigned to the Poll Pads using the drop down menus.
- 5 Click **SAVE**

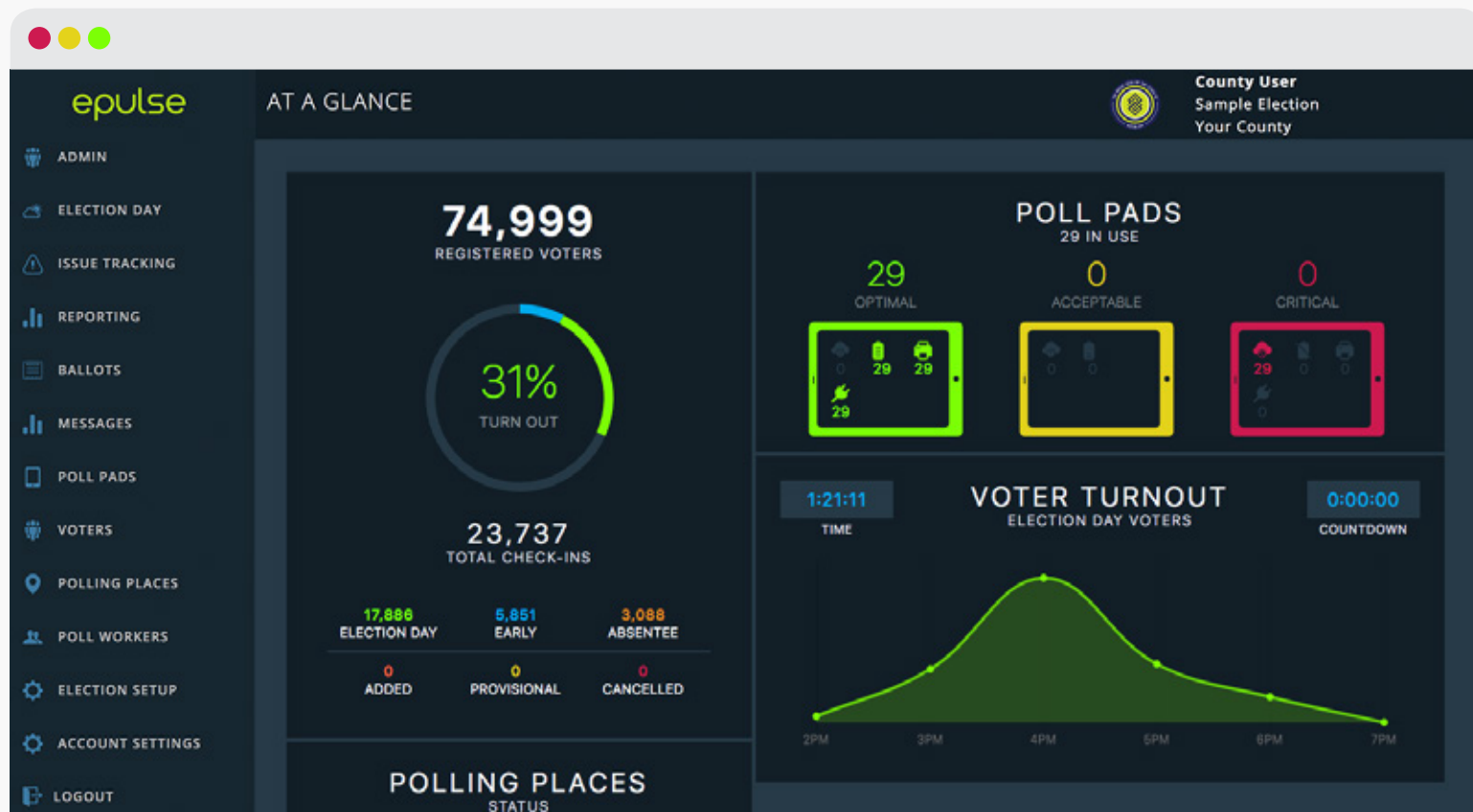
You are now ready to import the newly created election onto each Poll Pad.





# Advanced Functions

How to Guide





# Table of Contents

**Prompts**

**Parties**

**Ballot Styles**

**Importing Custom Ballot Styles**

**Importing Help Menu Files**

**Importing Supplemental Voter Files**

**Training Mode**

**Users**

**Groups**

**Creating a Polling Locations File**

---

# Prompts

## Introduction:

Prompts display customized messages to Poll Workers to help guide them through the correct steps for processing voter statuses frequently encountered on Election Day. Creating a prompt is a three step process:

1. **Edit** the Text Content for the prompt. This will display on the Poll Pads.
2. Set the **Criteria** that will trigger the prompt to be displayed. This ties the prompts to display for the proper voter statuses.
3. Create **Buttons** to allow the Poll Worker to process the voter on the Poll Pad. This will display on the Poll Pads.

# Prompts: Setting Up a Prompt

Navigate to **Prompts**:

- 1 Click **ACCOUNT SETTINGS**.
- 2 Click **PROMPTS**.
- 3 To create a new Prompt click + **ADD**.
- 4 To edit an existing prompt, click the **EDIT** icon to the right of the desired prompt.

The screenshot shows the epulse web application interface. The sidebar on the left contains the following navigation items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ACCOUNT SETTINGS (highlighted with a blue circle and the number 1), GENERAL, VOTER IMPORT SETTINGS, POLL PAD SETUP, HELP MENU, ID METHODS, PROMPTS (highlighted with a blue circle and the number 2), USERS, INVITE, and LOGOUT. The main content area is titled "PROMPTS" and features a table with columns: #, Name, Heading, Color, Instructions, and a final column with an edit icon and the text "Criteria Buttons". The table contains the following data rows:

#	Name	Heading	Color	Instructions	
1	ID Required	ID Required	Yellow	The voter must show a valid...	Criteria Buttons
3	ID Exempt	ID Exempt	Blue	This voter has been exempt...	Criteria Buttons
5	Suspense Status	Address Confirmation	Yellow	The voter must submit a Sta...	Criteria Buttons
7	Voted Early	Voted Early	Red	Voter has voted in this ele...	Criteria Buttons
9	Absentee Received	Absentee Ballot Received	Red	The voter has previously re...	Criteria Buttons
11	Absentee Sent	Absentee Ballot Mailed	Yellow	An Absentee Ballot was mai...	Criteria Buttons
22	Surrendered Ballot	Was the Ballot Surrendered?	Red	Was the Absentee Ballot Ret...	Criteria Buttons

At the top of the main content area, there are buttons for "+ ADD", "IMPORT", and "EXPORT". A blue circle with the number 3 is placed over the "+ ADD" button. A blue circle with the number 4 is placed over the edit icon in the first row of the table.

## Setting Up a Prompt (cont.)

Prompt details:

**Name:** Set the name for administrative purposes.

**Heading:** Customize prompt title. This displays on the Poll Pad in the prompt heading.

**Color:** Sets the color of the Prompt banner.

**Order:** Sets the priority in which the prompts will display when a voter has more than one applicable status that trigger prompts.

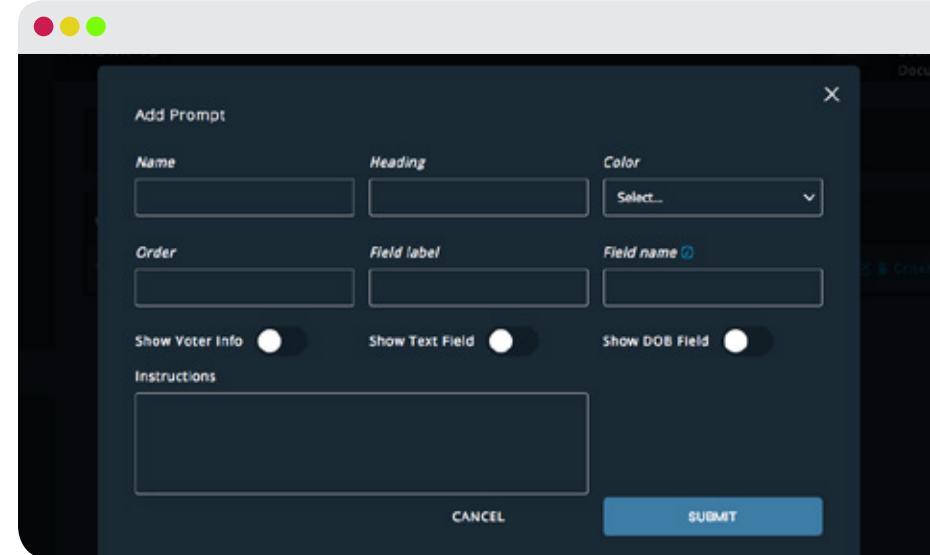
**Show Voter Info:** Enable to display the Voter's name and address within the prompt.

**Show Text Field:** Enable to display a free entry text box for the Poll Worker to input notes.

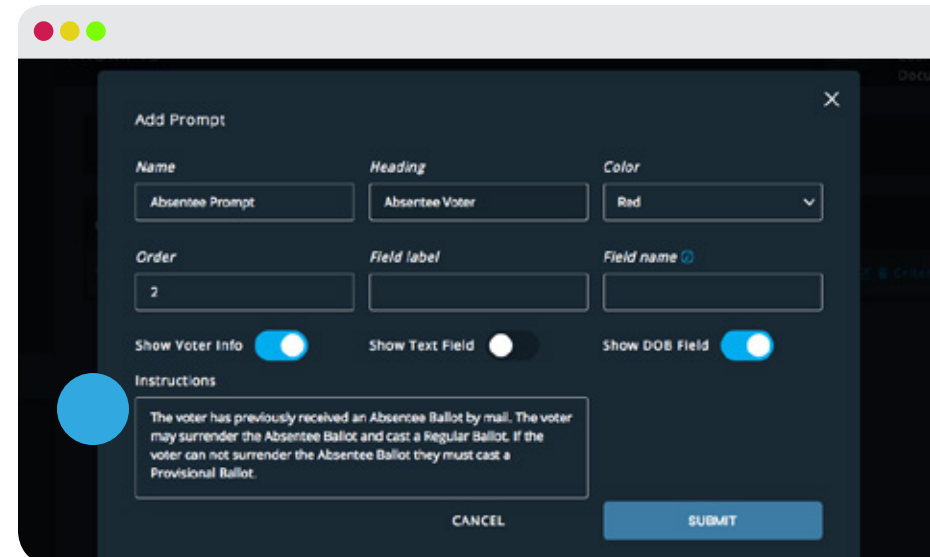
**Show DOB Field:** Enable to display the Voter's Date of Birth within the prompt.

**Instructions:** Enter the information to be displayed on the Prompt to properly guide the poll worker.

## Blank Prompt:



## Completed Prompt:

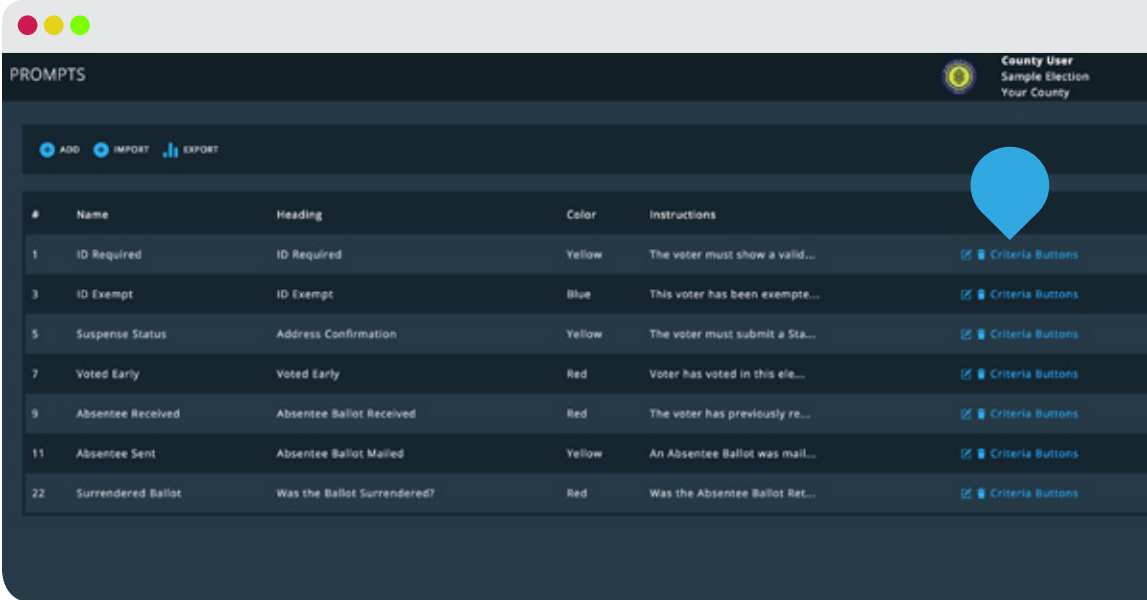


# Prompts: Setting Criteria

Setting the Criteria tells the Prompt when to display.

Creating and editing Criteria:

 Select the **Criteria** button.



The screenshot shows the 'PROMPTS' interface. At the top, there are buttons for 'ADD', 'IMPORT', and 'EXPORT'. Below these is a table with columns: #, Name, Heading, Color, and Instructions. Each row has a 'Criteria Buttons' link in the rightmost column, which is highlighted with a blue callout bubble. The table contains 8 rows of prompts.

#	Name	Heading	Color	Instructions	Criteria Buttons
1	ID Required	ID Required	Yellow	The voter must show a valid...	<a href="#">Criteria Buttons</a>
3	ID Exempt	ID Exempt	Blue	This voter has been exempte...	<a href="#">Criteria Buttons</a>
5	Suspense Status	Address Confirmation	Yellow	The voter must submit a Sta...	<a href="#">Criteria Buttons</a>
7	Voted Early	Voted Early	Red	Voter has voted in this ele...	<a href="#">Criteria Buttons</a>
9	Absentee Received	Absentee Ballot Received	Red	The voter has previously re...	<a href="#">Criteria Buttons</a>
11	Absentee Sent	Absentee Ballot Mailed	Yellow	An Absentee Ballot was mail...	<a href="#">Criteria Buttons</a>
22	Surrendered Ballot	Was the Ballot Surrendered?	Red	Was the Absentee Ballot Ret...	<a href="#">Criteria Buttons</a>



Setting Criteria (cont.):

Criteria details:

**All Voters:** Enables the prompt on any voter processed.

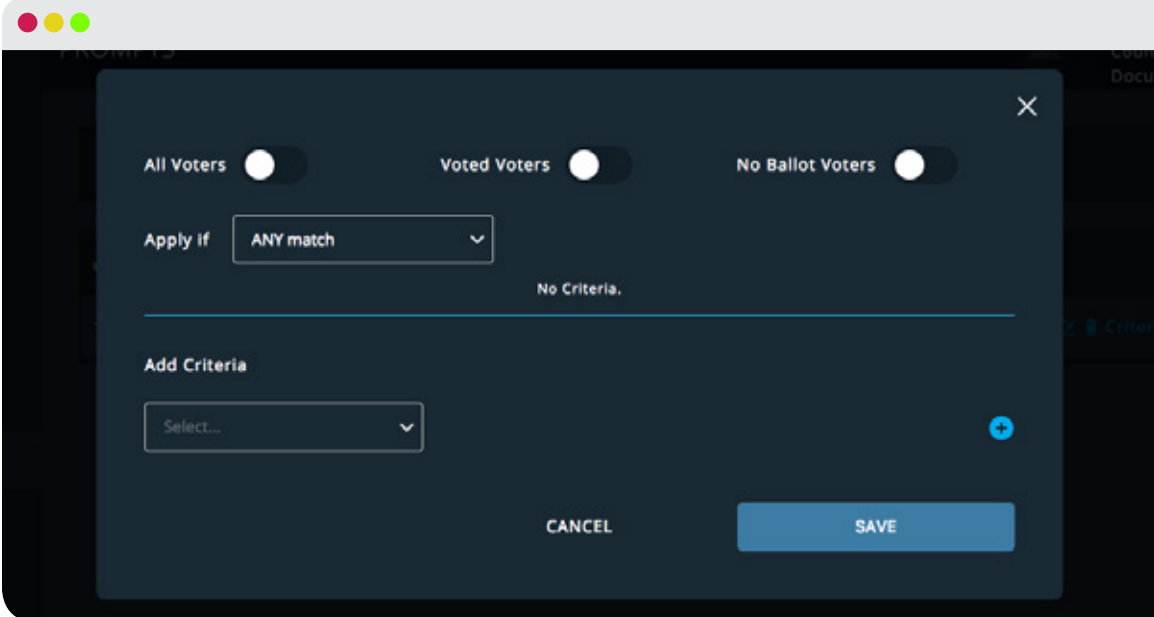
**Voted Voters:** Enables the prompt on any voter marked “Voted”.

**No Ballot Voters:** Enables prompt on any voter who has no ballot style available.

**Apply If:** Leave on default, unless otherwise dictated.

**Add Criteria:** Select from a list of predefined criteria for triggering your prompt.

### Blank Criteria:



The screenshot shows a dark-themed dialog box titled "Blank Criteria" with a close button (X) in the top right corner. At the top, there are three toggle switches: "All Voters" (turned on), "Voted Voters" (turned on), and "No Ballot Voters" (turned on). Below these is an "Apply if" dropdown menu set to "ANY match". Underneath the dropdown, it says "No Criteria." A horizontal line separates this section from the "Add Criteria" section. In the "Add Criteria" section, there is a dropdown menu with "Select..." and a blue plus icon to its right. At the bottom of the dialog, there are two buttons: "CANCEL" and "SAVE".

## Setting Criteria (cont.):

- 1 Use **Add Criteria** to add the functionality to your prompt.
- 2 After choosing your desired Criteria use the **+ button** to add the functionality.

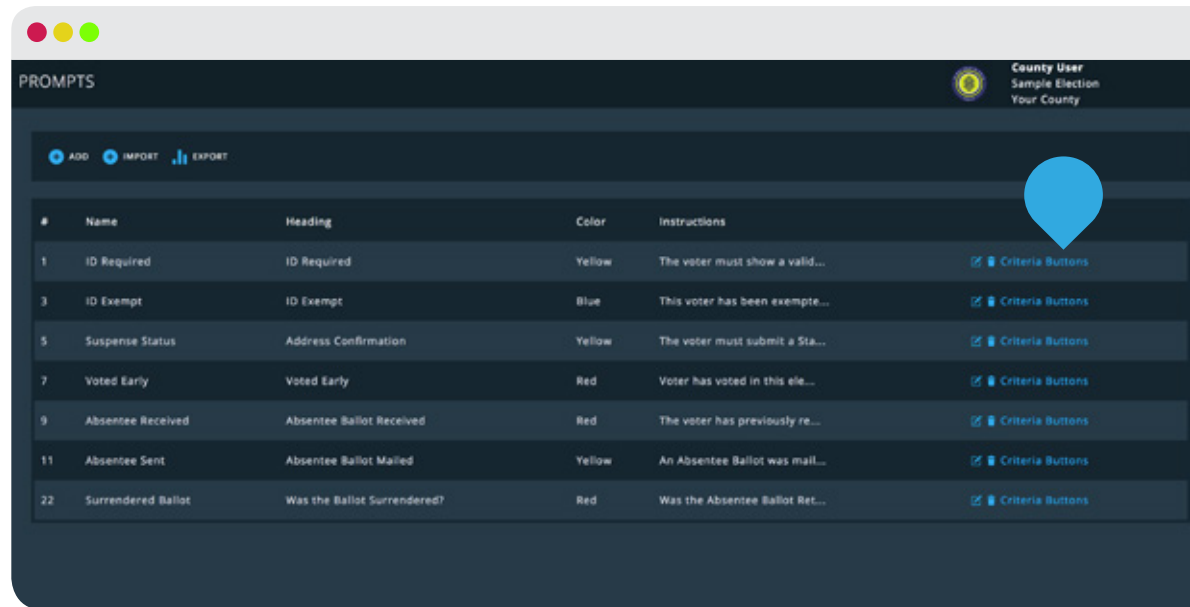
The screenshot shows the 'epulse' interface with a 'PROMPTS' section. A modal dialog box is open, titled 'Add Criteria'. At the top of the dialog, there are three toggle switches: 'All Voters' (off), 'Voted Voters' (off), and 'No Ballot Voters' (off). Below these is a dropdown menu labeled 'Apply if' with 'ANY match' selected. Underneath is a text input field containing the criteria: ''Absentee Status' equals 'Sent' X'. At the bottom of the dialog, there is a section labeled 'Add Criteria' with two dropdown menus: 'Absentee Status' and 'Received'. A blue circle with the number '1' is next to the 'Add Criteria' label. To the right of these dropdowns is a blue circle with a white plus sign and the number '2'. At the bottom of the dialog are 'CANCEL' and 'SAVE' buttons. The background of the interface shows various menu items like 'ON DAY', 'ADS', 'S', 'ING PLACES', 'WORKERS', 'M', 'RT SETTINGS', 'County User', 'Countywide Elect', 'Documentation', and 'Criteria Buttons'.

# Prompts: Setting Buttons








Buttons direct the Poll Worker through the correct process to finish checking-in the voter.

Creating and editing Buttons:

 Click **Buttons**.



The screenshot shows a web application window titled "PROMPTS". In the top right corner, it says "County User", "Sample Election", and "Your County". Below the title bar, there are three buttons: "ADD", "IMPORT", and "EXPORT". The main content is a table with the following data:

#	Name	Heading	Color	Instructions	
1	ID Required	ID Required	Yellow	The voter must show a valid...	 Criteria Buttons
3	ID Exempt	ID Exempt	Blue	This voter has been exempte...	 Criteria Buttons
5	Suspense Status	Address Confirmation	Yellow	The voter must submit a Sta...	 Criteria Buttons
7	Voted Early	Voted Early	Red	Voter has voted in this ele...	 Criteria Buttons
9	Absentee Received	Absentee Ballot Received	Red	The voter has previously re...	 Criteria Buttons
11	Absentee Sent	Absentee Ballot Mailed	Yellow	An Absentee Ballot was mail...	 Criteria Buttons
22	Surrendered Ballot	Was the Ballot Surrendered?	Red	Was the Absentee Ballot Ret...	 Criteria Buttons


# Prompts:

## Setting Buttons (cont.)

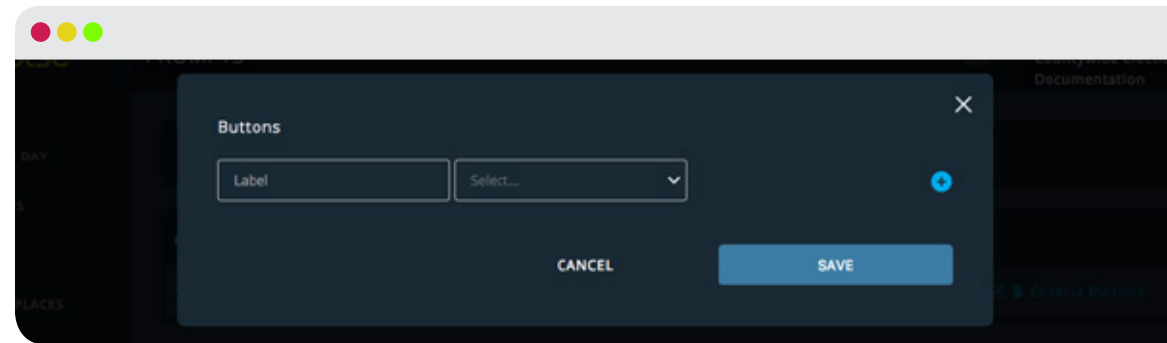
Buttons details:

**Label:** This is the text that will display on the button itself and should be reflective of the action completed when the button is utilized.

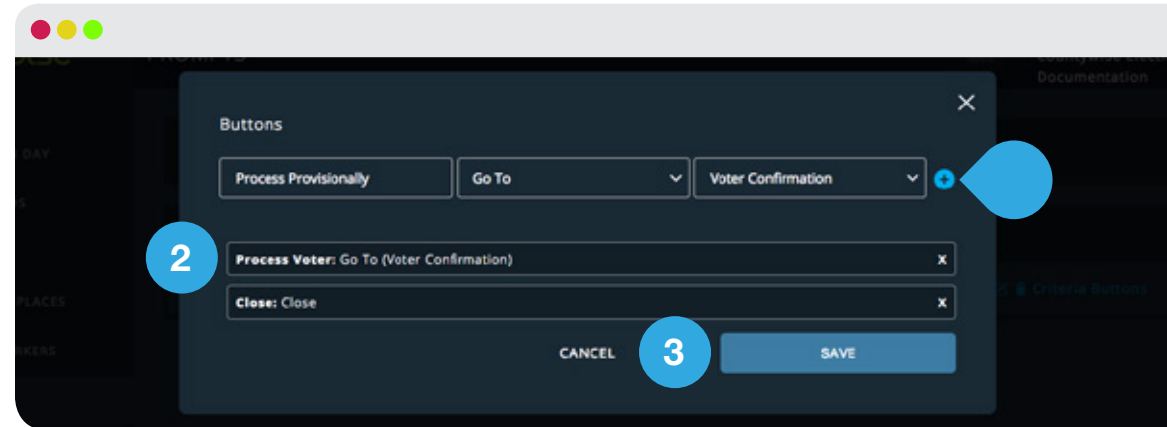
**Select:** This allows you to select the action attached to the button you are creating.

- 1 After choosing your desired layout, use the  **button** to add the functionality.
- 2 You may click and move the buttons you have added to arrange the order they will (vertically) display on the Poll Pad.
- 3 When finished, click **SAVE**.

## Blank Buttons:



## Buttons completed:



# Parties

The Parties page in ePulse controls which parties will be displayed on the Poll Pad application while processing a voter during a **Primary** Election.

1 Click **ELECTION SETUP**.

2 Click **PARTIES**.

The screenshot shows the ePulse web application interface. On the left is a dark sidebar with a menu. The menu items are: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP (highlighted with a blue circle and the number 1), ELECTIONS, GROUPS, PARTIES (highlighted with a blue circle and the number 2), STATUSES, BALLOT STYLES, and VOTER CARD ENCODER. The main content area is titled 'PARTIES' and features a 'RESET TO DEFAULTS' button. Below the button is a table with the following data:

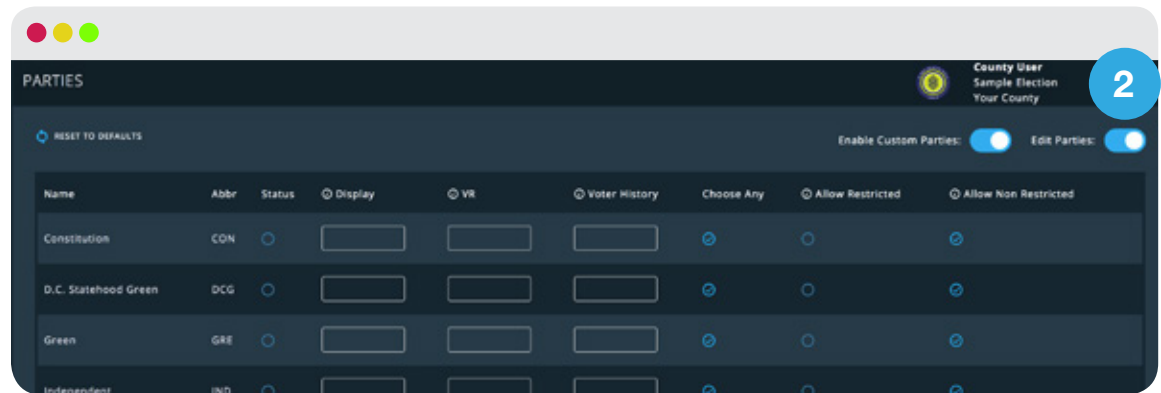
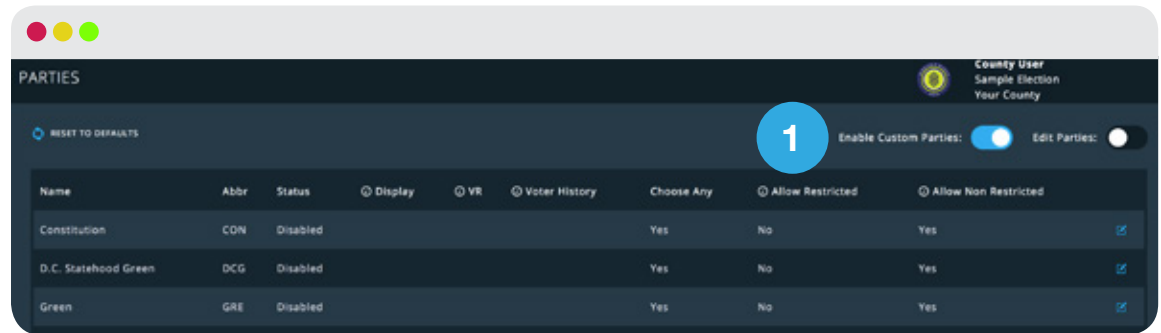
Name	Abbr	Status	Display
Constitution	CON	Disabled	
D.C. Statehood Green	DCG	Disabled	
Green	GRE	Disabled	
Independent	IND	Disabled	
Libertarian	LIB	Disabled	
Nonpartisan	NON	Disabled	
No Party Affiliation	NPA	Disabled	
Other	OTH	Disabled	
Democratic	DEM	Enabled	
Republican	REP	Enabled	
Unaffiliated	UNA	Disabled	

## Parties (cont.):

Each party is listed with its current status and any custom account labels already entered.

1 The **Enable Custom Parties** toggle should be turned on for use during a Primary Election.

2 The most efficient way to edit party information is by turning on the **Edit Parties** toggle.



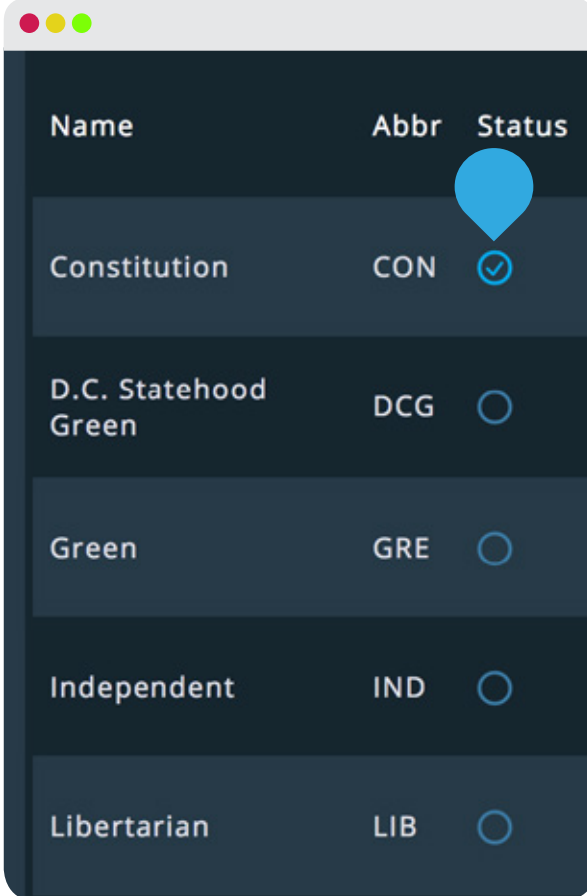
## Parties (cont.):



To enable or disable a party, **click the circular graphic** under status. You will see a check mark appear, indicating the party has now been enabled.

All Parties relevant to your current election cycle must be **ENABLED**.

All Parties NOT relevant to your current Election Cycle must be **DISABLED**.



Name	Abbr	Status
Constitution	CON	<input checked="" type="checkbox"/>
D.C. Statehood Green	DCG	<input type="checkbox"/>
Green	GRE	<input type="checkbox"/>
Independent	IND	<input type="checkbox"/>
Libertarian	LIB	<input type="checkbox"/>

Parties (cont.):

### Optional Settings:

**Display:** This sets how the Party will display to the Poll Worker in the Poll Pad application.

**VR:** This field must match the Party designation from your Voter Registration System. This allows individual voters to be matched to the relevant party. Entry must be an **exact** match (i.e. capitalization, spelling, abbreviation).

**Voter History:** This field sets the value that ePulse will provide your Voter Registration System upon export of the Voter History information post election. Entry must be an exact match to the value your VR system expects for imports (i.e. capitalization, spelling, abbreviation).

**Choose Any:** When enabled, this makes the party a Non-Restricted Party, allowing any other party ballot available to the voter.

The screenshot shows the 'PARTIES' configuration screen. At the top right, it says 'County User', 'Sample Election', and 'Your County'. Below this, there are two toggle switches: 'Enable Custom Parties' and 'Edit Parties', both of which are turned on. A 'RESET TO DEFAULTS' button is located on the left. The main part of the screen is a table with the following columns: Name, Abbr, Status, Display, VR, Voter History, Choose Any, Allow Restricted, and Allow Non Restricted. There are two rows of data:

Name	Abbr	Status	Display	VR	Voter History	Choose Any	Allow Restricted	Allow Non Restricted
Constitution	CON	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D.C. Statehood Green	DCG	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



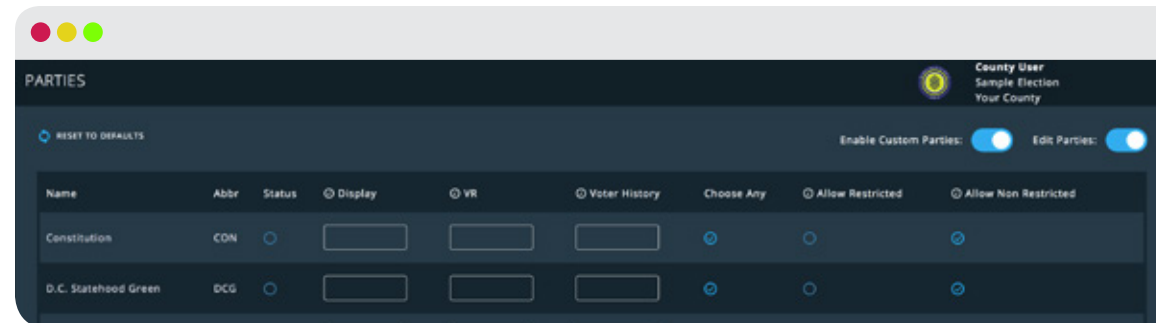
Parties (cont.):

Optional Settings: (cont.)

**Allow Restricted:** Will allow other restricted parties to choose this party.

**Allow Non-Restricted:** Will allow a Non-Restricted Party to choose this party.

**For assistance with setting up party logic, please contact Customer Support.**



# Ballot Styles Page

The Ballot Styles page displays all the unique precincts and ballot styles that have been created for the current election.

Navigate to the Ballot Styles Page:

- 1 Click **ELECTION SETUP**.
- 2 Click **BALLOT STYLES**.

**epulse**

**BALLOT STYLES**

+ ADD + IMPORT DOWNLOAD TEMPLATE DELETE ALL

Enable Ballot to Precinct Mapping: ☒

Precinct	Split
101	001
101	002
101	003
101	004
101	005
4HBC	003
4HBC	004
4HBC	001
4HBC	002
ABB	003
ABB	001

Ballot Styles (cont.):

Ballot Styles Page details:

**Add:** Allows you to add a new precinct and ballot style assignment.

**Import:** Allows you to load an import file of custom precincts and ballot styles.

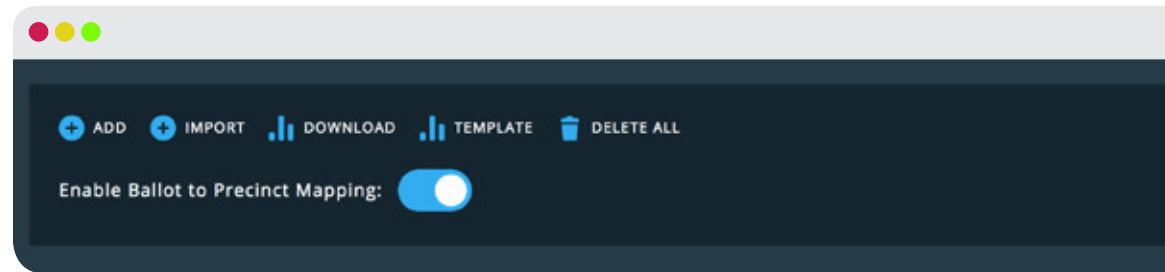
**Download:** Will download a copy of the current precinct and ballot style assignments contained on the Ballot Styles page.

**Template:** Will download a blank copy of the template used to properly import ballot styles.

**Delete All:** The user will have to type “DELETE” into a text box to confirm the action.



You can edit individual Precincts by using the **EDIT** button on the desired record.



Precinct	Split	Ballot Style	Voters Count	
101	001	101()	608	
101	002	101()	444	✕
101	003	101()	527	✕
101	004	101()	363	✕

Total Records: 106

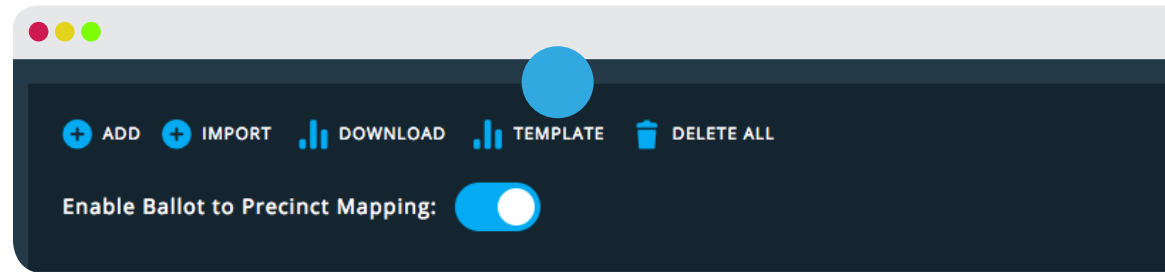
# Importing Custom Ballot Styles

The most efficient way to set custom ballot styles is by creating a Ballot Styles File for import into ePulse.



Click the **TEMPLATE** icon at the top of the page.

ePulse will produce a Template for you to complete and upload back into ePulse. Precinct and Splits will be included in the file, along with the headers for the other fields available for import.



## Blank Template:

	A	B	C	D	E	F
1	precinct	split	party	ballot_style_name	ballot_style_code	num_ballots_sent
2	121	BS5				
3	121	BS3				
4	122	BS5				

## Ballot Style Template details:

**Precinct:** Will come prepopulated with information from ePulse. Do **NOT** edit.

**Split:** Will come prepopulated with information from ePulse. Do **NOT** edit.

**Party:** Leave blank for a **general** election. Fill in party abbreviation for a **primary** election.

**Ballot\_Style\_Name:** Where the custom ballot style name will be entered for the corresponding precinct and split. Example: (121-City). This field displays on the Poll Pad and on the printed ticket (where applicable).

**Ballot\_Style\_Code:** Typically corresponds with data entered in the Ballot\_Style\_Name field. Example: (121-City). This field should match the ballot style code you program into your voting machines for the corresponding precinct and split.

**Num\_Ballots\_Sent:** Leave Blank. Not a required field.

### Template completed:

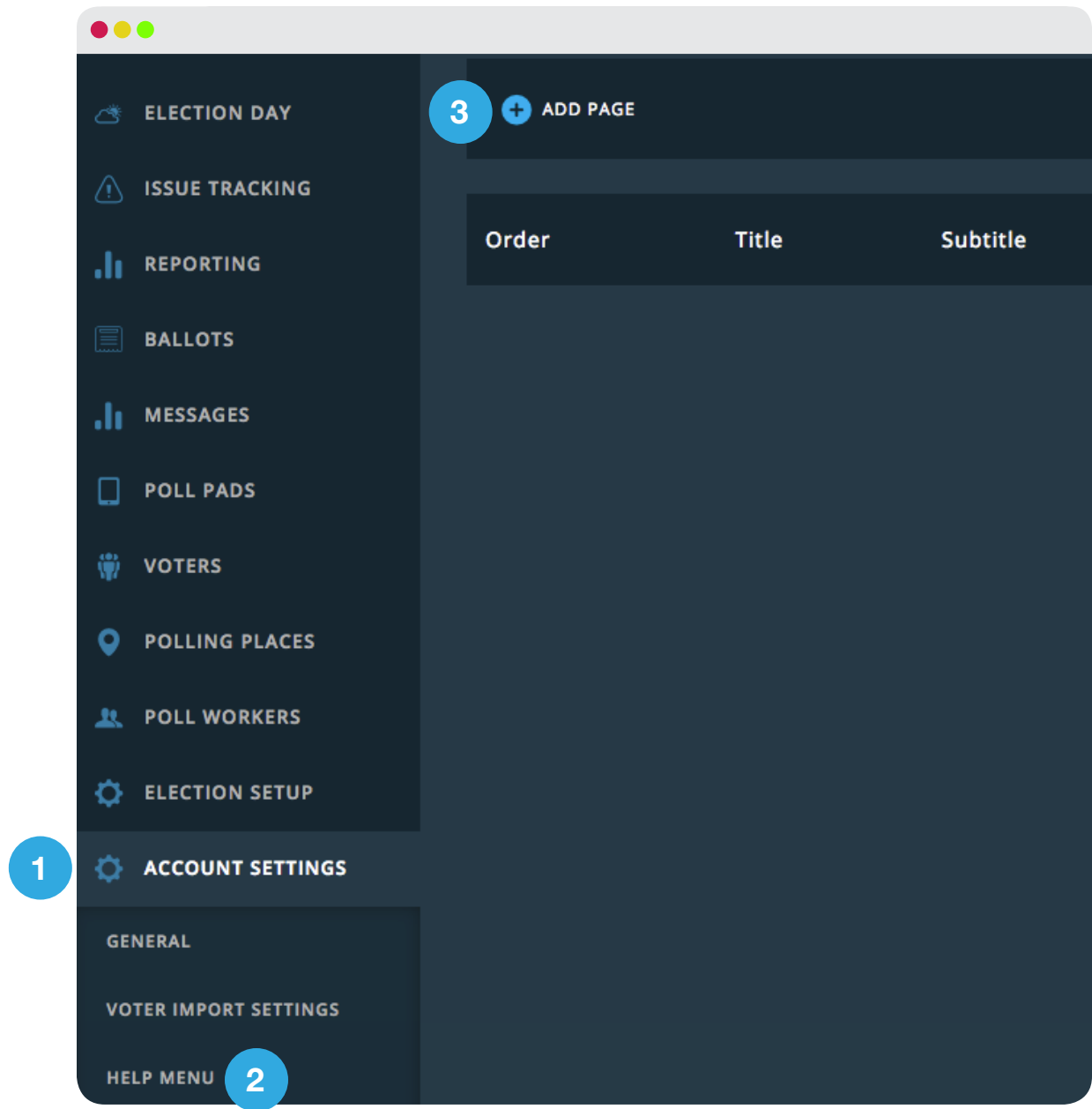
	A	B	C	D	E	F
1	precinct	split	party	ballot_style_name	ballot_style_code	num_ballots_sent
2	121	BS5		121-City	121-City	
3	121	BS3		121-ISD	121-ISD	
4	122	BS5		122-County	122-County	

# Importing Help Menu Files

Documents and videos can be uploaded into ePulse to be downloaded on the Poll Pad.

In ePulse, navigate to the Help Menu page:

- 1 Click **ACCOUNT SETTINGS**.
- 2 Click **HELP MENU**.
- 3 Click **+ ADD PAGE**.



## Importing Help Menu Files (cont.):

- 1 Select **Content type** from the drop down menu. Choose from HTML, video, or PDF.
- 2 In the **Order** field, type the number in which you want it to appear on the Poll Pad under the Help Menu.
- 3 Enter the **Title** you want to display on the Poll Pad under the Help Menu.
- 4 Enter a **Subtitle**. *A Subtitle is not required.*
- 5 Click **Enabled** for the content to be available to download on Poll Pads.
- 6 Choose your Help Menu file by clicking **Choose a File**.
- 7 Select file and click **SAVE**.

ADD PAGE

Help Menu Item

**Content type** 1 pdf

**Order** 2

**Title** 3

**Subtitle** 4

**Enabled** 5

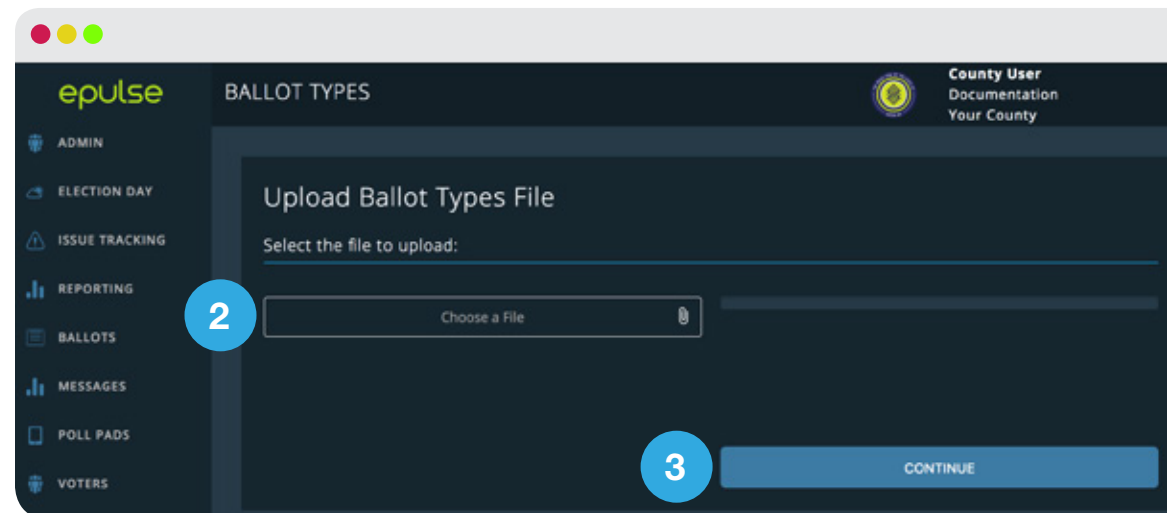
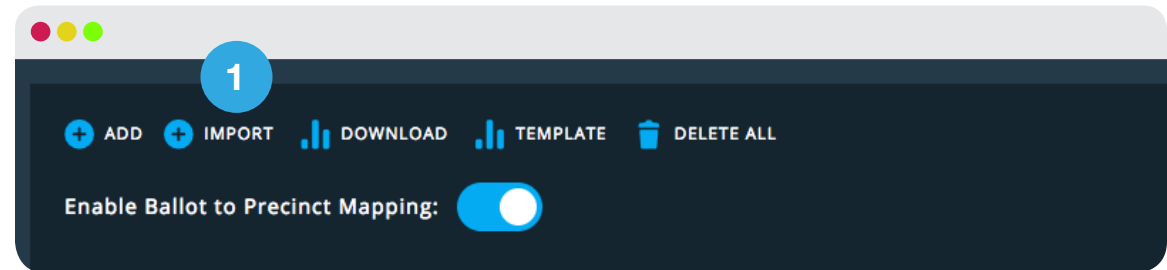
**File Upload (max size: 50MB)** 6 Choose a File

CANCEL 7 SAVE

Once finished, please save the completed file as a .csv for upload back into ePulse.

- 1 Click **IMPORT**.
- 2 Click **Choose a File**.
- 3 Click **CONTINUE**.

Once uploaded, please proof the edited information to ensure it reflects your desired input.



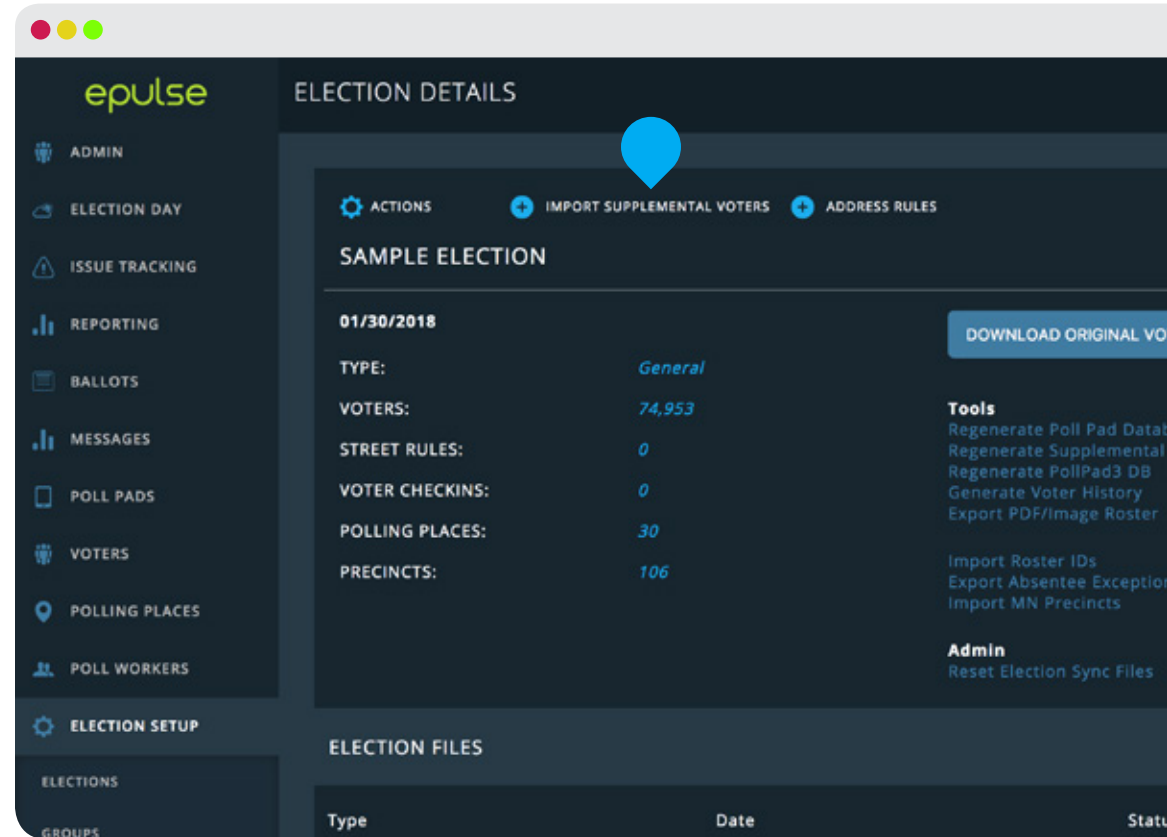


# Importing Supplemental Files

Import your Supplemental Files for this election from the ELECTION DETAILS page in ePulse.

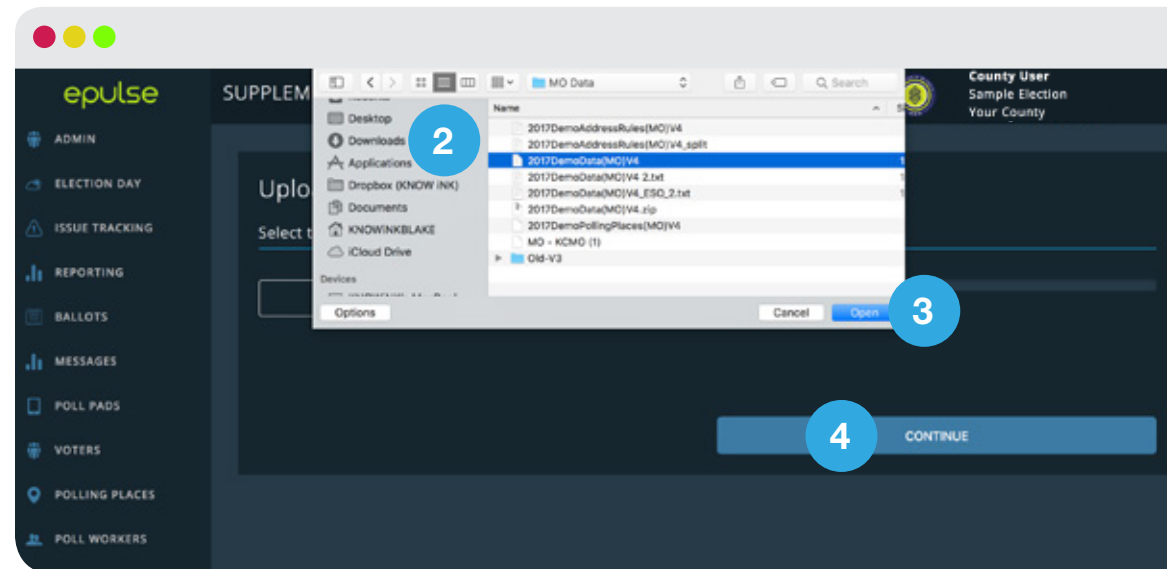
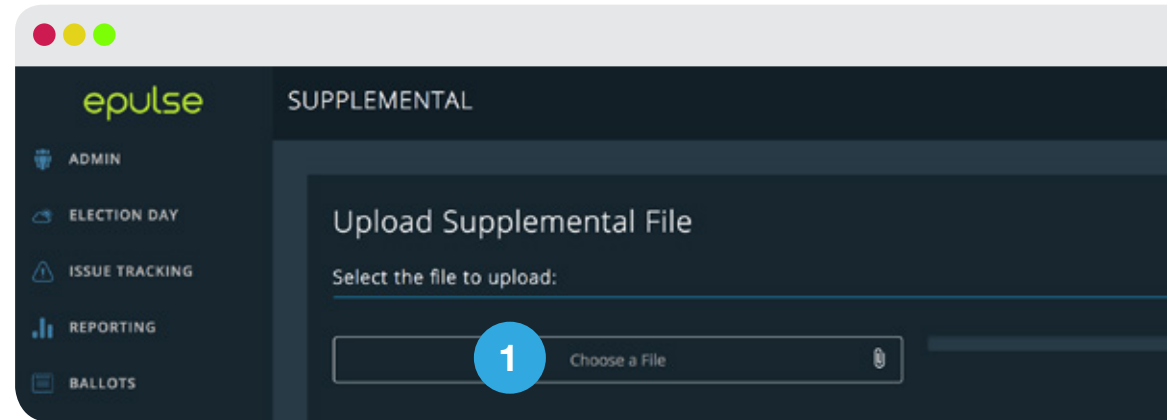
Select **IMPORT SUPPLEMENTAL VOTERS**.

**NOTE:** Make sure you are on the **ELECTION DETAILS** page of your **current** election.



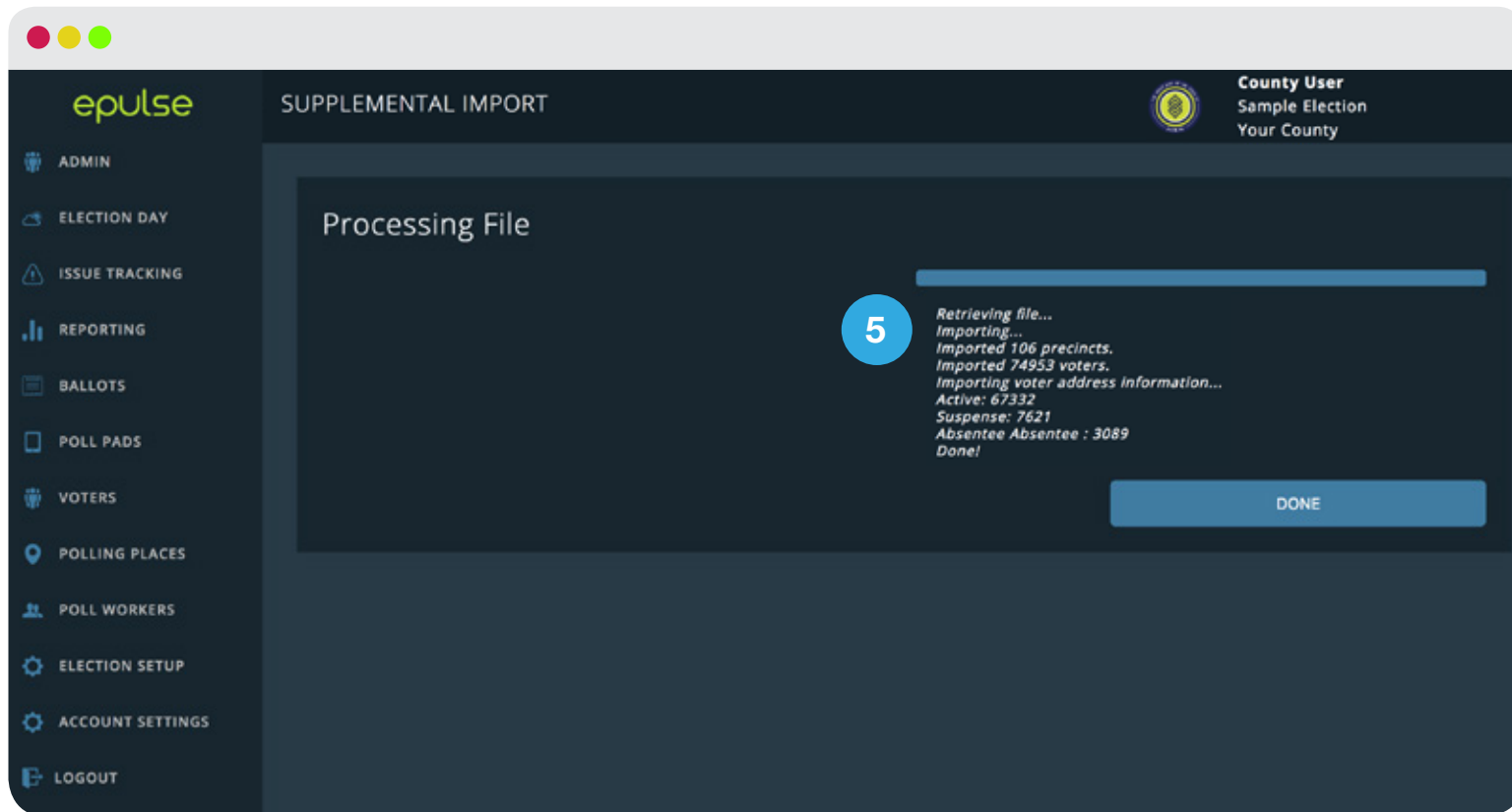
## Import Supplemental File (cont.):

- 1 Select **Choose a File**.
- 2 Click on your **Supplemental file**.
- 3 Select **Open**.
- 4 After selecting your file, click **CONTINUE**.



5

Verify the details from your Supplemental file match the displayed records. Select **DONE**.



**NOTE:** Any supplemental changes will sync to the Poll Pads as soon as they are connected to a wireless network.

# Training Mode

Training Mode allows you to practice election day scenarios in a non-live environment. It can be used for testing, practice, and poll worker training.

The screenshot shows the epulse POLL PAD SETUP interface. The left sidebar contains a navigation menu with the following items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ACCOUNT SETTINGS, GENERAL, VOTER IMPORT SETTINGS, and POLL PAD SETUP. The main content area is titled "POLL PAD SETUP" and has four tabs: PRINTING, ISYNC, VOTER QR CODE, and DEMO DB (which is currently selected). The DEMO DB tab displays the "Demo DB" section, which includes a description: "Manage this account's 'demo database', a training election that is stored on all poll pads." Below this, the "Current:" section shows details for a "Training" election: "created on: 06/28/2018 1:34:35 pm", "Data From: TRAINING", "Include Sample Voters: No", "Configuration: Training Config", and "Polling Place: Mall of America". The "Create New Demo Election" section provides instructions: "A 'demo' election will be created using data from the chosen election. Demo elections are limited to 30,000 voters, and will randomly select voters if the given election is larger. You may also provide up to 1,000 state IDs for voters to include in the election as a part of the maximum voter count." Below the instructions are four input fields: "Demo Election Name:" (a text box), "Poll Pad Configuration:" (a dropdown menu with "Training Config" selected), "Use Data From:" (a dropdown menu with "TRAINING" selected), and "Polling Place:" (a dropdown menu with "Capitol Building" selected). There is also a toggle switch for "Include Sample Voters" which is currently turned on. At the bottom, there is a text box for "Voter IDs (line separated, maximum 1,000):".

# Setting Up Training Mode

To use Training Mode, there must be at least one election already built in your ePulse client.

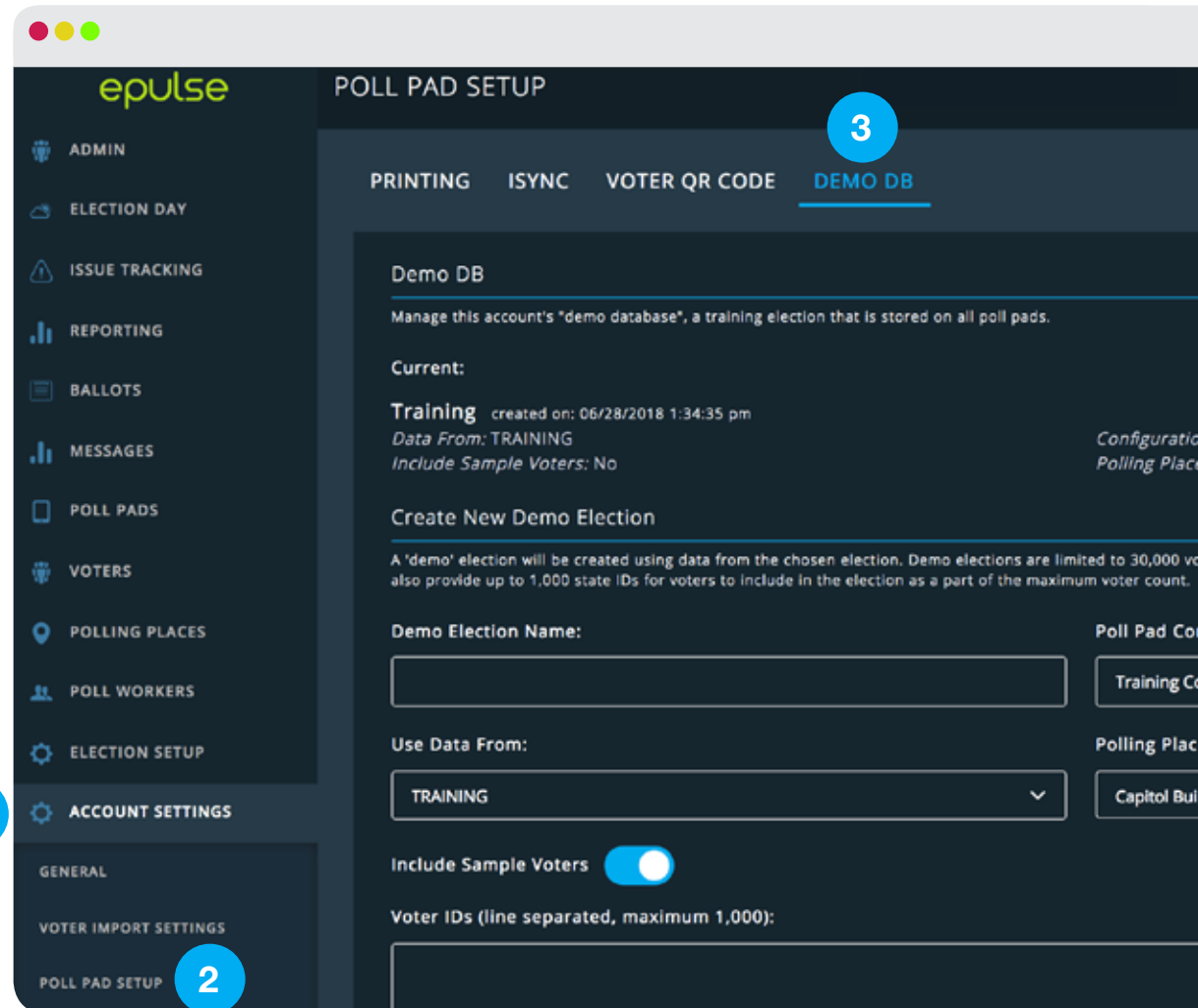
Please see *Setting Up An Election* if you need to build an election.

In ePulse, navigate to the DEMO DB page:

1 Click **ACCOUNT SETTINGS**

2 Click **POLL PAD SETUP**

3 Click **DEMO DB**



## Setting Up Training Mode (cont.)

**4** Under **Create New Demo Election**, set the data for your election.

**4a** **Demo Election Name:** this will display on the Poll Pad as the name of the election when in training mode.

**4b** **Use Data From:** this is the election that ePulse will pull data from to build the demo database. If there is more than one election in your ePulse client, you can use the drop down to select a different election.

**4c** **Poll Pad Configuration:** this is the configuration that ePulse will pull settings from for the demo election. If there is more than one configuration in your ePulse client, you can use the drop down to select a different election.

The screenshot shows a web application titled "POLL PAD SETUP" with a navigation bar containing "PRINTING", "ISYNC", "VOTER QR CODE", and "DEMO DB". The "DEMO DB" section is active and displays the following information:

- Demo DB**  
Manage this account's "demo database", a training election that is stored on all poll pads.
- Current:**  
**Training** created on: 06/28/2018 1:34:35 pm  
Data From: TRAINING  
Include Sample Voters: No  
Configuration: Training Config  
Polling Place: Mall of America
- Create New Demo Election**  
A "demo" election will be created using data from the chosen election. Demo elections are limited to 30,000 voters, and will randomly select voters if the given election is larger. You may also provide up to 1,000 state IDs for voters to include in the election as a part of the maximum voter count.
- 4a** **Demo Election Name:** (text input field)
- 4b** **Use Data From:** (dropdown menu showing "TRAINING")
- 4c** **Poll Pad Configuration:** (dropdown menu showing "Training Config")
- Polling Place:** (dropdown menu showing "Capitol Building")
- Include Sample Voters:** (toggle switch, currently on)
- Voter IDs (line separated, maximum 1,000):** (text area)

## Setting Up Training Mode (cont.)

**4d Polling Place:** this will be the polling location that ePulse uses to determine 1) the polling location and 2) the voters it uses for the demo election.

**4e Include Sample Voters:** If you are building a demo election from an election built with your unique county data, you can toggle ON **Include Sample Voters** if you wish to include a set of generic sample voters that KNOWiNK has available. These sample voters are tied to particular voter statuses and sample barcodes. Please contact our support desk for sample barcodes.

POLL PAD SETUP

PRINTING ISYNC VOTER QR CODE **DEMO DB**

### Demo DB

Manage this account's "demo database", a training election that is stored on all poll pads.

**Current:**

**Training** created on: 06/28/2018 1:34:35 pm  
Data From: TRAINING  
Include Sample Voters: No  
Configuration: Training Config  
Polling Place: Mall of America

### Create New Demo Election

A "demo" election will be created using data from the chosen election. Demo elections are limited to 30,000 voters, and will randomly select voters if the given election is larger. You may also provide up to 1,000 state IDs for voters to include in the election as a part of the maximum voter count.

**Demo Election Name:**

**Poll Pad Configuration:** Training Config

**Use Data From:** TRAINING

**Polling Place:** Capitol Building

**4d** **Include Sample Voters** ☒

**4e** **Voter IDs (line separated, maximum 1,000):**

## Setting Up Training Mode (cont.)

5 Click **CREATE DEMO DB**. ePulse will process the demo election.

6 **Current:** When the demo election has finished processing, the information for the election available for training mode will display here.

You are now ready to use the demo election on your Poll Pads!

**POLL PAD SETUP**

PRINTING | ISYNC | VOTER QR CODE | **DEMO DB**

**Demo DB**  
Manage this account's "demo database", a training election that is stored on all poll pads.

**Current:**  
**Training** created on: 06/28/2018 1:34:35 pm  
Data From: TRAINING  
Include Sample Voters: No  
Configuration: Training Config  
Polling Place: Mall of America

**Create New Demo Election**  
A "demo" election will be created using data from the chosen election. Demo elections are limited to 30,000 voters, and will randomly select voters if the given election is larger. You may also provide up to 1,000 state IDs for voters to include in the election as a part of the maximum voter count.

**Demo Election Name:**

**Poll Pad Configuration:**  
Training Config

**Use Data From:**  
TRAINING

**Polling Place:**  
Capitol Building

**Include Sample Voters** ☒

**Voter IDs (line separated, maximum 1,000):**

**5** **CREATE DEMO DB**



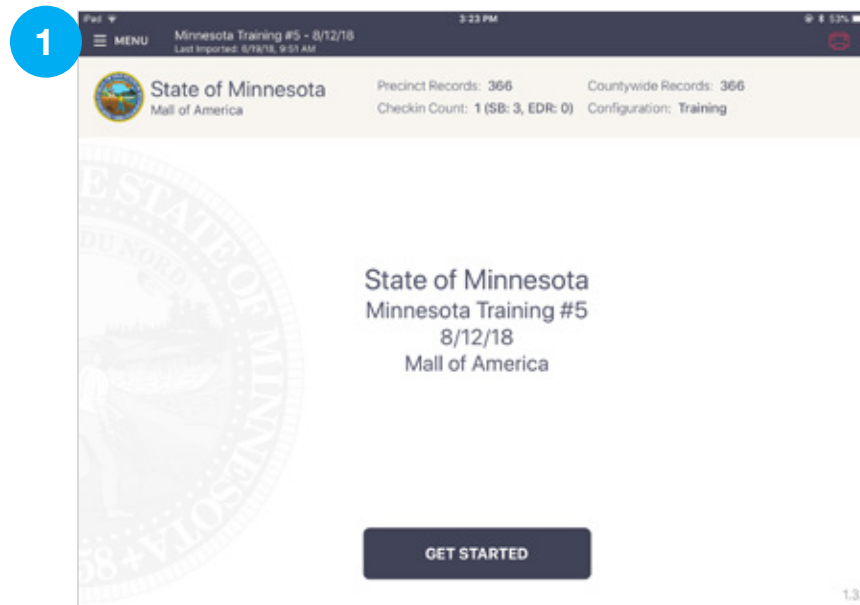
# Activating Training Mode on Poll Pads

On Poll Pad, navigate to the Training menu:

1 Press **MENU**

2 Press **Tools & Settings**

NOTE: Before importing a training file, there must be data on the Poll Pads. Please import a voter file before using training mode. This can be done under **MENU > Tools and Settings > PRE ELECTION > Import Voter File**



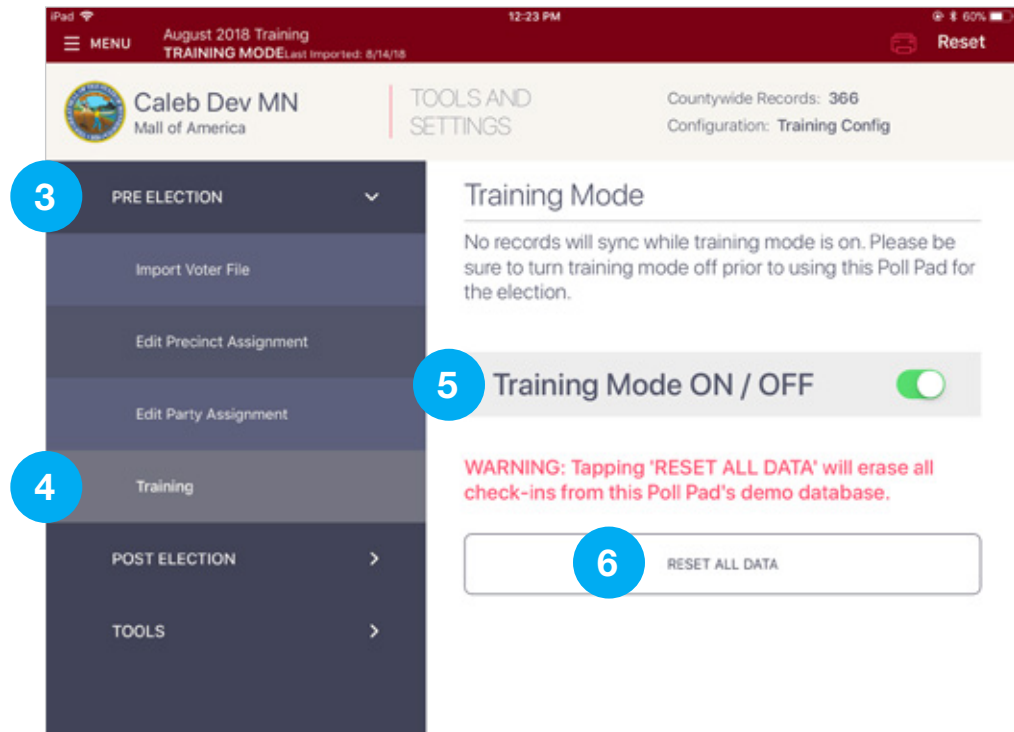
## Activating Training Mode on Poll Pads (cont.)

Tools & Settings requires a **password**. When you are ready to change your Tools & Settings password, please contact KNOWiNK Support.

- 3 Press **PRE ELECTION**
- 4 Press **Training**
- 5 Training Mode ON / OFF : Toggle **ON**

Training Election will import and a red **TRAINING MODE banner** will display across the top of the Poll Pad.

- 6 To clear your training mode activity and check-ins at any time (during testing, in between training sessions, etc) press **Reset** in the Training Mode banner, or press **RESET ALL DATA** in the Training menu.

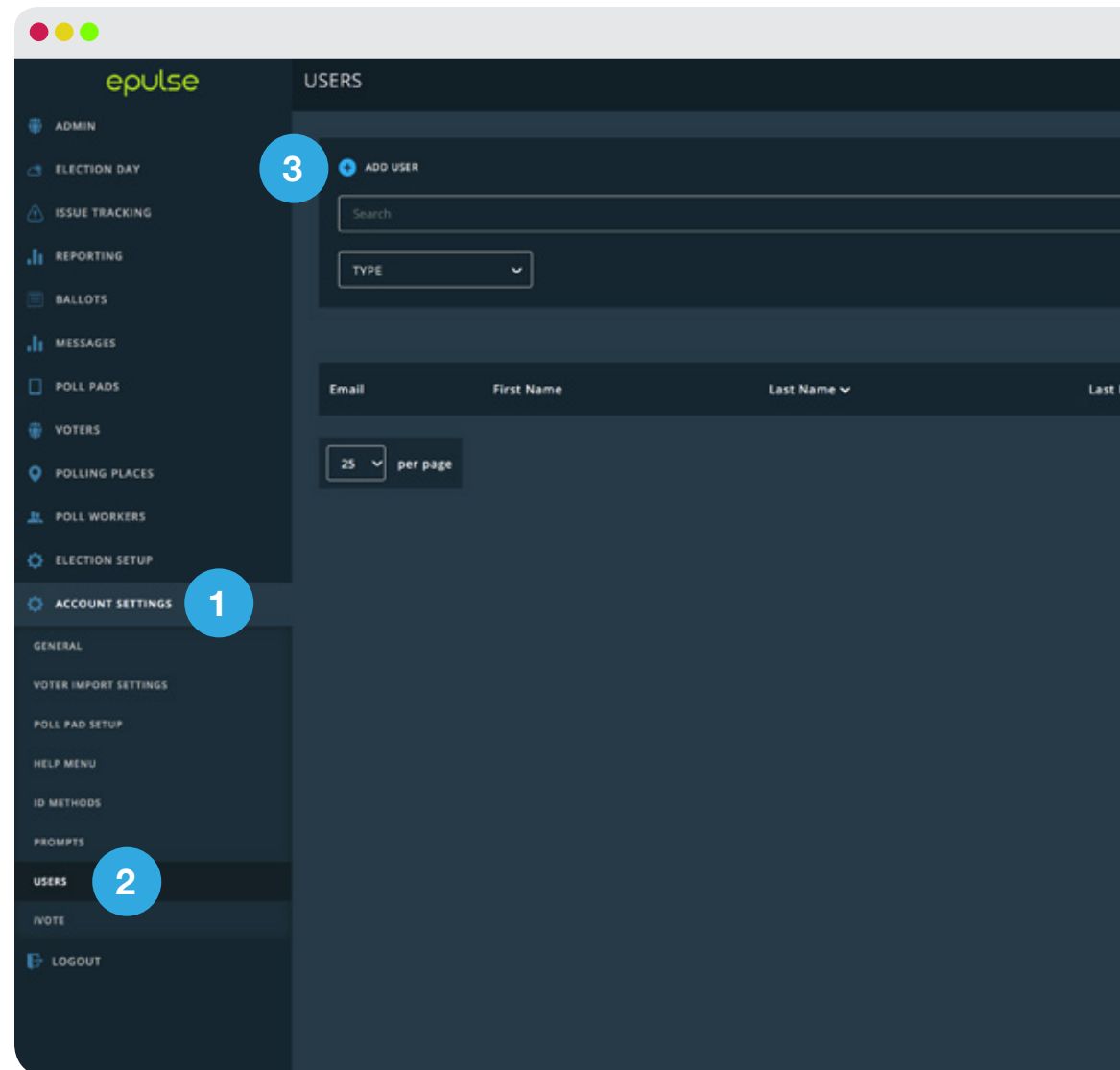


# Users

An administrative user is responsible for setting the roles for other users within their organization who need or require access to voter data in ePulse.

Adding a User:

- 1 Click **ACCOUNT SETTINGS**.
- 2 Click **USERS**.
- 3 Click **+ ADD USER**.



The following fields are required:

- 1 **First name**
- 2 **Last name**
- 3 **Email:** An activation email will be sent to this address. The email will contain a link prompting the new user to set a password.

The screenshot shows the 'NEW USER' form in the epulse application. The form is dark-themed with a sidebar on the left containing navigation links: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS, ELECTION SETUP, ACCOUNT SETTINGS, GENERAL, VOTER IMPORT SETTINGS, POLL PAD SETUP, HELP MENU, ID METHODS, PROMPTS, USERS, INETS, and LOGOUT. The main form area has the following fields and sections:

- First name** (input field, labeled with callout 1)
- Last name** (input field, labeled with callout 2)
- Phone** (input field)
- Email** (input field, labeled with callout 3)
- Type of User** (dropdown menu, currently set to 'Standard Epulse')
- Notify by** (dropdown menu, currently set to 'None')
- PERMISSIONS** section with a table of permissions and toggle switches.

Allow user to...	View	Edit	
Voters	<input type="checkbox"/>	<input type="checkbox"/>	
Poll Pads	<input type="checkbox"/>	<input type="checkbox"/>	
Polling Places	<input type="checkbox"/>	<input type="checkbox"/>	
Poll Workers	<input type="checkbox"/>	<input type="checkbox"/>	
Issues	<input type="checkbox"/>	<input type="checkbox"/>	
View and Manage System Settings	<input type="checkbox"/>		
Access Messaging	<input type="checkbox"/>		
Access and Create Reports	<input type="checkbox"/>		
View and Manage Election Results	<input type="checkbox"/>		

At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons. A 'Set To Default: Select...' dropdown is also present in the permissions section.

# Setting User Permissions

Each user must be assigned Permissions.

You can customize user access to each ePulse page. Each user can be assigned **View Only** or **Edit permissions**.

**View Only:** Allows the user to only view data.

**Edit:** Allows the user to view and edit data.

The screenshot shows a web application window with a dark theme. At the top, there are two dropdown menus: 'Type of User' (set to 'Standard Epulse') and 'Notify by' (set to 'None'). Below these is a section titled 'PERMISSIONS'. Under this section, there is a table with two columns: 'View' and 'Edit'. The table lists several permissions: 'Voters', 'Poll Pads', 'Polling Places', 'Poll Workers', 'Issues', 'View and Manage System Settings', 'Access Messaging', 'Access and Create Reports', and 'View and Manage Election Results'. Each permission has a toggle switch next to it. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons.

Allow user to...	View	Edit
Voters	<input type="checkbox"/>	<input type="checkbox"/>
Poll Pads	<input type="checkbox"/>	<input type="checkbox"/>
Polling Places	<input type="checkbox"/>	<input type="checkbox"/>
Poll Workers	<input type="checkbox"/>	<input type="checkbox"/>
Issues	<input type="checkbox"/>	<input type="checkbox"/>
View and Manage System Settings	<input type="checkbox"/>	<input type="checkbox"/>
Access Messaging	<input type="checkbox"/>	<input type="checkbox"/>
Access and Create Reports	<input type="checkbox"/>	<input type="checkbox"/>
View and Manage Election Results	<input type="checkbox"/>	<input type="checkbox"/>

New User Page details:

**Voters:** Allows access to the Voters page.

**Poll Pads:** Allows access to the Poll Pads page.

**Polling Places:** Allows access to the Polling Places page.

**Poll Workers:** Allows access to the Poll Workers page.

**View and Manage System Settings:** Allows user to view and edit System Settings.

**Access Messaging:** Allows user access to the Messaging System (if applicable).

**Access and Create Reports:** Allows user access and generate reports.

The screenshot shows a web application window with a dark theme. At the top, there are two dropdown menus: 'Type of User' set to 'Standard Epulse' and 'Notify by' set to 'None'. Below these is a section titled 'PERMISSIONS'. Under 'PERMISSIONS', there is a table with columns 'Allow user to...', 'View', and 'Edit'. The table lists several permissions: 'Voters', 'Poll Pads', 'Polling Places', 'Poll Workers', and 'Issues'. Each permission has a 'View' and an 'Edit' toggle switch, both of which are currently turned on. To the right of the table, there is a 'Set To Default:' dropdown menu set to 'Select...'. At the bottom right of the form, there are two buttons: 'CANCEL' and 'SUBMIT'.

Allow user to...	View	Edit
Voters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Poll Pads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Polling Places	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Poll Workers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Predefined User Settings

Several predefined user setting options are available.

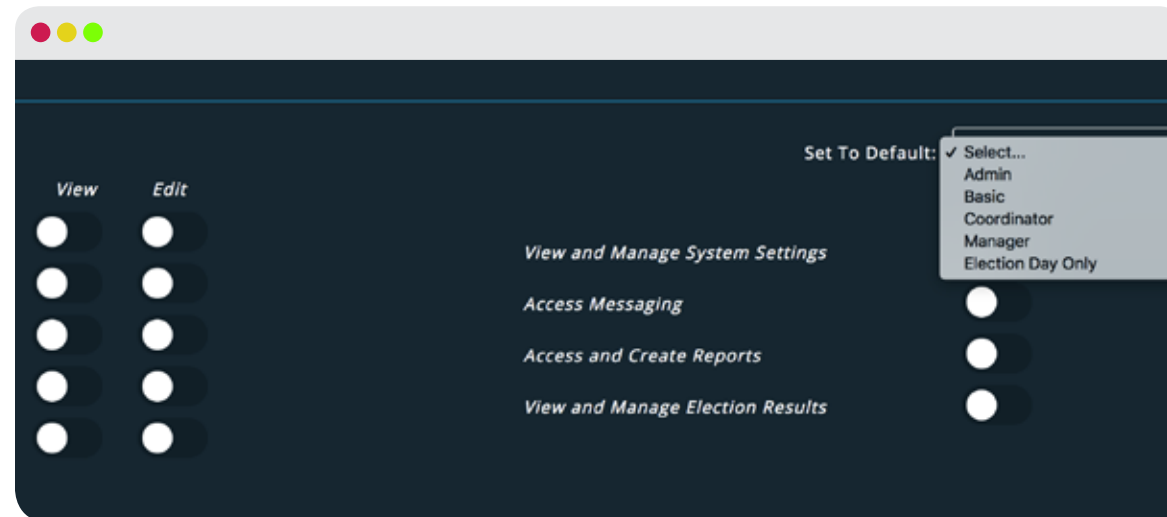
**Election Day Only:** Provides view only access to the Election Day dashboard.

**Basic:** View Only permissions for Voters, Poll Pads, Polling Places, and Poll Workers.

**Coordinator :** View Only for Voters, Poll Pads, Polling Places, and Poll Workers Access granted to the Messaging system.

**Manager :** View and Edit permissions granted for Voters, Poll Pads, Polling Places, and Poll Workers, access granted to the Messaging system.

**Admin :** Full administrative rights including Election Creation; User administration.



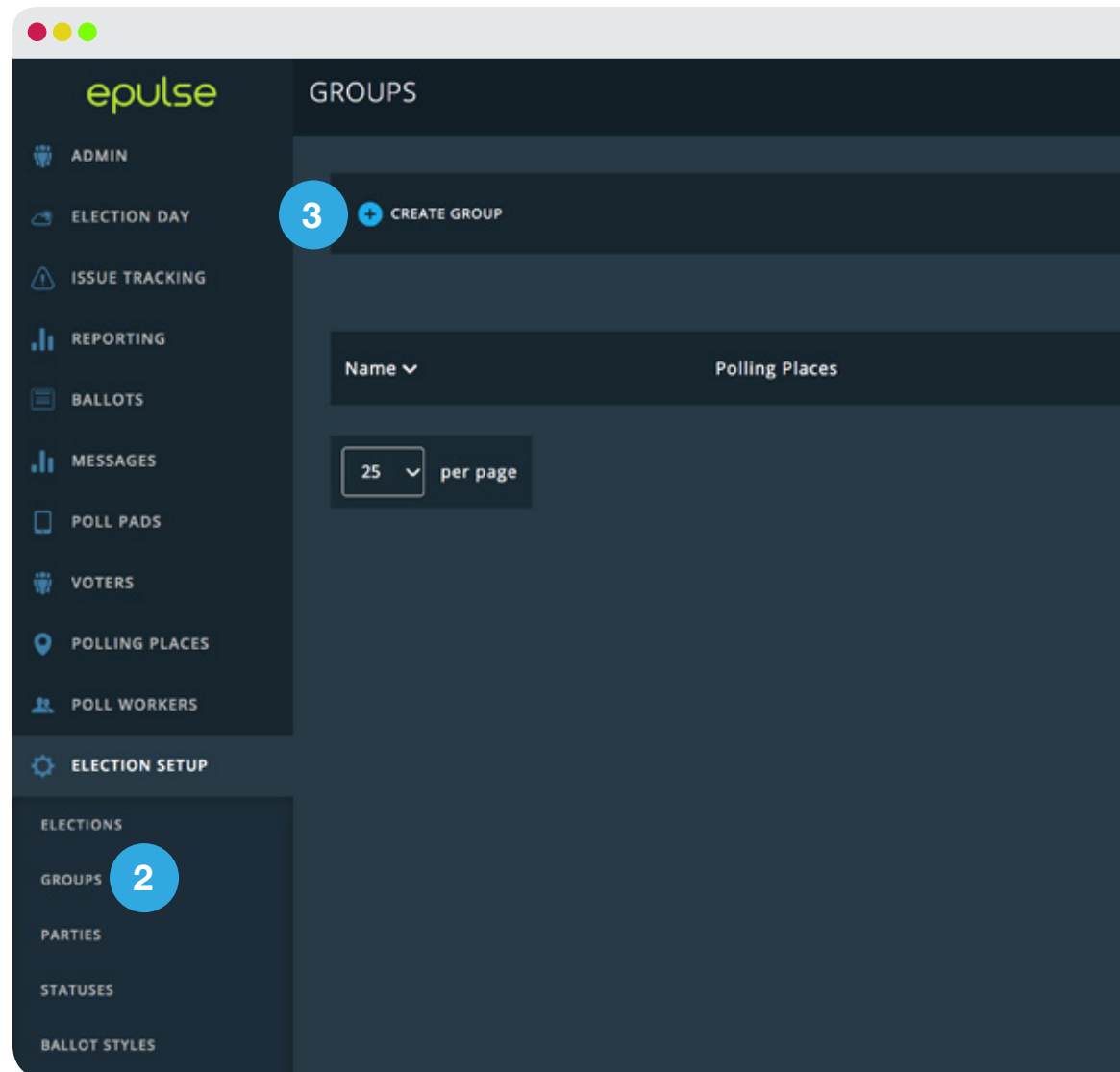
# Groups

**Groups** in ePulse allow administrators to limit the information available to individual users. Users can be assigned to a polling location and will only be able to view and edit data relevant to their assigned polling location(s).

Creating a Group:

- 1 Click **ELECTION SETUP**
- 2 Click **GROUPS**
- 3 Click **CREATE GROUP**

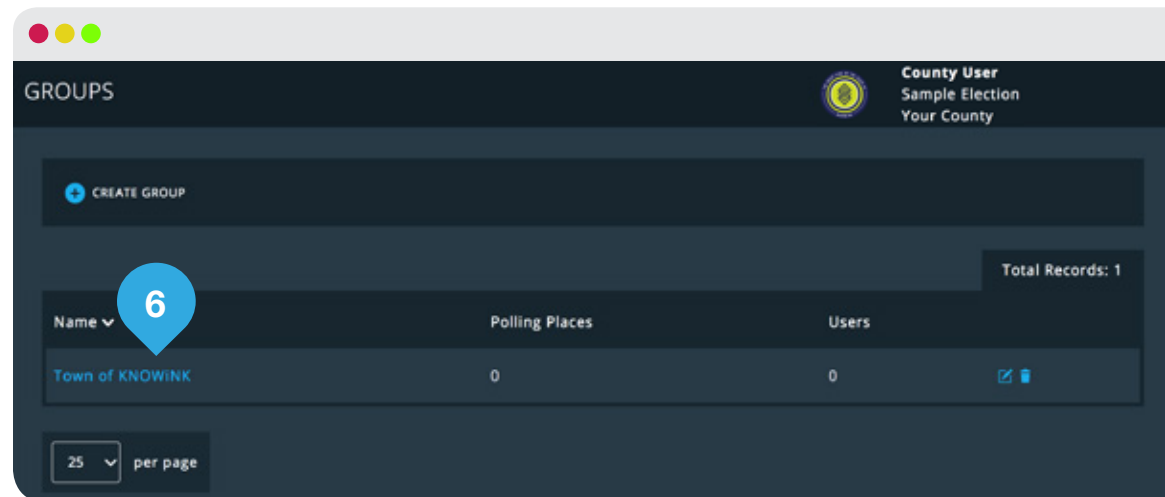
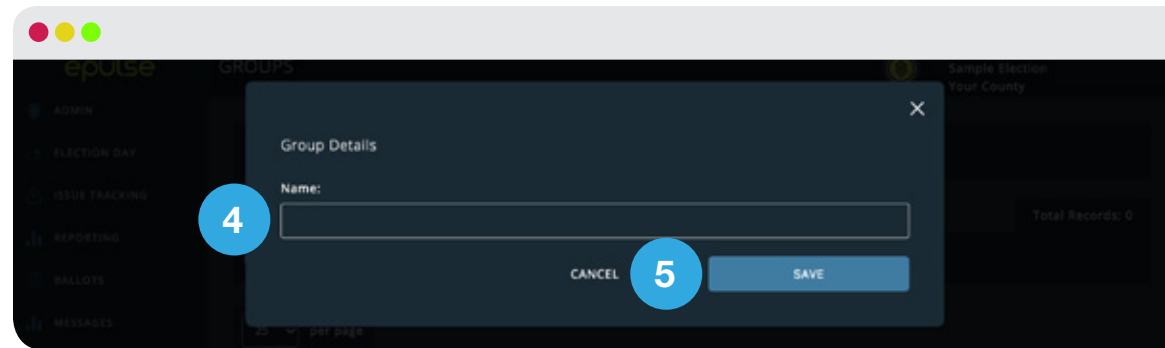
1





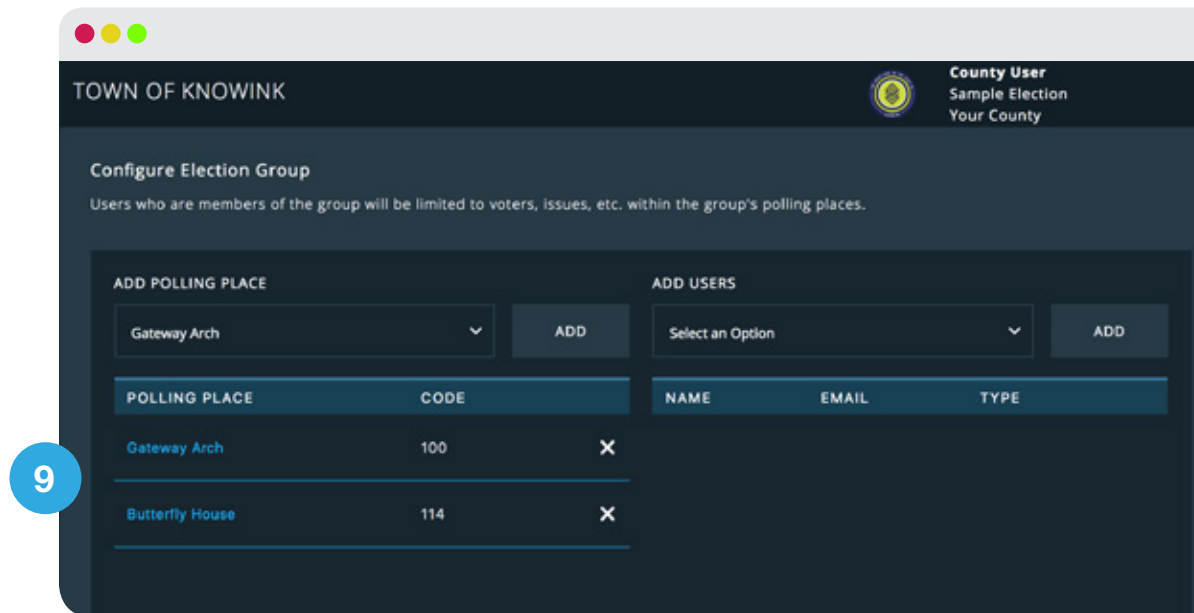
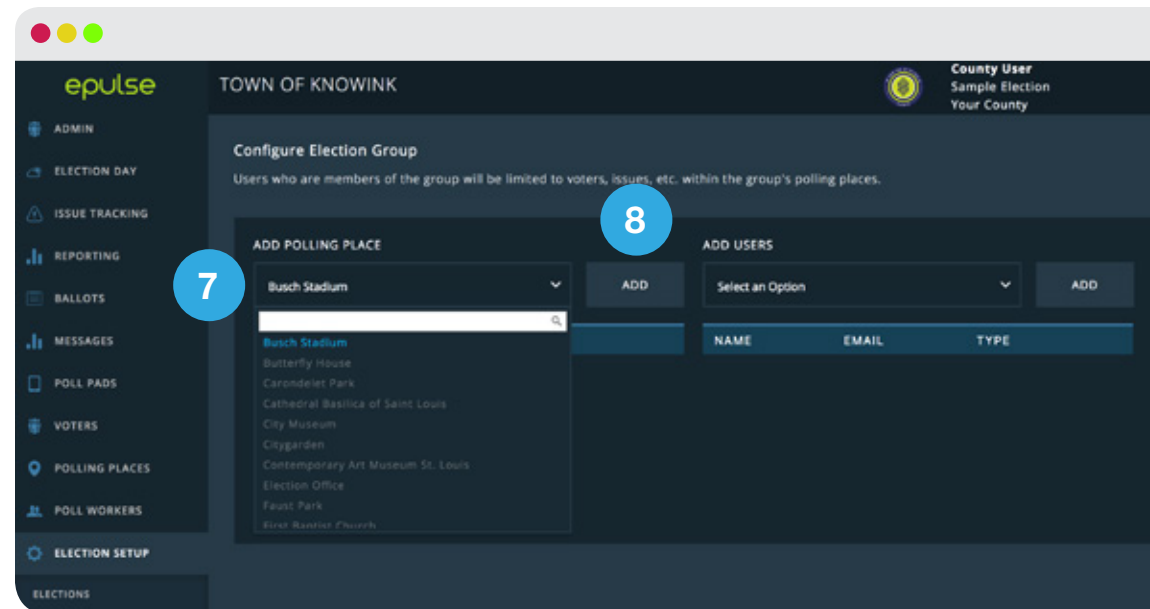
## Creating a Group (cont.):

- 4 Name the group you are creating.
- 5 Click **SAVE**.
- 6 Assign users to the newly created Group by selecting name(s).



## Creating a Group (cont.):

- 7 Select relevant polling location(s).
- 8 Click **ADD**.
- 9 Once added, polling places attached to this group will be displayed.



## Creating a Group (cont.):

- 10 Select desired User(s).
- 11 Click **ADD**.
- 12 Once added, users attached to this group of polling places will be displayed.

*Note: Changes/updates automatically save.  
Navigate back to the Groups page to repeat this process for additional Groups.*

epulse TOWN OF KNOWINK County User Sample Election Your County

Configure Election Group  
Users who are members of the group will be limited to voters, issues, etc. within the group's polling places.

ADD POLLING PLACE: Busch Stadium [v] [ADD]

POLLING PLACE	CODE
Gateway Arch	100
Butterfly House	114

ADD USERS: County User (Standard Epulse) [v] [ADD]

Search: County User (Standard Epulse), Another User (Standard Epulse)

epulse TOWN OF KNOWINK County User Sample Election Your County

Configure Election Group  
Users who are members of the group will be limited to voters, issues, etc. within the group's polling places.

ADD POLLING PLACE: Busch Stadium [v] [ADD]

POLLING PLACE	CODE
Gateway Arch	100
Butterfly House	114

ADD USERS: Another User (Standard Epulse) [v] [ADD]

NAME	EMAIL	TYPE
County User	county.user@countyemail.com	Standard Epulse
Another User	another.user@countyemail.com	Standard Epulse

To load your Polling Locations, create a Polling Locations File for upload into ePulse.

1 Open a new Excel file. Enter the header rows and corresponding information listed below in Step 2. **Save as a .CSV file.**

2 Label the headers as the following:

**A:** Code

**B:** Name

**C:** Address Line 1

**D:** Address Line 2

**E:** City

**F:** State

**G:** Zip

**H:** Type

**I:** Status

**J:** Precinct

**K:** Split

A2											
	A	B	C	D	E	F	G	H	I	J	K
1	Code	Name	Address Line 1	Address Line 2	City	State	Zip	Type	Status	Precinct	Split
2											
3											
4											
5											
6											
7											
8											

Each column header should include the following:

**A Code:** Any unique 3 digit code

**B Name:** Polling Location Name

**C Address Line 1:** Polling Location Address

**D Address Line 2:** Not Required. Typically left blank.

**E City:** Polling Location City

**F State:** Polling Location State

**G Zip:** Polling Location Zip Code

**H Type:** PS - Precinct Specific, EA - Early Absentee, VC - Vote Center

**I Status:** Enter "Active".

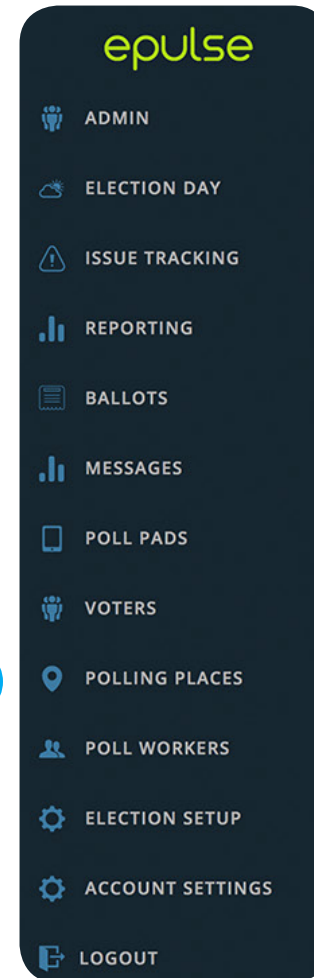
**J Precinct:** Enter Corresponding Precinct if Precinct Specific. Leave blank for EA.

**K Split:** Enter Corresponding Split if Precinct Specific. Leave blank for EA.

	A	B	C	D	E	F	G	H	I	J	K
1	Code	Name	Address Line 1	Address Line 2	City	State	Zip	Type	Status	Precinct	Split
2	104	Missouri Botanical Garden	4344 Shaw Blvd		St. Louis	MO	63110	PS	Active	101	1
3	104	Missouri Botanical Garden	4344 Shaw Blvd		St. Louis	MO	63110	PS	Active	101	2
4	105	St. Louis Municipal Opera Theatre	1 Theatre Dr		St. Louis	MO	63112	PS	Active	102	1
5	106	Saint Louis Zoo	1 Government Drive		St. Louis	MO	63110	PS	Active	102	2
6	107	Missouri History Museum	5700 Lindell Blvd		St. Louis	MO	63112	PS	Active	103	1
7	108	Saint Louis Art Museum	1 Fine Arts Drive		St. Louis	MO	63110	PS	Active	104	1

# Importing Polling Location File

- 1 Navigate to the **Polling Places** tab, located in the left-hand menu.
- 2 From the Polling Places page, select **Import Polling Places**.



2



IMPORT POLLING PLACES

## Importing Polling Location File (cont.):

- 3 Choose the Polling Places file you have created.
- 4 Once you have selected your file, Click **CONTINUE** then click **DONE**
- 5 Verify the polling places you have imported.

### Upload Polling Places File

Select the file to upload:

3

Choose a File

Additional Options:

Create Missing Precincts ☐

4

CONTINUE

epulse

ADMIN

ELECTION DAY

ISSUE TRACKING

REPORTING

BALLOTS

MESSAGES

POLL PADS

VOTERS

POLLING PLACES

POLL WORKERS

ELECTION SETUP

### POLLING PLACES

ADD POLLING PLACE

IMPORT POLLING PLACES

CONFIGURE

0

Search

TYPE

VOTERS

VOTES

SYNC

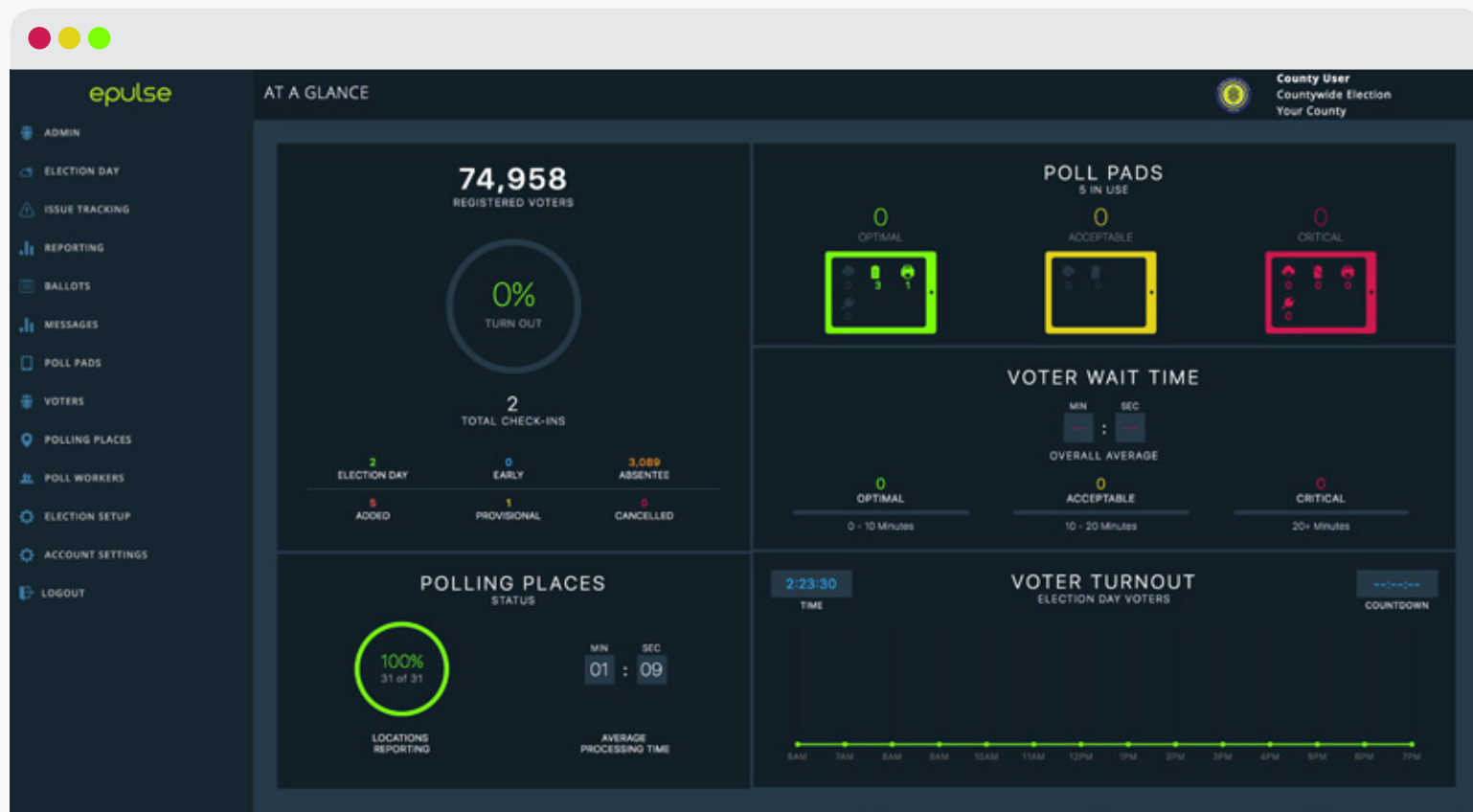
5

Code	Name	Address	Pads	Workers	Voters
102	Civic Center	2700 Esperanza Crossing	0	0	0
909	Community Center	7617 Elkhorn Mountain Trail	0	0	0
908	County Annex Building	5501 Airport Boulevard	0	0	0
AlIPct1	County Annex Building EV	5501 Airport Boulevard	0	0	3501

epulse

# Monitoring Poll Pad Connectivity

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# Poll Pad Dashboard

The Dashboard is designed to provide an overview of election data.

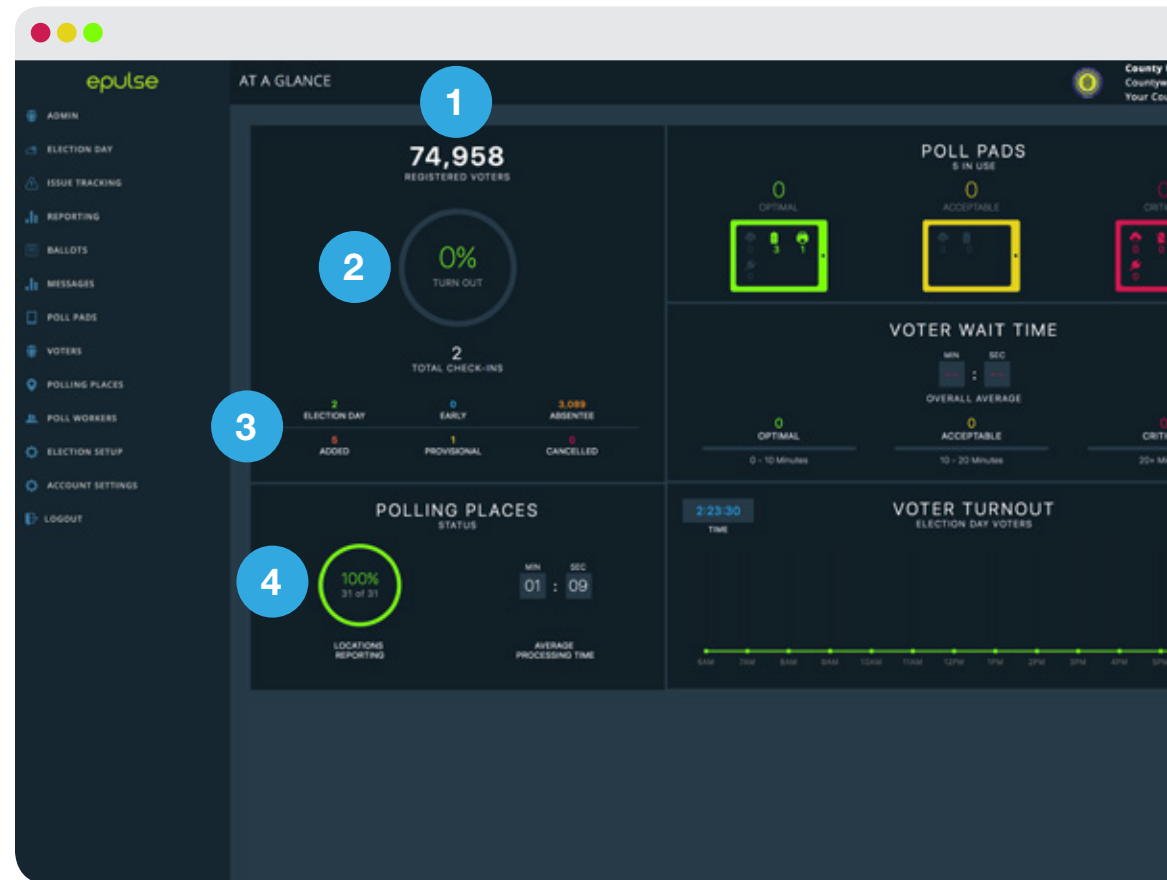
Where to find information on Dashboard:

**Upper left corner** displays voter data:

- 1 Total registered voters
- 2 Total turnout
- 3 Breakdown of voter check-ins by category

**Lower left corner** displays Polling Places reporting:

- 4 **Current status of Polling Places.**  
A Polling Place has “reported” when a Poll Pad from that location syncs.



**Upper right corner** displays real time Poll Pad

Status:

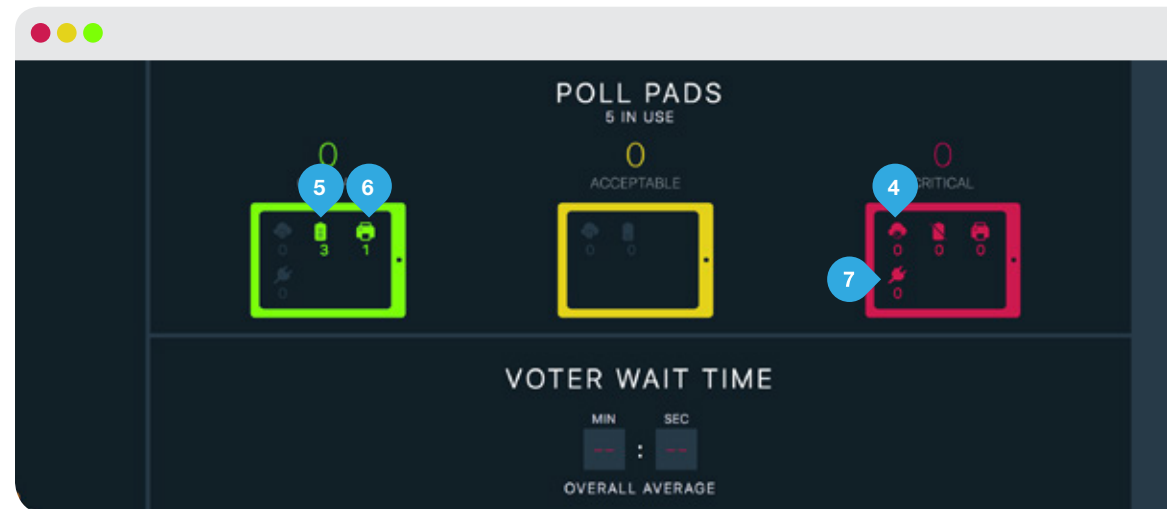
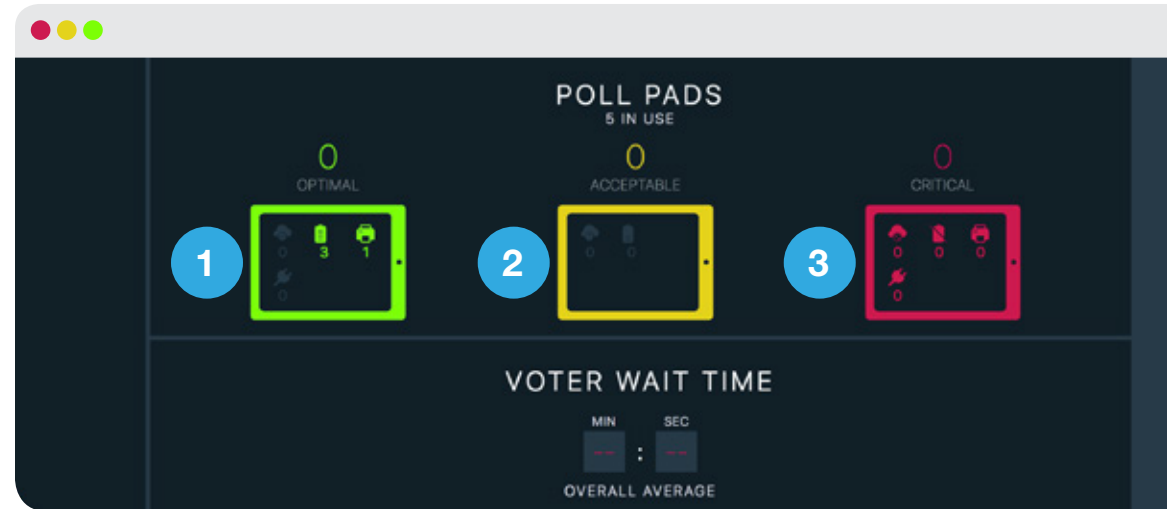
There are three categories.

- 1 Green: **OPTIMAL**
- 2 Yellow: **ACCEPTABLE**
- 3 Red: **CRITICAL**

Each category tracks:

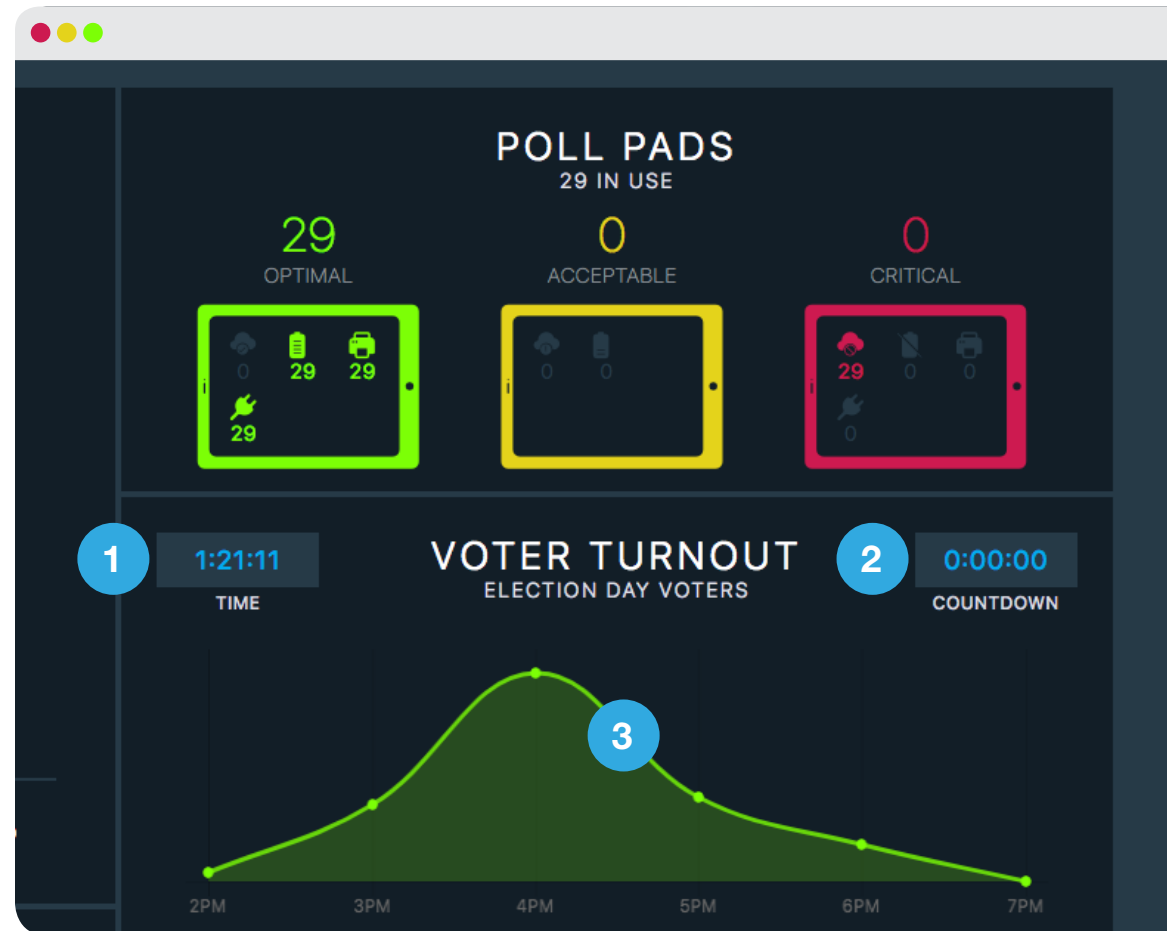
- 4 Synchronization
- 5 Battery Level
- 6 Printer Status
- 7 Charging Status

Each icon is an **Interactive Filter** that will display the corresponding Poll Pads when clicked.



**Lower right corner** displays Voter Turnout data:

- 1 Current local time
- 2 Countdown until close of Polls
- 3 Graph of Voter Turnout

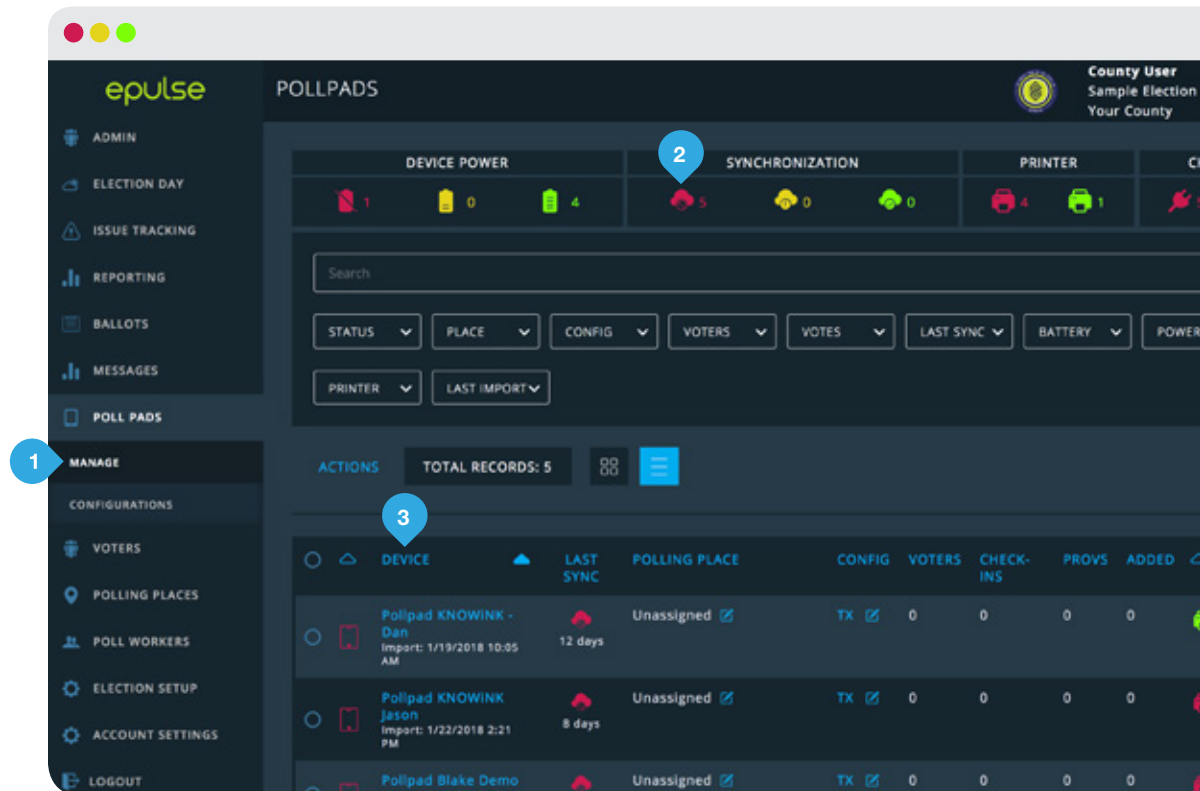


# Poll Pads Page

The Poll Pad page lists each individual Poll Pad along with its current state of connectivity.

Navigate to the Poll Pads page:

- 1 Click **POLL PADS**. Click **MANAGE**
- 2 Use the **Interactive Filters** to filter the Poll Pads.
- 3 Clicking an icon filter will sort and display relevant Poll Pads.



# Polling Places Page

The Polling Places page displays syncing by Polling Location.

Navigate to the Polling Places page:

- 1 Click **POLLING PLACES**
- 2 Clicking the **Header** allows for sorting
- 3 **Sync Time**
- 4 **Wait Time**  
(Available in Poll Pad Plus)

The screenshot shows the epulse POLLING PLACES interface. On the left is a sidebar with navigation links: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES (highlighted with callout 1), POLL WORKERS, ELECTION SETUP, ACCOUNT SETTINGS, and LOGOUT. The main content area has a header with 'epulse' logo, 'POLLING PLACES' title, and user info 'County User Sample Election Your County'. Below the header are buttons for 'ADD POLLING PLACE', 'IMPORT POLLING PLACES', and 'CONFIGURE'. A search bar and filters for 'TYPE', 'VOTERS', 'VOTES', 'SYNC', and 'WAIT TIME' are present. A table lists polling places with columns: Code, Name, Address, Pads, Workers, Voters, Votes, Type, Last Sync, and Wait Time. Callout 2 points to the 'Name' header, callout 3 to the 'Last Sync' header, and callout 4 to the 'Wait Time' header. The table contains 7 rows of data for various locations like Busch Stadium, Butterfly House, Carondelet Park, etc.

Code	Name	Address	Pads	Workers	Voters	Votes	Type	Last Sync	Wait Time
101	Busch Stadium		0	0	1144	0	Precinct Specific	Never	N/A
114	Butterfly House		0	0	5892	0	Precinct Specific	Never	N/A
117	Carondelet Park		0	0	3576	0	Precinct Specific	Never	N/A
109	Cathedral Basilica of Saint Louis		0	0	2571	0	Precinct Specific	Never	N/A
103	City Museum		0	0	1141	0	Precinct Specific	Never	N/A
110	Citygarden		0	0	1860	0	Precinct Specific	Never	N/A
115	Contemporary Art Museum St. Louis		0	0	3189	0	Precinct Specific	Never	N/A

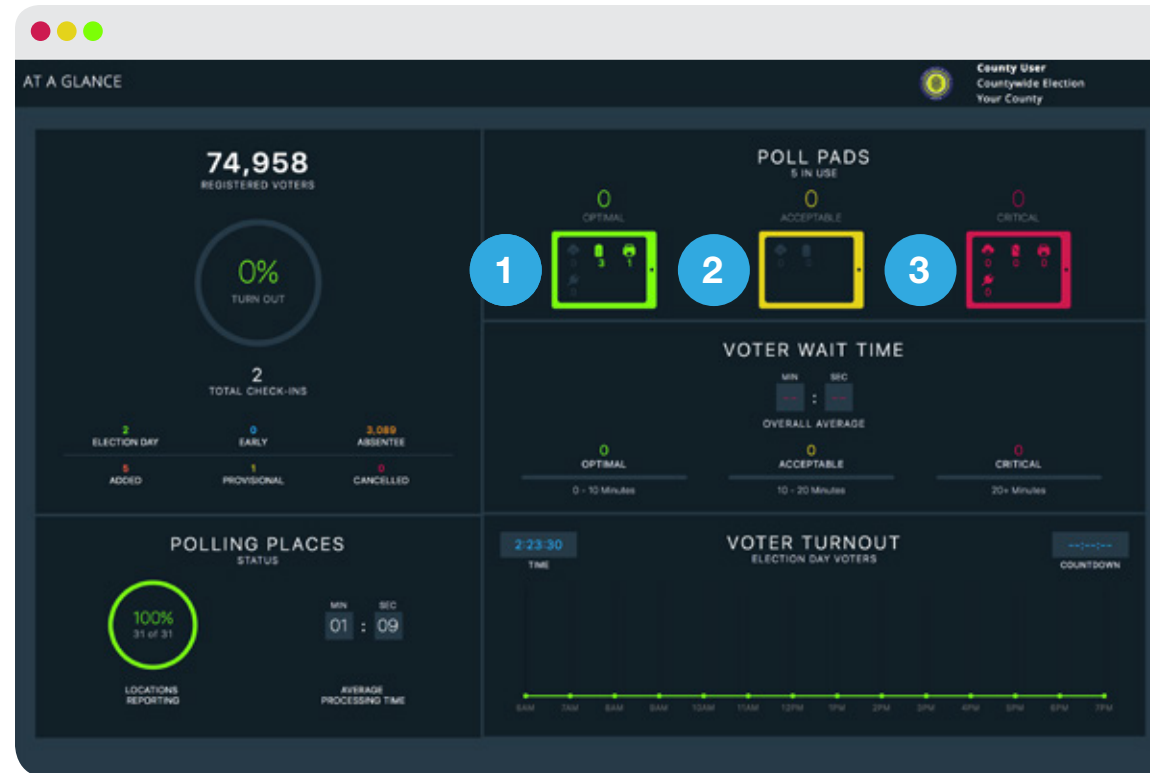
# Interactive Filters

On the **Poll Pads** and **Election Day** pages are **Interactive Filters**.

These filters are grouped into three performance levels.

- 1 **Green: OPTIMAL**
- 2 **Yellow: ACCEPTABLE**
- 3 **Red: CRITICAL**

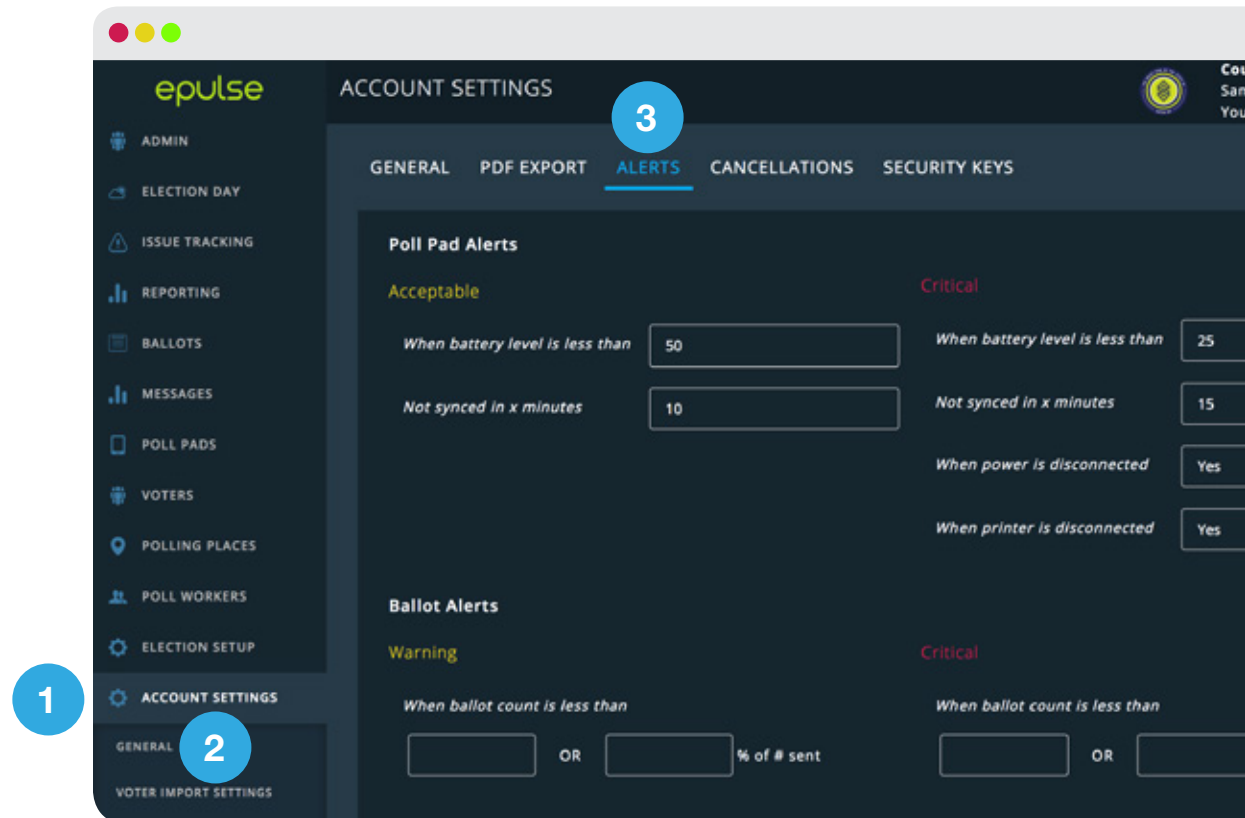
Criteria defining the thresholds of each level can be customized in ePulse.



# Setting Alert Thresholds

Navigate to Alerts:

- 1 Click **ACCOUNT SETTINGS**
- 2 Click **GENERAL**
- 3 Click **ALERTS**



# Poll Pad Alerts

Acceptable default Settings:

- 1 When battery level is less than: 50%
- 2 Not synced in x minutes: 10

ACCOUNT SETTINGS

County User  
Sample Election  
Your County

GENERAL PDF EXPORT **ALERTS** CANCELLATIONS SECURITY KEYS

### Poll Pad Alerts

Acceptable Critical

When battery level is less than 50 1 When battery level is less than 25

Not synced in x minutes 10 2 Not synced in x minutes 15

When power is disconnected Yes

When printer is disconnected Yes

### Ballot Alerts

Warning Critical

When ballot count is less than

OR % of # sent

When ballot count is less than

OR % of # sent



## Critical default Settings:

1 When battery level is less than: 25%

2 Not synced in x minutes: 25

3 When power is disconnected:

Poll Pad will qualify as Critical.

4 When printer is disconnected:

Poll Pad will qualify as Critical.

ACCOUNT SETTINGS

County User  
Sample Election  
Your County

GENERAL PDF EXPORT **ALERTS** CANCELLATIONS SECURITY KEYS

**Poll Pad Alerts**

Acceptable Critical

When battery level is less than 50 When battery level is less than 25 1

Not synced in x minutes 10 Not synced in x minutes 25 2

When power is disconnected No 3

When printer is disconnected Yes 4

**Ballot Alerts**

Warning Critical

When ballot count is less than When ballot count is less than

OR % of # sent OR % of # sent

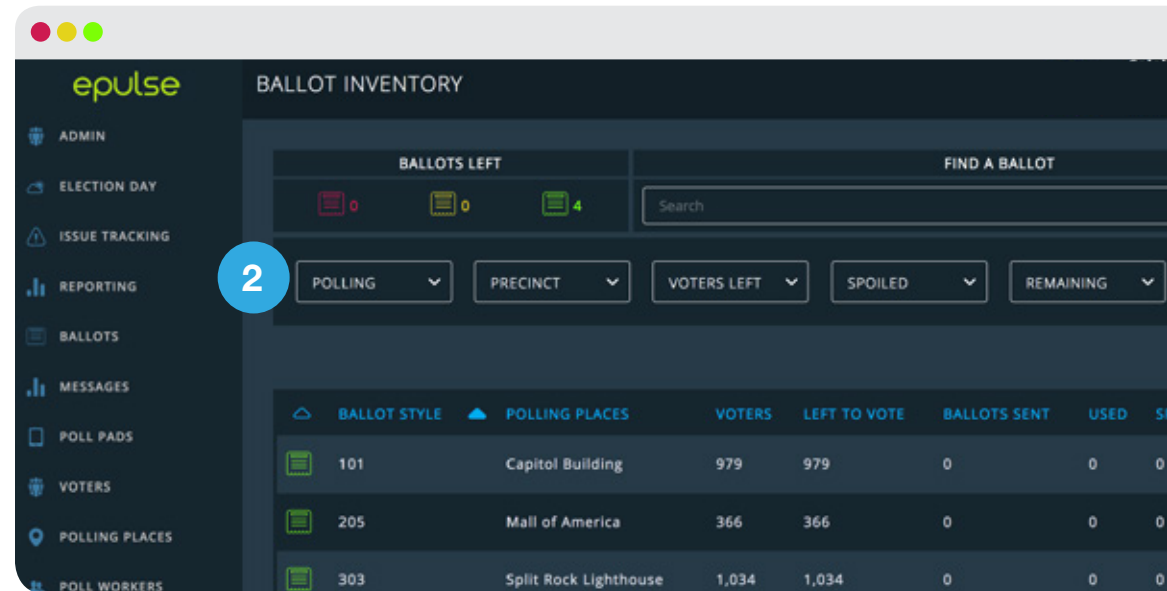
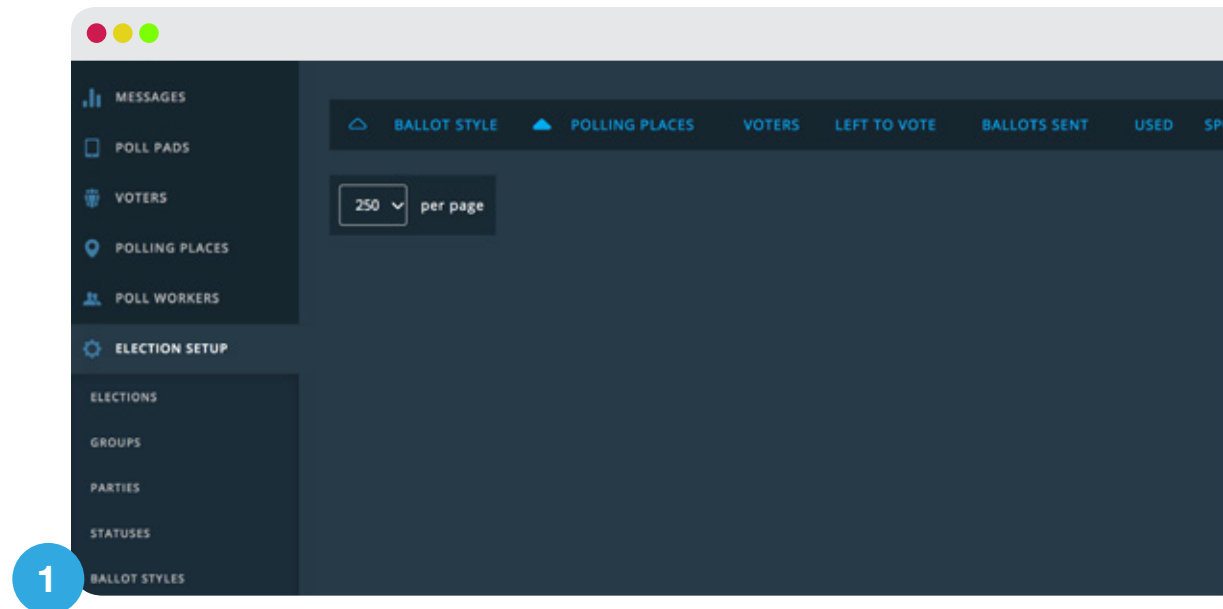
# Ballots Module

The Ballots Module is used to track the ballots issued on election day.

To enable ballot tracking, you must first input the number ballots sent.

1 To do this, go to **ELECTION SETUP** and then **BALLOT STYLES**. Download the Ballot styles template and input the number of ballots sent. Once finished, upload the template back into ePulse.

2 Once the ballot quantities are loaded into ePulse, the **BALLOTS** module will keep track of the ballot depletion and voter turnout as check-ins are sync'd on Election Day.

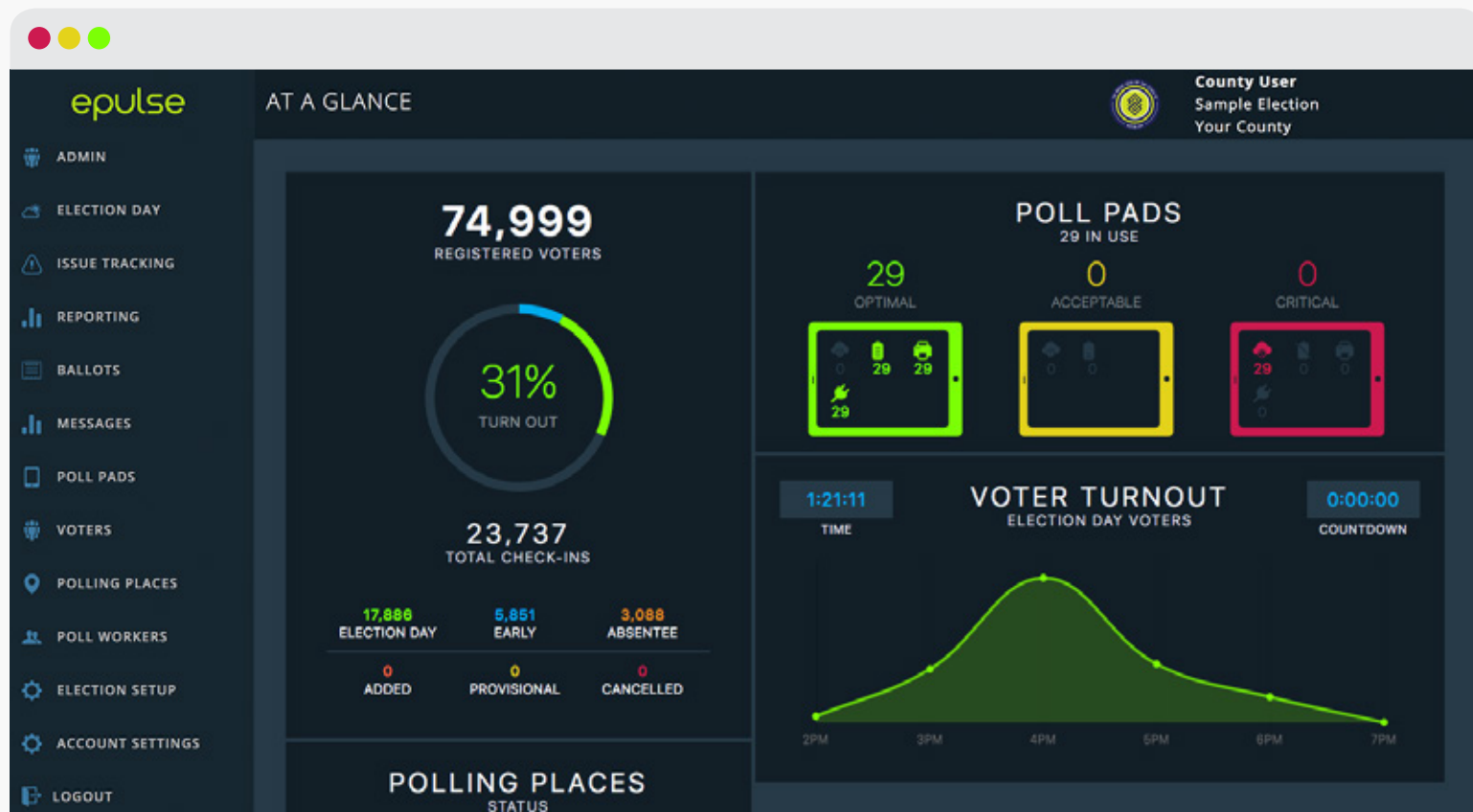


# epulse

## Post Election

How to Guide

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# Table of Contents

**Managing Your Poll Pads Post Election**

**Generate Voter History: Part I**

**Generate Voter History: Part II**

**Export CVR Data: Part I**

**Export CVR Data: Part II**

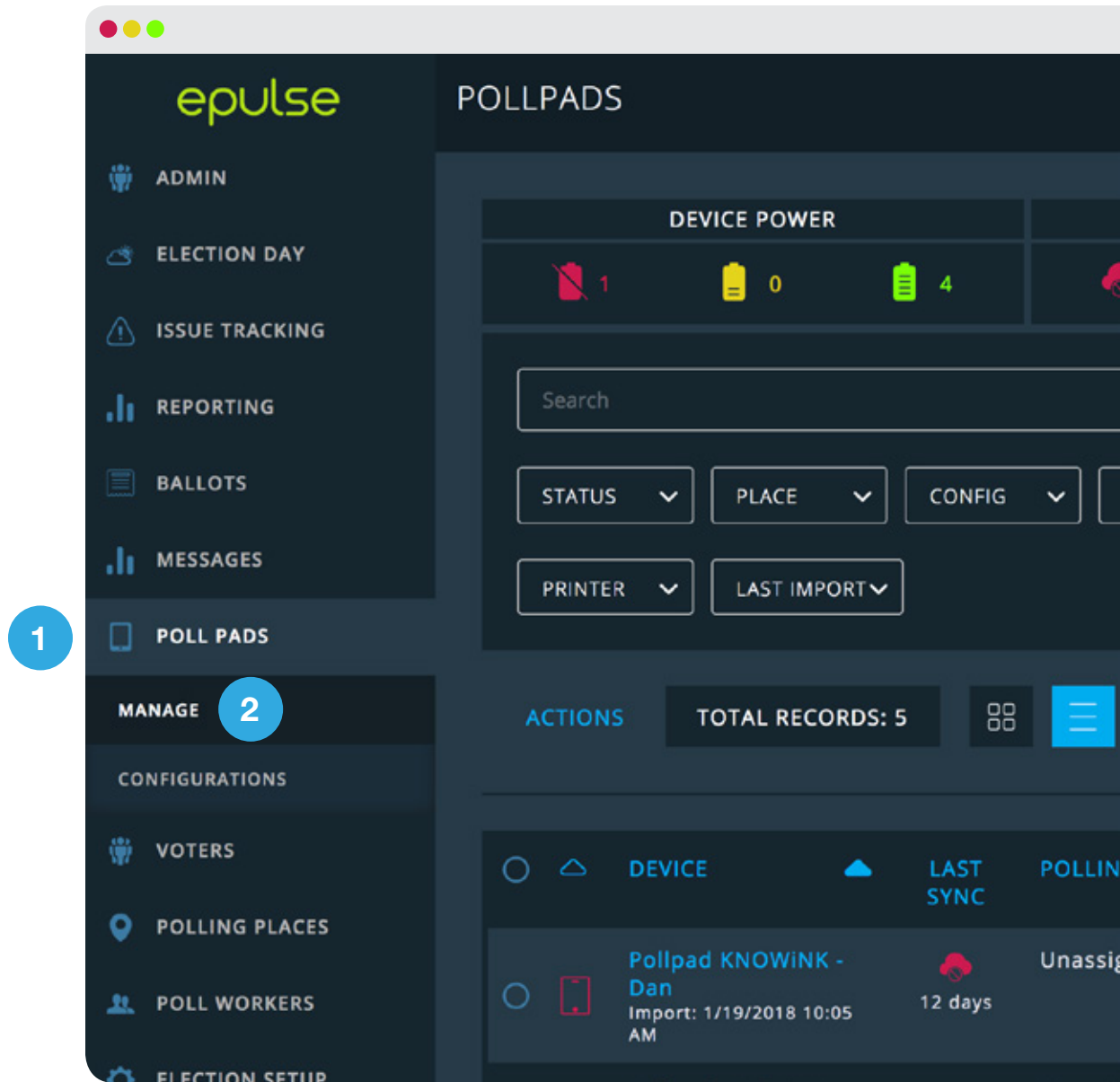
**Audit Logs**

# Managing Your Poll Pads Post Election

It is important to ensure that your Poll Pads have synced activity with ePulse.

1 Click **POLL PADS**

2 Click **MANAGE**



Ensure that Check-In Counts correspond with the daily voting activity reflected on each Election Day Poll Pad.

- 1 Verify **Check-in Count**.
- 2 Verify **Provisionals Processed**.
- 3 Verify **Added Voters**.

**POLLPADS** County User  
Sample Election  
Your County

DEVICE POWER			SYNCHRONIZATION			PRINTER		CHARGING	
2	0	4	6	0	0	4	2	4	2

Search

STATUS PLACE CONFIG VOTERS VOTES LAST SYNC BATTERY POWER

PRINTER LAST IMPORT

ACTIONS TOTAL RECORDS: 6

DEVICE	LAST SYNC	POLLING PLACE	CONFIG	VOTERS	CHECK-INS	PROVS	ADDED
Pollpad KNOWINK - Dan Import: 1/19/2018 10:05 AM	5 days	Unassigned	TX	0	0	0	82%
Pollpad KNOWINK Jason Import: 1/22/2018 2:21 PM	1 day	Unassigned	TX	0	0	0	13%

# Generate Voter History: Part I

Once Check-In Counts have been verified; you may navigate to the Election Details page to run Voter History.

Navigate to the Election Details page:

- 1 Click **ELECTION SETUP**.
- 2 Click **ELECTIONS**.
- 3 Choose the **Current Election** from the list of elections displayed.

The screenshot shows the epulse web application interface. On the left is a dark sidebar with a menu. The main content area is titled 'ELECTIONS' and contains a table of election records. Three blue callout bubbles with white numbers are overlaid on the image: bubble '1' points to the 'ELECTION SETUP' menu item in the sidebar; bubble '2' points to the 'ELECTIONS' menu item in the sidebar; bubble '3' points to the 'Countywide Election' row in the table.

**epulse** ELECTIONS

ADMIN  
ELECTION DAY  
ISSUE TRACKING  
REPORTING  
BALLOTS  
MESSAGES  
POLL PADS  
VOTERS  
POLLING PLACES  
POLL WORKERS  
ELECTION SETUP  
ELECTIONS  
GROUPS  
PARTIES

CREATE ELECTION SIGNATURES CHANGE CURRENT: Countywide Election

Name	Date	Type	Checkins
Sample Election	10/31/2018	General	0
Countywide Election	02/06/2018	General	2
Documentation	03/06/2018	Primary	0

25 per page

## Generate Voter History: Part I (cont.)

- 4 Voter history is located under the **Tools** section of the Election Details Page.

**ELECTION DETAILS**

**COUNTYWIDE ELECTION**

**02/06/2018**

**TYPE:** *General*

**VOTERS:** *74,958*

**STREET RULES:** *2,018*

**VOTER CHECKINS:** *2*

**POLLING PLACES:** *31*

**PRECINCTS:** *106*

**DOWNLOAD ORIGINAL VOTER FILE**

**Tools**

- Regenerate Poll Pad Database
- Regenerate Supplemental File
- Regenerate PollPad3 DB
- Generate Voter History
- Export PDF/Image Roster

**Admin**

- Reset Election Sync Files

**ELECTION FILES**

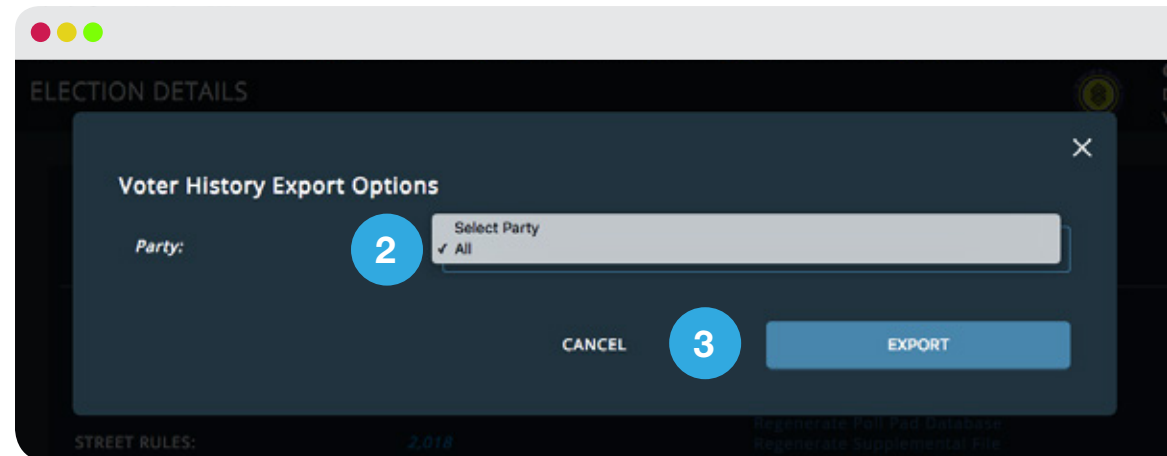
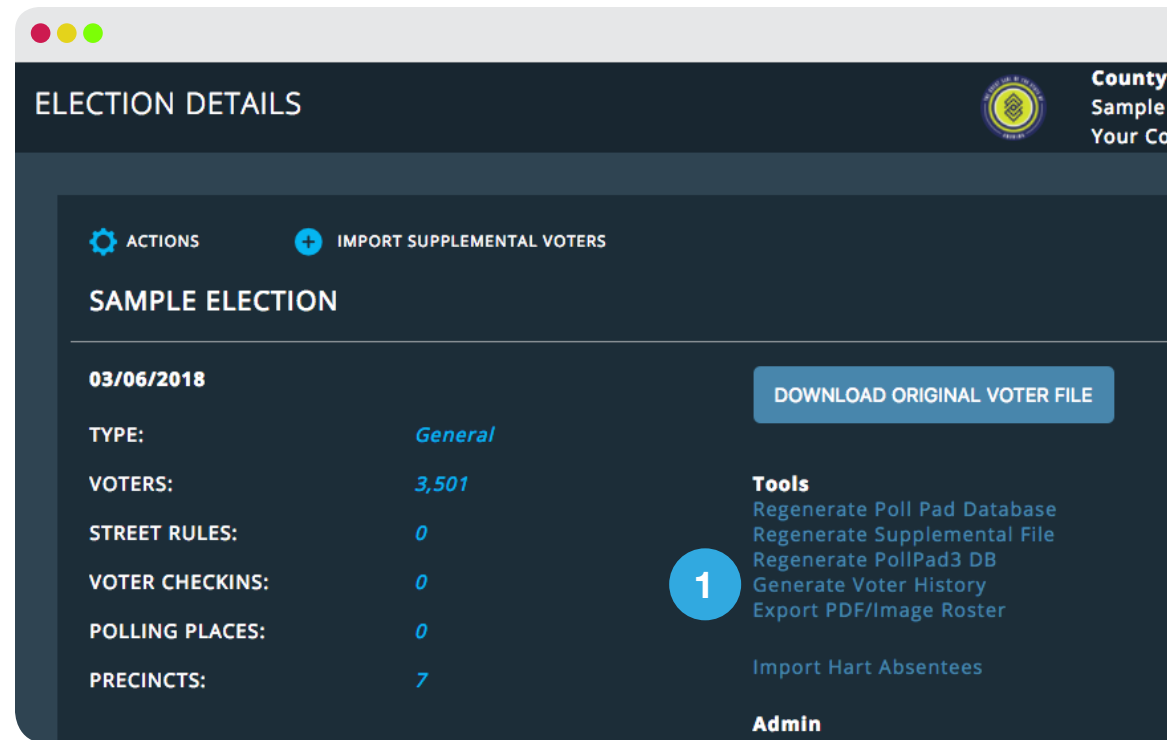
Type	Date	Status	Progress
Election Seed DB	01/22/2018 8:34 am	Ready	Download
Election Seed Files	01/22/2018 8:33 am	Ready	Download



# Generate Voter History: Part II

- 1 Click **Generate Voter History**.
- 2 Select **ALL** from drop down menu.
- 3 Click **EXPORT**.

This will export a Voter History file to be uploaded into your Election Management System.



## Generate Voter History: Part II (cont.)

The voter history file will process in the **Election Files** section. When the file is complete, a blue Download button will appear.

4 Click **Download** to save file.

After saving file, upload into your Election Management System.

The screenshot displays the 'Election Details' page for a 'Sample Election' in 'Your County'. The page is divided into several sections:

- Header:** 'ELECTION DETAILS' and 'County User Sample Election Your County'.
- Actions:** 'ACTIONS' and 'IMPORT SUPPLEMENTAL VOTERS'.
- Sample Election Details:** A table showing election statistics for '03/06/2018':

TYPE:	General
VOTERS:	3,501
STREET RULES:	0
VOTER CHECKINS:	0
POLLING PLACES:	0
PRECINCTS:	7
- Tools:** A list of actions including 'Regenerate Poll Pad Database', 'Regenerate Supplemental File', 'Regenerate PollPad3 DB', 'Generate Voter History', 'Export PDF/Image Roster', and 'Import Hart Absentees'.
- Admin:** A list of actions including 'Reset Election Sync Files'.
- Election Files:** A table showing the status of election files:

Type	Date	Status	Progress
Election Seed DB	02/05/2018 9:58 am	Ready	Download
Election Seed Files	02/05/2018 9:58 am	Ready	Download

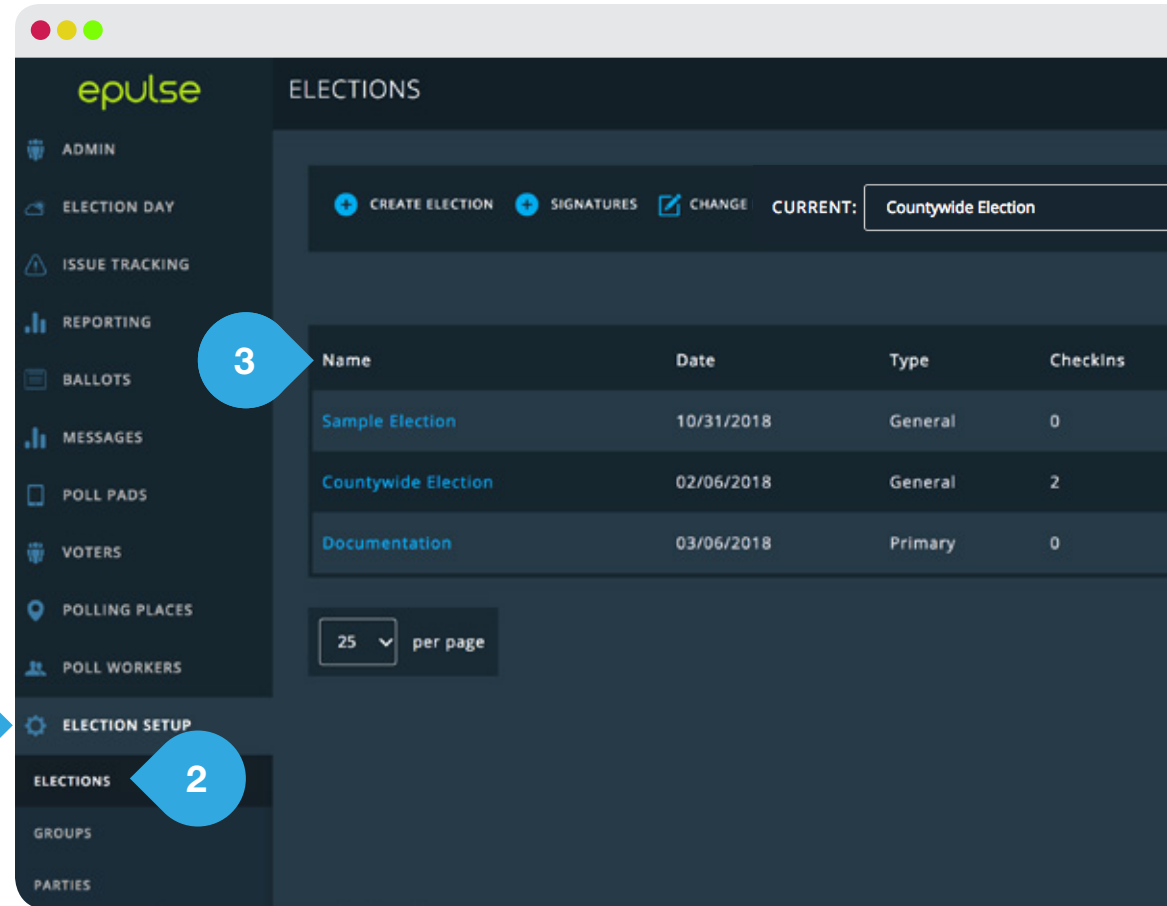
A blue circle with the number '4' is overlaid on the 'Download' button in the 'Election Files' table.

# Export CVR Data: Part I

Once Conditional Voter Registration (CVR) counts have been verified, you may navigate to the Election Details page to extract the CVR import file.

Navigate to the Election Details page:

- 1 Click **ELECTION SETUP**.
- 2 Click **ELECTIONS**.
- 3 Choose the **Current Election** from the list of elections displayed.



## Export CVR Data: Part I (cont.)

- 4 CVR Data is located under the **Tools** section of the Election Details Page.

**ELECTION DETAILS**

**ACTIONS** **IMPORT SUPPLEMENTAL VOTERS** **ADDRESS RULES**

**SAMPLE ELECTION**

**01/30/2018** [DOWNLOAD ORIGINAL VOTER FILE](#)

**TYPE:** *General*

**VOTERS:** *74,953*

**STREET RULES:** *0*

**VOTER CHECKINS:** *0*

**POLLING PLACES:** *30*

**PRECINCTS:** *106*

**Tools**

- Regenerate Poll Pad Database
- Regenerate Supplemental File
- Regenerate PollPad3 DB
- Generate Voter History
- Export PDF/Image Roster
- Import Roster IDs
- Export Absentee Exceptions
- Import MN Precincts
- Export SDR Data

**Admin**

- Reset Election Sync Files

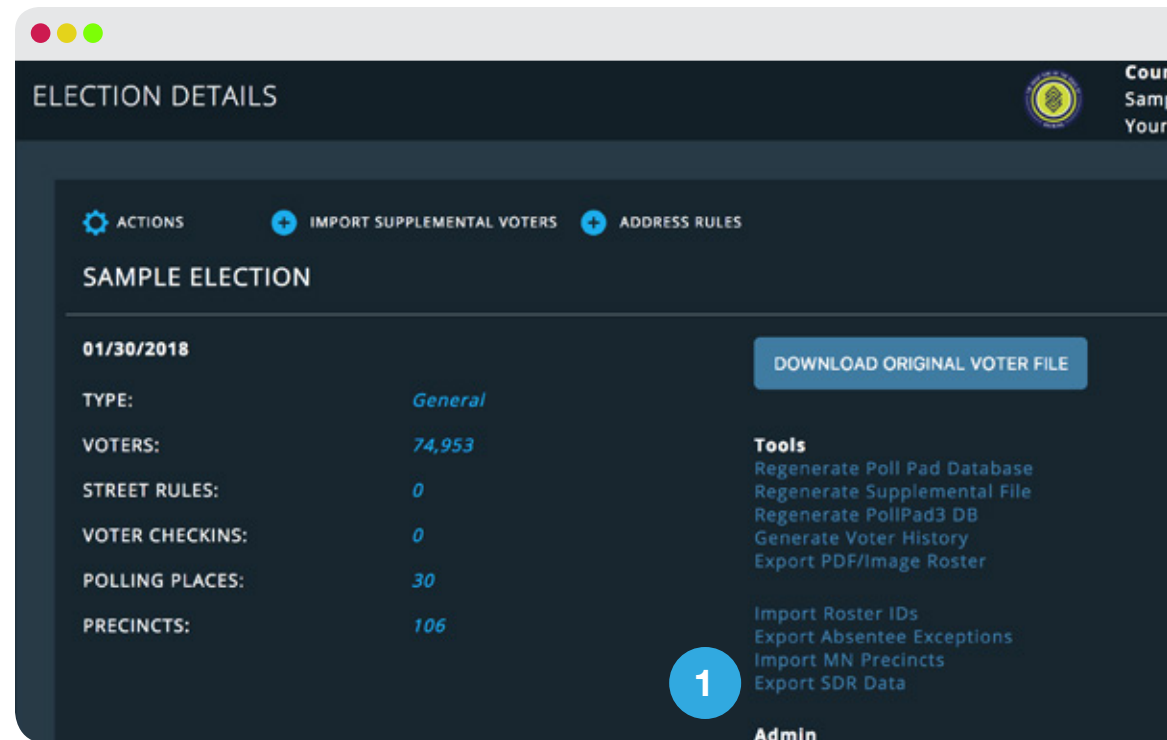
**ELECTION FILES**

Type	Date	Status	Prog
Election Seed DB	01/22/2018 8:59 am	Ready	Down

# Export CVR Data: Part II

## 1 Click **Export CVR Data**

This will export an CVR Data file to be uploaded into your Election Management System.



## Export CVR Data: Part II (cont.)

The CVR data file will process in the **Election Files** section. When the file is complete, a blue Download button will appear.

2 Click **Download** to save file.

After saving file, upload into your Election Management System.

The screenshot displays the 'SAMPLE ELECTION' interface. At the top, there are navigation links: 'ACTIONS', 'IMPORT SUPPLEMENTAL VOTERS', and 'ADDRESS RULES'. Below this, the 'SAMPLE ELECTION' section shows details for '01/30/2018'. It includes a 'DOWNLOAD ORIGINAL VOTER FILE' button and a list of tools: 'Regenerate Poll Pad Database', 'Regenerate Supplemental File', 'Regenerate PollPad3 DB', 'Generate Voter History', and 'Export PDF/Image Roster'. There is also an 'Admin' section with 'Reset Election Sync Files'. Below the election details is the 'ELECTION FILES' table, which lists files with their types, dates, statuses, and progress. A blue circle with the number '2' highlights the 'Download' button for the first file.

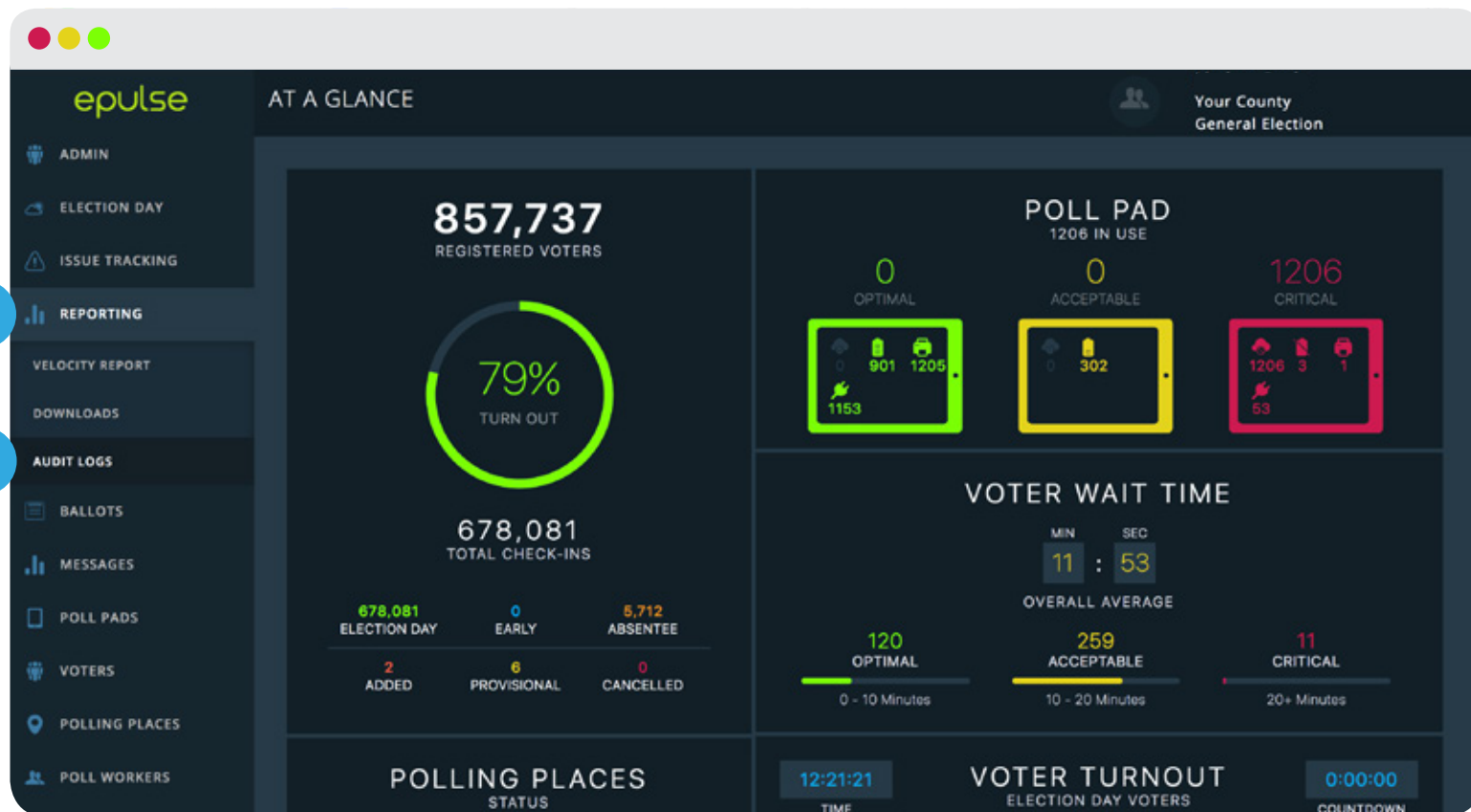
Type	Date	Status	Progress
SDR Data - 3:27:10 02/07/18 Your_County_Sample_Election_SDR_Export.zip	02/07/2018 3:27 pm	Ready	Download
Election Seed DB	01/22/2018 8:59 am	Ready	Download
Election Seed Files	01/22/2018 8:58 am	Ready	Download

# Audit Logs

Accessing Poll Pad Logs from ePulse

1 Select **REPORTING**

2 Select **AUDIT LOGS**



## Audit Logs (cont.)

- 3 Use drop down menus to **filter** Audit Log data.
- 4 Audit Logs can be exported as a .csv file by clicking **DOWNLOAD**.  
Save to your computer.

The screenshot displays the epulse AUDIT LOGS interface. On the left is a sidebar with navigation links: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, VELOCITY REPORT, DOWNLOADS, AUDIT LOGS, BALLOTS, MESSAGES, POLL PADS, VOTERS, and POLLING PLACES. The main content area is titled 'AUDIT LOGS' and includes a 'Your County General Election' header. A 'DOWNLOAD' button is visible. Below it are filter dropdowns for USER, ELECTION, ACTION, and CREATED AT. The 'ELECTION' dropdown is open, showing 'Election Full' as the selected option, with an 'APPLY FILTERS' button below it. A table of audit logs is shown with columns: USER, IP ADDRESS, MESSAGE, ACTION, and TIMESTAMP. The table contains four records. A 'Total Records: 16' indicator is in the top right of the table area.

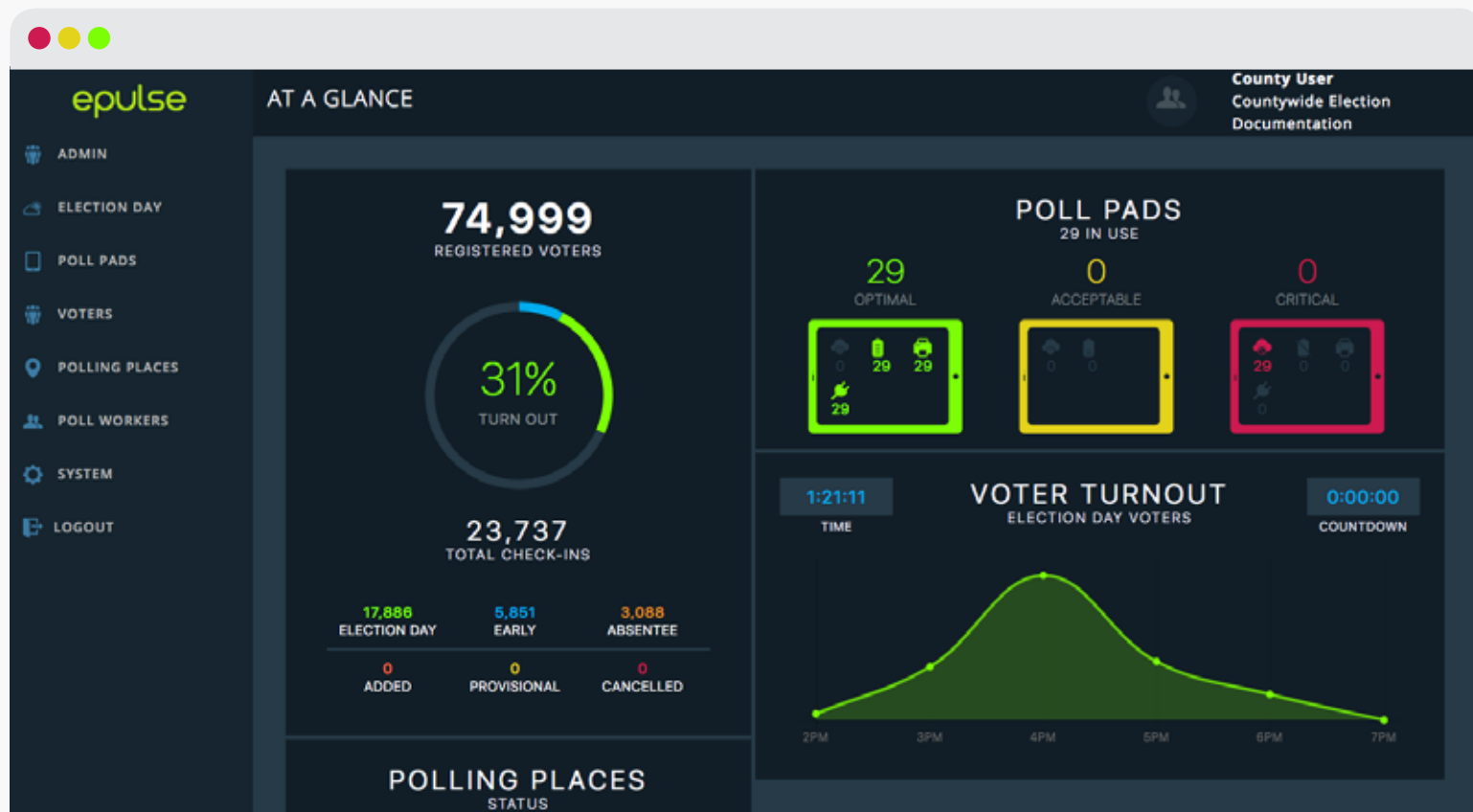
USER	IP ADDRESS	MESSAGE	ACTION	TIMESTAMP
lindsay.ruck@knowink.com	47.50.250.238	Logged into client account Your County.	Super Admin Client Account Login	1 minute
lindsay.ruck@knowink.com	47.50.250.238	Logged into client account Your County.	Super Admin Client Account Login	2 minutes
mark.schisler@knowink.com	12.156.205.2	Generated new qr code	Generate Qr Code	about 1 month
mark.schisler@knowink.com	12.156.205.2	Logged into client account Your County.	Super Admin Client Account Login	about 1 month



# epulse Reporting

How to Guide

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# Table of Contents

**Navigate**

**Generating a Report**

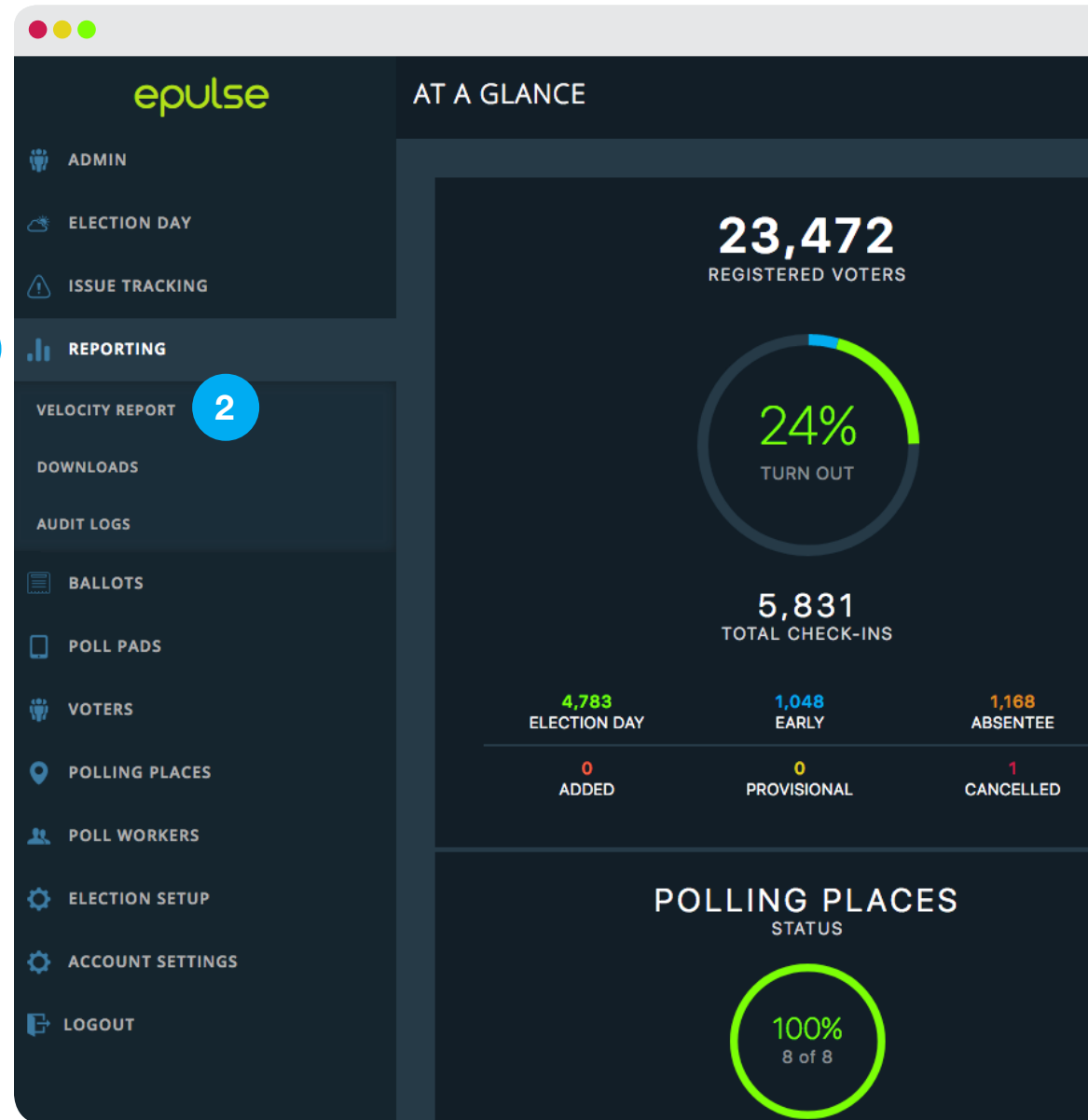
**Exporting a Report**

**Download**

# Navigate

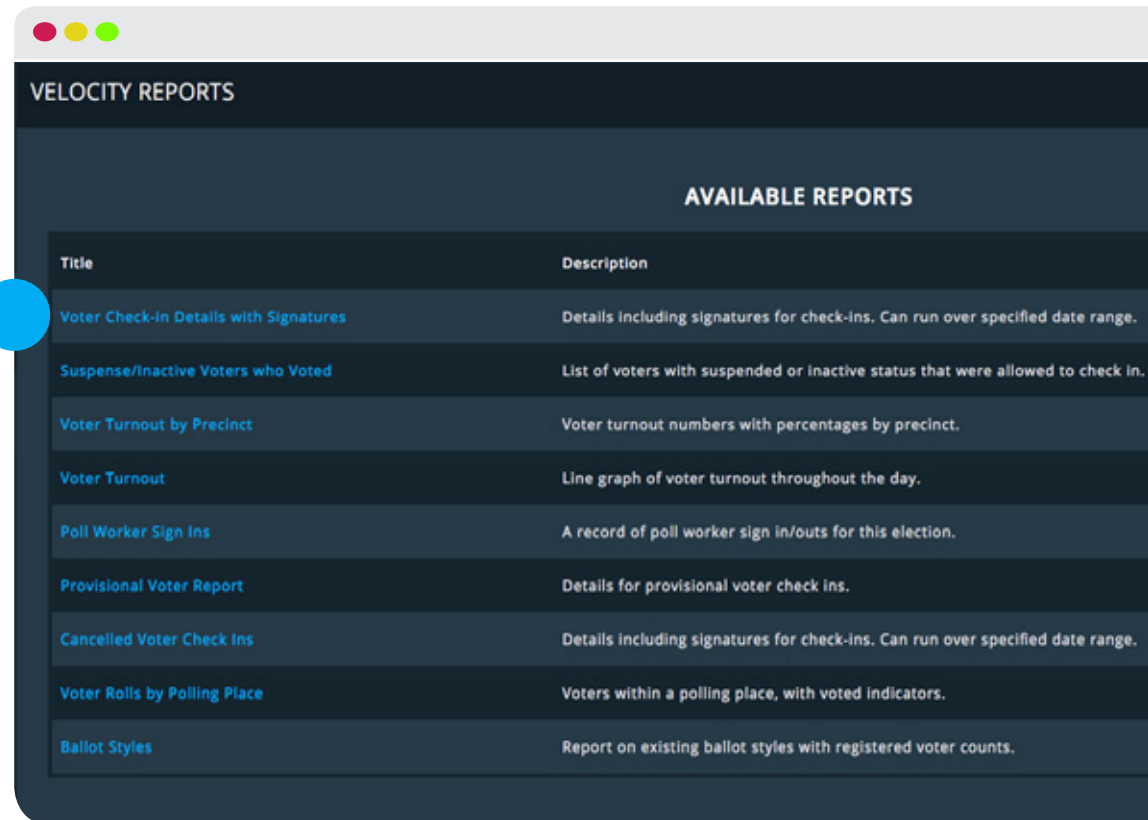
From the At A Glance Homepage, navigate to the Reporting tab on the left-hand side of the screen.

- 1 Click **REPORTING**.
- 2 Select from the dropdown options. To run a new report, click **VELOCITY REPORT**.



# Generating a Report

- Most reporting data can be generated through **Voter Check-In Details with Signatures**.



VELOCITY REPORTS	
AVAILABLE REPORTS	
Title	Description
Voter Check-In Details with Signatures	Details including signatures for check-ins. Can run over specified date range.
Suspense/Inactive Voters who Voted	List of voters with suspended or inactive status that were allowed to check in.
Voter Turnout by Precinct	Voter turnout numbers with percentages by precinct.
Voter Turnout	Line graph of voter turnout throughout the day.
Poll Worker Sign Ins	A record of poll worker sign in/out for this election.
Provisional Voter Report	Details for provisional voter check ins.
Cancelled Voter Check Ins	Details including signatures for check-ins. Can run over specified date range.
Voter Rolls by Polling Place	Voters within a polling place, with voted indicators.
Ballot Styles	Report on existing ballot styles with registered voter counts.

## Generating a Report (cont.)

- 1 Select **Election** (default is current election)
- 2 Time Range: Select the '**Alarm Clock**' icon, located in the boxes titled '**From**' and '**To**'.  
These fields set the time parameters for your report data.

The screenshot displays the 'Voter Check-in Details with Signatures' report generation interface. The interface includes the following elements:

- Header:** 'Voter Check-in Details with Signatures' and 'Liz Fitzgerald Your County Documentation'.
- Filters:** 'ELECTION: Documentation' (marked with a blue circle 1), 'Voter ID: State ID', 'Polling Place: All', and 'Party: All'.
- Time Range:** 'From: 11/01/2017 7:00 AM' and 'To: 11/01/2017 7:00 PM' (both marked with a blue circle 2). A date picker is open for the 'From' field, showing 'November 2017' with the 1st highlighted.
- Buttons:** 'COLUMN SETTINGS', 'EXPORT TO CSV', 'EXPORT TO PDF', and 'APPLY'.
- Table:** A table with columns: 'Voter ID', 'Polling Place', 'Time', 'Precinct', 'Split', and 'Signature'. The 'Total Records: 0' is displayed at the bottom right.

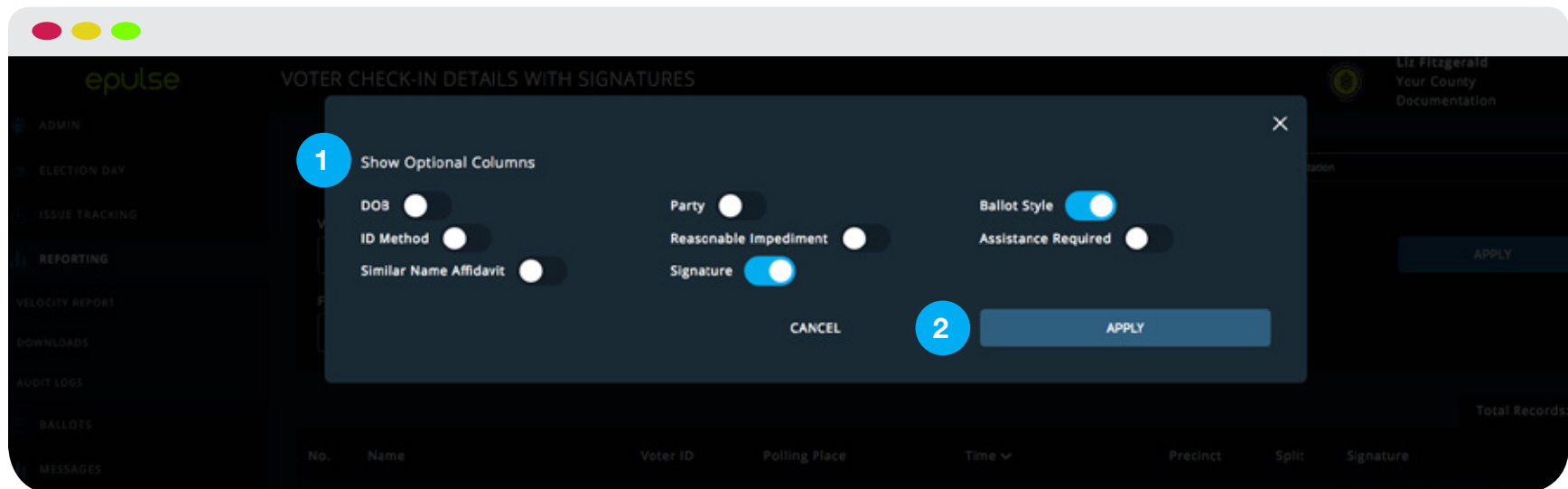
# Generating a Report (cont.)

Settings, Filters, and Sorting

## Column Settings

Additional fields of data can be generated in your report using **column settings**.

- 1 Click column settings.
- 2 Toggle on/off desired columns. Click **apply**.



# Generating a Report (cont.)

Settings, Filters, and Sorting

## Filters

The data generated in your report can be restricted using filters. Data can be filtered by:

- 1 Voter ID
- 2 Polling Place
- 3 Party
- 4 Click **APPLY**

## Sorting

Before exporting your report, data can be sorted by clicking the headers at the top of the columns. Report can be sorted by:

- 5 Voter **Last Name**
- 6 **Polling Place**, or
- 7 Check-In **Time**

**VOTER CHECK-IN DETAILS WITH SIGNATURES**

Liz Fitzgerald  
Your County  
Documentation

COLUMN SETTINGS EXPORT TO CSV EXPORT TO PDF ELECTION: Documentation

Voter ID: State ID 1 Polling Place: All 2 Party: All 3

From: 11/01/2017 7:00 AM To: 11/01/2017 7:00 PM

4 APPLY

5 6 7 Total Records: 45

No.	Name	Voter ID	Polling Place	Time	Precinct	Split	Assistance Required	Signature
1	ALEC A AARON	76549524	Early Vote Center	11/01/17 10:41 AM	TMH	4		
2	MARINA BABB	76541623	Early Vote Center	11/01/17 10:36 AM	CAM	4		

# Exporting a Report

Reports can be exported as a **CSV** file and **PDF** File.

- 1 Click to **export** in desired file format.
- 2 Report will generate. When finished, click **download**.

The screenshot shows a web application window titled "VOTER CHECK-IN DETAILS WITH SIGNATURES". At the top, there are two blue circular callouts with the number "1". Below the title bar, there are three buttons: "COLUMN SETTINGS", "EXPORT TO CSV", and "EXPORT TO PDF". To the right of these buttons is a dropdown menu labeled "ELECTION:" with "Documentation" selected. Below these are three dropdown menus for "Voter ID" (with "State ID" selected), "Polling Place" (with "All" selected), and "Party" (with "All" selected). Below these are two date/time pickers labeled "From" and "To", both showing "11/01/2017 7:00 AM" and "11/01/2017 7:00 PM" respectively. At the bottom, there is a table header with columns: "No.", "Name", "Voter ID", "Polling Place", "Time", "Precinct", "Split", and "Assistance Required".

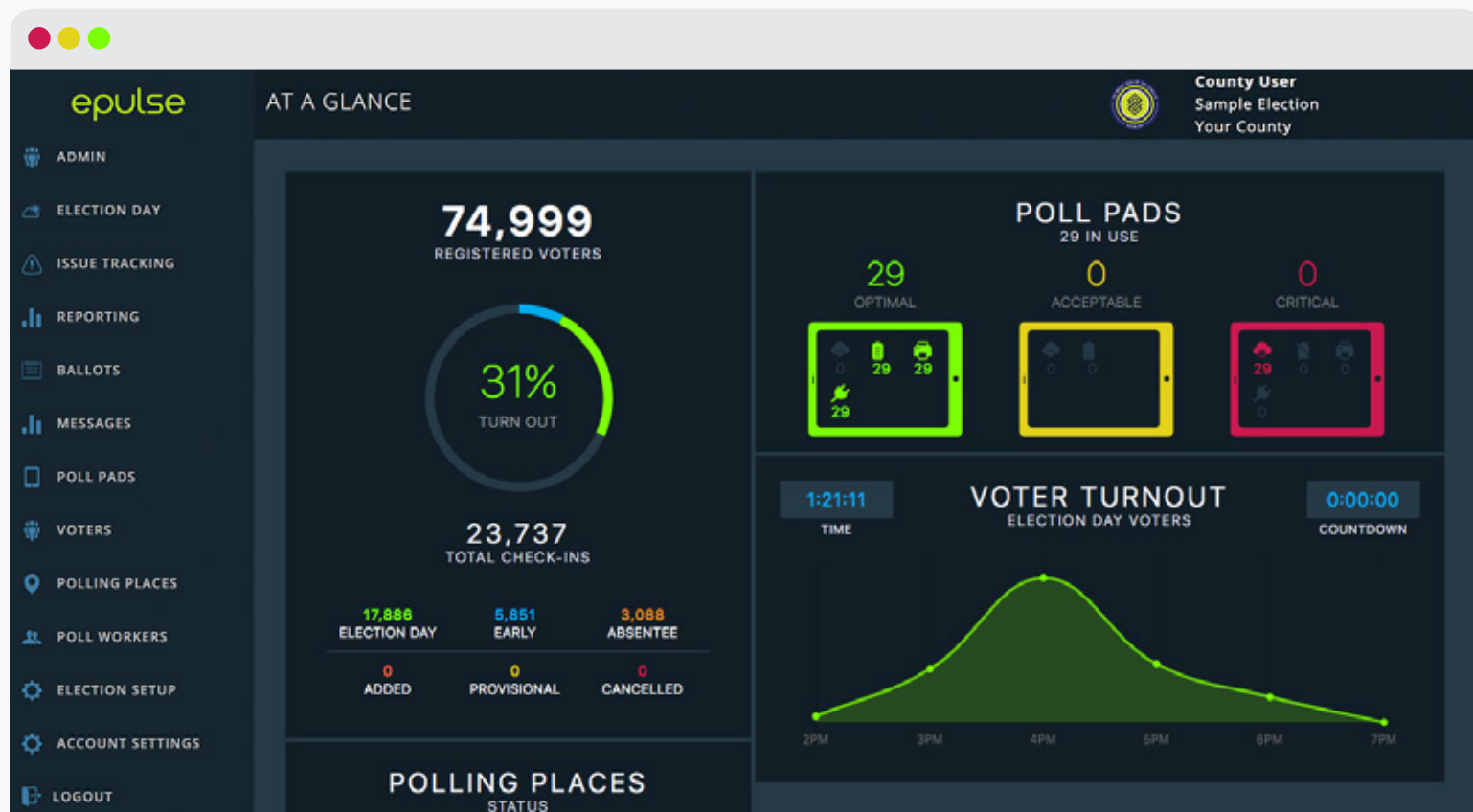
The screenshot shows a modal dialog box titled "Generating Report...". It features a progress bar that is approximately 90% full. Below the progress bar, there is text that reads "View generated reports [here](#). Progress will continue in the background." In the bottom right corner of the dialog, there is a blue circular callout with the number "2" and a button labeled "DOWNLOAD". The dialog box has a close button (X) in the top right corner.





# Poll Workers Module

How to Guide





# Table of Contents

## Setting Up Workers

- Roles

- Manage

- Importing Worker File to ePulse

## Add or Edit Workers

- Add Worker

- Edit Worker

- Bulk Edits

## Importing Workers to Poll Pads

- Initial Import

- Syncing Changes

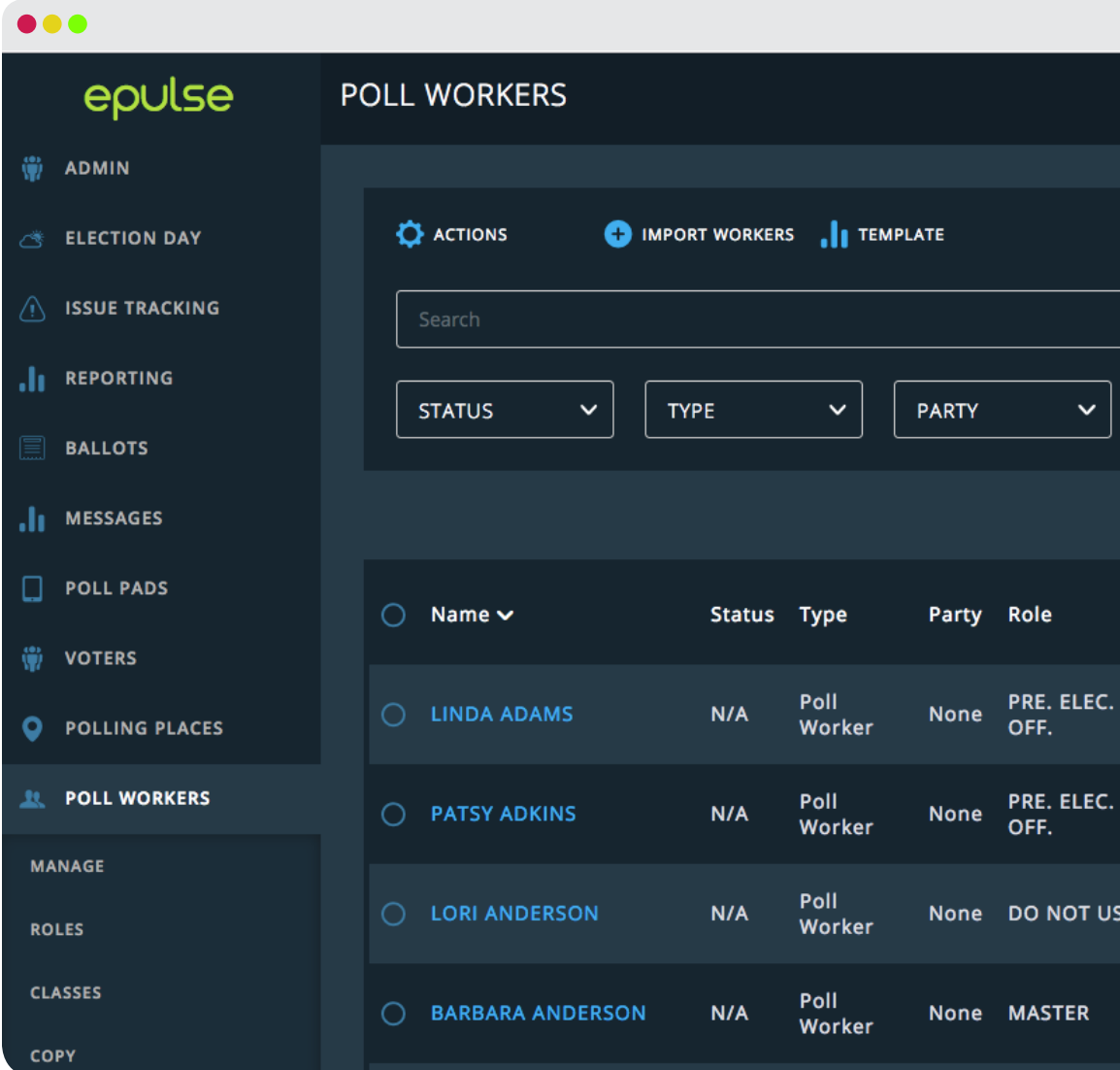
## Checking In and Out on Poll Pads

## Post Election

# Poll Workers

Set up and verify your Poll Worker information before importing your live election onto the Poll Pads.

The data from your Poll Workers module downloads onto your Poll Pads when you import the voter file for your election.



The screenshot displays the 'epulse' application interface for the 'POLL WORKERS' module. The left sidebar contains a navigation menu with options: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, and POLL WORKERS (highlighted). Below the sidebar, there are sections for 'MANAGE', 'ROLES', 'CLASSES', and 'COPY'. The main content area is titled 'POLL WORKERS' and includes a search bar, filters for STATUS, TYPE, and PARTY, and a table of poll workers.

Name	Status	Type	Party	Role
LINDA ADAMS	N/A	Poll Worker	None	PRE. ELEC. OFF.
PATSY ADKINS	N/A	Poll Worker	None	PRE. ELEC. OFF.
LORI ANDERSON	N/A	Poll Worker	None	DO NOT US
BARBARA ANDERSON	N/A	Poll Worker	None	MASTER

# Setting Up Workers

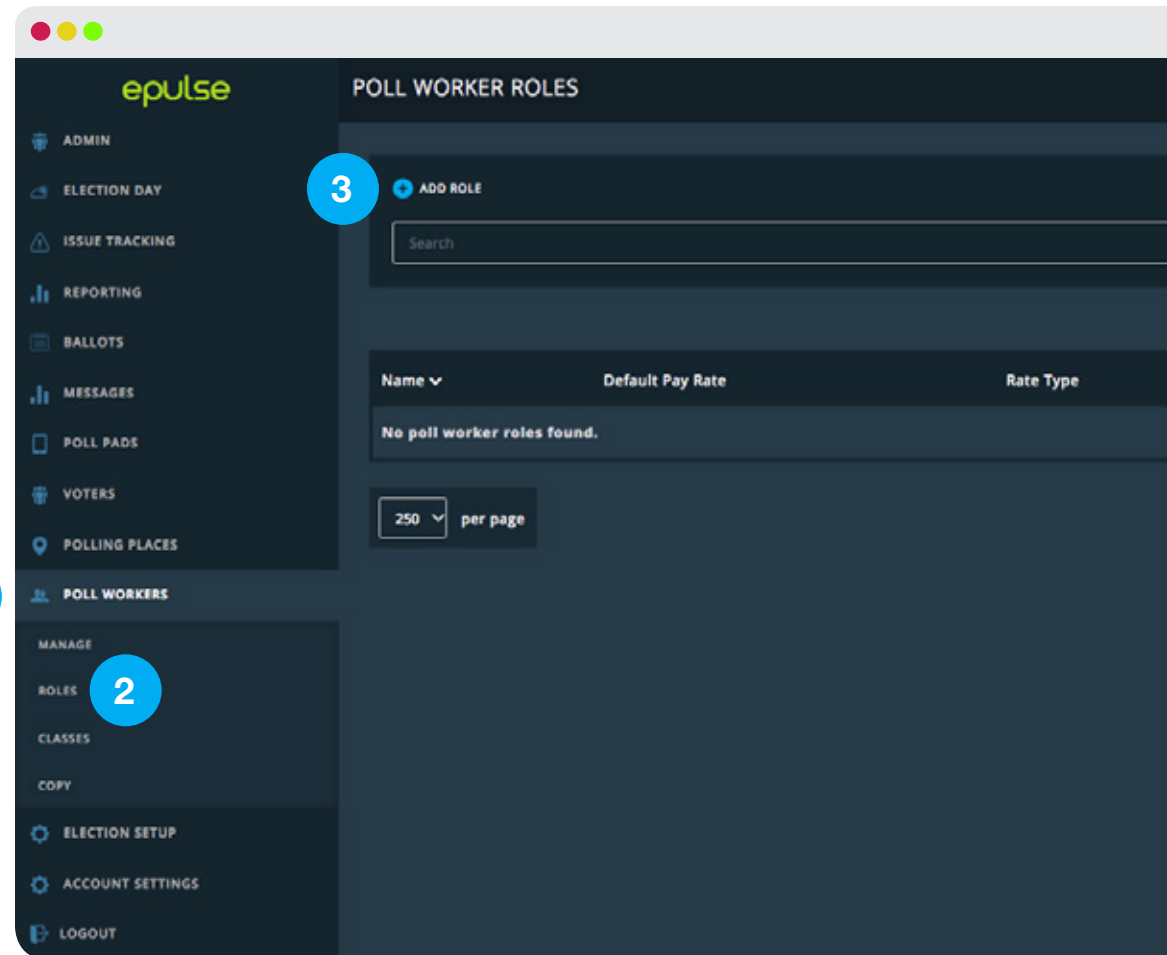
## Roles

Roles define the positions available for the individuals working an election.

Roles must be created and verified before adding your election workers.

In ePulse, navigate to the Poll Workers page:

- 1 Click **POLL WORKERS**
- 2 Click **ROLES**
- 3 Click **+ ADD ROLE**



# Setting Up Workers

## Roles

**4 Name:** Enter title of job role (required).

**5 Default role:** A default role will be the role assigned to any poll worker you add manually without selecting a role assignment (optional).

The default role will also be assigned to any election worker without a role assignment in an import file (see [MANAGE](#))

**6 Rate:** Enter the pay rate for this job role (optional).

**7 Rate type:** Select Flat or Hourly (optional).

**8 Max hours for hourly pay rate:** Numerically enter maximum number of hours allowed (optional).

The screenshot shows a web form titled "POLL WORKER ROLES" with a dark theme. It contains several input fields and a toggle switch, each with a numbered blue circle callout:

- 4** *Name*: A text input field.
- 5** *Default role*: A toggle switch.
- 6** *Rate*: A text input field.
- 7** *Rate type*: A dropdown menu showing "Select..."
- 8** *Max hours for hourly pay rate*: A text input field.

A "CANCEL" button is located at the bottom right of the form.

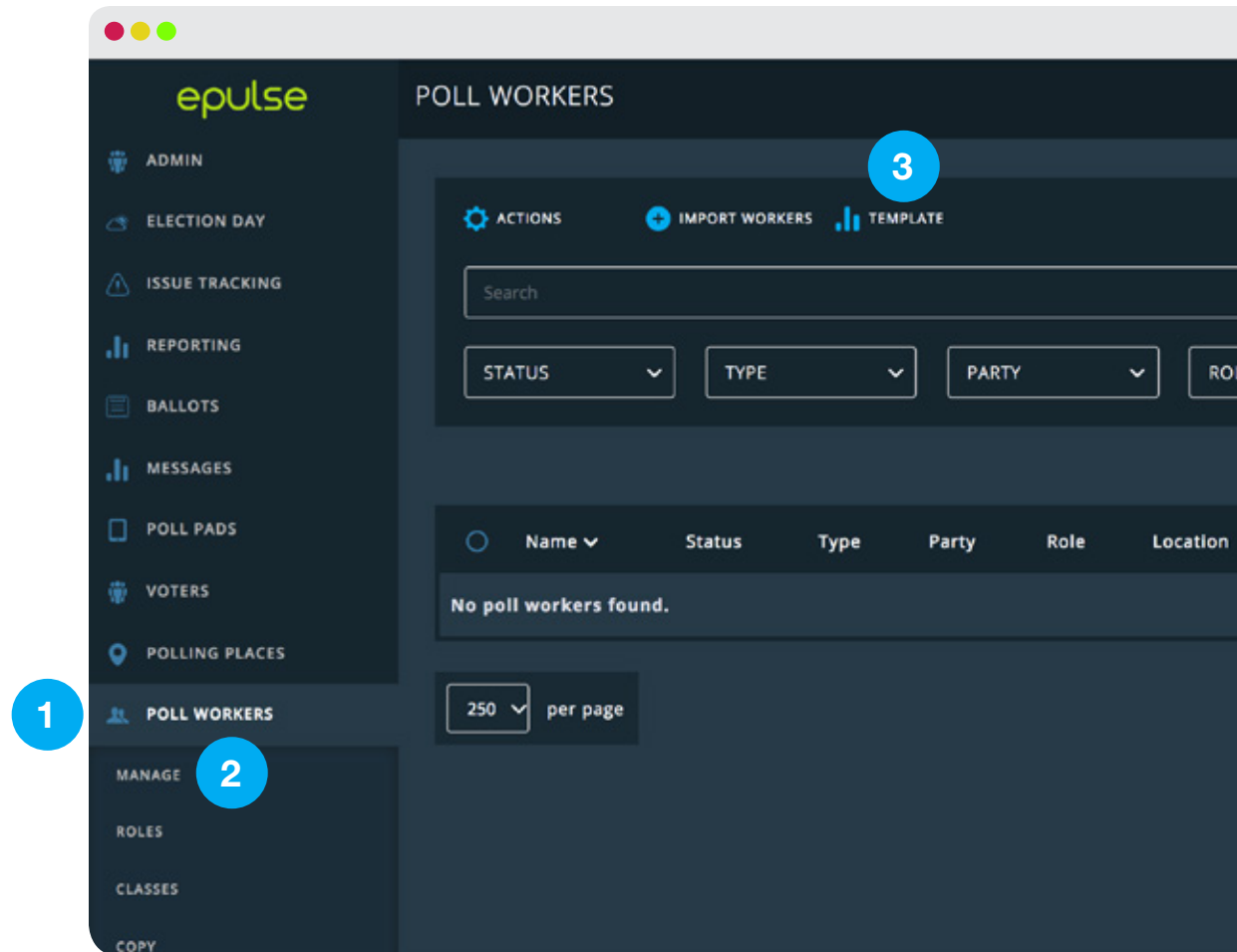
# Setting Up Workers

## Manage

Once roles are set up, you are ready to add your election workers. Workers can be added manually, or by using the template built into ePulse.

In ePulse, navigate to the Poll Workers page:

- 1 Click **POLL WORKERS**
- 2 Click **MANAGE**
- 3 Click **TEMPLATE**



# Setting Up Workers

## Manage

ePulse will download a file you may use to import your election workers.

This template is already set up to import properly back into the poll workers module.

**Add** your election workers to the template file:

**4a** **identifier** : every election worker must have a unique identifier. It can be their voter ID, sequential, or your own internal numerical identifier. This field is Required.

**4b** **first\_name** : This field is **Required**.

**4c** **last\_name** : This field is **Required**.

	A	B	C	D	E	F
1	identifier	first_name	last_name	status	party	email
2	1	John	Tembner	Active	Republican	jhskfds123@e
3	2	Zack	Joules	Inactive	Democratic	jhskfds234@e
4	3	Mary	Kilny	Inactive	Republican	jhskfds345@e
5	4	Brittany	West	Active	Democratic	jhskfds456@e
6	5	Marcus	Rogers	Active	Republican	jhskfds567@e
7	6	Annita	Farls	Inactive	Democratic	jhskfds678@e

# Setting Up Workers

**status** : Optional

**party** : Optional

**email** : Optional

**address\_1** : Optional

**address\_2** : Optional

**city** : Optional

**state** : Optional

**zip** : Optional

**dob** : Optional

**precinct** : Optional

**split** : Optional

**registration\_code** : Optional

**vendor\_code** : Optional

**distance** : Optional

**home\_phone** : Optional

**home\_phone\_auto\_calls\_allowed** : Optional

**mobile\_phone** : Optional

**mobile\_phone\_auto\_calls\_allowed** :

Optional

**mobile\_phone\_sms\_allowed** : Optional

4d

4e

V	W	X	Y	Z	AA
mobile_phone	work_phone	work_phone	polling_place	role	pay_rate
1	5723	0	205	Supervisor Judge	
1	5723	0	205	Judge	
1	5723	0	205	Supervisor Judge	
1	5723	0	205	Judge	
1	5723	0	205	Supervisor Judge	
1	5723	0	205	Judge	

**work\_phone** : Optional

**work\_phone\_auto\_calls\_allowed** : Optional

4d

**polling\_place\_code** : To import properly, enter the polling places **code** for the associated polling location.

**NOTE:** You can find polling place codes by navigating to the Polling Places page in ePulse. Polling place code displays in the first (left) column. This field is **REQUIRED**.

4e

**role** : To import properly, enter the associated role NAME exactly as you set up the role in ePulse. This field is **REQUIRED**.

**pay\_rate** : Optional

5

**SAVE** your file once completed.



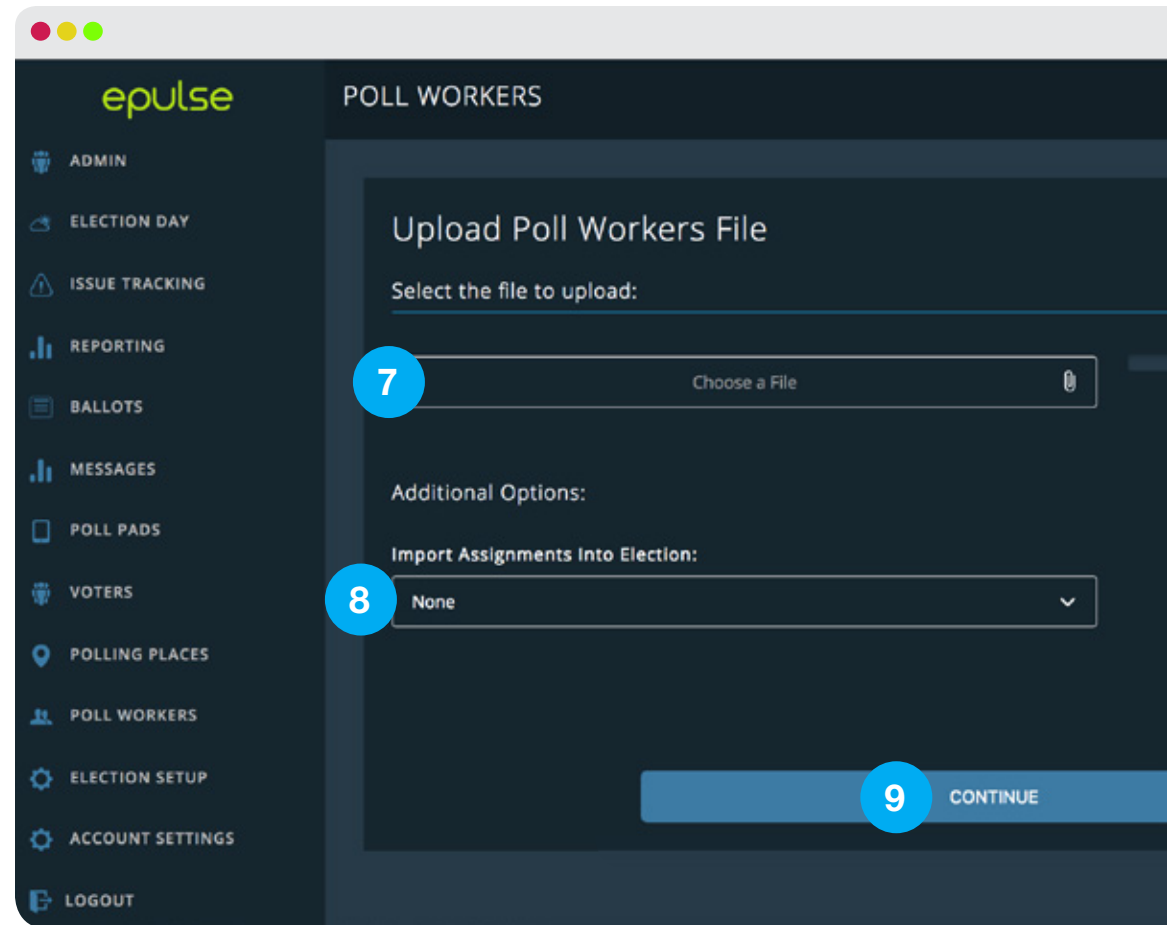
# Setting Up Workers

## Importing Worker File

In ePulse, import your new file from the Poll Workers MANAGE page:

In ePulse, navigate to the Poll Workers page:

- 6 Click **+IMPORT WORKERS**.
- 7 Click **Choose a File**, then select the file you completed and saved.
- 8 **Import Assignments Into Election:**  
Use the drop-down menu to select the election the workers will be assigned to.
- 9 Click **CONTINUE**.



- 10 **Processing File:** ePulse will import your worker file. Data imported will generate on the right. Verify data, then Click **DONE**.

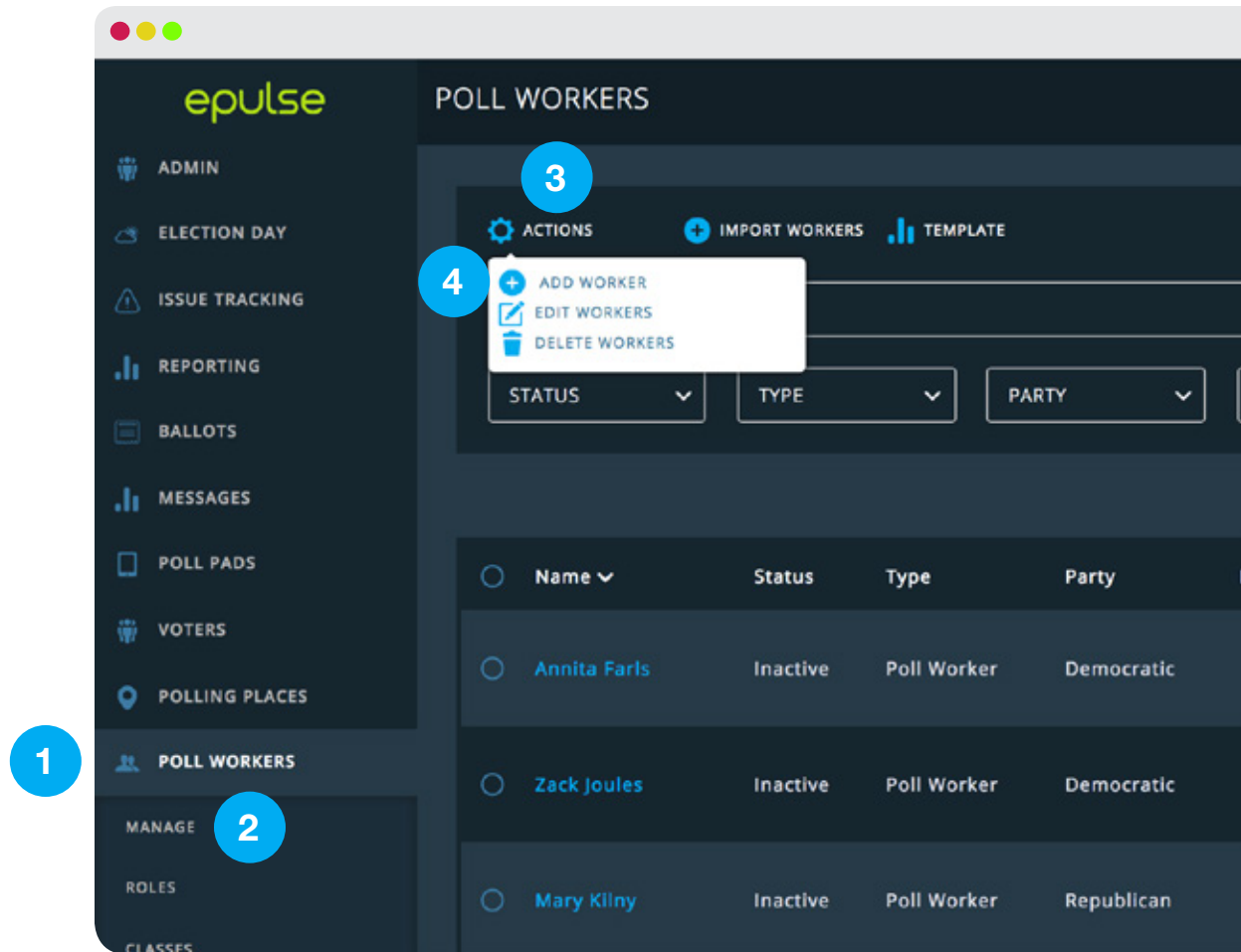
ePulse will redirect you to the Poll Workers MANAGE page where you can view, filter, and edit your workers as needed.

# Add or Edit Workers

## Add Workers

In ePulse, navigate to the Poll Workers page:

- 1 Click **POLL WORKERS**
- 2 Click **MANAGE**
- 3 Click **ACTIONS**
- 4 Click **ADD Worker**



# Add or Edit Workers

## Add Workers

From the EDIT POLL WORKER page, use the drop-down menus to add the worker information:

**5 Personal Information:** First Name, Last Name, and Status are required.

**6 Address Information**

**7 Mailing Address**

**8 Phone**

**9 Poll Pad Login**

**10** Click **SUBMIT** when finished.

The screenshot shows a web form titled "NEW POLL WORKER". The form is divided into several sections, each with a blue header bar. The sections are: "Personal Information" (containing fields for First name, Middle name, Last name, Suffix, Email, Dob, Vendor code, Registration code, Party, and Status), "Address Information" (containing a Mailing Address field), "Phone" (containing a Phone field), and "Poll Pad Login" (containing a Poll Pad Login field). At the bottom right, there are "CANCEL" and "SUBMIT" buttons. Numbered callouts (5-10) are placed over the form to indicate the sequence of steps: 5 points to the Personal Information section, 6 points to the Address Information section, 7 points to the Mailing Address field, 8 points to the Phone field, 9 points to the Poll Pad Login field, and 10 points to the SUBMIT button.

NEW POLL WORKER

**5** Personal Information

First name Middle name Last name

Suffix Email Dob

Vendor code Registration code

Party Status

Select... Select...

**6** Address Information

**7** Mailing Address

**8** Phone

**9** Poll Pad Login

CANCEL **10** SUBMIT

# Add or Edit Workers

## Add Workers

From the POLL WORKER DETAILS page, verify the worker information.

**NOTE:** If incorrect, click ACTIONS, then click EDIT. Correct information, then click SUBMIT.

Next, establish the worker assignment:

**11** Under ASSIGNMENT, click **EDIT**.

The screenshot displays the 'POLL WORKER DETAILS' interface. At the top, a green banner indicates 'Poll worker updated successfully!'. Below this, the 'ACTIONS' menu is visible, with 'EDIT' highlighted. The 'ELECTION' dropdown is set to 'TRAINING'. The 'SAMPLE WORKER' section contains the following details:

STATUS:	Active
PARTY:	Unaffiliated
DOB:	06/06/1982
EMAIL:	support@knowink.com
PHONE:	Cell: 555-555-5555 Home: 85576557233
VENDOR CODE:	
REGISTRATION CODE:	
DISTANCE TO TRAVEL:	
ADDRESS:	2111 Olive Street Saint Louis, MO 63103
MAILING ADDRESS:	2111 Olive Street Saint Louis, MO 63103
POLL WORKER TYPE:	Poll Worker

The 'ASSIGNMENT' section on the right includes an 'Edit' link (highlighted with a blue circle containing the number 11) and the following details:

SIGN IN STATUS:	Signed Out
LOCATION:	
ROLE:	
ROLE DEFAULT RATE:	
CUSTOM PAY RATE:	

At the bottom, there are tabs for 'ASSIGNMENTS' and 'CLASSES'. Below the tabs is a table with the following headers:

Polling Place Name	Election Name	Poll Worker Role	Day Pay	Expenses
--------------------	---------------	------------------	---------	----------

# Add or Edit Workers

## Add Workers

Use the drop-down menus to add the worker assignment:

**12 Polling Place:** This field is required.

**13 Precinct:** This field is required.

**14 Role:** This field is required.

**15 Custom Rate:** This field is optional.

**16** Click **SAVE** when finished.

*To add more workers, repeat steps 2 - 16.*

DETAILS

Poll worker updated successfully!

ELECTION: TRAINING

WORKER

Active  
Unaffiliated  
06/06/1982  
support@knowink.com  
Cell: 555-555-5555  
Home: 85576557233

ASSIGNMENT

12 Polling place: Select...

13 Precinct: Select...

14 Role: Select...

Role default rate:

15 Custom rate

2111 Olive Street  
Saint Louis, MO 63103

2111 Olive Street  
Saint Louis, MO 63103

Poll Worker

CANCEL 16 SAVE

CLASSES

Election Name	Poll Worker Role	Day Pay	Expenses	Status
---------------	------------------	---------	----------	--------

# Add or Edit Workers

## Edit Workers

In ePulse, navigate to the Poll Workers page:

- 1 Click **POLL WORKERS**.
- 2 Click **MANAGE**.
- 3 Click the **Name** of the worker you need to edit.

The screenshot shows the ePulse application interface for managing poll workers. The left sidebar contains a navigation menu with the following items: ADMIN, ELECTION DAY, ISSUE TRACKING, REPORTING, BALLOTS, MESSAGES, POLL PADS, VOTERS, POLLING PLACES, POLL WORKERS (highlighted), MANAGE (highlighted with a blue circle and the number 2), ROLES, CLASSES, COPY, ELECTION SETUP, ACCOUNT SETTINGS, and LOGOUT. The main content area is titled 'POLL WORKERS' and features a search bar, a status filter dropdown, and a table of poll workers. The table has columns for Name, Status, Type, Party, Role, Location, and Phone. The 'Name' column header is highlighted with a blue circle and the number 3. The table lists five workers: Annita Faris (Inactive, Poll Worker, Democratic), Zack Joules (Inactive, Poll Worker, Democratic), Mary Kilny (Inactive, Poll Worker, Republican), Marcus Rogers (Active, Poll Worker, Republican), and John Tembner (Active, Poll Worker, Republican). Each worker's name is preceded by a radio button icon.

Name	Status	Type	Party	Role	Location	Phone
Annita Faris	Inactive	Poll Worker	Democratic			H: 855 C: 765 W: 5723
Zack Joules	Inactive	Poll Worker	Democratic			H: 855 C: 765 W: 5723
Mary Kilny	Inactive	Poll Worker	Republican			H: 855 C: 765 W: 5723
Marcus Rogers	Active	Poll Worker	Republican			H: 855 C: 765 W: 5723
John Tembner	Active	Poll Worker	Republican			H: 855 C: 765 W: 5723

# Add or Edit Workers

## Edit Workers

To edit worker information (left column):

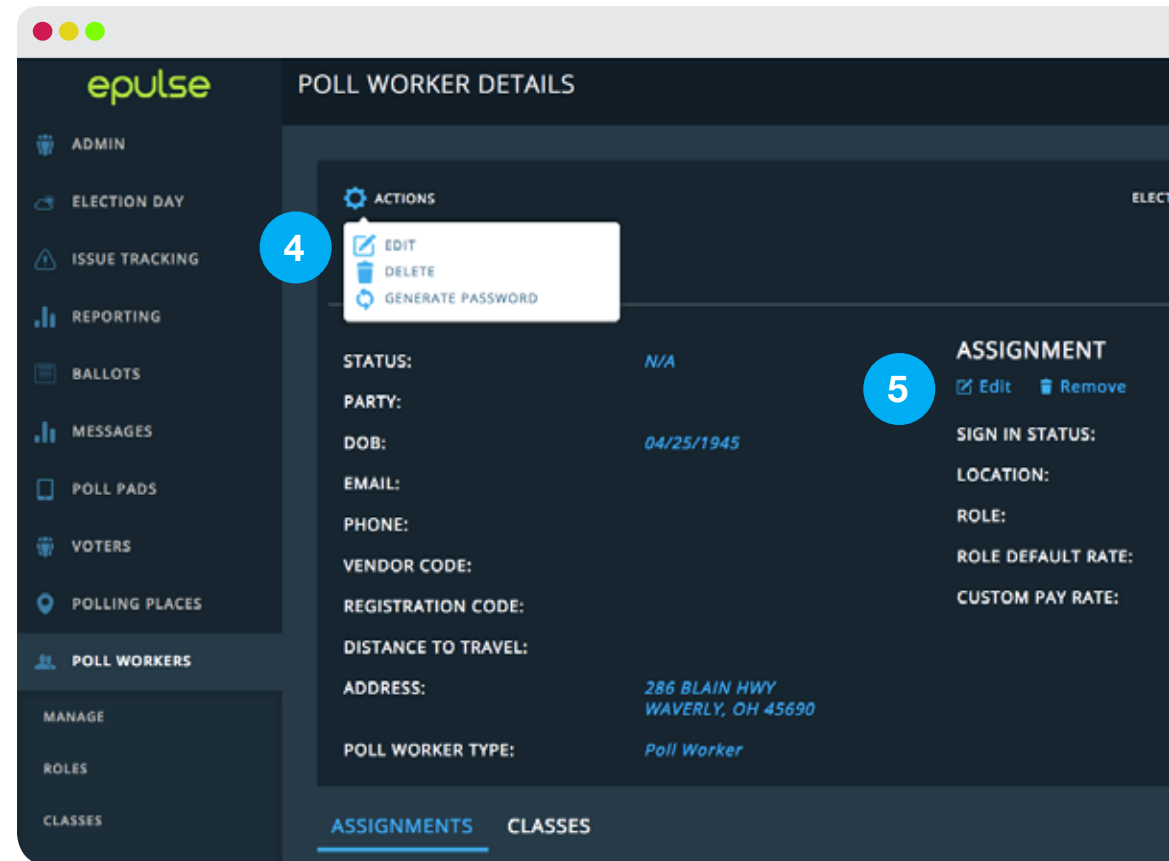
- 4 Click ACTIONS, then click **EDIT**.

Click **SUBMIT** when finished.

To edit worker assignment information (right column)

- 5 Under ASSIGNMENT, Click **EDIT**.

Click **SAVE** when finished.

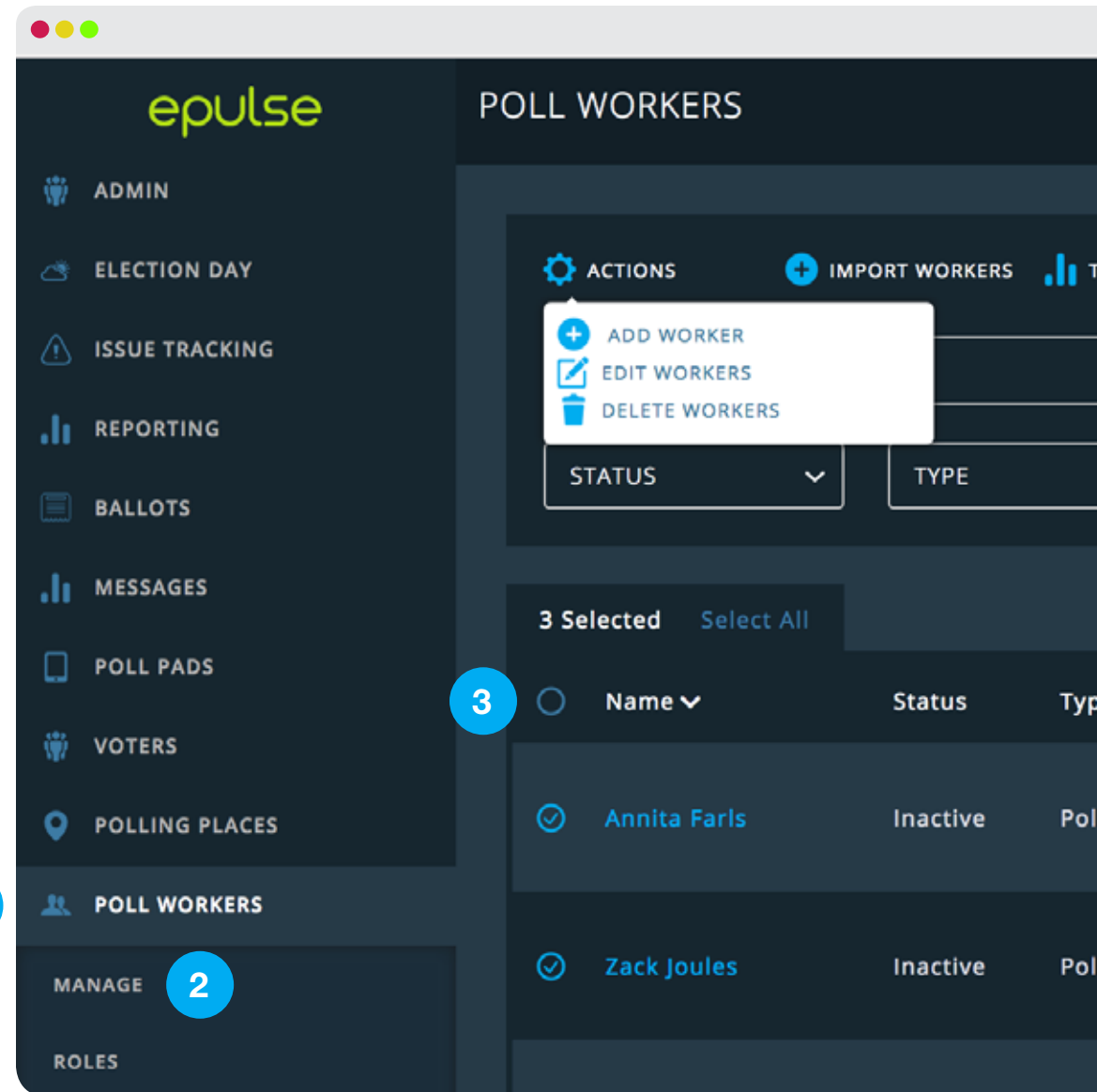


# Add or Edit Workers

## Bulk Edits

In ePulse, navigate to the Poll Workers page:

- 1 Click **POLL WORKERS**.
- 2 Click **MANAGE**.
- 3 **SELECT** the workers you need to edit.





# Add or Edit Workers

## Bulk Edits

Use the drop-down menus to edit any of the following assignment fields:

4 Polling Place

5 Precinct

6 Status

7 Role

8 Rate

9 Click **SAVE** when finished.

The screenshot shows a web application window titled "WORKERS". The form contains several fields with numbered callouts:

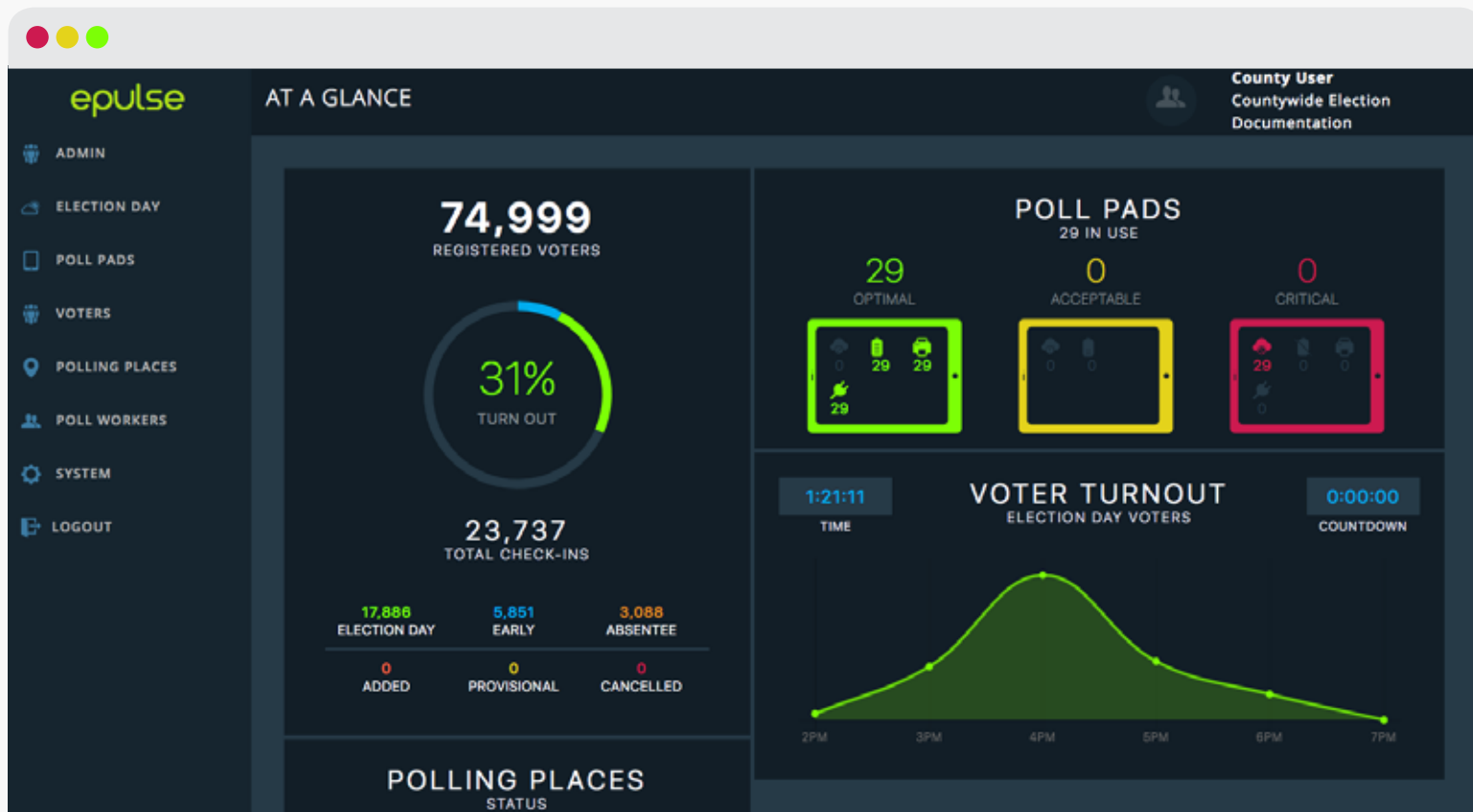
- 4** Polling place: A dropdown menu currently showing "No Change".
- 5** Precinct: A dropdown menu currently showing "Select an Option".
- 6** Status: A dropdown menu currently showing "Select...".
- 7** Role: A dropdown menu currently showing "No Change".
- 8** Custom rate: A text input field next to the label "Custom rate".
- 9** SAVE: A blue button labeled "SAVE" at the bottom right of the form.

At the bottom of the window, there is a summary bar with the following information: "Marcus Rogers", "Active", "Poll Worker", "Republican", "H: 855", and "C: 765".



# Advanced Communications

How to Guide





# Table of Contents

## Messaging Key

## Sending a Text Message to Individual Locations

## Broadcasting a Text Message to All Locations


## Receiving a Text Message in ePulse

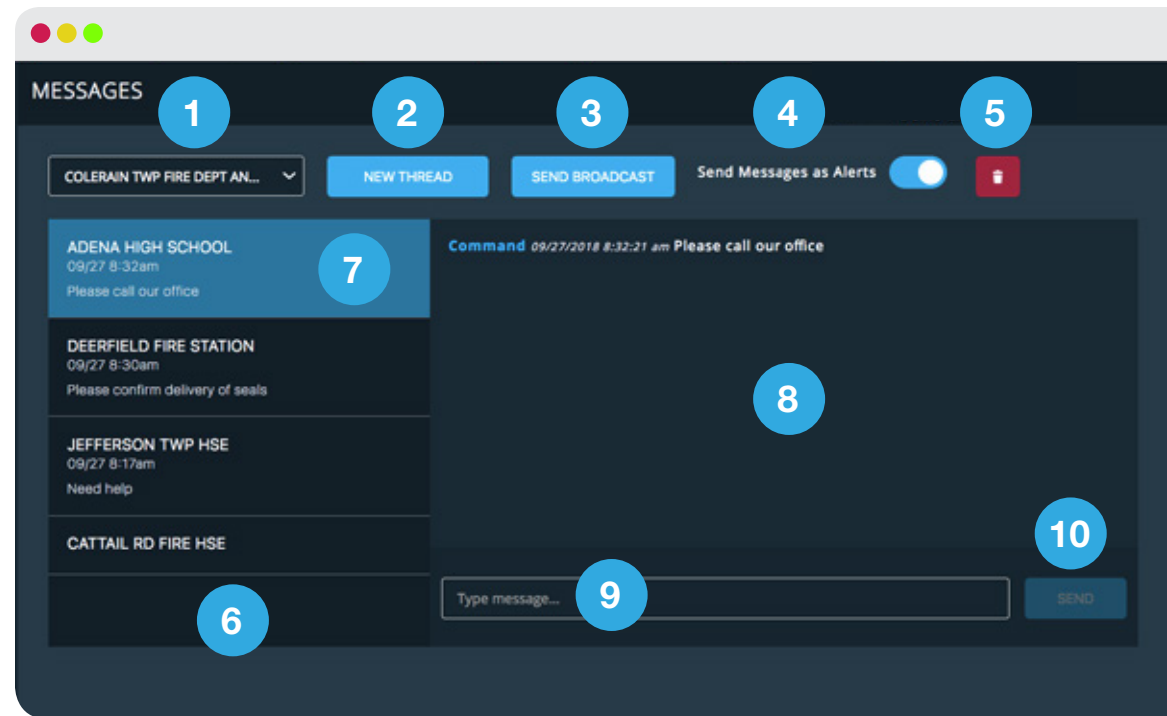
## Starting a Video Chat

## Receiving a Video Chat in ePulse

# Messaging Key

Navigating the Messaging Module:

- 1 **Drop-Down Menu:** List of all polling locations.
- 2 **NEW THREAD:** If you do not have an open chat with a polling location, select the location from the drop-down menu, then select NEW THREAD to begin a chat.
- 3 **SEND BROADCAST:** Select SEND BROADCAST to create and send a message to all polling locations.
- 4 **Send Messages as Alerts:** Toggle on to send polling location messages as a pop-up alert on the Poll Pads.
- 5 **Delete Thread:** Select a thread you want to delete then click  to delete.
- 6 **Thread List:** Scrollable list of all existing polling location chats.

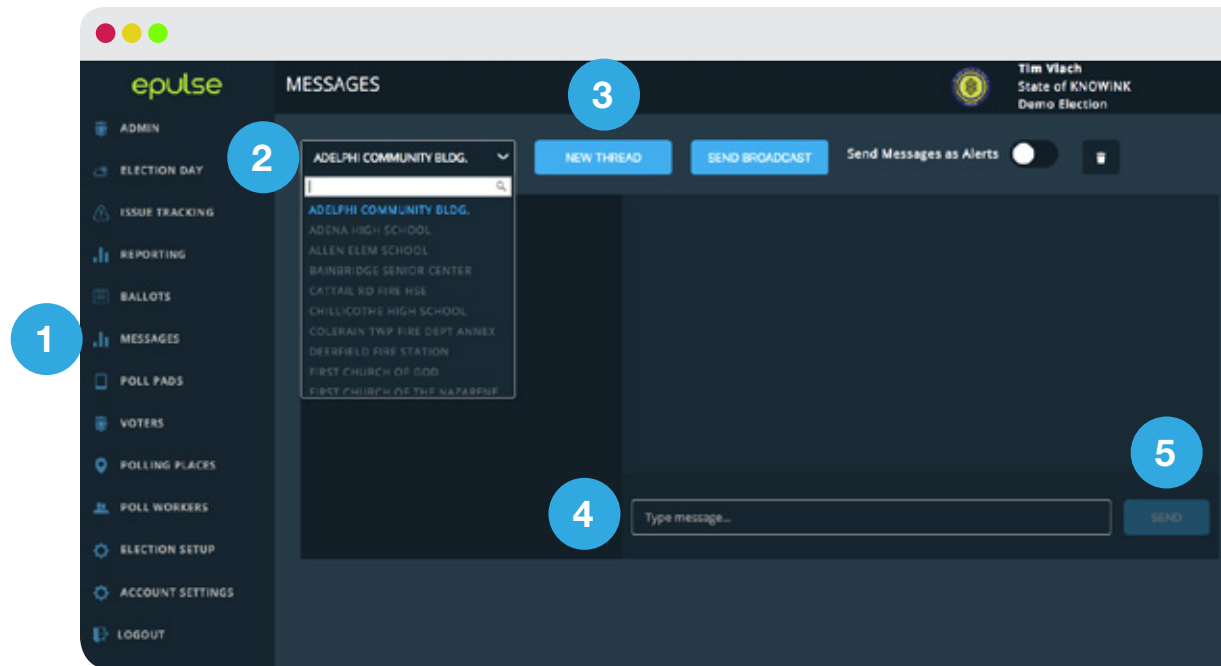


- 7 **Current Thread:** Select a polling location chat (will be highlighted in blue) to view or send messages with that polling location.
- 8 **Current Chat:** Read previous messages or send new messages to selected polling location.
- 9 **Type Message field:** Click here to type messages in current chat.
- 10 **SEND:** Click here to send typed message in current chat.

# Sending a Text Message to Individual Locations

## Creating a New Message:

- 1 Click **MESSAGES**
- 2 Select a location from the drop down menu.
- 3 Click **NEW THREAD**
- 4 Enter your message in the **Type message...** field.
- 5 Click **SEND**



## NOTE:

**Send Messages as Alerts:** When toggled on, a popup alert will appear on the Poll Pad with the message that has been sent. When toggled off, no popup will appear, and only the message icon will display that a new message is available.



# Broadcasting a Text Message to All Locations

## Send Broadcast:

To send a new broadcast message from **MESSAGES**:

1 Click **SEND BROADCAST**

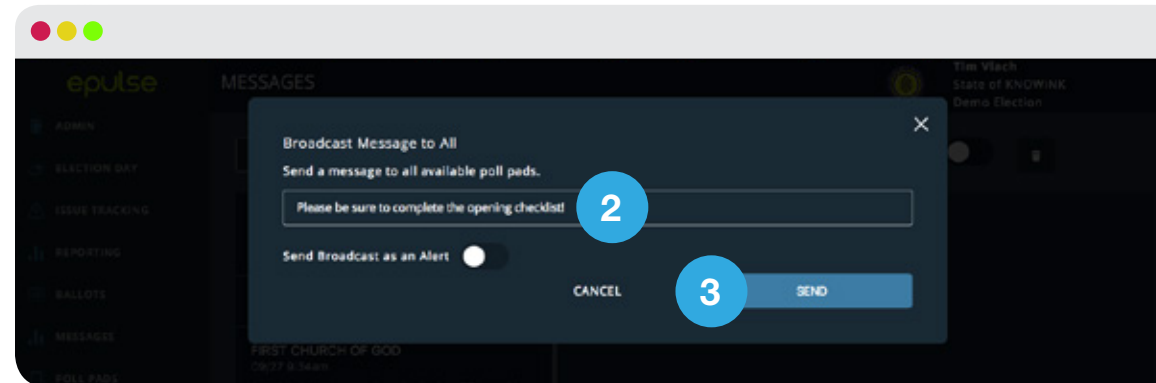
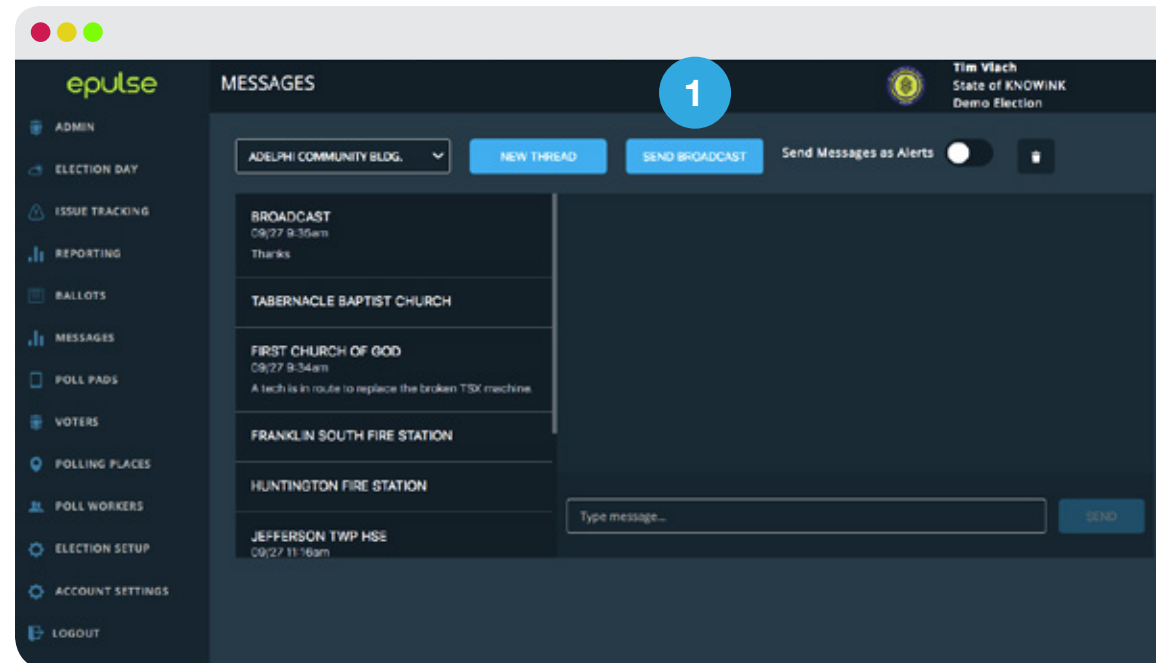
A **Broadcast Message to All** pop-up will appear.

2 Type broadcast message in the text field.

3 Click **SEND**

## NOTE:

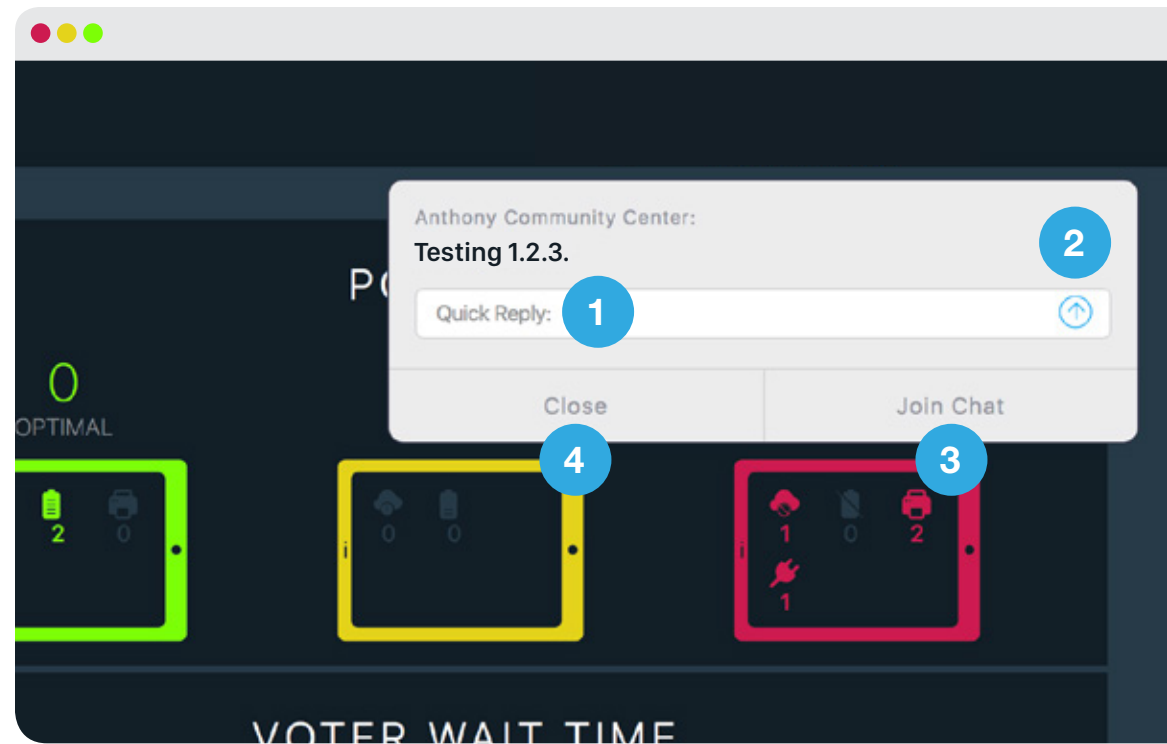
**Send Messages as Alerts:** When toggled on, a popup alert will appear on the Poll Pad with the message that has been sent. When toggled off, no popup will appear, and only the message icon will display that a new message is available.



# Receiving a Text Message in ePulse

When a new message has been sent to ePulse from a polling location, a pop-up will appear notifying the ePulse user.

- 1 If you wish to provide an immediate response from the message pop-up, type your message in the **Quick Reply** field.
- 2 Press the arrow to send message.
- 3 To view the entire conversation, select **Join Chat**.
- 4 To close pop-up, press **Close**.

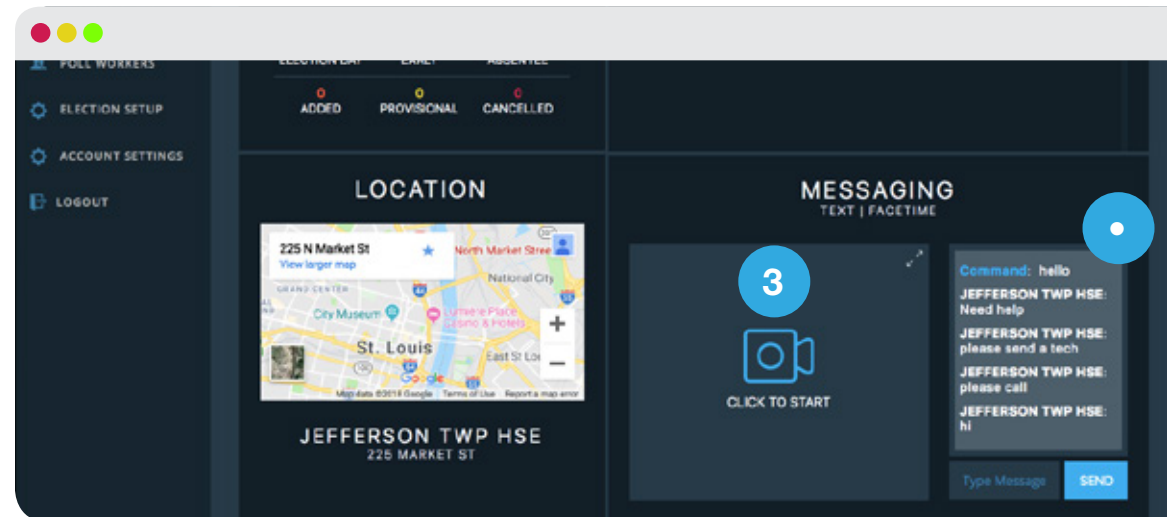
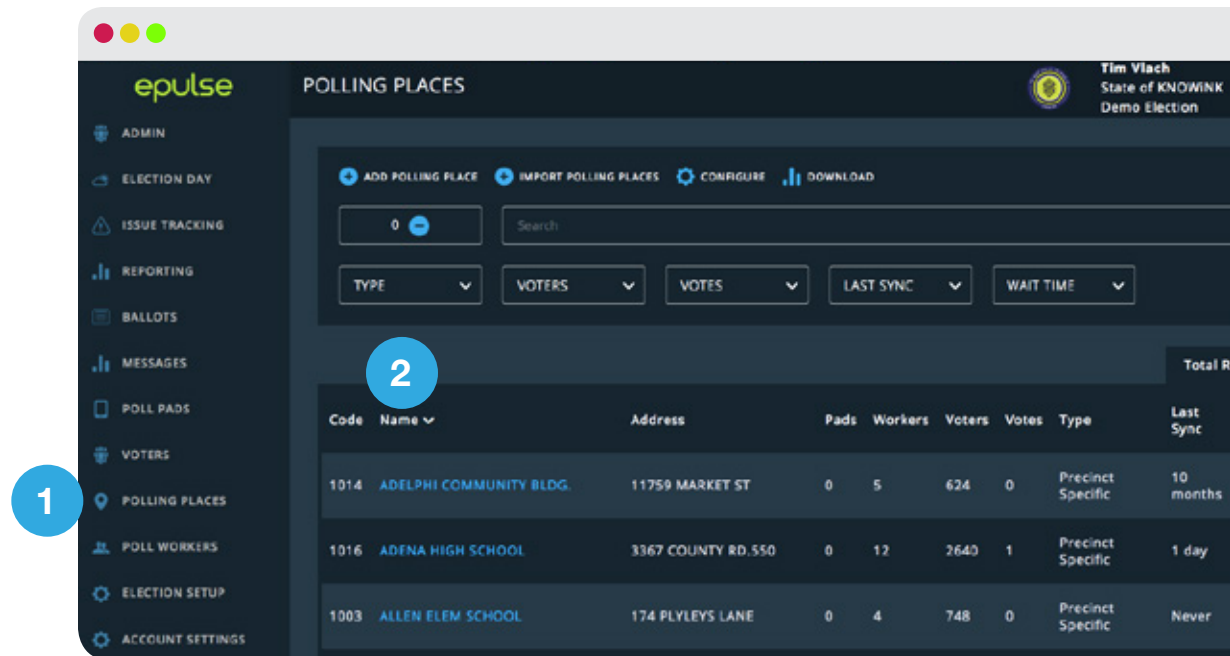


# Starting a Video Chat in ePulse

**IMPORTANT:** To use video messaging, your computer must have a webcam installed.

To initiate a video chat with a polling location, navigate to the Polling Location Details page of the location you wish to contact:

- 1 Click **Polling Places**
  - 2 Click the desired polling location **Name**
  - 3 Click the **camera icon** to initiate the Video Chat
- **NOTE:** You can also view your text message communication on this screen.





## Starting a Video Chat in ePulse (cont.)

Once the Poll Pad accepts your video message request, the video chat will start.

- 4 To end the video chat, simply click anywhere in the **video chat window**.

### How to Expand Video Chat Window to Full Screen:



Press the arrow in the top right corner of the window. This will open, full screen tab in your web browser.

In the full screen view, there are three icons at the bottom of the window:



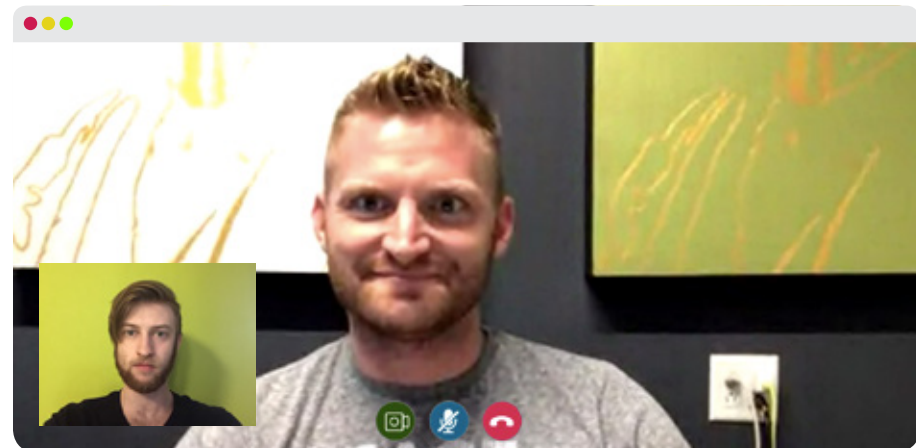
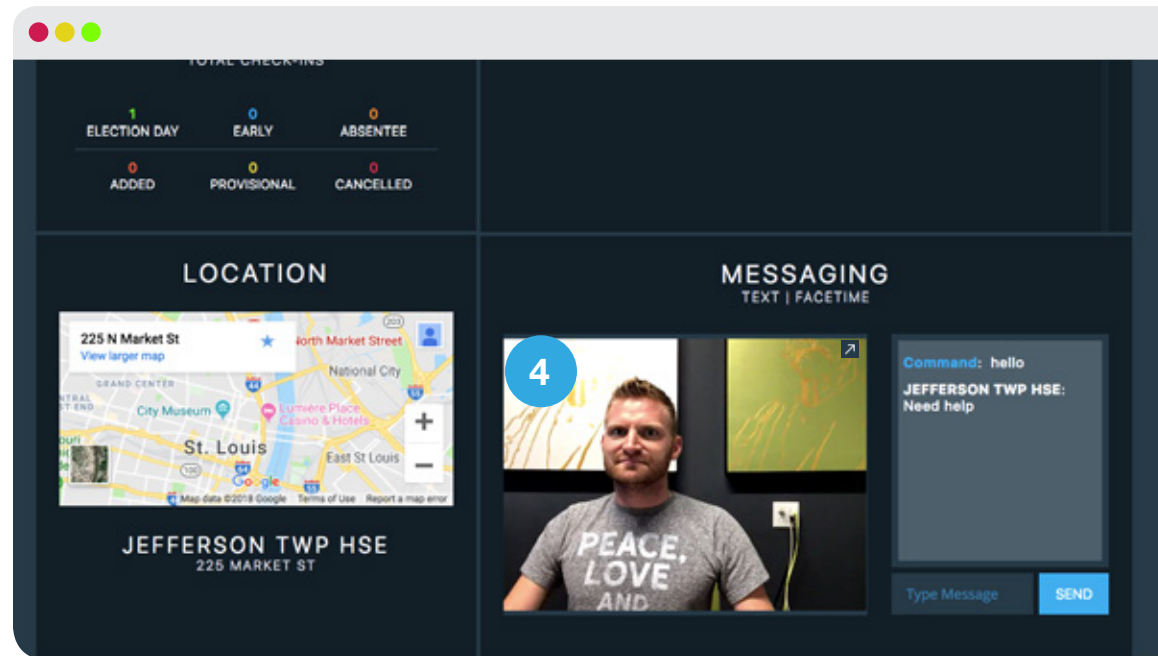
Selfie View - opens a small window to view yourself in the chat.



Mute Chat



End Chat

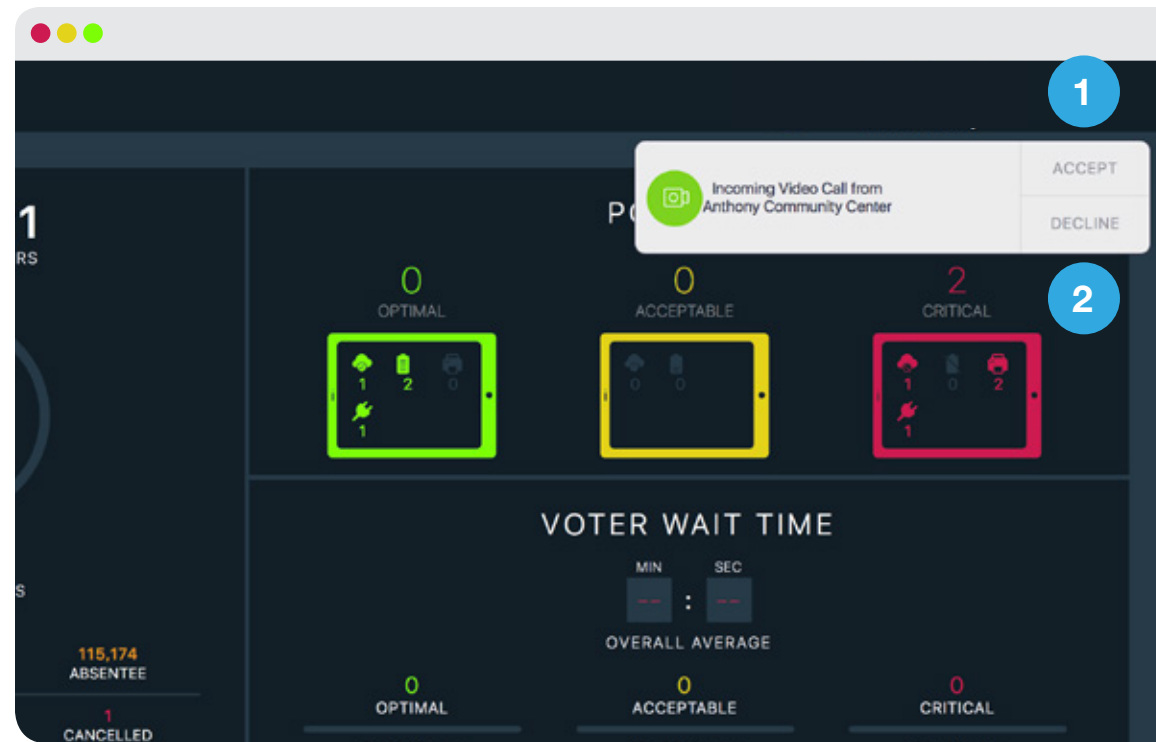


To close full screen chat window, close out of the browser tab.

# Receiving a Video Chat in ePulse

When a new video chat has been sent to ePulse from a polling location, a pop-up will appear notifying the ePulse user and prompting to accept or decline the call.

- 1 If you wish to start the video chat, click **ACCEPT**.
- 2 To decline the call, click **DECLINE**.

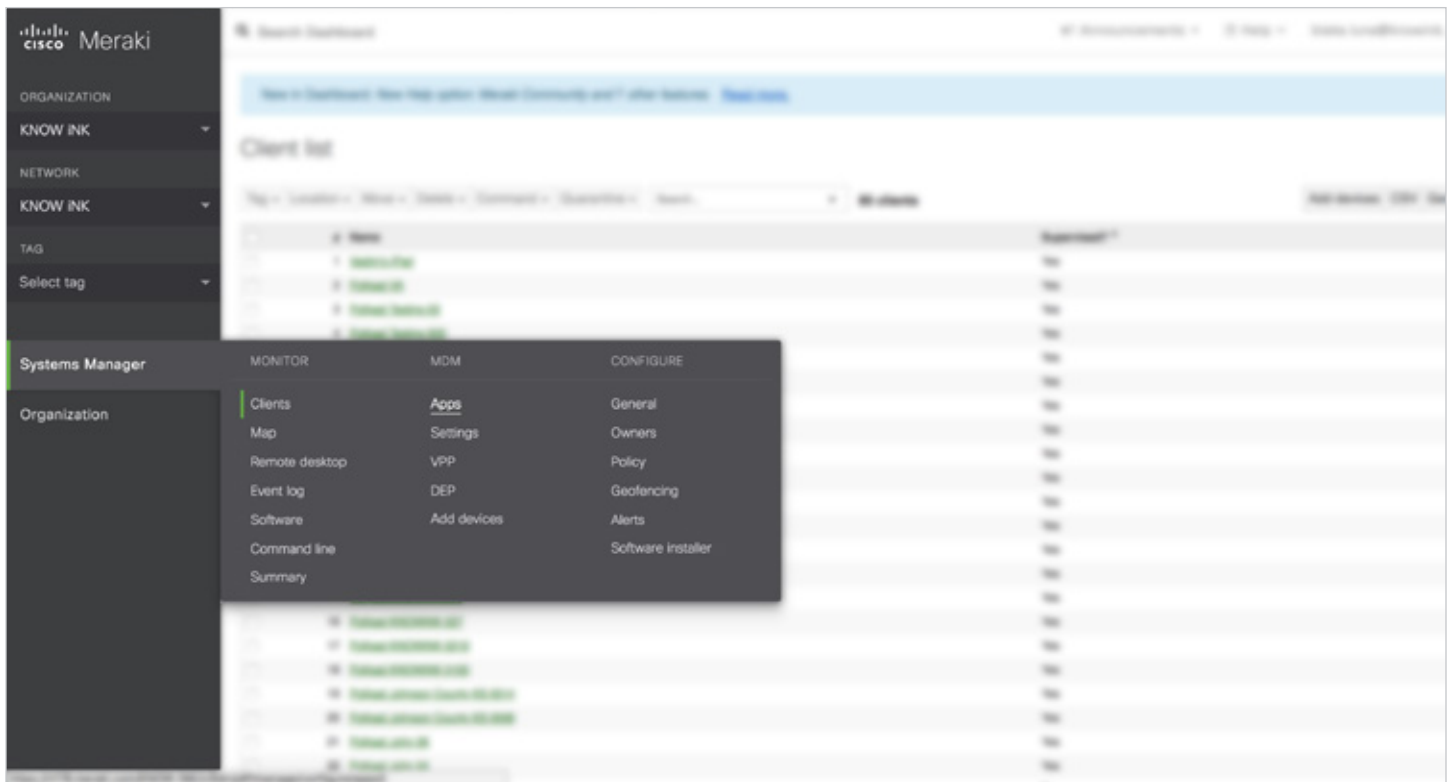


# APPENDICES



## UPDATING APPLICATIONS

Periodically, in preparation for election day, the Poll Pad application will need to be updated. To deploy the newest version of the application, sign into the Meraki Dashboard. Once logged in, use the Systems Manager > Apps to access the Apps feature of the MDM.



On the resulting page, click on the application icon of the app you wish to deploy.



## MERAKI GUIDE | UPDATING APPLICATIONS

Scroll to the bottom of the page to view your Poll Pads. Select the Poll Pads you want to update and use the Manage button to send out an “Uninstall” command. This will remove the application from the selected iPad.

Status

Select Manage Cert 2 of 11 devices, 2 selected Export

Name	System type	Install status	Version	Tags
1 Poll Pad	iPad (5th Gen.)	Installing	1.1.0	recently-added
2 Poll Pad	iPad (5th Gen.)	Installing	1.1.0	recently-added

Install or upgrade Uninstall



Before Command



After Command

## MERAKI GUIDE | UPDATING APPLICATIONS

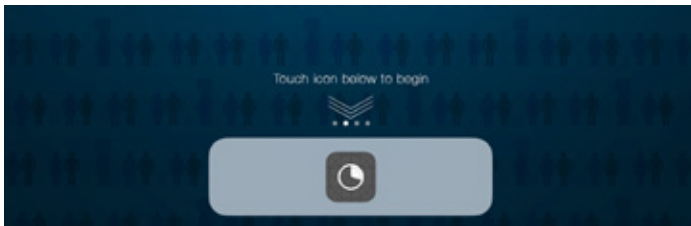
Once removed, use the Manage button to reinstall the application. The application will reappear and begin to download. Once complete, the Poll Pad application icon will reappear.

Status

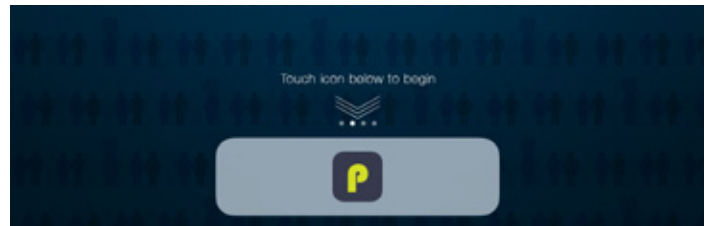
Select Manage Cert 2 of 11 devices, 2 selected Export

Name	System type	Install status	Version	Tags
1 Pollpad	iPad (5th Gen.)	Installing	1.1.0	recently-added
2 Pollpad	iPad (5th Gen.)	Installing	1.1.0	recently-added

Install or upgrade Uninstall



Application Updating



Update Complete

Once the devices have been updated, deselect devices by using the "X" before continuing.

Status

Select X Push Export Search... 13 devices, 3 selected

Name	System type	Install status	Version	Tags
1 Pollpad KNOWINK 1104	iPad Air	Not installed	-	BlockON
2 Pollpad KNOWINK 1050	iPad Air 2 (WiFi)	Installed	2.4.4	BlockON
3 Pollpad KNOWINK 1049	iPad Air 2 (WiFi)	Not installed	-	BlockON

Status

Select Push Export Search... 13 devices

Name	System type	Install status	Version	Tags
1 Pollpad KNOWINK 1104	iPad Air	Not installed	-	BlockON
2 Pollpad KNOWINK 1050	iPad Air 2 (WiFi)	Installed	2.4.4	BlockON
3 Pollpad KNOWINK 1049	iPad Air 2 (WiFi)	Not installed	-	BlockON

All Poll Pads are sent pre-enrolled in Meraki Mobile Device Management (MDM) system, allowing administrators to lock or control nearly every aspect of the system. With the Meraki MDM system, an administrator can lock or wipe the iPad. Additionally, the App Store and iOS system applications are all locked out from use and able to be controlled by the MDM.

If a device has gone missing, you can utilize the security features built into Meraki to lock or wipe a Poll Pad. Navigate to the individual device you wish to lock or wipe by clicking on the device name from the **Clients** page.

**1 Lock Device:** This option will remotely lock the Poll Pad and require a password to re-enter the device.

**Note:** For this option to function properly, you must have a passcode previously set up and turned on in the settings on the iPad.

**2 Selective Wipe:** This option will remove all managed apps and profiles, but keep the device under management.

**3 Erase Device:** This option will erase all data on the device to factory default.

**MDM commands**

Mobile security	Device security	1	2	3
AirPlay	Clear passcode	Lock device	Selective wipe	Erase device
Data settings	Activation Lock Bypass	<input type="checkbox"/> Disable activation lock <input type="button" value="Show bypass code"/>		
Send notification				
GPS location				

**Restrictions**

Enforced by profile: **Staff Settings**

Auto Correction: No	Book Erotica: No	Dictation: No	Fetch When Roaming: No
Game Center Friends: No	Multipayer Gaming: No	Passbook While Locked: No	Predictive Keyboard: No
Siri: No	Spell Check: No	Video Conferencing: No	Voice Dialing: No
Force Air Play Incoming: Yes	Force Air Play Outgoing: Yes	Force Siri Profanity Filter: Yes	
Requests Pairing Password: Yes			

**Profiles** |

Installed	Name	Managed?	Up-to-date?	Scope
Apr 04, 2018	Block iOS Updates (v2)	Yes	Yes	System
Apr 04, 2018	Staff Settings	Yes	Yes	System
Apr 04, 2018	KNOWINK WIFI	No	-	System
Apr 04, 2018	Meraki Management	No	-	System



## JETPACK SETUP

**IMPORTANT:** You must plug in and turn ON your Hotspot in order to receive any supplemental data!  
Ensure all jurisdictional and/or State wireless network requirements are followed when WiFi and/or MiFi connections are utilized



### 1 LOCATE HOTSPOT

In the carrying case, locate the Hotspot and power cord.



### 2 CONNECT

Plug power cord into the side of the Hotspot.  
On the cord, the arrow marks which side is up.



### 3 POWER CONNECTION

Plug your Hotspot into a wall outlet.  
**NOTE:** Your Hotspot has a 2-hour battery.

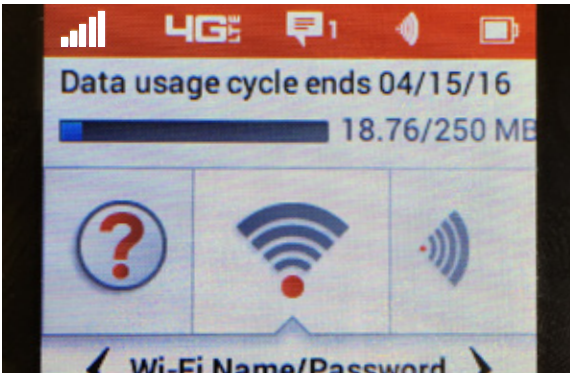


### 4 POWER ON HOTSPOT

Press and hold the **power button** on the side of the Hotspot for five seconds.



## JETPACK SETUP



### 5 HOTSPOT CONNECTED

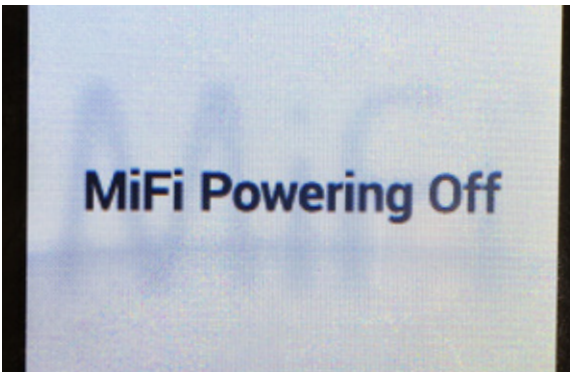
When connected, the display will look similar to a cell phone display. Make sure the Hotspot has a good signal by checking the bars at the top left of the screen. If it does not have a good connection, try moving it to a different location or close to a window, keeping it within 80 feet of the Poll Pads.

**NOTE:** Tap the power button to "wake up" the Hotspot screen if you need to confirm connectivity during the day.



### 6 POWERING OFF

Press and hold the power button until the "powering off" screen appears.



### 7 HOTSPOT POWERED OFF

The screen will read 'Powering Off'.



### 8 RETURN ITEMS

Unplug the power cord and return the Hotspot and power cord to the carrying case. Return the case to the Election headquarters.

# SA2100 WiFi Setup



**STEP 1:** Remove equipment from packaging and attach antennas (2) to device.

**STEP 2:** Plug the Skyus 140 into primary AC power supply (electrical outlet, extension cord, power strip, etc). The device will power on once connected to electricity (this can take up to 2 minutes).

**STEP 3:** After powering on, the lights on the FRONT of the device will illuminate. The light on the FRONT LEFT side of the device will indicate connection to the cell tower (light can appear different colors: red, green, or blue) and the 5 bars located ABOVE this indicate signal strength.

**STEP 4:** FRONT RIGHT side of the device (located far-right) should be a solid green (power indicator). On the FRONT RIGHT side of the device (the second from the right green light) is the SSID indication light (when illuminated this means you are broadcasting the Poll Pad WiFi Secure – Mobile network).


# LEDs




The SA 2100 router has LEDs that verify status, signal, and connectivity.



Figure 1-3

The following table describes each LED:

Symbol	LED	Color	State	Description
	Power:	Green	On	Normal operation (External or Battery Power) ** Note When operating on Battery power all other LEDs are OFF.  The LED blinks slowly, once every 5 secs when running on the battery.
			Blinking 1 sec On 2 sec Off	During device Reset or Power-up sequence

Symbol	LED	Color	State	Description
	WiFi:	Green	Off	Wi-Fi not enabled or No Wi-Fi connected devices or device is powered from Battery
			On	External Power - Wi-Fi devices Attached but no Wi-Fi traffic
			Blinking 1 sec On 1 sec Off	Wi-Fi traffic
	WAN - LTE	Green	ON	Attached (LTE) - no traffic
			Blinking 1 sec On 1 sec Off	PDP Activity
	WAN - 4G/3G	Blue	ON	Attached (4G/3G) - no traffic
			Blinking 1 sec On 1 sec Off	PDP Activity
	WAN - 2G	Orange	ON	Attached (2G) - no traffic
			Blinking 1 sec On 1 sec Off	PDP Activity
	Cellular 5-bar signal strength:	Green	Off	No SIM/No Signal/Operating from battery
		Green	On	Active only when external power is present.

# Skyus 140 WiFi Setup



**STEP 1:** Remove equipment from packaging.

**STEP 2:** Attach antennas (2) to device.

**STEP 3:** Plug the Skyus 140 into primary AC power supply.  
(Electrical outlet, extension cord, power strip, etc)

**STEP 4:** Press power button on front right of device.



**STEP 5:** After powering on, the power light on the front of the device will illuminate. The lights on the top of the device will indicate connection to the cell tower (light can appear different colors: green, yellow, magenta, or red – see reverse side for color meaning).


**STEP 6:** For optimal performance, the top two lights should appear green or yellow.  
(Note: GPS light (#3) can remain off)

**To turn off Skyus WiFi press power button.**

**Troubleshooting:** If the device needs to be rebooted, unplug AC power and remove battery. Let it sit for 30 seconds and then replace the battery. Plug AC power into outlet and then power on the device.







<b>I/O</b>	4 Pin IO Connector (Power/IO)
	RJ45 Ethernet Port
	USB Micro-B Port
	Power Button
Green Solid	Normal Operation
Green Blinking	Charging Battery (Off)
Blue Solid	Good Battery
Yellow Solid	Mid-Level Battery
Red Solid	Low Battery
Red Blinking	System Error
White Blinking	Startup/Software Update In Process

<b>CELL1</b>	Primary Cellular Antenna
<b>CELL2</b>	Auxiliary Cellular Antenna



	GPS
Off (No Color)	GPS Turned Off
Yellow Blinking	Searching
Green Solid	Fix Obtained
	Wireless, Wi-Fi/Bluetooth
Green Solid	Wi-Fi On (Bluetooth Off)
Blue Solid	Bluetooth On (Wi-Fi Off)
Green/Blue Alternate Blinking	Wi-Fi On, Bluetooth On
Blue Fast Blink	Bluetooth Pairing Mode
	Mobile Network
Green Solid	Connected, Good Signal, No Traffic
Green Blinking	Connected, Good Signal, Traffic
Yellow Solid	Connected, Medium Signal, No Traffic
Yellow Blinking	Connected, Medium Signal, Traffic
Magenta Solid	Connected, Poor Signal, No Traffic
Magenta Blinking	Connected, Poor Signal, Traffic
Red Solid	No SIM, SIM Error, SIM Lock, No Service



## VoiceOver

**Turn VoiceOver on or off.** Summon Siri and say “turn on VoiceOver” or “turn off VoiceOver.” You can also go to Settings > General > Accessibility > VoiceOver, or use accessibility shortcuts.

**Unlock iPad.** Press either the Sleep/Wake or Home button, then double-tap the screen. On iPad models with Touch ID, you can unlock iPad by placing your finger on the Home button. See Wake and unlock iPad.

**Enter your passcode silently.** To avoid having your passcode spoken as you enter it, enable handwriting mode or type onscreen braille.

**Unlock iPad with Touch ID.** You can unlock iPad by pressing your finger on the Home button if you set up Touch ID (on supported models). To use Touch ID by touching instead of pressing the Home button, go to Settings > General > Accessibility > Home Button, then turn on Rest Finger to Open.

**Open an app, toggle a switch, or tap an item.** Tap the item, then double-tap the screen.

**Double-tap the selected item.** To invoke a command normally executed by tapping twice on the screen—selecting a word or zooming an image, for example—tap three times.

**Adjust a slider.** Tap the slider, then swipe up or down with one finger.

**Use a standard gesture.** Double-tap and hold your finger on the screen until you hear three rising tones, then make the gesture. When you lift your finger, VoiceOver gestures resume. For example, to drag a volume slider with your finger instead of swiping up and down, select the slider, double-tap and hold, wait for the three tones, then slide left or right.

**Scroll a list or area of the screen.** Swipe up or down with three fingers.

**Use the list index:** Some lists have an alphabetical table index along the right side. Select the index, then swipe up or down to move through the index. You can also double-tap, hold, then slide your finger up or down.

**Reorder a list:** You can change the order of items in some lists, such as the Rotor items in Accessibility settings. Tap the Reorder button to the right of an item, double-tap and hold until you hear three rising tones, then drag up or down.

**Open the notifications screen.** Tap any item in the status bar, then swipe down with three fingers. Or touch and hold the top of the screen until you hear a sound, then swipe down. To return to where you were, do a two-finger scrub (move two fingers back and forth three times quickly, making a “z”) or press the Home button.

**Open Control Center.** Tap any item in the status bar, then swipe up with three fingers. Or touch and hold the bottom of the screen until you hear a sound, then swipe up. To dismiss Control Center, do a two-finger scrub

## VoiceOver

or press the Home button.

**Search from the Home screen.** Tap anywhere on the Home screen outside the status bar, then swipe down with three fingers.

**Activate Slide Over.** Tap any item in the status bar, then swipe left with three fingers. Or touch and hold the right edge of the screen until you hear a sound, then swipe left.

**Select the divider:** Tap the divider.

**Turn on Split View:** Double-tap the divider.

**Resize the divider:** Double-tap and hold the divider, then drag it.

**Switch apps.** Open the App Switcher, swipe left or right with one finger to select an app, then double-tap to switch to it. Or, set the rotor to Actions while viewing open apps, then swipe up or down to cycle through the apps.

**Rearrange apps on your Home screen.** Use one of the following methods:

**Drag and drop:** Tap an icon on the Home screen, then double-tap and hold your finger on the screen until you hear three rising tones. The item's relative location is described as you drag. Lift your finger when the icon is in its new location. Drag an icon to the edge of the screen to move it to another Home screen. You can continue to select and move items until you press the Home button.

**Move actions:** Tap an app, then swipe down to hear available actions. When you hear Arrange Apps, double-tap to start arranging apps. Find the app you wish to move, then swipe down to the Move action and double-tap. Move the VoiceOver cursor to the new destination for the app, then choose from the available actions: Cancel Move, Create New Folder, Add to Folder, Move Before, or Move After. You can continue to select and move items until you press the Home button.

**Speak iPad status information.** Tap the status bar at the top of the screen, then swipe left or right to hear information about the time, battery state, Wi-Fi signal strength, and more.

**Speak notifications.** Go to Settings > General > Accessibility > VoiceOver, then turn on Always Speak Notifications. Notifications, including the text of incoming text messages, are spoken as they occur, even if iPad is locked. Unacknowledged notifications are repeated when you unlock iPad.

**Turn the screen curtain on or off.** Triple-tap with three fingers. When the screen curtain is on, the screen contents are active even though the display is turned off.

**Set audio routing options.** Go to Settings > General > Accessibility > VoiceOver > Audio. Device-specific options are shown if you connect additional devices, such as an instrument amplifier or DJ mixer.

## AssistiveTouch

AssistiveTouch helps you use iPad if you have difficulty touching the screen or pressing the buttons. You can use AssistiveTouch without any accessory to perform gestures that are difficult for you. You also can use a compatible adaptive accessory (such as a joystick) together with AssistiveTouch to control iPad. To configure the AssistiveTouch menu, go to Settings > General > Accessibility > AssistiveTouch.

AssistiveTouch lets you perform the following actions and more just by tapping (or the equivalent on your accessory):

- Open the AssistiveTouch menu
- Go to the Home screen
- Double-tap
- Perform multifinger gestures
- Summon Siri
- Access Control Center, notifications, Lock screen, or App Switcher
- Adjust volume on iPad
- Shake iPad
- Take a screenshot
- Use Apple Pay (on models that support Apple Pay)
- Speak screen
- Control Analytics
- Restart iPad

**Turn on AssistiveTouch.** Tell Siri “turn on AssistiveTouch,” go to Settings > General > Accessibility > AssistiveTouch, or use Accessibility Shortcut. When AssistiveTouch is on, the floating menu button appears on the screen.

**Add more actions to the AssistiveTouch menu.** Go to Settings > General > Accessibility > AssistiveTouch > Customize Top Level Menu. The menu can have up to eight actions.

**Show or hide the AssistiveTouch menu.** Tap the floating menu button, or click the secondary button on your accessory.



## AssistiveTouch

**Show the Home screen.** Tap the menu button, then tap Home.

**Lock or rotate the screen, adjust iPad volume, or simulate shaking iPad.** Tap the menu button, then tap Device.

**Perform a swipe or drag that uses 2, 3, 4, or 5 fingers.** Tap the menu button, tap Device > More > Gestures, then tap the number of digits needed for the gesture. When the corresponding circles appear on the screen, swipe or drag in the direction required by the gesture. When you finish, tap the menu button.

**Perform a pinch gesture.** Tap the menu button, tap Custom, then tap Pinch. When the pinch circles appear, touch anywhere on the screen to move the pinch circles, then drag them in or out to perform a pinch gesture. When you finish, tap the menu button.

**Create your own gesture.** You can add your own favorite gestures to the control menu (for example, touch and hold or two-finger rotation). Tap the menu button, tap Custom, then tap an empty gesture placeholder. Or go to Settings > General > Accessibility > AssistiveTouch > Create New Gesture.

Example 1: To create the rotation gesture, go to Settings > General > Accessibility > AssistiveTouch > Create New Gesture. On the gesture recording screen that asks you to touch to create a gesture, rotate two fingers on the iPad screen around a point between them. (You can do this with a single finger or stylus—just create each arc separately, one after the other.) If it doesn't turn out quite right, tap Cancel, then try again. When it looks right, tap Save, then give the gesture a name—maybe "Rotate 90." Then, to rotate the view in Maps, for example, open Maps, tap the AssistiveTouch menu button, and choose Rotate 90 from Custom. When the blue circles representing the starting finger positions appear, drag them to the point around which you want to rotate the map, then release. You might want to create several gestures with different degrees of rotation.

Example 2: Let's create the touch-and-hold gesture that you use to start rearranging icons on your Home screen. This time, on the gesture recording screen, touch and hold your finger in one spot until the recording progress bar reaches halfway, then lift your finger. Be careful not to move your finger while recording, or the gesture will be recorded as a drag. Tap Save, then name the gesture. To use the gesture, tap the AssistiveTouch menu button, then choose your gesture from Custom. When the blue circle representing your touch appears, drag it over a Home screen icon and release.

If you record a sequence of taps or drags, they're all played back at the same time. For example, using one finger or a stylus to record four separate, sequential taps at four locations on the screen creates a simultaneous four-finger tap.

**Exit a menu without performing a gesture.** Tap anywhere outside the menu. To return to the previous menu, tap the arrow in the middle of the menu.

**Assign custom actions to the menu button.** By default, a single tap on the menu button opens the menu. To assign other actions to the menu button, go to Settings > General > Accessibility > AssistiveTouch. Below

## AssistiveTouch

Custom Actions, you can assign different actions to a single tap, double tap, or long press.

**Reduce the visibility of the menu button when not in use.** Go to Settings > General > Accessibility > AssistiveTouch > Idle Opacity, then drag the slider.

**Move the menu button.** Drag it anywhere along the edge of the screen.

## Switch Control

If you have a motor impairment, Switch Control lets you control iPad using one or more connected physical switches. Use any of several methods to perform actions such as selecting, tapping, dragging, typing, invoking multitasking options on devices that support them, and even free-hand drawing. You use a switch to select an item or location on the screen, and then use the same (or different) switch to choose an action to perform on that item or location. Three basic methods are:

- Item scanning (default), which highlights different items on the screen until you select one.
- Point scanning, which lets you use scanning crosshairs to pick a screen location.
- Manual selection, which lets you move from item to item on demand (requires multiple switches).

Whichever method you use, when you select an individual item (rather than a group), a menu appears so you can choose how to act on the selected item (tap, drag, or pinch, for example).

If you use multiple switches, you can set up each switch to perform a specific action and customize your item selection method. For example, instead of automatically scanning screen items, you can set up switches to move to the next or previous item on demand.

You can adjust the behavior of Switch Control in a variety of ways, to suit your specific needs and style.

# ELECTION PREP

## LOGIC & ACCURACY CHECK LIST

### TO BE COMPLETED PRIOR TO DEPLOYMENT

GENERAL SET UP		POLL PAD NUMBER		DATE	
ITEM	DESCRIPTION	JURISDICTION			
		NO	N/A	YES	
Confirm Correct Time	[Displays on top center of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct Application Version Number	[Launch app > menu > displays on top center of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct iOS Version Number	[Menu > displays on top center of the screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Exit Training Mode (if applicable)	[menu > tools & settings > pre election > training > toggle OFF]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Cloud Icon is GREEN	[Top right of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Import Voter File	[menu > tools & settings > pre election > import voter file > import new election voter file > yes > confirm record count > OK > menu > home]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Import Help File (if applicable)	[menu > tools & settings > tools > extra files downloader > download help files > ok > OK > menu > home]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct Election, Polling Location, and Election Date are displayed	[center of home screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct Number of Precinct Records	[top center of home screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct Number of Countywide Records	[top center of home screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Check-in Count is zero (0)	[top center of home screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Correct Configuration	[top center of home screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Printer is Paired & Working (if applicable)	[printer icon is GREEN > tap icon > print test receipt > tap anywhere on screen to close window]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Encoder is Paired (if applicable)	[top right of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm Peer-to-Peer Devices are Communicating	[top right of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm iPad Battery is Charged to 90% or Greater	[top right of screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Poll Pad is Able to Access Camera	[get started > advanced search > scan barcode > image of table displays on screen]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Return Poll Pad to Application Home Screen	[menu > home]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Enable Guided Access	[press home button 3x]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Power Off Printer	[press power button on the left side of printer]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Power Off iPad in Guided Access by holding down the <b>HOME</b> and <b>POWER</b> buttons at the same time. Once screen turns black, hold for two seconds, then release.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Confirm iPad, Printer & Case Numbers Match	Appendix G	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

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# ELECTION PREP

## PACKING OF HARDWARE

### TO BE COMPLETED PRIOR TO DEPLOYMENT

GENERAL BREAKDOWN		POLL PAD NUMBER	DATE		
ITEM	DESCRIPTION		JURISDICTION		
			NO	N/A	YES
<i>Hardware Included:</i>					
Apple iPad (Poll Pad)			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lightning to USB Cable & USB Power Adapter			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poll Pad Stand Arm			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poll Pad Base			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stylus Pen (2)			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleaning Cloth			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Upgrade Options:</i>					
Printer, Power Cord & Adapter	<i>[confirm printer has a full roll of paper and is powered off]</i>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ID Tray			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encoder			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magstripe Reader			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MiFi Unit	<i>[confirm MiFi Unit battery is fully charged]</i>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Suggested Supplies:</i>					
Printer Paper Rolls (if applicable)			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surge Protector			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extension Cord			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duct Tape			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security Seals			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### VARIANCES

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COUNTY	_____	SIGNATURE	_____	SIGNATURE (if applicable)	_____	DATE	_____
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