ELECTRONIC POLLBOOK: LAPTOP PREPARATION AND MAINTENANCE INSTRUCTIONS

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Proper care and maintenance of your ePollbook laptop is important to ensure the highest functionality on Election Day.   Please complete the following tasks prior to installing the EPB software for Election Day use.

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- Laptop Manufacturer Updates
- Antivirus Software
- Windows Defender or Malware Scanning
- Printer Drivers
- Batteries
- Wi Fi Internet Connection (Turn off)

If you have any questions about the ePollbook, please contact the QVF Help Desk at 800-310-5697 or email qvfhelpdesk@michigan.gov . Policy or procedural questions can be directed to the Election Liaison Division at 844-564-8683 or elections@michigan.gov .

WI FI INTERNET CONNECTION:

The laptop may be connected to the internet to download and install software updates and then be disabled for Election Day. Some laptops have a button with the wireless icon on the keyboard. Some have a sliding switch on the side of the laptop. A white or blue light means the WIFI access is available. An orange light indicates the wireless connection is disabled.

The wireless internet connection must be off (or orange) on Election Day.
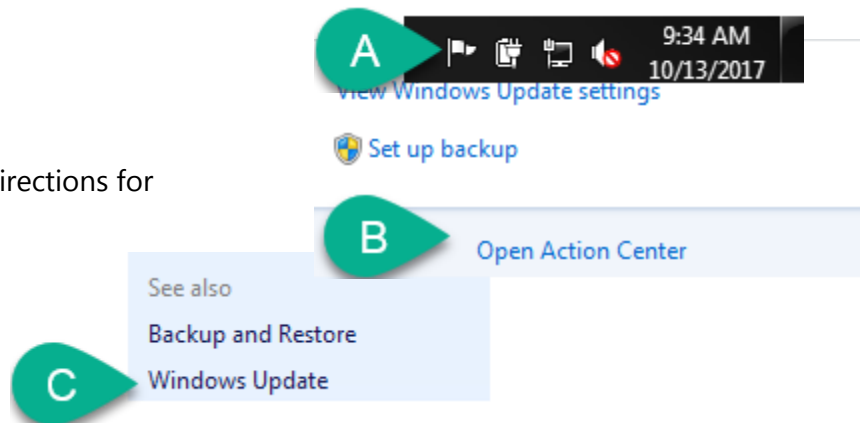
MICROSOFT WINDOWS UPDATES:

Microsoft regularly releases updates to the Windows operating software. Many security risks can be minimized by installing these updates regularly.   Checking for and installing updates routinely will ensure a quicker process. **If many updates are needed, you can select a couple to download and install at a time. Then repeat for additional updates.** You need to have the laptop connected to the internet for this download.

Many computers have the Action Center icon right on the tool bar to allow easy access to system updates.

To check for needed updates:

a. Click the flag icon
b. Click Open Action Center
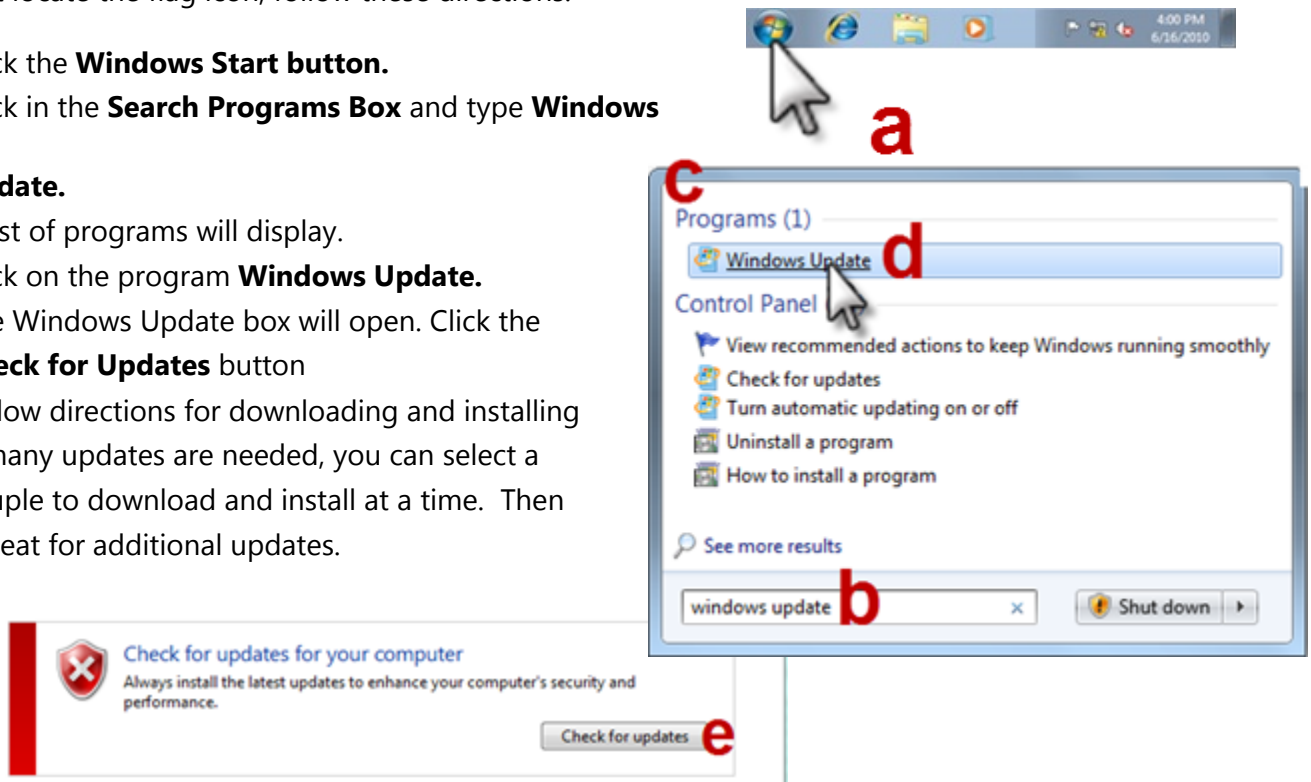c. Click Windows Update and follow directions for downloading and installing.

If you can't locate the flag icon, follow these directions:

a. Click the **Windows Start button.**
b. Click in the **Search Programs Box** and type **Windows Update.**
c. A list of programs will display.
d. Click on the program **Windows Update.**
e. The Windows Update box will open. Click the **Check for Updates** button
f. Follow directions for downloading and installing
g. If many updates are needed, you can select a couple to download and install at a time. Then repeat for additional updates.

LAPTOP MANUFACTURER UPDATES:

Laptop manufacturer's updates are different than Microsoft Windows operating system updates.

FOR NON-STATE OF MICHIGAN ISSUED LAPTOPS

If you are using **a different model** than what was provided by the State, please check for software updates from your laptop manufacturer's website.

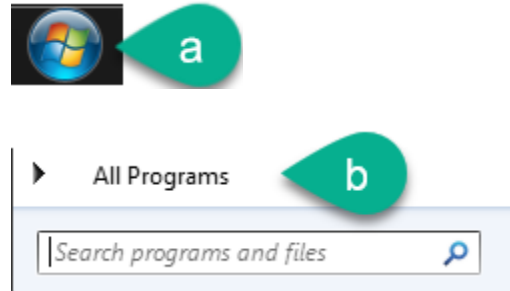## FOR STATE OF MICHIGAN ISSUED LAPTOPS - HEWLETT PACKARD

Important updates to the BIOS have been released by Hewlett Packard over the years. Please ensure these are installed.

USING THE HP SUPPORT ASSISTANT

Many software updates from Hewlett Packard can be installed by using *HP Support Assistant* software that comes installed on some laptops or can be downloaded from HP's website.

On your EPB laptop with Internet Connection enabled:

a. Click the **Windows Start button**
b. Click **All programs**
c. Click on the **Folder: HP Help and Support**
d. Click **HP Support Assistant**
e. If prompted, allow the computer to check for and install updates
f. On the Home screen, click **Updates and Tune-ups**
g. Check for HP **Updates Now**
h. Follow directions for installing

IDENTIFYING YOUR MODEL AND BIOS VERSION

**** Important updates to the BIOS have been released by Hewlett Packard over the years. Please ensure these are installed.

To identify your model and the BIOS version currently installed on your laptop
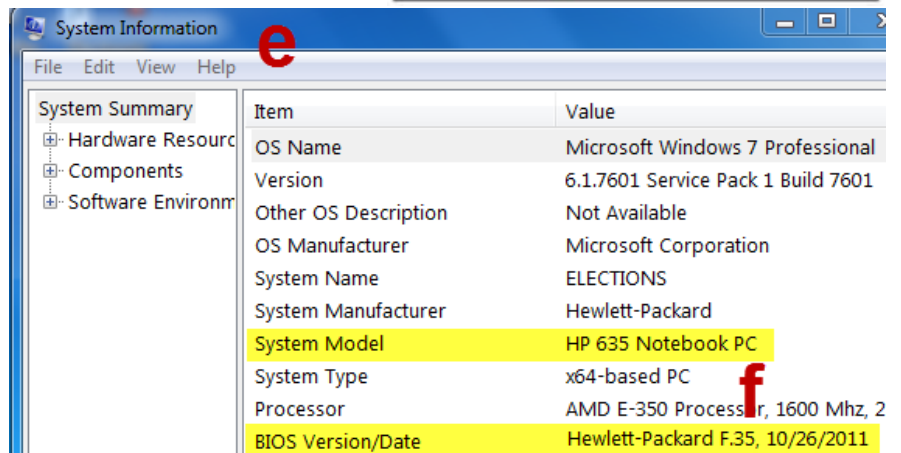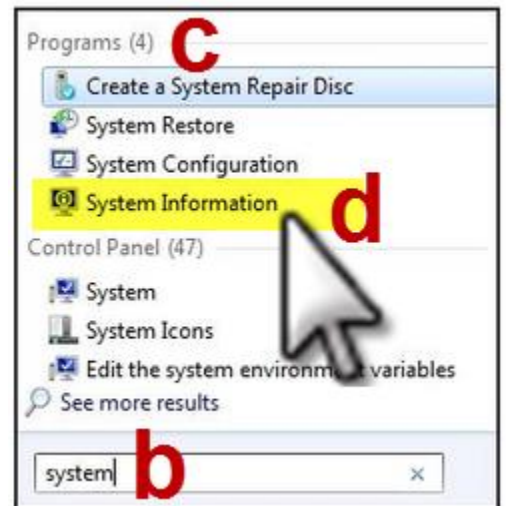
a. Click the **Windows Start** button

b. Click in the **Search Programs** box and type **System**

c. A list of programs will display

d. Click on the program **System Information**.

e. A window will open that lists information about your laptop

f. Look for your **System Model** and **BIOS Version/Date**

Item	Value
OS Name	Microsoft Windows 7 Professional
Version	6.1.7601 Service Pack 1 Build 7601
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	ELECTIONS
System Manufacturer	Hewlett-Packard
System Model	HP 635 Notebook PC
System Type	x64-based PC
Processor	AMD E-350 Processor, 1600 Mhz, 2
BIOS Version/Date	Hewlett-Packard F.35, 10/26/2011

CHECK FOR AVAILABLE UPDATES FOR HEWLETT PACKARD LAPTOPS

On your EPB laptop or (any computer if you have multiple EPB laptops) go to HP Customer Support Page at this link https://support.hp.com/us-en

a. Click **Get software and Drivers**
b. Type in your **Product Number** (System Model from above). The State provided laptops are:
   a. Probook 4535s Notebook PC
   b. HP 635 Notebook PC
   c. Compaq 515 Notebook PC
c. Click **Find**
d. A list of drivers, software & firmware will display
e. Select your Windows operating system if needed
f. Click **BIOS** to verify you have the last BIOS update installed. Compare to your information shown in your System Information
g. For ePollbok laptops, items under Software- Security would be the next priority for you to consider installing
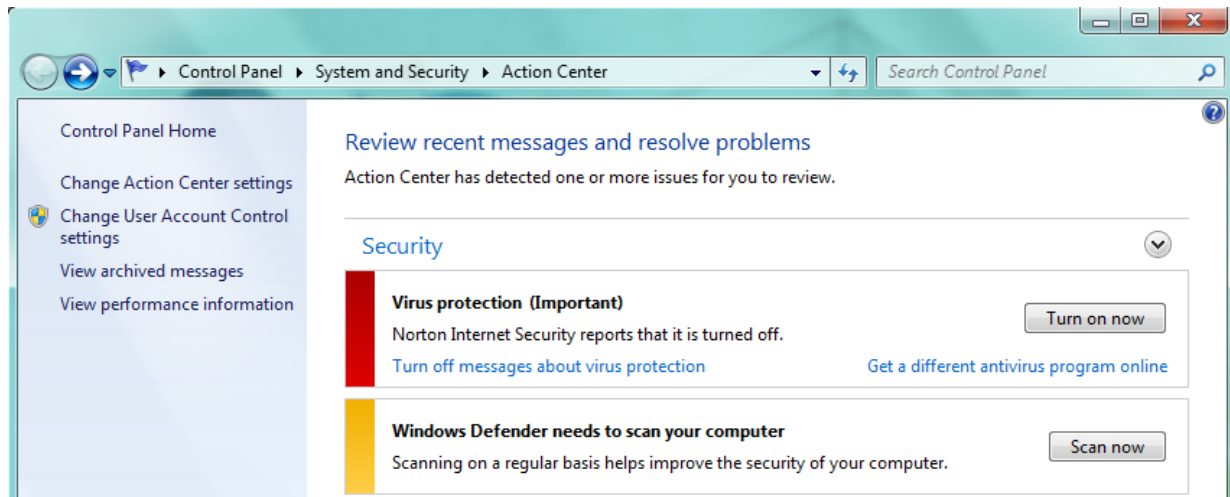h. Most other items are optional for you to download and install

If you are using a different model than what was provided by the State, please check for software updates from your laptop manufacturer's website.

ANTIVIRUS SOFTWARE:

Each EPB laptop should have antivirus program installed and updated prior to each election.   Scan your laptop and flash drive at least once within a week of an election; removing any contaminations before loading the ePollbook software.

Your ePollbook came with a free trial of Norton's Antivirus software installed. If you have a new laptop, you can activate this trial. You can locate this program by clicking **File**, **Programs**. If your trial has expired, you can install any commercially available antivirus program, like AVAST. There are several highly rated companies that offer free security software products.
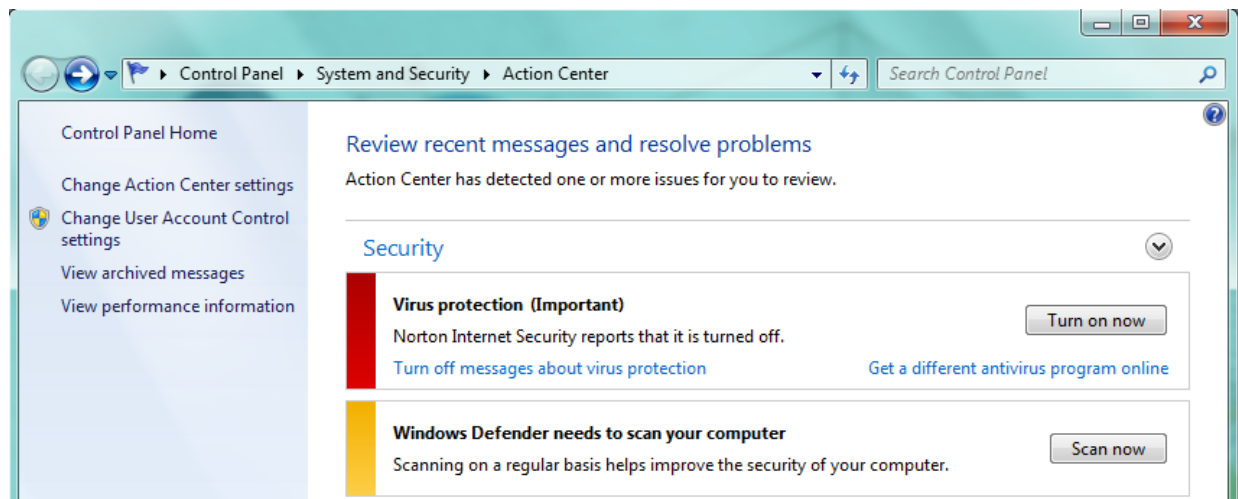
- This can also be accessed through the **Action Center Icon** on the bottom task bar.
- By opening the Action Center, you will see messages about software that needs updating.

WINDOWS DEFENDER OR OTHER MALWARE SOFTWARE:

This is spyware protection software that comes as part of Windows. This is similar to your Antivirus software and works to ensure there is no malicious software on your laptop. There are several highly rated companies that offer free security software products.
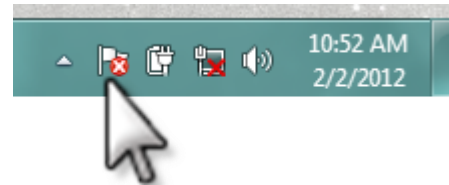
- This can also be accessed through the **Action Center Icon** on the bottom task bar.
- By opening the Action Center, you will see messages about software that needs updating.

PRINTER DRIVERS:

If you will be printing reports from the EPB laptop, you must install the proper printer drivers on the laptop *prior to* Election Day. The software drivers will have to be installed through an internet connection or by saving the software to a flash drive and copying it to the laptop.

Your printer documentation will have instructions on where to find the driver software. Any standard printer should work with the laptop and EPB software. Be sure to print a test document using the printer and EPB *before* Election Day.

BATTERIES:

Plan to run your laptop plugged in to an electrical outlet while in use on Election Day. But be sure to fully charge all EPB laptops prior to use on Election Day. Save the battery for power outages or unforeseen circumstances.

To verify that the AC power supply is functioning properly for charging, follow the steps below.

a. Verify that all power cord connections are secure; 2 part chargers must be connected firmly
b. Depending on the model, the battery charging indicator light is near the power cord plug to the laptop; This may be white, green, or amber when AC adapter is connected and is providing power to the notebook
c. Verify that the AC power supply adapter is the correct type; Older adapters are a lower wattage than newer laptops. These are not interchangeable for newer laptops. The laptop was shipped with the correct AC adapter; however some people have multiple adapters and mistakenly connect the wrong power supply. If the laptop charges with the power cord, it is a correct type.

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