VoteSafe Guide

provides guidance for the work flows and functionality of the electronic poll book for checking in voters during an Election.

ELLIS COUNTY TEXAS

VoteSafe Poll Worker

Training Manual

To Check-in a Voter on the Computer

Vers. 01152020_ tx_vsfs_Primary
Vers. 02112020_Ellis

TABLE OF CONTENTS

VoteSafe Set-up and Log-in

These instructions will familiarize the Poll Worker with the VoteSafe field system screens. This guide will take the Poll Worker through the process of looking up voters and checking them in during Early Voting and on Election Day.

STOP **First follow the steps in the Work Station Set-up Guide to start the ExpressLink and then follow these instructions for VoteSafe**

1. The Poll Worker should double click on the yellow pad lock to launch VoteSafe. Move the mouse when prompted.

2. VoteSafe will load and the Poll Worker will see this on the screen. The Poll Worker should click on the blue **"Click here to start…"** link.
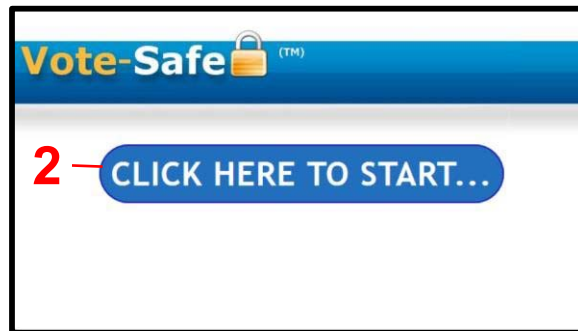
3. The Poll Worker should type in the password (pink sheet in the Training Book) and then click on the blue **"Login"** button.

4. The Poll Worker should now click on the green **"Click Here Continue"** button.

VoteSafe Set-up Continued…

The following Screen will only appear when logging into Votesafe

5. **Confirm** the correct pollplace and poll worker are now listed.

.

6. The boxes on the right side of the screen contain important information.

    A. Text allows the user to choose from three text display sizes. The font size may be adjusted by clicking on the desired size.

    B. Election Details
1. Displays the Name of the Election.
2. Displays the Date of the Election.
3. Registration displays the registration status.

    C. System Status
1. Displays Connectivity: Online, Offline or Standalone
2. Displays Updates: Number of Updates to system

    D. Equipment
1. **"Test Printer"** allows the user to test the label printer.

7. The Poll Worker should click on the green **"Continue to Voter Lookup"** button.

VoteSafe Set-up Continued…

8. This is the Main Screen that will start each voter lookup. The boxes on the right side of the screen contain important information.

A. Live Help – This allows texting communication between the Poll Worker and the County Elections Department.

B. System Usage
1. Displays the Poll Place
2. Displays the Poll Worker
3. System Status lets the user know if he/she is processing voters Online or Offline
4. If running Online and the system goes Offline the user will see the number of messages (voters checked-in) waiting to be sent to the management system. Once the connection is re-established the "Check-in Msgs Queued:" should return to zero.

C. Lookup Guidelines
1. The Poll Worker should click on the blue **"Search for Voters Using…"** link to **open** a list of search options.
2. The Poll Worker should click on the blue **"Search for Voters Using…"** link to **close** the list of search options.

VoteSafe Set-up Continued…

 D. "Lookup to View Only" button, allows the user to look up a voter in view only mode. Voters cannot be checked-in from Lookup to View Only mode.

<div align="center">

LOOKUP TO VIEW ONLY

</div>

 E. "Reprocess Voter" button, allows the user to reprint a voter check-in label or reprint a ballot card. Using the **"Reprocess Voter"** button eliminates an accidental cancelling of a voter check-in.

<div align="center">

REPROCESS VOTER

</div>

14. The left side of the screen is the **Start Screen** where all voter check-ins begin.

Search Options

If a voter is not found, clicking on the blue **"Return to Voter Lookup"** button will open the advanced search screen. The advanced seach screen has additional search fields, such as street name and birthdate.

1. Scanning a Driver's License
   A. Click in the House #/Voter ID/DL field and scan the Driver's License.
   B. A list of voter's names and addresses will pop up on the screen. Click on the correct voter name.

Search Options Continued…

2. Searching by voter name

       A. Type in at least 3 letters for each name field. Only a combination of two fields has to be entered to conduct the search.

       B. Click on the green **"Search"** button or press Enter on keyboard.

       C. If 4 letters are entered in each field the search will automatically begin.

3. Searching by house number and street name

4. Searching by house number and last name

5. Searching by house number and last name

6. Searching street name and last name

7. Searching by street name and first name

8. Searching by last name and birthdate.

9. Searching by first name and birthdate.

10. Searching by birthdate.

Example #1: Ideal Voter

(Active Voter with List A ID/Correct Address/Exact Name Match)

Place a blank ballot card into the ExpressVote Printer.

1.The Poll Worker should begin by asking "Good morning, do you have one of the acceptable forms of Photo ID?" Looking for List A Photo ID.

Once the voter presents their acceptable form of identification from List "A".

You are confirming:
- the **P**hotograph is the same as the person
- the **E**xpiration on the Photo ID has not expired past 4 years; AND
-     if 70 years or older it can be expired beyond 4 years (SB5)
- the **N**ame are the same as in the E-Pollbook
- If multiple names check the birth date for Jr/Sr situations

2. If voter shows an approved form of **List A Photo ID**, the Poll Worker should click on the blue **"Voter Has Photo ID"** button.

3. Scanning a Driver's License

A.The Poll Worker should click in the House #/Voter ID/DL field and scan the Driver's License.

4. A list of voter's names and addresses will pop up on the screen. The Poll Worker should click on the correct voter name.

5. The "Verify Voter Information" screen will display. **Ask the voter "Do you still live at 123 Main Street?"** The Poll Worker should confirm the laptop address is current and correct.

6. **Do Not compare the Photo ID address to the laptop**. If the information is correct, the Poll Worker should click on the blue **"YES"** button.

7. The next screen will ask the Poll Worker to confirm if the name on the ID is an exact match to the name on the voter record. If it is an exact match, the Poll Worker should click on the blue **"YES"** button.

8. The Verify Voter Information screen will open once again. For a Primary Election, the Poll Worker should ask the voter his/her party choice. The voter can verbally state it or point to the party sign. The Poll Worker should click on the voter's party choice. For all Non-partisan elections, this step will not be available.

Voters:
You choose which primary election you vote in. You may **verbally tell** the election judge which ballot you would like **or** you may indicate your choice **by pointing** to the party name below.

Votantes:
Debe elegir la elección primaria en la que desea votar. Usted puede decirle verbalmente al juez de elección qué boleta le gustara, o puede indicar su preferencia señalando el nombre del partido a continuación.

Democratic Republican
Party Party
Partido *Partido*
Democrático *Republicano*

Example #1: Ideal Voter Continued…

9. The green **"Check-In"** button will light up. The Poll Worker should click on the green **"Check-In"** button.

Ballot Style will not appear AND Check in Button is not available until Party selection is made.

10. The Poll Worker will see the "Voter Checked-in" message at the top of the screen.

11. The voter check-in label will print and the Ballot Card will print from the ExpressVote Printer.

12. The pollworker should take and inspect the printed ballot card and label to confirm the precinct and ballot style are the same.

13. Then hand the ballot and label to the poll worker who is handling the combination form. The voter will need to precede to that poll worker.

14. The epollbook Poll Worker is ready to check-in the next voter.

Example #2A: Voter with NO List "A" but does have List "B" Photo ID

The Poll Worker should begin by asking "Good morning, do you have one of the acceptable forms of Photo ID?" from the List "A" Photo ID.

1.If voter cannot show approved form of List "A" Photo ID, poll worker should ask the Voter **"Do you have a reasonable impediment or difficulty to obtaining an acceptable form of photo ID?"**

> **If they say "No",** the voter should be offered a provisional ballot (Situation 7 in training book).
>> The voter can "cure" by presenting acceptable photo ID or qualify for an exemption to the Elections office within 6 days after election day.

> **If they say "Yes",** the voter can execute a Reasonable Impediment Declaration and show a supporting form of ID from List "B".

Possess means: Have as belonging to one; have as property; own

3. If YES, the Poll Worker should click on the blue **"Voter Does Not Have Photo ID"** button

4. The Voter will present one of the List "B" supporting forms of identification. The Poll Worker should click on the type of ID that the voter has supplied.

5. Provide the voter with the Declaration (purple form) and ask them to complete the form. If there is a line have the voter step aside.

6. After completion, the voter returns the form to the poll worker

7. The poll worker needs to verify the form is completely filled out with signature. Then indicates on the form which form of ID was presented and then finishes filling out the judge portion with there signature.

8. Finish the check-in process, and the voter can vote a regular ballot.

Example #2A Continued...

8. After the Poll Worker verifies that the voter has completed the Reasonable Impediment Form, Click on the blue **"Form Collected"** button.

RETURN TO START

Please collect the Reasonable Impediment Form from the voter.

8— FORM COLLECTED   PROVISIONAL

Voter's portion to fill out

REASONABLE IMPEDIMENT DECLARATION

TO BE COMPLETED BY VOTER

Name: _____

VOTER'S DECLARATION OF REASONABLE IMPEDIMENT

A person is subject to prosecution for perjury under Chapter 37, Penal Code, or Section 63.0013 of the Texas Election Code for providing a false statement or false information on this declaration. By signing this declaration, I swear or affirm under penalty of perjury that the information contained in this declaration is true, that I am the same individual personally appearing at the polling place to sign this declaration, and that I face a reasonable impediment to procuring an acceptable form of photo identification listed in Section 63.0101(a) of the Texas Election Code.

My reasonable impediment is due to the following reason(s):

(Check **at least one** box below)

☐ Lack of transportation   ☐ Disability or illness

☐ Lack of birth certificate or other documents needed to obtain acceptable form of photo ID

☐ Work schedule   ☐ Family responsibilities

☐ Lost or stolen identification   ☐ Acceptable form of photo ID applied for but not received

The reasonableness of your impediment cannot be questioned.

X _____   _____
   Signature of Voter   Date

Fill in the CERT # and all other requested information

CERT:21042519 PCT:114 BS:5014-REP
HUGH DOUGLAS
114 ARABIAN RD
02/08/18 09:30:32 AM (M)

Signature _____

Judge's portion to fill out

TO BE COMPLETED BY ELECTION OFFICIAL

Sworn to and subscribed before me this ____ day of _____, 20____

VUID (Voter Unique Identification Number) or CERT

Presiding Judge/County Voter Registrar (if applicable)
_____

The voter provided a copy or original of one of the following forms of identification:

_____ Certified copy of a domestic (from a U.S. state or territory) birth certificate or a document confirming birth admissible in a court of law which establishes the voter's identity (which may include a foreign birth document)

_____ Current utility bill   _____ Bank statement

_____ Government document that shows the voter's name and an address (including the voter's voter registration certificate)   _____ Government check

                                                   _____ Paycheck

Location: _____   Date of Election: _____

Example #2A Continued…

9. Follow the remaining screen prompts to check-in the voter

10. Place the Laptop Label on the regular combination form and Check the box; the Voter will need to sign their label.

If a voter did not bring supporting form of ID (List "B") to the polls…

    1. <u>Opt to leave the polling place</u> and return at a later time with the supporting documents to vote a regular ballot after executing a Reasonable Impediment Declaration.

    <u>OR</u>

    2. <u>They can vote a Provisional ballot</u> and they will have 6 days after Election Day to present or show the Elections office any of the List "B" documents and fill out a Reasonable Impediment Declaration form at the Elections Office.

Example #2B: Voter with NO List "A" or "B" Photo ID

1. The Poll Worker should begin by asking "Good morning, do you have one of the acceptable forms of Photo ID?" from the List "A" Photo ID.

2. If voter cannot show approved form of List "A" Photo ID, poll worker should ask the Voter **"Do you have a reasonable impediment or difficulty to obtaining an acceptable form of photo ID?"**

> **If they say "No",** the voter should be offered a provisional ballot (Situation 7 in training book). The voter can "cure" by presenting acceptable photo ID or qualify for an exemption to the Elections office within 6 days after election day.

3. The Poll Worker should click on the blue **"Voter Does Not Have Photo ID"** button

4. If the voter does not have a supporting form List "B" ID, the Poll Worker should click on the blue **"Voter Does Not Have A Supporting Form of ID"** button.

5. The Poll Worker will next get a message instructing him/her to provide the voter with a provisional affidavit form. The Poll Worker should ask the voter to step out of line to complete the form.

Example #3: Voter's ID does NOT match Voter's Name in Votesafe
(Similar Name Situation)

1. The Poll Worker should begin by following the Ideal Voter check-in steps 1-6.

2. The next screen will ask the Poll Worker to confirm if the name on the Photo ID is an exact match to the name on the voter record. If it is **NOT an exact match**, the Poll Worker should click on the blue **"NO"** button.

3. The Poll Worker decides if the name on the ID is substantially similar to the name on the voter record. If it is, the Poll Worker should click on the blue **"YES"** button. The Poll Worker should ask the voter to complete and sign the Similar Name Affidavit.

Example #3 Continued…

4. The Poll Worker should click on the blue **"Form Collected"** button.

Voter Name: MARIA MARIN   RETURN TO START

Have Voter Initial Similar Name Affidavit.

4 — FORM COLLECTED

5. Follow the remaining screen prompts to check-in the voter. The voter shall be accepted for voting.

6. Before handing the label to the next poll worker, write **S/N** on the label so the poll worker will know to complete the next step.

```
CERT:21040362 PCT:135 BS:5035-REP
CHARLOTTE ELIZABETH WALLACE
305 E THIRD ST
01/27/20 16:10:13 (F)          S/N

Signature_____TRAINING MODE____
```

7. The <u>voter must read and initial the "Similar Name" Box</u> (affidavit) next to the voter's signature on the Combination Form (see page 17, Handbook for Election Judges and Clerks)

Note: If the voter desires to correct the voter registration list with the correct name that matches the ID, then they can fill out the Statement of Residence Form.

Example 4A: Voter has Moved

1. The Poll Worker should begin by following the Ideal Voter situation steps 1-5.

2. The Verify Voter Information screen will display. **Ask the voter "Do you still live on 123 Main Street?"**
The Poll Worker should confirm the laptop address is current and correct. **Do Not compare** the Photo ID address to the laptop.

3. If the information is **NOT correct**, the Poll Worker should click on the blue **"NO"** button.

RETURN TO START   COUNTS AND LOGS   CONTACTS AND HELP

DONALD RAY MACDONALD **II**

Verify Voter Information

Address: 123 Main St   Waxahachie, TX 75165
Mailing Address: N/A
Birth Year: **1997**
County ID: 150627   Precinct: 14   Status: A

Select a Ballot

Confirm with the voter that the information above is CURRENT

YES   NO   **3**

RETURN TO SEARCH RESULTS

4. The next screen will ask the Poll Worker to confirm if the name on the ID is an exact match to the name on the voter record. If it is an exact match, the Poll Worker should click on the blue **"YES"** button.

RETURN TO START   COUNTS AND LOGS   CONTACTS AND HELP

DONALD RAY MACDONALD **II**

Verify Voter Information

Address: 123 Main St   Waxahachie, TX 75165
Mailing Address: N/A
Birth Year: **1997**
County ID: 150627   Precinct: 14   Status: A

Select a Ballot

Is the name on the ID an EXACT match to the voter record?

4 — YES   NO

RETURN TO SEARCH RESULTS

5. The Poll Worker will be prompted to give the voter a Statement of Residence form. Have the voter step aside and fill out the form. Once the voter has completed the form, the Poll Worker should click on the blue **"Voter has a completed SOR"** button.

RETURN TO START

Please provide voter Statement of Residence form and have them step out of line to complete.

5 — VOTER HAS A COMPLETED SOR

6. Verify the voter still lives in Ellis County and then follow the remaining screen prompts to check-in the voter.

Example 4A Continued…

When a voter has:
Moved TO another precinct Within Ellis County,

The voter may <u>vote a full ballot in the precinct of former residence (precinct/ballot style in laptop)</u> if:

      The voter's name and address are on the list of voters; AND

      The voter registration has not become effective in the voter's new precinct; AND

      Has not been canceled from the voter file; AND

      Still resides in Ellis County, regardless of how long ago the voter has moved.

<u>Before voting, the voter MUST complete and sign a Statement of Residence form</u>.

When a voter has:
Moved TO Another County, (voter shows up to vote in **<u>NEW county</u>**)

The voter says they are a resident of the precinct. The voter's name is not on the list of voters and the voter does not present a current voter certificate with this precinct.

Statewide Election: Voter may <u>vote a Limited Ballot</u> if:

      They are still <u>registered in their old county in Texas</u>.
      They would be eligible to only vote on the races that are the same between both counties (Federal, some state and the party propositions).
      Limited Ballots are ONLY during Early Voting at the <u>Main Elections Office</u>.
      Please call our office to confirm that voter is registered in another county <u>BEFORE</u> you send them to the Main Elections Office 204 E Jefferson St, Waxahachie
      On Election Day, they can only vote a provisional ballot.

When a voter has:
Moved TO Another County, (voter shows up to vote in **<u>OLD county</u>**)

The voter says they are a resident a different county. The voter's name is still in the old county's list of voters. They must vote in their new county.

Reminder: A voter can not return to a previous county to vote. Once they move out of the county, they must go to the new county to vote.

Example: Voter moved to Dallas County, but did not register in time for the election. They use to live in Ellis County and are still registered. THEY CAN NOT VOTE in Ellis County.

Voter must go during Early Voting to vote a Limited Ballot in NEW County.

Example #4B: Voter is already a Suspense Voter

1. The Poll Worker should begin by following the Ideal Voter check-in steps 1-6.

2. The Verify Voter Information screen will display. **Ask the voter "Do you still live on 123 Main St ?"** The Poll Worker should confirm the laptop address is current and correct. **Do Not compare** the Photo ID address to the laptop.

3. If the information is correct, the Poll Worker should click on the blue **"YES"** button.

4. This is a suspense voter, so the Poll Worker will be prompted to give the voter a **Statement of Residence form.** Have the voter step aside and fill out the form. Once the voter has completed the form, the Poll Worker should click on the blue **"Form Completed"** button.

5. The elections office has received information that the voter has moved, so they have been placed on suspense list. Once they complete the Statement of Residence form, they can vote just like any other voter.

6. Follow the remaining screen prompts to check-in the voter.

Example #4B Continued…

Steps for Voter to complete the Statement of Residence form:

Step 1. Have the voter step aside and filled out the Statement of Residence.

Step 2. Once the voter has completed the form, they will hand it back to the poll worker.

Inspect the Statement of Residence Form before allowing to vote:

Step 3. Make sure it is completely filled out with full address/ birthdate/ etc. verify the form and confirm that the voter still lives in Ellis County and/or in the Political Subdivision holding the election.

> *If they moved outside Ellis County then they are not eligible to vote in their "previous precinct". They need to go to their new county to vote Provisionally or Limited, if applicable.
>
> * In a Countywide Election, if the voter still resides in Ellis county, then they can vote on the ballot style that the computer states.

Step 4. Check-in the voter by following the prompts.

Step 5. If you want to print a 2nd label by clicking on the "Voter NAME Checked-in", click on "Labels and Tabulation", click on "Re-print all check-in Labels". Place the label on the top of the Statement of Residence to assist the office with data entry after the election.

Example #4C: Confidential Voter Check-In

1. The Poll Worker should begin by following the Ideal Voter check-in steps 1-5.

2. The "Verify Voter Information" screen will display. Voters on the Confidentiality Program, will have "Confidential" for their address. **Ask the voter "Do you still live at your registered address?"**

3. <u>DO NOT state the Photo ID address.</u>

4. If the information is correct, the Poll Worker should click on the blue **"YES"** button.

5. If the voter needs to update their address, the Poll Worker should click on the blue **"YES"** button

6. Have the voter step aside and fill out a Statement of Residence card. (Example #4A)

7. Follow the rest of the prompts to check in this voter.

Example #5: Voter Not Found but Does have Photo ID and a valid voter registration certificate

1. The Poll Worker should search for the voter.

2. Voter is not found. The Poll Worker should call the elections office to confirm.

3. Check the valid date on the certificate. It should state the "Election Day" date or before in order to be eligible to vote in the election.
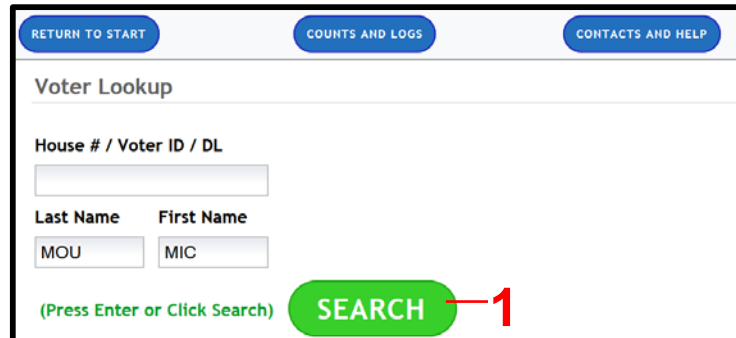
4. A voter who presents a form of identification from List A or B, whose name is not on the precinct list of registered voters, shall be accepted for voting if the voter also presents a valid voter registration certificate indicating that the voter is currently registered either:
1. in the precinct in which the voter is offering to vote; or
2. in a different precinct in the same county as the precinct in which the voter is offering to vote, and the voter executes/reads an affidavit (which is found on combination sheet) stating that the voter:
1) is a resident of the precinct in which the voter is offering to vote or is otherwise entitled by law to vote in that precinct;
2) did not deliberately provide false information to secure registration in a precinct in which the voter does not reside; and
3) is voting only once in the election.

5. If it is determined that the voter is qualified to vote in your polling place, enter the voter's name, address, certificate number, and the precinct number indicated on the certificate on the Registration Omissions List. You will need to give the voter the ballot for the precinct that is listed on the certificate.

6. Have the voter initial the "Not on List" on the combination form.
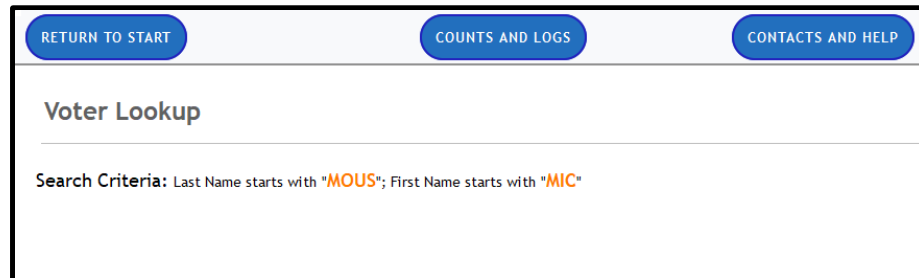
Example #6: Voter Not Found and Does Not have a voter registration certificate

1. The Poll Worker should search for the voter.

2. Voter is not found. The Poll Worker should call the elections office to confirm.

A voter whose name is <u>not on the list </u>of registered voters, and who does <u>not present a voter registration certificate </u>when offering to vote, shall be accepted for provisional voting if:

> The voter executes a provisional affidavit stating that the person is a registered voter in the precinct in which the person seeks to vote; and
> Is eligible to vote in the election [Sec. 63.009]

Example #7: Provisional Voter

1. The Poll Worker should begin by following the Ideal Voter check-in steps. Complete the Photo ID, Address, Name questions and search and click on the correct voter

2. If this screen appears during any process, the Poll Worker will need to complete the Provisional Process. (Green Instruction form)
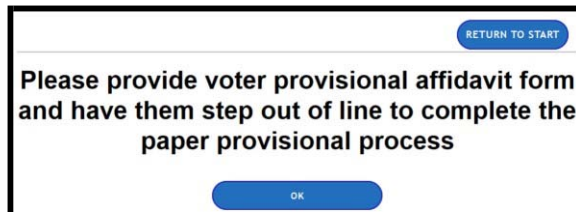
Follow the Green Provisional Instructions in binder.

Example #8A: Mail Ballot Requested – Voter Surrenders Ballot

1. The Poll Worker should begin by following the Ideal Voter check-in steps. Complete the Photo ID, Address, Name questions and search and click on the correct voter

2. The Mail Ballot Requested Voter screen will open. If the **voter is surrendering their mail ballot**, the Poll Worker should click on the blue **"Choose"** button for that reason.

3. The Poll Worker should take the surrendered mail ballot from the voter, confirm ballot is there and write "cancelled" across ballot and confirm ballot envelope has their name. Then click on the blue **"Mail Ballot Received"** button.

4. Have the voter complete the "Request to Cancel Application Form" in Order to cancelled their ABBM for this election. Judge needs to fill out The bottom portion of the form.

5. Place the complete form and the surrendered ballot in the "Cancel Ballot Envelope"

6. You have now cancelled their Ballot by Mail request for this election and the voter can now be check-in at the polls.

Note: If voter <u>does</u> have the mail ballot with them:
> **BUT voter does not want to "surrender" the ballot instead the voter wants that mail ballot to be counted.**
> **The ONLY option is for the voter themselves to come to the elections office <u>on Election Day</u> to "turn in" their mail ballot for counting. Must be during 7am- 7pm; they will need to present ID.**

Note: If the voter insists they did not apply, receive, or vote a ballot by mail and insists on voting at the polling place:
> Voter must vote a <u>provisional ballot</u>

Example #8B: Mail Ballot Requested –Voter Does Not Surrender Ballot

1. The Poll Worker should begin by following the Ideal Voter check-in steps. Complete the Photo ID, Address, Name questions and search and click on the correct voter

2. The Mail Ballot Requested Voter screen will open. If the voter **does not** have their ballot or Notice, the Poll Worker should click on the blue **"Choose"** button for that reason.

3. The Poll Worker will need to complete the Provisional Process. (Green Instruction form)

Note: A voter whose name appears on the list of registered voters that they voted:
"Early Voted" or
"Mail Ballot Requested" or
"Voter has returned Mail Ballot"
and they present themselves again during Early Voting or Election Day to vote, they must vote a provisional ballot. (unless they surrender the ballot, see Example #8A)
The voter executes a provisional affidavit stating that the person is a registered voter; and has not already voted early.

Note: If voter <u>does </u>have the mail ballot with them:
BUT voter does not want to "surrender" the ballot instead the voter wants that mail ballot to be counted.
The ONLY option is for the voter themselves to come to the elections office <u>on Election Day </u>to "turn in" their mail ballot for counting. Must be during 7am- 7pm; they will need to present ID.

Note: If the voter insists they did not apply, receive, or vote a ballot by mail and insists on voting at the polling place:
Voter must vote a <u>provisional ballot</u>

Example #9: Mail Ballot Notice

1. The Poll Worker should begin by following the Ideal Voter check-in steps. Complete the Photo ID, Address, Name questions and search and click on the correct voter

2. The Mail Ballot Requested Voter screen will open. If the voter is surrendering to you a "Notice of Improper Delivery" form from the Elections Office, the Poll Worker should click on the blue **"Choose"** button for that reason.

3. The Poll Worker should take the notice from the voter and then click on the blue **"Cancellation Notice Received"** button.

4. Place Notice in the "Cancel Ballot Envelope"

5. You have now cancelled their Ballot by Mail request for this election and the voter can now be check-in at the polls.

Note: If a voter whose name appears as **"Mail Ballot Requested"** who had been sent an early voting ballot by mail presents himself or herself for voting at the polling place, the election officer may allow the voter to **vote a regular ballot if the voter presents a "Notice of Improper Delivery."** This form indicates that the voter attempted to vote by mail and the mail ballot was rejected because it was delivered to the early voting clerk improperly.

Reprint Voter Label and/or Ballot card (Spoiled Ballot)

1. The Poll Worker should click on the blue **"Reprocess Voter"** button on the right side of the screen.

2. The Voter Search screen will open. The Poll Worker should search for the voter.

3. A list of voter's names and addresses will pop up on the screen. The Poll Worker should click on the correct voter name.

4. The Verify Voter Information screen will open. The Poll Worker should click on the blue **"Labels and Tabulation"** button.

Reprint Label and/or Ballot card Continued…

5. The labels and tabulation screen will open. The Poll Worker should click on the blue **"Re-print all check-in labels"** button.

The check-in label will print.

6. The labels and tabulation screen will open. The Poll Worker should click on the blue **"Reissue Ballot"** button.

The Ballot card will print.

7. The Poll Worker should click on the blue **"Close"** button.

8. The Poll Worker should click on the blue **"Return to Start"** button.

1. There are two other links on your home screen that contain helpful information. Both are located at the top of the screen.
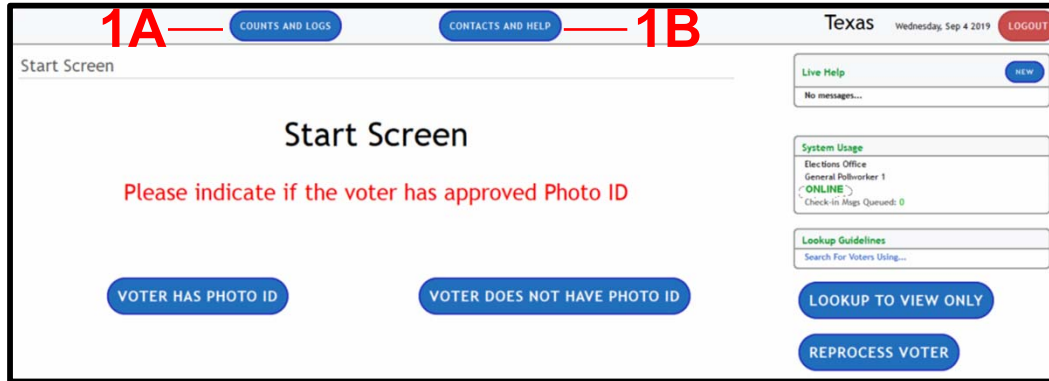
A. Counts and Logs – Clicking on **COUNTS AND LOGS** will open:

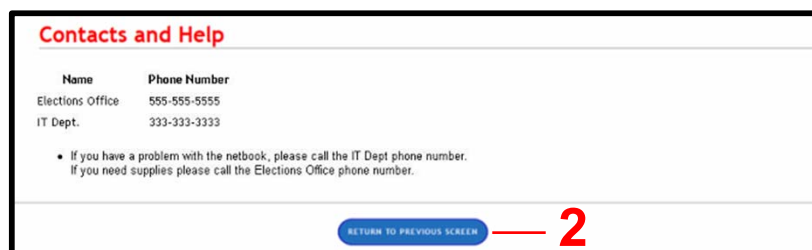1. A screen with the current count of checked in voters.

2. Click on **"Logs"** to view a list voter activity.

B. Contacts and Help – Clicking on **CONTACTS AND HELP** will open a list of contacts and some general help instructions.
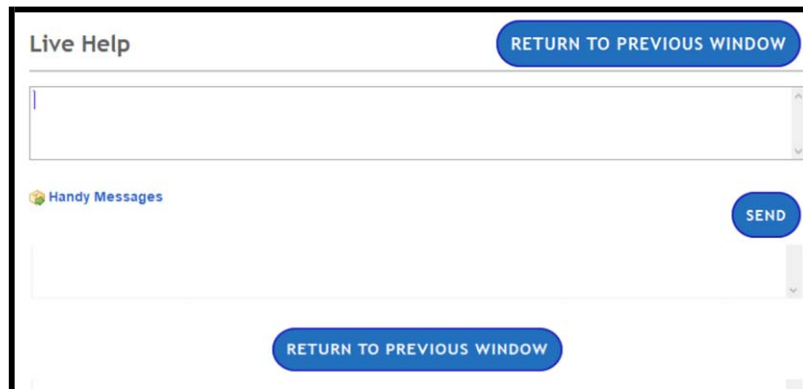

2. Click on the blue **"Return to Previous Screen"** link to return to the previous page.

Live Help

Live help allows Poll Workers to communicate with the Elections Office via texting.

1. The Poll Worker should click on the blue **"New"** button on the right side of the screen in Live Help box.
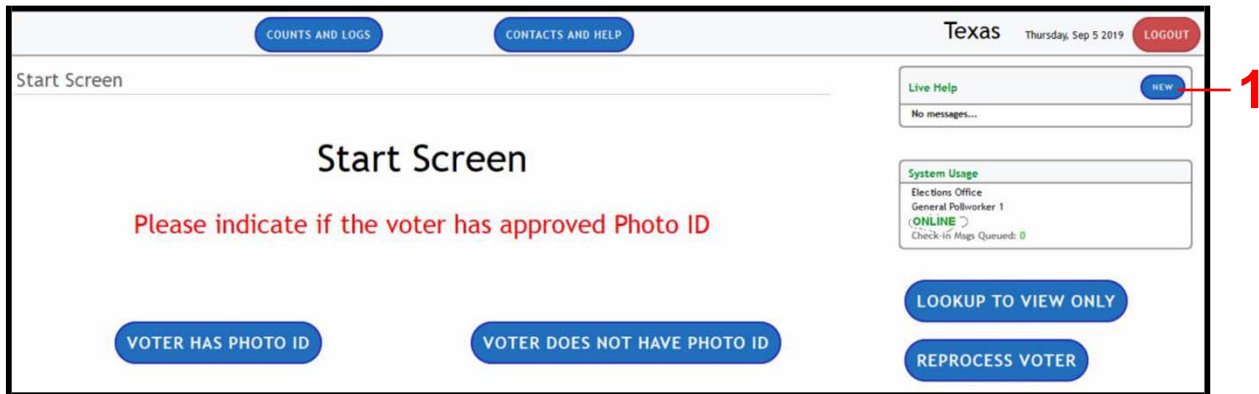
2. The Live Help screen will open.

3. The Poll Worker should type his/her message in the top section of the screen and then click on the blue **"Send"** button.
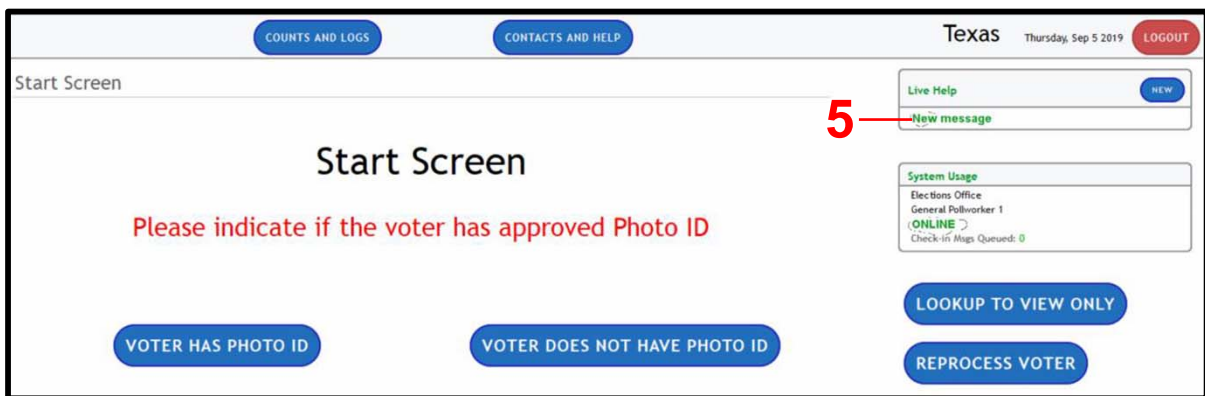
Live Help Continued…

4. Once the message has been sent, it will move to the lower section of the screen.

5. When the Elections Office responds, the Poll Worker will receive a **"New Message"** notification in the Live Help box on the right side of the screen. The Poll Worker should click on it.
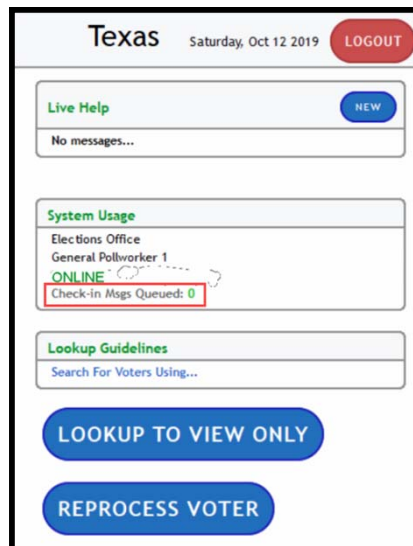

6. The Live Help screen will open and the Poll Worker will see the response in the lower section of the screen. The Poll Worker should click on the blue **"Return to Previous Window"**.
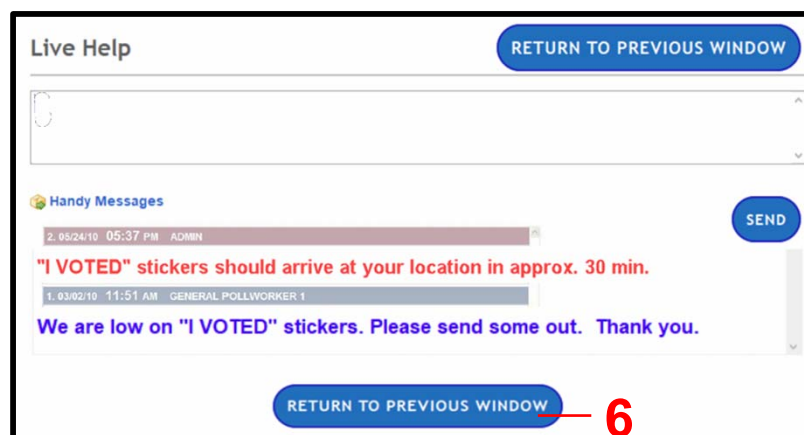
ZERO Messages in Queue

The Poll Worker should check the System Usage box on the right side of the screen for the number of Check-In Msgs Queued. This number should be **zero**.
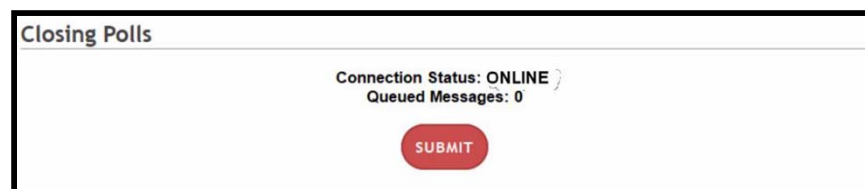

Once verified, the Poll Worker should click on the red **"LOGOUT"** button located at the upper righthand corner of the screen.

The "End of the Day?" message will appear on the screen. If it is the end of the voting day, the Poll Worker should click on the green **"YES"** button.
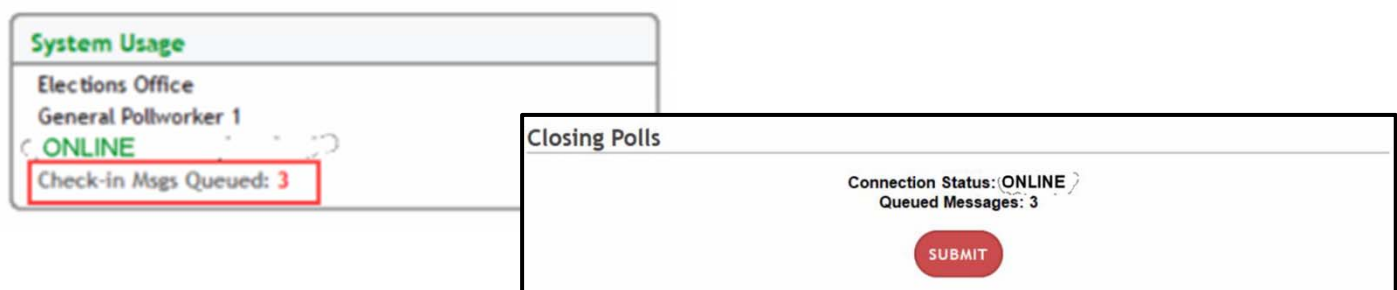

The "Closing Polls" box will appear. The Poll Worker should verify that information is correct and then click on the red "SUBMIT" button.

****NOTE: If there are messages in your Queue, then you will need to connect back with Wi-Fi and confirm all data is sent before logging off.

Messages in Queue

The Poll Worker should check the System Usage box on the right side of the screen for the number of Check-In Msgs Queued. If there are messages in queue, the Poll Worker should contact the Elections Office and follow the instructions issued by Elections Office.

Once verified, the Poll Worker should click on the red **"LOGOUT"** button located at the upper righthand corner of the screen.

The "End of the Day?" message will appear on the screen. If it is the end of the voting day, the Poll Worker should click on the green **"YES"** button.

The "Closing Polls" box will appear. The Poll Worker should verify that information is correct and then click on the red "SUBMIT" button.

The Poll Worker has now successfully logged out and can continue with shutting down the equipment.