Robis AskED® ePollbook with On-Demand Ballot Printing: Use Procedures Guide

Version 1.20181017.1-CA

Robis Elections Inc.

Table of Contents

Introduction 7

About Robis Elections 7

About AskED® 7

The AskED® ePollbook 7

How to use this Document 7

System Description and Components 8

Just in Time Training ™ with AskEd 8

Election Decision Support™ 8

Help Topics 9

Customizable 9

Smart Integration 9

Optional On-Demand Ballot Printing 9

Reduce Training 9

Reduce Election Support Calls 9

Language Support 10

A Varity of Peripherals 10

Signature Capture 10

Barcode Scanning 10

Bixolon Printer 10

Ballot Printer 10

AskED® Command Center 11

Networking 11

Security 11

Encryption 11

Operation Logs 11

Self-Destruct Option 11

Security Updates 12

IP Restrictions 12

VPN 12

Role-Based Security 12

No Public Cloud 12

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Bak USA Atlas....12
All-In-One Connected Case....13
Built-In Hardware....13
Pre-Wired & Connected....13
Light Weight....13
AskED® ePollbook Hardware Security....14
Machine....14
Pollworker account....14
Asked application....14
Technician account....15
Network security....15
WAN access....15
Physical security....15
AskED® ePollbook Set Up....16
Setup of the AskED® ePollbook (Ballot Printer)....16
Setup of the AskED® ePollbook (Bixolon Printer)....20
Preparing Data for the AskED® ePollbook....22
Upload Data files to the sFTP Site....22
Load Election Data via AskED Command Center....22
Creating a Database and Loading the AskED® ePollbook....23
How to load/deploy election data....27
Logging-In to the AskED® ePollbook....30
AskED® ePollbook Voter Check In....32
Using the AskED® ePollbook to Check in Voters....32
Using the AskED® ePollbook for Voters Who Must Show ID (e.g. Registered by Mail)....35
Using the AskED® ePollbook for a Vote by Mail Voter....39
SURRENDER BALLOT PATH....39
PROVISONAL BALLOT PATH....41
Using the AskED® ePollbook for Voters Who Have Already Voted....43
PROVISIONAL VOTER....45
Using the AskED® ePollbook for a Voter Not Found....47
End of Election Day with the AskED® ePollbook....50

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Verify Uploads 50
AskED ePollbook Glossary 53
AskED® ePollbook Home Page 53
Voter Check-In Screen 54
Power Menu Options....55
AskED® Advanced Page 56
AskED® ePollbook Configuration 59
AskED® Listeners....59
AskED® Command Center Reports 61
AskED® Pollbooks Report....61
AskED® Voter Roster Report....64
AskED® Voter Turn-Out Report 66
Consolidation....68
Preparing the AskED Consolidator....68
Using the AskED Consolidator 68
Viewing the Consolidated Data 68
Consolidation Step by Step....68
Clearing the data at the end of an Election 71
Reference Index....74
Updating the AskED® ePollbook for Training/Testing 74
Updating the AskED® ePollbook Software with the USB Drive 75
How to adjust the touch sensitivity on the BakUSA Atlas 78
Data Fields Guide....81
Address_Ranged.csv....83
Precincts.csv 85
Voters.csv....86
Ballotstyles.csv....87
ElectionInfo.txt 88
For Australia Only 90
Service Information 91
Scanning....92
Connect Host Interface....93

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

RS-232 94
Keyboard Wedge 95
IBM 46XX 96
Useful Bar Codes 97
Set Defaults 97
Add a Tab Key 97
Add an Enter Key 97
USB Caps Lock Override 97
User Indications (By Default) 98
123Scan 98
Utility Functionality 98
Troubleshooting 99
RECOMMENDED USAGE GUIDE - OPTIMUM BODY POSTURE 100
Regulatory Information 100
Health and Safety Recommendations 101
Power Supply 101
Statement of Compliance 102
Introduction 107
How to use this Document 107
Election Decision Support™ 107
System Set-Up 108
Creating a Database and Loading the AskED® ePollbook 108
How to load/deploy a DEMO database data 112
AskED® ePollbook Training Set Up 115
Setup of the AskED® ePollbook 115
AskED® ePollbook Training Guide 119
Logging-In to the AskED® ePollbook 119
AskED® ePollbook Voter Check In 121
Using the AskED® ePollbook to Check in Voters 121
Using the AskED® ePollbook for Voters Who Must Show ID (e.g. Registered by Mail) 124
Using the AskED® ePollbook for a Vote by Mail Voter 128
SURRENDER BALLOT PATH 128

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

PROVISONAL BALLOT PATH 130
Using the AskED® ePollbook for Voters Who Have Already Voted 132
PROVISIONAL VOTER 134
Using the AskED® ePollbook for a Voter Not Found 136
End of Election Day with the AskED® ePollbook 139
Verify Uploads 139
AskED ePollbook Glossary 142
AskED® ePollbook Home Page 142
Voter Check-In Screen 143
Power Menu Options 144
AskED® Advanced Page 145
AskED® ePollbook Training Worksheet 148
Logging into the AskED® ePollbook 148
Checking in a Voter 149
Using the AskED® ePollbook to Check in Voters 149
Provisional Voters 152
Using the AskED® ePollbook for Voters Who Have Already Voted 152
Voter Not Found 155
Using the AskED® ePollbook for a Voter Not Found 155
Closing the Polls with the AskED® ePollbook 157
Verify Uploads 157
Logging out of the AskED® ePollbook 159

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED®

Election Decision Support System

COPYRIGHTS

©2018, Robis Elections, Inc. All rights reserved. No part of this document may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language, in any form, by any means without the prior written permission of Robis Elections, Inc.

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted.

TRADEMARKS

AskED is a registered trademark and Election Decision Support System is a trademark of Robis Elections, Inc. Robis is a registered trademark of Robis, Inc.

Other product and company names mentioned herein may be the trademarks of their respective owners

PUBLISHED BY

Robis Elections, Inc.
1751 S. Naperville Road, Suite 104
Wheaton, IL 60189

www.GoAskED.com
630-752-0220

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Introduction

About Robis Elections

We are passionately committed to creating innovative products that equip election officials to deliver secure, smooth-running, efficient elections. Robis Elections helps meet the challenges and solve the problems impacting election officials and voters.

In addition to our headquarters in the Chicago area, Robis Elections has a Regional Election Support Center in Albuquerque, NM. Robis Elections is 100% U.S-owned and 100% of our software is developed in the U.S.

About AskED®

Who's ED? We get asked that a lot. ED stands for Election Decision. Our products are designed to help election workers make the right decision every step of the way. At the core of every product in our AskED product suite is the belief that innovative technology can be accessible, simple and affordable. Our products are designed to provide election officials with peace-of-mind and lower stress, and dramatically improve the election process.

The AskED® ePollbook

The AskED® ePollbook is designed to process voters accurately and efficiently. The AskED® ePollbook reduces unknowns by guiding election workers step by step with our proven Election Decision Support™ system. The AskED® ePollbook allows county officials to stay connected and see what is happening at every voting location and respond with the AskED® Command Center. The ePollbook is intuitive and configured specifically for each jurisdiction, allowing the AskED® ePollbook to support the way each county works..

How to use this Document

This Document is designed be an overview of the AskED® Pollbook System. This document will guide a user through the processes of running an election with the AskED® ePollbook. This document encompasses the set-up and preparation of the data for the AskED® ePollbook, set up for, voter check-in through the Close of Polls. Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

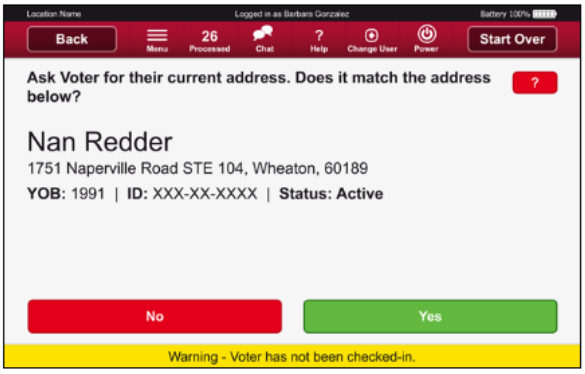
System Description and Components

The AskED® ePollbook is the most versatile and easy-to-use electronic pollbook on the market. By pairing advanced technology with our innovative Election Decision Support™ system we not only simplify the voter check-in process but also guide pollworker to the correct course of action for each voter. This user-friendly interface speeds up voter check-in while improving consistency and accuracy.

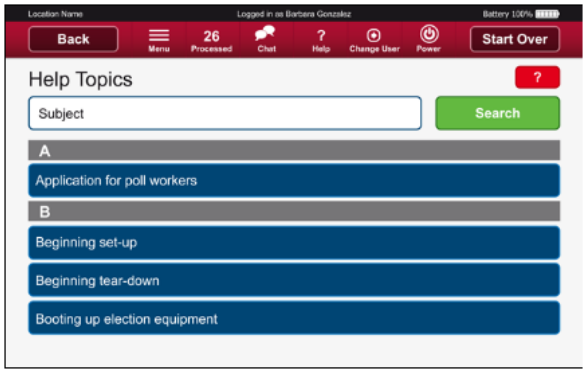
Because Robis Elections uses COTS Windows hardware, no other electronic poll book solution has a longer product lifespan. In addition, a Windows-based platform provides the greatest flexibility when choosing hardware and peripherals and when integrating with existing elections equipment. The AskED ePollbook equips jurisdictions for elections today and in the future.

Just in Time Training ™ with AskEd

Election Decision Support™



Help Topics



Election Decision Support™

The AskED Election Decision Support™ system guides election staff through simple “yes” or “no” questions to determine each voters’ eligibility, including the correct ballot style and any paperwork that must be completed.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Opinions and guesswork are removed from the voting sites, reducing errors and minimizing the need for time-consuming provisional ballots.

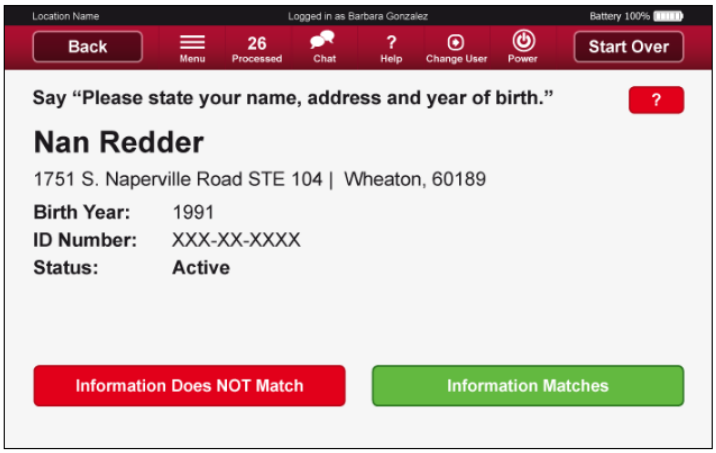
Help Topics

Built-in help topics and video tutorials are included with the AskED ePollbook based on county specific election worker training manuals and election equipment. We call this “Just-in-time-training” since workers have the information they need at the moment they need it.

Customizable

Smart Integration

The AskED® ePollbook is tailored to how each county election department works and not the other way around. Each screen in the AskED ePollbook is configurable to State laws and jurisdiction specific procedures, so election workers process voters correctly and consistently across the entire county.



Optional On-Demand Ballot Printing

Reduce wasted, pre-printed ballots and make vote centers a reality by printing the exact ballot for each voter. This also eliminates the possibility of giving out the wrong ballot. The AskED epollbook as on-demand ballot printing built-in so jurisdictions can start by using just the ePollbook features, but then activate on-demand ballot printing when needed in the future without any additional software expense.

Reduce Training

The AskED® ePollbook is like no other electronic Pollbook, AskED® makes an election worker's job easier. Step-by-step instructions guide the election worker through the check-in process. The AskED ePollbook integrates all state and local regulations into the election worker screens. Clear ‘Yes’ and ‘No’ responses to simple questions assure accurate and consistent voter check-in.

Reduce Election Support Calls

The AskED ePollbook will reduce support calls to your office in three ways. First, the election decision support system guides the pollworker to the correct course of action for each voter’s circumstance. The county determines ahead of time what they would say for each situation and the system guides the pollworker to that answer. Second, the AskED ePollbook includes an auto-broadening voter search function that allows users to more quickly

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

and correctly find the voter they are looking for by a variety of criteria, and third, the built-in searchable help system can provide just-in-time training on any issues encountered during voting from dealing with voting system set-up issue to better assisting voters with disabilities.

Language Support

The AskED ePollbook can support almost any left to right language in the Voter Eligibility logic and printed documents for voters. In addition, for ballot printing, we print from PDF's provided by the County. Those PDF's can contain any language.

A Varity of Peripherals

Signature Capture

Easily capture voters' signatures in two ways, either on a signature pad separate from the electronic poll book or capture signatures directly on the AskED ePollbook's screen.

Barcode Scanning

Scan a voter's driver's license, ID or barcode on the AskED ePollbook with a barcode scanning gun with a dedicated laser for speed and proven reliability or use the device's built-in camera.

Bixolon Printer

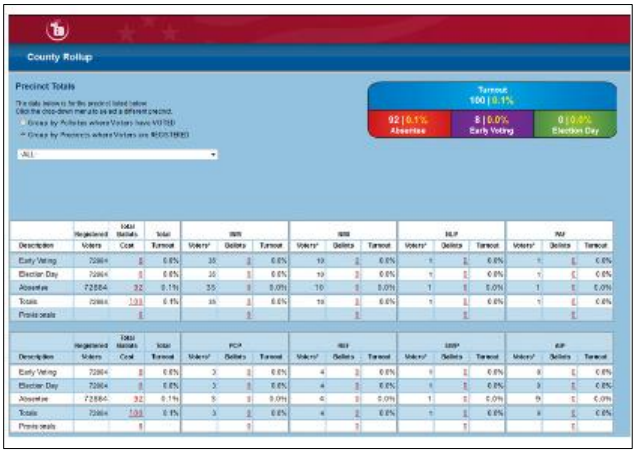
This optional printer can be used to print directions for voters or to print provisional information for use in completing the provisional affidavit.

Ballot Printer

This optional printer can be used to print ballots at the polling site. These printers can also be used to print reports.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® Command Center



The AskED Command Center is a consolidation and reporting tool that provides the elections office with reports of what is happening across the jurisdiction such as ePollbook status, voter turnout by site, provisional ballot counts and the complete voter roster.

Networking

The AskED ePollbook does not require a connection to operate. Each ePollbook contains all information necessary to process voters. When a secure connection is available, the ePollbooks will synchronize with a central database in near-real-time allowing up-to-date information to/from the county's voter registration system.

Security

The AskED ePollbook provides the most secure ePollbook solution in a variety of ways.

Encryption

All data is encrypted both at rest and in motion. The AskED ePollbook utilizes a minimum of 256bit encryption. Connections are IP-restricted and secured with SSL TLS 1.2. In addition, private certificates are required for 2nd factor authentication and dedicated routers with white listing protects against unauthorized traffic.

Wired & Wireless

The AskED ePollbook may be used hardwired or wireless. When used wirelessly, all connections are 256bit WPA2 with a 63+ character password.

Operation Logs

All voter check-in activity performed on the AskED ePollbook is logged.

Self-Destruct Option

The County may choose to have the AskED ePollbook automatically "self-destruct" the voter data X hours after Election Day. To set up the Self-Destruct option the county can contact their election services representative.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Security Updates

The Windows 10 Pro Operating System guarantee security updates for a minimum of 10 years of life, the longest in the industry

IP Restrictions

Robis will provide firewall level IP filtering if desired by the jurisdiction. This would be used on the AskED® Command Center and Help Desk.

VPN

In addition to SSL/TLS 1.2 encrypted communication, a hardware VPN can be used for additional security.

Role-Based Security

Hardware and software access are controlled by role-based security allowing the county to set permissions on an individual basis.

No Public Cloud

Vendors who utilize the public cloud are placing sensitive election data in the hands of unknown third party vendors and creating a huge security risk that has been proven out by the many cases of voter data being accidentally released to the public. Robis does not recommend nor use the public cloud. All data remains under or positive control and the county's. The AskED server components can be run on county equipment from a county data center or can be run from our secure data center where no one else has access. Our elections servers are dedicated to U.S. elections and do not even allow traffic from outside of the U.S. With a public cloud, a jurisdiction can never be certain where there data is located or who has access. Why risk that?

Bak USA Atlas

Robis is excited to partner with Bak USA, Bak USA is American Made and the devices exceeds all expectations for a rugged versatile device that creates a show stopping ePollbook solution.

"The Atlas laptop is strong enough, smart enough, and affordable. With a high-speed processor and long-lasting battery life, the Atlas is in a class of its own." (Bak USA, 2018)[1]

1

Bak USA. (2018). *BakUSA Atlas*. Retrieved from BakUSA: https://www.bakusa.com/computers/atlas/

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

All-In-One Connected Case

Robis provides a unique all-in-one connected case where all of the equipment is pre-wired in the case so setting up the polling place simply means unzipping the case and plugging in the power cord. Everything stays in the case for a faster, more accurate set-up and reduced problems on Election Day.

Built-In Hardware

The all-in-one case allows easy setup even with a printer, scanner or signature pad, while traditional electronic poll books would require separate cords to be plugged into different parts.

Pre-Wired & Connected

Setup takes seconds. Just unzip the case and plug in one single power cord. There is no hardware to remove.

Light Weight

The case is lightweight but sturdy so election workers can carry it without strain or assistance while the devices are well protected and can even be stacked in a warehouse without damage.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Hardware Security

The AskED laptop is secured by Robis in multiple ways prior to delivery to the customer:

Machine

- The Bios is Password protected with a strong password.
- The hard drive is full-disk encrypted using the built-in TPM chip.

Pollworker account

- The POLLWORKER Windows account is hardened by Robis to limit functionality using group policies and a custom shell so that only access to the AskED Application is allowed.
- The shell sets all USB ports to not auto-run and will not launch or provide access to any drive inserted while running the POLLWORKER account.
- RECOMMENDATION TO JURISDICTION: It is recommended that a strong password be used on the POLLWORKER account for use by pollworkers. However, even with this password, these users will not have access to other areas of the laptop.

Asked application

- To access the AskED application, the user must first have the POLLWORKER Windows password. Once logged into Windows, the pollworker will still need a password for the AskED application. Optionally, the application can be configured to require both a Democrat and a Republican to enter separate passwords before allowing access to the check-in software.
- RECOMMENDATION TO JURISDICTION: A unique password should be set for each polling place or each polling place/party.
- Once within the application, additional user roles can limit access to certain functionality or paths such as requiring a poll supervisor to enter their password when going down a provisional path.
- An ADVANCED menu password is needed to change the voting location or view certain reports.
- RECOMMENDATION TO JURISDICTION: the ADVANCED menu password should only be shared with field technicians who need to deliver equipment and set it to a certain location.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Technician account

- The TECHNICIAN Windows account provides admin access to the computer for updates and maintenance.
- A Strong password is required for the TECHNICIAN account.
- RECOMMENDATION TO JURISDICTION: The TECHNICIAN password should only be shared with County full-time, technical staff who are directly responsible for maintaining the ePollbooks. This password should never be provided to a pollworker.

Network security

- The AskED ePollbooks can be used stand alone or as part of a network.
- Robis recommends/sells PepWave multi-homed routers that provide a secure network.
- RECOMMENDATION: if wifi is used, it should use a strong 63bit password with AES II encryption.
- RECOMMENDATION: if ONLY wifi is used, the ethernet ports on the PepWave should be disabled
- PepWave Wifi password can be programmed into each unit using a script so that it is never visable to the user or even the technician during set-up.
- RECOMMENDATION: a list of Mac addresses can be used to white list what devices are allowed to connect to the PepWave even with the Wifi credentials.
- RECOMMENDATION: unused ports on the PepWave that are not disabled should have tamper-evident seals over them

WAN access

- TLS 1.2 encryption is used to protect communicate with the AskED Listener service
- Private certificates are used to limit what devices may connect to the AskED Listener services
- RECOMMENDATION: a whitelist should be used on the Pepwave to limit access to only the servers required for updating voter/voted information from the County server.
- RECOMMENDATION: a hardware VPN can be used to provide additional traffic separation
- RECOMMENDATION: if using a WAN provider, such as Verizon, the carrier can provide a Verizon Private Network which includes additional traffic separation.
- RECOMMENDATION: for Early Voting and Vote Center environments where a connection with near real-time data is important, we recommend using two WAN connections utilizing the failover capabilities of the PepWave.

Physical security

- RECOMMENDATION: ePollbook cases should be zip-tied closed with uniquely numbered zip-seals through the zipper pulls
- ePollbook cases should be kept under the positive control of County staff at all times.
- Unused ports on the ePollbook should be covered with tamper-evident seals

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Set Up

The following are sample set up for the AskED® ePollbook. The specific set up can be customized by each county/jurisdiction, and will be discussed and determined in the implementation phase.

Setup of the AskED® ePollbook (Ballot Printer)

	1. Set the AskED® ePollbook Bag on the table. Be sure the side of the bag with the "Power Cord" tag is on resting on the table
	2. Unzip the bag, and open it
	3. Open the pouch labeled "Power Cord" and plug in the power cord

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	4. The ePollbook is now set, and ready for the printer to be connected
	5. Set the C711 Printer on the table next to the ePollbook and plug in the power cord in the back of the C711 printer (the back of the device will be facing the Pollworker)
	6. Next, locate the USB connection for the printer in the center of the ePollbook bag.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	7. Next inset the USB cable for the C711 Printer on the back of the C711 printer (the back of the device will be facing the Pollworker)
	8. Next, power on the C711 printer, by pressing the switch on the left side of the device (the back of the device will be facing the Pollworker)
	9. Next power on the Atlas ePollbook by pressing the start button on the top left of the keyboard

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	10. Set up is now complete

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Setup of the AskED® ePollbook (Bixolon Printer)

	1. Set the AskED® ePollbook Bag on the table. Be sure the side of the bag with the “Power Cord” tag is on resting on the table
	2. Unzip the bag, and open it
	3. Open the pouch labeled “Power Cord” and plug in the power cord
	4. The ePollbook is now set, and ready for the printer to be connected
	5. Next power on the Atlas ePollbook by pressing the start button on the top left of the keyboard

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	6. Set up is now complete

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Preparing Data for the AskED® ePollbook

There is a variety of options for loading data for the AskED® ePollbook. When working with a specific county/jurisdiction Robis will discuss and determine the process with the county/jurisdiction during the implementation process. The following are two the common ways for data to be loaded for the AskED® ePollbook.

Upload Data files to the sFTP Site

The county/jurisdiction can load their files (using the AskED® Data Fields Guide see Reference INDEX) on to an sFTP site and data loaders can be set up by the Robis team to load the data. The process is outlined below. Please note that specific instructions will be created for each individual county/jurisdiction.

Launch CoreFTP from Desktop Shortcut

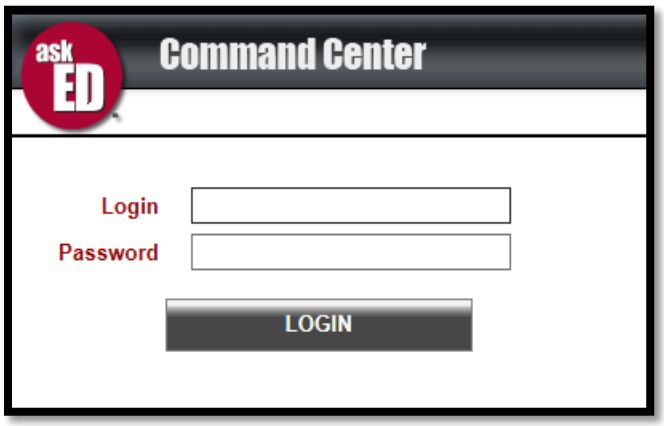
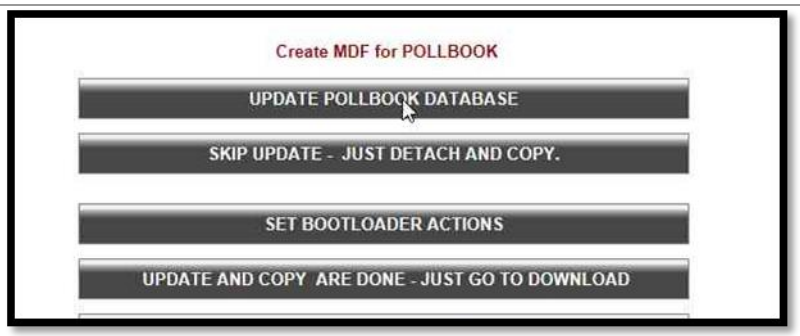
- Click connect
- On the left side (local machine), select all 5 files from the "AskED Data Files" folder on the desktop and click the upload button.
    - Addresses_Ranged.csv
    - Ballots.csv
    - ElectionInfo.txt
    - Precincts.csv
    - Voters.csv
- If prompted to overwrite existing files select "Overwrite All"
- (Note that for security purposes, you will not be able to view the files that already exist in the server folder, but you can overwrite them).
- Once files have been fully uploaded close CoreFTP

Load Election Data via AskED Command Center

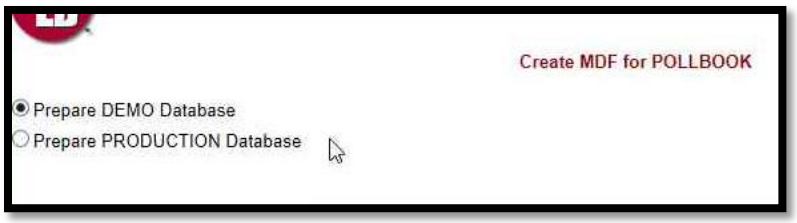
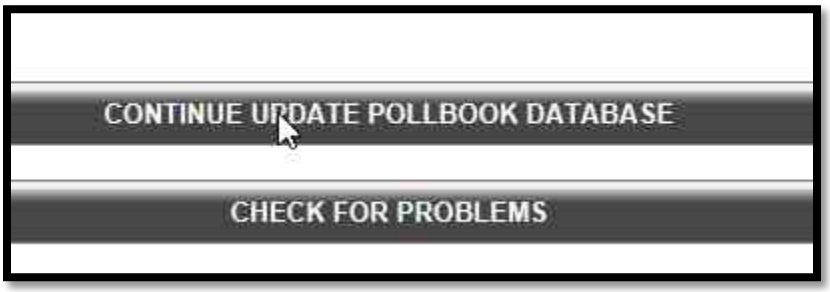
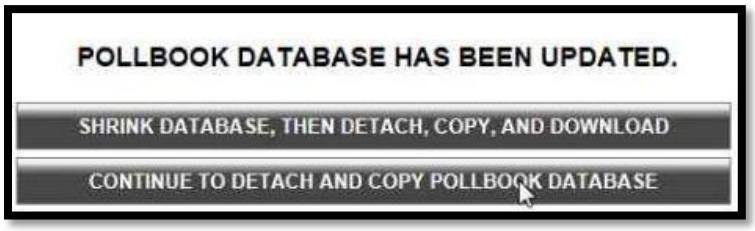
The county/jurisdiction can also load their files and run the jobs themselves. The process is outlined below. Please note that specific instructions will be created for each individual county/jurisdiction.

- Launch the AskED Command Center using the shortcut on the Desktop
    - NOTE: Due to the use pf private certificates and other security measures the AskED Command Center will take up to 40 seconds to open and display the log in screen
    - Click OK to Accept the certificate named "Pollworker" if prompted.
- Log into the AskED Command Center (see credentials)
- Select SYSTEM SETUP
- Select LIST OF JOBS
- Select Run for the "Load Election Data" Job
- Verify the job result is SUCCESS and the Last Run Finish timestamp updates.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

1. Log in to the AskED Command Center	
2. Select **System Setup**	
3. Prepare and Download Data for Pollbook	
4. Select one of the following options **Update Pollbook Database-** update the ePollbook database from that last data load **Skip Update – Just Detach and Copy -** updates to the ePollbook database have already been completed. Prepares the database for deployment to units in the field. (Skips to Step 7) **Set Bootloader Actions** – Skips to step 8 to set the bootloader actions and then proceeds to download. **Update and Copy Are Done**	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

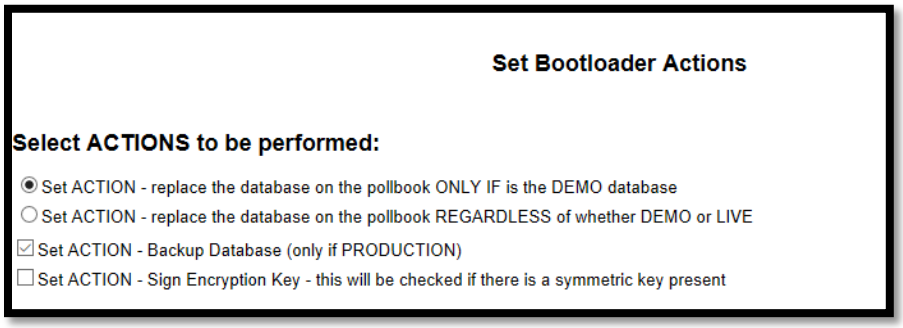
– Just Go to Download - the ePollbook database is updated and already prepared for deployment. Downloads necessary files. (Skips to step 11)	
5. Choose from the following two options: **Prepare DEMO Database –** This selection would be used for testing or training. It tells the ePollbook to connect to a training server not the production server. Note that DEMO mode is also used prior to an election before putting on the final production data**.** **Prepare PRODUCTION Database –** This data would be used for an actual election or mock election where connectivity to the production server is expected.	
6. Select **Continue Update Pollbook Database**	
7. Select **Continue to Detach and Copy Pollbook Database** and let it load	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>8. Select from below to set ACTION:
Set Action - replace the database on the pollbook ONLY IF the DEMO database This action is selected to prevent overriding a production database. If a production database is already present on the machine, the new database will not be deployed

Set Action - replace the database on the pollbook REGARDLESS of whether DEMO or LIVE also Set Action - Backup Database (only if PRODUCTION) This action is selected to override any database present on the machine. If a production database is already present on the machine, a pop-up will prompt the user for a password.

Set Action - Backup Database this action tells agent to backup the voter history to the SDF. This is not necessary for a connect environment.

Set Action – Sign Encryption Key use this action if there is a secondary key to encrypt</td><td> 
</td></tr>
</table>

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

voter data	
9. Select **Update Actions and Configs on Bootloader**	
10. Select **Proceed to download**	
11. Once complete there will be two files to **download** **Note:** If the files fail to download, close and re-launch the command center and perform the process again**.**	
12. Save these files to the ROOT of a Thumb drive and insert into the ePollbook. Be sure the download process does not add a number like this "(1)". If so, remove the number so files are named bootloader.sdf and Datafile.7z	

Note: Pollbook setup and creation of a Pollbook database is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

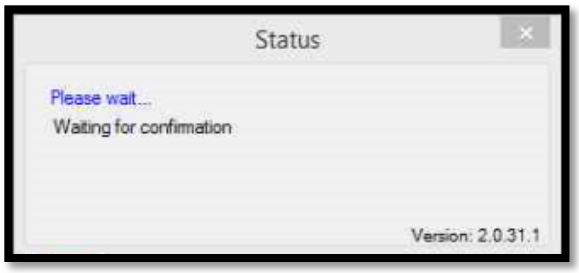
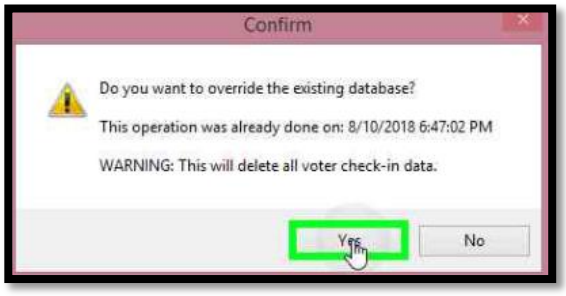
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

How to load/deploy election data

Open the AskED ePollbook and Power it on	
Open the Technician account	
NOTE: Be sure the Pollbook is no open and running	
Plug in the USB Drive (or Micro SD card)[2]	

[2] The method a jurisdiction/county uses to deploy data will be determined for each county. At that time Robis will provide specific instructions for data deployment

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Pop-up will display while database is loading	
DO NOT UNPLUG THE USB UNTIL LOADING IS COMPLETE	
Pop-up will ask to override the existing database [3] select "Yes"	
Provide the override password and select "OK"	
The database has completed will display. Select "OK" and remove the USB	

[3] The steps for this process are specific to set up. Robis will provide specific instruction to each county/jurisdiction

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

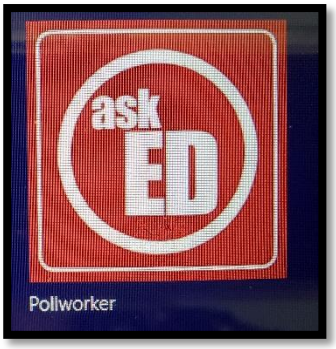
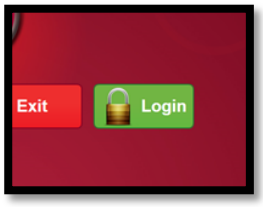
Launch the AskED ePollbook	

Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

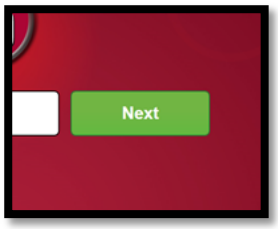
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Logging-In to the AskED® ePollbook

Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

	1. Turn on the computer and select the "Pollworker" User account
	2. Launch the AskED® ePollbook by selecting the AskED ePollbook on the desktop
	3. Log in with the provided **username** and **password** provided by the county.
	4. Then select **Login**

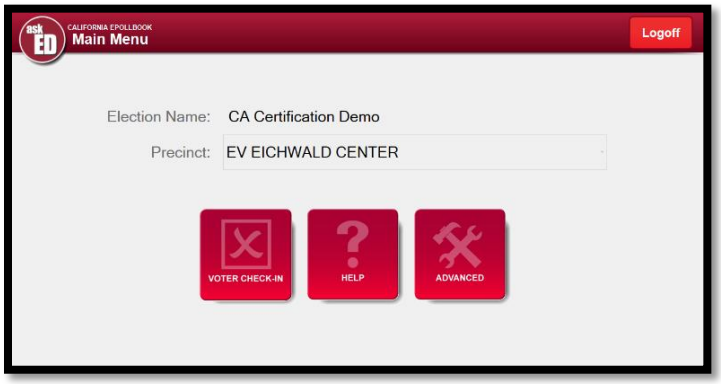
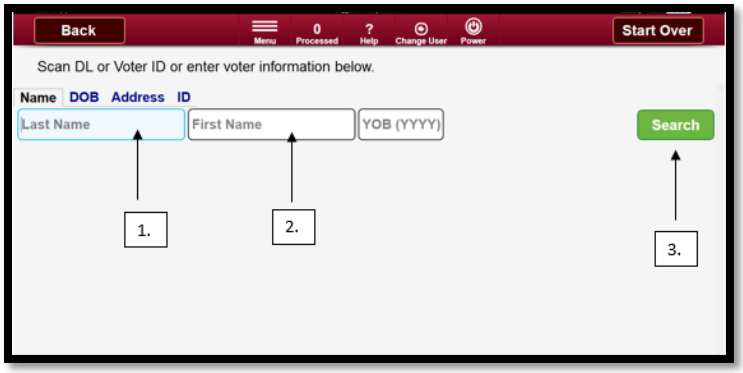
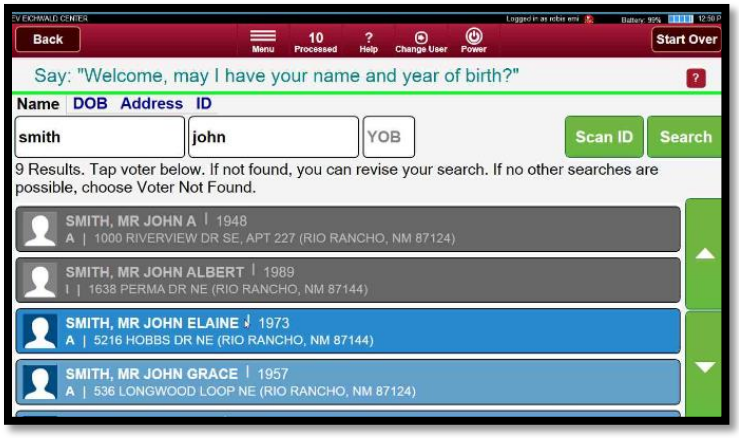
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	5. Then enter your **first** and **last name**. The users name entered here should always be the Pollworker who will be using the machine to process voter check-ins.
	6. Then select **Next**

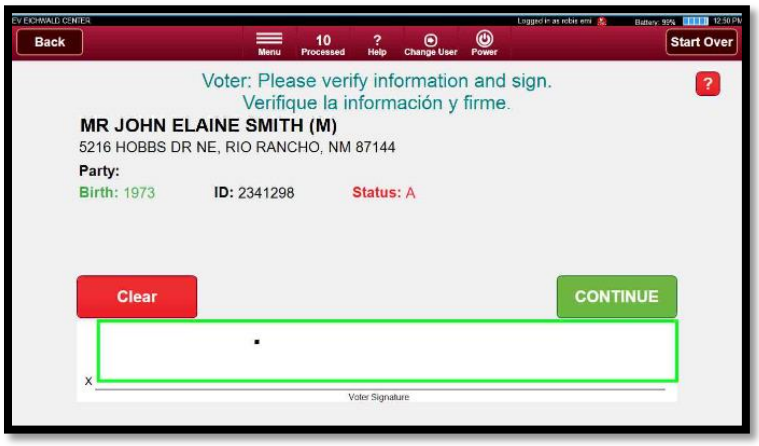
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Voter Check In

Using the AskED® ePollbook to Check in Voters

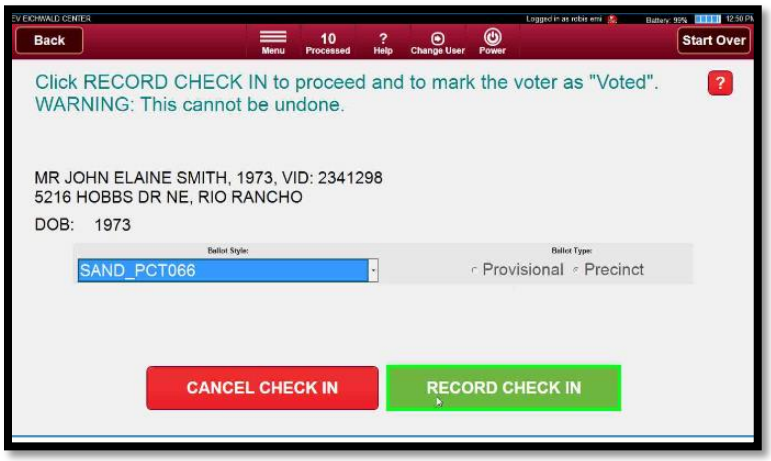
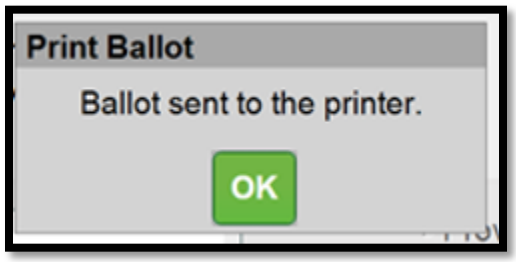
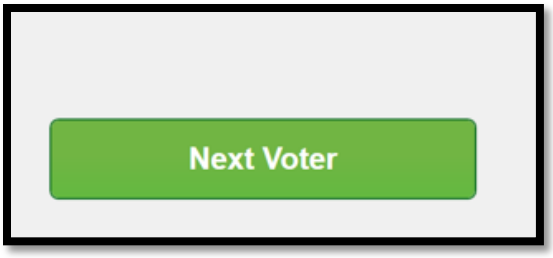
	1. Select "Voter Check-In" to start the Voter Check in Process
	2. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3]. Note that you can type just a portion of their name as well, like "smi" and "jo" for "John Smith".
	3. The ePollbook will display a list of voters. Find the voter's name on the list and click to continue.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

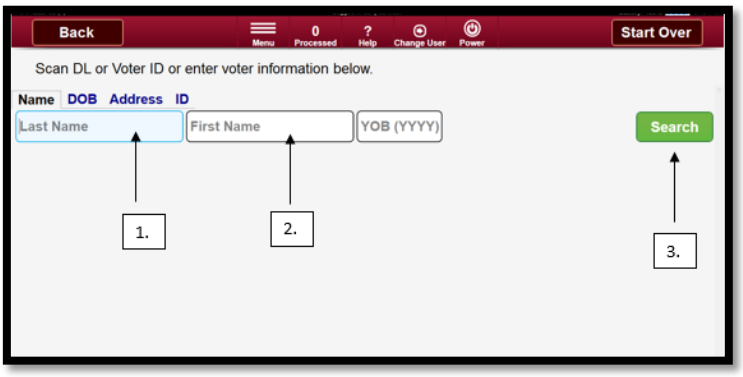
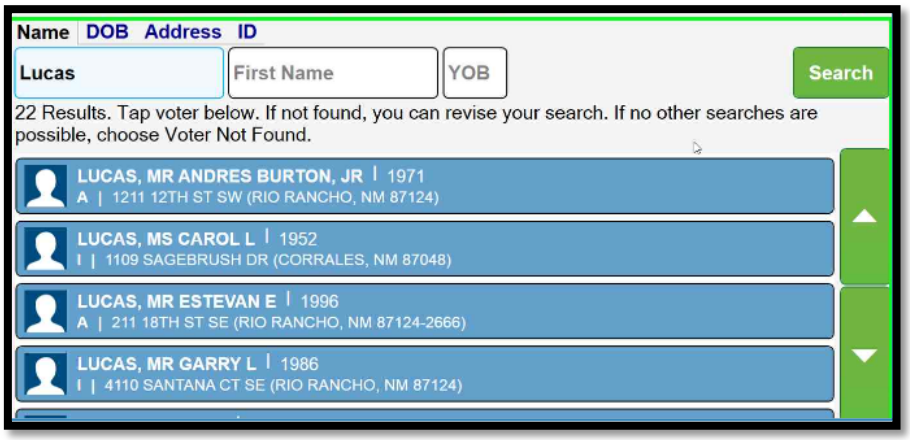
<table>
<tr>
<td> 

</td>
<td>4. The ePolllbook will ask voter to verify his/her name, and sign. (See signature pad)</td>
</tr>
<tr>
<td>
</td>
<td>5. After the voters has signed, click continue.</td>
</tr>
</table>

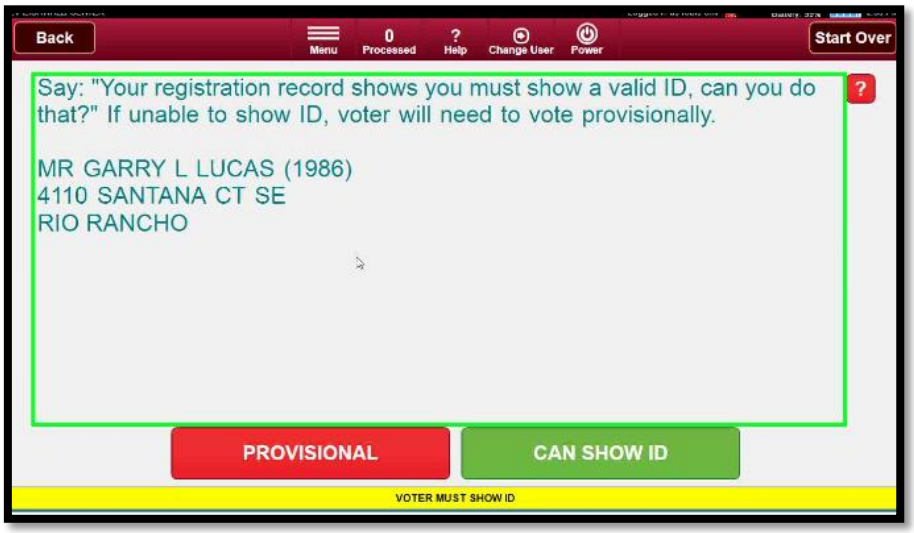
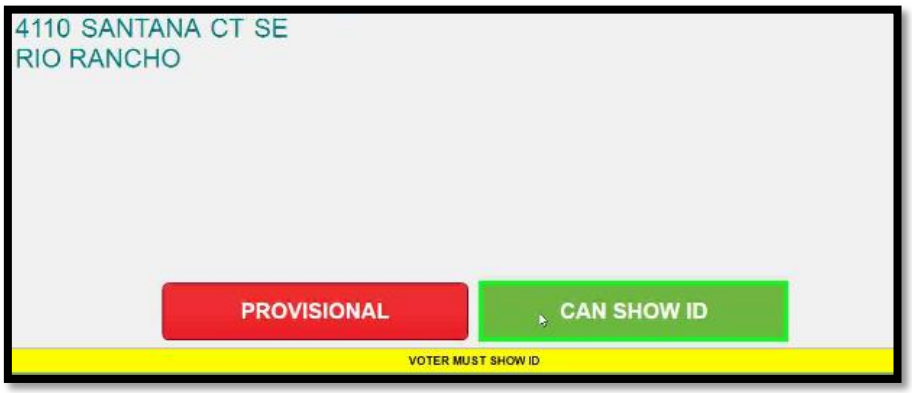
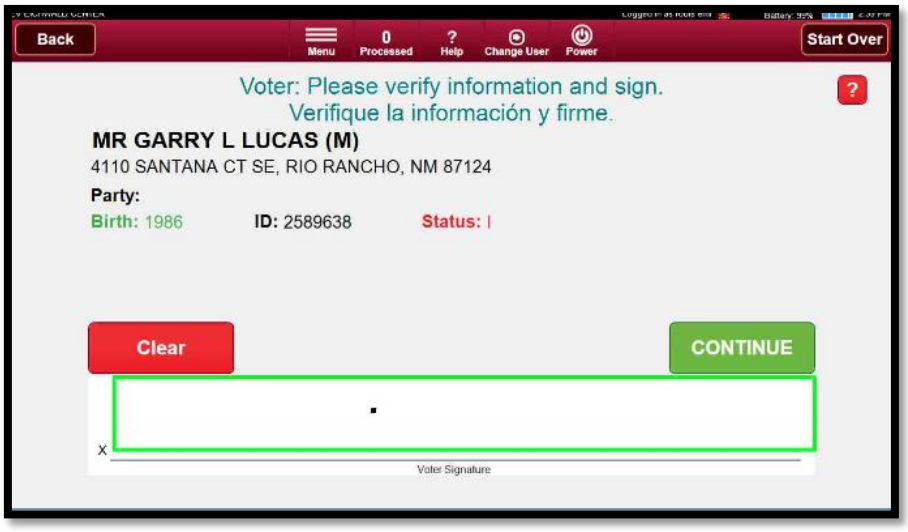
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	6. The AskED® ePollbook will pull up the voter's ballotstyle. To mark the voter as voted select Record Check In.
	7. The Pollbook will inform the Pollworker that the ballot was sent to the printer.
	8. Hand the ballot to the voter and select "Next Voter"

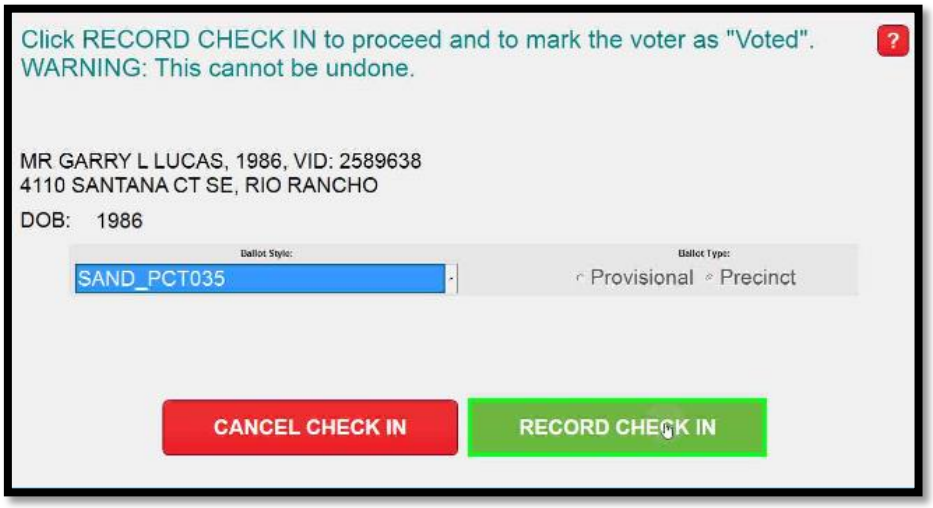
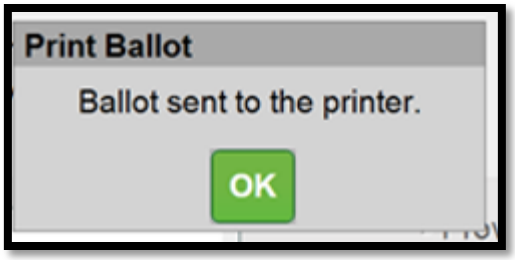
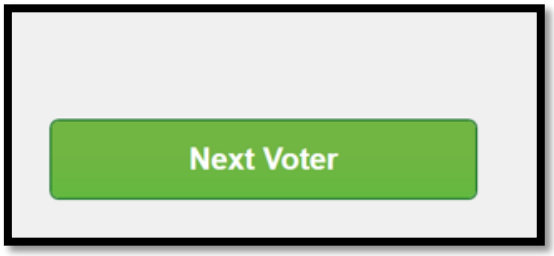
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

1. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
2. The ePollbook will display a list of voters. Find the voter's name and click to continue.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

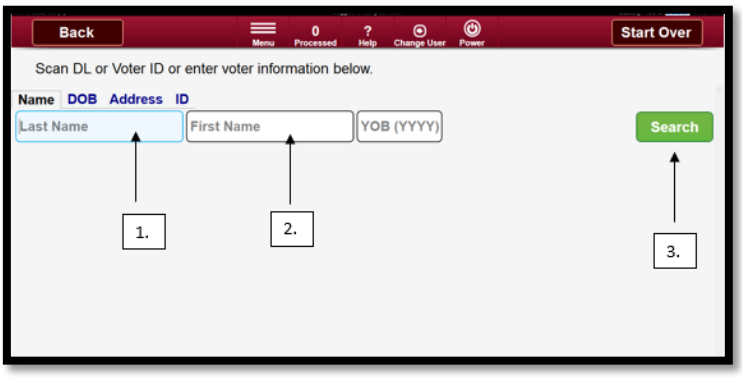
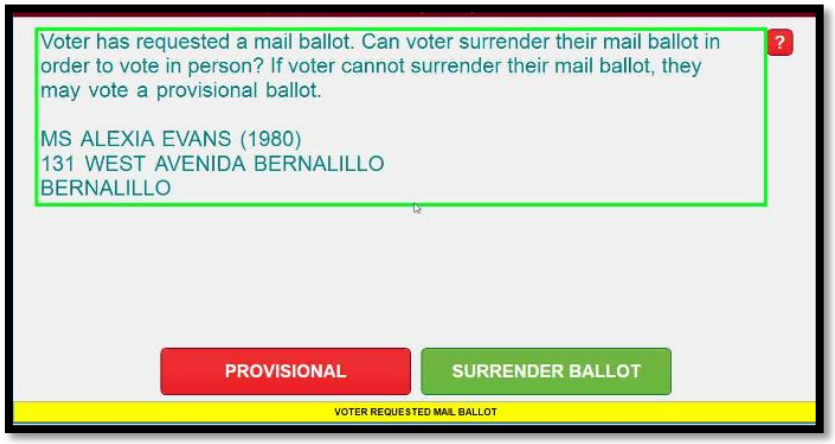
3. The AskED ePollbook will indicate that the voter has registered by mail and must show an ID to vote **Provisional**: If the voter cannot show and ID, the voter must vote PROVISIONAL. **Can Show ID**: If the voter can show ID, then they can vote a precinct ballot.	
4. If the voter can show an ID select **Can Show ID** *Note: If the voter cannot show an ID but insists on voting the voter can vote provisionally (see voter provisionally instructions.)	
5. Ask voter to confirm their name and sign.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

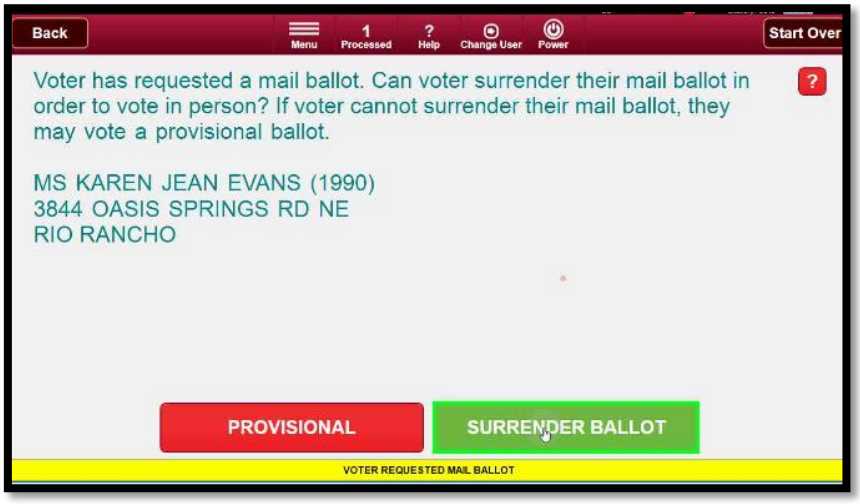
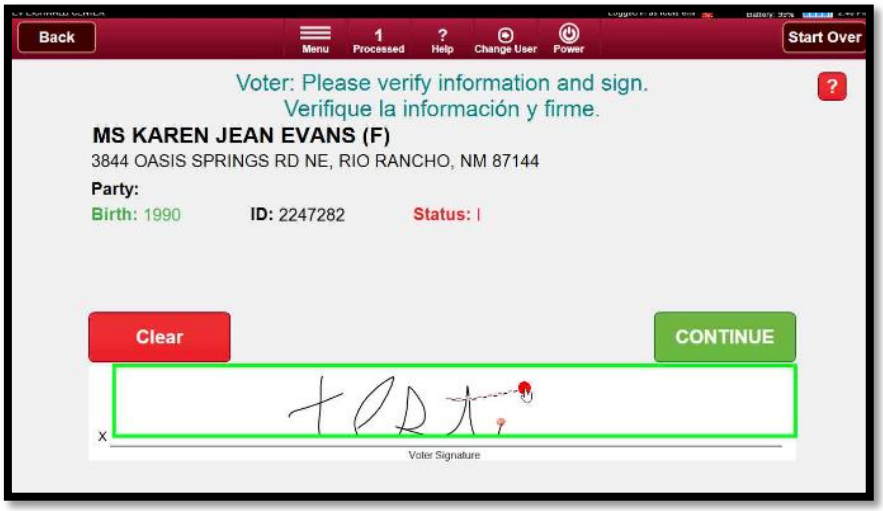
6. Once the voter has signed click continue	
7. The AskED® ePollbook will display the voter's ballotstyle. To mark the voter as voted select Record Check In.	
8. The Pollbook will send the ballot to the printer, select OK.	
9. Hand the ballot to the voter and select "Next Voter"	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

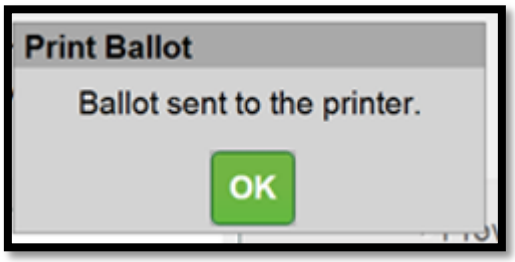
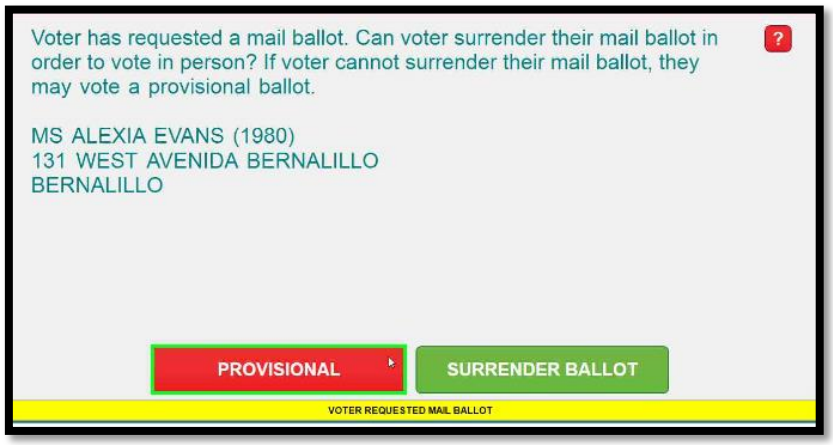
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

1. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
2. The ePollbook will display a list of voters. Find the voters name and click the voters name to continue. Note that the envelope icon indicates the voter is a VBM voter.	
3. The ePollbook will Notify the Pollworker that the selected voter has requested a mail ballot. **Provisional**: If the voter cannot surrender their VBM ballot but insists on voting, click PROVISIONAL. **Surrender Ballot**: If the voter can surrender their VBM ballot, then they can vote a precinct ballot.	
SURRENDER BALLOT PATH	

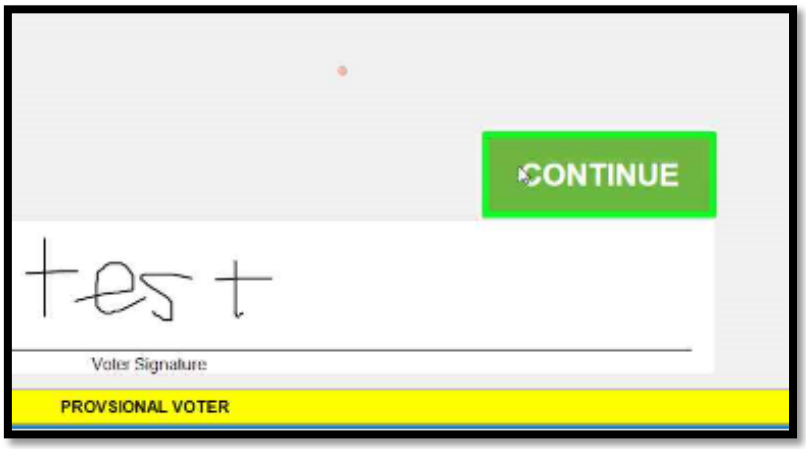
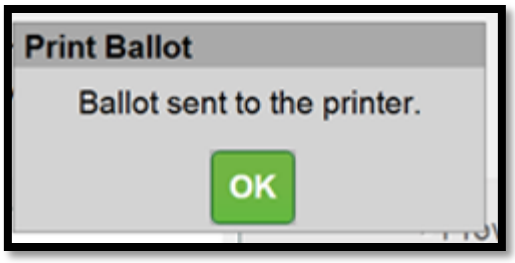
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

SURRENDER BALLOT PATH	
SURRENDER BALLOT PATH the voter can surrender their VBM ballot and vote a precinct ballot.	
SURRENDER BALLOT PATH Voter can verify their name and sign.	
SURRENDER BALLOT PATH The AskED® ePollbook will display the voter's ballotstyle. To mark the voter as voted select Record Check In.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

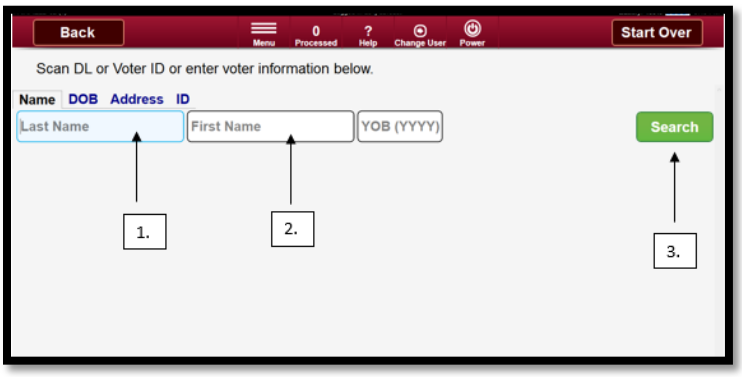
SURRENDER BALLOT PATH The Pollbook will send the ballot to the printer, select OK.	
SURRENDER BALLOT PATH Hand the ballot to the voter and select “Next Voter”	
PROVISONAL BALLOT PATH	
PROVISIONAL PATH If voter cannot surrender their VBM ballot but insists on voting, voter can vote provisionally. Select the PROVISIONAL button	
PROVISIONAL PATH Voter confirms their name and signs.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

PROVISIONAL PATH After voter signs, click continue.	
PROVISIONAL PATH Voters ballotstyle will display and the ballot type will be set to provisional, select RECORD CHECK IN to mark the voter as having voted a provisional ballot .	
PROVISIONAL PATH The Pollbook will send the ballot to the printer, select OK.	
PROVISIONAL PATH Hand the ballot to the voter and select “Next Voter”	

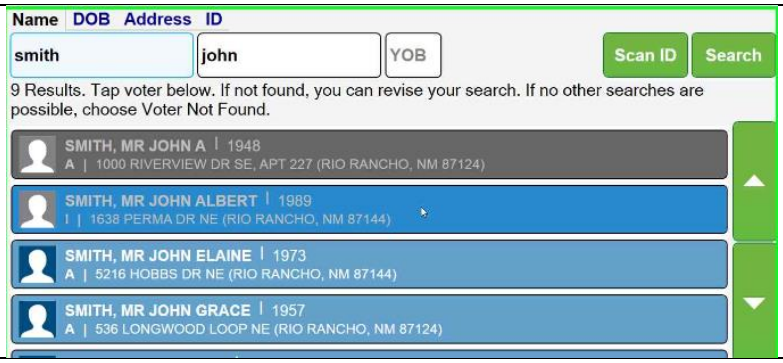
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Using the AskED® ePollbook for Voters Who Have Already Voted



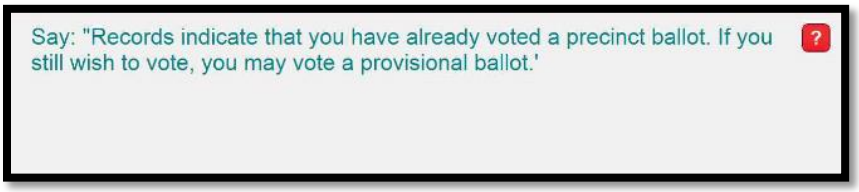
1. Look up the voter by scanning their ID or by typing their name into the following search screen:

Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].

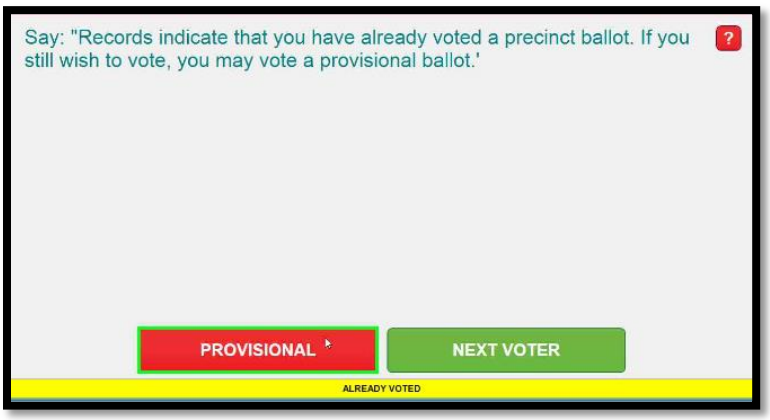


2. Next the ePollbook will display a list of voters. Find the voter's name and click to continue.

Note: The voter's name will be greyed out; this is the first indication the voter has already voted.



3. The next screen the ePollbook will indicate that the voter has already voted.

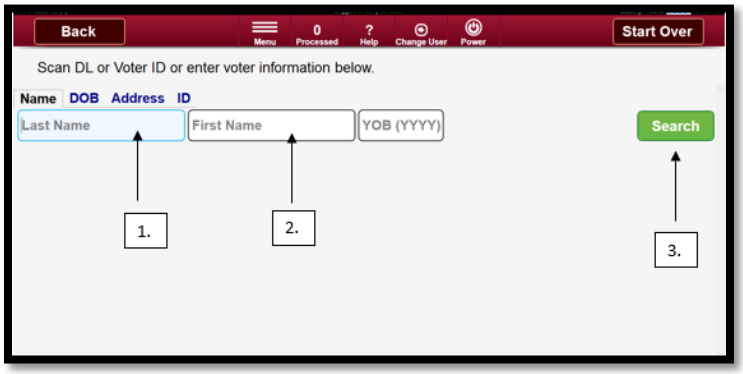


4. If the voter insists on voting, select Provisional, if not, select Next Voter to return to the Voter Lookup Screen

*For PROVISIONAL, skip to **Provisional Voter** section below.

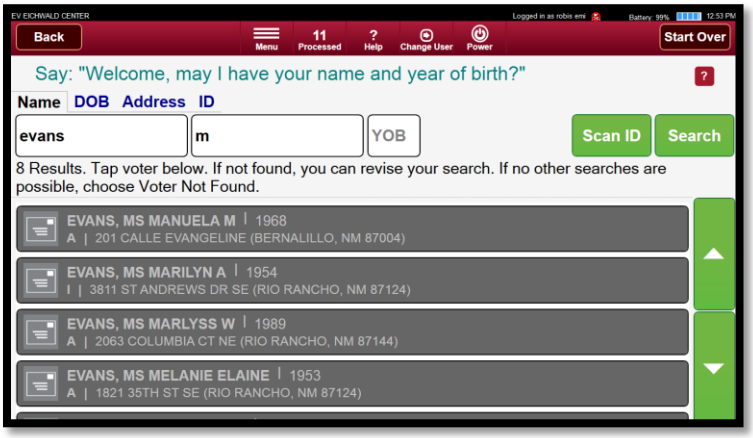
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

VOTERS WHO ALREADY RETURNED THEIR VBM BALLOT



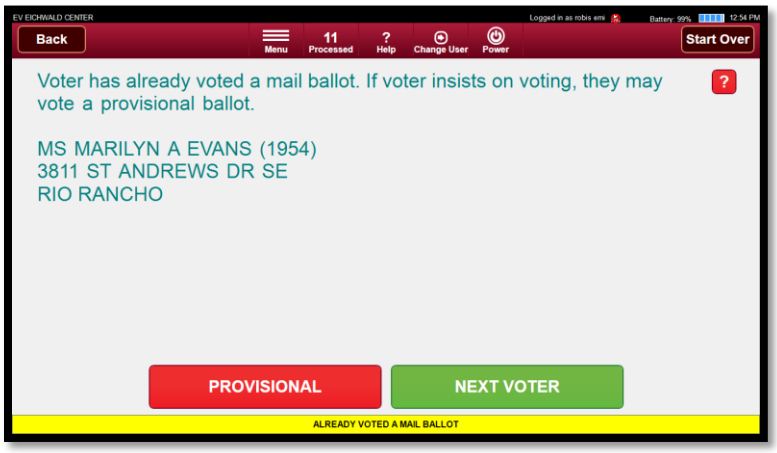
1. Look up the voter by scanning their ID or by typing their name into the following search screen:

Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].



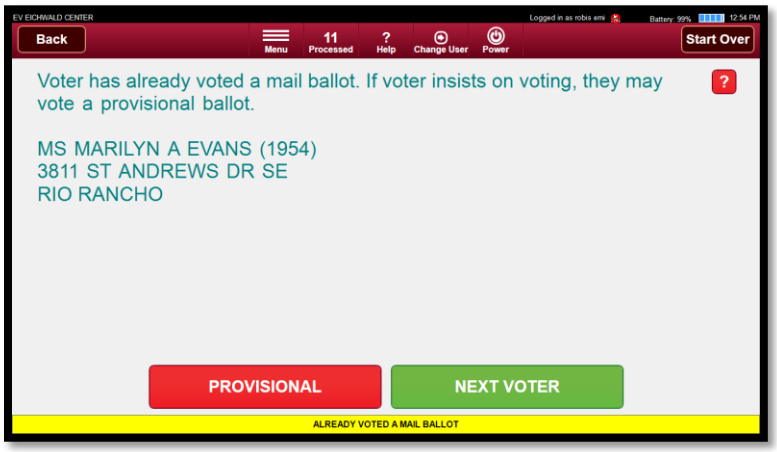
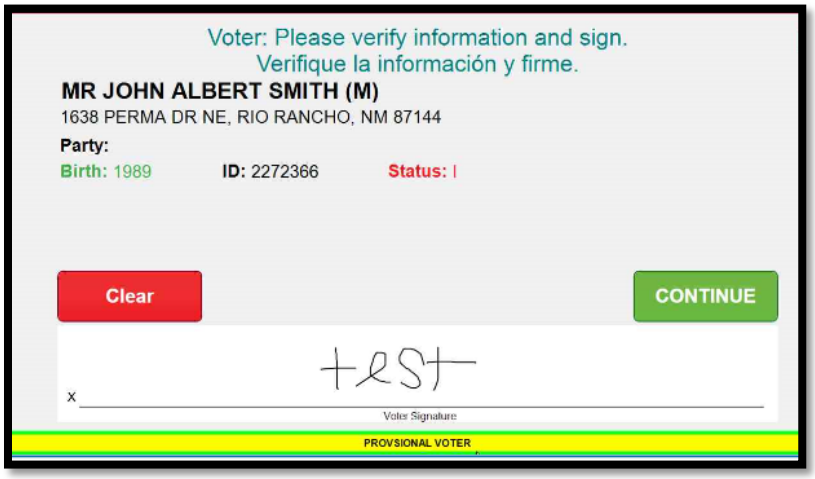
2. Next the ePollbook will display a list of voter's. Find the voters name and click to continue.

Note: The envelope shows they are a VBM voter. The voter's name will be greyed out; this is the first indication the voter has already voted.

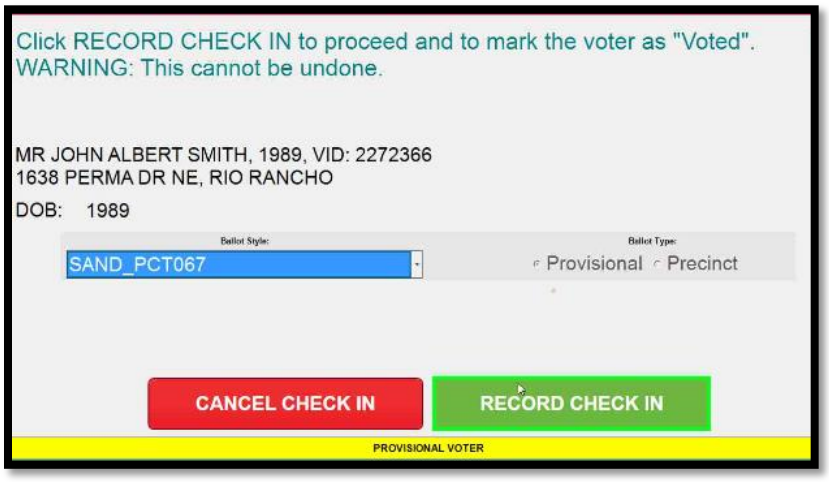
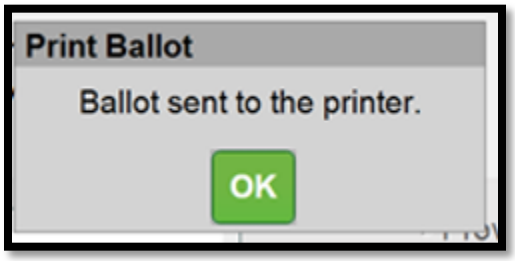


3. The ePollbook will indicate that the voter has already voted.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

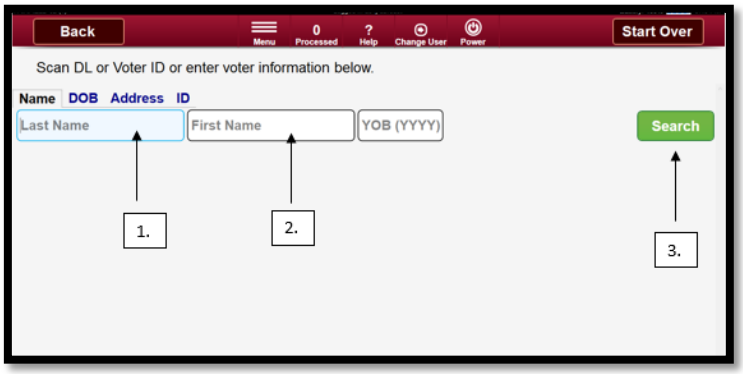
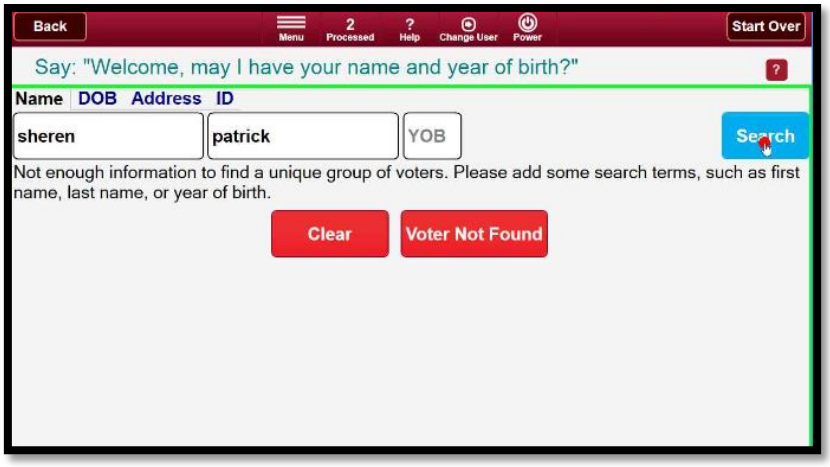
<table>
<tr><td> 
</td><td>4. If the voter insists on voting, select PROVISIONAL. If not, select NEXT VOTER to return to the Voter Lookup Screen.</td></tr>
<tr><td colspan="2">PROVISIONAL VOTER</td></tr>
<tr><td>
</td><td>PROVISIONAL VOTER
If the voter insists on voting they may vote provisionally, select PROVISIONAL.</td></tr>
<tr><td> 
</td><td>PROVISIONAL VOTER
Voter will confirm his/her name and sign.</td></tr>
<tr><td>
</td><td>PROVISIONAL VOTER
After voter signs, select continue.</td></tr>
</table>

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

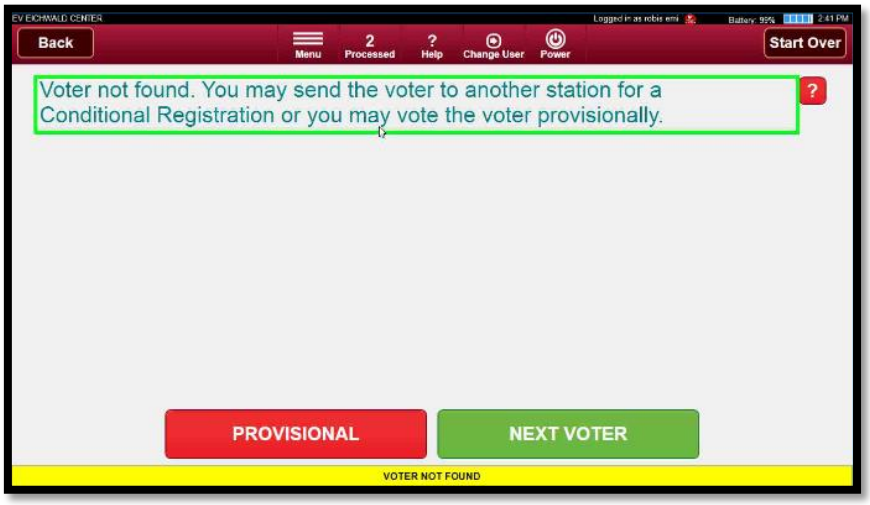
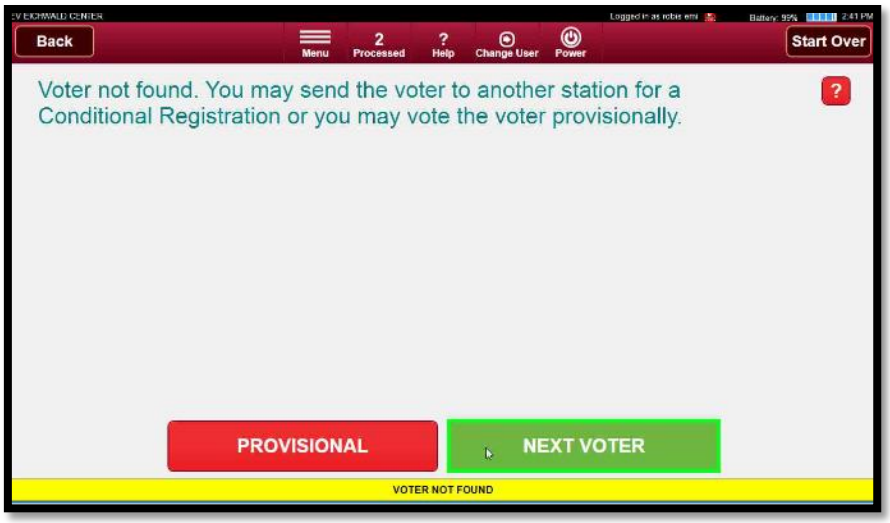
	PROVISIONAL VOTER Voters ballotstyle will display and the ballot type will be set to provisional, select RECORD CHECK IN to mark the voter as having voted a provisional ballot.
	PROVISIONAL VOTER The Pollbook will send the ballot to the printer, select OK.
	PROVISIONAL VOTER Hand the ballot to the voter and select “Next Voter”

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Using the AskED® ePollbook for a Voter Not Found

1. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
2. The ePollbook will ask for more information if the voter is not found	
3. Add more information to try to location the voter's information: try the voters full name and birth year	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

4. The AskED® ePollbook will instruct the Pollworker to select Voter Not Found if the voter is not in the voter roster	
5. Since the voter is not found, the AskED® ePollbook will instruct the Pollworker on the next steps.	
6. Selecting next voter will bring the Pollworker back to the **Voter Look Up Screen**, or selecting **PROVISIONAL** will allow the voter to vote provisionally. (See "Provisional" instructions)	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

End of Election Day with the AskED® ePollbook

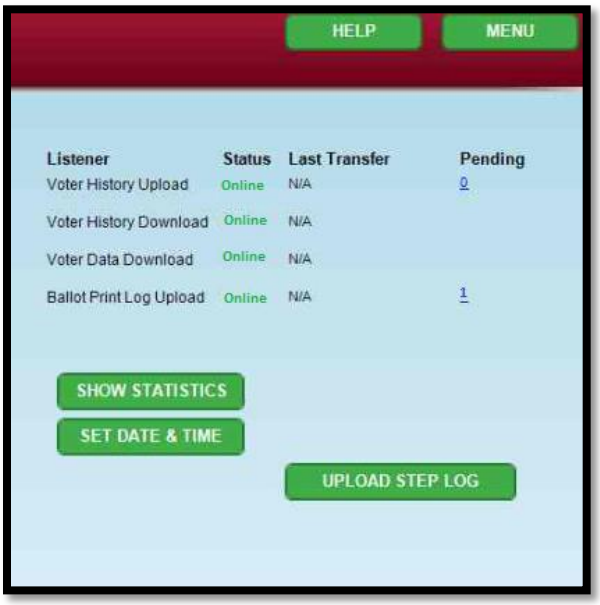
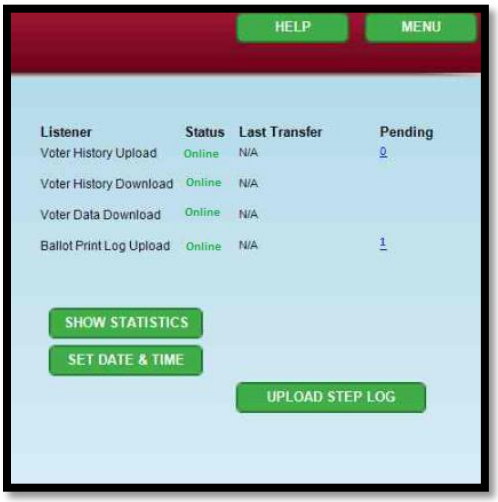
The following section is a step-by-step guide through the process of closing the polls at the end of voting for polling sites that are connected. The process guides the pollworker through the proper process to close the AskED ePollbook and ensure all data is uploaded.

Verify Uploads

When operating in a connected environment (where ePollbooks communicate with the server), before exiting out of the AskED ePollbook navigate to the Configuration page to ensure that the pollbook is online and has uploaded all voter records.

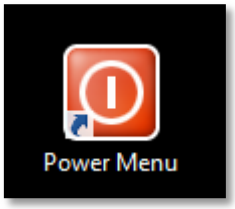
1. From the Main Menu select the ADVANCED button.	
2. Click on the CONFIGURATION button from the Advanced Features menu.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

3. The Pending column will indicate if there are check-ins or ballot print logs that need to upload to the server. This number should be zero (0). If not, check the Status of the Connectivity. If the word "Offline" appears next to any of the listeners, the Pollworker will need to reconnect to the network connection in order to complete its uploads.	
4. Once the status indicates Online, you can click the pending number to force the pollbook to immediately upload any pending records and not wait for the normal timer to fire.	
5. If the Pending number is 0 then the ePollbook is ready to exit.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Follow these steps to complete Reconciliation:

1. Logoff and Exit the Pollbook by Clicking Logoff from the Main Menu	
2. then select Exit, a pop up will ask "Are you sure you want to exit?" select "yes".	
3. Use the Power Menu to shut down the ePollbook.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

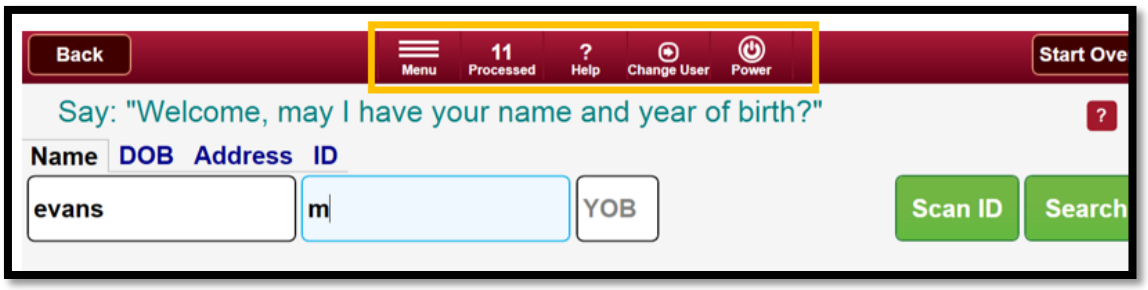
AskED® ePollbook Home Page

	Voter Check-In: Selecting the Voter Check-in button will navigate the user to the Voter Check-in page.
	Help: Selecting the Help button will navigate the user to the help section of the AskED® ePollbook. This section of the Pollbook provides just-in-time training for pollworkers on any subjects the county desires.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Advance: Selecting the Advance button will navigate the user to the settings screen of the AskED® ePollbook. This is where a polling location can be changed, or the connectivity of the Pollbook can be checked

Voter Check-In Screen



	Menu button This button will return the user back to the main menu. **Pushing this during the check in process will cancel out of the voter check-in** if pressed before completing the check-in step..
	Processed button Displays how many voters have been checked in at this site. Clicking this button will display more details and allow the user to narrow to just this machine or just today.
	Help button Shows the AskED help system.

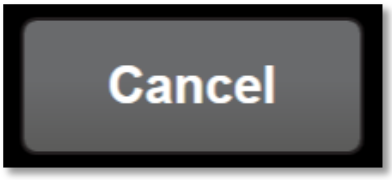
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Change User button Allows you to switch between user names without reclogging into the ePollbook. It is important to always know who is operating the ePollbook as all check-ins are logged by user. If a pollworker takes a break and someone else sites down temporarily, this button should be used to change the user. This just changes the name of the user being recorded. It does not recheck credentials. To login with new credentials, choose Power>Exit.
	Power button This button gives the user the following five different power and logout options.

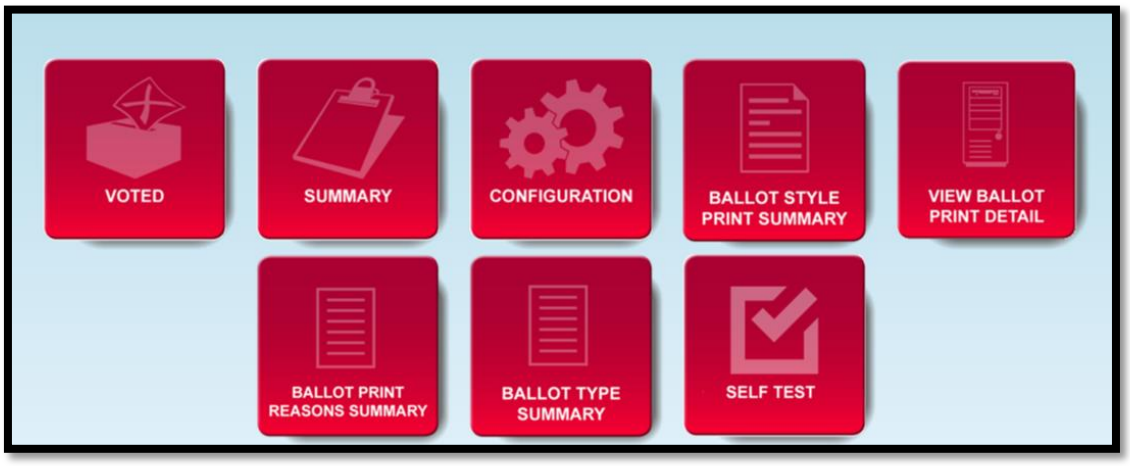
Power Menu Options

	Exit will exit the AskED ePollbook and return the Pollworker to the computer desktop.
	Power Off will shut down the AskED ePollbook software and the laptop as well.
	Change User will allow the user to switch users without logging out.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Restart will restart the ePollbook computer. The user will then need to re-login to the computer and the AskED software.
	**Cancel** will return back to the check in screen without taking any power action.

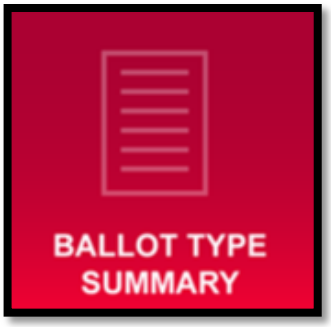
AskED® Advanced Page



No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Voted: This page allows the user to view the list of voters who have voted at this site. Also, from this screen, a user can print a list of the voters who have voted on the ePollbook machine and can reprint a report as needed.	
Summary: This page allows the user to see a total by ballotstyle of precinct and provisional ballots issued for today or all dates for this site.	
Configuration: This pages allows a user with appropriate credentials to change what pollsite the ePollbook is locked to. This page also allows the user to see the connection status of the server listeners that are used to upload and download data to the ePollbook. The user can also see if there are any records that have not yet uploaded..	
Ballot Style Print Summary: When using the ballot printing functions, this shows a summary of the ballotstyles that have been printed.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

View Ballot Print Detail: When using the ballot printing functions, this shows a summary of the ballot types that have been printed. (Ballot types are precinct, provisional, VBM, etc).	
Ballot Print Reasons Summary: This is a report that shows the total number of ballots printed by reason. The report also shows the total for each print reason. (Reason can be precinct, provisional, spoiled ballot, etc.).	
Ballot Type Summary: This is a report that shows the total number of ballots by type checked into the site.	
Self-Test: When using the ballot printing functions, this is a self-test that prints a test ballot and a test report as configured to ensure that the printer is functioning correctly.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Configuration

AskED® Listeners

The AskED ePollbook can be configured in a connected state to talk to AskED listeners on an AskED server. These listeners are used to upload voter check-in detail, download check-ins from other units and download voter updates. The AskED ePollbook may be securely connected via a PepWave router using a WAN connection (such as an existing Internet connection, Verizon cards, etc.). SSL/TLS 1.2 encryption is used to ensure that no devices may intercept this communication. Private certificates are used for 2nd factor authentication. A hardware virtual private network (VPN) can also be used for added security. In the event that the ePollbook cannot connect due to the PepWave not functioning properly, a technician can be dispatched and a new PepWave replaced, once the ePollbook becomes connected, the voter history will upload, therefore voting does not have to stop, even if the Pollbook loses connection temporarily.

Select the **ADVANCED** button from the main menu	
Next Select **CONFIGURATION** button from the ADVANCED menu	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

From this screen the user will be able to view the Listener connections and note if there are any pending records

Listener Types:

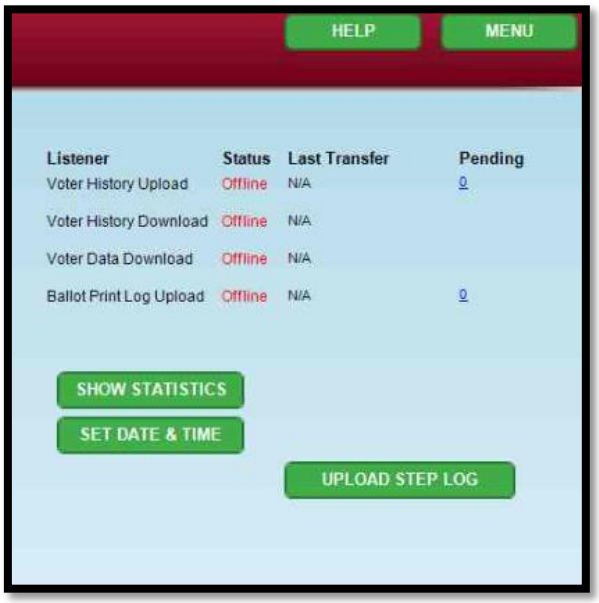
1. Voter History Upload
2. Voter History Download
3. Voter Data Download
4. Ballot Print Log Upload

If there are pending records, the user can click on the number to force it to upload. This is normally only done at the close of polls prior to shutting off the ePollbook.

The SHOW STATISTICS button shows the total number of voters loaded on the device.

The SET DATE & TIME button is only available with a password and is not normally accessed by users since the date and time is set automatically from the server in a connected environment.

The UPLOAD STEP LOG button will upload the step log from the ePollbook. If enabled the step log automatically periodically, this button allows the user to force the upload, which is usually only done before closing the pollbook to ensure all records have uploaded. The Step Log is an audit log that can be used for post-election analysis of which logic steps were used during the day.

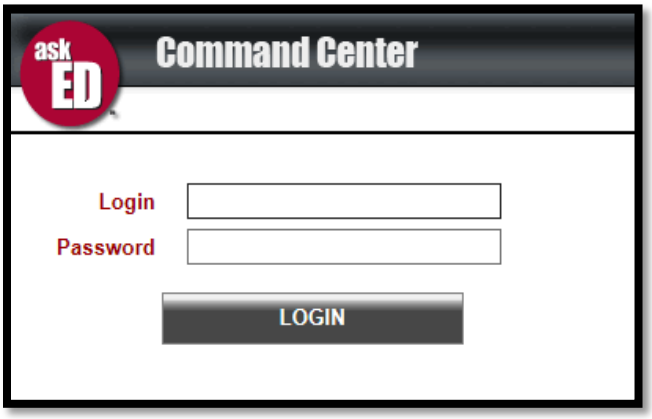
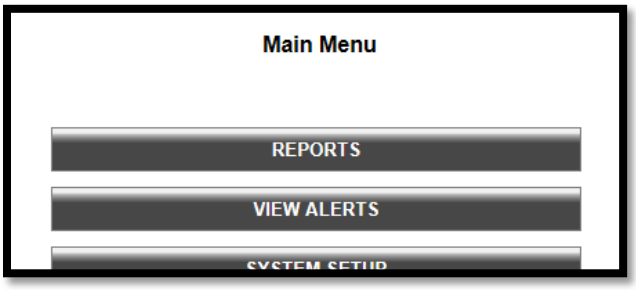
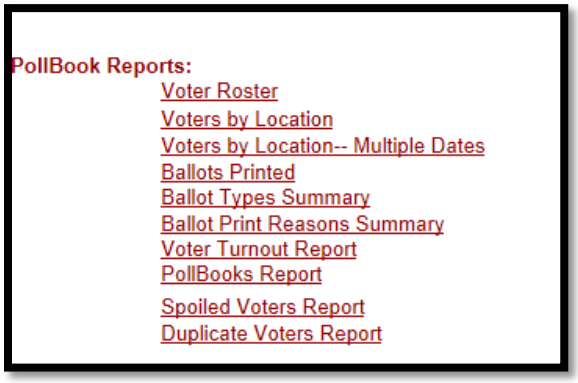


No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

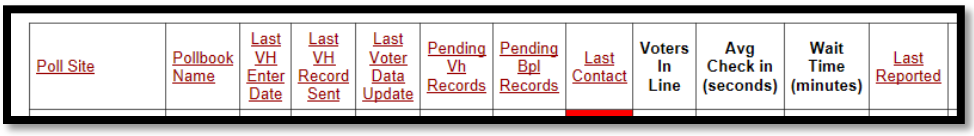
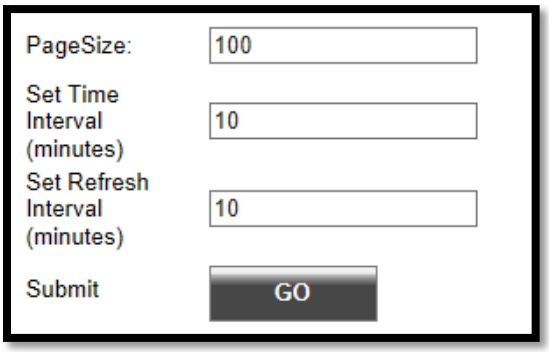
AskED® Command Center Reports

AskED® Pollbooks Report

This report shows the connection of the AskED® ePollbook and their contact with the server. This report can be filters to see an overview of all polling sites or drill down to look at one pollsite. The Pollbook connection is color coded Green background - the Pollbook has contacted the server within the past 10 minutes. Yellow background indicates the Pollbook has contacted the server today, but NOT within the past 10 minutes. Red background indicates that the Pollbook has not yet made contact with the server today. This report is best used at the beginning of election day, to watch Polling Sites come online.

	1. Log into the AskED® Command Center
	2. Select Reports
	3. Select the **PollBooks Report**

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	4. The following columns display for the Pollbook report.
	5. The following filter options are also available at the bottom of the report **Page Size**- the number of Pollbooks displayed on each page **Set Time Interval**- This determines the cut off of the different colors. Defaults to 10 minutes. See explanation below. **Set Refresh**- How often the page will auto-refresh.
	6. At the bottom of the Pollbooks report is a Contact Color Key, this will give the definitions of each color in the

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Pollbooks Report. You can determine the number of minutes used by changing the Set Time Interval.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

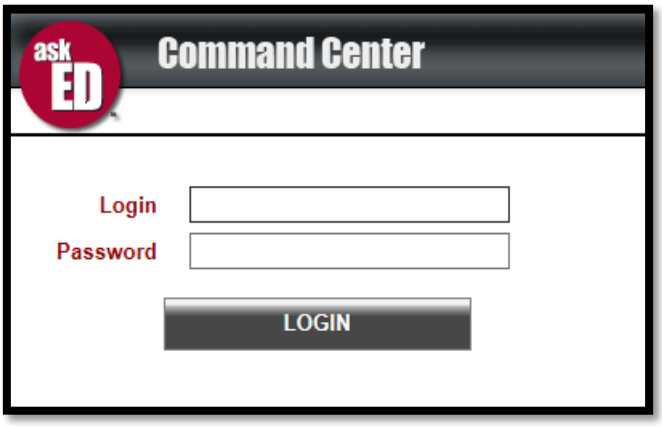
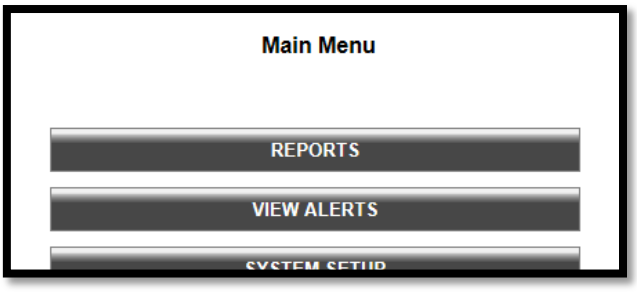
AskED® Voter Roster Report

This report shows the voter history records which have been entered during the election, whether uploaded by the ePollbooks to the database or via the consolidator. There are filters to allow the user to see a subset of the records by selecting the name or precinct of the voter, the ballotstyle, etc. The date range filter will show records which were ENTERED from the beginning of the selected "From" date, through the minute of the selected "To" date. (For example, selecting the same date and time for each will give one minute's worth of records.) Only users with the appropriate role will see this report.

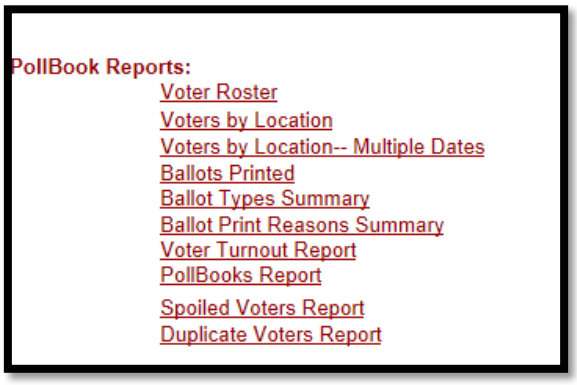
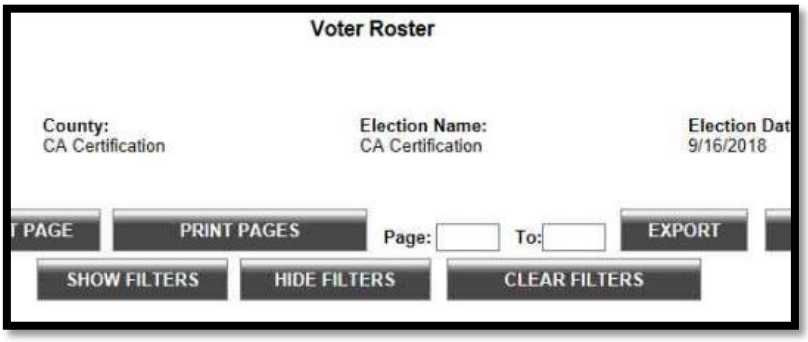
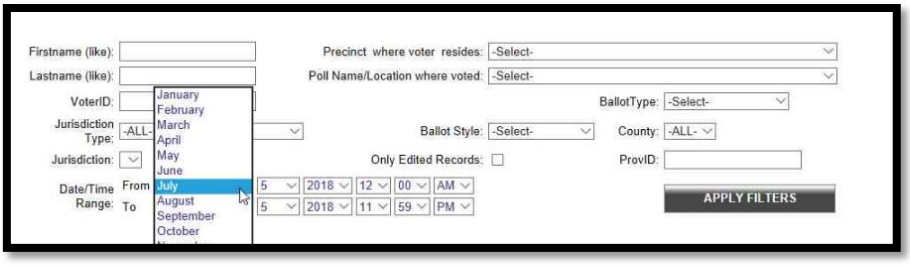
If the user also has the "Spoil Voter" ability, he/she will see the "SPOIL VOTER" button. Clicking this button will open a new form where the user can select a reason why the vote check-in should be spoiled and negate the record - it will no longer count as having voted, or show in this report. However, all changes are tracked with the date/time, user and reason.

If the user also has the appropriate role, he/she will see the "EDIT" button. Clicking this button will open a new form where certain details in the voter history record can be modified.

The report contents can be exported to an Excel file format (click EXPORT).

1. Log into the AskED® Command Center	
2. Select Reports	

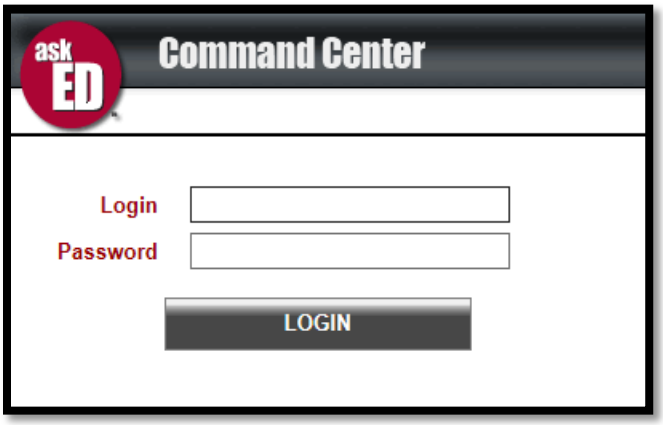
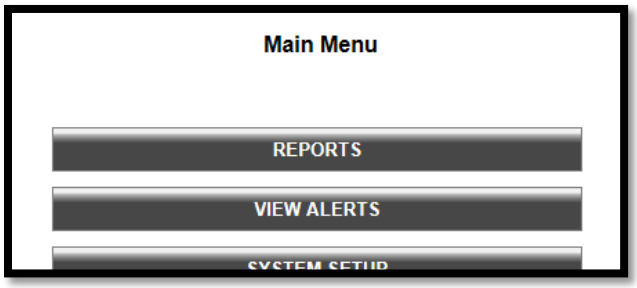
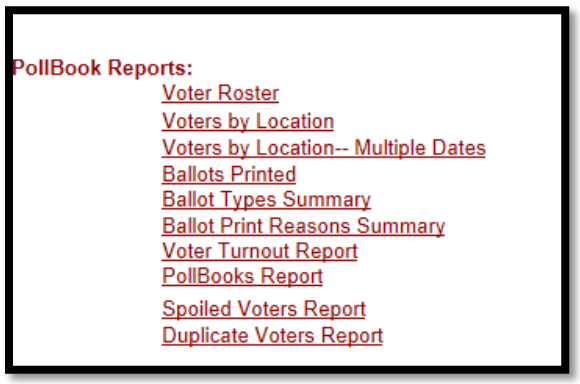
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

3. Select the **Voter Report**	
4. Select the desired filters for the report	
5. Select apply filters and view the report	

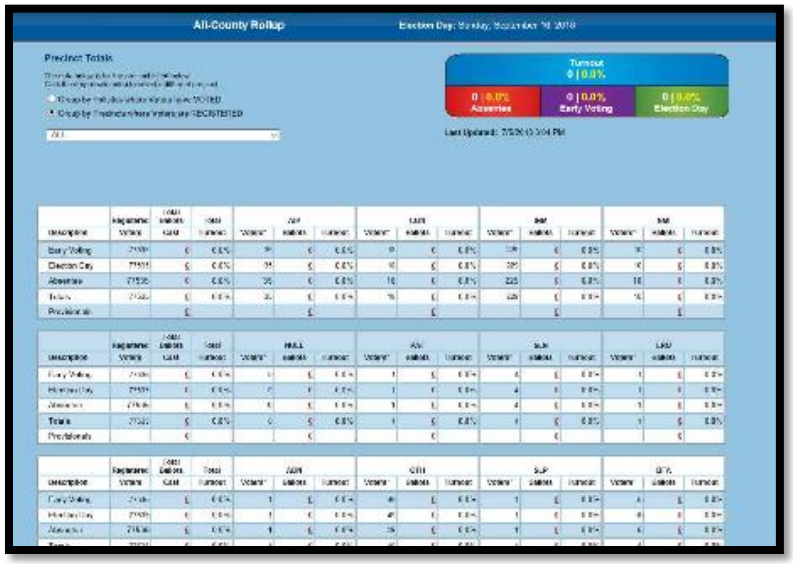
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® Voter Turn-Out Report

This report shows the roll up of voter turnout and the breakdown by party.

	1. Log into the AskED® Command Center
	2. Select Reports
	3. Select the **Voter Turnout Report**

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	4. Select how the report should be filtered
	5. The report will display.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Consolidation

Preparing the AskED Consolidator

On a computer that has network access to the AskEDserver, ensure that the AskED Consolidator has been installed and configured to reach the Command Center. If assistance is needed, please contact your Robis Elections Services specialist. You will need the appropriate private certificate installed and you must be on a network with an IP that is allowed to connect to the server. Launch the consolidator, and it will say “waiting for something to do.”

Using the AskED Consolidator

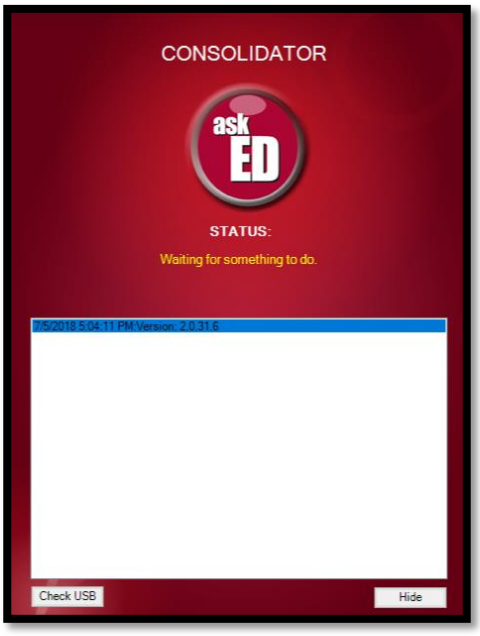
Insert a data card into the computer. The AskED Consolidator will notice the drive and will copy records. Do not remove the drive until the screen says “done” and once again says “waiting for something to do.” It will say the number of records found on the drive, how many were processed and how many were considered duplicates. If it is uncertain if the card was read, simply reinsert it.

Viewing the Consolidated Data

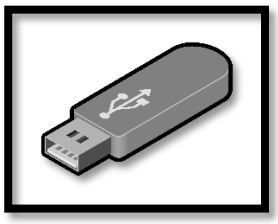
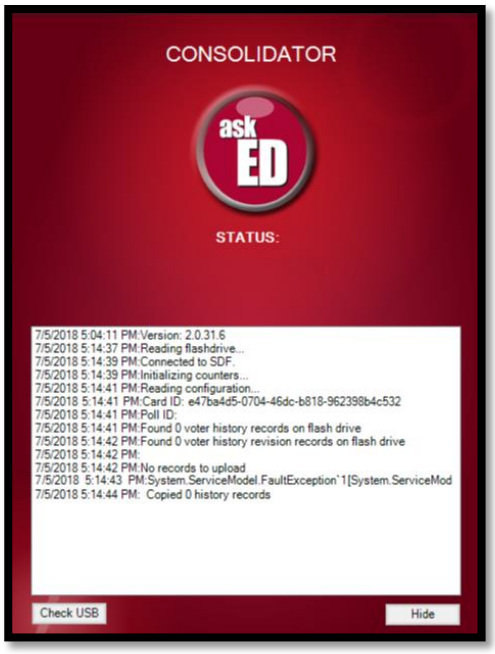
A user can view the individual records that have been loaded into the server database by using the AskED Command Center. Log in and visit REPORTS>Voter Roster.

Consolidation Step by Step

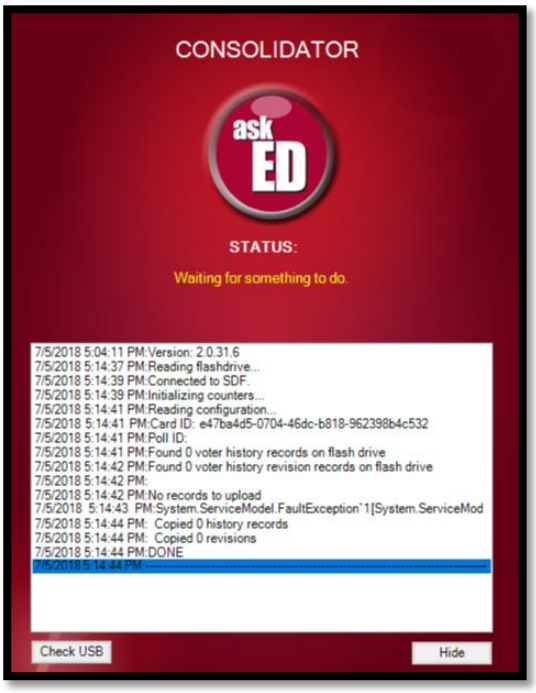
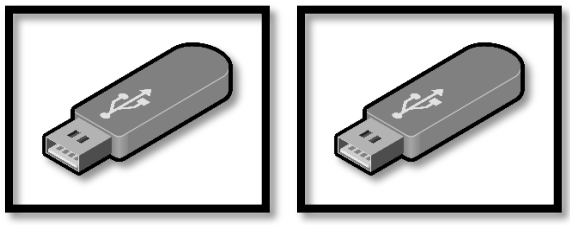
The follow is a step by step guide on how to use the AskED® Consolidator.

	1. Launch the AskED® Consolidator

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	2. Confirm that the AskED® Consolidator is ready to use. It should say “Waiting for something to do"
	3. Insert the 1st flash drive to consolidate
	4. Allow the AskED® Consolidator to run

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

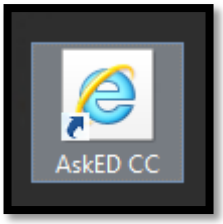
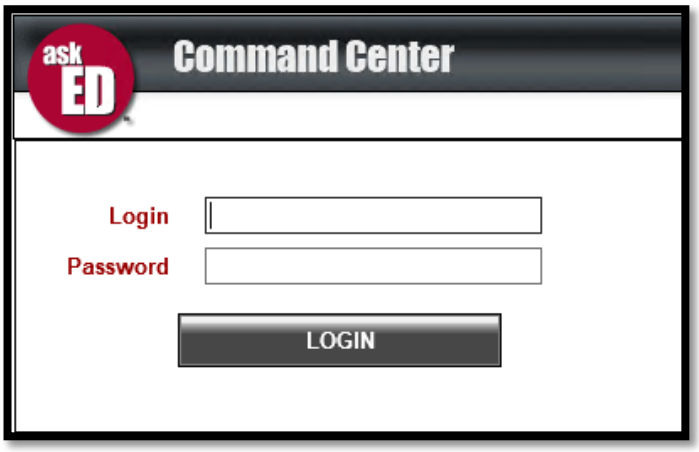
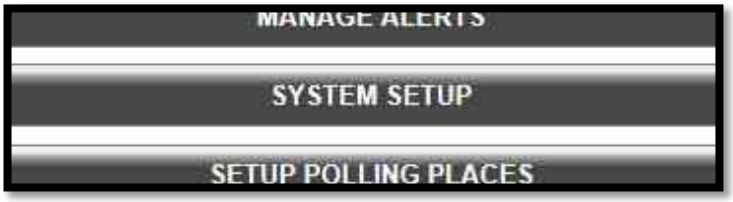
	5. Remove the drive once consolidator is finished.
	6. Repeat 3 & 4 with more drives, one per ePollbook that needs to be consolidated.
	7. Confirm records appear in the server by using the reporting in the AskED Command Center a. Log in to Command Center b. Click **Reports** c. Click **Voter Roster** d. Confirm records uploaded

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

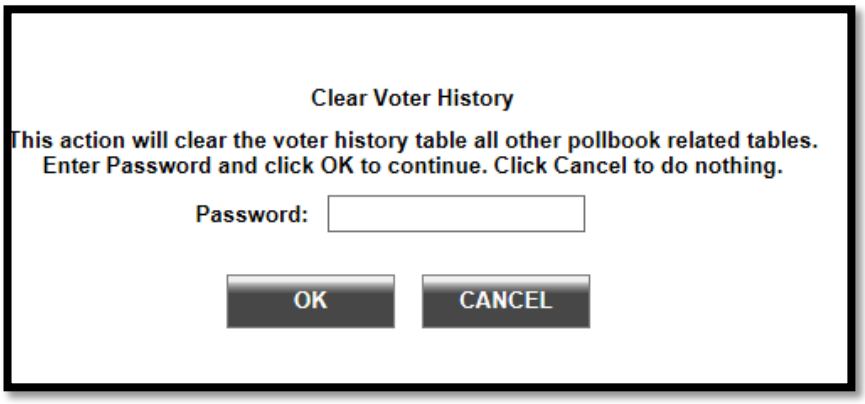
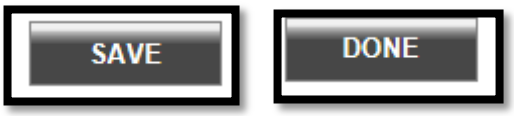
Clearing the data at the end of an Election

To clear the election data a Robis will create specific steps for a county/jurisdiction and walk each county/jurisdiction through the end of election process. Below is an outline of the steps to clear the data at the end of an election.

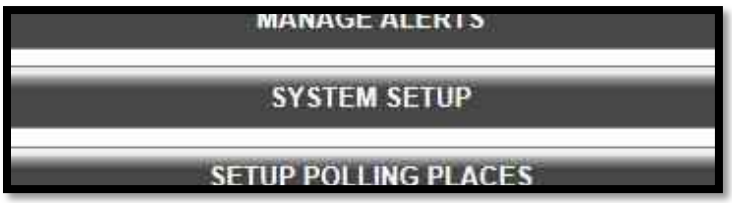
Clear Voter History

1. Launch the AskED Command Center using the shortcut on the Desktop	
2. Log into AskED Command Center	
3. Select SYSTEM SETUP	
4. Select ELECTION INFORMATION	
5. Select CLEAR VOTER HISTORY FROM THIS ELECTION	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

6. Enter clear history password (see credentials doc)	
7. Select CONTINUE and then select DONE	

Clear voter data

Select SYSTEM SETUP	
Select LIST OF JOBS	
Select Run for “Clear Voter Data”	
Verify the job result is SUCCESS and the Last Run Finish timestamp updates.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Select DONE	

Clear ePollbook to clear data from the ePollbooks, deploy a blank database to the unit. To do this follow the same steps to PREPARE AND DOWNLOAD DATA FOR POLLBOOK in earlier section " Create Data Drives " and place the files on a blank flash drive. Then deploy the blank database to the unit using the same steps from "Deploy Data". The same database can be deployed to both units, so it is only necessary to create one drive with a blank database. *Note that MicroSD card C1 shipped with a blank database package already on the card.*

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Reference Index

Updating the AskED® ePollbook for Training/Testing

When setting up the AskED® ePollbook for training, the process is similar to the set up for an election, however the database will be a DEMO database and ePollbook will be offline (so no voter records go up to the server). If a training server has been configured the DEMO database can be configured to communicate with a Training Command Center without impacting the Production environment.

The following in a general outline of how to set up the AskED® ePollbook for training. Please note that Robis will provide the county/jurisdiction with a specific set training set up guide.

1. Prepare an AskED® ePollbook DEMO database (see the "Creating a Database and Loading the AskED® ePollbook" section of this guide
    a. Be sure to choose the "Prepare DEMO Database"
    b. Bootloader actions are specific to each county/jurisdiction set-up
2. Set up the AskED® ePollbook
    a. Depending on the type of test this can be one or many Pollbooks
    b. Update each Pollbook with the DEMO dataset
    c. Set the Pollbooks to airplane more or be sure they are offline
    d. Launch the AskED® ePollbook and check in a sample voter, the "DEMO" warning should display
    e. Check the configuration and confirm the listeners are offline

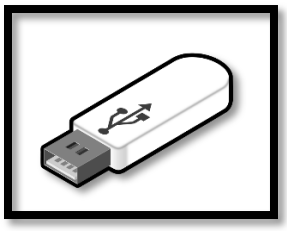
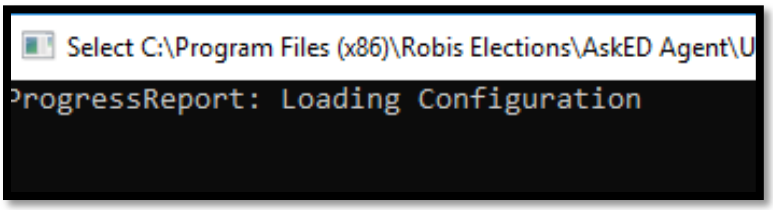
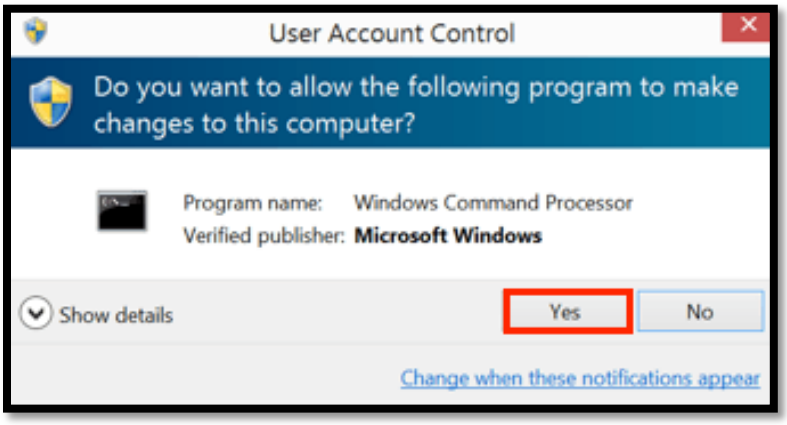
Note: For Step-By-Step instructions please see the full Sample Training Guide Below starting on Page 105

The following is suggestion for testing the AskED® ePollbook, Robis will work with the county/jurisdiction to create a specific test plan. Below is a generic test suggestion:

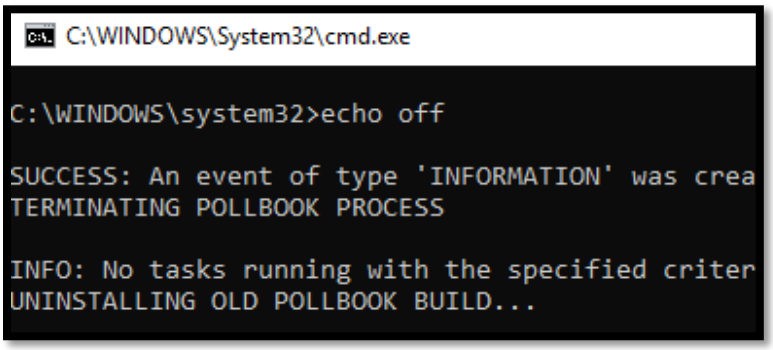
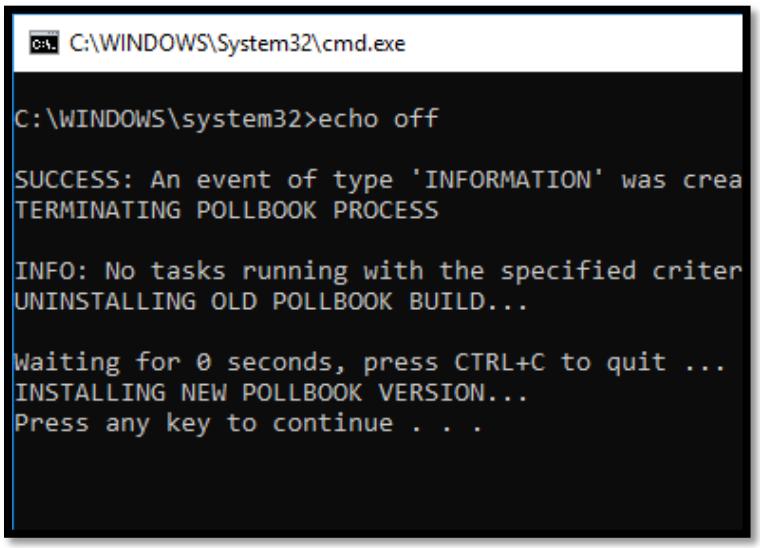
1. Log into the AskED® ePollbook (set up for DEMO)
2. Check in a regular voter
3. Try to check in a voter who voted by mail
4. Test a provisional ballot
5. Test a voter who has already voted
6. Test a voter who had an address change
7. Test a voter who is not in the precinct
8. Test a voter who received a ballot by mail but did not return it
9. Test a voter who wants to spoil a ballot

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

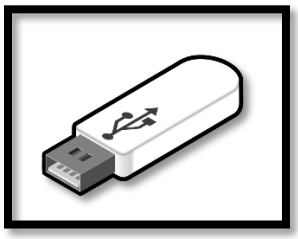
Updating the AskED® ePollbook Software with the USB Drive

1. Log into the technician account on the AskED® ePollbook	
2. Insert the provided USB drive	
3. The Windows Command Processor will automatically launch, and the update will begin	
4. A pop-up prompt will ask if you want to allow this app to make changes on the device. Select “yes”.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

5. The upgrade will finish loading	
6. Once complete the screen will say: "INSTALLING NEW POLLBOOK VERSION…Press any key to continue…." Press any key on the keyboard	
7. The computer will automatically restart	

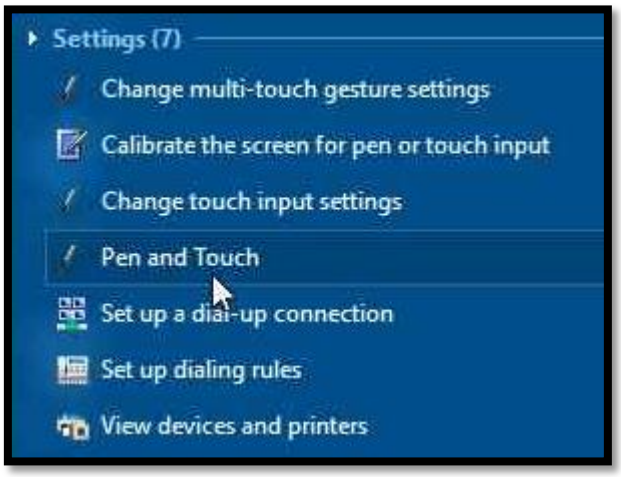
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

8. Remove the flash drive	
9. The Upgrade is now complete	

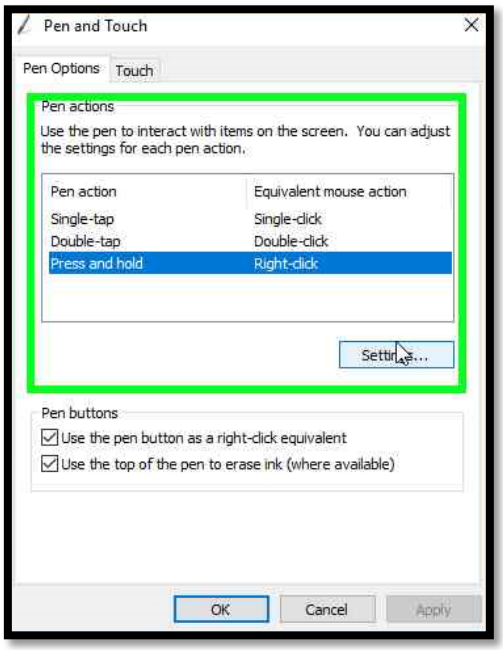
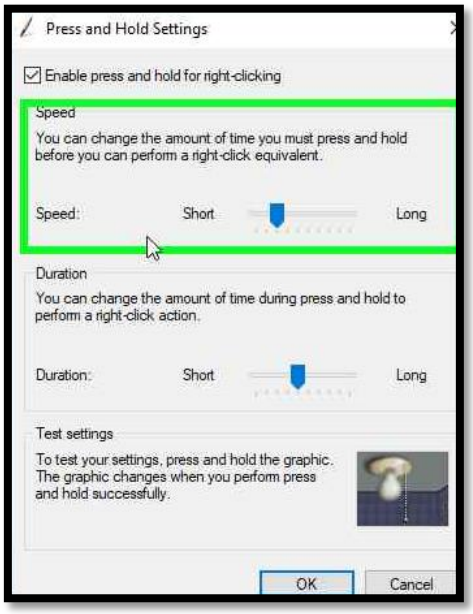
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

How to adjust the touch sensitivity on the BakUSA Atlas

The Bak USA Atlas, like most Windows touch screen computers, has setting to adjust the touch sensitivity. Robis recommends using the default setting or assisting with adjusting the settings for the jurisdiction/county preference. However, it is not recommended to set the change the touch setting often, as the touch setting will only be able to be accessed in the **Technician** account and will require admin access. For other questions regarding the touch screen or other parts of the AskED® ePollbook hardware please reach out to the Election Services Rep.

1. Log into the technician account	
2. Open the settings and search for touchscreen	
3. In the settings, select for “Pen and Touch”	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

4. From the Pen and Touch menu, select “Settings”.	
5. From the “Pen and Hold Settings” the user can adjust the sensitivity of the touchscreen for both hand and pen touch, as well re-calibrate the touch and pen settings	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

6. From the “Pen and Hold Settings” the user can adjust the sensitivity of the touchscreen for both hand and pen touch, as well re-calibrate the touch and pen settings	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Troubleshooting the PepWave Router

In the event that the ePollbook cannot connect due to the PepWave not functioning properly, a technician can be dispatched and a new PepWave replaced, once the ePollbook becomes connected, the voter history will upload, therefore voting does not have to stop, even if the Pollbook loses connection temporarily.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

How to Change/Update the Passwords on the Printers

How to change/update the password on the C532

Changing the Administrator Password

It is recommended to change the administrator password to protect your security. Set the administrator password using from 6 to 12 alphanumeric characters. Be careful not to forget the set password.

1. Press the ▼ button to select [Setting] and press the (ENTER) button.
2. Press the ▼ button several times to select [Admin Setup] and press the (ENTER) button.
3. Enter the administrator password, and then press (ENTER).
   The factory default password is "999999".
4. Press the ▼ button several times to select [Manage Unit] and press the (ENTER) button.
5. Press the ▼ button several times to select [Admin Password] and press the (ENTER) button.
6. Enter a new administrator password and press the (ENTER) button.
7. Enter the new administrator password again and press the (ENTER) button.
8. Press the ◀ (BACK) button to display the [Ready To Print] message.

How to change/update the password on the C711

On the printer, go into System Set-Up Screen and Select Change password, then follow the instructions below.

Change Password	New Password	xxxxxxxxxxxxxx	Sets a new password to enter Admin Setup menu From 6 to 12 alpha/numeric digits can be entered.
	Verify password	xxxxxxxxxxxxxx	Forces the User to input the new password to enter Admin Setup. From 6 to 12 alpha/numeric digits can be entered.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Address_Ranged.csv

A listing of all addresses in the jurisdiction.

Field Name	Type	Length	Description
nBallotStyle	nvarchar	50	An alpha or numeric code for the ballot style used by this address range
iPrecinctID	integer	4	An integer identifying the precinct where people living in this range of addresses vote.
nHouse	Integer	6	Optional: used for non-ranged addresses. Designates the house number for this row.
nDirection	nvarchar	50	The street direction. N, E, S, W, etc.
nStreet	nvarchar	50	The name of the street these addresses are on. (this is only the street name and does not include the house number).
nStreetSuffix	nvarchar	50	St. Ave. Ln. Pk. Ct. Blvd. etc. The type of street.
nCity	nvarchar	50	The city where this street is located
nPostalcode	nvarchar	50	Optional: the zip code where this street is located.
nHouse_nospace	Integer	6	Optional: used for non-ranged addresses. House number with no leading or trailing spaces
nPostStreetDir	nvarchar	50	Optional: for jurisdictions that have another street direction like S Elm NW where “NW” would be the Post Street Direction.
iRangeFrom	integer	4	The first house number in this range.
iRangeTo	integer	4	The last house number in this range
bOdd	Bit	1	True, False, or NULL. True indicates odd addresses in this range are covered by this record. False indicates even addresses in this range. NULL indicates all addresses in this range.
nOdd	nvarchar	10	Even, Odd or Both. If only odd, addresses in this range vote are covered by this record or if only even addresses in this range are covered by this record or if both even and odd addresses in this range are covered by this record
nCounty	nvarchar	50	Optional: the name of the county
nAddressGeneric_11	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_22	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_33	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_44	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

nAddressGeneric_55	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_66	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_77	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_88	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
nAddressGeneric_99	nvarchar	50	Optional: generic column used for flagging of addresses for eligibility logic purposes.
ClientAddressID	nvarchar	50	An alphanumeric value identifying this range of addresses. Provide this value in lieu of iAddressID if your unique identifiers are larger than integers or are alphanumeric. Provide link from the Voter table.
AddressID	integer	4	Optional: A unique integer identifying this range of addresses.
iAddressID	integer	4	Optional: A unique integer identifying this range of addresses.
ClientPrecinctID	Integer	10	Optional: Unique precinct identifier given by the jurisdiction for reporting purposes.
BallotGroupID	Integer	10	Optional: Unique ballot group identifier used by AskED for grouping large ballot sets.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Precincts.csv

A listing of all precincts within the jurisdiction along with corresponding voting locations.

Field Name	Type	Length	Description
iPrecinctID	integer	4	An integer identifying the Precinct or Precinct-split
nPrecinct	nvarchar	50	If the Precinct has an identifier like Local1, Local2, Lombard3, Oakfield 37, etc.
nLocale	nvarchar	50	Where the Poll Site for this Precinct is located. I.e. Lincoln School, First Church, Civic Building, etc.
nStreet	nvarchar	50	The street address of the Poll Site for this Precinct. (Number and street name together; i.e. 123 Main St.)
nCity	nvarchar	50	The city where the Poll Site for this Precinct is located.
nPostalcode	nvarchar	50	Optional: the zip code where the Poll Site for this Precinct is located.
nPhone	nvarchar	50	Optional. The phone number that rings at the Poll Site or is used to contact the Poll Site.
Ipollid	integer	4	A unique integer identifying the Voting location.
nCounty	nvarchar	50	Optional: the name of the county
nPollingplacedetails	nvarchar	500	Optional. Information about Polling Place; i.e. “enter around back”, etc.)
nPollName	nvarchar	150	The name of the Polling Place.
bVotesByMail	bit	1	Sets this location/precinct be displayed to the end user. True indicates the row will not be displayed.
nClientPrecinctID1	nvarchar	50	Optional: Optional field for unique identifiers of locations/precincts for reporting purposes or non-AskED system integration.
nClientPrecinctID2	nvarchar	50	Optional: Optional field for unique identifiers of locations/precincts for reporting purposes or non-AskED system integration.
nClientPrecinctID3	nvarchar	50	Optional: Optional field for unique identifiers of locations/precincts for reporting purposes or non-AskED system integration.
nClientPrecinctID4	nvarchar	50	Optional: Optional field for unique identifiers of locations/precincts for reporting purposes or non-AskED system integration.
nClientPrecinctID5	nvarchar	50	Optional: Optional field for unique identifiers of locations/precincts for reporting purposes or non-AskED system integration.
ClientPrecinctID	Integer	5	Optional: unique identifier given by jurisdiction for individual precincts.
bPrecinct	Bit	1	Optional: Identifies this row as a precinct.
bVotingLocation	Bit	1	Optional: Identifies this row as a voting location.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

bEV	Bit	1	Optional: Identifies this row as an Early Voting location.
bED	Bit	1	Optional: Identifies this row as an Election Day location.

Voters.csv

A listing of all voters for this jurisdiction with the exception of voter's whose address is protected.

Field Name	Type	Length	Description
iVoterID	nvarchar	150	A unique number or alpha-numeric identifying the voter
nStatus	nvarchar	50	Active, Inactive, etc. The status code for the voter.
nLastname	nvarchar	50	The last name of the voter
nFirstname	nvarchar	50	The first name of the voter
nMiddlename	nvarchar	50	Optional: The middle name or initial of the voter.
nSuffix	nvarchar	50	Optional: The voter's suffix. Jr. II, III esq. etc.
dDateOfBirth	datetime	8	The date the voter was born.
ddateofregistration	Datetime	8	Optional: The date the voter registered to vote.
nUnit	nvarchar	50	Used if voter's house is multi-dwelling. This is the type of unit. Unit, Suite, Apt., etc.
nUnitNo	nvarchar	50	The actual apartment number, suite number, etc.
bRegisteredbyMail	bit	1	True if the voter registered by mail.
bAbsentee	bit	1	True if the voter requested an Absentee Ballot
nHouse	nvarchar	150	The house number of the voter's house
nParty	nvarchar	150	The voter's political party
nSSN	nvarchar	150	Optional: the last 4 digits of the voter's SSN if you want to use SSN for searching.
nSSNRev	nvarchar	150	Optional: the last 4 digits of the voter's SSN in reverse
nDL	nvarchar	150	Optional: The voter's driver's license (if you want to use for searching.
nDLRev	nvarchar	150	Optional: the voter's driver's license in reverse.
bVoted	bit	1	True if the voter has already voted.
nAddress	nvarchar	150	Optional. The voter's address street information.
nZip	nvarchar	50	Optional. The voter's zip.
nCity	nvarchar	150	Optional. The voter's city.
iPrecinctID	integer	4	Optional. The voter's precinct.
nBallotStyle	nvarchar	150	Optional. The voter's ballot style.
ClientAddressID	nvarchar	50	Shows which address record the voter lives in. Provide this value in lieu of iAddressID if your unique identifiers are larger than integers or are alphanumeric. Linked to the Address table.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AddressID	integer	4	Optional: For use instead of iAddressid. Shows which address record the voter lives in. Linked to the Address table.
VoterID	Integer	5	Row identifier
County	Nvarchar	50	Optional: County name
iAddressid	Integer	5	Shows which address record the voter lives in. Linked to the Address table.
dVoterGenericDate	Datetime	8	Used for reporting purposes.
Gender	Nvarchar	10	Optional: Gender identifier for voter
CreationDate	Datetime	8	AskED field used to indicate when the row was created.
Mailaddress	Nvarchar	150	Optional: mailing address for the voter.
Mailcity	Nvarchar	50	Optional: mailing city for the voter.
Mailzip	Nvarchar	50	Optional: mailing zip code for the voter.
Mailcountry	Nvarchar	50	Optional: mailing country for the voter.
Mailstate	Nvarchar	50	Optional: mailing state for the voter.
Mailaddress2	Nvarchar	50	Optional: mailing address line 2 for the voter.
nVoterPrefix	nvarchar	50	Optiona: The voter's prefix. Mr, Mrs, Dr, etc.
nDirection	nvarchar	50	Optional: Street direction for the voter's address
nEmail	nvarchar	50	Optional: email address for the voter
nPhone1	nvarchar	50	Optional: secondary phone number for the voter.
YOB	Nvarchar	4	Voter's Year of Birth
ClientPrecinctID	nvarchar	50	Optional: Unique identifier for the voter's precinct.
Empty	--	0	Empty row used for indicating end of the row.

Ballotstyles.csv

A listing of all ballot styles for the election.

Field Name	Type	Length	Description
nBallotstyle	nvarchar	150	The name of each ballot as recognized by the pollworker in giving out the ballot.
iPrecinctID	Integer		Links the ballotstyle to the appropriate precinct or split.
iPollid	Integer		Links the ballotstyle to the appropriate polling place.
nParty	nvarchar	50	Party of the ballot (primary only)
Iballotid	Integer	5	Row identifier
iElectionID	Integer	5	Unique election number for the AskED system
bFederal	Bit	1	Indicates this row is a federal only ballot.
ClientAddressID	nvarchar	50	Link of ballot to each address. Provide this value

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

			in lieu of iAddressID if your unique identifiers are larger than integers or are alphanumeric.
AddressID	Integer		Link of ballot to each address.
BallotFileName	nvarchar	150	PDF filename for the ballotstyle
ProvisionalBallotFileName	nvarchar	150	PDF filename for the provisional ballotstyle
nClientElectionID	nvarchar	50	Optional: Unique election identifier given by the jurisdiction.
ClientPrecinctID	Integer	10	Optional: Unique precinct identifier given by the jurisdiction.
BallotGroupID	Integer	10	Optional: Unique ballot group identifier used by AskED for grouping large ballot sets.

ElectionInfo.txt

Provides basic information about the election being loaded.

Field Name	Type	Length	Description
ElectionName	nvarchar	150	The name of the election that will be displayed to the end user.
ElectionDate	date	10	The date of the election.
PrimaryBit	bit	1	1 designates this election as a primary.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

DS2208

Digital Scanner

Quick Start Guide

ent may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of

MN-002873-01EN

No part of this publication may be reproduced or used in any form, or by any electrical or mechanical means, without permission in writing from Zebra. This includes electronic or mechanical means, such as photocopying, recording, or information storage and retrieval systems. The material in this manual is subject to change without notice.

The software is provided strictly on an “as is” basis. All software, including firmware, furnished to the user is on a licensed basis. Zebra grants to the user a non-transferable and non-exclusive license to use each software or firmware program delivered hereunder (licensed program). Except as noted below, such license may not be assigned, sublicensed, or otherwise transferred by the user without prior written consent of Zebra. No right to copy a licensed program in whole or in part is granted, except as permitted under copyright law. The user shall not modify, merge, or incorporate any form or portion of a licensed program with other program material, create a derivative work from a licensed program, or use a licensed program in a network without written permission from Zebra. The user agrees to maintain Zebra’s copyright notice on the licensed programs delivered hereunder, and to include the same on any authorized copies it makes, in whole or in part. The user agrees not to decompile, disassemble, decode, or reverse engineer any licensed program delivered to the user or any portion thereof.

Zebra reserves the right to make changes to any software or product to improve reliability, function, or design.

Zebra does not assume any product liability arising out of, or in connection with, the application or use of any product, circuit, or application described herein.

No license is granted, either expressly or by implication, estoppel, or otherwise under any Zebra Technologies Corporation, intellectual property rights. An implied license only exists for equipment, circuits, and subsystems contained in Zebra products.

Warranty

For the complete Zebra hardware product warranty statement, go to: http://www.zebra.com/warranty.

For Australia Only

For Australia Only. This warranty is given by Zebra Technologies Asia Pacific Pte. Ltd., 71 Robinson Road,
#05-02/03, Singapore 068895, Singapore. Our goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

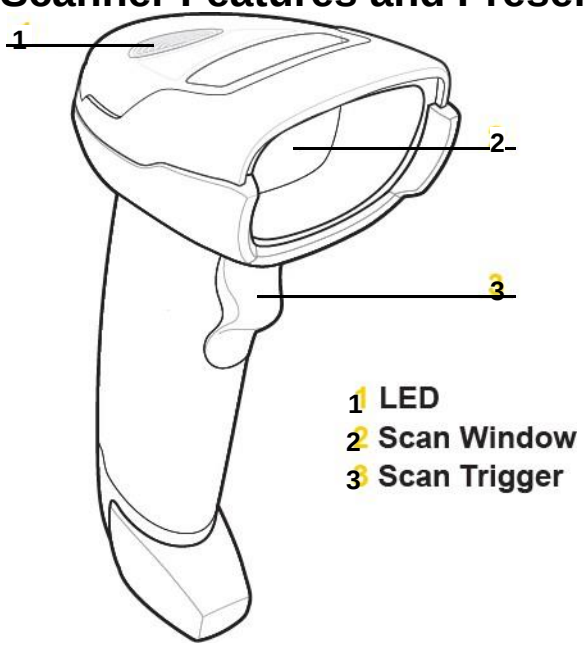
Zebra Technologies Corporation Australia's limited warranty above is in addition to any rights and remedies you may have under the Australian Consumer Law. If you have any queries, please call Zebra Technologies Corporation at +65 6858 0722. You may also visit our website: http://www.zebra.com for the most updated warranty terms.

Service Information

If you have a problem using the equipment, contact your facility's Technical or Systems Support. If there is a problem with the equipment, they will contact the Zebra Global Customer Support Center at: http://www.zebra.com/support.

For the latest version of this guide go to: http://www.zebra.com/support.

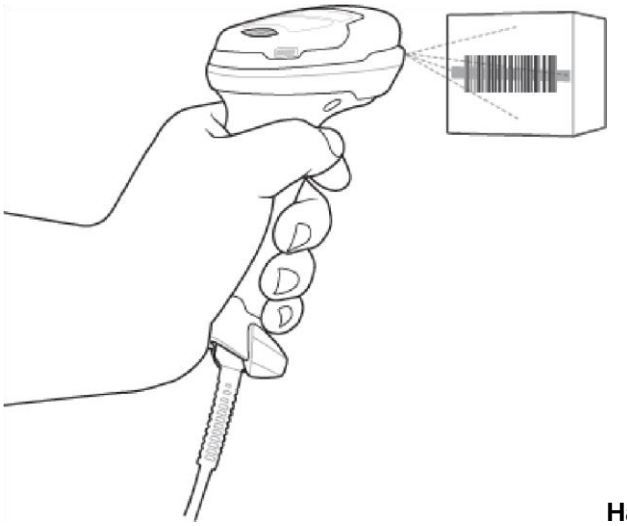
Scanner Features and Presentation Mode



Aiming - Right/Wrong

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

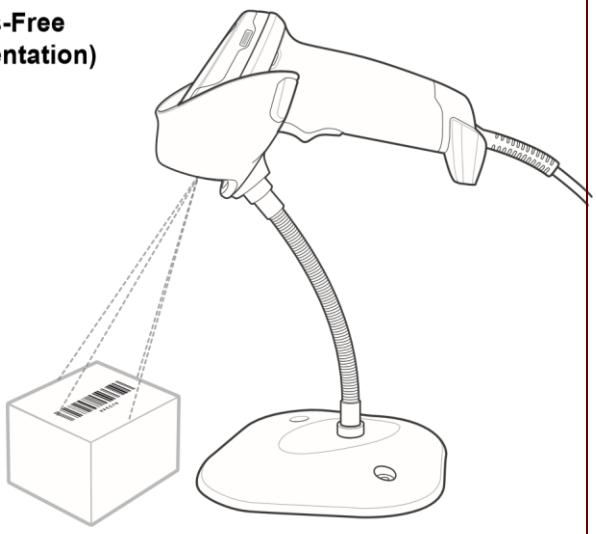
Scanning



Hand-Held

Hand-Held

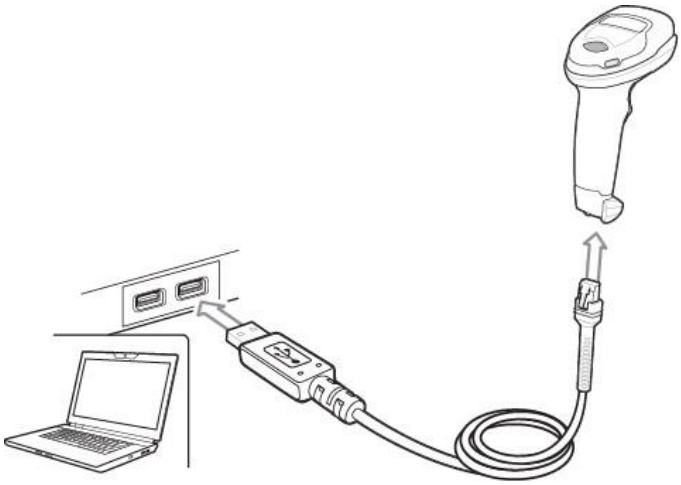
Hands-Free
(Presentation)



No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Connect Host Interface

NOTE Cables may vary depending on configuration.



Scan **ONE** of the bar codes below. The digital scanner automatically detects the host interface type and uses the default setting. If the default (*) does not meet your requirements, scan another host bar code below.

***USB Keyboard HID**

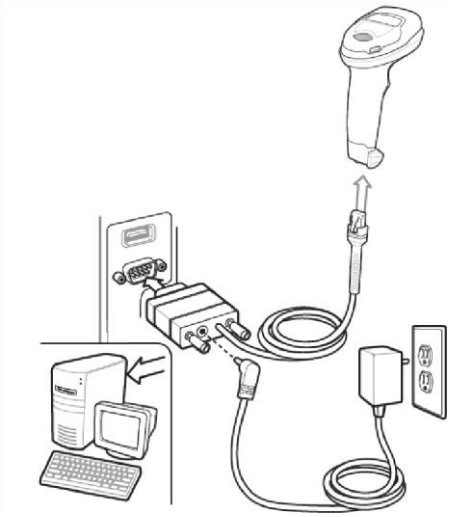
IBM Hand-Held USB

IBM OPOS
(IBM Hand-Held USB with Full Scan Disable)

Symbol Native API (SNAPI) with Imaging Interface

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

RS-232



Scan **ONE** of the bar codes below. The digital scanner automatically detects the host interface type and uses the default setting. If the default (*) does not meet your requirements, scan another host bar code below.

***Standard RS-232**

ICL RS-232

Wincor-Nixdorf RS-232 Mode A

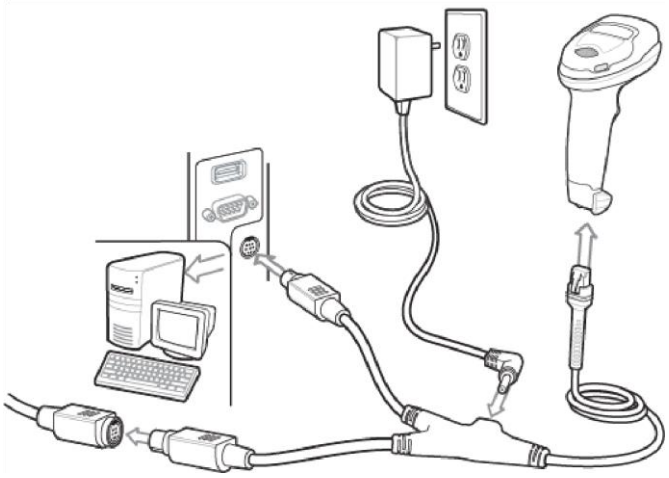
Wincor-Nixdorf RS-232 Mode B

OPOS/JPOS

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Fujitsu RS-232

Keyboard Wedge



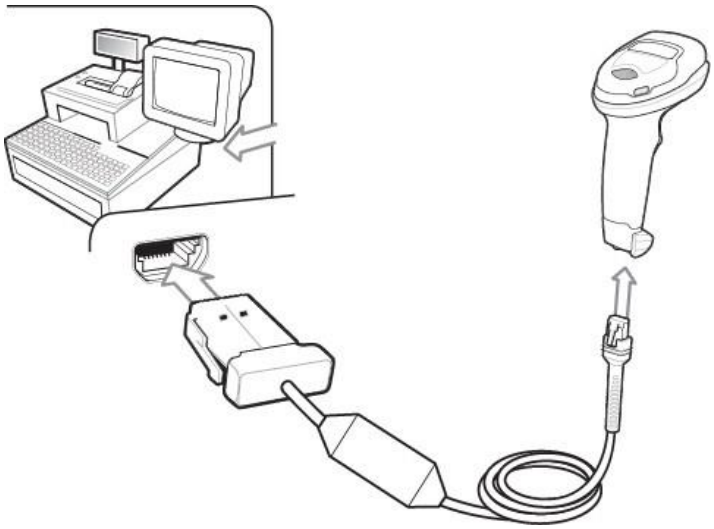
Scan **ONE** of the bar codes below. The digital scanner automatically detects the host interface type and uses the default setting. If the default (*) does not meet your requirements, scan the IBM PC/AT and IBM PC COMPATIBLE bar code below.

IBM PC/AT & IBM PC Compatibles

***IBM AT Notebook**

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

IBM 46XX



Scan **ONE** of the bar codes below. The digital scanner automatically detects the host interface type, but there is no default setting. Scan one of the bar codes below to select the appropriate port.

Hand-Held Scanner Emulation (Port 9B)

Non-IBM Scanner Emulation (Port 5B)

Table-Top Scanner Emulation (Port 17)

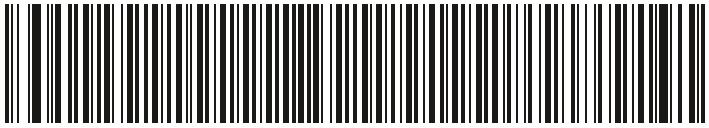
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Useful Bar Codes

Set Defaults

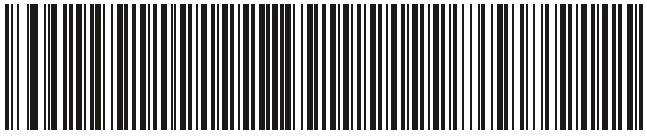
Set Factory Defaults

Add a Tab Key



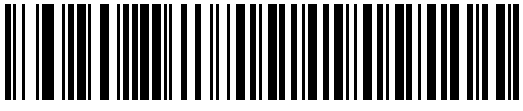
Tab Key

Add an Enter Key



Add Enter Key (Carriage Return/Line Feed)

USB Caps Lock Override



No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Override Caps Lock Key (Enable)

User Indications (By Default)

Indication	Beeper Sequence
Power up	Low/medium/high beep
Bar code is successfully decoded	Short high beep
Transmission error	4 long low beeps
Successful parameter setting	High/low/high/low beep
Correct programming sequence performed	High/low beep
Incorrect programming sequence, or **Cancel**	Low/high beep

Indication	LED Indicator
Hand-Held Scanning	
Scanner is on and ready to scan, or no power to	Off
Bar code is successfully decoded	Green
Transmission error	Red
Hands-Free (Presentation) Scanning	
No power to scanner	Off
Scanner is ready to scan	Green
Bar code is successfully decoded	Off momentarily
Transmission error	Red

123Scan

123Scan is an easy-to-use, PC-based software tool that enables rapid and easy customized setup of a scanner via a bar code or USB cable. For more information, visit: http://www.zebra.com/123Scan.

Utility Functionality

- Device configuration
- Electronic programming (USB cable)

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

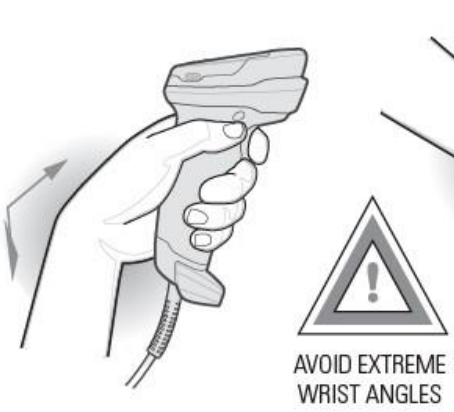
- Programming bar code(s)
- Data view - scan log (display scanned bar code data)
- Access asset tracking information
    - Upgrade firmware and view release notes
    - Remote management (SMS package generation).

Troubleshooting

Aiming line does not appear	
No power to scanner	Connect scanner to powered host, or connect power supply
Aiming line is disabled	Enable aiming line
Scanner decodes bar code but does not transmit data	
Interface cable is loose	Reconnect the cable
Transmission or format error	Set the proper communication and conversion parameters
Invalid ADF rule	Program the correct ADF rules
Scanner does not decode bar code	
Scanner not programmed for bar code type	Enable that bar code type
Bar code is unreadable	Ensure the bar code is not defaced; scan a test bar code of the same bar code type
Bar code is out of aiming line area	Move the aiming line over the bar code
Scanned data incorrectly displayed on host	
Host interface not configured properly	Scan appropriate host parameter bar codes
Region improperly configured	Select appropriate country and language encoding scheme

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

RECOMMENDED USAGE GUIDE - OPTIMUM BODY POSTURE



Regulatory Information

This device is approved under Zebra Technologies Corporation. This guide applies to Model Number DS2208.

All Zebra devices are designed to be compliant with the rules and regulations in the locations they are sold and will be labeled as required.

Local language translations are available at the following website: www.zebra.com/support.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Any changes or modifications to Zebra equipment not expressly approved by Zebra could void the user's authority to operate the equipment.

Health and Safety Recommendations

Ergonomic Recommendations

Caution: In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

- Reduce or eliminate repetitive motion
- Maintain a natural position
- Reduce or eliminate excessive force
- Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- Reduce or eliminate vibration
- Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- Improve work procedures.

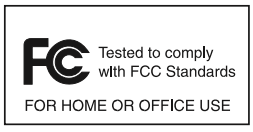
LED Devices

Classified as 'EXEMPT RISK GROUP' according to IEC 62471:2006 and EN 62471:2008. Pulse duration: 9 ms.

Power Supply

Use ONLY a Zebra approved UL LISTED ITE (IEC/EN 60950-1, LPS/SELV) power supply with electrical ratings: Output 5.2Vdc, min 1.1A, with a maximum ambient temperature of at least 50 degrees C. Use of alternative power supply will invalidate any approvals given to this unit and may be dangerous.

Radio Frequency Interference Requirements - FCC



Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Radio Frequency Interference Requirements-Canada Marking and European Economic Area (EEA)

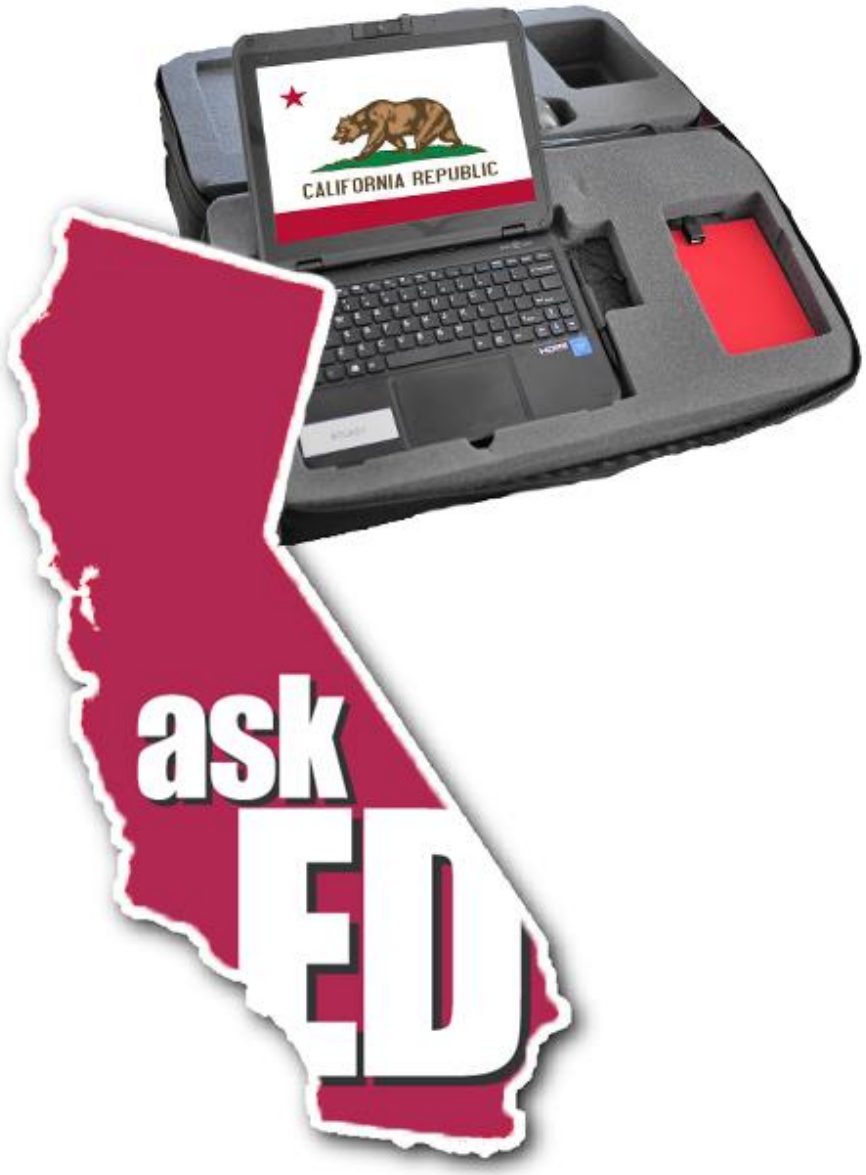
CAN ICES-3 (B)/NMB-3(B)

Statement of Compliance

Zebra hereby declares that this device is in compliance with all applicable Directives, 2014/30/EU, 2014/35/EU and 2011/65/EU.

The full text of the EU Declaration of Conformity is available at the following Internet address: http://www.zebra.com/doc.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.



Robis AskED® Training Guide

Version 1.9102018

Robis Elections Inc.

Table of Contents

Introduction 107

About Robis Elections ..... **Error! Bookmark not defined.**

About AskED® ..... **Error! Bookmark not defined.**

The AskED® ePollbook ..... **Error! Bookmark not defined.**

How to use this Document ..... **Error! Bookmark not defined.**

System Set-Up 108

Creating a Database and Loading the AskED® ePollbook 108

How to load/deploy a DEMO database data 112

AskED® ePollbook Training Guide 119

AskED® ePollbook Training Set Up 115

Setup of the AskED® ePollbook 115

Logging-In to the AskED® ePollbook 119

AskED® ePollbook Voter Check In 121

Using the AskED® ePollbook to Check in Voters 121

Using the AskED® ePollbook for Voters Who Must Show ID (e.g. Registered by Mail) 124

Using the AskED® ePollbook for a Vote by Mail Voter 128

SURRENDER BALLOT PATH 128

PROVISONAL BALLOT PATH 130

Using the AskED® ePollbook for Voters Who Have Already Voted 132

PROVISIONAL VOTER 134

Using the AskED® ePollbook for a Voter Not Found 136

End of Election Day with the AskED® ePollbook 139

Verify Uploads 139

AskED ePollbook Glossary 142

AskED® ePollbook Home Page 142

Voter Check-In Screen 143

Power Menu Options 144

AskED® Advanced Page 145

AskED® ePollbook Training Worksheet 148

Logging into the AskED® ePollbook 148

Checking in a Voter 149

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Using the AskED® ePollbook to Check in Voters....149
Provisional Voters....152
Using the AskED® ePollbook for Voters Who Have Already Voted....152
Voter Not Found....155
Using the AskED® ePollbook for a Voter Not Found....155
Closing the Polls with the AskED® ePollbook....157
Verify Uploads....157
Logging out of the AskED® ePollbook....159

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED®

Election Decision Support System

COPYRIGHTS

©2018, Robis Elections, Inc. All rights reserved. No part of this document may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language, in any form, by any means without the prior written permission of Robis Elections, Inc.

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted.

TRADEMARKS

AskED is a registered trademark and Election Decision Support System is a trademark of Robis Elections, Inc. Robis is a registered trademark of Robis, Inc.

Other product and company names mentioned herein may be the trademarks of their respective owners

PUBLISHED BY

Robis Elections, Inc.
1751 S. Naperville Road, Suite 104
Wheaton, IL 60189

www.GoAskED.com
630-752-0220

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

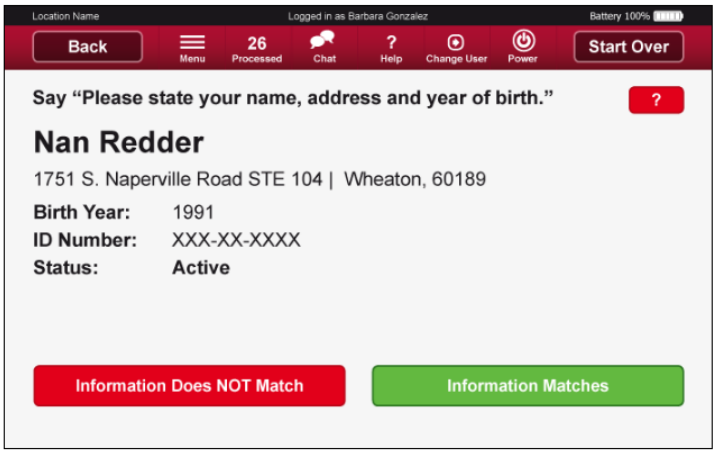
Introduction

How to use this Document

This Document is designed be an overview of the AskED® Pollbook System Training. This document will guide a user through the processes of preparing, setting up and running an AskED® ePollbook Training for Pollworkers or staff. This document encompasses the set-up and preparation of the data for the AskED® ePollbook, set up for, voter check-in through the Close of Polls.

Election Decision Support™

The AskED Election Decision Support™ system guides election staff through simple "yes" or "no" questions to determine each voters' eligibility, including the correct ballot style and any paperwork that must be completed. Opinions and guesswork are removed from the voting sites, reducing errors and minimizing the need for time-consuming provisional ballots.

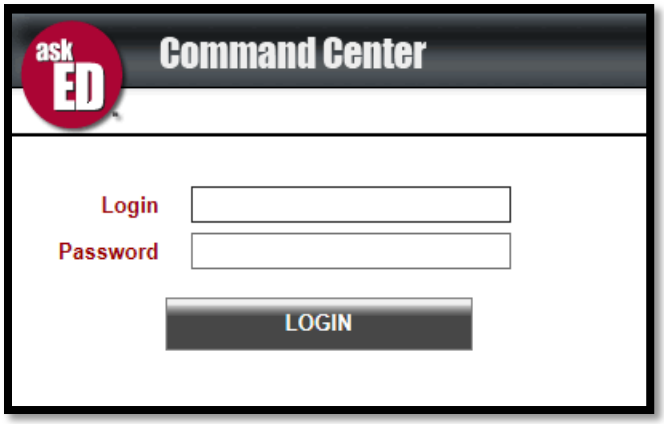
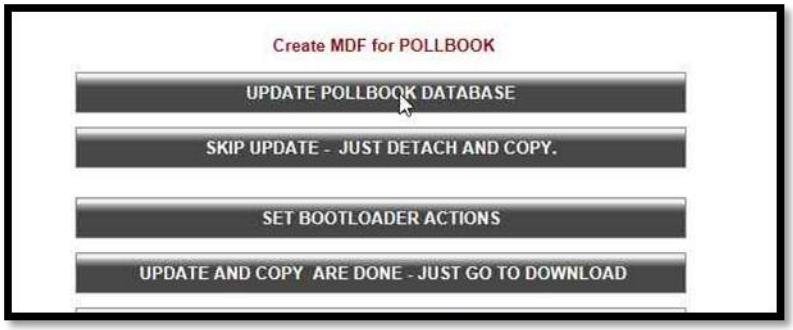


Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

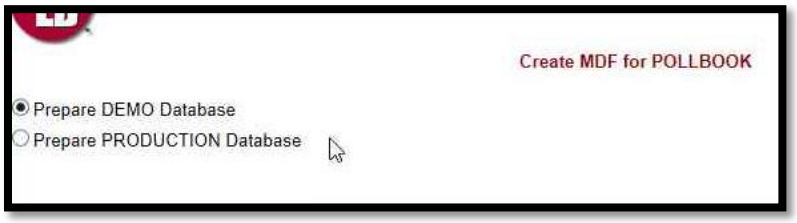
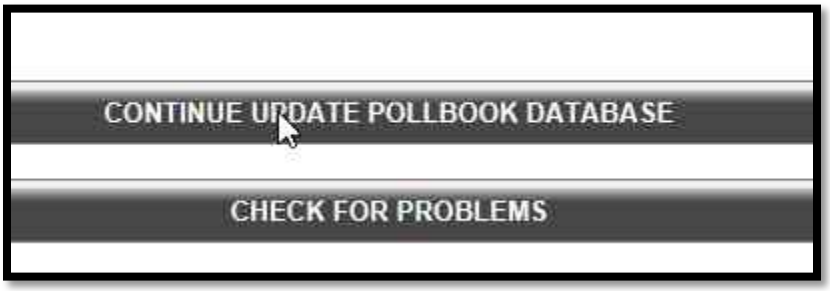
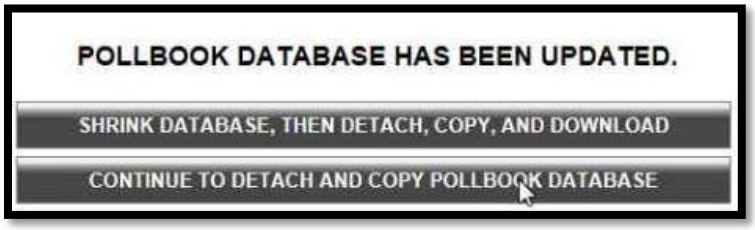
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

System Set-Up

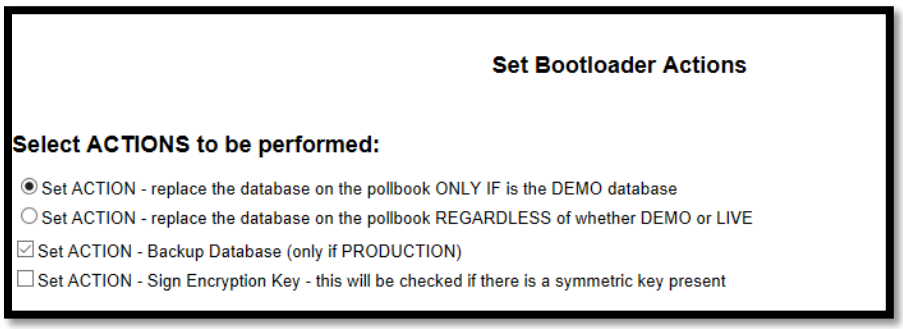
Creating a Database and Loading the AskED® ePollbook

13. Log in to the AskED Command Center	
14. Select **System Setup**	
15. Prepare and Download Data for Pollbook	
16. Select one of the following options **Update Pollbook Database-** update the ePollbook database from that last data load **Skip Update – Just Detach and Copy -** updates to the ePollbook database have already been completed. Prepares the database for deployment to units in the field. (Skips to Step 7) **Set Bootloader Actions** – Skips to step 8 to set the	

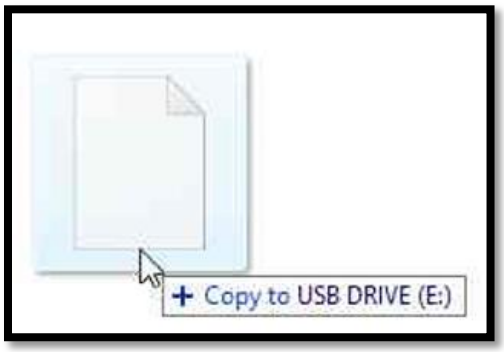
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

bootloader actions and then proceeds to download. **Update and Copy Are Done –** Just Go to Download - the ePollbook database is updated and already prepared for deployment. Downloads necessary files. (Skips to step 11)	
17. Choose from the Prepare Demo from two options: **Prepare DEMO Database** – This selection would be used for testing or training. It tells the ePollbook to connect to a training server not the production server. Note that DEMO mode is also used prior to an election before putting on the final production data**.**	
18. Select **Continue Update Pollbook Database**	
19. Select **Continue to Detach and Copy Pollbook Database** and let it load	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

20. Select from below to set ACTION: **Set Action - replace the database on the pollbook ONLY IF the DEMO database** This action is selected to prevent overriding a production database. If a production database is already present on the machine, the new database will not be deployed **Set Action - replace the database on the pollbook REGARDLESS of whether DEMO or LIVE also Set Action - Backup Database (only if PRODUCTION)** This action is selected to override any database present on the machine. If a production database is already present on the machine, a pop-up will prompt the user for a password. **Set Action - Backup Database** this action tells agent to backup the voter history to the SDF. This is not necessary for a connect environment. **Set Action – Sign Encryption Key** use this action if there is a secondary key to encrypt voter data	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

21. Select **Update Actions and Configs on Bootloader**	
22. Select **Proceed to download**	
23. Once complete there will be two files to **download**	
24. Save these files to the ROOT of a Thumb drive and insert into the ePollbook. Be sure the download process does not add a number like this "(1)". If so, remove the number so files are named bootloader.sdf and Datafile.7z	

Note: Pollbook setup and creation of a Pollbook database is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

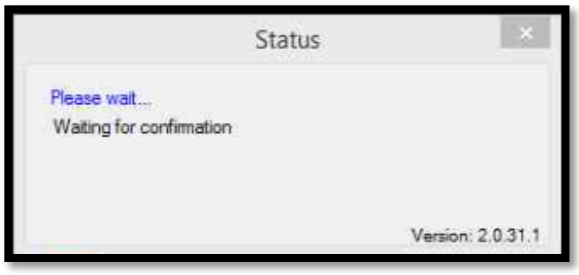
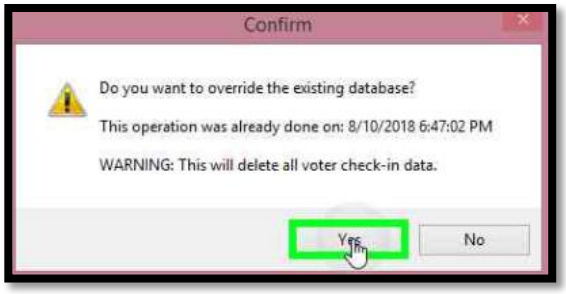
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

How to load/deploy a DEMO database data

Open the AskED ePollbook and Power it on	
Open the Technician account	
NOTE: Be sure the Pollbook is no open and running	
Plug in the USB Drive (or Micro SD card)[4]	

[4] The method a jurisdiction/county uses to deploy data will be determined for each county. At that time Robis will provide specific instructions for data deployment

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Pop-up will display while database is loading	
DO NOT UNPLUG THE USB UNTIL LOADING IS COMPLETE	
Pop-up will ask to override the existing database [5] select “Yes”	
Provide the override password and select “OK”	
The database has completed will display. Select “OK” and remove the USB	

[5] The steps for this process are specific to set up. Robis will provide specific instruction to each county/jurisdiction

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Launch the AskED ePollbook	

Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Training Set Up

The following are sample set up for the AskED® ePollbook. The specific set up can be customized by each county/jurisdiction, and will be discussed and determined in the implementation phase.

Setup of the AskED® ePollbook

	11. Set the AskED® ePollbook Bag on the table. Be sure the side of the bag with the "Power Cord" tag is on resting on the table
	12. Unzip the bag, and open it
	13. Open the pouch labeled "Power Cord" and plug in the power cord

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	14. The ePollbook is now set, and ready for the printer to be connected
	15. Set the C711 Printer on the table next to the ePollbook and plug in the power cord in the back of the C711 printer (the back of the device will be facing the Pollworker)
	16. Next, locate the USB connection for the printer in the center of the ePollbook bag.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	17. Next inset the USB cable for the C711 Printer on the back of the C711 printer (the back of the device will be facing the Pollworker)
	18. Next, power on the C711 printer, by pressing the switch on the left side of the device (the back of the device will be facing the Pollworker)
	19. Next power on the Atlas ePollbook by pressing the start button on the top left of the keyboard

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

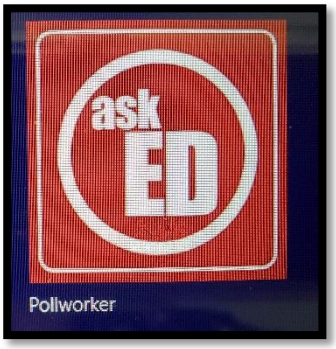
	20. Set up is now complete

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

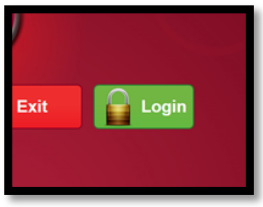
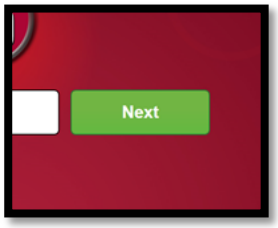
AskED® ePollbook Training Guide

Logging-In to the AskED® ePollbook

Note: Pollbook setup is specific to each jurisdiction/county set up. Robis will provide specific set up documentation for each county.

	7. Turn on the computer and select the "Pollworker" User account
	8. Launch the AskED® ePollbook by selecting the AskED ePollbook on the desktop
	9. Log in with the provided **username** and **password** provided by the county.
	10. Then select **Login**

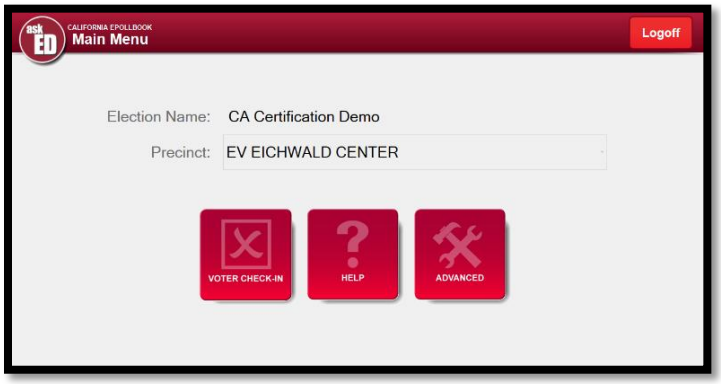
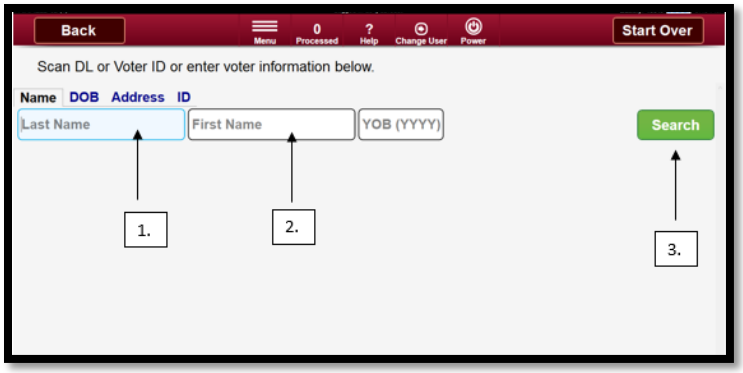
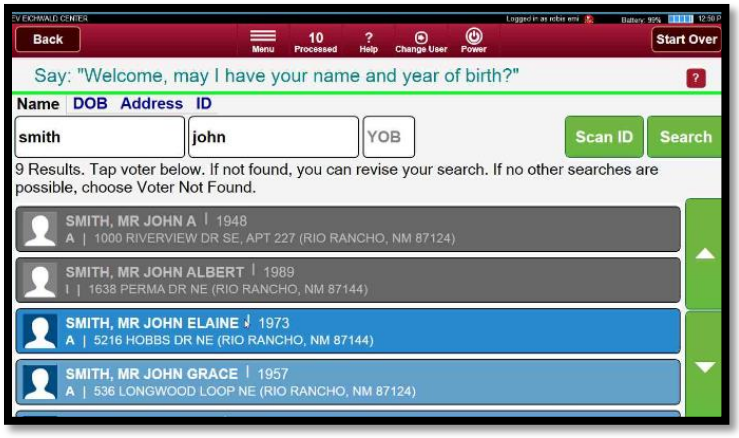
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	
	11. Then enter your **first** and **last name**. The users name entered here should always be the Pollworker who will be using the machine to process voter check-ins.
	12. Then select **Next**

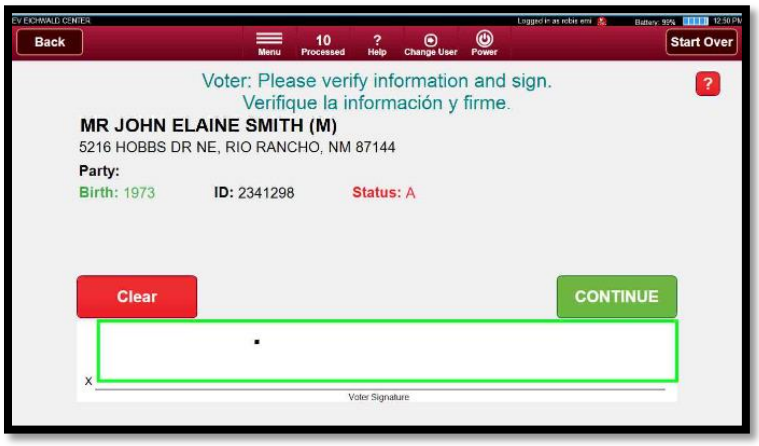
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Voter Check In

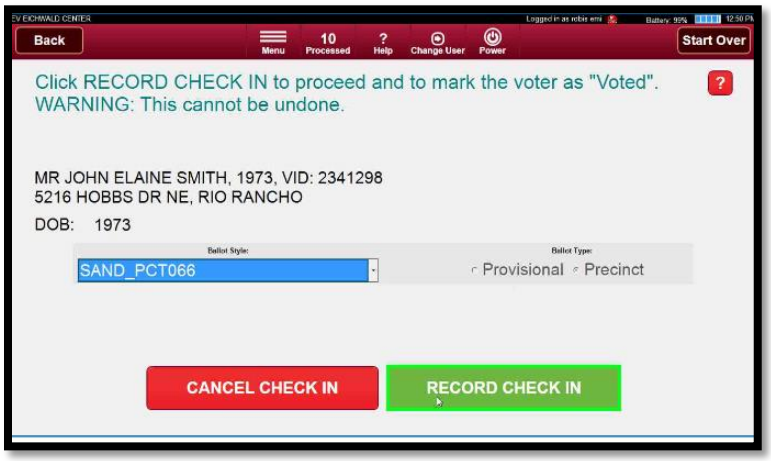
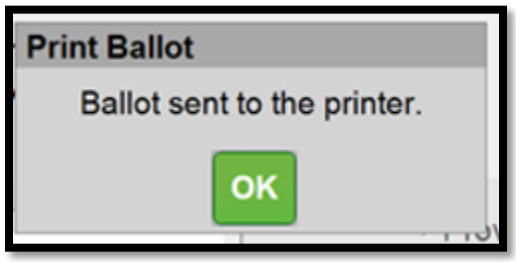
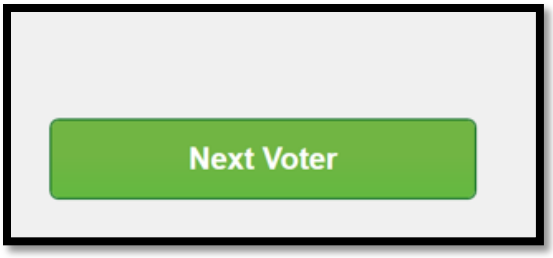
Using the AskED® ePollbook to Check in Voters

	9. Select "Voter Check-In" to start the Voter Check in Process
	10. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3]. Note that you can type just a portion of their name as well, like "smi" and "jo" for "John Smith".
	11. The ePollbook will display a list of voters. Find the voter's name on the list and click to continue.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

 	12. The ePolllbook will ask voter to verify his/her name, and sign. (See signature pad)
	13. After the voters has signed, click continue.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

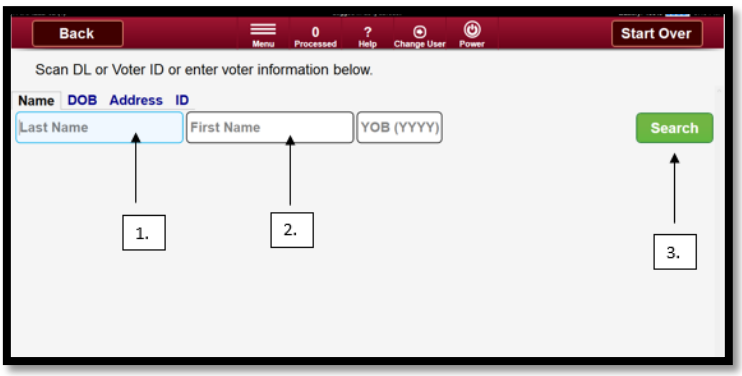
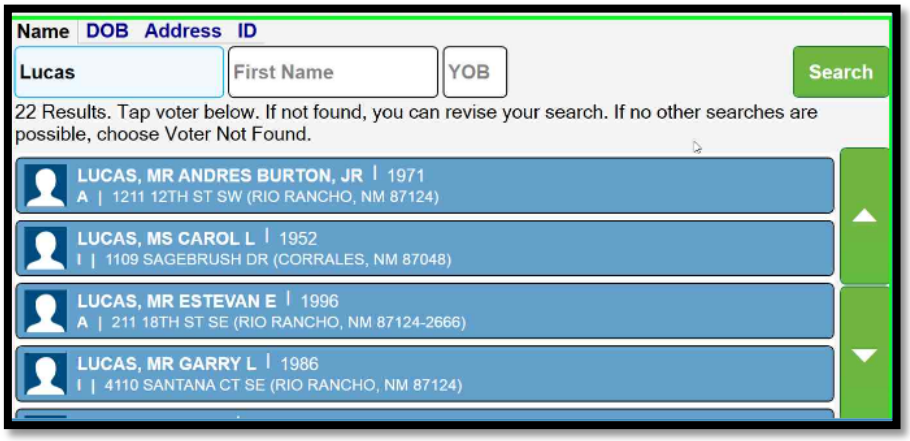
	14. The AskED® ePollbook will pull up the voter's ballotstyle. To mark the voter as voted select Record Check In.
	15. The Pollbook will inform the Pollworker that the ballot was sent to the printer.
	16. Hand the ballot to the voter and select "Next Voter"

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

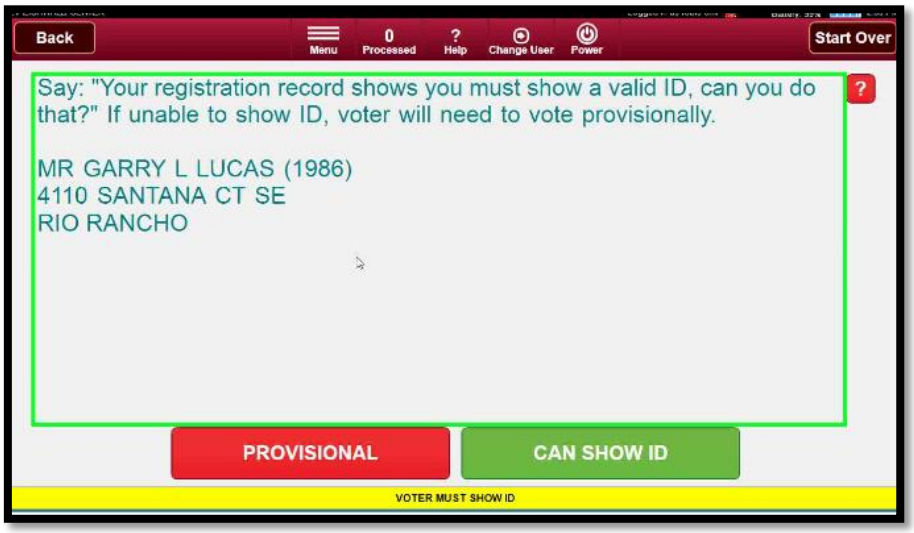
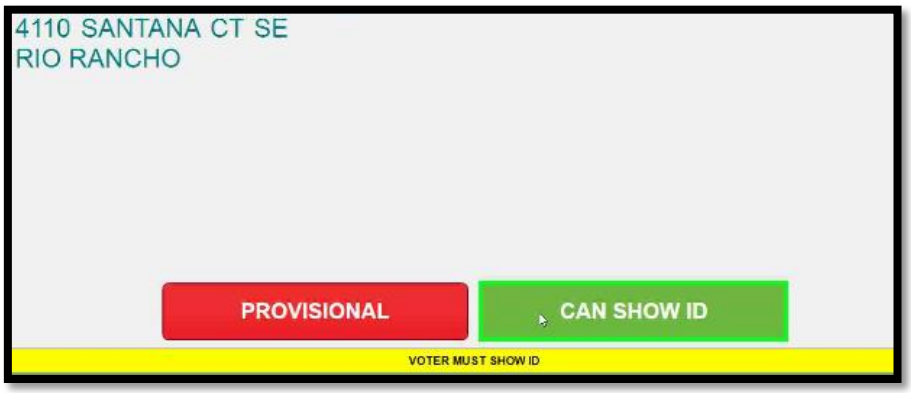
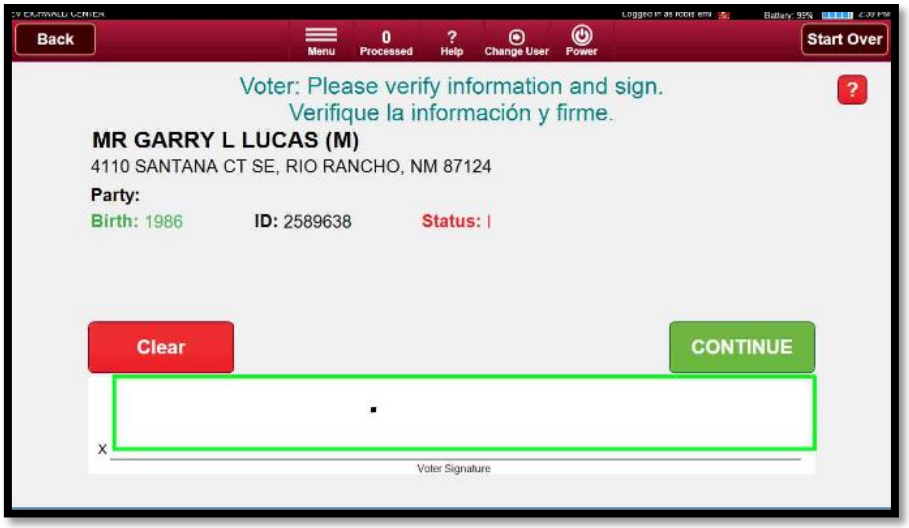
The AskED® ePollbook is designed to walk you through the process of determining the voter eligibility with step by step instructions on the screen.

The best practice is to **Read the Screen and Do What It Says**

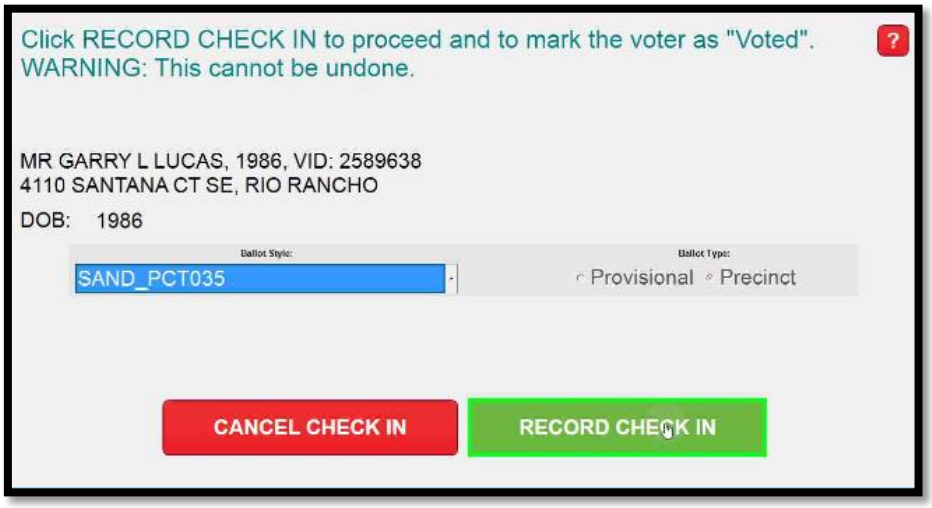
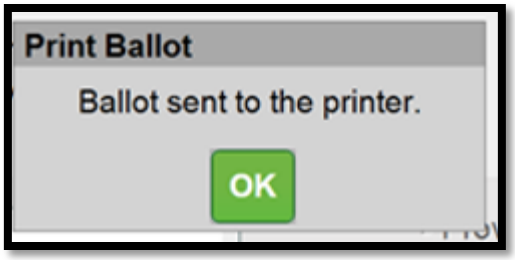
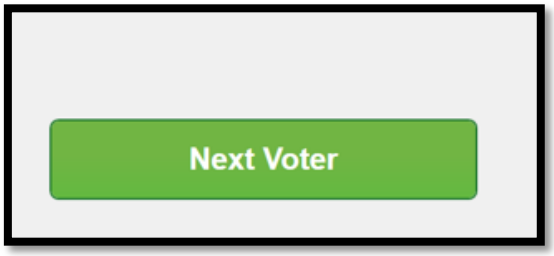
Using the AskED® ePollbook for Voters Who Must Show ID (e.g. Registered by Mail)

10. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
11. The ePollbook will display a list of voters. Find the voter's name and click to continue.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

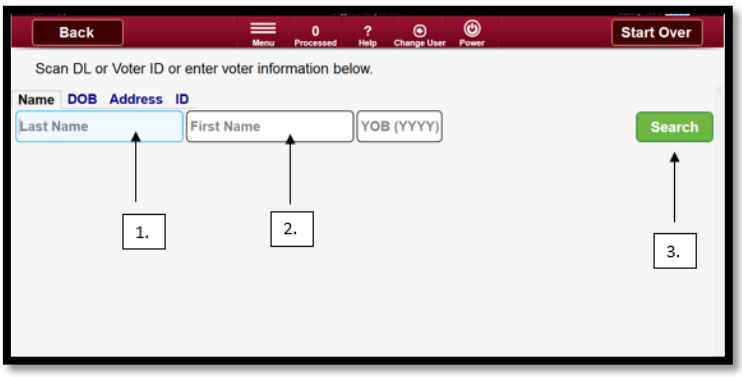
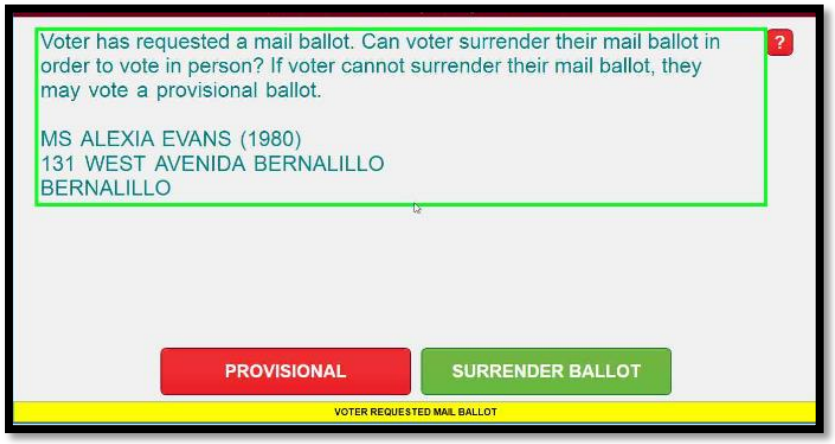
12. The AskED ePollbook will indicate that the voter has registered by mail and must show an ID to vote	
13. If the voter can show an ID select **Can Show ID** *Note: If the voter cannot show an ID but insists on voting the voter can vote provisionally (see voter provisionally instructions.)	
14. Ask voter to confirm their name and sign.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

15. Once the voter has signed click continue	
16. The AskED® ePollbook will display the voter's ballotstyle. To mark the voter as voted select Record Check In.	
17. The Pollbook will send the ballot to the printer, select OK.	
18. Hand the ballot to the voter and select "Next Voter"	

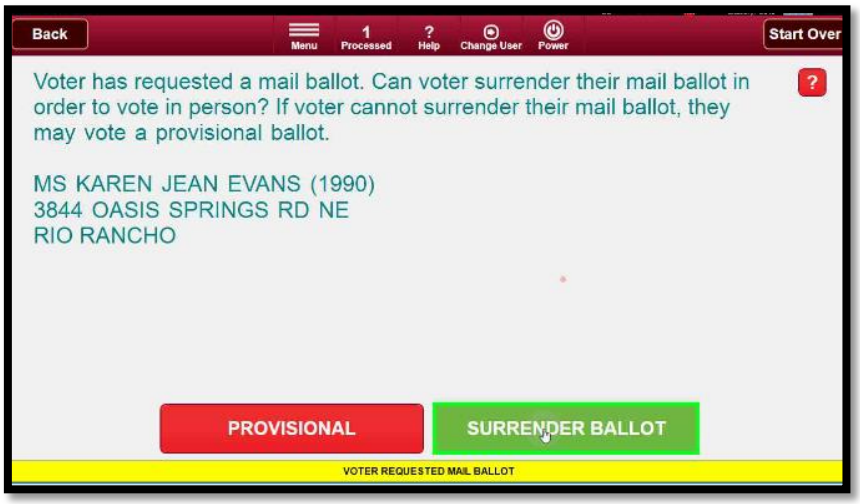
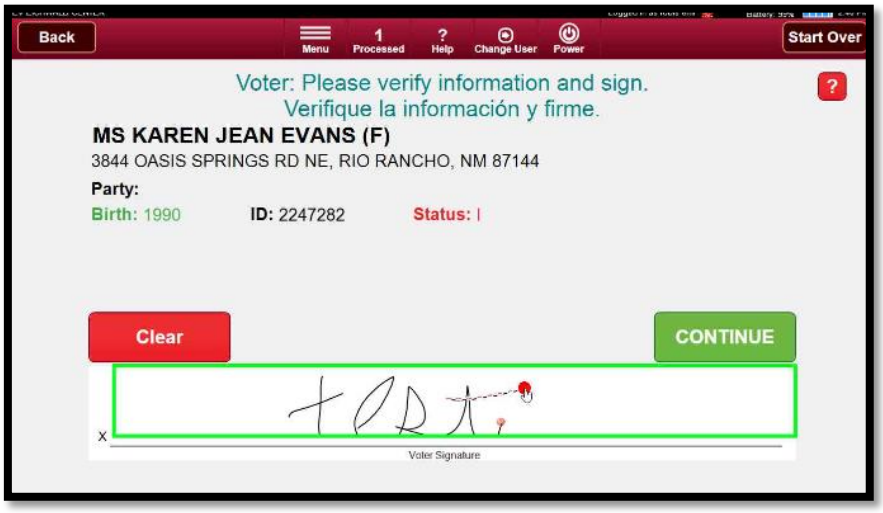
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

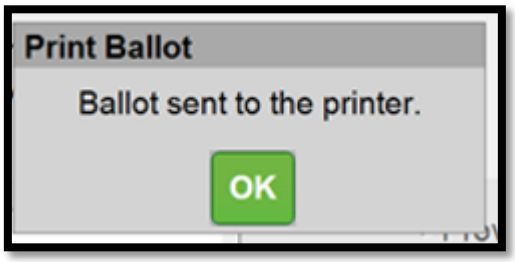
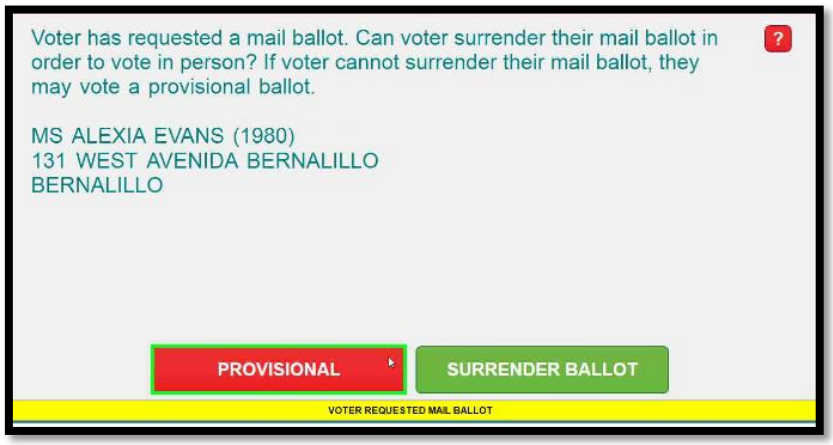
4. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
5. The ePollbook will display a list of voters. Find the voters name and click the voters name to continue. Note that the envelope icon indicates the voter is a VBM voter.	
6. The ePollbook will Notify the Pollworker that the selected voter has requested a mail ballot. **Provisional**: If the voter cannot surrender their VBM ballot but insists on voting, click PROVISIONAL. **Surrender Ballot**: If the voter can surrender their VBM ballot, then they can vote a precinct ballot.	

SURRENDER BALLOT PATH

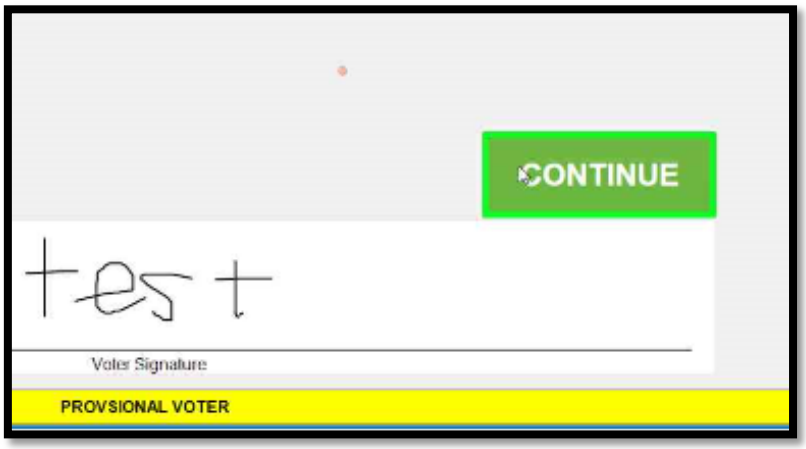
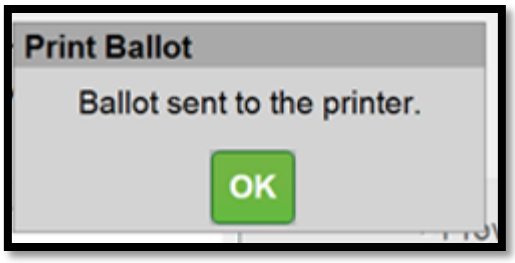
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

SURRENDER BALLOT PATH the voter can surrender their VBM ballot and vote a precinct ballot.	
SURRENDER BALLOT PATH Voter can verify their name and sign.	
SURRENDER BALLOT PATH The AskED® ePollbook will display the voter's ballotstyle. To mark the voter as voted select Record Check In.	

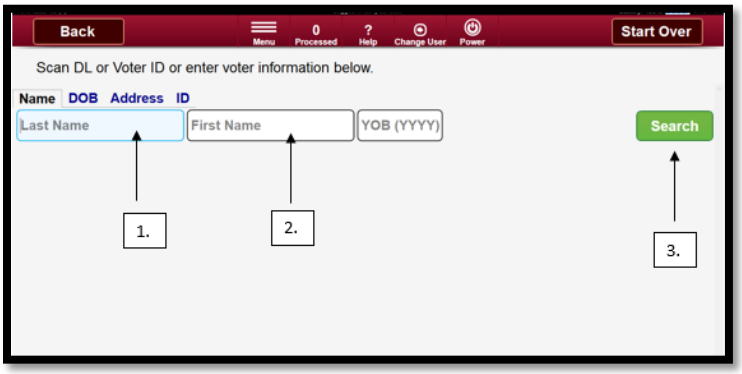
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

SURRENDER BALLOT PATH The Pollbook will send the ballot to the printer, select OK.	
SURRENDER BALLOT PATH Hand the ballot to the voter and select “Next Voter”	
PROVISONAL BALLOT PATH	
PROVISIONAL PATH If voter cannot surrender their VBM ballot but insists on voting, voter can vote provisionally. Select the PROVISIONAL button	
PROVISIONAL PATH Voter confirms their name and signs.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

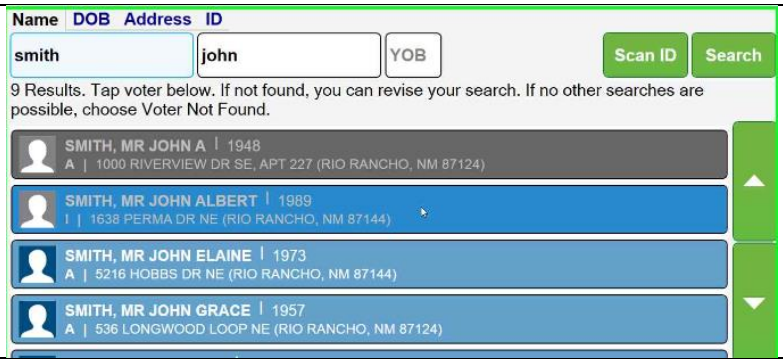
PROVISIONAL PATH After voter signs, click continue.	
PROVISIONAL PATH Voters ballotstyle will display and the ballot type will be set to provisional, select RECORD CHECK IN to mark the voter as having voted a provisional ballot .	
PROVISIONAL PATH The Pollbook will send the ballot to the printer, select OK.	
PROVISIONAL PATH Hand the ballot to the voter and select “Next Voter”	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.



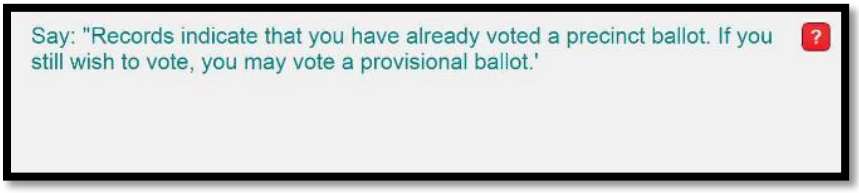
5. Look up the voter by scanning their ID or by typing their name into the following search screen:

Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].

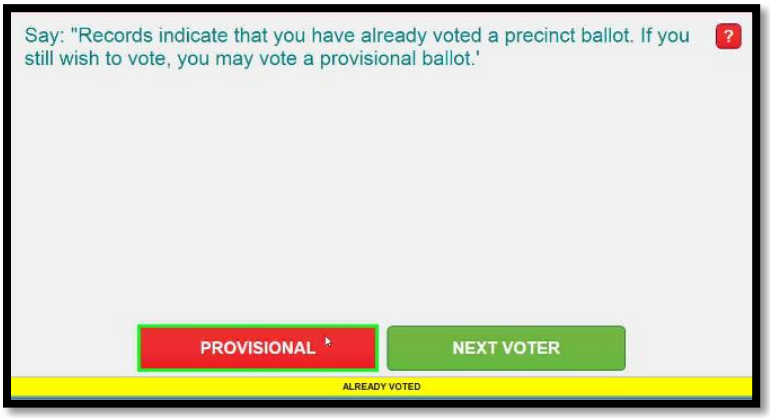


6. Next the ePollbook will display a list of voters. Find the voter's name and click to continue.

Note: The voter's name will be greyed out; this is the first indication the voter has already voted.



7. The next screen the ePollbook will indicate that the voter has already voted.

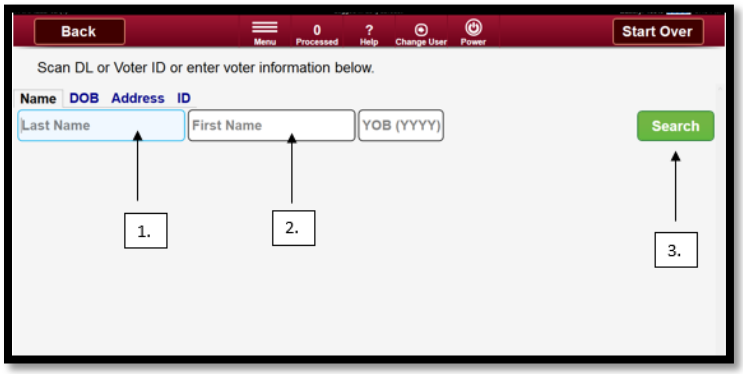


8. If the voter insists on voting, select Provisional, if not, select Next Voter to return to the Voter Lookup Screen

*For PROVISIONAL, skip to **Provisional Voter** section below.

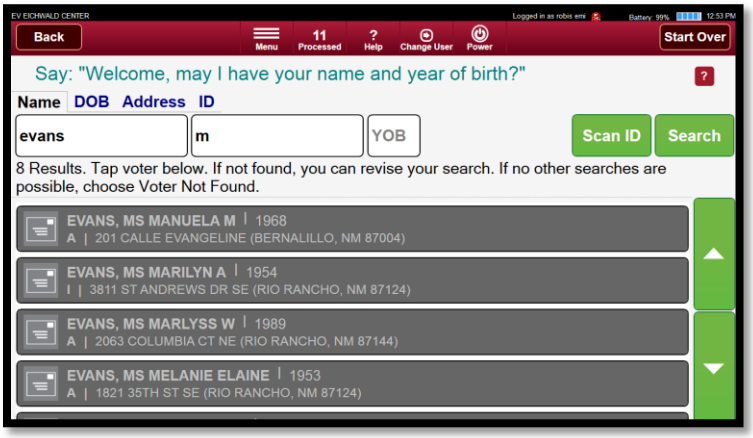
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

VOTERS WHO ALREADY RETURNED THEIR VBM BALLOT



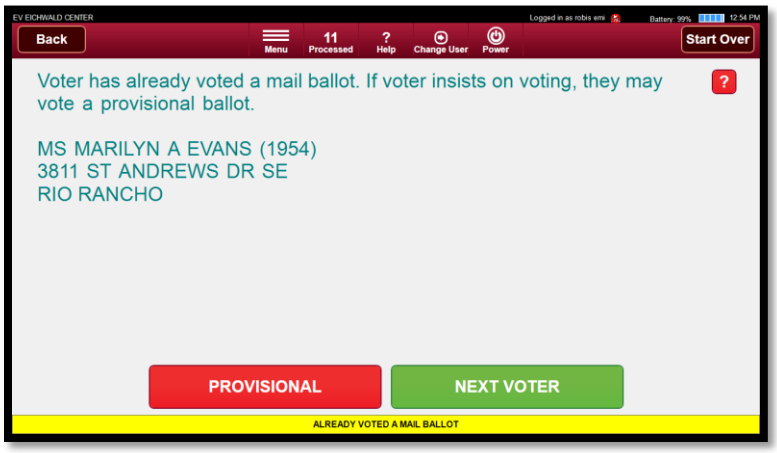
5. Look up the voter by scanning their ID or by typing their name into the following search screen:

Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].



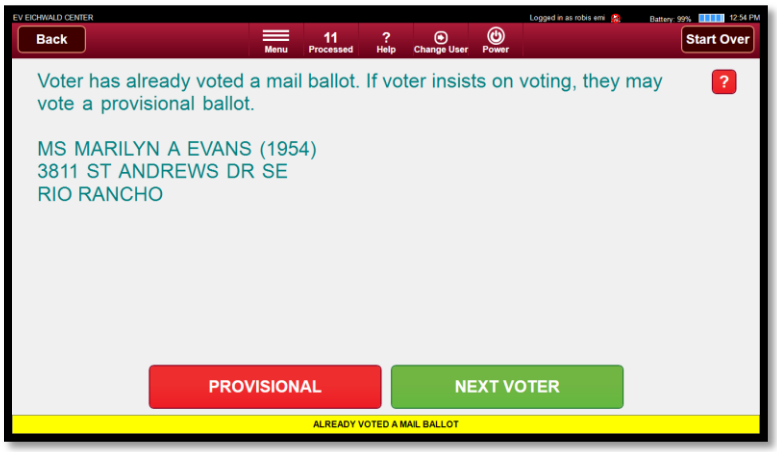
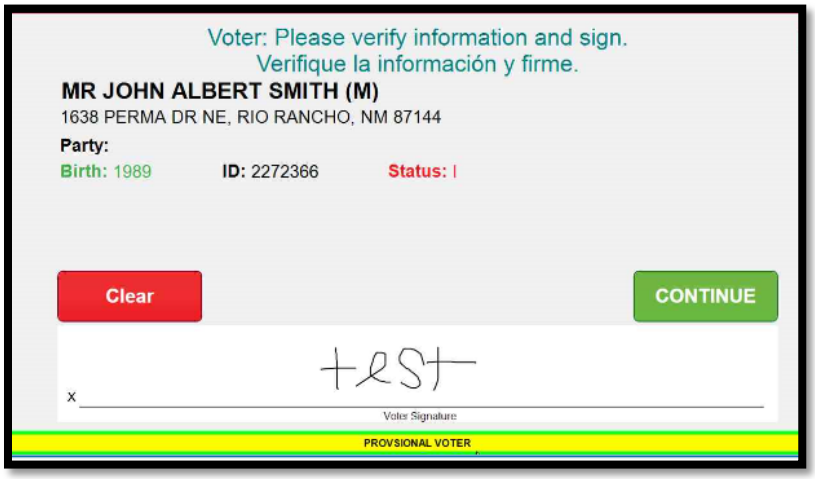
6. Next the ePollbook will display a list of voter's. Find the voters name and click to continue.

Note: The envelope shows they are a VBM voter. The voter's name will be greyed out; this is the first indication the voter has already voted.

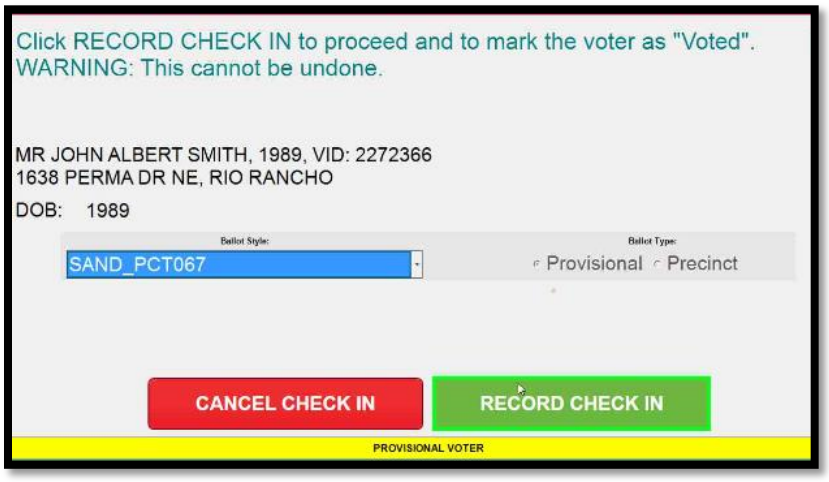
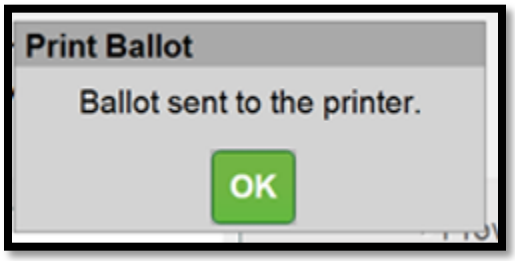


7. The ePollbook will indicate that the voter has already voted.

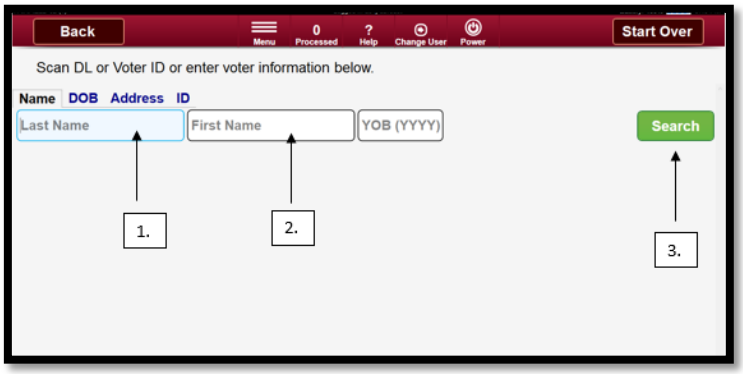
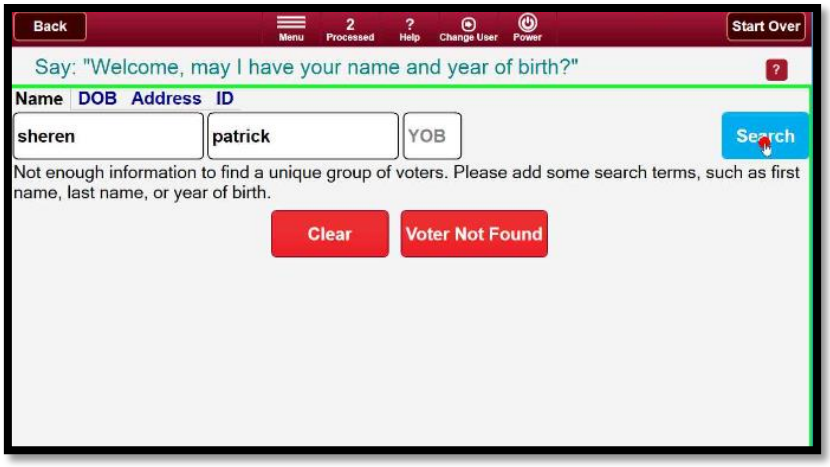
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

<table>
<tr><td> 
</td><td>8. If the voter insists on voting, select PROVISIONAL. If not, select NEXT VOTER to return to the Voter Lookup Screen.</td></tr>
<tr><td colspan="2">PROVISIONAL VOTER</td></tr>
<tr><td>
</td><td>PROVISIONAL VOTER
If the voter insists on voting they may vote provisionally, select PROVISIONAL.</td></tr>
<tr><td> 
</td><td>PROVISIONAL VOTER
Voter will confirm his/her name and sign.</td></tr>
<tr><td>
</td><td>PROVISIONAL VOTER
After voter signs, select continue.</td></tr>
</table>

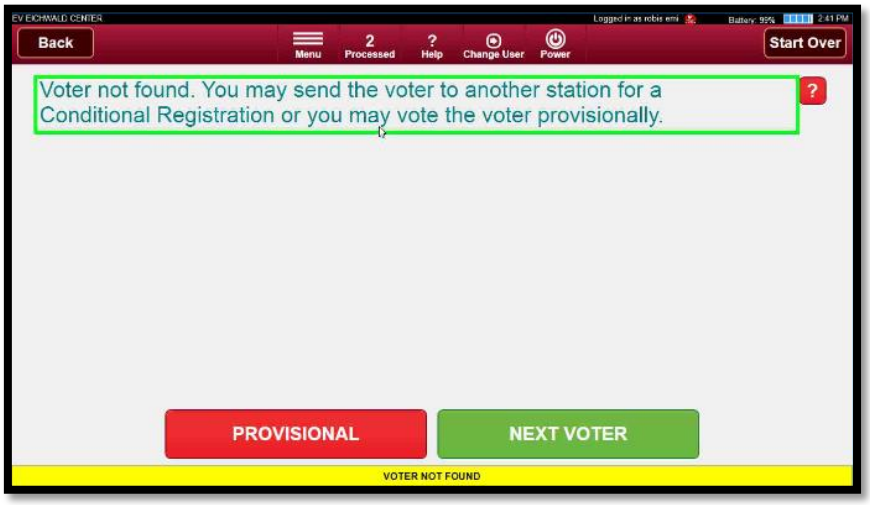
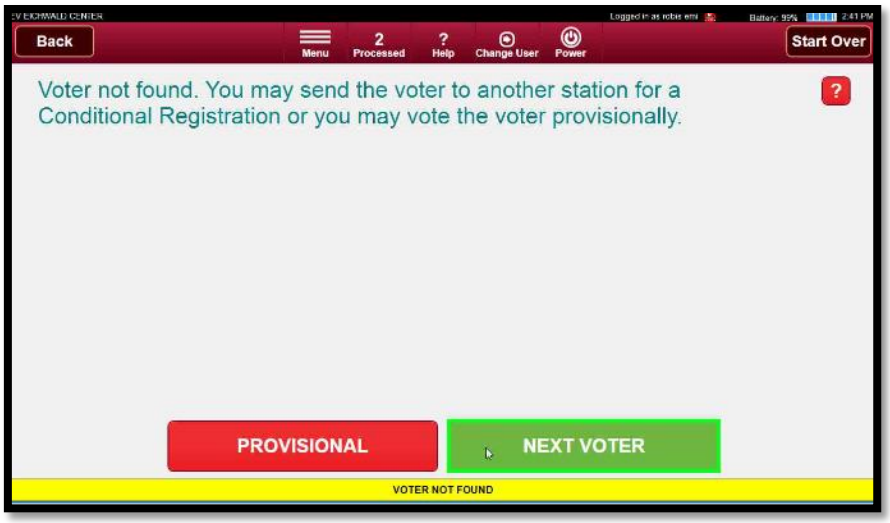
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	PROVISIONAL VOTER Voters ballotstyle will display and the ballot type will be set to provisional, select RECORD CHECK IN to mark the voter as having voted a provisional ballot.
	PROVISIONAL VOTER The Pollbook will send the ballot to the printer, select OK.
	PROVISIONAL VOTER Hand the ballot to the voter and select “Next Voter”

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

7. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their Last Name [1.], First Name [2.] and then tap the green "Search" button [3].	
8. The ePollbook will ask for more information if the voter is not found	
9. Add more information to try to location the voter's information: try the voters full name and birth year	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

10. The AskED® ePollbook will instruct the Pollworker to select Voter Not Found if the voter is not in the voter roster	
11. Since the voter is not found, the AskED® ePollbook will instruct the Pollworker on the next steps.	
12. Selecting next voter will bring the Pollworker back to the **Voter Look Up Screen**, or selecting **PROVISIONAL** will allow the voter to vote provisionally. (See "Provisional" instructions)	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

End of Election Day with the AskED® ePollbook

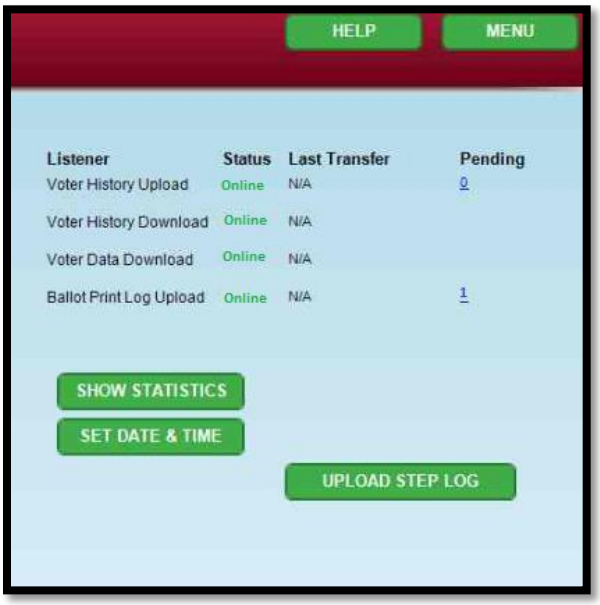
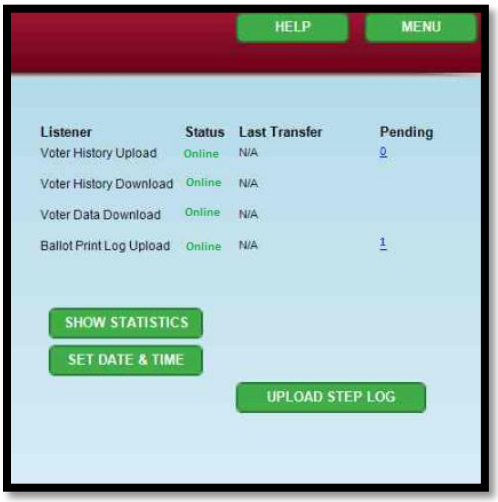
The following section is a step-by-step guide through the process of closing the polls at the end of voting for polling sites that are connected. The process guides the pollworker through the proper process to close the AskED ePollbook and ensure all data is uploaded.

Verify Uploads

When operating in a connected environment (where ePollbooks communicate with the server), before exiting out of the AskED ePollbook navigate to the Configuration page to ensure that the pollbook is online and has uploaded all voter records.

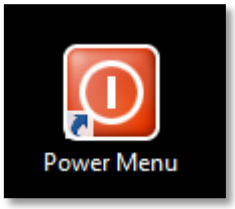
6. From the Main Menu select the ADVANCED button.	
7. Click on the CONFIGURATION button from the Advanced Features menu.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

8. The Pending column will indicate if there are check-ins or ballot print logs that need to upload to the server. This number should be zero (0). If not, check the Status of the Connectivity. If the word "Offline" appears next to any of the listeners, the Pollworker will need to reconnect to the network connection in order to complete its uploads.	
9. Once the status indicates Online, you can click the pending number to force the pollbook to immediately upload any pending records and not wait for the normal timer to fire.	
10. If the Pending number is 0 then the ePollbook is ready to exit.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Follow these steps to complete Log Out:

4. Logoff and Exit the Pollbook by Clicking Logoff from the Main Menu	
5. then select Exit, a pop up will ask "Are you sure you want to exit?" select "yes".	
6. Use the Power Menu to shut down the ePollbook.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED ePollbook Glossary

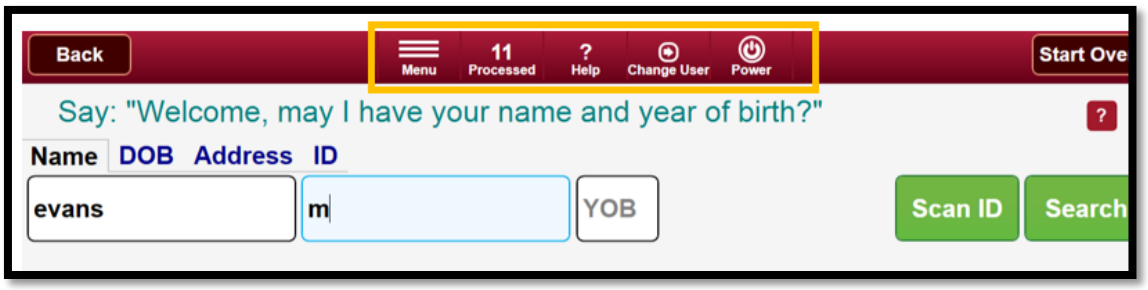
AskED® ePollbook Home Page

	Voter Check-In: Selecting the Voter Check-in button will navigate the user to the Voter Check-in page.
	Help: Selecting the Help button will navigate the user to the help section of the AskED® ePollbook. This section of the Pollbook provides just-in-time training for pollworkers on any subjects the county desires.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Advance: Selecting the Advance button will navigate the user to the settings screen of the AskED® ePollbook. This is where a polling location can be changed, or the connectivity of the Pollbook can be checked

Voter Check-In Screen



	Menu button This button will return the user back to the main menu. **Pushing this during the check in process will cancel out of the voter check-in** if pressed before completing the check-in step..
	Processed button Displays how many voters have been checked in at this site. Clicking this button will display more details and allow the user to narrow to just this machine or just today.
	Help button Shows the AskED help system.

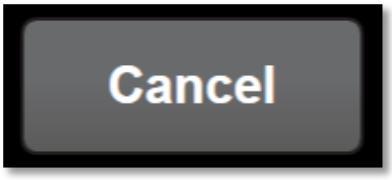
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Change User button Allows you to switch between user names without reclogging into the ePollbook. It is important to always know who is operating the ePollbook as all check-ins are logged by user. If a pollworker takes a break and someone else sites down temporarily, this button should be used to change the user. This just changes the name of the user being recorded. It does not recheck credentials. To login with new credentials, choose Power>Exit.
	Power button This button gives the user the following five different power and logout options.

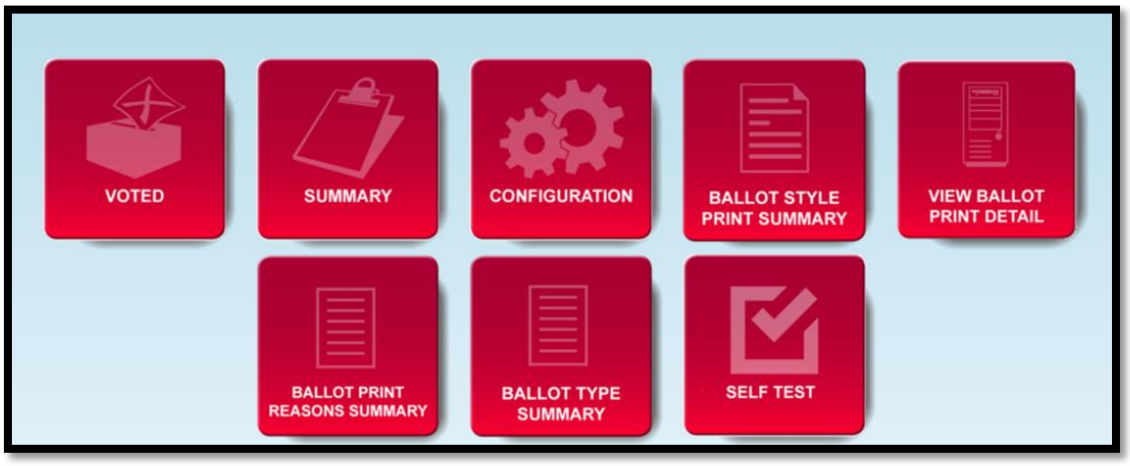
Power Menu Options

	Exit will exit the AskED ePollbook and return the Pollworker to the computer desktop.
	Power Off will shut down the AskED ePollbook software and the laptop as well.
	Change User will allow the user to switch users without logging out.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	Restart will restart the ePollbook computer. The user will then need to re-login to the computer and the AskED software.
	**Cancel** will return back to the check in screen without taking any power action.

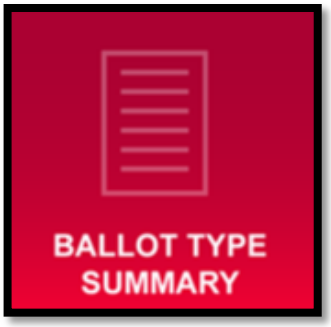
AskED® Advanced Page

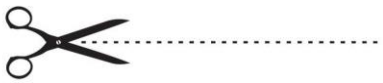


No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Voted: This page allows the user to view the list of voters who have voted at this site. Also, from this screen, a user can print a list of the voters who have voted on the ePollbook machine and can reprint a report as needed.	
Summary: This page allows the user to see a total by ballotstyle of precinct and provisional ballots issued for today or all dates for this site.	
Configuration: This pages allows a user with appropriate credentials to change what pollsite the ePollbook is locked to. This page also allows the user to see the connection status of the server listeners that are used to upload and download data to the ePollbook. The user can also see if there are any records that have not yet uploaded..	
Ballot Style Print Summary: When using the On Demand Ballot functions, this shows a summary of the ballotstyles that have been printed.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

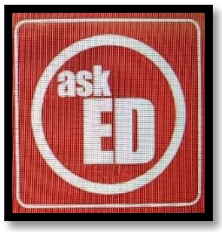
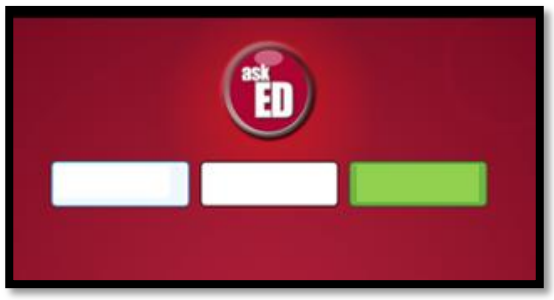
View Ballot Print Detail: When using the On Demand Ballot functions, this shows a summary of the ballot types that have been printed. (Ballot types are precinct, provisional, VBM, etc).	
Ballot Print Reasons Summary: This is a report that shows the total number of ballots printed by reason. The report also shows the total for each print reason. (Reason can be precinct, provisional, spoiled ballot, etc.).	
Ballot Type Summary: This is a report that shows the total number of ballots by type checked into the site.	
Self-Test: When using the On Demand Ballot functions, this is a self-test that prints a test ballot and a test report as configured to ensure that the printer is functioning correctly.	



No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

AskED® ePollbook Training Worksheet

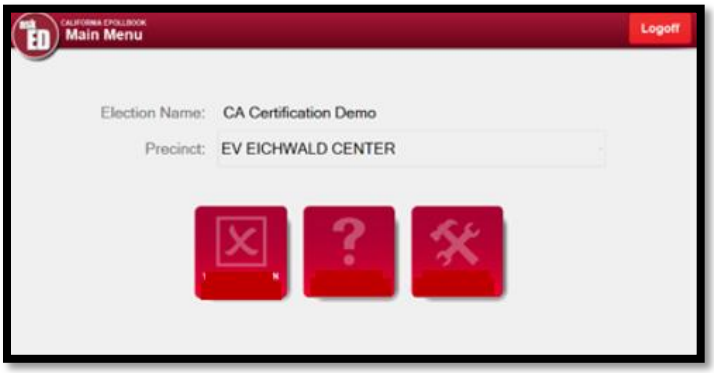
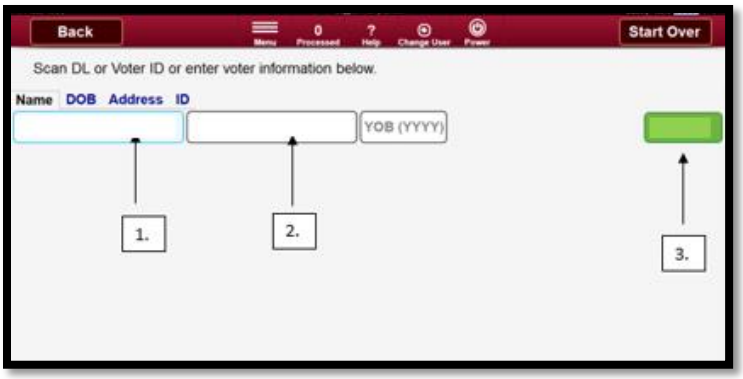
Logging into the AskED® ePollbook

	1. Turn on the computer and select the "_____" User account
	2. Launch the AskED® ePollbook by selecting the _____on the desktop
	3. Log in with the provided **username** and **password** provided by the county.
	4. Then select_____
	5. Then enter your _____and _____.
	6. Then select _____

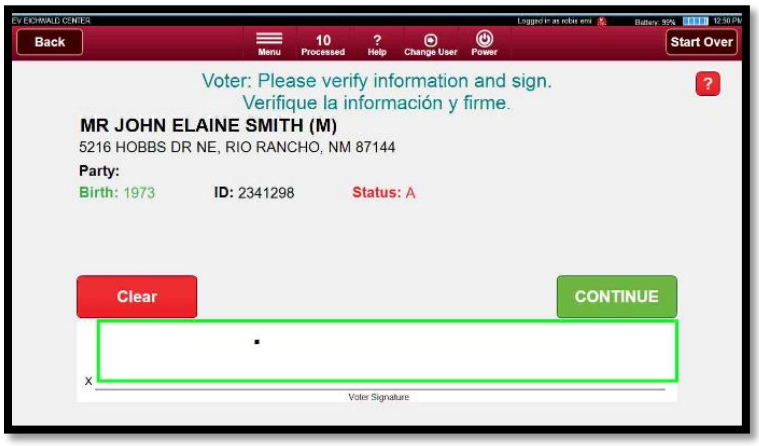
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

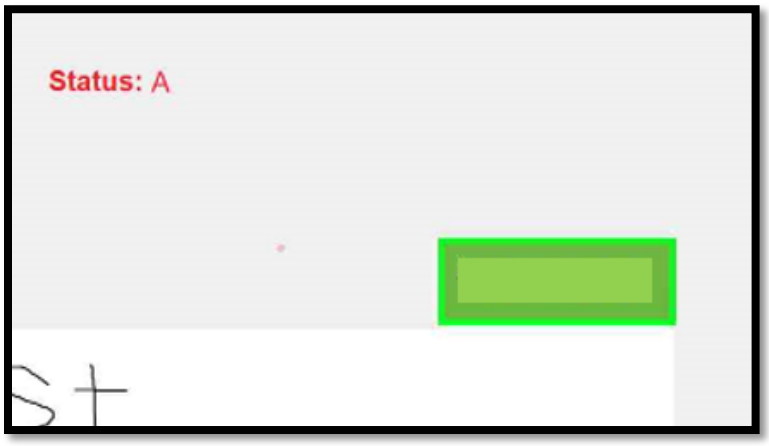
Checking in a Voter

Using the AskED® ePollbook to Check in Voters

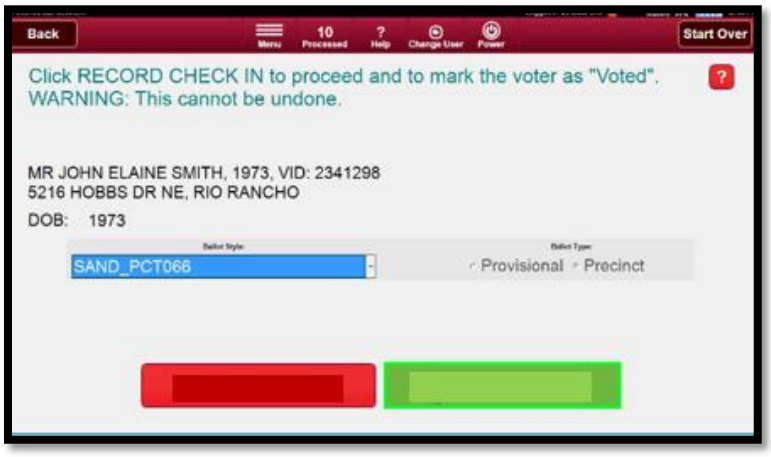
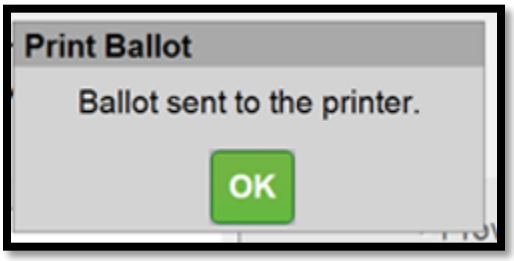
	1. Select "_____" to start the Voter Check in Process
	2. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their _____ [1.], _____ [2.] and then tap the _____ button [3]. Note that you can type just a portion of their name as well, like "smi" and "jo" for "John Smith".
	3. The ePollbook will display a list of voters. Find the voter's name on the list and click to continue.

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

<table>
<tr>
<td> 

</td>
<td>4. The ePolllbook will ask voter to verify his/her name, and sign. (See signature pad)</td>
</tr>
<tr>
<td> 
</td>
<td>5. After the voters has signed, click _____</td>
</tr>
</table>

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	6. The AskED® ePollbook will pull up the voter's ballotstyle. To mark the voter as voted select _____
	7. The Pollbook will inform the Pollworker that the ballot was sent to the printer.
	8. Hand the ballot to the voter and select "_____"

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

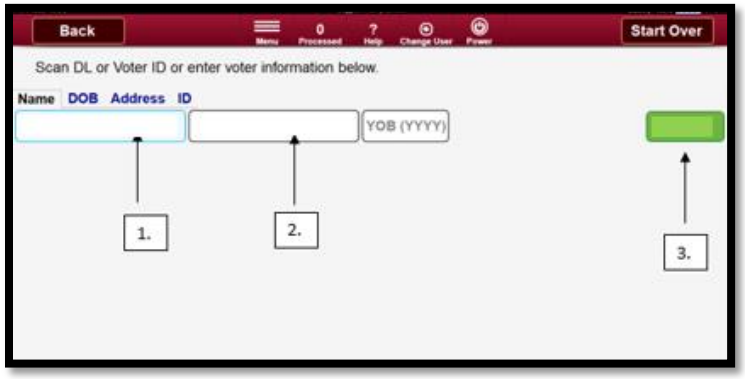
Provisional Voters

The AskED® ePollbook is designed to walk you through the process of determining the voter eligibility with step by step instructions on the screen.

The best practice is to **"_____"**the screen and **"_____"** what it "_____**".**

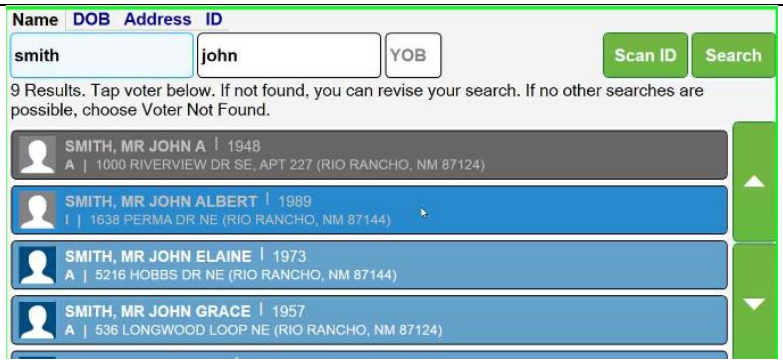
The AskED® ePollbook will walk you through the provisional path. The following is an example of a provisional path.

Using the AskED® ePollbook for Voters Who Have Already Voted



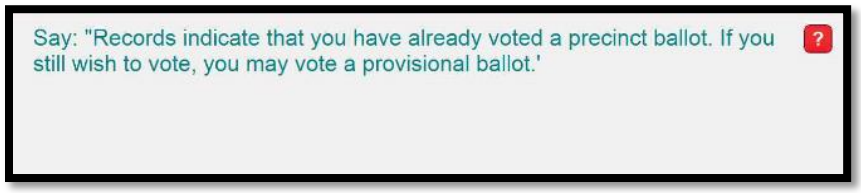
1. Look up the voter by scanning their ID or by typing their name into the following search screen:

Type their _____ [1.], _____ [2.] and then tap the _____ button [3]. Note that you can type just a portion of their name as well, like "smi" and "jo" for "John Smith".



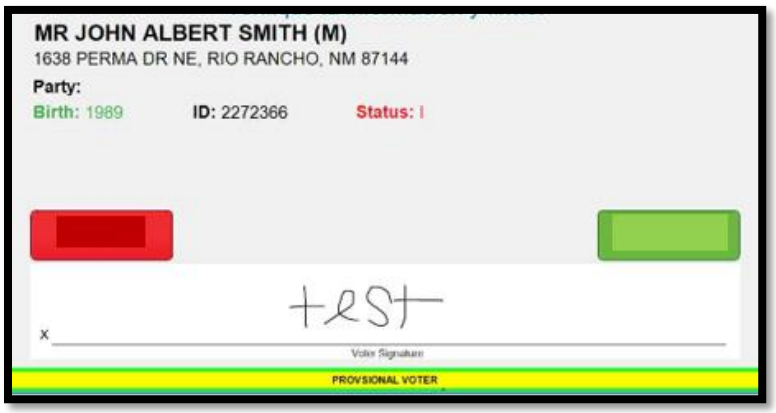
2. Next the ePollbook will display a list of voters. Find the voter's name and click to continue.

Note: The voter's name will be _____**;** this is the first indication the voter has already voted.

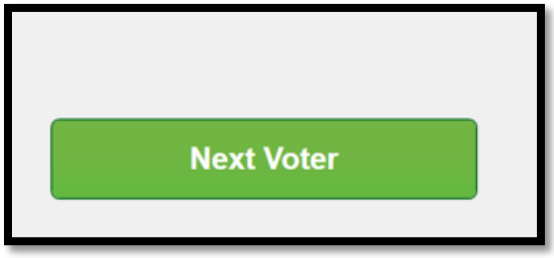


3. **The next screen the ePollbook will indicate that the voter has already voted.**

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	4. If the voter insists on voting, select _____, if not, select _____ to return to the Voter Lookup Screen
	Voter will confirm his/her name and sign. After voter signs, select _____
	Voter's _____ will display and the ballot type will be set to _____, select RECORD CHECK IN to mark the voter as having voted a provisional ballot.

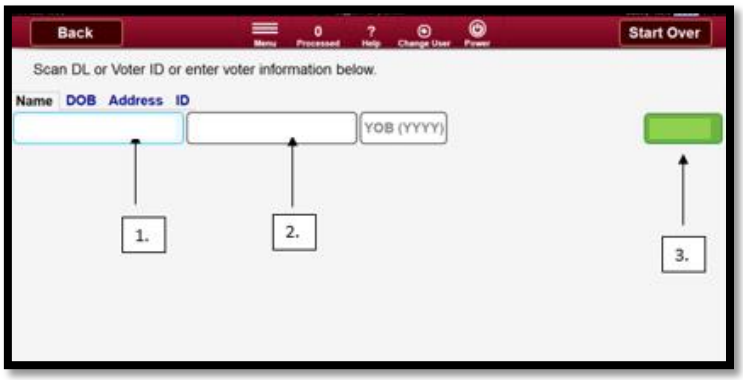
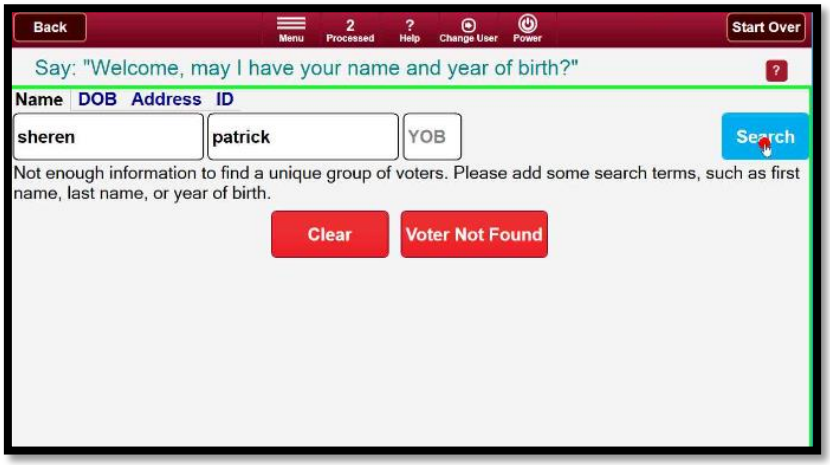
No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

	PROVISIONAL VOTER The Pollbook will send the ballot to the printer, select OK.
	PROVISIONAL VOTER Hand the ballot to the voter and select “Next Voter”

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Voter Not Found

Using the AskED® ePollbook for a Voter Not Found

1. Look up the voter by scanning their ID or by typing their name into the following search screen: Type their _____ [1.], _____ [2.] and then tap the _____ button [3]. Note that you can type just a portion of their name as well, like "smi" and "jo" for "John Smith".	
1. The ePollbook will ask _____ _____ _____ if the voter is not found	
2. If the ePollbook cannot find the voter by searching the first and last name:	A. Give up, the voter can't vote B. Add more information such as Year of Birth or Address C. Have the voter go to another precinct D. Tell the voter to go home and find there voter ID

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

3. The AskED® ePollbook will instruct the Pollworker to select Voter Not Found if the voter is : _____ _____ _____	
4. Since the voter is not found, the AskED® ePollbook will instruct you to:	A. Send the Voter Home B. Have the Voter Call the County Hotline C. Choose to conditionally register or provisionally vote D. Do nothing

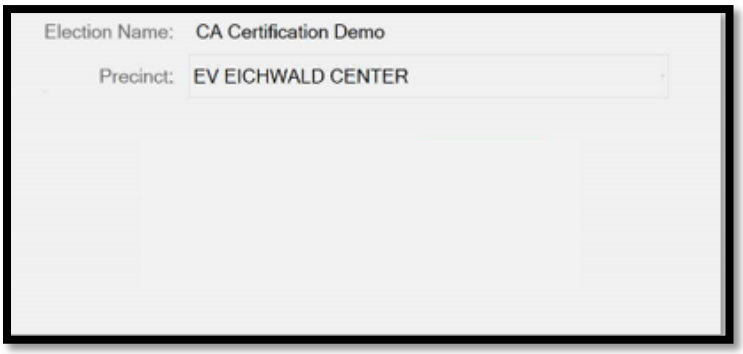
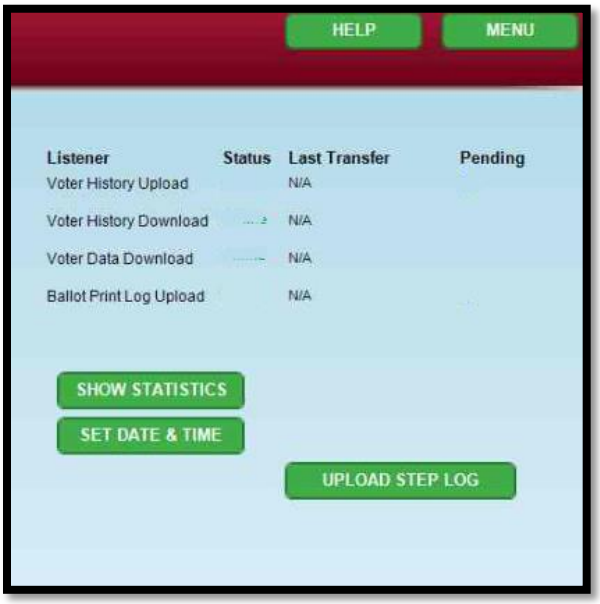
The best practice is to "_____"the screen and "_____" what it "_____".

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

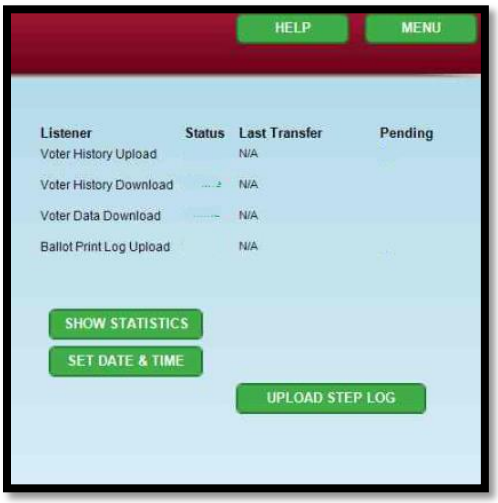
Closing the Polls with the AskED® ePollbook

Verify Uploads

When operating in a connected environment (where ePollbooks communicate with the server), before exiting out of the AskED ePollbook navigate to the Configuration page to ensure that the pollbook is online and has uploaded all voter records.

1. From the Main Menu select the _____ button.	
2. Click on the _____ button from the Advanced Features menu.	
3. The Pending column will indicate if there are check-ins or ballot print logs that need to upload to the server. This number should be zero _____ If not, check the Status of the Connectivity. If the word "_____" appears next to any of the listeners, the Pollworker will need to reconnect to the network connection in order to complete its uploads.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

4. Once the status indicates Online, you can click the _____ to force the pollbook to immediately upload any pending records and not wait for the normal timer to fire.	
5. If the Pending number is _____ then the ePollbook is ready to exit.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.

Logging out of the AskED® ePollbook

6. To exit the Pollbook by Clicking _____ from the Main Menu	
7. then select _____ a pop up will ask “are you sure you want to _____” select “yes”.	
8. Use the _____ _____ to shut down the ePollbook.	

No part of this document may be reproduced, transmitted, transcribed or stored in a retrieval system without the prior written permission of Robis Elections, Inc.