

Precinct Central ePollbook

Version 4.0
Use Procedures



State of
California

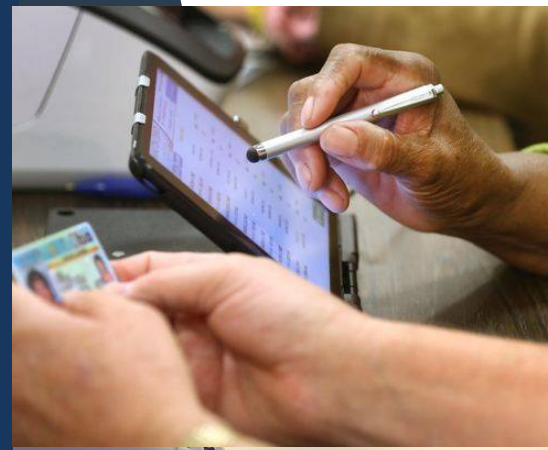


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Use Procedures

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1.0	March 1, 2018	M. Grimaldo
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1. Introduction

1.1 System description and components

System Description: Precinct Central Overview

Precinct Central is a modern platform that brings together the latest technologies and best-of-breed functionalities in a cost-effective package. Great care and design work has been completed in selecting and building the system components, including the software, the hardware, and the Tenex original “flip and share” stand. Precinct Central started with a basic concept of an electronic poll book system that replaces the paper check-in process and allows checking in voters in an electronic format. In its current state, it has evolved into a complete monitoring platform allowing election officials to track and react to issues in the field before they are magnified into larger problems.



Figure 1: Precinct Central ePollbook Suite

The Precinct Central Suite is comprised of three core modules that form the backbone of the system; these are, Precinct Central Touchpad, Precinct Central Data Studio, and Precinct Central Console. Paired with other integrated modules created by Tenex, such as Election Response, Election Ready, and Live Results, Precinct Central is the most comprehensive and user friendly electronic pollbook and election management platform available in the market.

Precinct Central Touchpad is a highly customizable electronic poll book solution that runs on the award-winning iPad hardware platform. This hardware platform, along with the intuitive software from Tenex, offers familiarity and ease of use for poll workers. There are no additional peripherals required for reading barcodes and gathering voter signatures. Housed in the flip-n-share stand, the platform is lightweight and easy to setup, operate, transport, and store.



Figure 2: Precinct Central Touchpad

Precinct Central Console is a real-time comprehensive monitoring platform that allows elections staff to monitor devices, users, communications, and performance metrics, all on an easy to use, dedicated computing environment. All Customers receive a private, secure website for monitoring election activity in real-time from the office. Tenex understands that management staff on Election Day can be stretched thin and will need access to important election information on-the-go from wherever they are. A mobile website of the Precinct Central Console provides direct access to critical election information to officials who can quickly respond to issues in the field. The Precinct Central Console is also the election office portal for all pre-election setup activity and post- election data reconciliation, auditing, and export.

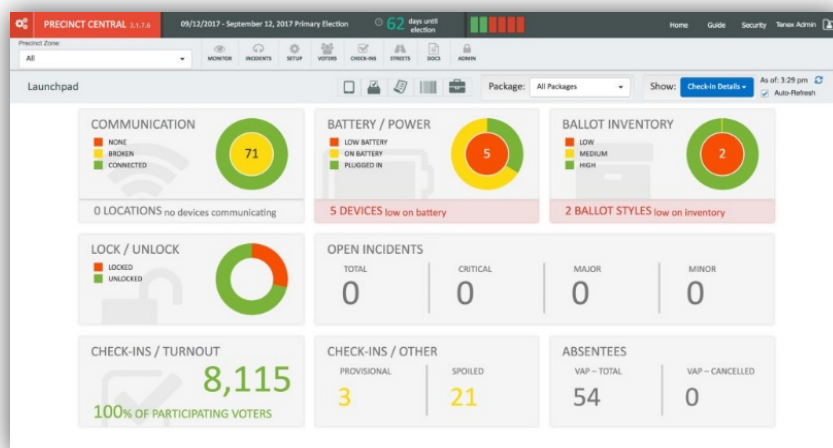


Figure 3: Precinct Central Console Dashboard

The **Precinct Central Data Studio** forms the communication backbone for the product suite. This module provides all interfaces for integrating with the voter registration system and for communicating information between all Touchpads deployed in the election. Data Studio employs IT industry standard data management practices and mature off-the-shelf database technologies to manage, protect, and maintain integrity of election data. The consistent application of this methodology is used at every module of the platform to prevent data inconsistencies and losses while identifying and monitoring exception cases quickly and easily at the elections office.

1.2 Terms and Definitions

Precinct Central – Overall term for the ePollbook product suite composed of the Touchpad, Console, and Data Studio

Touchpad – iPad based ePollbook unit with Tenex Precinct Central software

Console – Web-based backend management and monitoring system for Precinct Central Touchpads

Flip and Share – Proprietary stand that holds, stores, and protects the iPad

Level-0 Data Package – Initial set of data loaded from the voter registration system

Data Studio – Transfers raw level-0 data package to the Precinct Central cloud server and converts data into Precinct Central data format



Journal Files – Incremental data updates received from the voter registration system

Data Package – Initial data loaded on individual Precinct Central Touchpads created from Level-0 files

Delta Files – Files used for communicating incremental journal file updates and voter check-ins to each individual Touchpad

2. Hardware Components

The Tenex solution has been put together with specific and meaningful hardware pieces that create a cohesive, secure, and easy-to-use ePollbook solution. The underlying hardware used for running the ePollbook system is a very important factor to consider when selecting the best solution. Tenex has selected a modern, tablet-based platform for Precinct Central - the award-winning iPad tablet hardware from Apple. The Apple iPad is one of the most secure tablets available and boasts security features such as an encrypted file system, FIPS certification, and no external device interfaces that could introduce malware and unwanted behavior.

Equipment	Model	Version Number	Operating System	Size/Weight	Built-In Features
	✓ iPad	✓ N/A	✓ iOS 10 ✓ iOS 11 ✓ System will remain compatible with new versions of iOS as they become available	✓ Height: 9.4 inches ✓ Width: 6.6 inches ✓ Weight: 1.03 pounds	✓ 8-megapixel camera autofocus camera for barcode scanning ✓ Multi-Touch display with IPS technology for seamless on-screen signatures and on-screen keyboard usage ✓ COTS
	✓ Flip & Share	✓ 2.0	✓ N/A	✓ Height: 10.75 inches ✓ Width: 8 inches ✓ Weight: 1.25 pounds	✓ 360-degree protection ✓ Double hinged for ergonomic use ✓ Compact and all-in-one ✓ Proprietary
	✓ Gemstar 1318-6	✓ N/A	✓ N/A	✓ Height: 13.75 inches ✓ Width: 10 inches ✓ Weight: 2 pounds	✓ Fits all components of two complete units ✓ Durable and rugged ✓ COTS
	✓ Belkin	✓ N/A	✓ N/A	✓ 10 feet long, 4.3 ounces	✓ Extended length allows for charging in various sized polling locations ✓ COTS
	✓ TM-m30	✓ N/A	✓ N/A	✓ Dimensions: 2.68 x 5.39 x 0.28 in ✓ Weight: 4.48 ounces	✓ Compact footprint ✓ Lightweight and easy to use ✓ COTS

3. Installation and Configuration of System

3.1 Hardware requirements and specifications

Recommended Equipment

Tenex recommends the following hardware configuration:

- iPad 9.7-inch tablet
- Epson TM-m30 Bluetooth Printer
- Flip & Share Stand
- Transport and Carrying Case
- 2 Styli
- 10 Foot Charging Cable

Items marked with ★ are required

★ iPad 9.7-inch tablet

The iPad is the ideal tablet for an e-pollbook implementation; it is lightweight and compact and requires no additional peripherals for completing voter check-in functions. The Apple iPad is considered one of the most secure platforms available today and with a trusted core operating system, encryption at the disk, and a powerful sandbox process model helps ensure that no unauthorized access occurs.

★ Flip & Share Stand

The iPad is paired with the Tenex proprietary “flip and share” case and stand. This unique solution offers one simple component that allows storing, charging, transporting, and using the iPad in a working position all in one case and stand combo. This ergonomic stand protects the iPad with 360-degree coverage and provides a lightweight and easy to set-up unit for the precinct officers on Election Day.

★ Transport and Carrying Case







Tenex has put as much thought and development into our storage case as we have done with our software. Our durable, lightweight blow-mold case is not only practical and stylish, but very compact requiring little storage space when not in use. The case dimensions measure 13.75 x 10 x 4.75 inches and, weighs approximately 8lbs when all required equipment is enclosed. This case also allows for the storage of equipment when not in use.

Bluetooth Printer

The Epson Bluetooth receipt printer chosen by Tenex as the optimal printer for the Precinct Central solution allows reports, affidavits, polling location directions and more to be printed on-demand from the polling location by a poll worker. This printer is easy to use, set-up, and is very reliable with a 250-foot receipt paper roll (this means no paper changes on Election Day!)

Battery Pack (optional)

The battery backup option provides an additional 10 hours of battery life to the Touchpad unit in the event of a power outage. Over the years, Tenex has not had an incident where a polling location lost power long enough for a Touchpad ePollbook to reach even 50% battery life or less. Batteries require conditioning and storage.

Equipment Options		
Basic Touchpad Unit		
		
Tablet (iPad) device	Flip & Share Stand and Case	
All-In-One Carrying case		Power Options
		
Customized based on the equipment selected		
		10-foot charging cord
Printer (optional)		
		Several options available based on requirements
Other Items to Consider		
Connectivity Options (WiFi hotspots)	Smart Card Burner (optional)	Voting Location Backup Hub (optional)
Mac Server / MacBook for device configuration	Cache-box for DB Download (optional)	Charging / Storage Carts for Touchpads and Carrying cases (optional)

3.2 Hardware and network set-up and configuration

Wireless Network at the Office/Storage Site

The Precinct Central Touchpad solution is a simple solution for county offices to manage and deploy. The main network requirement for the solution is a dedicated, high-speed wireless network available at the office or Touchpad storage site. For a typical installation, the wireless network should allow 50/50 mbps bandwidth and should require a WPA2 password and can have a hidden SSID if required by the county. This network must have the following ports accessible:

Port	Incoming or Outgoing	TCP/UDP	Description
2195, 2196	Outgoing	TCP	Used by Profile Manager to send push notifications
5223	Outgoing	TCP	Used to maintain a persistent connection to APNs and receive push notifications
80/443	Incoming	TCP	Provides access to the web interface for Profile Manager admin
1640	Incoming	TCP	Enrollment access to the Certificate Authority
9001	Outgoing	TCP	Used for registration of the Touchpad devices
990	Incoming	TCP	Used to download the local database from the Precinct Central Server

Wireless Access Points at the Office/Storage Site

Wireless access points are needed to broadcast the wireless network to the Touchpads. One access point should be available for every 250 Touchpad devices. These access points should allow at least 250 connections at one time to ensure that all Touchpads can be connected at once if needed. The county's Touchpad storage solution should ensure that Touchpads are within 25 feet of the closest access point.

Download Application Server/Cache Box (Optional)

The download application server/cache box is a server that holds a local version of the database that will be download to the Touchpads for election use. This should be used in county's with more than 1,500,000 registered voters or a 500MB database size.

The download application server/cache box is hardwired into an internet connection. This internet connection should be an internet connection that the Touchpads also connect to. Since the server has an internet connection, the county will download a local version of the database. The database will automatically download as a zip file (voterdb.zip to be specific). This file should be put in the DB directory of the server. When downloading the database to the Touchpads (either through over the air downloads or manually), the address of the server and the SFTP credentials will be used.

3.3 Software installation and configuration

Precinct Central Touchpad

The Precinct Central ePollbook application (EPB) will be installed on all delivered Touchpad units. The units will come preconfigured with the most up-to-date, certified version per the California Secretary of State. Because each Touchpad will be enrolled in the Mobile Device Management (MDM) solution, as new software versions are available, Tenex will be able to remotely push these application updates down to the ePollbooks as needed and as they are approved by the

California Secretary of State. No updates will be pushed down to the ePollbooks until there is full approval and all parties are notified. The county will not be required to install or configure any software on the Touchpad ePollbook units.

Each Touchpad will be deployed in Single App mode (set-up by Tenex via the MDM) which ensures the EPB application is the only accessible option for users on Election Day. Tenex can be contacted to manage the Single App mode on devices which can be put into and taken out of Single App mode as needed.

Precinct Central Console

The Precinct Central Console is a web-based, .net application that is used in any modern web browser (Google Chrome is preferred). Updates to the Console are done remotely by Tenex and are scheduled with the elections offices as to not update during work hours. The county will not be required to install or configure any software for using the Precinct Central Console.

Precinct Central Data Studio

The Precinct Central Data Studio is a program that is used to securely transfer level-0 data files to the Precinct Central server. Subsequently, the Data Studio program is used to convert those files into a SQLite database. The PC Data Studio installation package and instructions are provided by Tenex and is installed on a PC by a county IT administrator.

3.4 Data Life Cycle for Touchpads

The Precinct Central Data Studio is the data management engine of Precinct Central. This component is capable of managing large data sets and aggregating and loading data from different systems. The Data Studio is architected to be extremely flexible and facilitate data load in large and complex environments. The process for loading voter record files onto the electronic poll books (ePB) can be broken down into a few steps: data file processing, data proofing, data package creation, and data package download, incremental data updates. Counties will export data from their EMS system for uploading into Precinct Central for creation of a ePollbook database. Data load scripts are initially setup by Tenex using the Precinct Central Data Studio. These are setup based on the file formats and data requirements of individual customer organizations. Once these initial scripts are completed, all data loading functions are directly available on the Precinct Central Console and the County can load data and create data packages as needed.

Terminology

Level-0 Data Files: The initial set of data files for loading voter data, street data, and location data

Level-0 Data Package: Package created for loading data to the iPads.

Delta Files: Files used to automatically update the iPads after the initial data load.

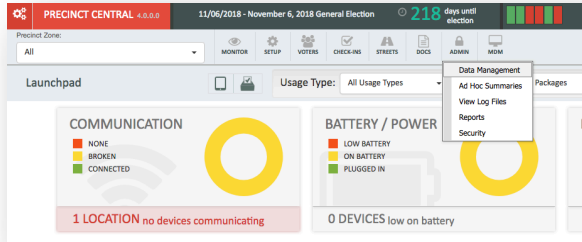
Journal Files: Incremental data updates received from the voter registration system

The process for loading voter record files onto the electronic poll books (ePB) can be broken down into a few steps: data file processing, data proofing, data package creation, and data package download, incremental data updates.

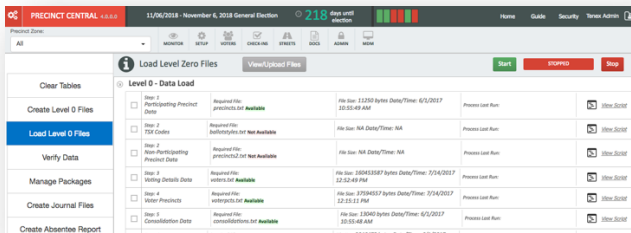
Step 1: Data File Processing

Data file processing involves making “Level-0” data files available on the Precinct Central Server and processing the files through the Data Studio scripting engine. The data files are created from the source EMS and can be updated to Precinct Central using the file upload utility available on the Precinct Central Console or using a secure FTP process. The Level-0 data file processing is only required to be done once per election. After this stage, the data is available to be proofed with various scorecards and reports.

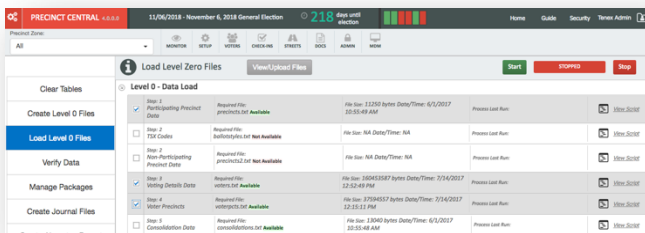
STEP 1: DATA FILE PROCESSING



- ➔ Begin at the Precinct Central home screen, click on the 'ADMIN' tab and in the sub menu click on 'Data Management'.



- ➔ The page will automatically load to the 'Load Level 0 Files' ribbon on the left-hand side.

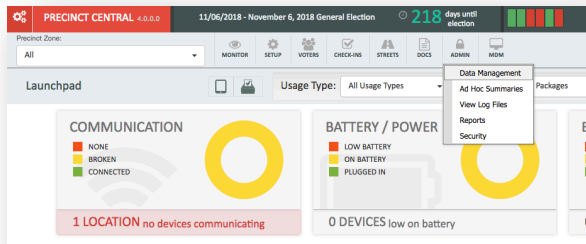


- ➔ To load data, click on all data files that have the word 'Available' highlighted in green next to the file.
- ➔ Click on the checkbox to the left of the data file.
- ➔ Once all data files are selected, click on the green 'Start' button at the top of the screen to load the files.

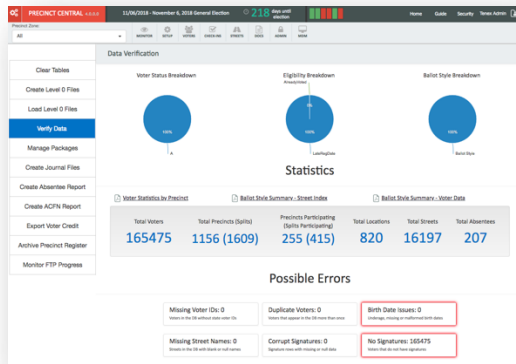
Step 2: Data Proofing

Data proofing is an important step in the process to assure that all data is accurate and current. Precinct Central has one of the most advanced, detailed, and comprehensive data proofing reports and scorecard views. These tools will assist the administrators in ensuring the accuracy of the data by presenting several data summary reports as well as highlighting any potential erroneous data. The data validation scripts can be customized to track data issues that may be endemic to the jurisdiction. For example, some data may be prone to having malformed or incorrect date elements; the validation scripts can be customized to help identify this data issue.

STEP 2: DATA PROOFING



- ➔ Begin at the Precinct Central home screen, click on the 'ADMIN' tab and in the sub menu click on 'Data Management'.



- ➔ Click on the left-hand ribbon titled 'Verify Data'.
- ➔ This screen will show different statistics on the data that has been uploaded as well as any possible errors in the data.

Step 3: Data Package Creation

Once the data has been proofed and validated for accuracy and corrected, a data package can be created. This step involves transforming the data on the server into a compact format that is readable on the Touchpad.

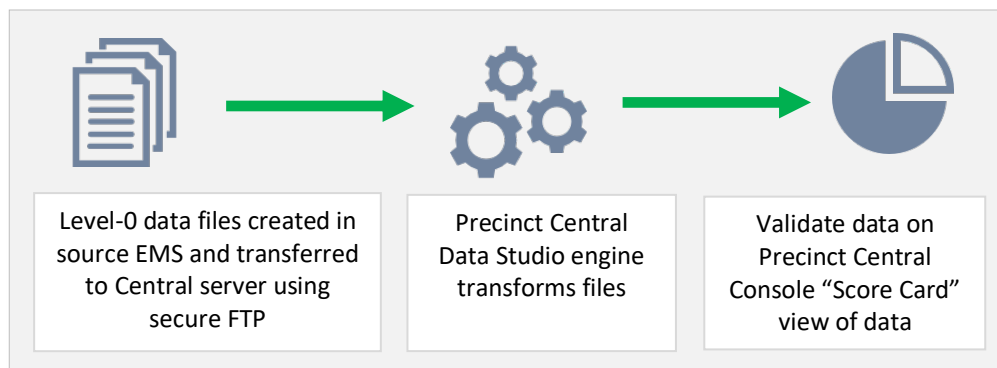
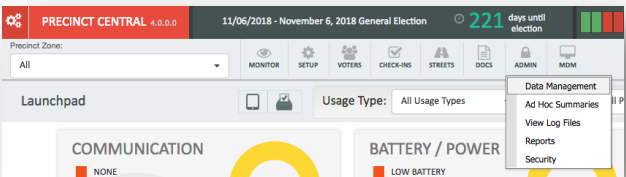
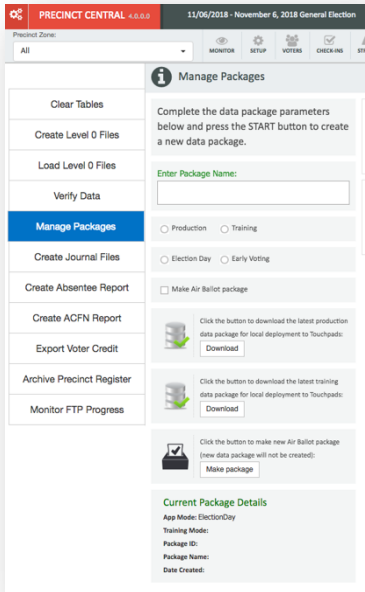
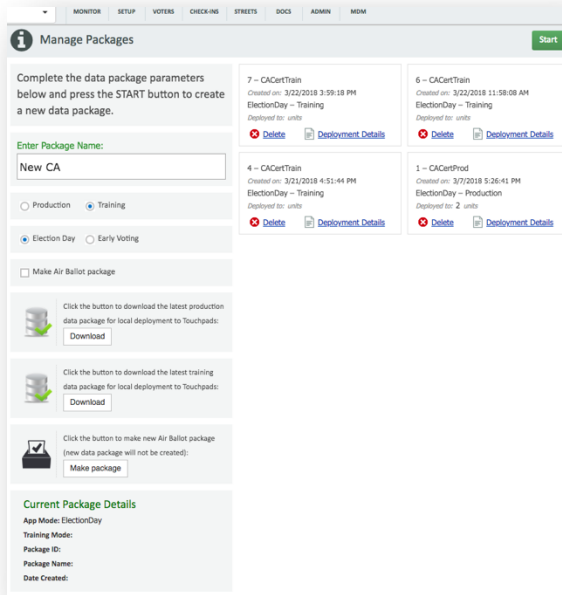


Figure 4: Data Life Cycle - Level-0 Data Load Steps

STEP 3: DATA PACKAGE CREATION	
	<p>➔ Click on the 'Admin' tab and in the drop down menu select 'Data Management'.</p>
	<p>➔ Click on the tab labelled 'Manage Packages' on the left side of the screen.</p>



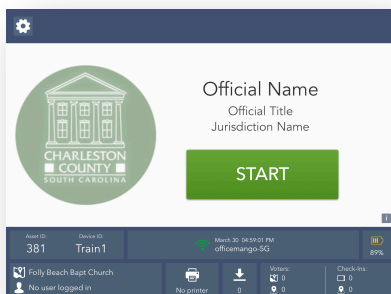
- ➔ Type in a name for the new package in the first box titled 'Enter Package Name'.
- ➔ Select whether it is a 'Production' or 'Training' package and if for 'Election Day' or 'Early Voting'.
- ➔ Download the corresponding data package depending on if it's "Production" or 'Training'.
- ➔ Click on the green 'Start' button at the top right hand corner of the page.

Step 4: Data Package Download

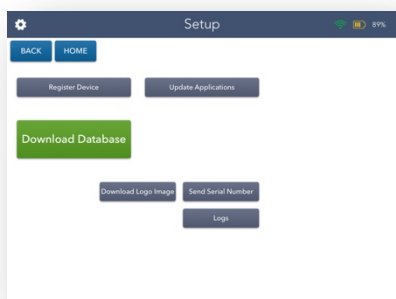
The data package is now ready to be distributed to the individual Touchpads. This process can be initiated in two different ways:

- **Manually from each Touchpad** – An administrator/warehouse personnel can bring up each Touchpad and manually start the data download.

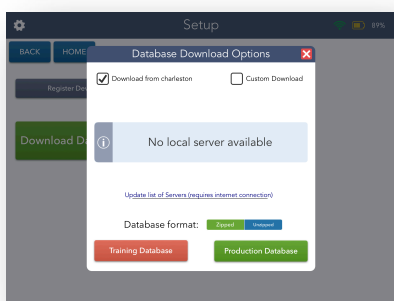
STEP 4: DATA PACKAGE DOWNLOAD—MANUALLY FROM EACH TOUCHPAD



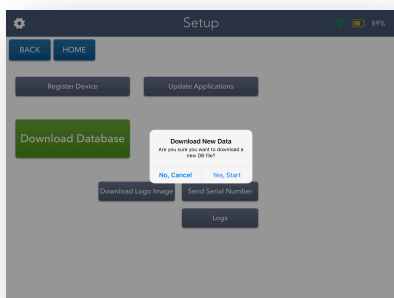
- ➔ Begin on the home screen and click on the "START" button.



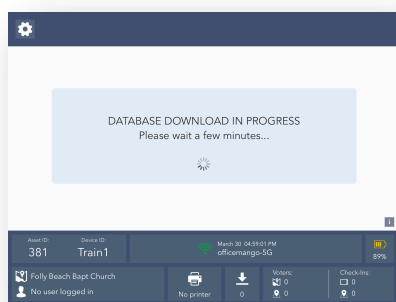
- ➡ Click on the green "Download Database" button to begin.



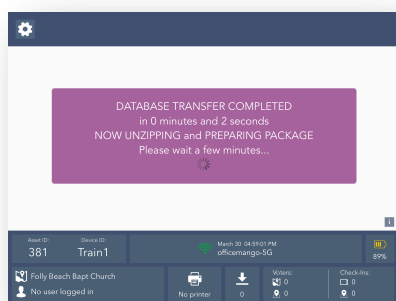
- ➡ Confirm all your options are correct such as where the download is coming from and touch the red button if you are downloading for Training or the green button for Election Day.



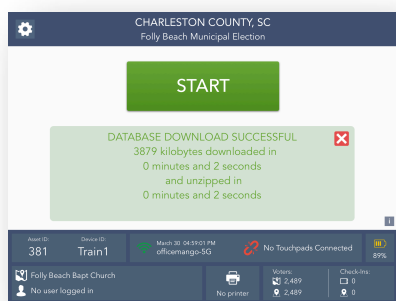
- ➡ Confirm that you want the download to begin.



➡ The database download is now in progress.



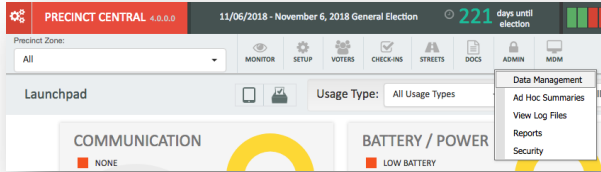
➡ The package is being unzipped and prepared.



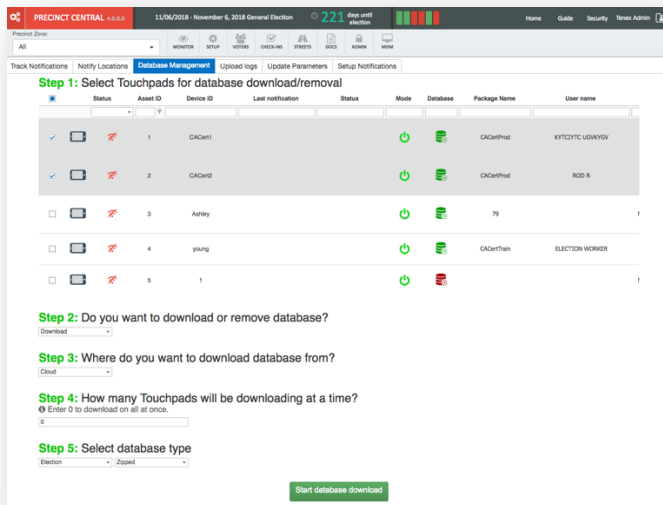
➡ The database is successfully downloaded. Touch the green "START" button to begin.

- **Over-the-Air Push mechanism** – Using an advanced data-push mechanism directly incorporated into Precinct Central, an administrator can select/schedule data pushes directly from the Precinct Central Console. Touchpads on the network will automatically detect the message and start the process of downloading the data package.

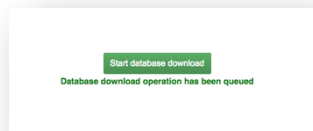
STEP 4: DATA PACKAGE DOWNLOAD—OVER-THE-AIR PUSH MECHANISM



- ➔ Begin on the home screen and click on 'MDM' and select "Database Management" from the drop-down menu.



- ➔ Step 1: Select all the iPads that are to be updated by clicking on the checkboxes to the right of the device.
- ➔ Step 2: Click on the dropdown menu and select 'Download'.
- ➔ Step 3: Click on the dropdown menu and select where the download will be coming from (in this case, cloud).
- ➔ Step 4: Enter how many iPads you want downloading at once. If one at a time, enter "1". If all at once, enter "0".
- ➔ Step 5: In the first drop down menu select if the database is for an Election or training purposes. In the second drop down menu select if the database is zipped or unzipped.
- ➔ Click on the green "Start database download" button.



- ➔ You will see a green message stating, "Database download operation has been queued".

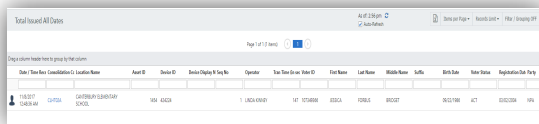
Step 5: Incremental Data Updates

Updated voter registration information is first loaded in Precinct Central from the voter registration system using an incremental file based or direct access API interface. The data files received from the voter registration system are termed “journal files”. Journal files can be setup to run automatically or can be manually loaded on demand by an administrator.

Once the journal files are processed, updates of the voter data to Touchpads can be in several ways. The most seamless method is to use real-time updates through the internet. Secure Internet updates are accomplished by the Precinct Central platform in a completely secure, transparent, and non-intrusive way so the poll workers do not need to be aware of changes in the background while they are performing check-ins.

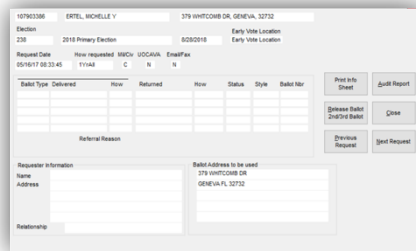
The update process depends on a WiFi connection and the Touchpads individually monitor the changes (called delta files) and download them in chronological order. While this process is transparent at the precinct, it is visible to the office. Touchpads can be monitored to make sure all are receiving data updates and any that are behind for any are quickly visible.

STEP 5: INCREMENTAL DATA UPDATES EXAMPLE



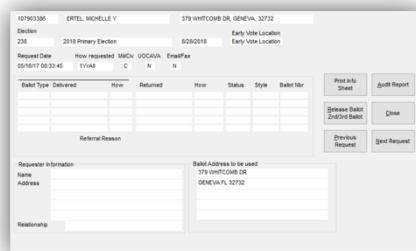
The screenshot shows the 'Total Board All Dates' interface. It includes a header with 'All Dates' and a table with columns: Date, Time, Location, Voter ID, Name, and Status. The table contains one row of data for a voter named 'GABRIEL LEBLANC'.

- ➔ When a check-in is completed on a Precinct Central Touchpad, the check-in transaction is first sent to the Precinct Central Console database.



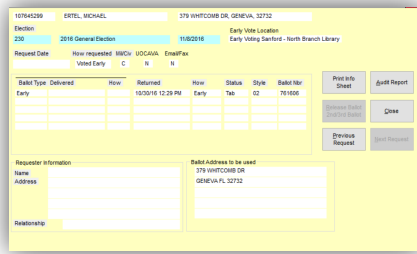
The screenshot shows the 'Voter Information' form for 'ERTEL, MICHELLE Y'. It includes fields for 'Election' (2018 Primary Election), 'Request Date' (05/16/17 08:33:45), 'How Requested' (TYVA), 'Status' (C), and 'Style' (N). There are also buttons for 'Print Info Sheet', 'Print Info Sheet', 'Generate Ballot', 'Close', 'Print Request', and 'Send Request'.

- ➔ Precinct Central Data Studio Services running on the server detects the new check-in automatically and sends the check-in information to the partner program running on the client server.



This is a duplicate of the previous screenshot, showing the 'Voter Information' form for 'ERTEL, MICHELLE Y' with the same fields and buttons.

- ➔ The partner program (PC Services) runs a SQL statement to update the voter's check-in information into the EMS database.



107640289 EISEL, MICHAEL 379 WHITCOMB DR. GENEVA, 32732

Election 2016 General Election Early Vote Location

Request Date 10/20/16 Early Voting Location - North Branch Library

How requested: M/C/H

Requester Information

Name Address Relationship

Ballot Address to be used

379 WHITCOMB DR. GENEVA, FL 32732

Print Info Sheet Build Report

Close

Previous Request

Request Requested

Alternatively to running a SQL statement, the program can use a Web Service to update the transaction information.

phone2.EPB_VRChangeUpdates: 1 rows total (approximately)

UpdateType	TransType	AssetID	SeqNo	UpdateStatus	ErrorInfo	UpdateTimeStamp
EarlyVote	CheckIns	528	1	Processed		2017-12-15 15:39:20

The partner program sends a message back to the Tenex server to let the service know it has been updated in the EMS system.

4 Logic and Accuracy Testing Procedures

Once units are delivered, county personnel are expected to acceptance test all units for hardware performance and functionalities as well as the installation of the correct and certified software version. Tenex has included an acceptance testing checklist as an attachment.

Below is also a step-by-step guide to logic and accuracy test the EPB's. The procedures and checklists below are to ensure the EPB is in proper working order and has all correct information.

Accuracy Test Procedures

Below are procedures that are to be followed so ensure the EPB's are functioning properly and giving correct feedback.

- Press the "START" button and enter your first initial and full last name. Press CONTINUE.
- Enter password "vote123" and press UNLOCK DEVICE.
- Verify the printer is found and press TEST PRINTER; once test slip prints, press CONTINUE.
- Verify a Zero Report is printed and all fields totals are "0". Press CONTINUE.
- Press the green "Voter ID Scan" button and scan one of the valid voter sample IDs provided.
- Verify the EPB produces the correct voter's record and displays "Voter is eligible to vote." in the green box. Press GET VOTER SIGNATURE. The screen will flip upside down. Tilt EPB down so the screen is right-side up and sign on the line. Press DONE. The screen should be upside down again. Tilt screen back towards you so it is right-side up again and press "issue ballot".
- Verify an 'Authority to Vote' slip prints with the correct precinct name. Press CONTINUE.
- Verify the voter's ballot style and touch COMPLETE CHECK-IN.
- Ensure the EPB states "voter successfully checked in." Press PROCESS NEXT VOTER.
- Continue checking voters in using the steps above. Again, at least one voter from precinct at the polling location must be checked in on first EPB for the polling location.

Logic Test Procedures

The purpose of L&A testing is to verify that all the equipment is working properly together as configured while also verifying that the Touchpad is properly assigned and functioning for the assigned location. Tenex will work with your county to develop L&A testing procedures that are appropriate for your organization. There may already be some state requirements for Logic & Accuracy testing of electronic poll books that will need to be considered and properly incorporated into the plan.

The L&A test plan should be used to confirm set up before every election. The steps and plans prepared for your country for the L&A test can also be used as a final acceptance test for the implementation. This provides a method to complete the final acceptance for the implementation while also validating the actual L&A test procedures.

An L&A can cover various aspects of the system, but is usually designed to rest and ensure that each locations hardware configuration is working properly. Some aspects that will be covered in the L&A test include but are not limited to:

- The MiFi is properly named (correct SSID based on the location)
- The Touchpads automatically connect to their locations MiFi
- The printers automatically connect to their associated Touchpads
- The touchscreen is responsive to touch

SETUP OF HARDWARE


Remove all contents from the transport case and place on table and verify correct EPBs, printers, and MiFi are printed on the device labels.

Use the colored stickers as a guide to plug in the devices to the white surge protector and power them on. (Note: This MUST be completed in the order below)

- o Step 1: Power on and plug in the MiFi Hotspot.
- o Step 2: Power on and plug in the Printers.
- o Step 3: Power on and plug in the Electronic Pollbooks.

Open the printer paper access panel by pulling up on the gray lever. Remove the paper roll and place in the bin labeled "USED PAPER ROLLS".

Retrieve a new printer roll from the box and insert into the printer, then close the printer access panel. DO NOT USE THE ONES IN THE TRANSPORT CASE!

Verify the EPB shows the charging indicator  in the top right corner and that the MiFi shows a charging indicator in the top right corner as well.

CONFIGURATION VERIFICATION

Press the iPad home button to unlock the device and press the EPB application icon.

Press the settings icon in the top left corner and verify the following:

Touchpad Health

- o Sideways:
- o Battery Status: **Plugged and properly charging**

Touchpad Info

- o Asset ID: 1
- o Device ID: CACert1
- o Usage Location: 215120
- o Election Date / Name: November 6, 2018 General
- o Type: ElectionDay
- o Software Version: 4.0.0
- o Database ID/Name: CACertProd

Press the settings icon in the top left corner to exit the settings menu.

Verify the following items in the lower portion of the screen

- Device ID: CACert1
- Polling Location Name: COLLEGE PRESBY CH RECEPTION RM
- MiFi Name: TenexMiFi
- Touchpads Connected: 1
- Printer: PR 001

LOGOUT/SYNC/PRINT REPORTS

Press the menu icon in the top right corner and press LOGOUT then a yellow CLOSE THE ELECTION button. Press YES to confirm this.

- Enter password “vote123” then press LOCK DEVICE and the screen should turn orange and state “synchronizing device”.

Press the PRINT button, then YES to confirm; verify a Check-in Totals report prints.

Verify the “Total for location” section reports the same number of check-ins on the printouts from ALL EPBs assigned to the polling location.

POWER DOWN/ PACKING UP

- Verify the battery percentage in the top right corner. If it is less than 80% the EPB must remain plugged in to charge.
- Double click the iPad home button and swipe the EPB application screen up to kill the app.
- Hold the power button on the top of the EPB until a “slide to power off” indicator appears; slide the power button/icon to the right and the EPB will turn off.
- Power off the MiFi unit by holding down the power button.
- Turn off printer by pressing the power button.
- Unplug all devices and verify all items are present using the diagram on the inside of the transport case.
- Place a colored dot on the side of the transport case to indicate it is complete.

4.1 Retention of Test Materials

Test materials should be retained for the applicable period as per the California state requirements. Tenex recommends that test materials are retained until the end of election canvassing in case a public record request is received.

4.2 Hardware Maintenance and Preparation for Use

Tenex has a unique combination of commercial off the shelf hardware used, and maintenance requirements are minimal for all hardware components. The devices do not need any specific hardware maintenance beyond an electrical charge that must be completed for each election cycle. These normal maintenance procedures do not require onsite maintenance services, but Tenex will provide documentation on the charging procedures and other maintenance processes. If any hardware component needs to be replaced, Tenex will help facilitate the exchange and replacement of such hardware component.

To prepare for use, devices should be charged at more than 80% charge.

5 Polling Place Procedures

5.1 Polling Place Set-Up and Usage

Tenex’s Touchpad units are delivered to the polling locations in a protective transport and carry case. There are two carrying case versions:

- One version (as shown below) contains two complete ePollbooks units and peripherals
- One version contains one complete ePollbook unit and peripherals

The Touchpad polling place set-up procedures would be the same for a vote center or a polling place configuration. The carrying case contains all necessary equipment to setup and use the ePollbooks at the polling location. The tables below walk through setting up the equipment at the polling location.

CARRYING CASE AND REMOVING CONTENTS FROM CARRYING CASE	
	<p>➡ The carrying case containing two Touchpad units should be set on the check-in table as pictured.</p>
	<p>➡ Open the case by unlatching the two locks at the top of the case.</p>
	<p>➡ When opened, you will see two printers, two Touchpads, a MiFi unit, three styli, additional paper rolls (under Touchpads), charging cords (under Touchpads), and a cleaning cloth (under Touchpads).</p>



- ➔ Remove both Touchpads from case and set them on the table. Remove printers and set them on the table as well. Ensure that the correct Touchpad is next to the correct printer by checking the labels on the devices.



- ➔ Remove additional items (except spare paper) from the carrying case.

SETUP OF TOUCHPAD UNITS



- ➔ Now that all materials have been removed from the case, we can set-up the hardware. Remove and plug-in the MiFi hotspot. (Hotspot model will vary by county).
- ➔ Ensure all jurisdictional and/or State wireless network requirements are followed when WiFi and/or MiFi connections are utilized.



- ➔ Locate your Touchpad ePollbooks. Open the Touchpads by inserting your finger under the blue "Lift Here" sticker. Flip the case into position by folding the bottom of the stand underneath the unit and setting it on the table (see picture below for proper setup).



- ➔ Once the Touchpad has been properly set-up, locate the orange tabbed power port on the right-hand side of the unit.



- ➔ Locate your 10-foot charging cord. Insert the orange stickered end of the white charger into the charging port of the Touchpad by using the stickered guides.



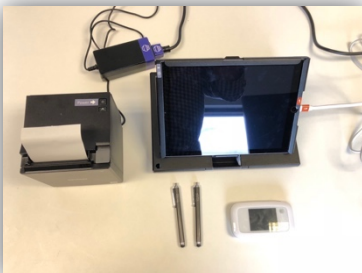
- ➔ Plug the other end (teal stickered) of the 10-foot charging cord into the USB charging brick (matching teal sticker).



- ➔ Plug the brick into a power outlet. The Touchpad will now turn on automatically.



- ➔ Locate both cord pieces for the printer. Insert the printer cord into the printer block (use purple colored guides) and plug the cord into the surge protector. Press the power button on the printer to turn it on. You should see a blue light appear on the front display of the printer.



- ➔ All hardware is now set-up and ready to start.

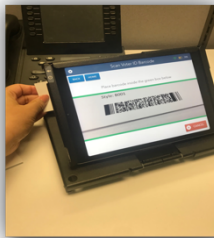
USING THE TOUCHPAD TO PROCESS A VOTER



- ➔ Once the Touchpad is turned on, open the EPB app by touching the red white and blue EPB app icon.



- ➔ Once logged in, to scan a voter ID, touch the green "VOTER ID SCAN" button.



- ➔ Scan the barcode of the voter sample ballot or ID card by using the sticker guides.
- ➔ There is a sticker on the back of the Touchpad to guide you on where to place the scannable ID.



- ➔ App will verify voter eligibility. Touch the green "GET VOTER SIGNATURE" button to allow the voter to sign.



- ➔ The signature screen will appear. Tilt the screen towards the voter – do not rotate the stand. The voter will sign using the stylus. Once complete, flip the screen back towards the poll worker.

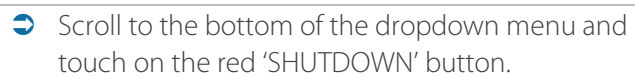
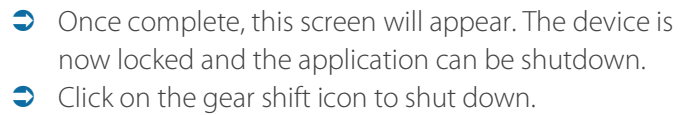
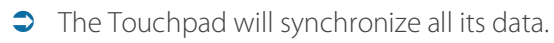


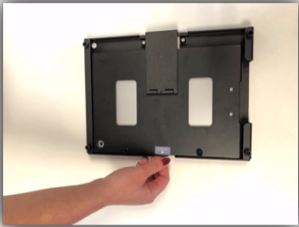




- ➔ Once the voter signs, flip the Touchpad back to face you and click the green 'Issue Ballot' button if signature is satisfactory.
- ➔ A ticket will then be printed for the voter.
- ➔ *Any special voter circumstances such as but not limited to provisional voters, absentee ballot voters, etc. will be enumerated and explained in the Operations Manual.

5.2 Closing the Polling Place

Once voting hours are over and the election is closed, please follow the steps below to properly close the Touchpad and secure equipment.

CLOSING THE TOUCHPAD UNITS	
	<ul style="list-style-type: none"> ➔ Touch the settings menu button at the top right hand corner of your screen. ➔ At the very bottom, touch 'Logout'.
	<ul style="list-style-type: none"> ➔ A dialog box will appear - touch the yellow 'Close the Election' button.
	<ul style="list-style-type: none"> ➔ A warning page will appear to confirm we want to continue. Touch 'Yes'.



	<p>➡ Unplug cords and flip the Touchpad stand closed.</p>
	<p>➡ Turn off the MiFi equipment by holding the power button until the screen goes dark.</p>
	<p>➡ Turn off the printer by pressing the power button. Unplug the power cord from the printer.</p>
	<p>➡ Place all equipment back into the case.</p>
	<p>➡ Close lid and secure the latches on the case.</p>

5. Programming and configuration of software, including audit logs to be generated and retained

The Precinct Central ePollbook application (EPB) will be installed on all delivered Touchpad units. The units will come preconfigured with the most up-to-date, certified version per the California Secretary of State. Because each Touchpad will be enrolled in the Mobile Device Management (MDM) solution, as new software versions are available, Tenex will be able to remotely push these application updates down to the ePollbooks as needed and as they are approved by the California Secretary of State. The county will not be required to install or configure any software on the Touchpad ePollbook units. No configuration is required of the software on the unit. Counties do, however, have the option to customize features/settings of the ePollbook application through their backend Precinct Central Console. See “Admin Guide” for step by step instructions on configuring settings.

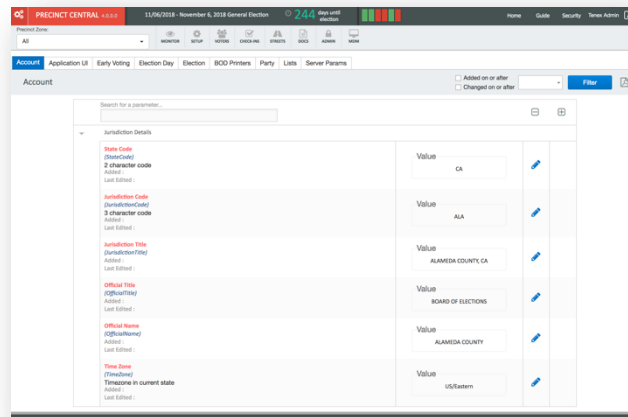


Figure 5: EPB Settings from Console

Precinct Central keeps a full audit log of operations performed on the system. Operations that are saved include, but are not limited to:

- Poll worker log-in name and time of poll worker log-in and log-out
- When a database is downloaded, or removed
- Any voter that is searched (even if that voter is not checked-in)
- Device lock and unlock time and user information
- Voter transactions including regular check-ins, provisional ballots, spoiled ballots,
 - Address changes, name changes, transfers
 - Poll worker that completed each transaction
 - Time each transaction began and ended
 - All voter record information
- Total transaction times for each transaction

Each operation saved on the system is accompanied by the user that performed the operation, the Asset ID of the device the operation occurred on, and the voting location the operation occurred in. The Touchpad keeps a full log of these operations locally on the Touchpad, which can be viewed and filtered. This log can be sent to the Precinct Central Console for easy viewing and archiving.

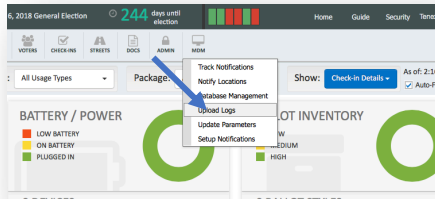
Precinct Central creates several log files.

- Device Logs: This log file keeps information on the Touchpad device. Transactions that are logged here include the downloading of a database, removal of a database, and/or a parameter change. Device logs persist across elections and will not be removed unless specifically removed by the administrator.
- General Logs: The general log contains a log of all transactions that happen on the

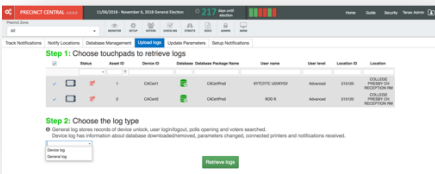
- device. This includes a log of every voter that was searched, unlock/lock transactions,
- and when a user logs in or out.

The following demonstrates how to retrieve the audit logs from the Touchpad units.

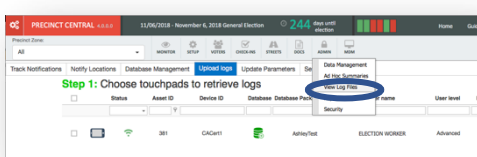
RETRIEVING AUDIT LOGS



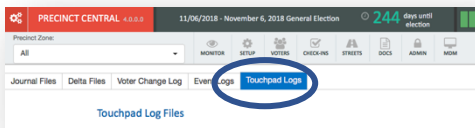
- ➔ From the Precinct Central Console, hover over the MDM menu option, and select "Upload Logs."



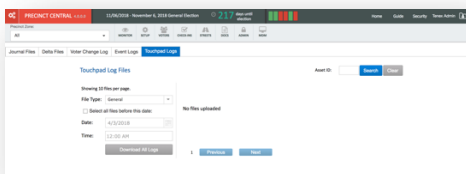
- ➔ Select the devices you wish to upload logs for by selecting the check box next to the device. Then select the log type you wish to upload. Information on which log includes which information is above. Then, click "Retrieve Logs."



- ➔ Once logs have been uploaded, hover over the Admin menu option, and select "View Log Files."



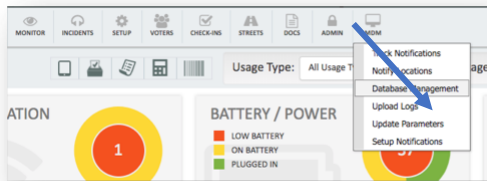
- ➔ Click the "Touchpad Logs" tab.



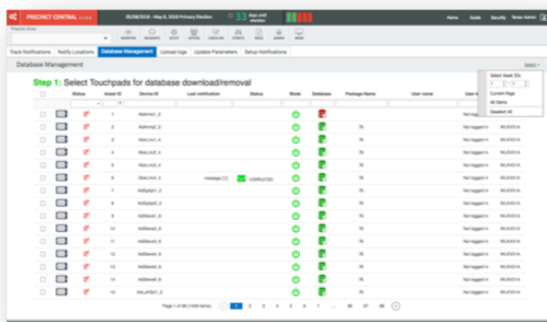
- ➔ Logs that have been uploaded will be displayed by Asset ID. Select a log you wish to view one by one or download all logs by clicking "Download All Logs."

After voter history and logs have been removed from the Touchpads, the election database should be removed. This will remove all voter data, settings, and election history from the device. Follow the steps below to remove databases from Touchpads:

DELETING DATABASES FROM TOUCHPADS



- ➡ Navigate to your county's Precinct Central Console and login. Hover over MDM in the menu bar, and click on "Database Management."

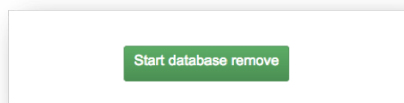


- ➡ You will arrive at the Database Management page. From this page, you will select the devices you wish to remove databases from. This can be done by selecting:
 - An individual Touchpad
 - All Touchpads
 - Single, specific pages of Touchpads
 - A range of Touchpads by Asset ID

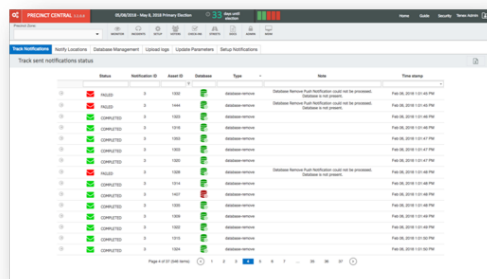
Select devices by hovering over the "Select" control in the upper right hand corner and selecting the option you wish to use to select devices.



- ➡ Once you have selected the devices you wish to remove a database from, click on the dropdown box under "Step 2." Select the "Remove" option.



- ➡ Click the green "Database Remove" button. The transaction will be queued.



- ➡ To monitor the database removal, click on the "Track Notifications" tab. The "Status" column will give information on whether or not the notification went through to a specific Touchpad device.

6. Software and firmware upgrades

Tenex understands the time-critical schedule of elections and works to integrate releases based around making sure the software components are ready for deployment well ahead of the beginning of the training for an election. With one of the highest employee to client ratios, Tenex has an excellent record in delivering software under tight timelines with excellent quality. As a firm believer in the agile software methodology, incremental releases will be provided on an iterative basis to facilitate the updating of training materials and receive client feedback.

- All releases follow a standard version number naming scheme using the Major.Minor.Patch.Build Number model:
 - Major – This will change only if a large overhaul or an architectural change is made
 - Minor – This will change when a new feature or a behavior change is added to the product
 - Patch – This will change when a small change or bug fix is completed
 - Build – This is a special version that is release for a customer with a specific fix for the customer
- A controlled change management process is followed for all incremental changes and product enhancements. All product releases follow a version naming convention of Major.Minor.PatchVersion.BuildNumber.
 - Major releases are generally not released more than once a year, while minor releases may be completed 1 to 2 times a year.
 - Patch and build versions (emergency releases) are completed as needed and usually done to fix a critical bug or accommodate a pressing customer request for changes.
 - Security updates, certificates for code signing and TLS encryption are rolled into one of the scheduled releases.
- Release updates are easy to install on each Touchpad device.
 - Tenex recommended configuration allows Touchpads to be updated using an MDM tool that can update devices with new releases without having to touch each device. This method allows the device to be updated by a central authority at California Secretary of State or individual jurisdictions if so chosen.
 - In addition to MDM a secret menu allows the application to be updated from within the application. Using password authentication this IT menu allows an administrator to manage databases, upgrade/downgrade applications etc.

Customers are informed of upcoming releases via email with detailed release notes of the changes. Customers will have the opportunity to receive online consultation and training on any new features and changes. Updates to customer environments are coordinated with individual based on election cycles and scheduled and not simply done when a new version comes out. These updates are only to be made if they have been approved by the California Secretary of State.

7. Archive Precinct Register

Once all data has been reconciled an archive of all check-ins is created in the form of a printable PDF file. The format resembles a printed precinct register/paper poll book complete with the voter's signature.


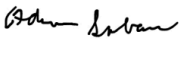

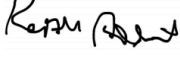
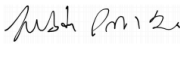
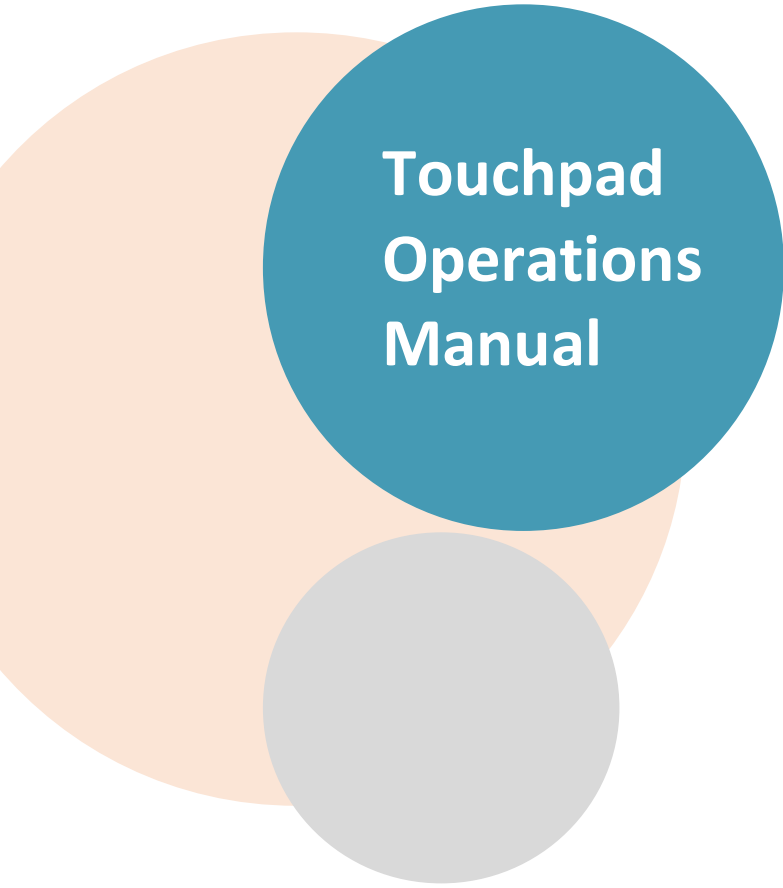
05/11/2016		CUYAHOGA COUNTY, OHIO May Mock Election Check-Ins				1/12
Name: MARGO E ADAMS Address: 3464 E 142ND ST CLEVELAND 44120	Voter ID: 2036371 Precinct-Group: CLEVELAND - 01	Birth Date: 12/01/1985 Style/No: / ID Type: CLEVELAND Driver License: 1N /00010	Race/Gender: / Party: DEM			
ServerTS: 05/11/2016 13:53:17 Checked in at 05/10/2016 12:59:12 by STEVE DOELL						
Name: SIOBHAN T ADAMS Address: 3413 E 143RD ST CLEVELAND 44120	Voter ID: 2635894 Precinct-Group: CLEVELAND - 01	Birth Date: 12/04/1979 Style/No: / ID Type: CLEVELAND Driver License: 1N /00009	Race/Gender: / Party: NOPTY			
ServerTS: 05/11/2016 13:54:56 Checked in at 05/10/2016 12:55:49 by WILLIE BROWN						
Name: MARCUS S AKINS Address: 3462 E 143RD ST CLEVELAND 44120	Voter ID: 2560422 Precinct-Group: CLEVELAND - 01	Birth Date: 01/15/1985 Style/No: / ID Type: CLEVELAND Driver License: 1N /00015	Race/Gender: / Party: NOPTY			
ServerTS: 05/11/2016 13:54:37 Checked in at 05/10/2016 13:07:59 by NANCY STOOP						
Name: KEITH L ALBERT Address: 14412 MILVERTON RD CLEVELAND 44120	Voter ID: 2529479 Precinct-Group: CLEVELAND - 01	Birth Date: 05/08/1957 Style/No: / ID Type: CLEVELAND Driver License: 1N /00016	Race/Gender: / Party: NOPTY			
ServerTS: 05/11/2016 13:53:17 Checked in at 05/10/2016 13:08:08 by STEVE DOELL						
Name: CALLIE ALEXANDER Address: 3335 E 140TH ST CLEVELAND 44120	Voter ID: 944490 Precinct-Group: CLEVELAND - 01	Birth Date: 11/05/1923 Style/No: / ID Type: CLEVELAND Driver License: 1N /00013	Race/Gender: / Party: NOPTY			
ServerTS: 05/11/2016 13:54:56 Checked in at 05/10/2016 13:05:43 by WILLIE BROWN						

Figure 6: Precinct Register Example



Touchpad Operations Manual

1. Unpacking the ePollbook Case

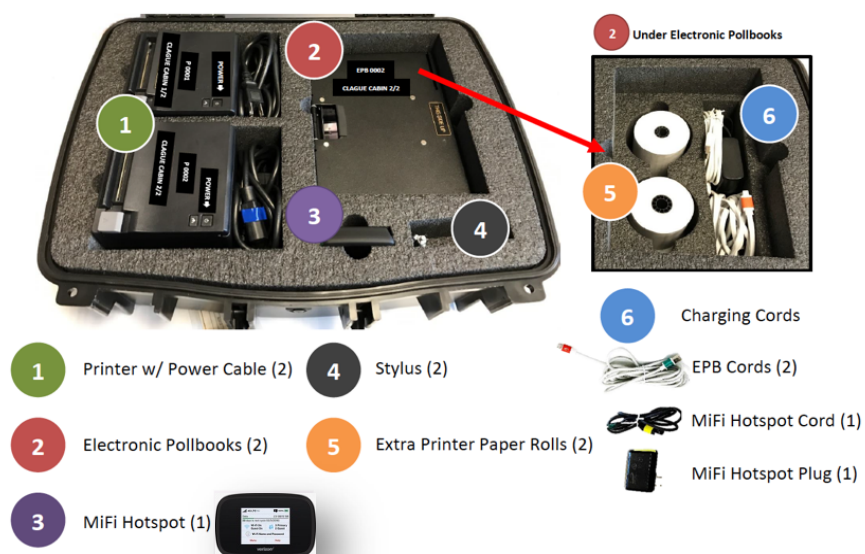
Step 1: Unpacking the Case

- Open the case by unlatching the locks
- Set the Touchpads onto the table
- Set the printers on the table
- Check that the printer and touchpad names match
- Remove all additional items: MiFi, cords, cleaning cloths and styli



If anything is missing or isn't in working order, be sure to contact the Board of Elections.

Electronic Pollbook Transport Case Diagram



2. Setting Up the ePollbook Unit

Step 1: Turn on the MiFi

- Hold down the power button until you see the MiFi screen illuminate
- Plug in the MiFi using the micro USB cord in the pocket of the carrying case
- Verify that the MiFi shows at least two bars of connectivity – 4GLTE



Step 2: Set-up and plug in the Touchpad

- Open the Touchpad by flipping the case open
- Set the Touchpad onto the table and plug it in
- If device does not automatically power on, press and hold the power button on the upper left-hand side of the device until the Apple symbol appears on the screen



Step 3: Turn on the printer

- Plug in the printer
- Press the power button on the top of the printer
- You will see one steady blue light on the front of the printer when it is turned on





TIPS, BEST PRACTICES & EQUIPMENT DETAILS



Troubleshooting the Epson Printer Connection:

- A green status indicates a printer is connected
- A yellow status indicates a printer has been connected but is currently not
- A white status indicates a printer has never been connected

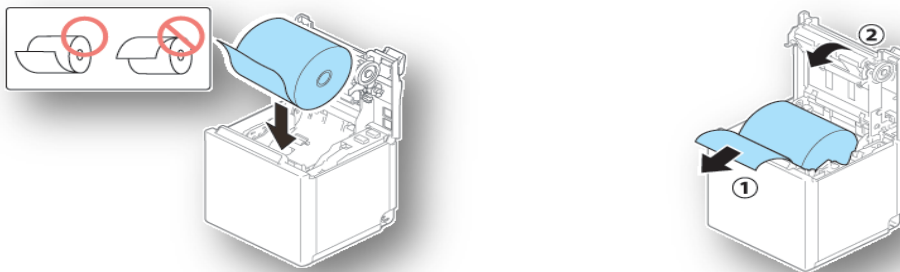
Verify the printer is properly plugged in and shows a blue light (no amber light). Touch the yellow or white printer icon to enter the printer connection settings and complete steps 1-6 below:

1. Touch Find Printer
2. The Select and Accessory window will appear
3. Touch "PRINTER ####" from the list
4. Touch TEST - The printer will print a test report confirming it is connected properly
5. Touch SAVE
6. The printer icon will now be **GREEN** indicating it is paired correctly



Replacing the Epson Printer Paper (If needed):

- There are 2 buttons on the top of the printer. One, is the power button, clearly indicated with a POWER label. Two, is the paper feed.
- If you need to change the printer paper, simply use the grey button to lift the top to expose the used paper roll. Remove the roll. Place a new roll in by simply dropping it in place. Then close the lid. The paper will automatically feed and cut. If it doesn't, reopen the lid and pull the paper (1) and close the lid (2).



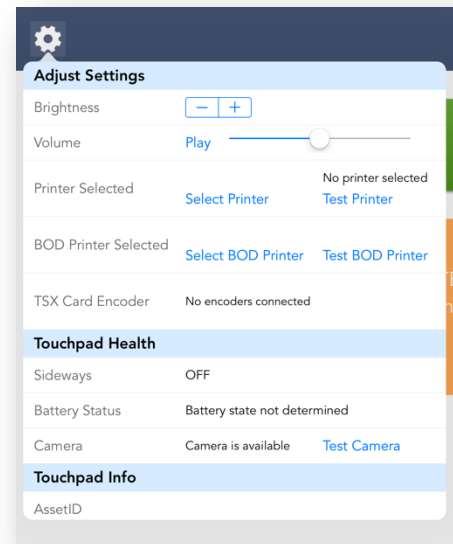
3. Getting to Know the Touchpad



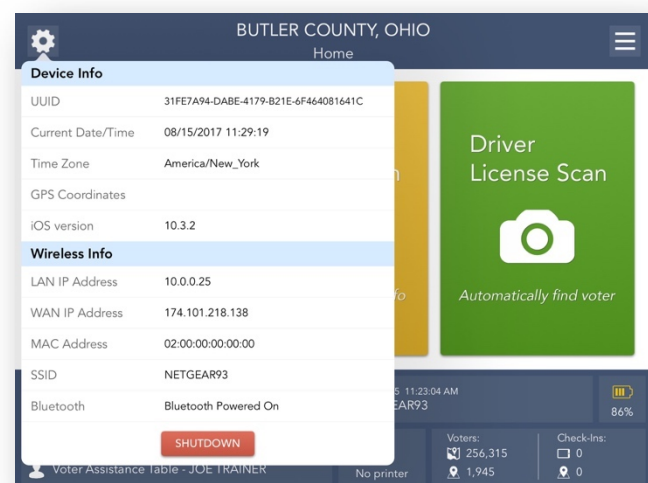
The Troubleshooting Menu is in the upper left-hand side of the EPB software on ALL screens for accessibility.

Troubleshooting Menu:

- ✓ Brightness
- ✓ Volume
- ✓ Printer Selection
- ✓ Test printers
- ✓ Save printer selection
- ✓ Test camera
- ✓ View Touchpad info
- ✓ View device info
- ✓ View wireless info

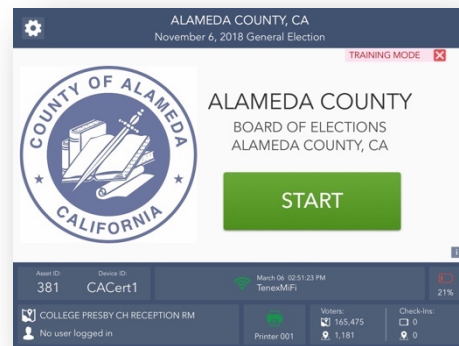


ONLY If you are instructed to do so, you can “kill the app” from within the troubleshooting menu. Scroll all the way to the bottom of the menu and touch the **red SHUTDOWN** button

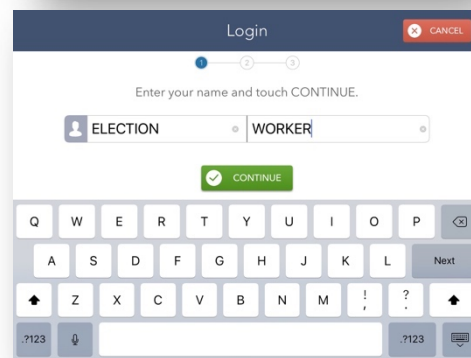


4. Logging-In to the ePollbook

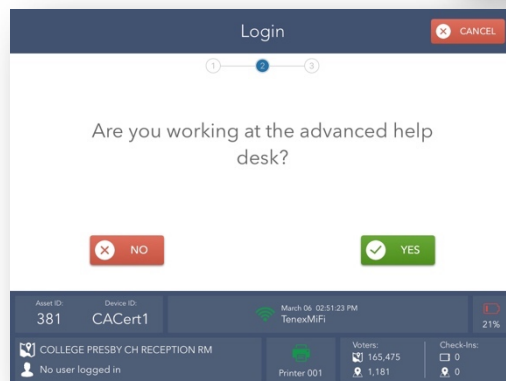
Step 1: Touch the **START** button.



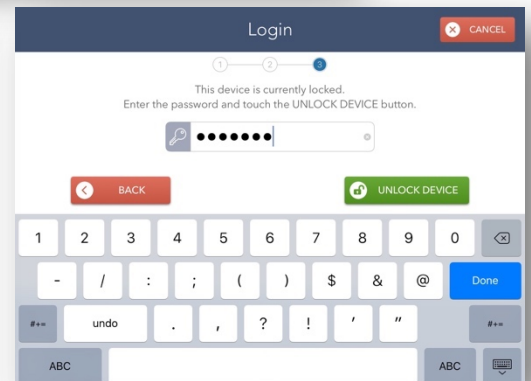
Step 2: Enter your full first and last name using the pop-up keyboard. Then, touch **CONTINUE**.



Step 3: Answer the question, "Are you working at the advanced help desk?" If you answer yes, you are going to be processing voters as the super or advanced user.*

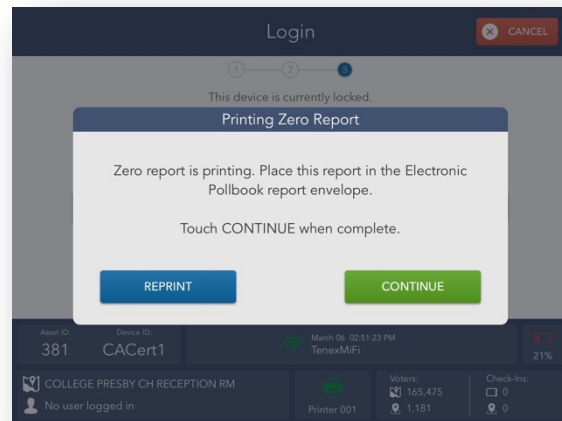


Step 4: Enter the password given to you (vote123).



**The ePB supports two user types that are determined by the county but this is customizable. Usually the advanced help desk would be the only one to process provisionals and change addresses. These options are customizable to the liking of the county.*

Step 5: The EPB will search for its preprogrammed Bluetooth printer. When the printer has been found, it will print the Zero Report. Once the slip has been printed, touch the **green** “CONTINUE” button.



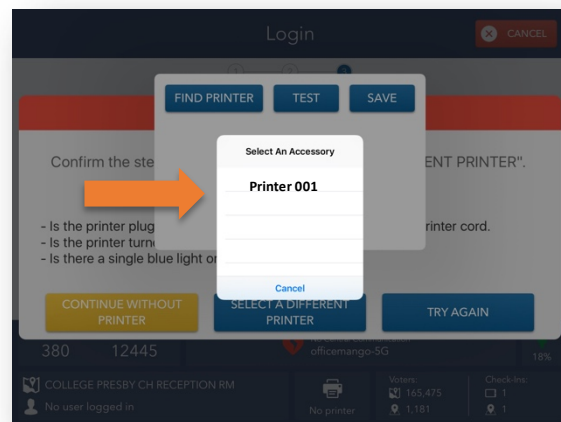
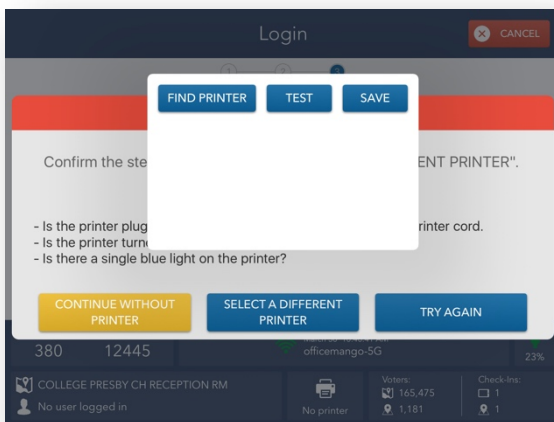
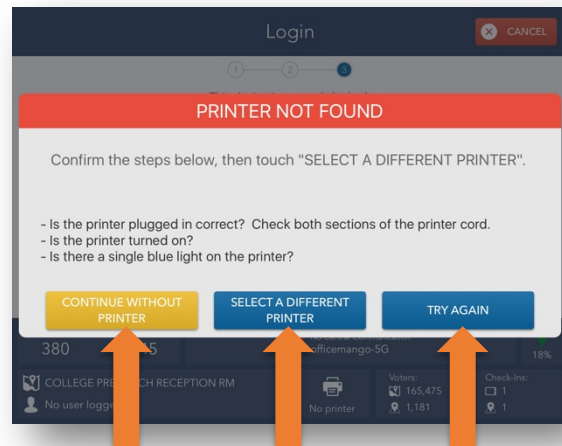
IF you receive an error message like this, there are a few options you can try.

Touch the **blue** “TRY AGAIN” button to refresh the EPB and connect to the designated printer.

-OR-

Touch the **blue** “SELECT A DIFFERENT PRINTER” button to manually connect your printer to the EPB.

This will open a new dialog box with three separate options. Touch the “FIND PRINTER” option to find printers in the area. Your printer should appear here. Touch its name for the EPB to connect. Once connected touch the “TEST” button to ensure the printer connected properly. Touch the “SAVE” button to stay connected to this printer.

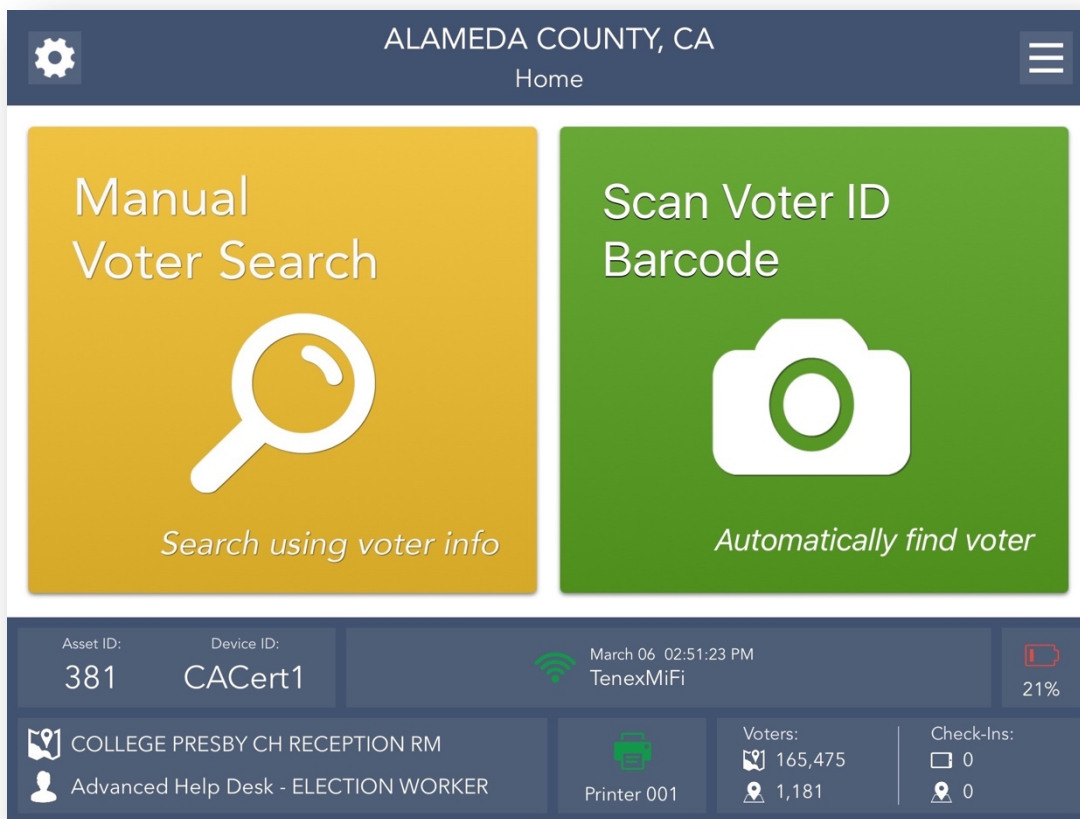


5. The Launchpad

This is your Home Screen. After every check-in, you should arrive back at this screen to process the next voter. At the bottom of your Home Screen, you will see information on your connectivity and sideways status, battery status, as well as the location you are logged into, your job title, and your name.

*To search for a voter by using a scannable voter ID card, touch the **green** VOTER ID SCAN button.*

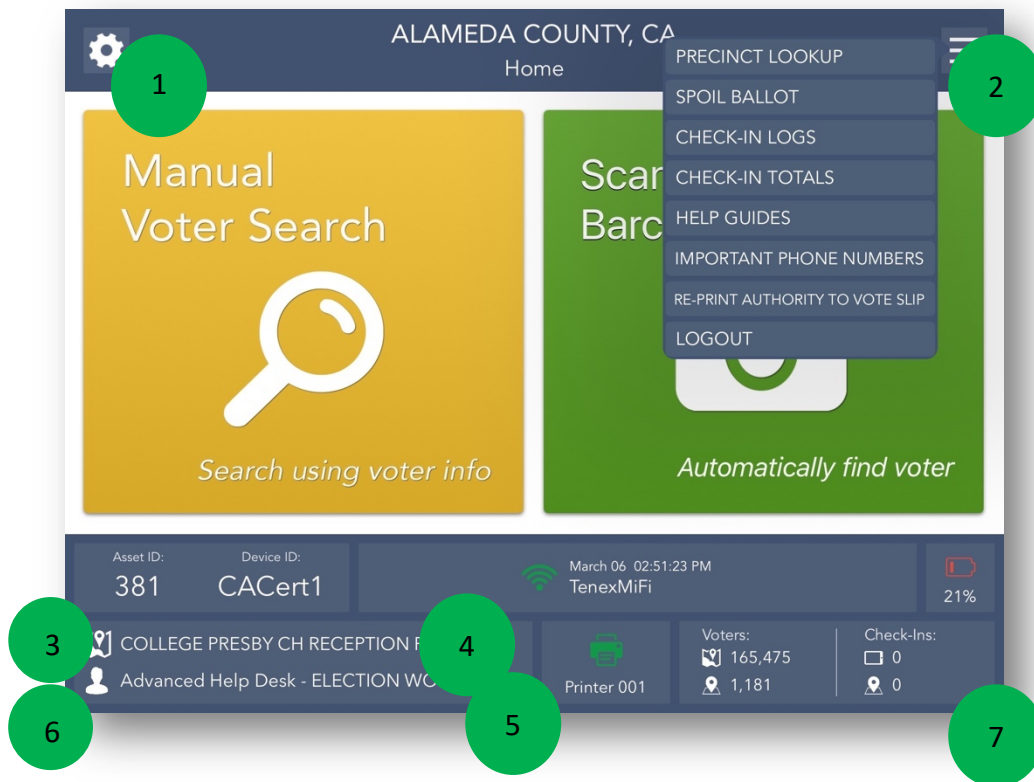
*To search for a voter without scanning a voter ID, touch the **yellow** MANUAL VOTER SEARCH button.*



6. Launchpad Menu Buttons

The blue menu button on the Launchpad shows additional functionality. This functionality includes:

- *Precinct Lookup* – Searching for a voter's precinct by address
- *Spoil Ballot* - Spoiling and re-issuing or admin soiling a voter's ballot
- *Check-in Logs* – Detailed log of all voters checked in
- *Check-in Totals* – High level totals of voters checked-in
- *Help Guide* – View help guides, pdf's and video's
- *Important Phone Numbers* – View important Election Day phone numbers
- *Re-print Authority to Vote Slip* – Reprint authority to vote slip
- *LOGOUT* – Logout temporarily, and/or close the election



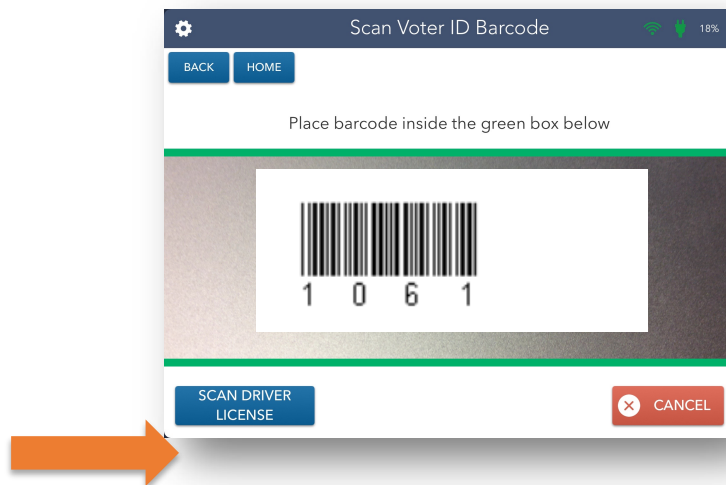
1	Troubleshooting Menu
2	System Menu
3	Asset ID / Device ID
4	Heartbeat / Sideways Status / Network Status
5	Printer Status
6	Voting Location / Person Logged In
7	Number of Voters and Check-ins

7. Searching for a Voter

VOTER ID SEARCH

To process an eligible voter by scanning their voter ID, place the ID on the back-left side of the stand. Make sure the ID barcode is facing the iPad (you will see the barcode in the green barcode box to the right). It will automatically scan once it sees the barcode.

Once the scanner has captured the barcode, the voter's information will appear.



DRIVER LICENSE SEARCH

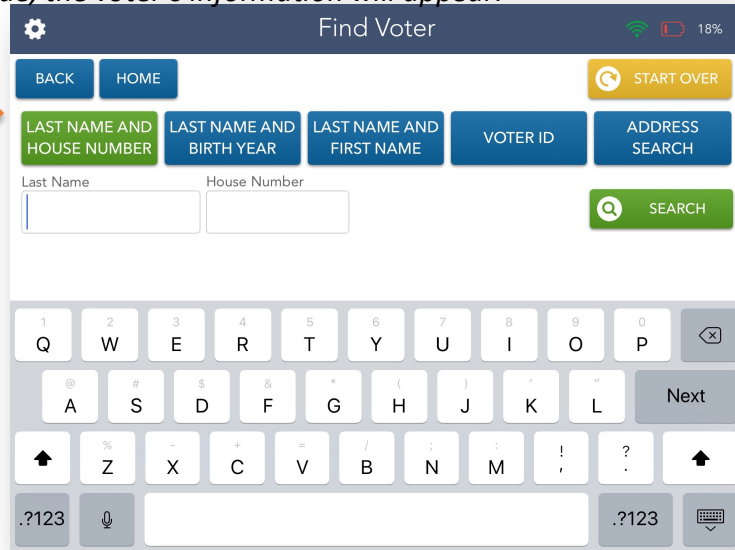
If the voter presents their driver license as a form of identification, poll workers can touch the blue "SCAN DRIVER LICENSE" button to look up the voter by DL. This does not store the voter's DL # or any other information but simply uses the barcode to perform a search for the voter's record. Once the scanner has captured the barcode, the voter's information will appear.

MANUAL SEARCH

To process an eligible voter by using the yellow "MANUAL SEARCH" button.

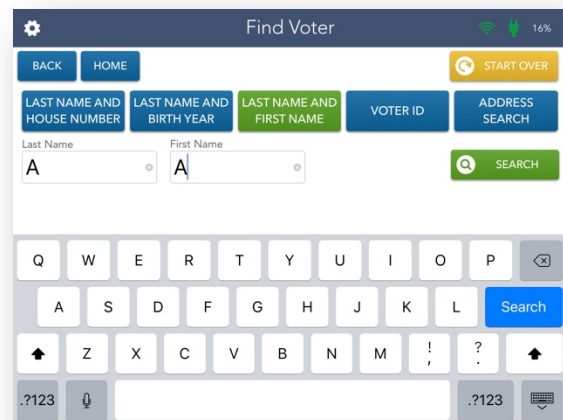
If you are doing a manual search, there are three commonly used options:

- Last Name & House No.
- Last Name & Birth Year
- Last Name & First Name



TIP: Glare is the enemy when scanning an ID. Place the ID on the *SCAN HERE* sticker and move it slightly if needed. Make sure you **DO NOT** cover the barcode with your finger.

For this example, the “LAST NAME AND FIRST NAME” search option is selected. Enter the correct information needed in the fields. Touch the **green** “SEARCH” button.

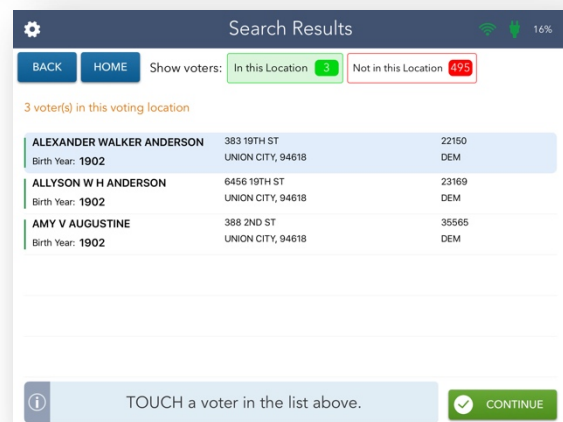


The "Find Voter" screen shows search options: "LAST NAME AND HOUSE NUMBER", "LAST NAME AND BIRTH YEAR", "LAST NAME AND FIRST NAME" (selected), "VOTER ID", and "ADDRESS SEARCH". Input fields for "Last Name" (A) and "First Name" (A) are present, along with a green "SEARCH" button. A keyboard is visible at the bottom.

This screen will list all applicable voters.

Select the voter you are searching for; their name will become highlighted in blue. Touch the **green** “CONTINUE” button.

Note: At the top of the page you can filter the results by voters that are registered for your voting location and NOT in your voting location.

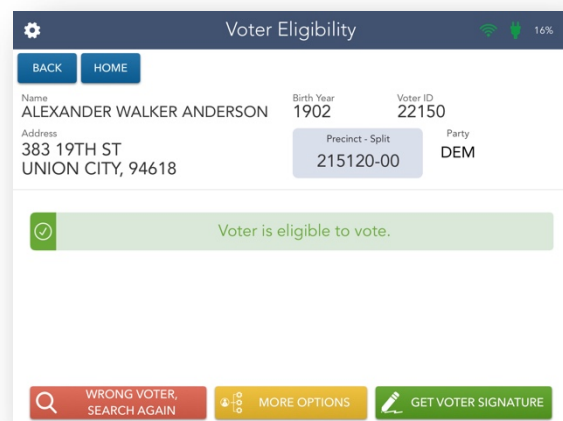
The "Search Results" screen shows filters: "Show voters: In this Location (3) Not in this Location (495)". It lists 3 voters in this voting location:

Name	Address	Birth Year	Party
ALEXANDER WALKER ANDERSON	383 19TH ST UNION CITY, 94618	1902	DEM
ALLYSON W H ANDERSON	6456 19TH ST UNION CITY, 94618	1902	DEM
AMY V AUGUSTINE	388 2ND ST UNION CITY, 94618	1902	DEM

At the bottom, there is a message "TOUCH a voter in the list above." and a green "CONTINUE" button.



The voter is now confirmed and eligible to vote.



The "Voter Eligibility" screen displays the selected voter's information:

Name: ALEXANDER WALKER ANDERSON Birth Year: 1902 Voter ID: 22150
Address: 383 19TH ST UNION CITY, 94618 Precinct - Split: 215120-00 Party: DEM

A green checkmark icon and the text "Voter is eligible to vote." are shown.

At the bottom, there are three buttons: "WRONG VOTER, SEARCH AGAIN", "MORE OPTIONS", and "GET VOTER SIGNATURE".

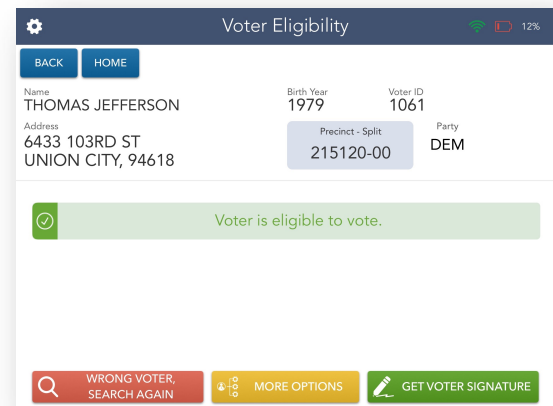
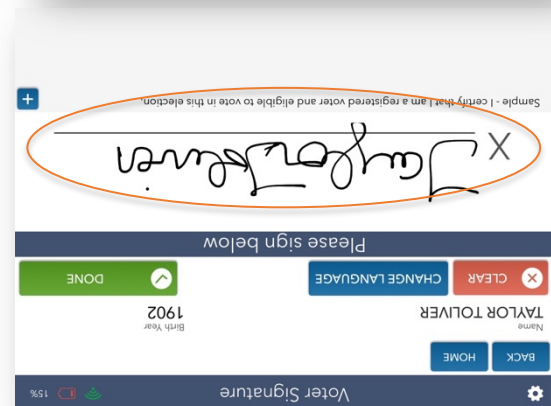
8. Processing an Eligible Voter

Once you have found the correct voter, you will arrive at the Voter Eligibility screen. If the voter is an eligible voter, the screen will display a green “Voter is eligible to vote.” message. Then, touch the **green** “GET VOTER SIGNATURE” button. The screen will automatically flip to the voter. Place two hands on the Touchpad and “flip” the Flip & Share stand towards the voter.

Direct the voter to sign in the box (circled in red to the right) and touch **DONE**. The screen will then flip back towards you. When finished, use 2 hands to flip the Flip & Share stand back to you. **DO NOT “ROTATE” the stand.**

Once the voter has touched **DONE** and the screen has flipped back to you, verify the signature and touch the **green** “ISSUE BALLOT” button.

If the signature looks incomplete, push the **yellow** “SIGN AGAIN” button to have voter sign again.

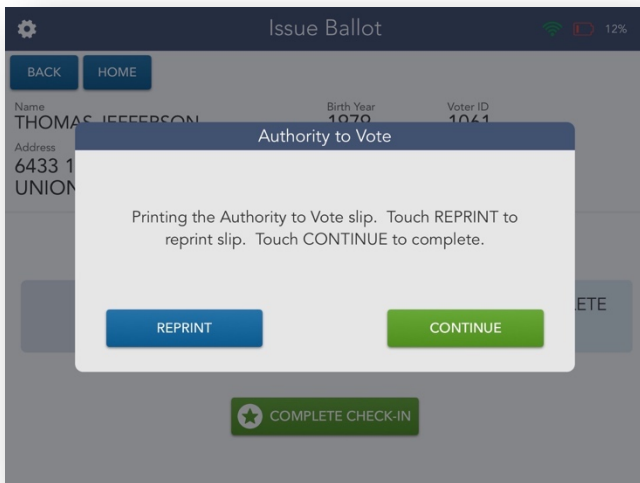





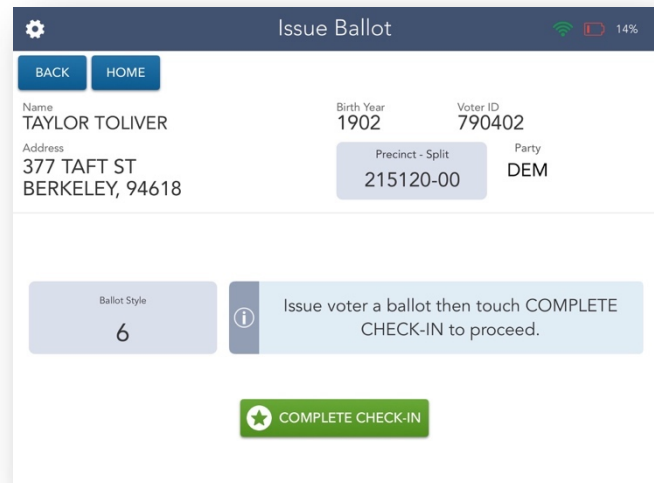
TIP: DO NOT touch the screen when flipping the Flip & Share stand. Hold only the stand when flipping to and from a voter.



The Touchpad will now be ready to issue a ballot. Touch the **green** “COMPLETE CHECK-IN” button to proceed.

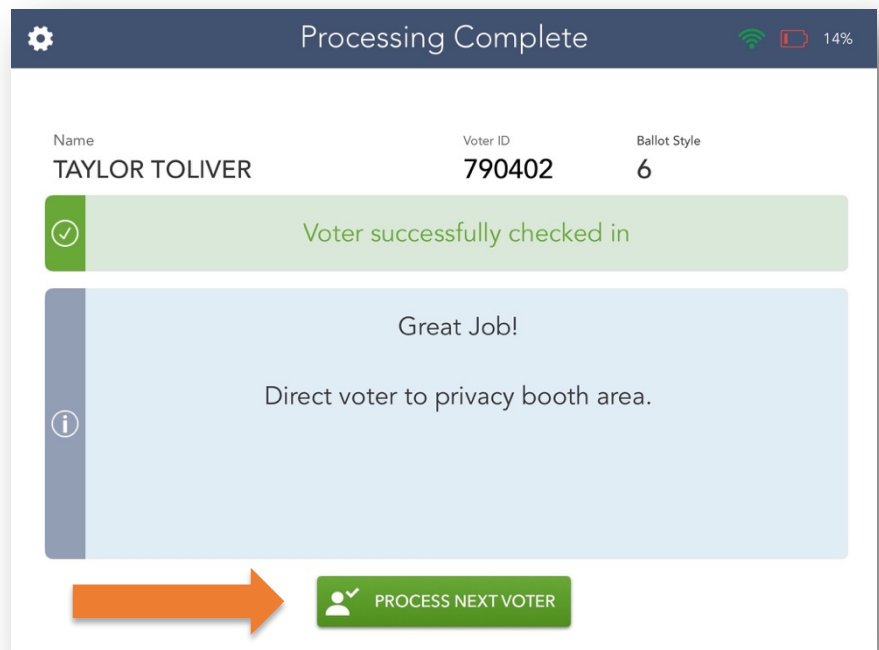


The screenshot shows the 'Issue Ballot' screen with a modal titled 'Authority to Vote'. The modal contains the text: 'Printing the Authority to Vote slip. Touch REPRINT to reprint slip. Touch CONTINUE to complete.' There are two buttons: 'REPRINT' (blue) and 'CONTINUE' (green). Below the modal, there is a green button with a star icon labeled 'COMPLETE CHECK-IN'. The background shows voter information for THOMAS JEFFERSON.



The screenshot shows the 'Issue Ballot' screen for TAYLOR TOLIVER. The voter information includes: Name: TAYLOR TOLIVER, Birth Year: 1902, Voter ID: 790402, Address: 377 TAFT ST, BERKELEY, 94618, Precinct - Split: 215120-00, and Party: DEM. Below this, there is a 'Ballot Style' section showing '6'. To the right of the ballot style is an information icon and the text: 'Issue voter a ballot then touch COMPLETE CHECK-IN to proceed.' At the bottom, there is a green button with a star icon labeled 'COMPLETE CHECK-IN'.

Congratulations! You have completed the check-in process. Direct the Voter to the privacy booth area. Touch **green** “PROCESS NEXT VOTER” button to return to the Home Screen and process the next voter in line.



The screenshot shows the 'Processing Complete' screen. It displays the voter information for TAYLOR TOLIVER, Voter ID 790402, and Ballot Style 6. A green checkmark icon is next to the text 'Voter successfully checked in'. Below this, there is a large light blue box with the text: 'Great Job! Direct voter to privacy booth area.' At the bottom, there is a green button with a checkmark icon labeled 'PROCESS NEXT VOTER'. An orange arrow points to this button.

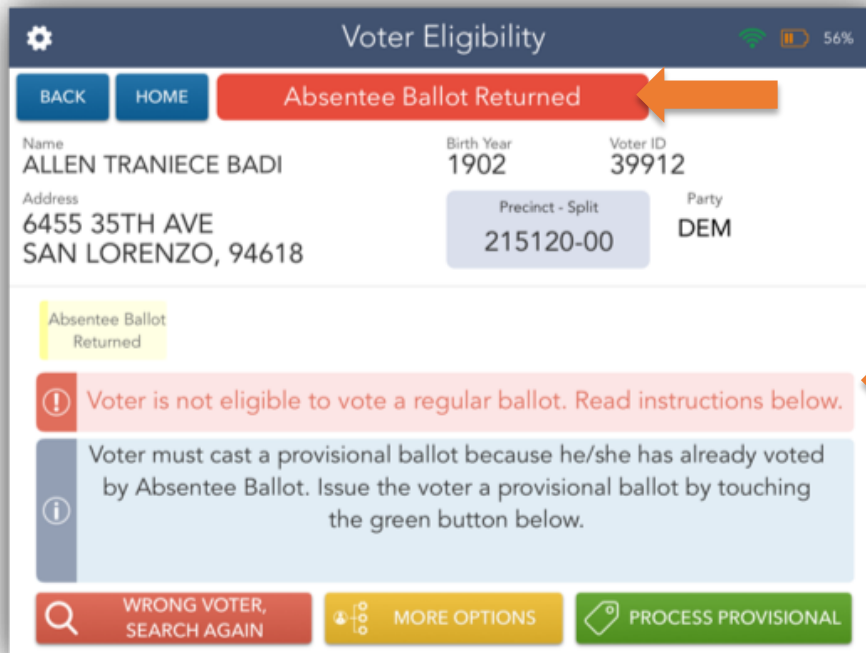
9. Checking-In a Provisional Voter

There are multiple reasons that a voter may appear as a provisional voter in the EPB. A provisional voter is notated by a red “Voter is Not Eligible to Vote” message and a red tag on the top of the screen with the provisional reason.

This voter will NOT be issued a regular ballot, but they will be issued a provisional ballot with a Provisional envelope.

Reasons a voter may be issued a provisional ballot include:

- A voter demands to vote in the wrong voting location (polling location counties)
- A voter returned an absentee ballot
- A voter requested an absentee ballot and does not surrender it at the time of check-in
- A voter’s new address is invalid



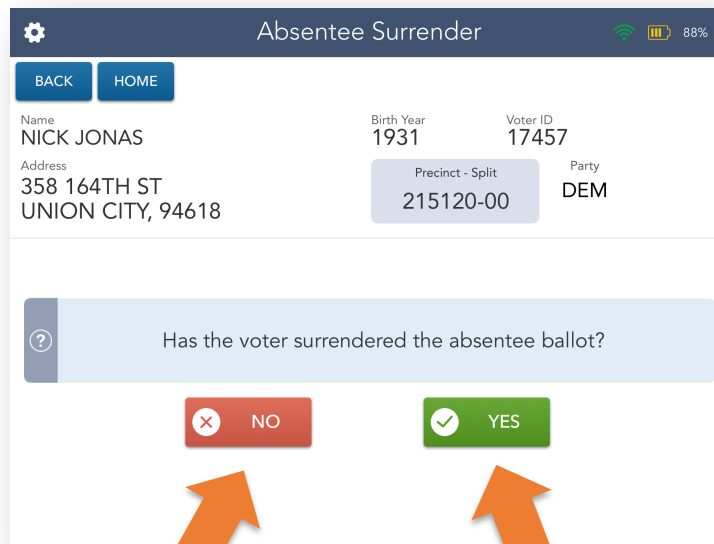
The screenshot shows the "Voter Eligibility" screen. At the top, there is a status bar with a gear icon, the title "Voter Eligibility", and a battery level of 56%. Below the status bar are two buttons: "BACK" and "HOME". A red banner at the top of the main content area reads "Absentee Ballot Returned" with an orange arrow pointing to it. The voter's information is displayed: Name "ALLEN TRANIECE BADI", Birth Year "1902", Voter ID "39912", Address "6455 35TH AVE SAN LORENZO, 94618", Precinct - Split "215120-00", and Party "DEM". Below the voter information, there is a yellow tag that says "Absentee Ballot Returned". A red banner with a warning icon and text reads "Voter is not eligible to vote a regular ballot. Read instructions below." with an orange arrow pointing to it. Below this, a blue banner with an information icon and text reads "Voter must cast a provisional ballot because he/she has already voted by Absentee Ballot. Issue the voter a provisional ballot by touching the green button below." At the bottom, there are three buttons: "WRONG VOTER, SEARCH AGAIN" (red), "MORE OPTIONS" (yellow), and "PROCESS PROVISIONAL" (green).

To process a provisional voter, touch “PROCESS PROVISIONAL,” and continue the check-in process (see pages 13 and 14 for instructions on continuing the check-in process).

10. Absentee Requested Voter

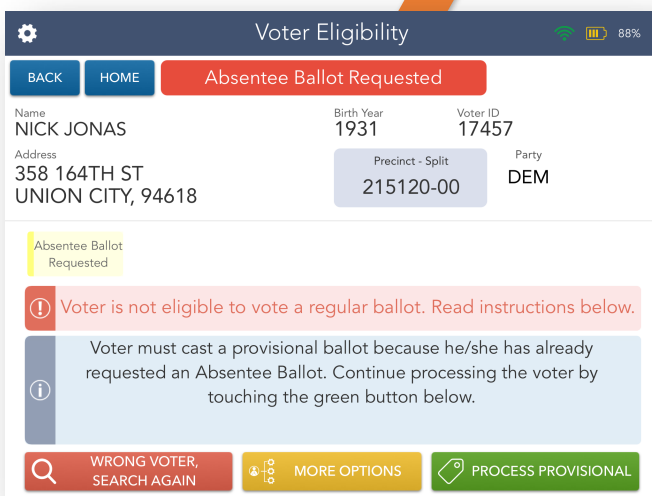
When a voter has requested an absentee ballot, they may vote in the precinct if they surrender that absentee ballot. If the voter does not surrender the absentee ballot at the time of voting, they will receive a provisional ballot.

If the voter does not surrender their absentee ballot, touch NO.



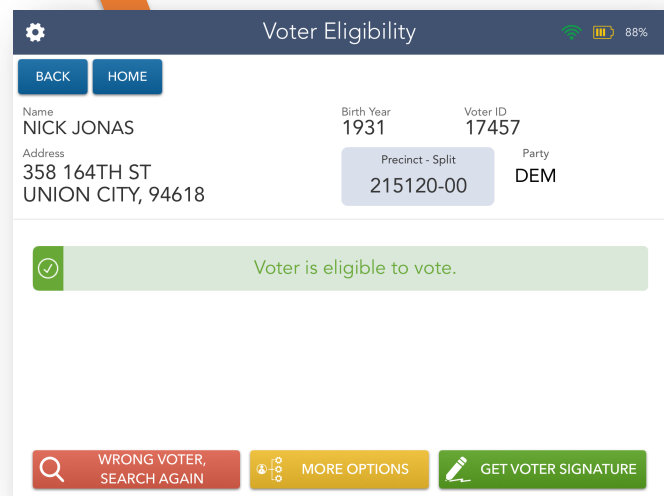
The screen is titled "Absentee Surrender". It displays voter information: Name (NICK JONAS), Birth Year (1931), Voter ID (17457), Address (358 164TH ST, UNION CITY, 94618), Precinct - Split (215120-00), and Party (DEM). Below this information is a question: "Has the voter surrendered the absentee ballot?". There are two buttons: a red "NO" button with a white 'X' icon and a green "YES" button with a white checkmark icon. Two orange arrows point from the "Voter Eligibility" screens below towards these buttons.

If the voter surrenders their absentee ballot, touch YES.



The screen is titled "Voter Eligibility" and has a red banner that says "Absentee Ballot Requested". It displays the same voter information as the previous screen. Below the information, there is a yellow box that says "Absentee Ballot Requested". A red warning box with an exclamation mark icon says: "Voter is not eligible to vote a regular ballot. Read instructions below." Below this, a blue information box with an 'i' icon says: "Voter must cast a provisional ballot because he/she has already requested an Absentee Ballot. Continue processing the voter by touching the green button below." At the bottom, there are three buttons: a red "WRONG VOTER, SEARCH AGAIN" button, a yellow "MORE OPTIONS" button, and a green "PROCESS PROVISIONAL" button.

Voter will be issued a provisional ballot. Follow steps on page 15 to process the voter.



The screen is titled "Voter Eligibility" and has a green banner that says "Voter is eligible to vote." It displays the same voter information as the previous screen. At the bottom, there are three buttons: a red "WRONG VOTER, SEARCH AGAIN" button, a yellow "MORE OPTIONS" button, and a green "GET VOTER SIGNATURE" button.

Voter will be issued a regular ballot. Follow steps on pages 13-14 to process the voter.

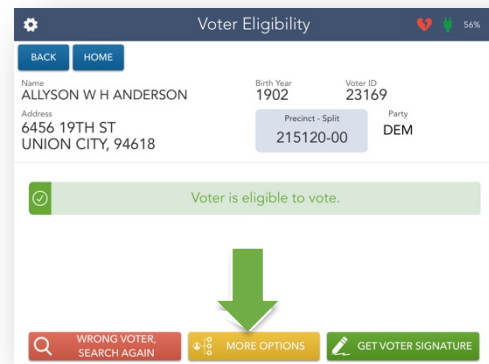
11. Curbside Voters

Some states do offer curbside assistance for voters that are unable to easily leave their cars. With curbside voting, a poll worker will be bringing all necessary materials, including a ballot, to the voter's car. Depending on the counties specifications, poll workers can bring the Touchpad outside for signing by the voter, or can just mark voters as curbside for reporting purposes.

Find your voter whether by manual search or scanning a Voter ID. Touch the **yellow** "MORE OPTIONS" button.

Select the "Curbside Voter" option and confirm the voter is requesting to vote curbside.

Touch the **green** "YES" button to continue.



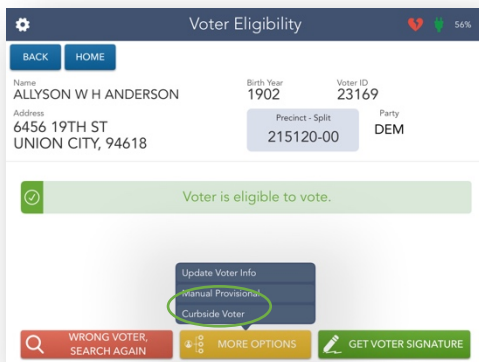
Voter Eligibility

BACK HOME

Name: ALLYSON W H ANDERSON Birth Year: 1902 Voter ID: 23169
Address: 6456 19TH ST UNION CITY, 94618 Precinct - Split: 215120-00 Party: DEM

Voter is eligible to vote.

WRONG VOTER, SEARCH AGAIN MORE OPTIONS GET VOTER SIGNATURE



Voter Eligibility

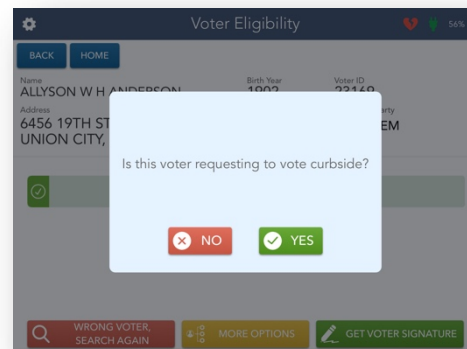
BACK HOME

Name: ALLYSON W H ANDERSON Birth Year: 1902 Voter ID: 23169
Address: 6456 19TH ST UNION CITY, 94618 Precinct - Split: 215120-00 Party: DEM

Voter is eligible to vote.

Update Voter Info
Manual Provisional
Curbside Voter

WRONG VOTER, SEARCH AGAIN MORE OPTIONS GET VOTER SIGNATURE



Voter Eligibility

BACK HOME

Name: ALLYSON W H ANDERSON Birth Year: 1902 Voter ID: 23169
Address: 6456 19TH ST UNION CITY, 94618 Precinct - Split: 215120-00 Party: DEM

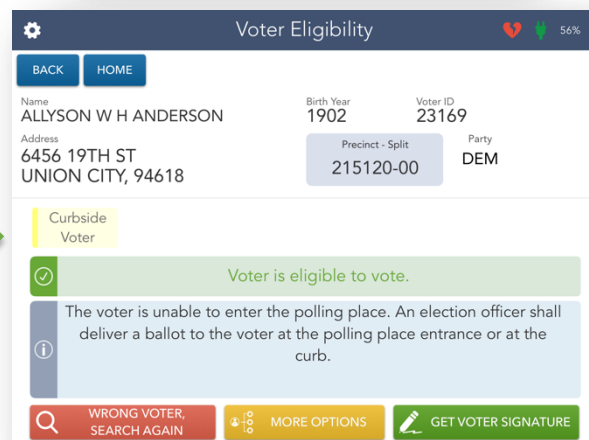
Is this voter requesting to vote curbside?

NO YES

WRONG VOTER, SEARCH AGAIN MORE OPTIONS GET VOTER SIGNATURE

The voter is now eligible to vote as a curbside voter and is confirmed by the yellow box labelled "Curbside Voter".

An election officer shall deliver the ballot to the voter and continue the check in process.



Voter Eligibility

BACK HOME

Name: ALLYSON W H ANDERSON Birth Year: 1902 Voter ID: 23169
Address: 6456 19TH ST UNION CITY, 94618 Precinct - Split: 215120-00 Party: DEM

Curbside Voter

Voter is eligible to vote.

The voter is unable to enter the polling place. An election officer shall deliver a ballot to the voter at the polling place entrance or at the curb.

WRONG VOTER, SEARCH AGAIN MORE OPTIONS GET VOTER SIGNATURE

12. Voters in the Wrong Location

**Polling place based counties only*

For counties that have not gone to vote centers, voters can appear to vote at the wrong polling location. When a voter is in the wrong voting location, there are three possible scenarios: the voter is re-directed to their correct location, the voter updates their address to move in to your precinct, or the voter demands to vote in the incorrect location and is issued a provisional ballot. (Please ensure you are using the designated “Polling Place” ePB)

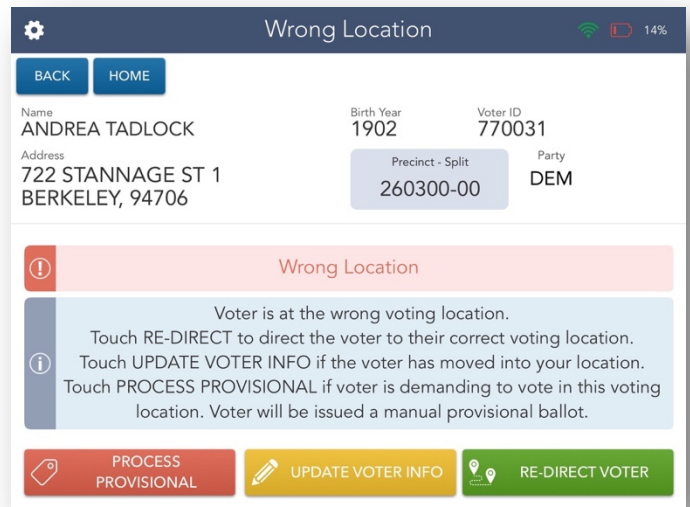
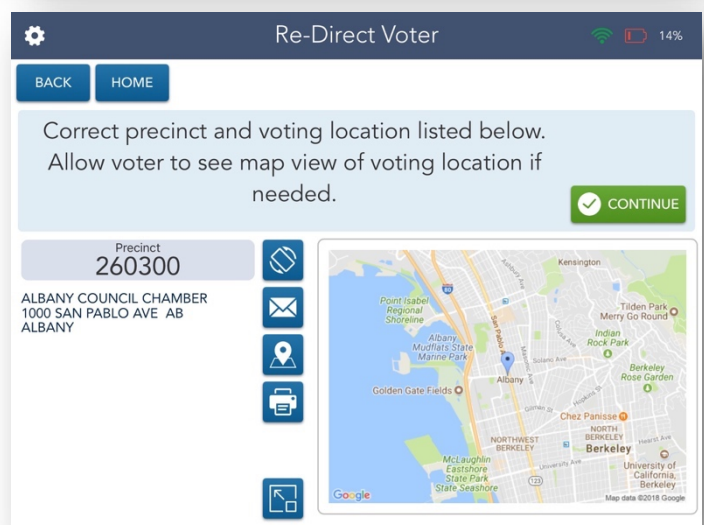
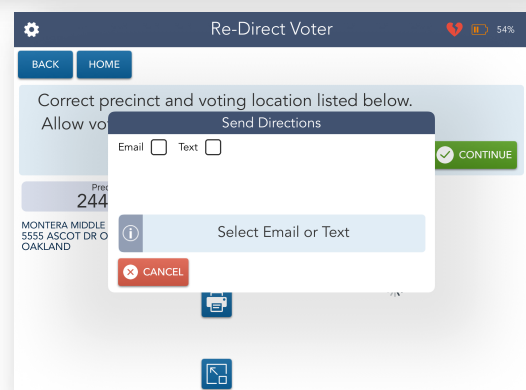
When a voter is indicated to be in the wrong location, choose to either **REDIRECT** the voter using the **green** “RE-DIRECT VOTER” button. If the voter is updating their address, touch the **yellow** “UPDATE VOTER INFO” button.

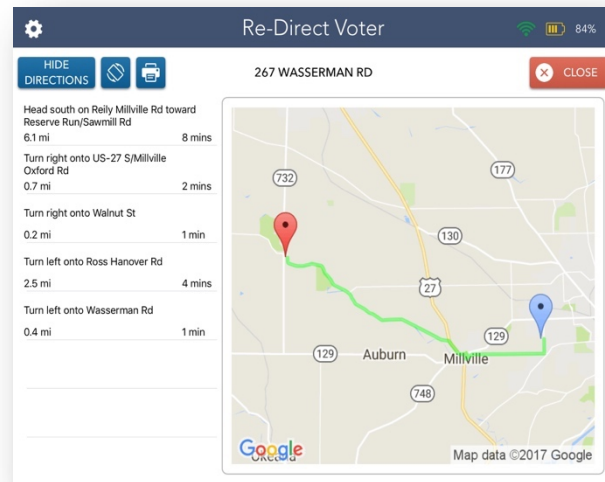
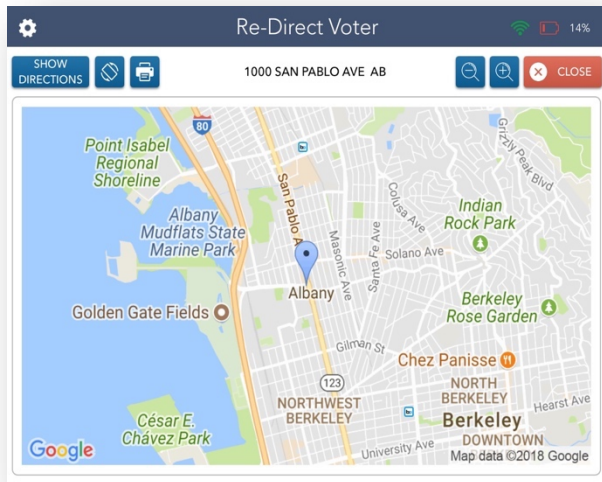
After pressing **REDIRECT VOTER**, a map will appear with instructions for their correct precinct location.

Redirecting a Voter: Use the **blue** arrow button to flip the screen towards the voter and/or the **blue** envelope button to text or email the voting location information to the voter. To expand the map image, choose the **blue** button at the bottom. A large map will appear and you can print turn-by-turn directions for the voter.

Touch the **green** “CONTINUE” button to complete the transaction and print the voter redirect slip.

When touching the blue envelope to email or text a voter directions to their polling location, the following pop-up will appear. Select the checkbox next to the type of communication you would like to send the voter. Then, enter the voter’s email or phone number. Touch **CONTINUE to send the message.*



Update Voter Info: Touch the **yellow** “UPDATE VOTER INFO” button for the voter whose address you wish to update.

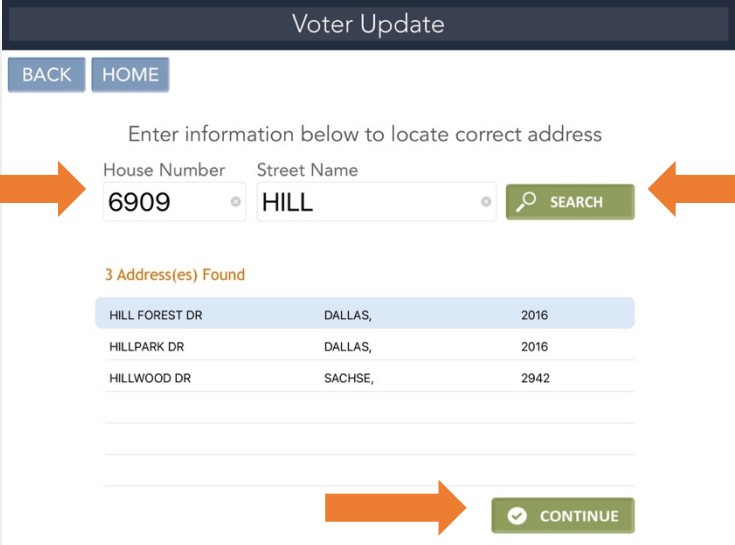
From Voter Update, touch the **blue** “EDIT” button next to the voter’s address.

Touch the **green** “CONTINUE” button.



The screen here will appear. Enter the voter's new house number in the house number box. Enter the voter's new street name in the street name box. Touch the **green** "SEARCH" button.

A list of addresses that correspond to the entered information will appear. Select the voter's correct address and touch the **green** "CONTINUE" button.

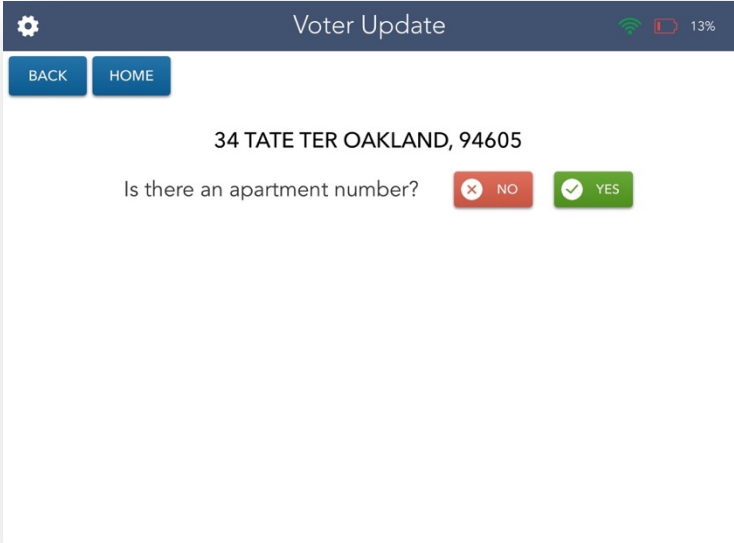


The screenshot shows the 'Voter Update' screen. At the top, there are 'BACK' and 'HOME' buttons. Below them is the instruction 'Enter information below to locate correct address'. There are two input fields: 'House Number' with the value '6909' and 'Street Name' with the value 'HILL'. To the right of these fields is a green 'SEARCH' button with a magnifying glass icon. Below the search fields, it says '3 Address(es) Found'. A table lists three addresses: 'HILL FOREST DR DALLAS, 2016', 'HILLPARK DR DALLAS, 2016', and 'HILLWOOD DR SACHSE, 2942'. At the bottom right, there is a green 'CONTINUE' button with a checkmark icon. Orange arrows point to the 'House Number' field, the 'Street Name' field, the 'SEARCH' button, and the 'CONTINUE' button.

3 Address(es) Found		
HILL FOREST DR	DALLAS,	2016
HILLPARK DR	DALLAS,	2016
HILLWOOD DR	SACHSE,	2942

If the voter has an apartment number to enter, touch YES and enter the appropriate information in the text fields that appear.

If the voter does not have an apartment number, select NO.



The screenshot shows the 'Voter Update' screen. At the top, there are 'BACK' and 'HOME' buttons. Below them is the address '34 TATE TER OAKLAND, 94605'. Below the address is the question 'Is there an apartment number?'. There are two buttons: a red 'NO' button with a red 'X' icon and a green 'YES' button with a green checkmark icon.

Allow the voter to confirm their address update, flip the flip and share case towards the voter. Once they have confirmed, continue to the Voter Eligibility screen.

Voter Update

Confirm Information Below

Name

SARAH LORRAINE BLASNIK

NP

Party

Residence Address

6909 HILL FOREST DR DALLAS

Old Address

12016 ARBARGEE CIR DALLAS, 75230

HOME

BACK

INFORMATION IS CORRECT

INFORMATION IS NOT CORRECT

13. Spoil/ Defaced Ballot

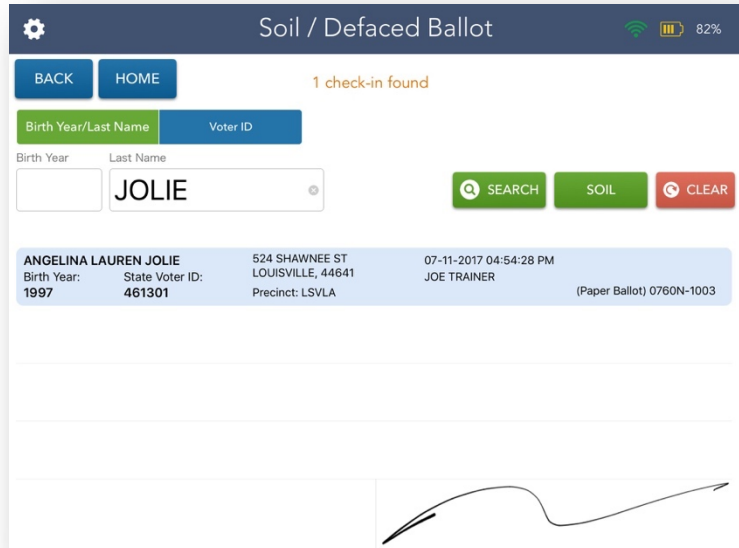
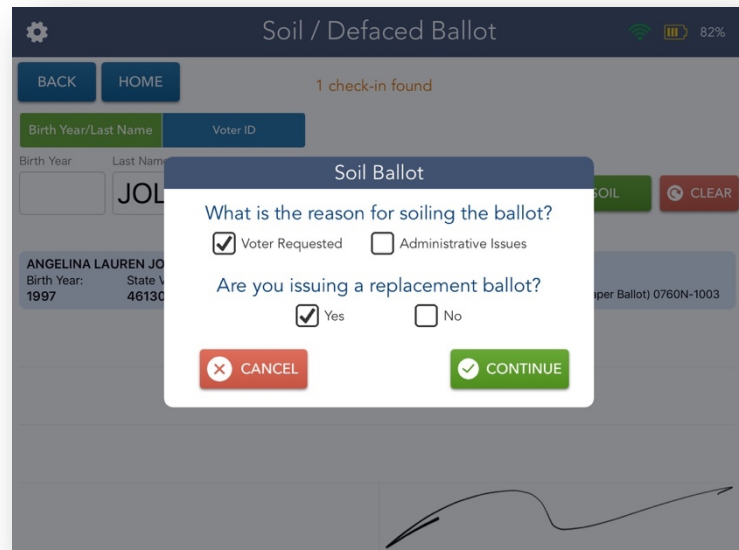
Select Spoil Ballot from the **blue** menu on your Home Screen. The Spoil Ballot screen will appear. Using the search fields provided, enter the information of the voter whose ballot you are attempting to void. Once found, select the voter's record and touch the **green** "SPOIL" button.

The Spoil Ballot pop-up will appear. Select a reason for spoiling the ballot:

- Voter requested spoil – select this option if the voter made a mistake on their ballot. This spoil will count against their 3 ballot rule.
- Administrative issues spoil – select this option if the poll worker/election official made a mistake with the voter's ballot. This spoil will not count against their 3 ballot rule. This spoil option can be turned off.

Then, select if you are issuing a replacement ballot. Touch the **green** "CONTINUE" button when you have answered both questions.

A pop-up will appear asking if you are sure you wish to SPOIL the ballot. Select YES if you are spoiling the ballot. The ballot is now spoiled and a new ballot can be issued.

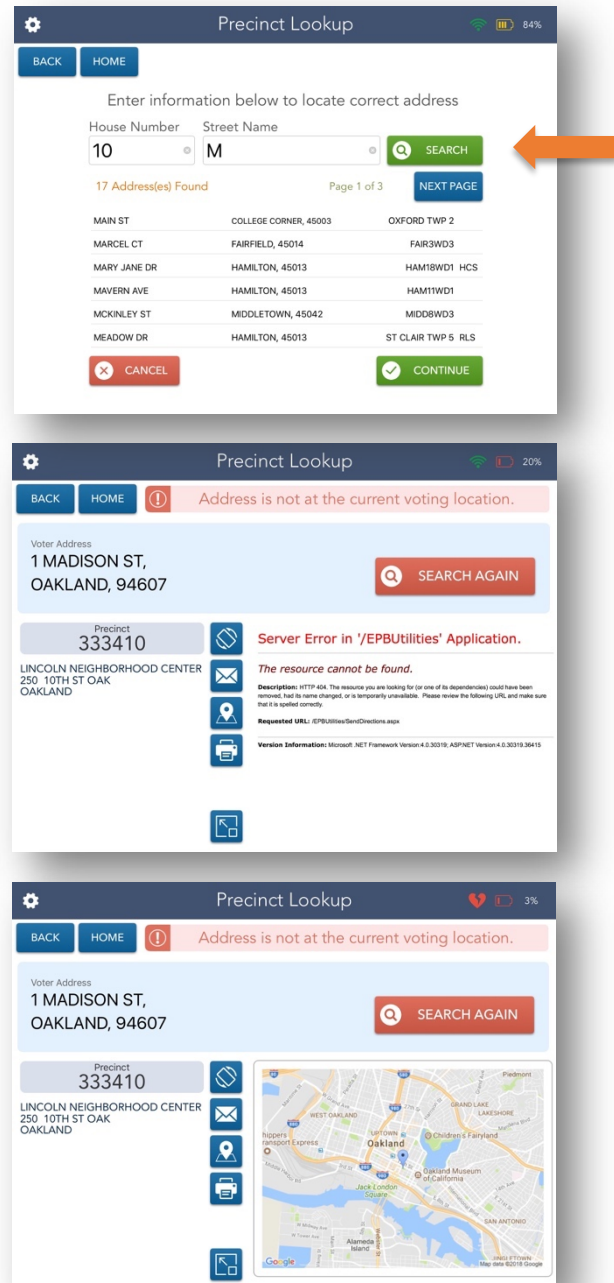



14. Precinct Lookup

To find a voter's correct precinct by using their address, select the Precinct Lookup button from the **blue** menu on your Home Screen. The screen here will appear.

Enter the voter's house number and the first 4 letters of the street name in the fields provided. Touch the **green** "SEARCH" button.

The voter's precinct information will be shown. From this screen, you can print the precinct information, text or email the information to the voter, enlarge the map, print turn-by-turn directions or flip the screen so that the voter can view the information and the map.



Precinct Lookup

Enter information below to locate correct address

House Number: 10 Street Name: M **SEARCH**

17 Address(es) Found Page 1 of 3 **NEXT PAGE**

MAIN ST	COLLEGE CORNER, 45003	OXFORD TWP 2
MARCEL CT	FAIRFIELD, 45014	FAIR3WD3
MARY JANE DR	HAMILTON, 45013	HAM18WD1 HCS
MAVERN AVE	HAMILTON, 45013	HAM11WD1
MCKINLEY ST	MIDDLETOWN, 45042	MDD8WD3
MEADOW DR	HAMILTON, 45013	ST CLAIR TWP 5 RLS

CANCEL **CONTINUE**

Precinct Lookup

Address is not at the current voting location.

Voter Address: 1 MADISON ST, OAKLAND, 94607 **SEARCH AGAIN**

Precinct: 333410

LINCOLN NEIGHBORHOOD CENTER
250 10TH ST OAK
OAKLAND

Server Error in 'EPBUtilities' Application.

The resource cannot be found.

Requested URL: /EPBUtilities/SearchDirections.aspx

Version Information: Microsoft .NET Framework Version 4.0.30319; ASP.NET Version 4.0.30319.30413

Precinct Lookup

Address is not at the current voting location.

Voter Address: 1 MADISON ST, OAKLAND, 94607 **SEARCH AGAIN**

Precinct: 333410

LINCOLN NEIGHBORHOOD CENTER
250 10TH ST OAK
OAKLAND

Map of Oakland area showing landmarks like Jack London Square, Oakland Museum of California, and Grand Lake.

TIP: When entering the street name, just enter the first 3-4 characters of the name (example: WASH [Washington]). A list of street names with "WASH" in them will show. Choose the correct one from the list.



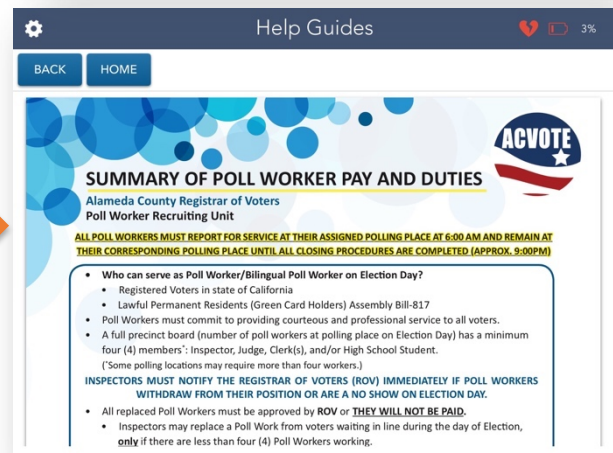
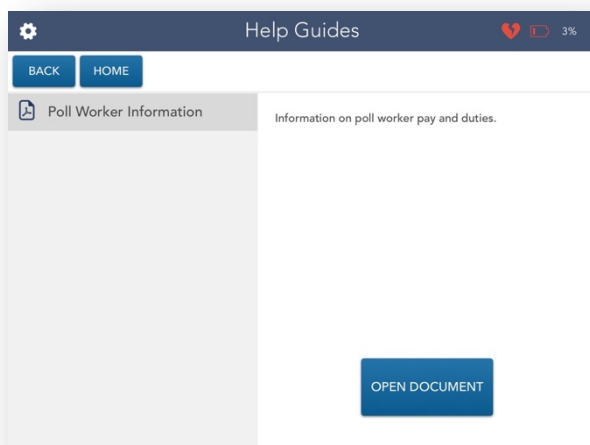
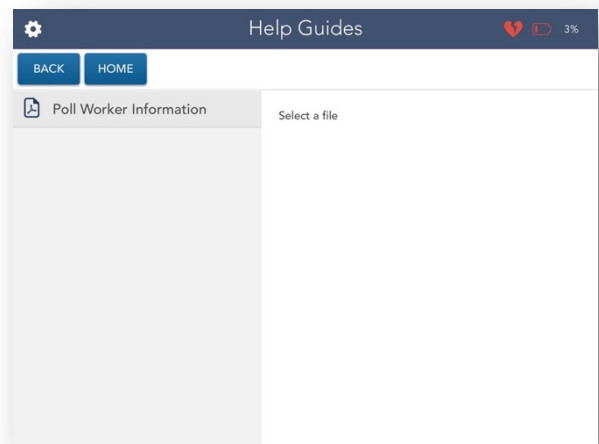
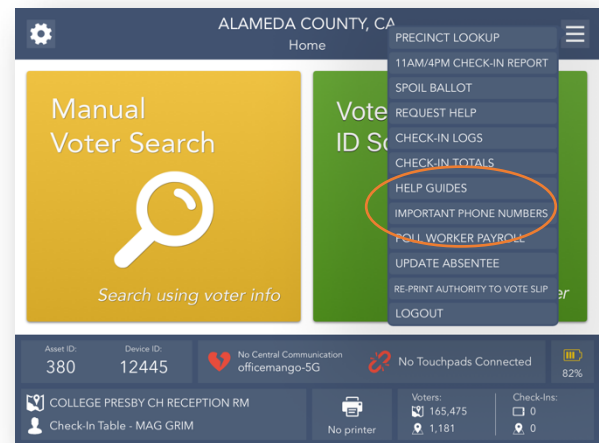
15. Help Guides and Phone Numbers

Touch the menu button at the top right hand corner. Touch the “PHONE NUMBERS” option.

There is a place within the ePB that houses important information that poll workers can easily refer to on Election Day.

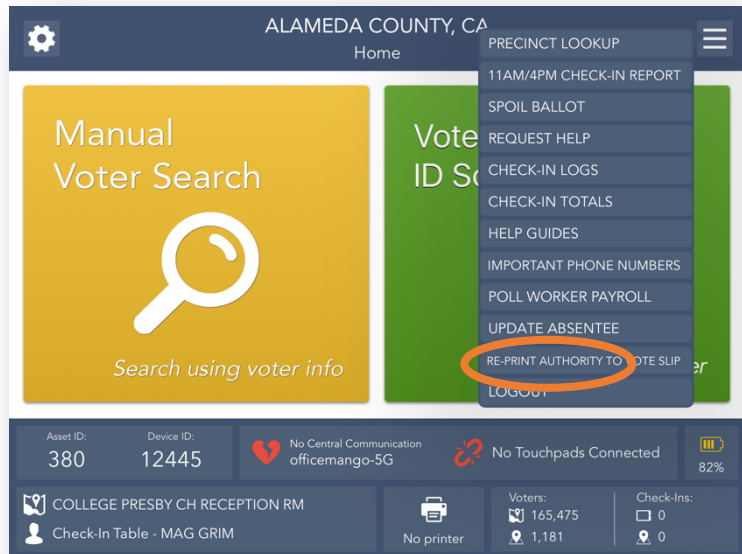
A list of the available help guides appear. Touch the guide you are wanting to open.

The guide will open and a short description will appear. Touch the blue “OPEN DOCUMENT” button to proceed.

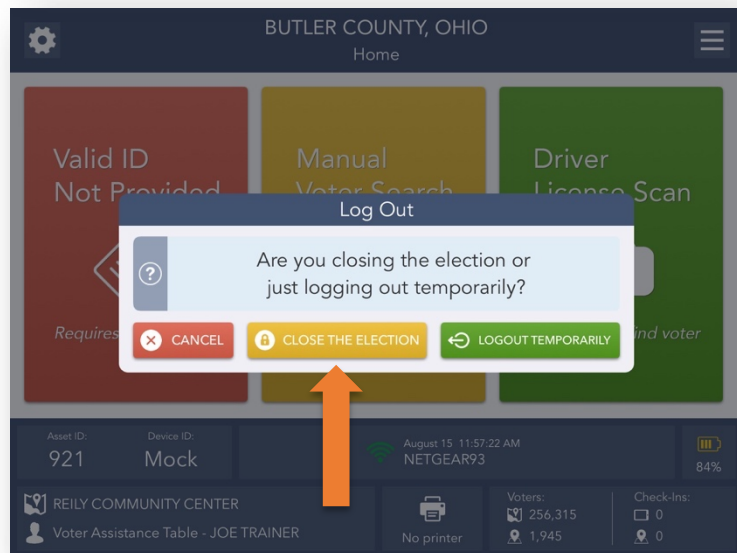


16. Closing the Election

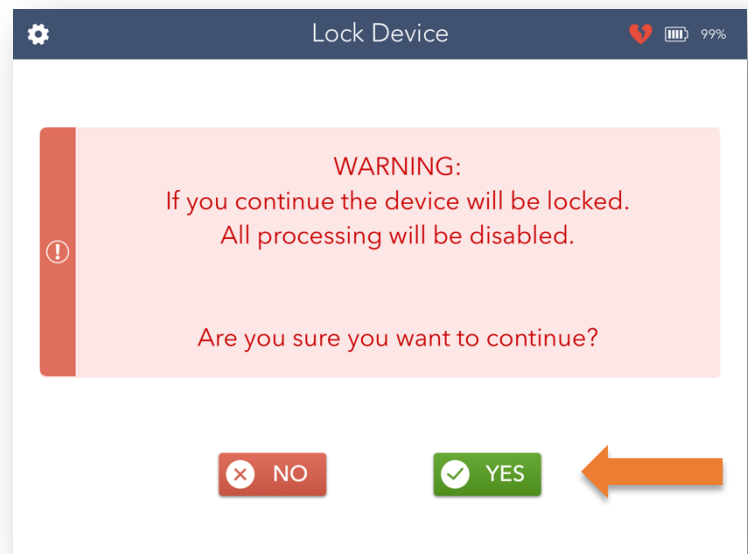
To close your election at the end of the day, select the **LOGOUT** button from the **blue** menu icon on your Home Screen.



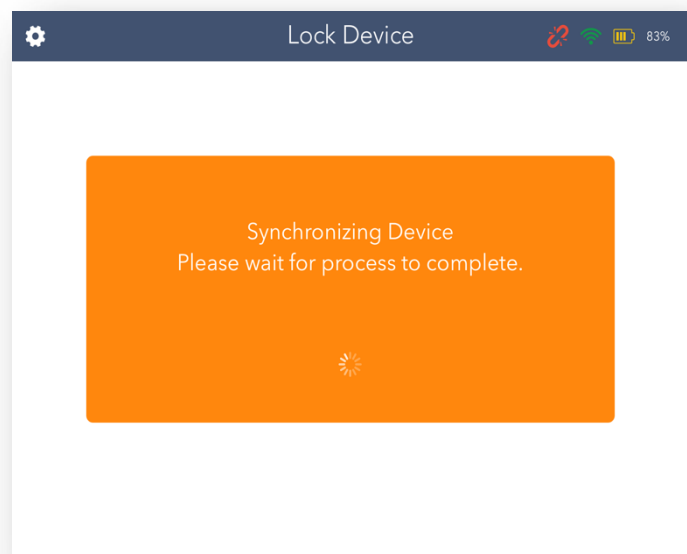
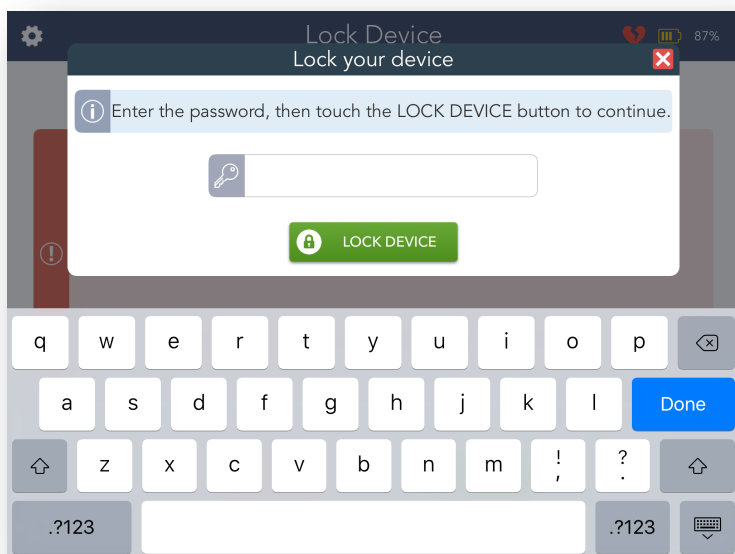
This pop-up will appear. Touch the **yellow** "CLOSE THE ELECTION" button.



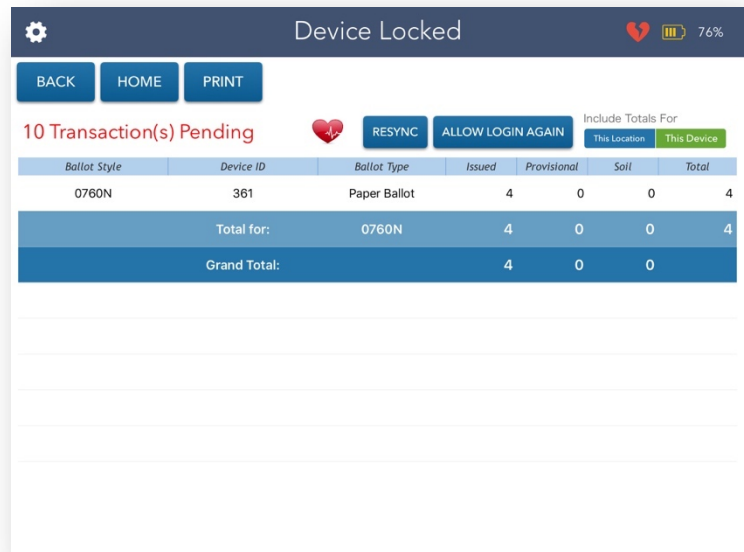
The warning screen here will appear.
Touch the **green** “YES” button to continue closing the election. If it is NOT the end of the day, touch the **red** “NO” button to go back to your screen



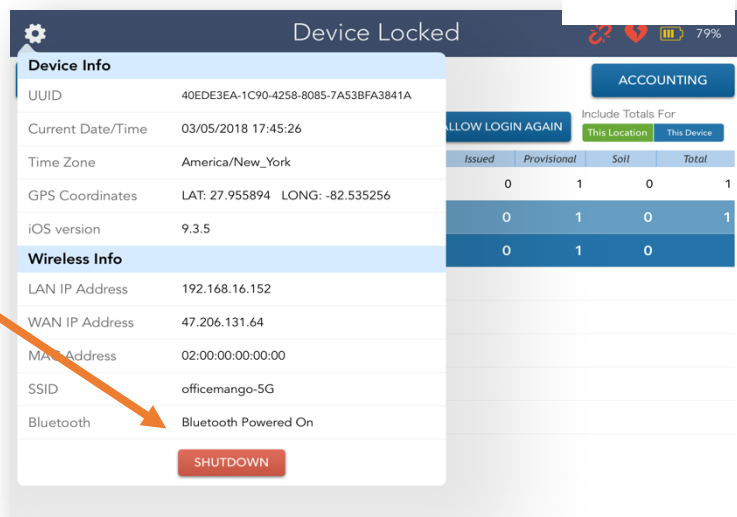
Type in the correct password to lock the device.
Touch the **green** “LOCK DEVICE” button when the password has been entered.
Your device will now synchronize which is indicated by an **orange** message. Wait until the message disappears to continue.



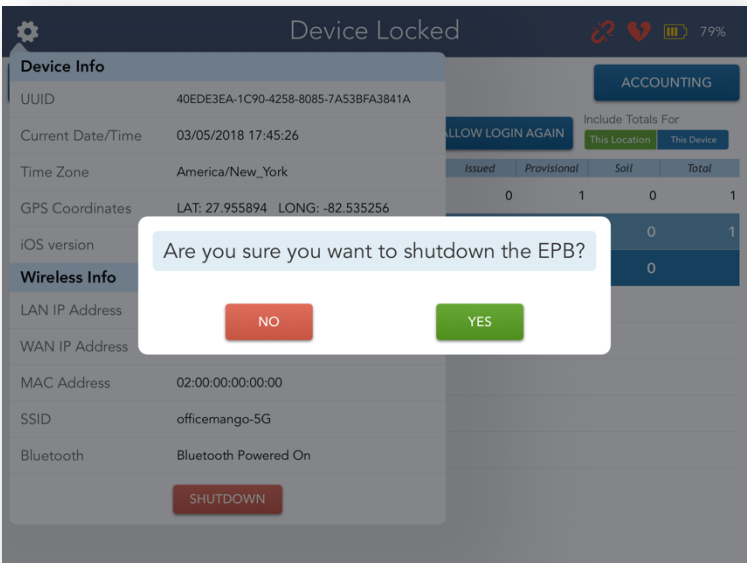
Your election has now been closed and your device has been locked. Touch the gear shift icon in the upper left hand corner to shut down the device.

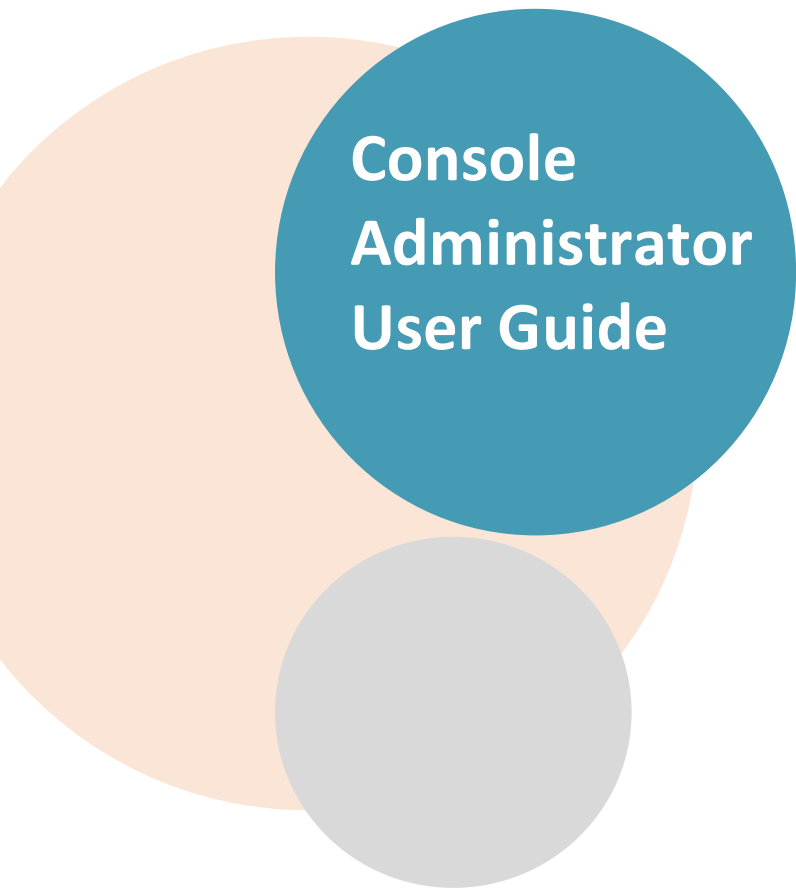


Scroll to the bottom of the dropdown menu and touch the red "SHUTDOWN" button.



Touch the **green** “YES” to shut down the device. The application will close.





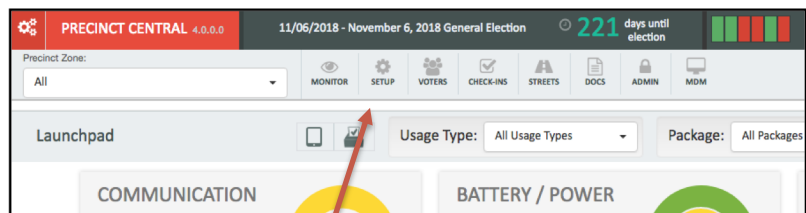
Console Administrator User Guide

1. Data Uploads

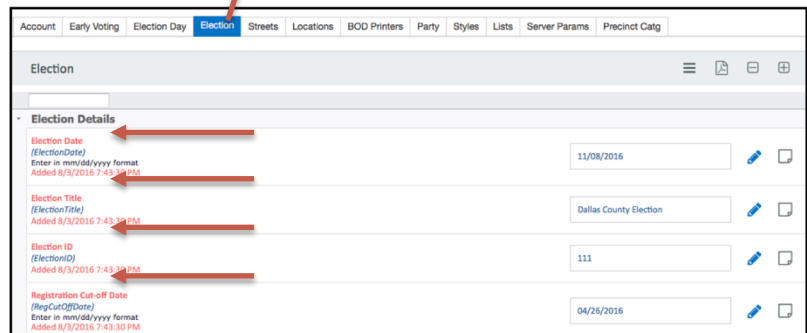
System Settings

Precinct Central is a highly configurable system and can be easily adjusted as requirements change overtime. However, from election to election there are normally very few settings that need to be configured.

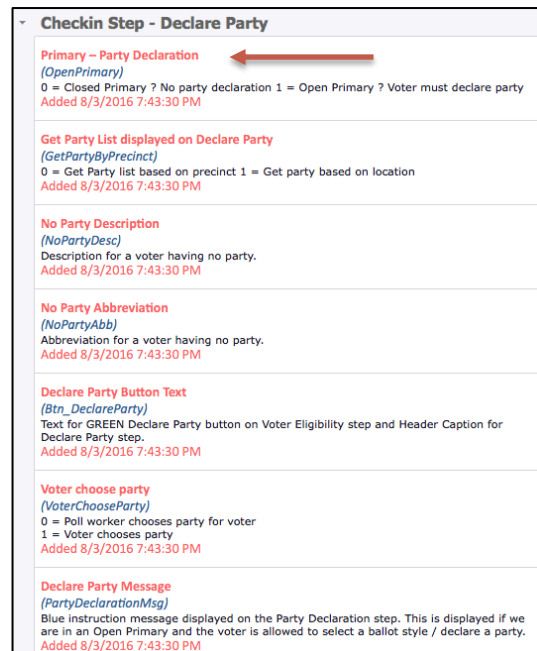
1. Begin on the Precinct Central page and click on 'SETUP' and navigate to the 'Election' tab.



2. Four basic settings are updated for each Election including the Election Date, Election Title, Election ID and the Registration Cut-Off Date

















3. If the election is a primary, settings for party declaration should be reviewed and updated.



4. The list of valid party codes and names should be reviewed and updated depending on the election type.

Setup — Party

	Party Code	Party Name
 	CON	Constitution
 	DEM	Democratic
 	GRE	Green
 	NON	Non-Partisan
 	REP	Republican
 	SOC	Socialist
 	UNK	Unknown Party

5. Certain areas of the software present a list of data for data input. These lists can be customized through the Lists tab in Setup.

Some examples of lists are Incident Types, ID Types, and Name Change Document Types.

List — Proof of ID

List Names

Unit Type

Proof of ID

DL State

Street Directions

Name Suffix



Precinct Category

Text Message Companies



Incident Type

Name Change Document



List Item



Valid Texas Driver's License or State ID



Texas Election Identification Certificate



Texas Personal ID Card

Texas License to Carry a Handgun

US Military ID w/ Photo

2. Load Level-0 Data

Data load scripts are initially setup by Tenex using the Precinct Central Data Studio. These are setup based on the file formats and data requirements of individual customer organizations. Once these initial scripts are completed, all data loading functions are directly available on the Precinct Central Console and the County can load data and create data packages as needed.

Terminology

Level-0 Data Files: The initial set of data files for loading voter data, street data, and location data

Level-0 Data Package: Package created for loading data to the iPads.

Delta Files: Files used to automatically update the iPads after the initial data load.

Journal Files: Incremental data updates received from the voter registration system

Creating / Receiving Level-0 Files

Level-0 data files will be created by the County and sent to the Precinct Central server using a SFTP process. Once the files are sent to Precinct Central, they will be available on the Console to start the data load.

The following files are sent from the county:

1. Voters.txt
2. Streets.txt
3. Precincts.txt
4. Parties.txt
5. Consolidations.txt

Other files may be sent for poll worker information, ballot codes, and other data that may be used for additional modules.

Admin – Data Management

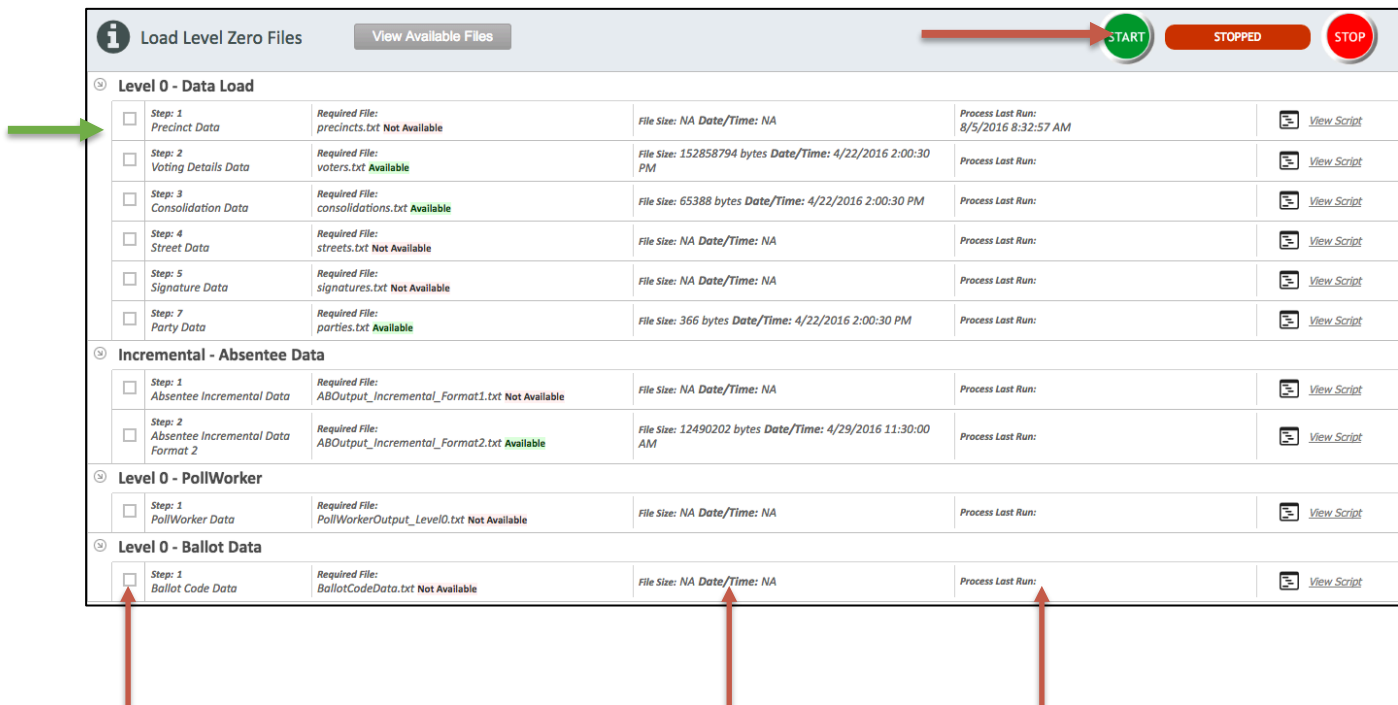
The following section can be navigated to by going to Admin – Data Management. The left hand bar (shown to the right) will be displayed. Select the options on this menu to navigate through the data management section.

Clear Tables
Create Level 0 Files
Load Level 0 Files
Verify Data
Manage Packages
Create Journal Files
Create Absentee Report
Create ACFN Report
Export Voter Credit
Archive Precinct Register
Monitor FTP Progress

Admin – Data Management – Load Level-0 Files

The files sent to the Precinct Central SFTP server can be viewed through the Precinct Central Console.

1. Load the Level-0 files in the order listed by clicking the checkbox next to the step. Then, click **START**.



Load Level Zero Files [View Available Files](#) **START** **STOPPED** **STOP**

Level 0 - Data Load				
<input type="checkbox"/>	Step: 1 Precinct Data	Required File: precincts.txt Not Available	File Size: NA Date/Time: NA	Process Last Run: 8/5/2016 8:32:57 AM
<input type="checkbox"/>	Step: 2 Voting Details Data	Required File: voters.txt Available	File Size: 152858794 bytes Date/Time: 4/22/2016 2:00:30 PM	Process Last Run:
<input type="checkbox"/>	Step: 3 Consolidation Data	Required File: consolidations.txt Available	File Size: 65388 bytes Date/Time: 4/22/2016 2:00:30 PM	Process Last Run:
<input type="checkbox"/>	Step: 4 Street Data	Required File: streets.txt Not Available	File Size: NA Date/Time: NA	Process Last Run:
<input type="checkbox"/>	Step: 5 Signature Data	Required File: signatures.txt Not Available	File Size: NA Date/Time: NA	Process Last Run:
<input type="checkbox"/>	Step: 7 Party Data	Required File: parties.txt Available	File Size: 366 bytes Date/Time: 4/22/2016 2:00:30 PM	Process Last Run:
Incremental - Absentee Data				
<input type="checkbox"/>	Step: 1 Absentee Incremental Data	Required File: ABOutput_Incremental_Format1.txt Not Available	File Size: NA Date/Time: NA	Process Last Run:
<input type="checkbox"/>	Step: 2 Absentee Incremental Data Format 2	Required File: ABOutput_Incremental_Format2.txt Available	File Size: 12490202 bytes Date/Time: 4/29/2016 11:30:00 AM	Process Last Run:
Level 0 - PollWorker				
<input type="checkbox"/>	Step: 1 PollWorker Data	Required File: PollWorkerOutput_Level0.txt Not Available	File Size: NA Date/Time: NA	Process Last Run:
Level 0 - Ballot Data				
<input type="checkbox"/>	Step: 1 Ballot Code Data	Required File: BallotCodeData.txt Not Available	File Size: NA Date/Time: NA	Process Last Run:

Level-0 files currently available on Precinct Central Data Studio are displayed on the Console. If the file has not been processed yet, the name will display in green.

The file size and data type are displayed for verification.

The date and time that the particular type of files was loaded is displayed for verification.

3. Verify Level-0 Data Load

☰ Admin – Data Management – Verify Data

This page displays information about the last data load and provides high level totals, detailed precinct totals, information on missing / corrupt data, break-down by voter status.

1. Verify high-level totals of the information loaded through the Level-0 data load process.



Total Voters: 30000

Total Locations: 1287

Total Streets: 586912

Total Absentees: 5363

2. Run the “Voter Statistics by Precinct” report to create a printable PDF report.



Voter Statistics by Precinct

This report shows totals by precinct, party, and voter status.

This report can be saved as a PDF and kept as a record of voter data totals at the point in time.

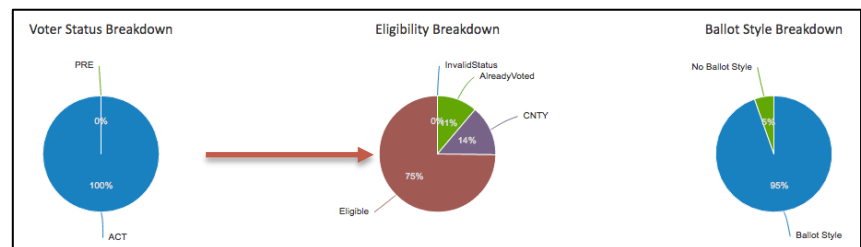


DALLAS COUNTY										
08/05/2016		Precinct Totals								1/22
Precinct	REP	Party DEM	Other	Act	Status Ina	Other	Abs	Vote Type Early	Precinct	Total
0017	0	0	5	5	0	0	0	0	0	5
001A	0	0	20	20	0	0	0	0	0	20
0024	0	0	204	204	0	0	0	0	0	204
0036	0	0	73	73	0	0	0	0	0	73
0048	0	0	159	159	0	0	0	0	0	159
0055	0	0	181	181	0	0	0	0	0	181
0073	0	0	106	106	0	0	0	0	0	106
0074	0	0	77	77	0	0	0	0	0	77

3. Review information on any missing or corrupt data that is found (these areas are highlighted in red). Click on the item to get a detailed list of voters with potential data issues.



4. Review the interactive graphs to see the breakdown of voter information by status, eligibility criteria, and ballot style types (DEM, REP, NPA). Click on the graphs to get a list of voter totals.



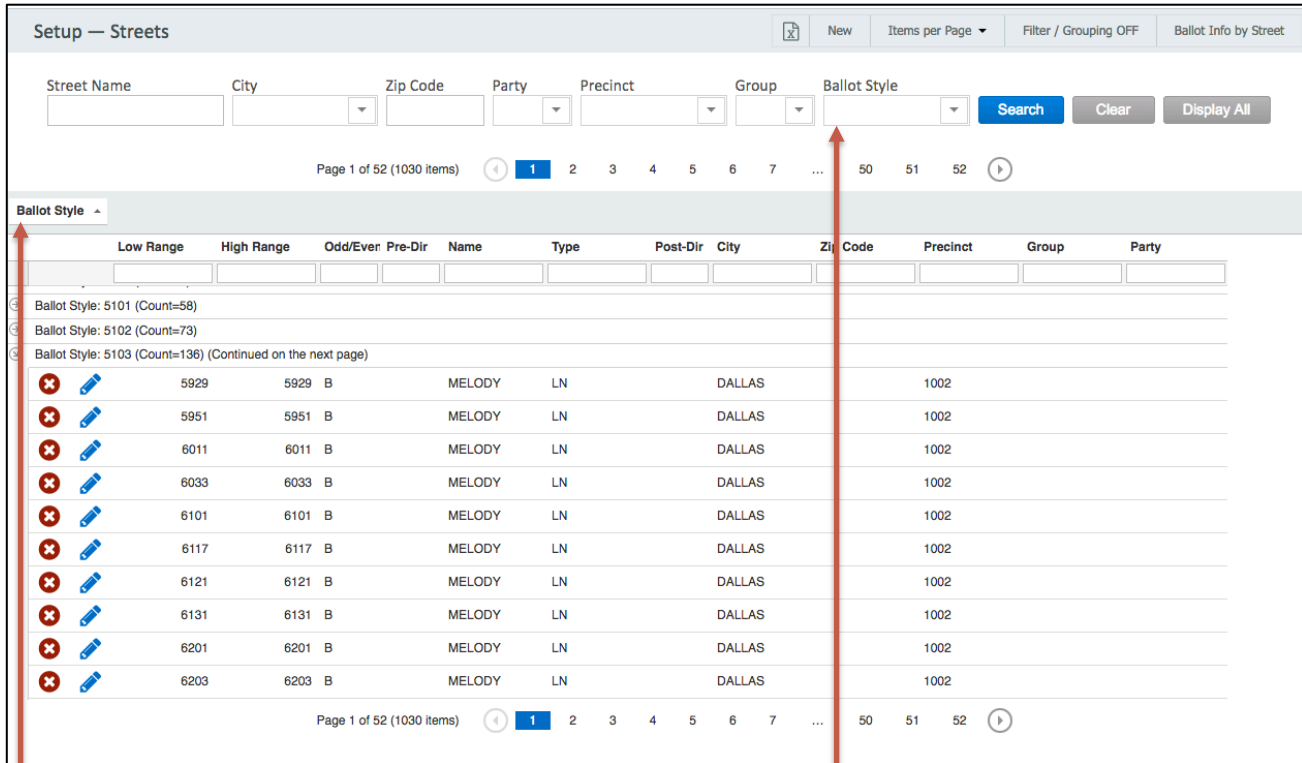
Ballot Style Summary - Voter Data

5. Run the Ballot Style Summary – Voter Data report to create a printable PDF report. This report shows voter totals by precinct and ballot style. This report can also be saved as a PDF and kept as a record of voter data totals at a point in time.

DALLAS COUNTY				
08/04/2016	Ballot Style Summary - Voter Data			1/32
Precinct	Group	Party	Ballot Style	Count
0017	03	NP	5003	5
001A	01	NP	5001	20
0024	02	NP	5005	204
0036	02	NP	5009	73
0048	01	NP	5010	159
0055	01	NP	5011	181
0073	02	NP	5012	106
0074	02	NP	5013	77
0078	01	NP	5014	80
0079	02	NP	5015	151
0084	02	NP	5016	154

Setup – Streets

Street information imported during the data load process can be viewed and modified if required on the Precinct Central Console.













Setup – Streets

Street Name City Zip Code Party Precinct Group Ballot Style

Page 1 of 52 (1030 items)

Ballot Style

	Low Range	High Range	Odd/Even	Pre-Dir	Name	Type	Post-Dir	City	Zip Code	Precinct	Group	Party
Ballot Style: 5101 (Count=58)												
Ballot Style: 5102 (Count=73)												
Ballot Style: 5103 (Count=136) (Continued on the next page)												
	5929	5929	B		MELODY	LN		DALLAS		1002		
	5951	5951	B		MELODY	LN		DALLAS		1002		
	6011	6011	B		MELODY	LN		DALLAS		1002		
	6033	6033	B		MELODY	LN		DALLAS		1002		
	6101	6101	B		MELODY	LN		DALLAS		1002		
	6117	6117	B		MELODY	LN		DALLAS		1002		
	6121	6121	B		MELODY	LN		DALLAS		1002		
	6131	6131	B		MELODY	LN		DALLAS		1002		
	6201	6201	B		MELODY	LN		DALLAS		1002		
	6203	6203	B		MELODY	LN		DALLAS		1002		

Page 1 of 52 (1030 items)

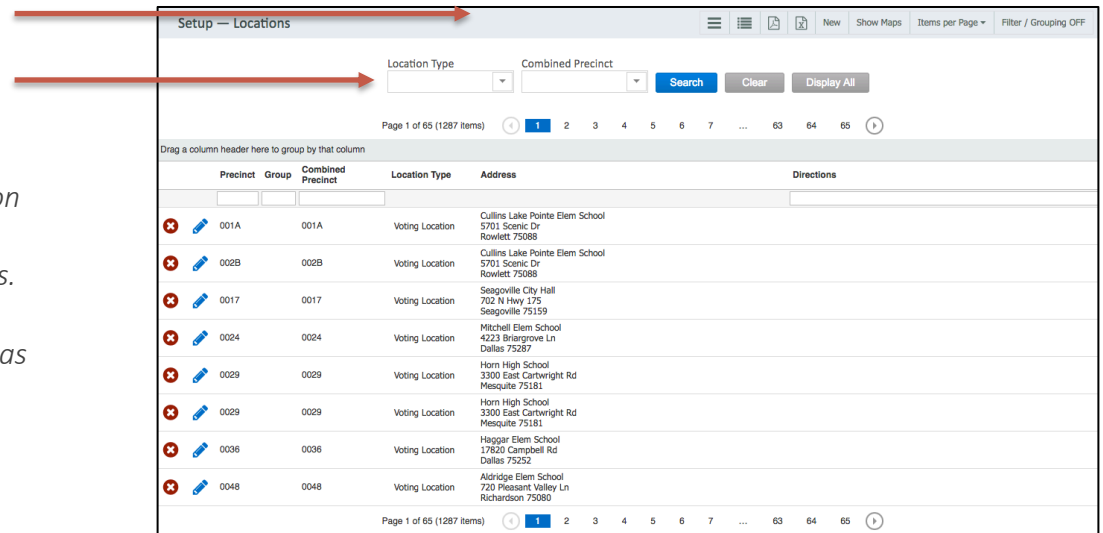
Use the quick filters and data grouping functions for ad-hoc reporting.

Use the advanced search features to run detailed reports of street information.

☰ Setup – Locations

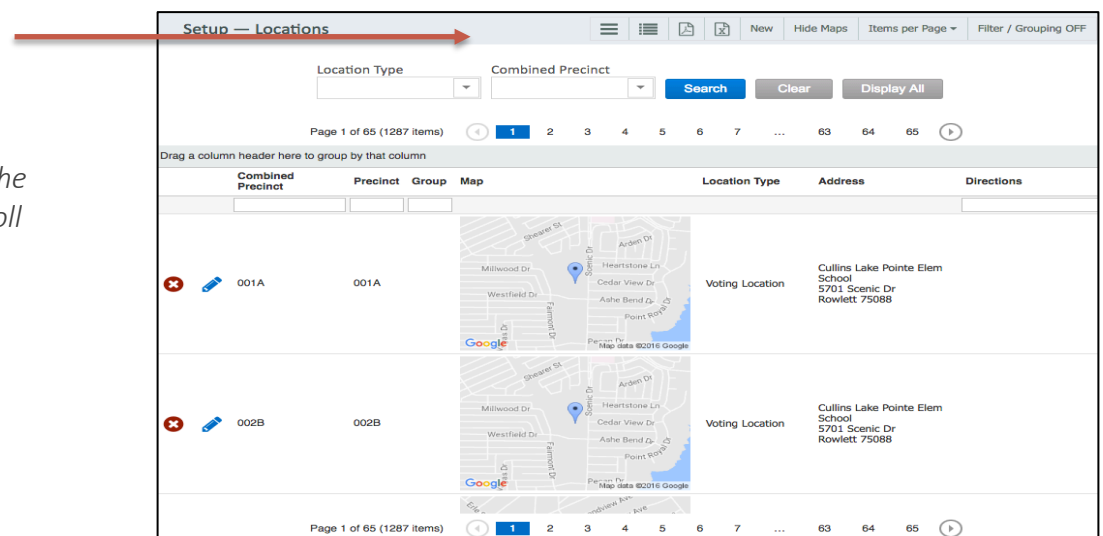
Voting location imported during the level-0 data load process can be viewed and modified if required on the Precinct Central Console.

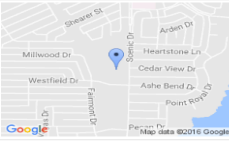
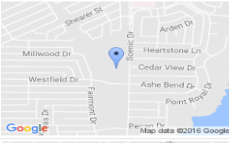
1. View the address the directions for each location and review the set-up for combined voting locations. Filter locations by “Early Voting and Election Day” as well.



Precinct	Group	Combined Precinct	Location Type	Address	Directions
001A		001A	Voting Location	Cullins Lake Pointe Elem School 5701 Scenic Dr Rowlett 75088	
002B		002B	Voting Location	Cullins Lake Pointe Elem School 5701 Scenic Dr Rowlett 75088	
0017		0017	Voting Location	Seagoville City Hall 702 N Hwy 175 Seagoville 75159	
0024		0024	Voting Location	Mitchell Elem School 4223 Briargrove Ln Dallas 75207	
0029		0029	Voting Location	Horn High School 3300 East Cartwright Rd Mesquite 75181	
0029		0029	Voting Location	Horn High School 3300 East Cartwright Rd Mesquite 75181	
0036		0036	Voting Location	Haggard Elem School 17820 Campbell Rd Dallas 75242	
0048		0048	Voting Location	Aldridge Elem School 720 Pleasant Valley Ln Richardson 75080	

2. See the maps for each location to confirm how the map will appear on the poll book.



Combined Precinct	Precinct	Group	Map	Location Type	Address	Directions
001A	001A			Voting Location	Cullins Lake Pointe Elem School 5701 Scenic Dr Rowlett 75088	
002B	002B			Voting Location	Cullins Lake Pointe Elem School 5701 Scenic Dr Rowlett 75088	

Admin – Ad-Hoc Summaries – Voter Summary

Ad-hoc summaries provide the ability to further verify data based on a variety of summary options. These can be used to gain total breakdowns in any combination of criteria.

Ad Hoc — Voter Summary

Items per Page ▾

☐ Party
 ☐ Status
 ☐ Gender
 ☐ Race Code
 ☐ Precinct
 ☐ Ballot Style
 ☐ Need Help
 ☒ City Name
 ☐ Secure Address
 ☐ PhotoID Required
 ☐ Vote Type
 ☐ Absentee Status
 ☐ Challenged Voter
 ☐ Group
 ☐ Zip Code
 ☐ Eligible
 ☐ Ineligible Code
 Show Count
Clear

Page 1 of 2 (29 items)
 ◀ 1 2 ▶

City Desc	Count
	15
ADDISON	188
BALCH SPRINGS	226
CARROLLTON	1824
CEDAR HILL	575
COMBINE	5
COPPELL	240
DALLAS	15066
DESOTO	359
DUNCANVILLE	340
FARMERS BRANCH	252
FERRIS	2
GARLAND	1686
GLENN HEIGHTS	56
GRAND PRAIRIE	671
HUTCHINS	57
IRVING	3716
LANCASTER	552
LEWISVILLE	4
MESQUITE	1641
	30000

Page 1 of 2 (29 items)
 ◀ 1 2 ▶

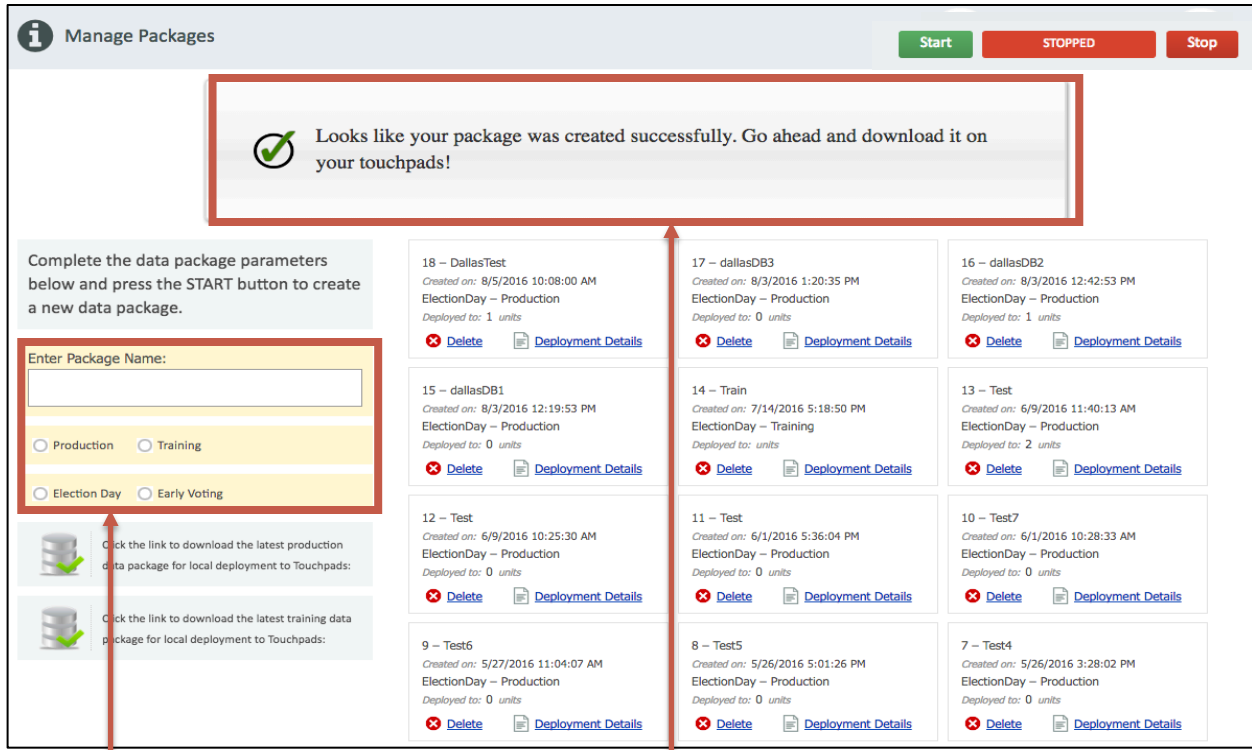
Use a combination of data items to generate totals. This example shows voter totals by resident city.

4. Create Data Package

Once all the relevant data is loaded and verified in Precinct Central, a data package needs to be created to download to individual touchpads.

Admin – Data Management – Manage Packages

The Manage Packages page allows creating new data packages and displays information on past packages created and details on which Touchpads the package is loaded on.



Manage Packages [Start] [STOPPED] [Stop]

Looks like your package was created successfully. Go ahead and download it on your touchpads!

Complete the data package parameters below and press the START button to create a new data package.

Enter Package Name:

☐ Production ☐ Training

☐ Election Day ☐ Early Voting

Click the link to download the latest production data package for local deployment to Touchpads:

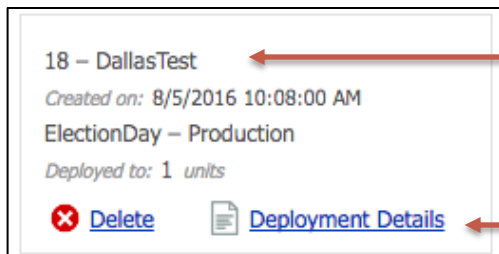
Click the link to download the latest training data package for local deployment to Touchpads:

18 – DallasTest Created on: 8/5/2016 10:08:00 AM ElectionDay – Production Deployed to: 1 units Delete Deployment Details	17 – dallasDB3 Created on: 8/3/2016 1:20:35 PM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	16 – dallasDB2 Created on: 8/3/2016 12:42:53 PM ElectionDay – Production Deployed to: 1 units Delete Deployment Details
15 – dallasDB1 Created on: 8/3/2016 12:19:53 PM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	14 – Train Created on: 7/14/2016 5:18:50 PM ElectionDay – Training Deployed to: units Delete Deployment Details	13 – Test Created on: 6/9/2016 11:40:13 AM ElectionDay – Production Deployed to: 2 units Delete Deployment Details
12 – Test Created on: 6/9/2016 10:25:30 AM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	11 – Test Created on: 6/1/2016 5:36:04 PM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	10 – Test7 Created on: 6/1/2016 10:28:33 AM ElectionDay – Production Deployed to: 0 units Delete Deployment Details
9 – Test6 Created on: 5/27/2016 11:04:07 AM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	8 – Test5 Created on: 5/26/2016 5:01:26 PM ElectionDay – Production Deployed to: 0 units Delete Deployment Details	7 – Test4 Created on: 5/26/2016 3:28:02 PM ElectionDay – Production Deployed to: 0 units Delete Deployment Details

1. To create a new package, enter a descriptive name for the package, select "Production," select "Election Day", and click the START button.

2. Once the package is successfully created, a message will be displayed. If there were any issues, an error message will be displayed.

3. Each database package created for download is assigned a unique number. The number and package description are available to validate that the correct package is loaded on Touchpads.



18 – DallasTest
Created on: 8/5/2016 10:08:00 AM
ElectionDay – Production
Deployed to: 1 units
[Delete](#) [Deployment Details](#)

Click "Deployment Details" to see a detailed report of Touchpads currently loaded with the package.

How is an Election loaded to the unit?

What method of data transfer does the device use?

Application hosted locally or via cloud?

Download Data Package to Local FTP Server / Cache Box

Once the data package is properly created, it is ready to be downloaded to the individual Touchpads. The file can be directly downloaded to Touchpads from the Precinct Central server. However, for large counties with a greater volume of data, a local download option will be setup that will allow substantially faster downloads. Using SFTP, copy the data package to the local network FTP server / cache box. The next steps document how to download the data package from the local server to the individual Touchpads.

Download Data Package to Touchpads

☰ Manage – Database Management

Once the data package is properly loaded to the cache box, the database can be remotely sent out to the Touchpads from the Precinct Central Console.

1. Select all of the Touchpads you would like to download the database to.

2. Select “Download” from the dropdown box, and select “Cache Box” for download from. Enter the cache box information

3. Select the database type you would like to download and click “Start Database Download”.

Step 1: Select Touchpads for database download/removal

	Asset ID	Device ID	Database Package Name	User name	User level	Location ID	Location
<input checked="" type="checkbox"/>	804	Dallas2	Test		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	805	Dallas3	Test		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	806	Dallas1	County Dimensions Image Changed		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	807	Dallas4				1001	
<input checked="" type="checkbox"/>	808	Dallas5	Test	A E	Advanced	1001	
<input checked="" type="checkbox"/>	809	Dallas6	DallasTrainingTest		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	810	Dallas7	DallasDB		Advanced	2805	Coppell Town Center
<input checked="" type="checkbox"/>	811	Dallas8	DallasTest4		Advanced	1001	
<input checked="" type="checkbox"/>	812	Dallas9				2806	
<input checked="" type="checkbox"/>	813	Dallas10				2806	

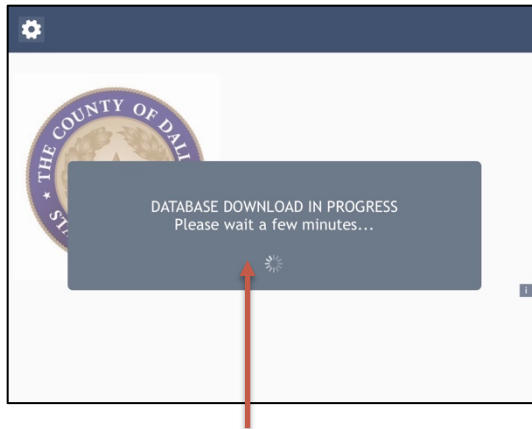
Page 1 of 3 (21 items) 1 2 3

Step 2: Do you want to download or remove database?
 Download

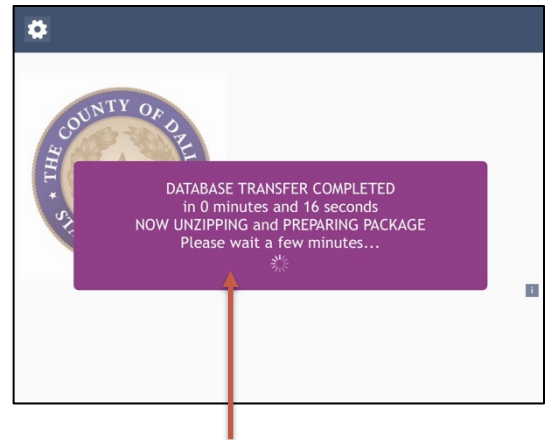
Step 3: Where do you want to download database from?
 Cache box
 FTP Url
 FTP User
 FTP Password
 Number of simultaneous downloads

Step 4: Select database type
 Election Zipped

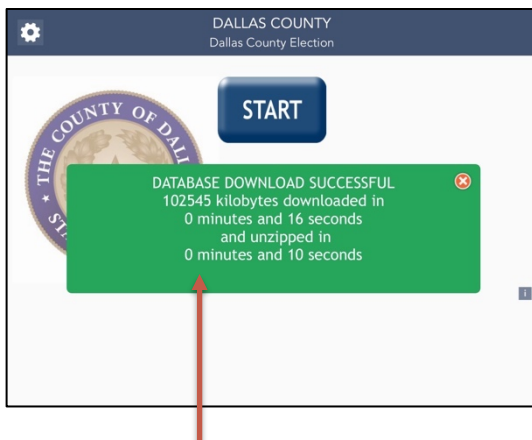
Start database download



4. A gray message will appear indicating that the download is in progress.



5. Once the database has downloaded, it will begin to unzip. A purple message will appear indicating that it is unzipping.



6. Once the database has been downloaded, a green message will appear. Close and re-open the application.



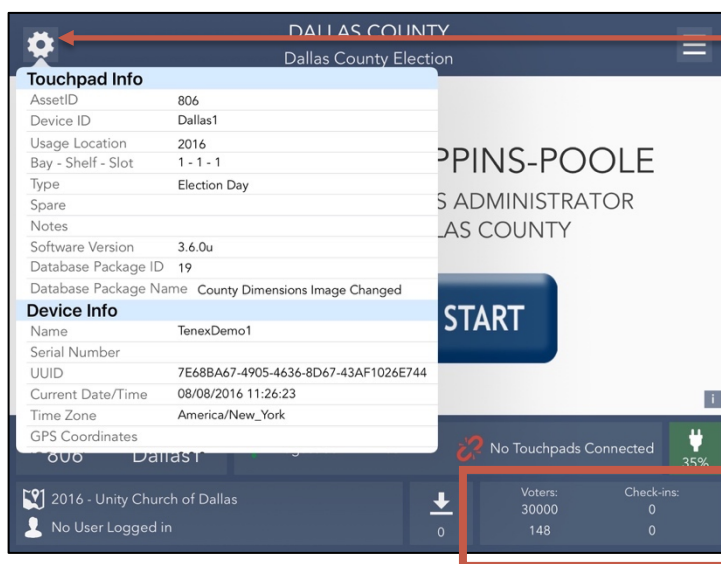
7. The database has been successfully downloaded.

5. Verify Data Package Loading

Every time a data package is loaded to a Touchpad, an event is logged on the Touchpad and the Precinct Central server. There are various reports and audit logs available to validate and report that the correct information has been downloaded to each Touchpad.

Verifying Data Package on Touchpad

Each Touchpad reports on which DB package, software version, and iOS version are loaded. It also reports on the total number of voters for the county and the total number of voters for the individual voting location.



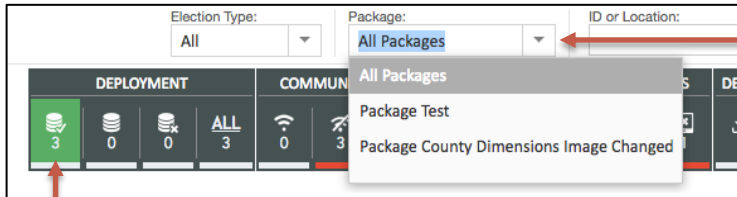
Touch the “Device Info” button to view details about the device. Details about the Touchpad data and software are available under the “Touchpad Info” section.

The total number of voters loaded in this Touchpads countywide database can be seen in the “Session Bar.” A voter total for the preassigned voting location is shown underneath the countywide total.

Verifying Data Package on Precinct Central Console

Several detailed reports are available on the Precinct Central Console that assist in confirming that all Touchpads are properly configured with the correct software version, time settings, and database packages.

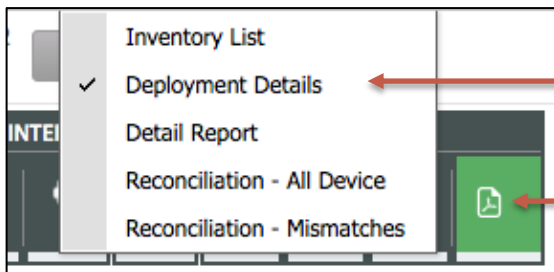
☰ Monitor – Devices



Select the database package that is currently being downloaded from the “Package” dropdown.

The “Deployed” total will change to display how many Touchpads have downloaded the package.

Touchpad deployment information can be viewed in a variety of formats.



- Data can be exported to Excel to import into other systems.
- Data can be viewed and downloaded in various PDF reports such as Inventory List, Deployment Details, or a Detail Report.

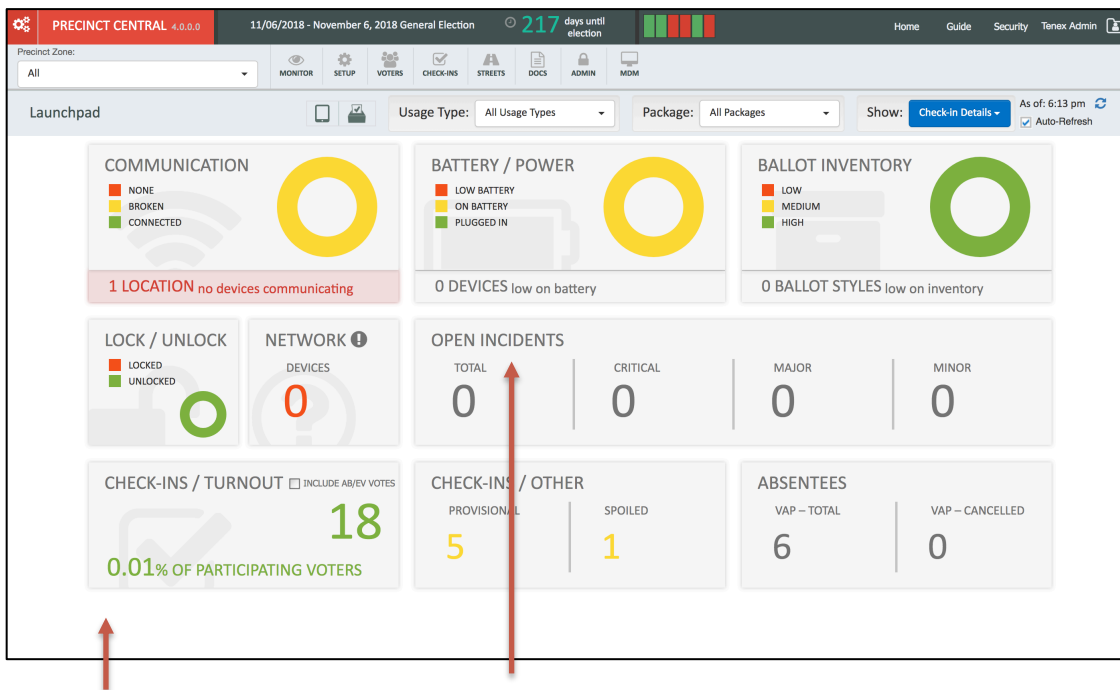
DALLAS COUNTY							
08/08/2016				Devices Deployed			1/1
Asset ID	Local ID	Usage Location	Download Date	Package ID - Package Name	Created On	Mode	OS/Software
806	Dallas1	2016	8/8/2016 11:13:47 AM	19 - County Dimensions Image Changed	2016-08-08 10:11:27	Election Day	9.3.3/3.6.0u
804	test	2016	7/15/2016 9:10:59 AM	13 - Test	2016-06-09 11:40:13	Election Day	9.3.1/3.6.0p
805	tesy	2016	7/15/2016 9:11:39 AM	13 - Test	2016-06-09 11:40:13	Election Day	9.3.2/3.6.0p
Total Devices: 3							

The Deployment Details report shows a list of Touchpads with information about the package deployed, the iOS, and the Precinct Central version.

6. Monitoring

Monitor

Precinct Central has a complete monitoring platform accessible from the Precinct Central Console. This allows the central election office to monitor, in real-time, all Touchpads, ballot inventory, poll worker attendance, check-ins, and more. By clicking on the “Monitor” tab, a countywide overview is displayed which indicates any immediate issues in any monitoring area. This countywide monitoring view shows an overall status of every aspect of Precinct Central’s monitoring. Use this page to get a quick, high-level overview of what is going on.



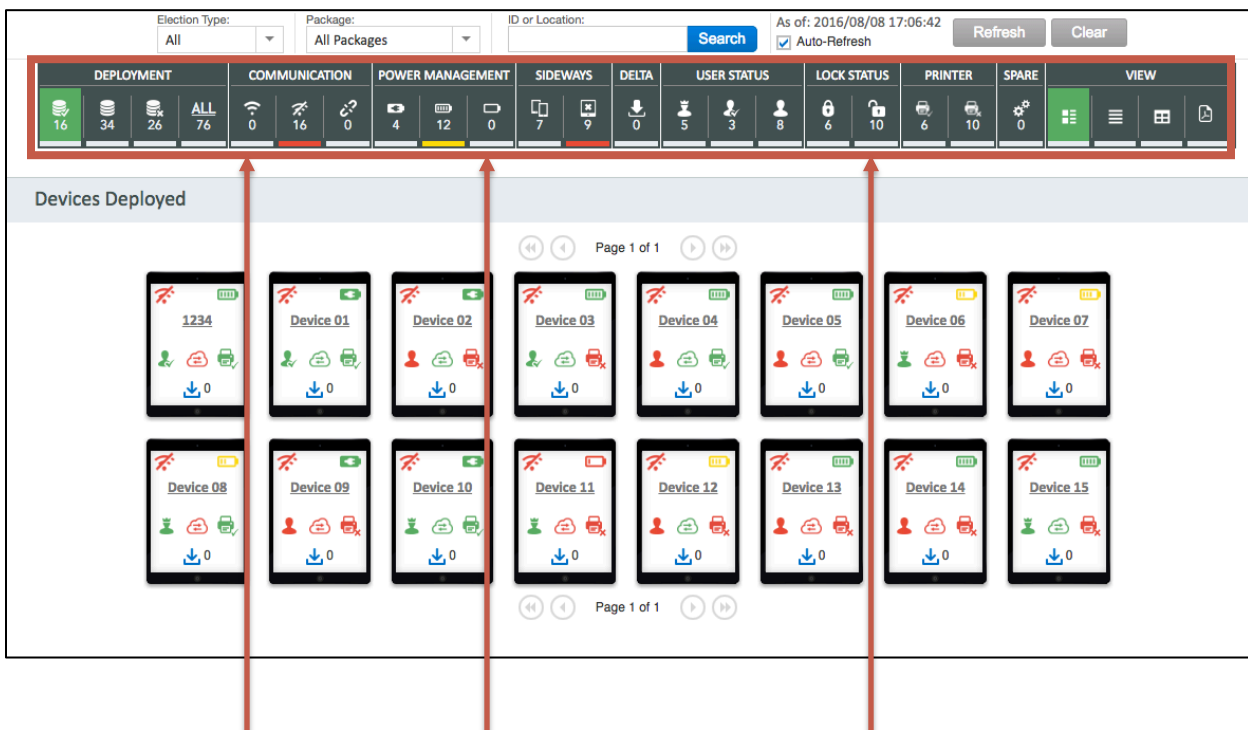
View quick information on the battery status, communication status, and lock/unlock status of Touchpads in the field.

View information about any pending incidents (tickets in the field), missing poll workers, or Touchpads that are not communicating.

7. Touchpad Status

☰ Monitor – Touchpads

Each Precinct Central Touchpad sends a heartbeat message to the central server with a status of the health of the Touchpad. This information is reported on the Precinct Central Console and alerts the election office of any issues with individual Touchpads and voting locations. Information such as battery life, printer status, user login, and communication is readily available in easy to visualize screens.

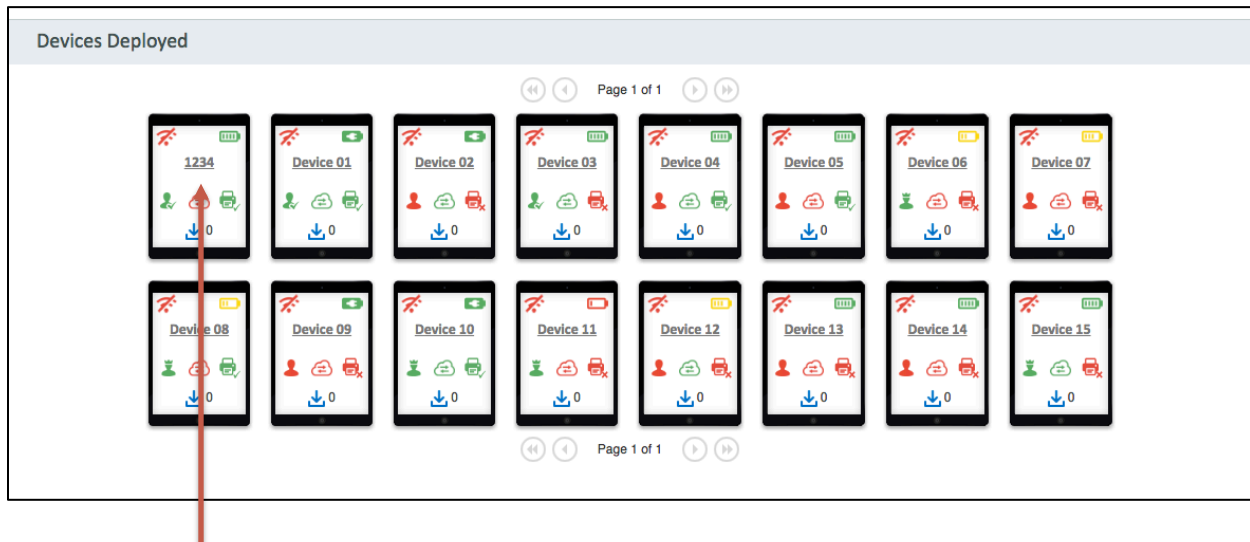


Communication displays Touchpads or locations that may be having issues communicating with the central server. At the beginning of the day, election workers may forget to turn on routers. This status will help identify any locations where potential issues may arise.

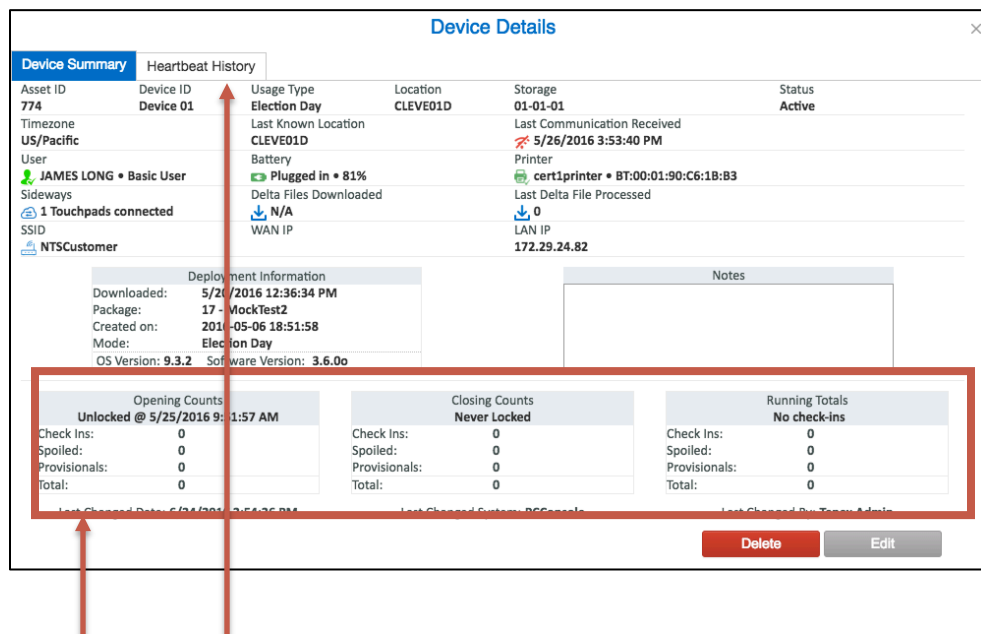
Power Management displays Touchpads that may not be plugged in or are running low on battery. This should be monitored throughout the day.

User Status shows information on election worker login status.

Lock Status will change to "Unlocked" for all Touchpads as they are opened on Election Day. At the end of the day, Touchpads will return to the "Locked" status.



Click on a Touchpad to view specific details in the “Device Details” pop-up.



On the “Device Details” screen, view information such as the data package details, opening, closing, and running totals for check-ins on the Touchpad, who is logged-in, battery status, and more. Click on the “Heartbeat History” tab to view the history of heartbeats.

8. Sending Messages to Touchpads

☰ MDM – Notify Locations

Remotely instant message Touchpads directly from your Console. Select all Touchpads or specify certain locations, poll workers, or devices and send messages.

Step 1: Select where you are sending the message

<input checked="" type="checkbox"/>	Asset ID	Device ID	Database Package Name	User name	User level	Location ID	Location
<input checked="" type="checkbox"/>	804	Dallas2	Test		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	805	Dallas3	Test		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	806	Dallas1	County Dimensions Image Changed		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	807	Dallas4				1001	
<input checked="" type="checkbox"/>	808	Dallas5	Test	A E	Advanced	1001	
<input checked="" type="checkbox"/>	809	Dallas6	DallasTrainingTest		Advanced	2016	Unity Church of Dallas
<input checked="" type="checkbox"/>	810	Dallas7	DallasDB		Advanced	2805	Coppell Town Center
<input checked="" type="checkbox"/>	811	Dallas8	DallasTest4		Advanced	1001	
<input checked="" type="checkbox"/>	812	Dallas9				2806	
<input checked="" type="checkbox"/>	813	Dallas10				2806	

Page 1 of 3 (22 items) 1 2 3

Step 2: Enter the message you would like to send

Polls are open until 8PM!

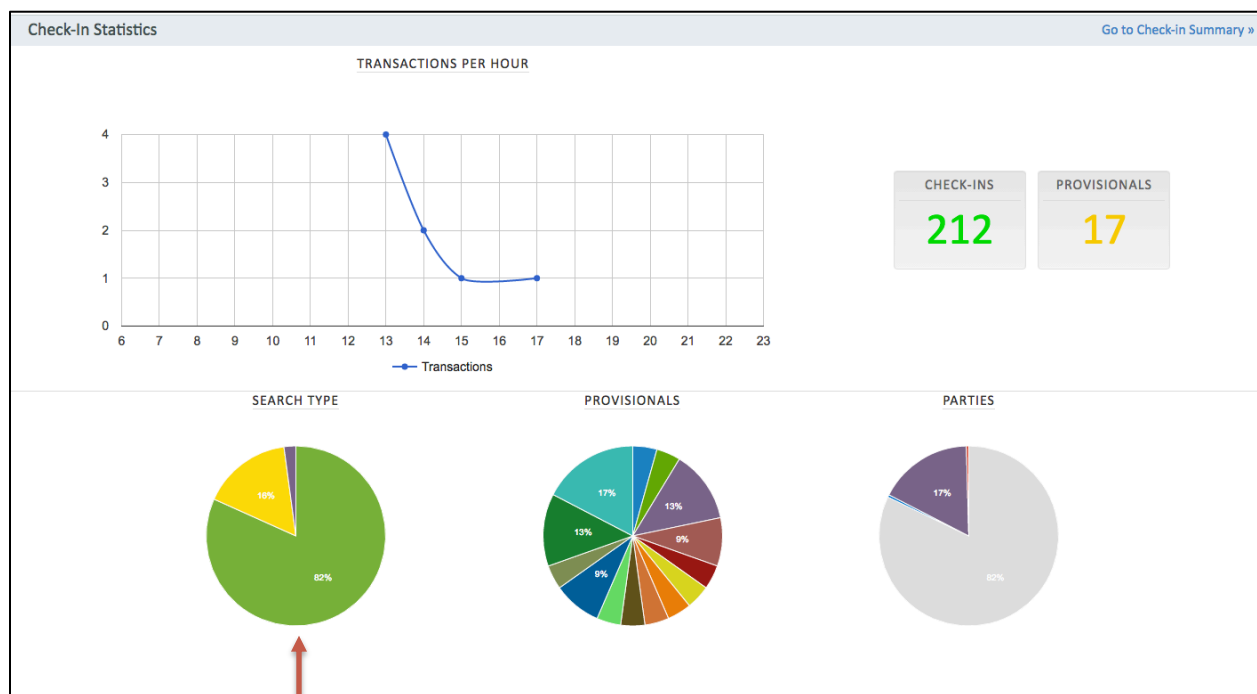
Send message

Select the Touchpads you would like to send the message to. Enter the message and click "Send Message."

9. Reporting

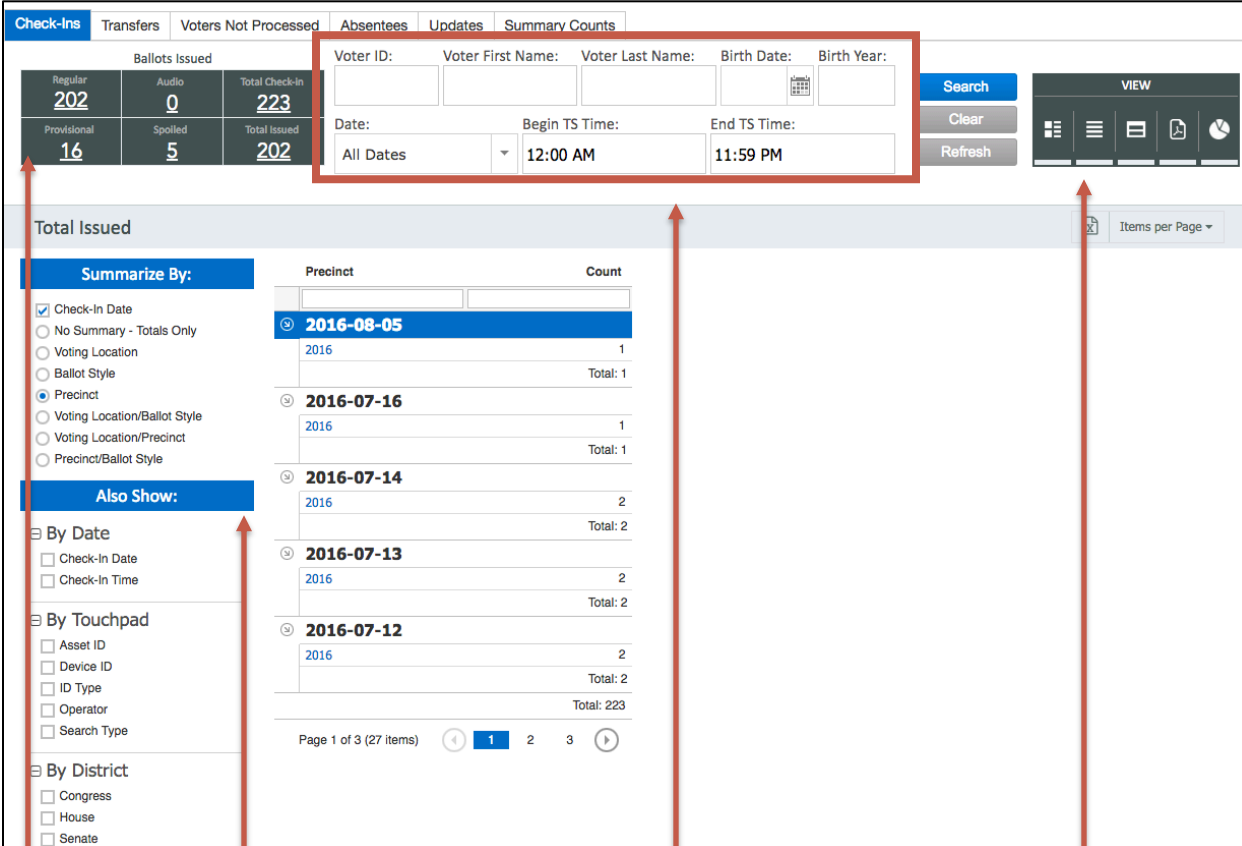
Checkins – Checkins Tab

Touchpads send real-time, detailed check-in information for each voter that is checked in during the voting period. These check-ins can be viewed, sorted, filtered, and queried on the Precinct Central Console “Checkins” tab.



View quick graphical representations of check-ins.

Filter these check-ins to create custom reports such as which voters requested assistance or voted curbside by location and date.



The screenshot displays the 'Check-Ins' tab of the Precinct Central ePollbook. At the top, there are tabs for 'Check-Ins', 'Transfers', 'Voters Not Processed', 'Absentees', 'Updates', and 'Summary Counts'. Below these, a 'Ballots Issued' summary shows: Regular (202), Audio (0), Total Check-In (223), Provisional (16), Spoiled (5), and Total Issued (202). A search bar is located to the right of the summary, with fields for Voter ID, Voter First Name, Voter Last Name, Birth Date, Birth Year, Date, Begin TS Time, and End TS Time. Below the search bar are buttons for 'Search', 'Clear', and 'Refresh'. To the right of the search bar is a 'VIEW' section with icons for list, table, PDF, and graphical views. Below the search bar is a 'Total Issued' section with a table showing the total count for each precinct. The table has columns for 'Precinct' and 'Count'. The data is summarized by date, with dates listed in descending order: 2016-08-05, 2016-07-16, 2016-07-14, 2016-07-13, and 2016-07-12. The total count for all dates is 223. Below the table is a pagination bar showing 'Page 1 of 3 (27 items)' and buttons for navigating between pages. On the left side of the interface, there are two sections: 'Summarize By:' and 'Also Show:'. The 'Summarize By:' section has radio buttons for 'Check-In Date', 'No Summary - Totals Only', 'Voting Location', 'Ballot Style', 'Precinct' (selected), 'Voting Location/Ballot Style', 'Voting Location/Precinct', and 'Precinct/Ballot Style'. The 'Also Show:' section has checkboxes for 'By Date', 'By Touchpad', and 'By District'. The 'By Date' section has checkboxes for 'Check-In Date' and 'Check-In Time'. The 'By Touchpad' section has checkboxes for 'Asset ID', 'Device ID', 'ID Type', 'Operator', and 'Search Type'. The 'By District' section has checkboxes for 'Congress', 'House', and 'Senate'.

Roll-up totals are summarized by ballot type (regular, provisional, spoil) with totals issued. Click on a total to view only those check-ins.

Use the summary bar and filters to create custom check-in reports.

Use the search fields to search all check-ins for a specific voter name, ID, or more.

View check-ins in a list view, table view, PDF view, or graphical view.

10. Voter Listing

Total Check Ins All Dates

Filter On

Items per Page

Records Limit

Filter / Grouping OFF

Page 1 of 1 (2 items)

1

Drag a column header here to group by that column

Name

CHARLES FRANCIS BRADY

Voter ID

1083213740

Precinct-Grp

2016 -01

Address

19 WOODDED GATE DR

DOB

06/12/1942

Ballot Style

5573

Server TS

7/12/2016 11:18:19 AM

Party

NP


Ballot No

0

Location

2016

2016-07-12-10-18-1083213740.png



Checked in at

7/12/2016 10:18:59 AM by MATT MILLER

Name

SARAH LORRAINE BLASNIK

Voter ID

1163409972

Precinct-Grp

2016 -01

Address

12016 ARBARGEE CIR

DOB

11/22/1990

Ballot Style

5573

Server TS

7/12/2016 10:58:26 AM

Party

NP


Ballot No

0

Location

2016

2016-07-12-09-15-1163409972.png








Checked in at

7/12/2016 9:15:44 AM by MARK RIZZO

11. Report Showing Voters Directed to Different Locations

☰ Checkins – Transfers Tab

Voters that show-up at the incorrect polling location can be transferred or re-directed through the Touchpad to their correct polling location. These transfers are recorded and sent in real-time to the Precinct Central Console.

Check-Ins														
Transfers														
<div> <div> <div>Transfers Summary</div> <div> <div>Did not check-in</div> <div>5</div> </div> <div> <div>Did not check-in (Updates)</div> <div>1</div> </div> </div> <div> <div>Voted at Polls</div> <div>0</div> </div> <div> <div>Voted at Polls (Updates)</div> <div>0</div> </div> </div> <div> Voter ID: <input type="text"/> Birth Date: <input type="text"/> Birth Year: <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/> <div> <div>Search</div> <div>Clear</div> <div>Refresh</div> </div> </div>														
Voter Transfers														
Page 1 of 1 (5 items)														
Drag a column header here to group by that column														
Date/Time Received	Device ID	Seq No	Operator	Source Location	Receiving Locati	Voter ID	Precinct	First Name	Middle Name	LastName	Suffix	Birth Date	Voter Updates	Vote Type
 5/31/2016 11:58:18 AM	793	3	A E	2016	2018	1083148240	2018	RONALD	J	HODGKINSON	JR	07/12/1949		Did not check in
 5/31/2016 11:59:23 AM	793	4	A E	2016	2018	1083148240	2018	RONALD	J	HODGKINSON	JR	07/12/1949		Did not check in
 5/31/2016 12:37:17 PM	794	1	LOP RIV	2016	4623	1154733816	4623	DAVID	TIMOTHY	SMITH		03/01/1959	In-County Change	Did not check in
 6/20/2016 5:27:00 PM	803	3	ELECTION WORKER	2016	4639	1185572901	4639	RHONDA	LANNET	SMITH		11/09/1980		Did not check in
 7/14/2016 4:21:00 PM	804	3	B C	2016	2018	1083148238	2018	CYNTHIA	ANNE	HODGKINSON		12/06/1954		Did not check in

12. Average Processing Time of Voters at Polls

Admin – Reports – Productivity and Performance

Precinct Central generates reports on all aspects of the system. Reports on the average processing time at the polls are generated from this page. Reports can be created by location, precinct, or even poll worker.

Productivity Reports by Location

Page 1 of 1 (4 items)

Drag a column header here to group by that column

Voting Location	Check-in Avg/Tran	Search by ID Count	Manual Search Count	Search by ID %	Manual Search %	Search by ID Avg/Tran	Manual Search Avg/Tran	Prov Check-in Avg/Tran
2016	1:22	14	20	41	59	1:13	1:27	2:09
3940	0:39	0	1	0	100		0:39	
CLEVE01D	1:18	168	15	92	8	1:17	1:25	1:39
All Locations	1:19	182	36	83	17	1:17	1:25	1:52

Page 1 of 1 (4 items)

13. Export Voting History

Admin – Data Management – Export Voter Credit

The Export Voter Credit process will create a text file of all voters that have checked-in on the poll book. This file will be used to give voting history credit for voters.

Export Voter Credit

[Export Voter Credit](#) [Upload Voter History](#)

[START](#) [STOPPED](#) [STOP](#)

Complete the voter credit parameters below and press the **START** button to create the credit file or automatically upload voting history.

Download the specific voting history file from the list below.

There are no files available


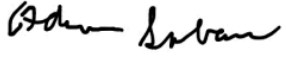

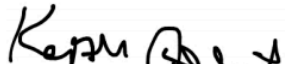

Voter Registration System

- VEMACS
- VoterFocus
- VEMACS
- TRIAD
- DIMS
- Kentucky

14. Archive Precinct Register

Admin – Data Management – Archive Precinct Register

Once all data has been reconciled, an archive of all check-ins is created in the form of a printable PDF file. The format resembles a printed precinct register complete with the voter's signature. This can be saved as an archive of the election based on record retention regulations.

05/11/2016		CUYAHOGA COUNTY, OHIO				1/12	
		May Mock Election					
Check-Ins							
Name: MARGO E ADAMS	Voter ID 2036371	Birth Date: 12/01/1985	Race/Gender: /	Party: DEM			
Address: 3464 E 142ND ST CLEVELAND 44120	Precinct-Group CLEVE01D - 01	Style/No CLEVE01D0	ID Type Driver License	1N /00010			
ServerTS: 05/11/2016 13:53:17 Checked in at 05/10/2016 12:59:12 by STEVE DOELL							
Name: SIOBHAN T ADAMS	Voter ID 2635894	Birth Date: 12/04/1979	Race/Gender: /	Party: NOPTY			
Address: 3413 E 143RD ST CLEVELAND 44120	Precinct-Group CLEVE01D - 01	Style/No CLEVE01D0	ID Type Driver License	1N /00009			
ServerTS: 05/11/2016 13:54:56 Checked in at 05/10/2016 12:55:49 by WILLIE BROWN							
Name: MARCUS S AKINS	Voter ID 2560422	Birth Date: 01/15/1985	Race/Gender: /	Party: NOPTY			
Address: 3462 E 143RD ST CLEVELAND 44120	Precinct-Group CLEVE01D - 01	Style/No CLEVE01D0	ID Type Driver License	1N /00015			
ServerTS: 05/11/2016 13:54:37 Checked in at 05/10/2016 13:07:59 by NANCY STOOP							
Name: KEITH L ALBERT	Voter ID 2529479	Birth Date: 05/08/1957	Race/Gender: /	Party: NOPTY			
Address: 14412 MILVERTON RD CLEVELAND 44120	Precinct-Group CLEVE01D - 01	Style/No CLEVE01D0	ID Type Driver License	1N /00016			
ServerTS: 05/11/2016 13:53:17 Checked in at 05/10/2016 13:08:08 by STEVE DOELL							
Name: CALLI E ALEXANDER	Voter ID 944490	Birth Date: 11/05/1923	Race/Gender: /	Party: NOPTY			
Address: 3335 E 140TH ST CLEVELAND 44120	Precinct-Group CLEVE01D - 01	Style/No CLEVE01D0	ID Type Driver License	1N /00013			
ServerTS: 05/11/2016 13:54:56 Checked in at 05/10/2016 13:05:43 by WILLIE BROWN							

15. Security Standards

The Precinct Central electronic poll book software is secured at many levels. Tenex recommends the use of strict passwords for all aspects of Precinct Central as a security policy. This document explains the various passwords and security parameters that should be considered when using the software.

Software Installation Password	
Maintained by: Tenex	Update Frequency: every election
<p>These passwords are used for installing and updating the Precinct Central App on the Touchpad and for registering a Touchpad with the central server. Generally, the password will be updated before every election.</p> <p>A strong password is used:</p> <ul style="list-style-type: none"> ○ At least 12 characters long, using a non-dictionary word ○ Combination of lowercase letters, uppercase letters, numbers and special characters 	

Precinct Central Touchpad Application Login Passwords	
Maintained by: Customer	Update Frequency: every election
<p>The Touchpad has five different passwords that can be setup and used based on system configurations. Tenex recommends strong password policies for these passwords including:</p> <ul style="list-style-type: none"> ○ Each password should be different. ○ The passwords should be changed ever election. ○ The admin password should not be provided to anybody other than anybody other than the county admin staff. ○ A strong password scheme should be used: <ul style="list-style-type: none"> ▪ At least 12 characters long, using a non-dictionary word ▪ Should consist of a combination of lowercase letters, uppercase letters, numbers and special characters. ○ Election workers should logout of the application when not in use. 	

Precinct Central Console Passwords	
Maintained by: Customer	Update Frequency: every election
<p>The Console website requires a valid user login that is assigned to security groups and controls the users' authorization level. Tenex recommends strong password policies for the Console user access including:</p> <ul style="list-style-type: none"> ○ Each user accessing the system should be assigned a unique login ID to allow tracking individual actions and change completed. ○ Passwords should be changed every 30 days, or at least every election cycle. ○ User access should be limited to basic viewing privileges if administrative update access is not required. ○ A strong password scheme should be used: <ul style="list-style-type: none"> ▪ At least 12 characters long, using a non-dictionary word ▪ Should consist of a combination of lowercase letters, uppercase letters, numbers and special characters. ○ After three incorrect login attempts, passwords are disabled and can only be reinstated by an admin user. 	

Database Passwords	
Maintained by: Tenex	Update Frequency: as needed
<ul style="list-style-type: none"> ○ The database passwords are maintained by Tenex with no direct visibility or access to the end user. This password is used for accessing the database and is used automatically by the programs. 	

FTP Passwords	
Maintained by: Tenex	Update Frequency: as needed
<ul style="list-style-type: none"> ○ The FTP passwords are maintained by Tenex with no direct visibility or access to the end user. This password is used for transferring data files between environments. 	

WiFi Access Point Setup	
Maintained by: Tenex/ Customer	Update Frequency: as needed
<ul style="list-style-type: none">○ Precinct Central communicates over a secure WiFi connection. For wireless router setup, Tenex recommends the following security policy:<ul style="list-style-type: none">▪ WiFi passwords should have WPA2 PSK encryption for the best security.▪ The SSID on the router should be non-broadcasting.▪ The router passwords and SSID scheme should not be provided outside of senior level IT staff.▪ A strong password scheme should be used:<ul style="list-style-type: none">- At least 32 characters long, using a non-dictionary word- Should consist of a combination of lowercase letters, uppercase letters, numbers and special characters.	

