

EPOLLBOOK GUIDE

ePollbook System Instructions



**General Election
November 3, 2020**



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MEET THE

E POLLBOOK



1 Power Button

2 Home Button

3 ePollbook &
Plastic Shell

4 Stand Arm

5 ePollbook Base

6 Camera

7 Scanning Tray



1 ePollbook Case

2 ePollbook

3 ePollbook Base

4 Lightning to
USB Cable & Power
Adapter

5 (2) Stylus

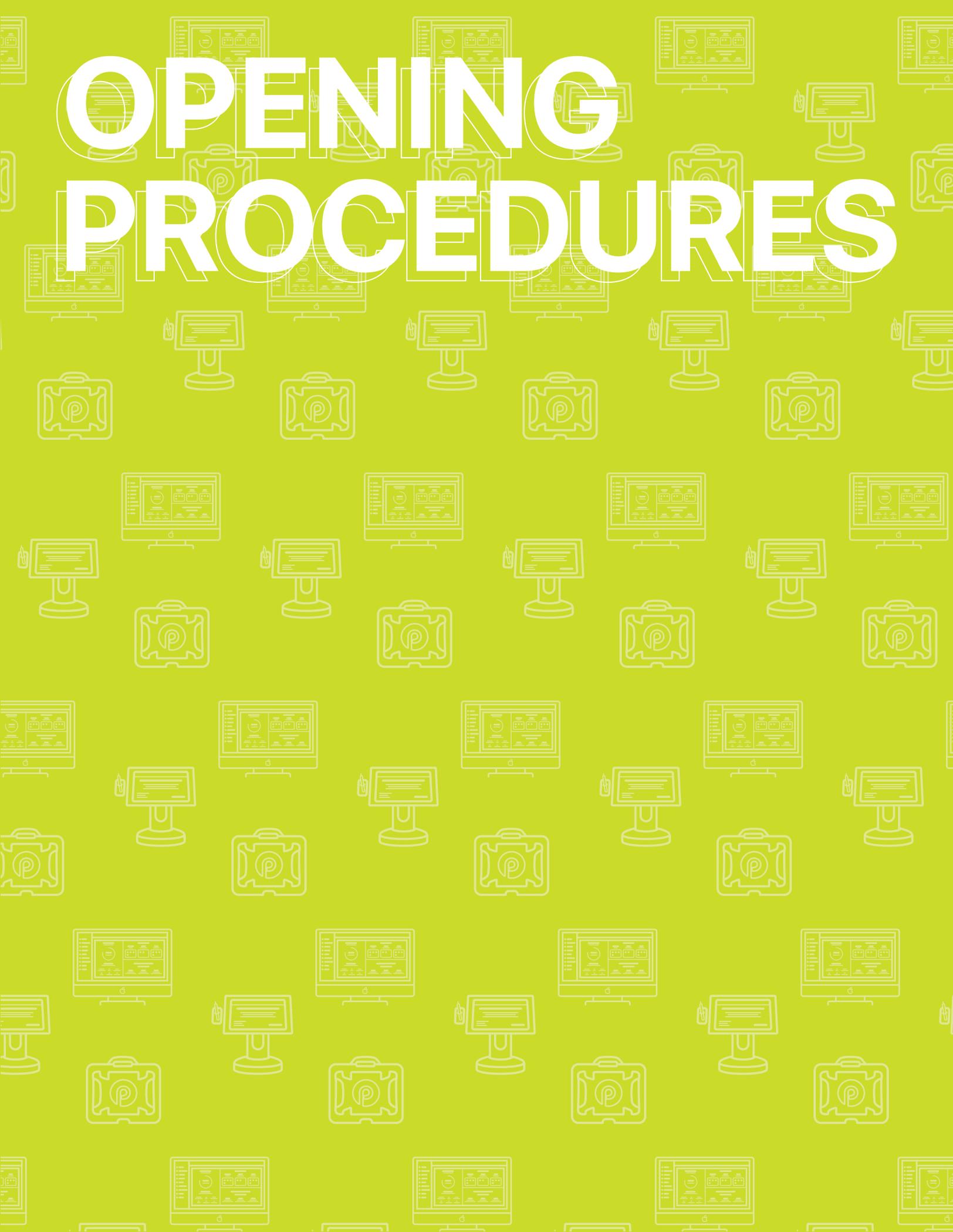
6 Scanning Tray

7 Ballot Activation
Mechanism (BAM)
Printer

Note: Remaining items are
packed under Base and
Scanning Tray.



OPENING PROCEDURES





1. LOCATE EPOLLBOOK AND PRINTER

ePollbook and printer will be found in the ePollbook case, which will be found in a Ballot Marking Device (BMD) Cart. After Lead opens cart, select an ePollbook case and take it to your Check-In table. Remove ePollbook and BAM printer from case and place on table, then follow Chain of Custody process on ePollbook and BAM printer.

NOTE: All ePollbooks **MUST** be set-up and turned on, first thing in the morning, even if not in use.



2. CONNECT PRINTER

Plug the connector into the side of the printer.

NOTE: Ensure secure connection.



3. TURN PRINTER ON

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



4. STAND ARM

To attach the stand arm to the ePollbook shell, press the buttons on the round part of the stand arm and place in circular opening, so that you can read IPAD through hole in stand arm. Release buttons and rotate the arm counter-clockwise until it clicks. After standing ePollbook on the base, the home button should be on the right.



5. ATTACH SCANNING TRAY

Attach the scanning tray to the ePollbook using the mounting clip. Once attached, insert stylus into the holding slot. Adjust the ePollbook to a suitable angle.



6. PLUG IN EPOLLBOOK & FINAL SETUP

Take lightning power cord and place through hole in stand arm (from back to front), then insert into lightning port on ePollbook. Should remain plugged in and charging throughout the day.

Final set-up should look like picture at left.



7. POWER ON EPOLLBOOK

Press and hold the power button on the top left edge of the unit until you see the Apple icon, then release. The ePollbook will power on, and the Poll Pad app start-up screen will launch automatically.

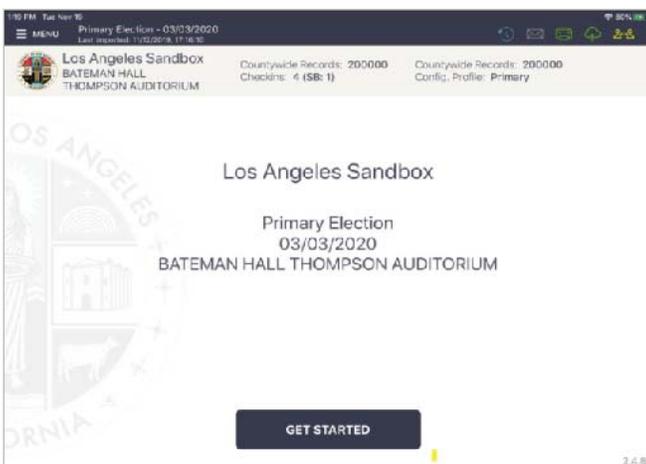
NOTE: ePollbook should automatically power on when lightning cord is plugged in.



8. APPLICATION LAUNCHES

Tap the application icon at the bottom of the screen. When the application launches, you will be directed to the home screen.

NOTE: Always use the stylus when using the ePollbook.



9. HOME SCREEN

Verify the following:

- Name of jurisdiction (Los Angeles County)
- Election name and date
- **IMPORTANT:** Location of Vote Center is correct
- Checkin Count = 0 (1st day of voting only)
- Battery life is close to full (90% or greater)

Tap MENU in top left corner to go to LA County Home screen.



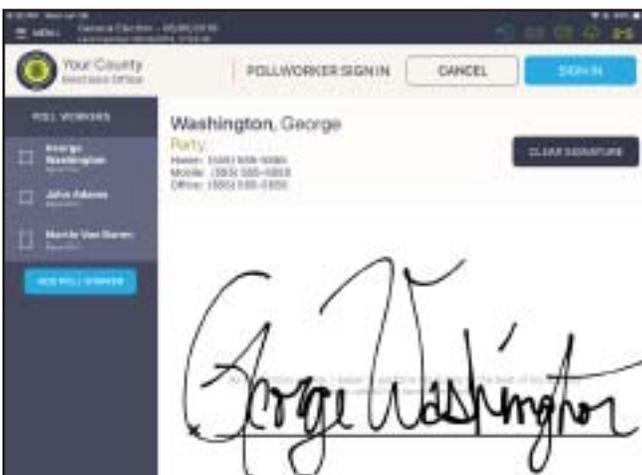
10. ELECTION WORKER SIGN IN

Tap **ELECTION WORKERS** to go to Election Worker sign in screen. Lead enters password provided by the RR/CC.



11. ELECTION WORKER SCREEN

Each Election Worker finds their name on the left and taps the box next to their name.



12. ELECTION WORKERS SIGN IN

After selecting name, each Election Worker signs their name with stylus, then taps **SIGN IN**. After all Election Workers are signed in, select **MENU** in top left corner to go back to LA County Home screen, then tap **HOME**.

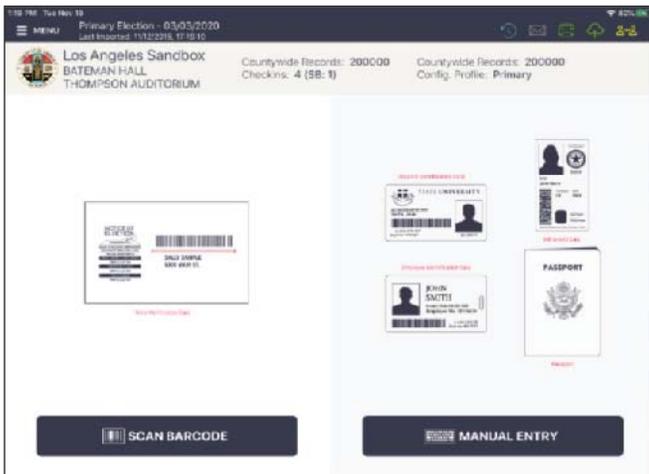
13. GET STARTED

At the bottom of home screen, tap **GET STARTED**.

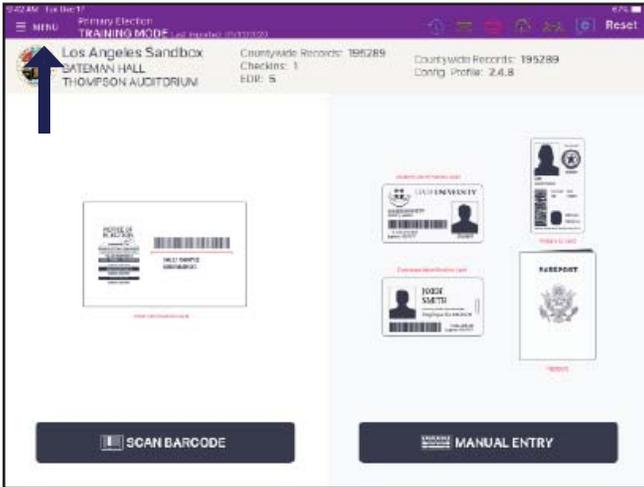


14. READY TO PROCESS VOTERS

You are now ready to begin processing voters (see next page to verify printer and connection icons).



OPENING PROCEDURES | ACCESSING TRAINING MATERIAL



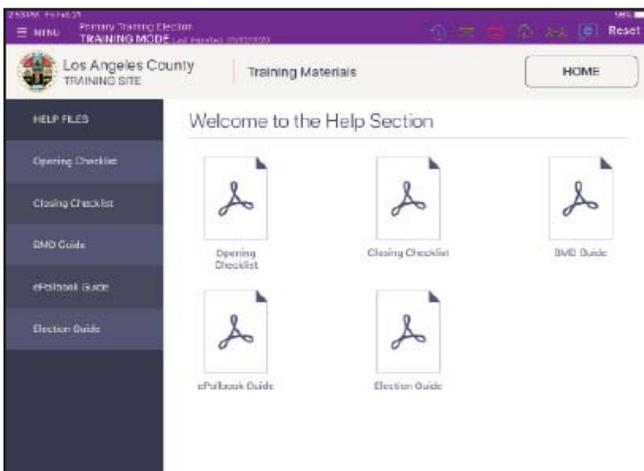
1. LOCATING TRAINING MATERIAL

All training materials and videos are available on the ePollbook. To access the Training Materials, tap **Menu** at the top left of the screen to go to the LA County Home screen.



2. TRAINING MATERIALS SCREEN

Tap **Training Materials** icon.



3. SELECT ITEM TO REVIEW

A list of documents or videos will be on the left of the screen, and icons representing each of the items will be shown. Select any item from the list, or tap the icon to open the document or video. When finished with the document or video, tap **HOME** to return to the “Get Started” screen.

Vote Center Wait Time Tracker

____ : ____

Election Worker Instructions

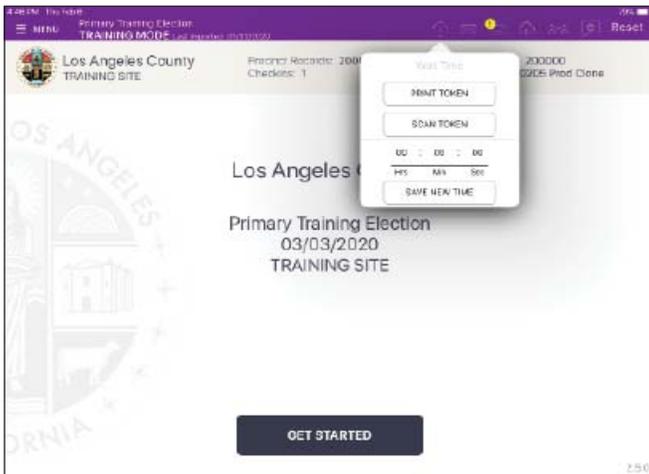
Purpose: This tracker allows us to measure the wait times at each Vote Center.

- 1 Line Monitor: At the start of each hour, write the current time and give to the last voter in line. Ask voter to return this card to the ePollbook clerk at check-in.
- 2 ePollbook Clerk: Press the wait time button on the home screen of the ePollbook.
- 3 Enter the number of minutes the voter has waited in line and press save.

Note: No line? At the start of each hour, enter "0" in the wait time and press save.

1. EVERY HALF HOUR

Vote Center Wait Time Tracker cards need to have the time printed every half hour. The Line Monitor will give the card to the last voter in line, with directions to give it to the Check-In Clerk when that voter gets to the Check-In Table.



2. OPEN THE TIME TRACKER APP

The Check-In Clerk will tap the Time Tracker icon at the top of the page to open the Time Tracker App.



3. ENTER THE TIME IT TOOK

Clerk calculates how many hours and minutes it took the voter to reach the Check-In Table from the time on the card, and enters the number of hours and minutes, then taps **SAVE NEW TIME**. If there is no line, Clerk leaves the time at zeros, and taps **SAVE NEW TIME**.

When complete, give the card back to a Line Monitor to erase the previous time, sanitize the card and reuse it at the next half hour.

OPENING PROCEDURES | EPOLLBOOK ICONS



PRINTER ICONS & COLORS



Icon is Green: ePollbook is paired with the printer. Check-In Clerk is able to print a ballot.



Icon is Yellow: ePollbook recognizes the printer and is currently in the process of pairing with the device.



Icon is Red: ePollbook is not paired with the printer. Select the printer icon, followed by Pair and Connect.



MULTI-PEER ICONS & COLORS



Icon is Green: ePollbook is currently connected and synchronizing with the other Vote Center ePollbooks.



Icon is Green: The number inside of the blue circle indicates the number of Vote Center units the ePollbook is connected to.



Icon is Yellow: ePollbook recognizes the presence of other Vote Center ePollbooks but is not connected to or synchronizing with these units. Contact the Help Desk.



Icon is Red: The ePollbook is currently disconnected and not synchronizing with the other Vote Center ePollbooks. Contact the Help Desk.



CLOUD SYNC ICONS & COLORS



Icon is Green: ePollbook is currently connected to and synchronizing with the central election database.

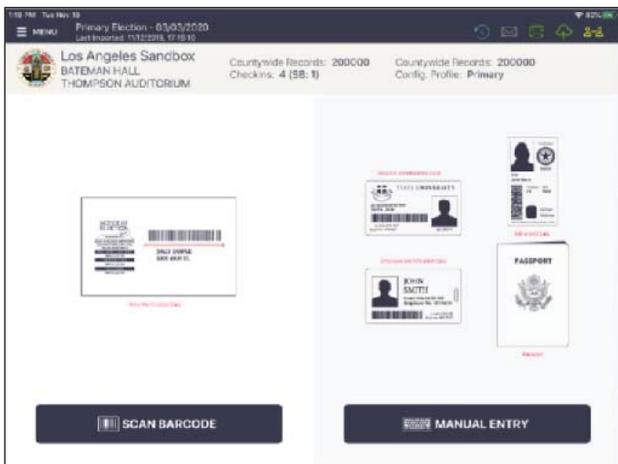


Icon is Yellow: ePollbook is in the process of connecting to the central election database.



Icon is Red: ePollbook is currently disconnected and not connected to the central election database. Contact the Help Desk.

PROCESSING VOTERS



1. GREET VOTER

Always greet voters by saying: *“Hello. I’ll be looking up your voter record, with your help. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and house number. Which would you prefer?”*

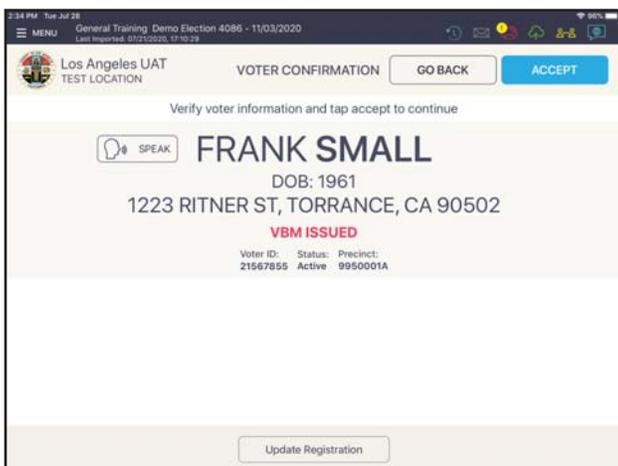
If voter would like to scan their Sample Ballot, or Quick Check-In Code from their phone, for fast check-in, then start the check-in process by tapping **SCAN BARCODE**.



2. SCAN BARCODE

A live image of the scanning tray displays on-screen. Place voter’s Sample Ballot barcode, or Quick Check-In Code from their phone, with the barcode facing the camera.

NOTE: If the camera is unable to scan the voter’s barcode within ten seconds, the ePollbook will display "Barcode Not Found." If this occurs, find the voter using the manual search method, or tap the **Start Over** button to try again.



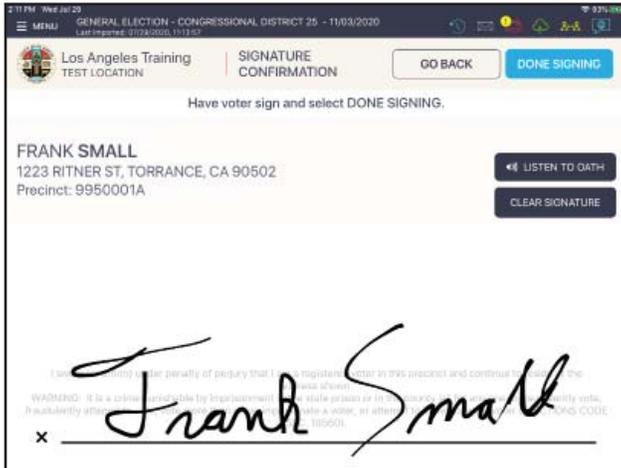
3. VOTER CONFIRMATION SCREEN

Once the barcode is recognized, the screen displays the Voter Confirmation screen.

To confirm voter’s identity, ask voter to confirm their year of birth. Once confirmed, rotate ePollbook to voter and have voter confirm their information, the voter taps **ACCEPT** with stylus.

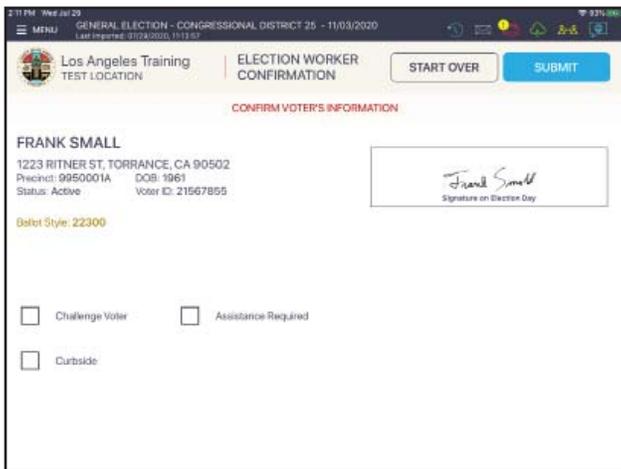
If voter’s year of birth does not match, tap **Go Back** and search for voter with Manual Entry.

4. VOTER SIGNATURE SCREEN



Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who then taps **DONE SIGNING**.

5. ELECTION WORKER CONFIRMATION



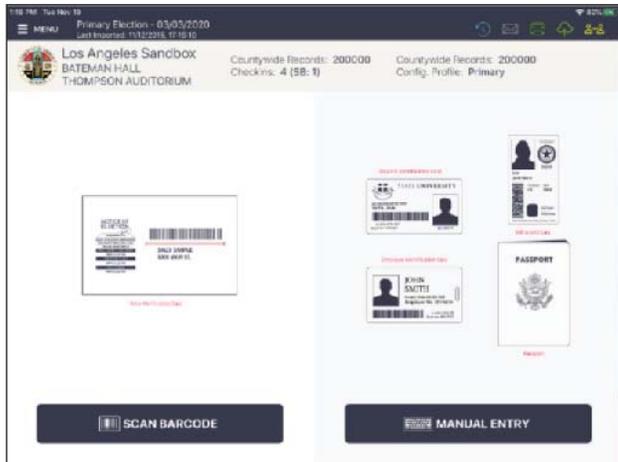
The Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

6. PROCESSED VOTER



Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See page 14 in the Election Guide for examples of QR code.

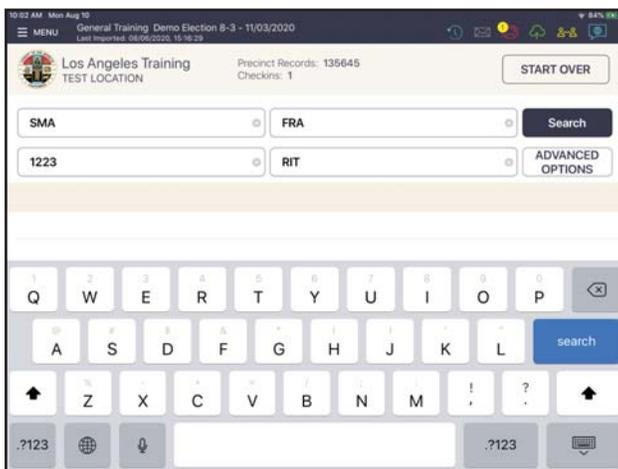
PROCESSING VOTERS | SEARCH BY MANUAL ENTRY



1. GREET VOTER

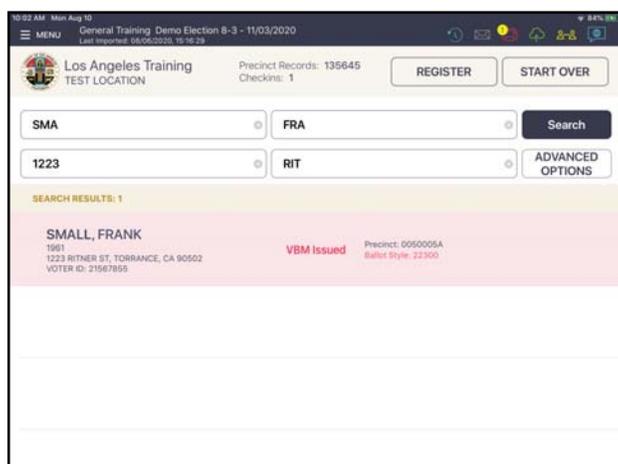
Always greet voters by saying: *“Hello. I’ll be looking up your voter record, with your help. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and house number. Which would you prefer?”*

If voter does not have anything to scan, then start the check-in process by tapping **MANUAL ENTRY** to type the voter’s last and first name, house number and street name.



2. ENTER VOTER'S NAME

Use the on-screen keyboard to enter the first three characters of the voter’s last and first name, complete house number and first three characters of their street name, then tap **SEARCH**. This narrows down the search criteria.



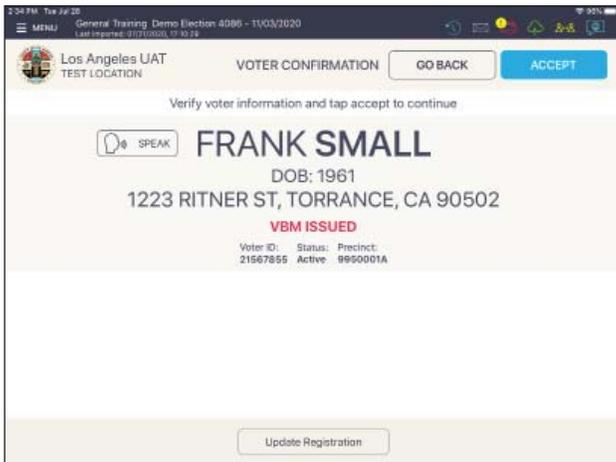
3. SELECT VOTER'S RECORD

Records matching the search criteria display on-screen. Ask the voter to verify their address to find the voter’s specific voter record (and also confirms their identity) then select the record by tapping with the stylus.

Note: **Do not** rotate the ePollbook to the voter on this screen. Only rotate the ePollbook when the voter’s record is displayed. See next step.

PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

4. VOTER CONFIRMATION SCREEN



Once the Voter Confirmation screen is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus.

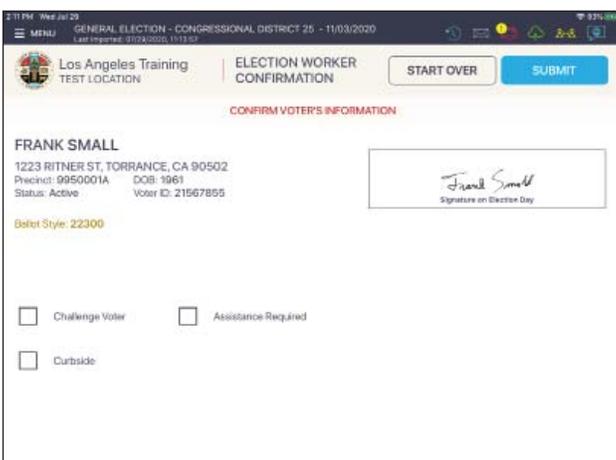
Note: If voter record was found by scanning method, voter must confirm year of birth on this screen before rotating to voter. If Manual Entry was used, voter has confirmed identity by confirming address and does not need to confirm year of birth.

5. VOTER SIGNATURE SCREEN



Ask voter to sign on the line at the bottom of the Signature Confirmation screen using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who taps **DONE SIGNING**.

6. ELECTION WORKER CONFIRMATION



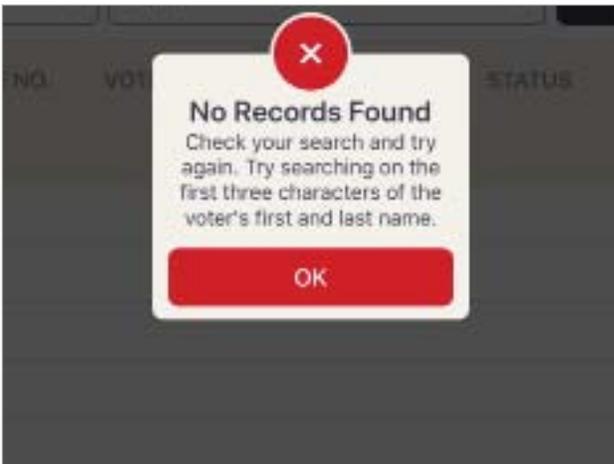
Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



7. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See page 14 in the Election Guide for example of QR code.

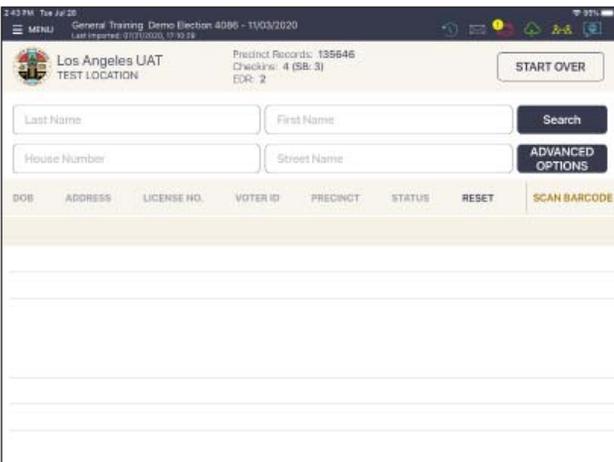
PROCESSING VOTERS | ADVANCED SEARCH



1. VOTER NOT FOUND

If Scan Barcode and Manual Entry have been used and the voter cannot be found, a pop-up displays: No Records Found.

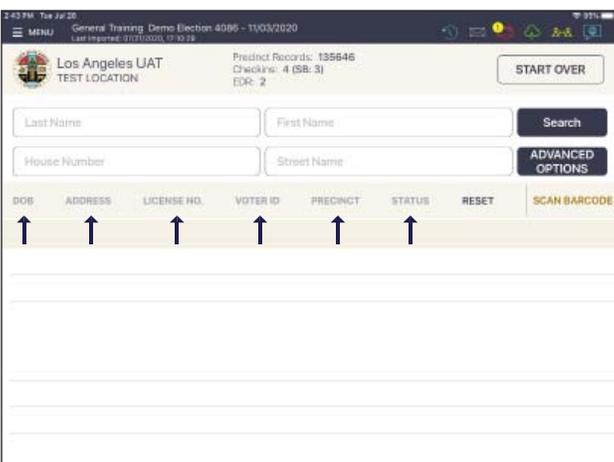
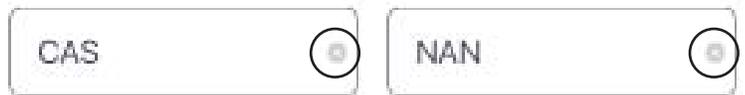
Tap **OK** to go back to VOTER LOOKUP.



2. ADVANCED SEARCH

From the VOTER LOOKUP screen, tap **ADVANCED SEARCH**.

NOTE: Clear fields by tapping X in each field box before searching.



3. SEARCH BY

Look up voter by using **DATE OF BIRTH, ADDRESS, LICENSE NUMBER, VOTER ID, PRECINCT** or **STATUS**. Tap **DONE** on the keyboard, then **SEARCH**.

If voter is found using Advanced Search, follow same method as scan barcode/manual entry to process voter.

PROCESSING VOTERS | VOTE BY MAIL BALLOT ISSUED

1. LOOK UP VOTER

The Secretary of State has determined that all voters must receive a Vote By Mail (VBM) Ballot for the November 2020 General Election. Because of this, all voters will have a status of VBM Issued or VBM Returned. The next two scenarios describe how to process each type.

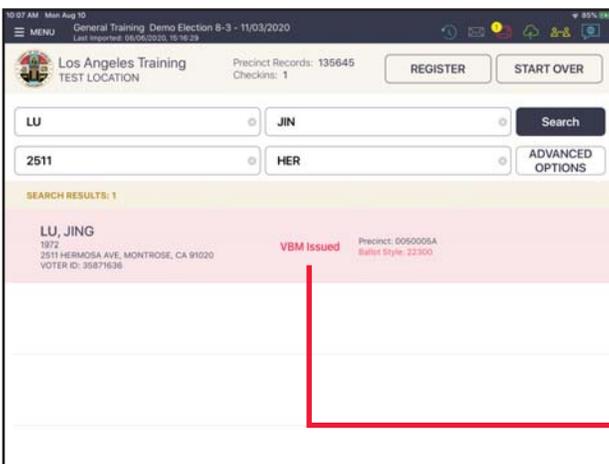
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads "VBM Issued."

Tap voter record to select.

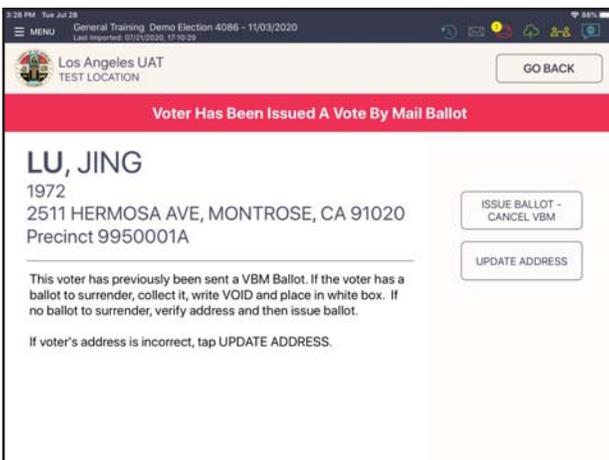


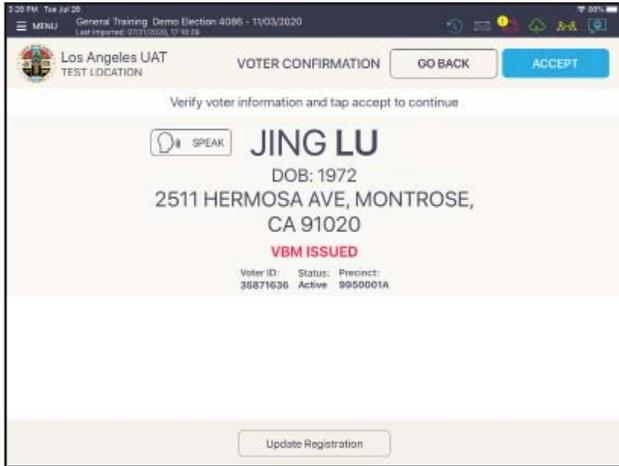
VBM ISSUED

3. FOLLOW PROMPT

Ask voter if they have their VBM ballot to surrender. In either case, tap **ISSUE BALLOT-CANCEL VBM** button (cancels VBM for this election), and process as regular voter.

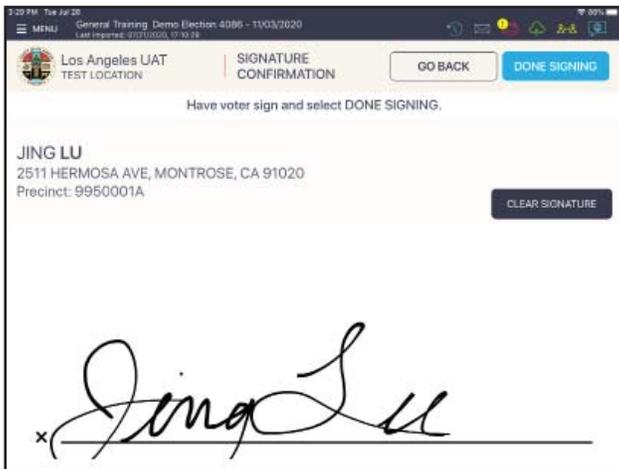
If voter's address is incorrect, have voter complete the *Change of Address Form*, then tap Update Address, and correct the address from information on the form. Form is placed in GSE when process is complete.





4. VOTER CONFIRMATION

Once the voter's record is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus.



5. VOTER SIGNATURE

Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who taps **DONE SIGNING**.

Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



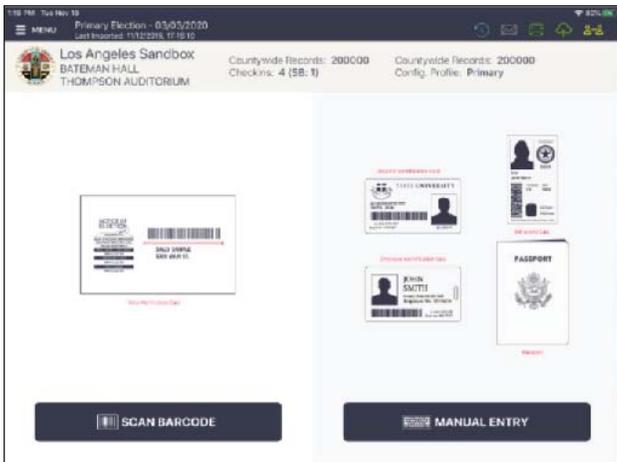
6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See page 14 in the Election Guide for example of QR code.

PROCESSING VOTERS | VOTE BY MAIL BALLOT RETURNED

1. LOOK UP VOTER

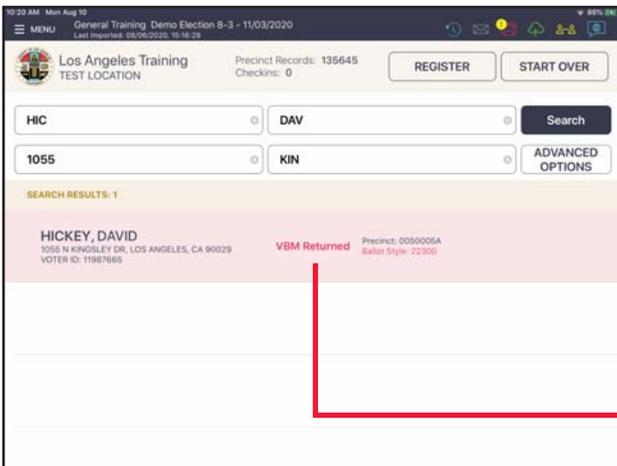
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads "VBM Returned."

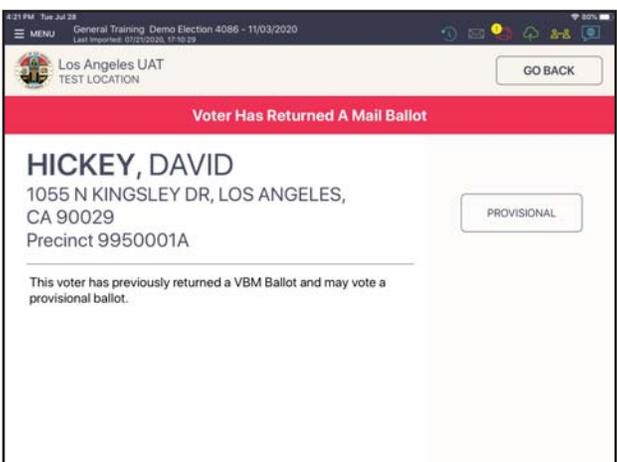
Tap voter record to select.

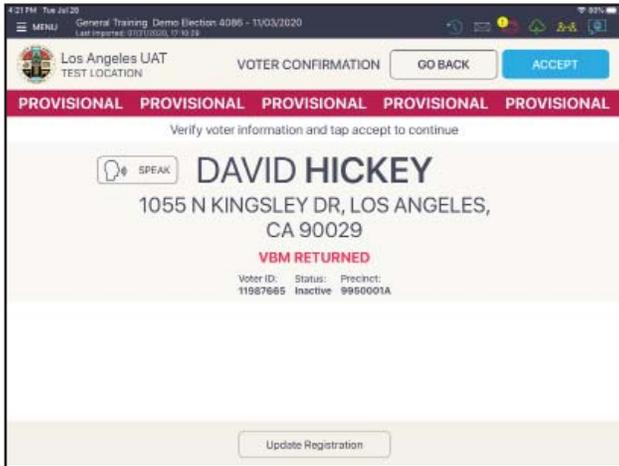


VBM Returned

3. FOLLOW PROMPT

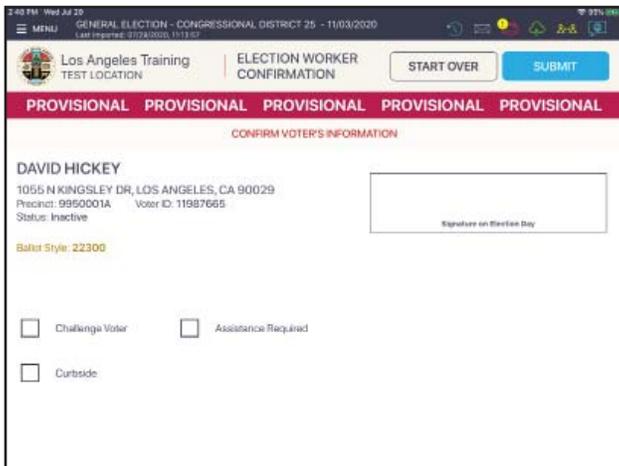
Ask voter if they remember mailing in their VBM ballot. If voter remembers that they did mail in their VBM ballot, then tap **GO BACK**. If the voter would still like to vote at the Vote Center, tap **PROVISIONAL** and the voter will be processed as Provisional Voter.





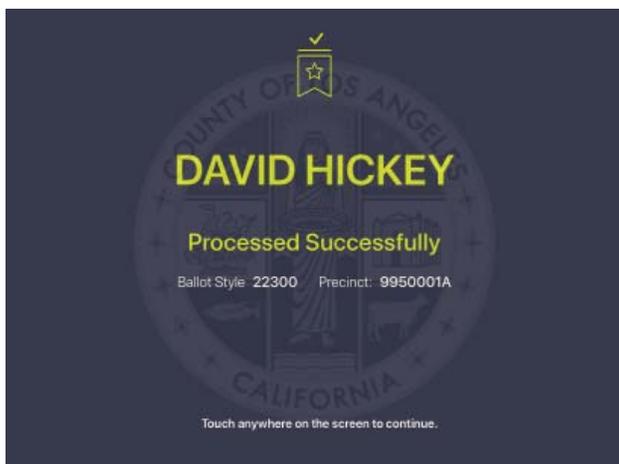
4. VOTER CONFIRMATION

Once the voter record is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus. Rotate ePollbook back to Check-In Clerk.



5. ELECTION WORKER CONFIRMATION

The voter will not sign the ePollbook, but will complete a Provisional Envelope and sign it. The Election Worker verifies and confirms that all information is complete, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



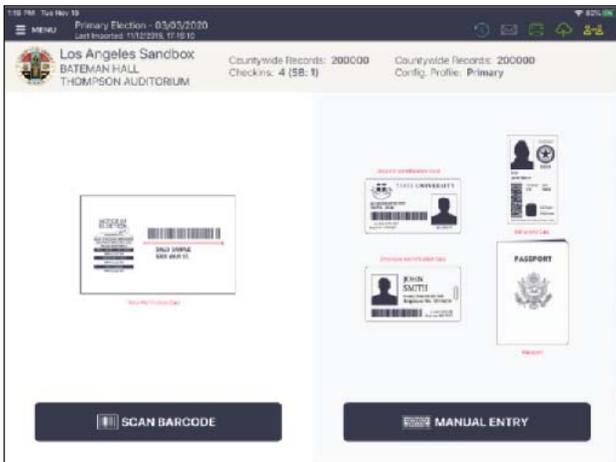
6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and print their ballot at the BMD. Voter then inserts their printed ballot into the CVR/Provisional Envelope and takes the envelope to the VBM/Provisional Clerk to complete the Provisional process. See page 14 in the Election Guide for example of QR code.

PROCESSING VOTERS | INACTIVE VOTER

1. LOOK UP VOTER

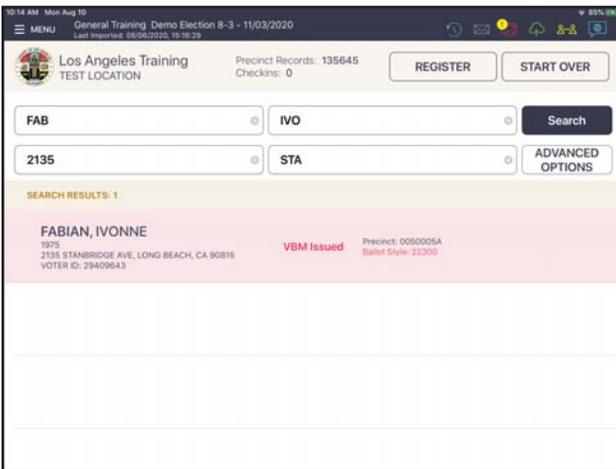
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. LOCATE VOTER'S RECORD

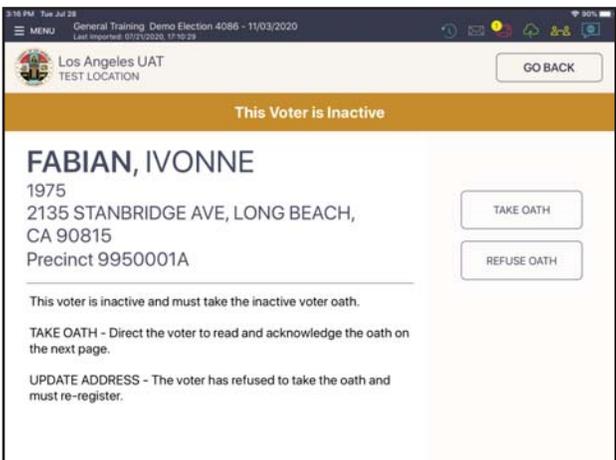
Records matching the search criteria display on-screen.

Tap voter record to select, and process the VBM Ballot.

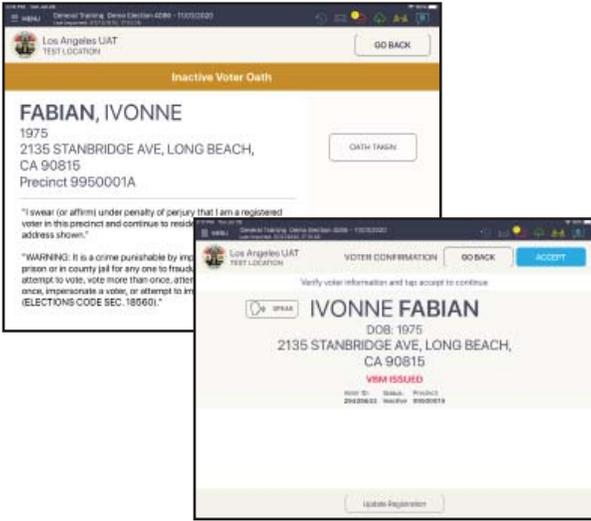


3. FOLLOW PROMPT

Tan banner will read: "This Voter is Inactive." A description will display with instructions on how to process the voter. Select the appropriate button option to proceed. Inactive voters need to read the Inactive Voter Oath. Inform voter, then tap **TAKE OATH**. Rotate ePollbook to voter to read the oath.

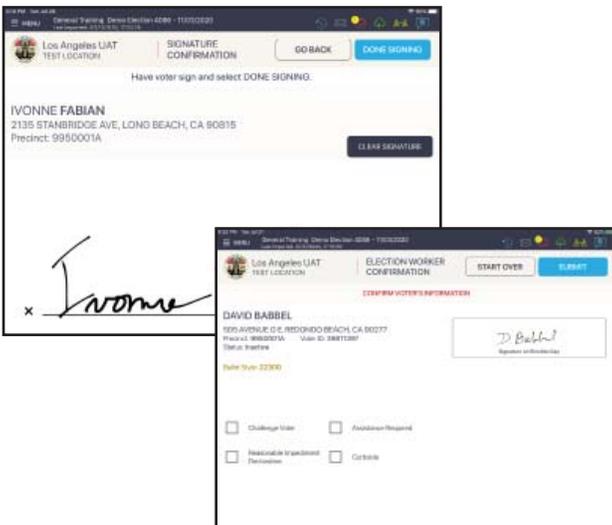


PROCESSING VOTERS | INACTIVE VOTER



4. VOTER CONFIRMATION

Voter reads Inactive Voter Oath to themselves, then have voter tap **OATH TAKEN**. Voter record is displayed. Have voter confirm their information, then voter taps **ACCEPT** with stylus.



5. VOTER SIGNATURE

Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who taps **DONE SIGNING**. Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

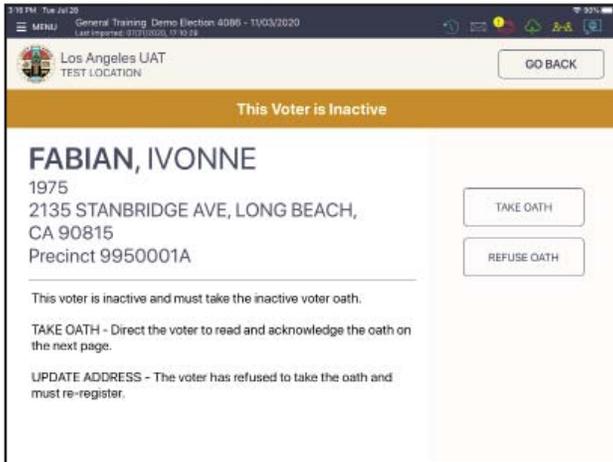


6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See page 14 in the Election Guide for example of QR code.

PROCESSING VOTERS | INACTIVE VOTER

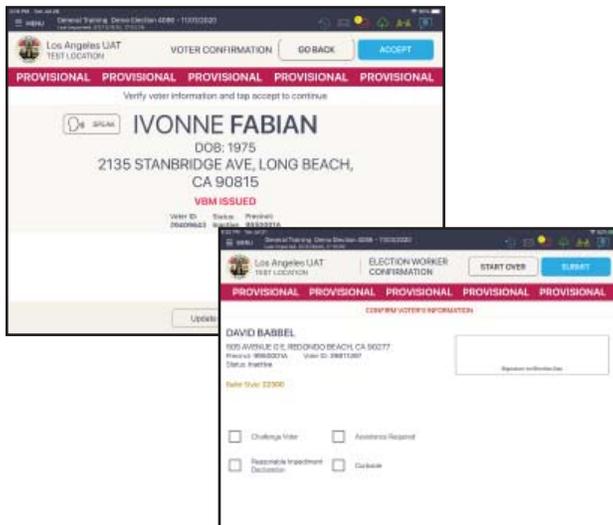
7. VOTER REFUSES TO TAKE OATH



If voter refuses to take/read the oath, then tap **REFUSE OATH**. Have voter complete left side of CVR/Provisional Envelope, Clerk completes right side, and places Service Area Number Label on Envelope.

NOTE: If voter refused oath because their address has changed, have voter take/read oath and tap **OATH TAKEN**, then on Voter Confirmation screen, have voter complete a *Change of Address Form*, and Update Registration (see Update Voter Registration section).

8. VOTER VOTES PROVISIONALLY



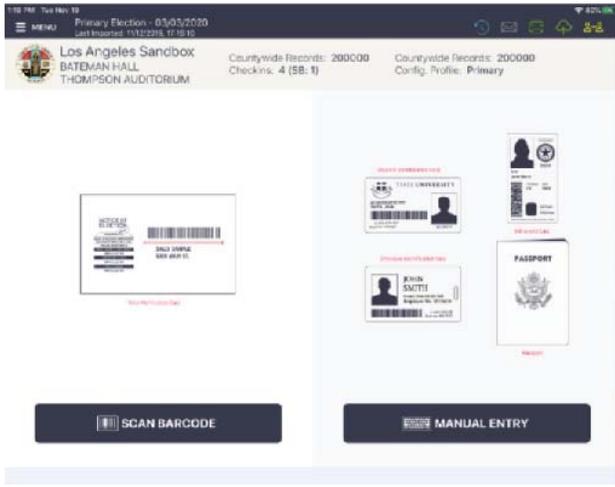
Rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus. Voter does not sign ePollbook, only the CVR/Provisional Envelope. Rotate ePollbook back to Check-In Clerk, who verifies voter information, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

9. PROCESSED VOTER



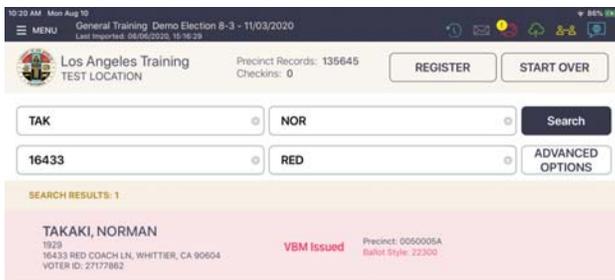
Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot and CVR/Provisional Envelope. Instruct voter to vote and print their ballot at the BMD. Voter then inserts their printed ballot into the CVR/Provisional Envelope and takes the envelope to the VBM/Provisional Clerk to complete the Provisional process. See page 14 in the Election Guide for example of QR code.

PROCESSING VOTERS | NEW VOTER



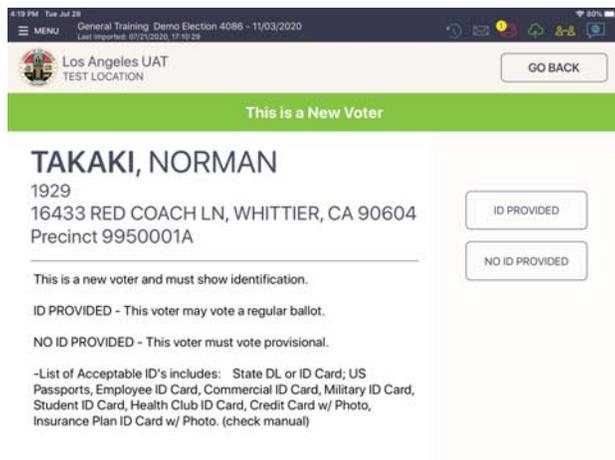
1. LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. LOCATE VOTER'S RECORD

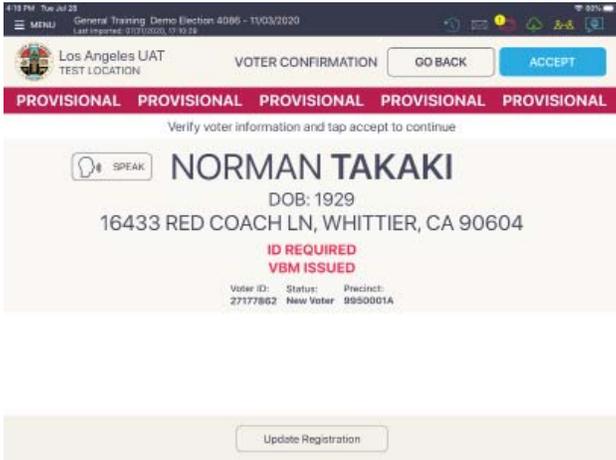
Records matching the search criteria display on-screen. Tap voter record to select. Process VBM ballot.



3. RECORD INDICATES NEW VOTER

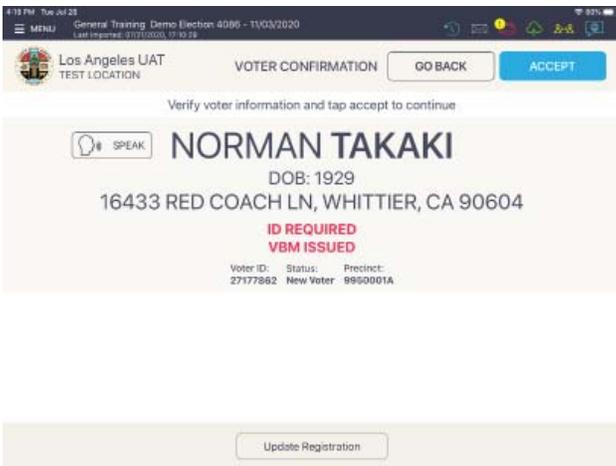
Green banner on record shows “This is a New Voter.” Instruct voter that their record shows them as a new voter and they are required to show a form of identification. If voter has NO ID to provide or refuses to show identification, tap **NO ID PROVIDED**. If ID is provided, tap **ID PROVIDED**.

PROCESSING VOTERS | NEW VOTER



4. NO ID PROVIDED

If no ID was provided, then voter will receive a Provisional ballot, and complete the Provisional envelope.



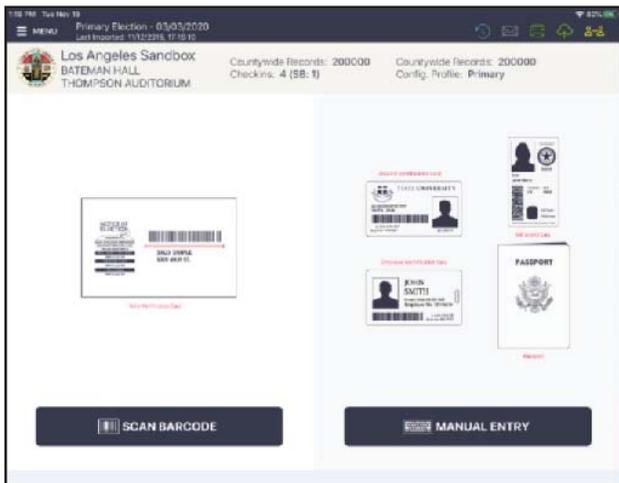
5. ID PROVIDED

If voter provides ID, then voter is processed as regular voter and issued a ballot which will be cast at BMD.

PROCESSING VOTERS | MISSING DATE OF BIRTH

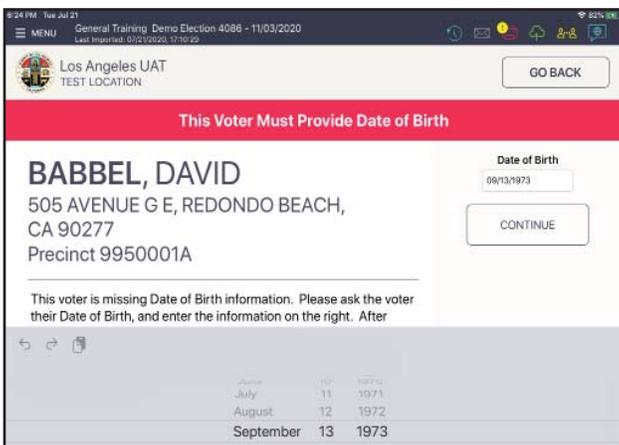
1. LOOK UP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. RECORD SHOWS MISSING DOB

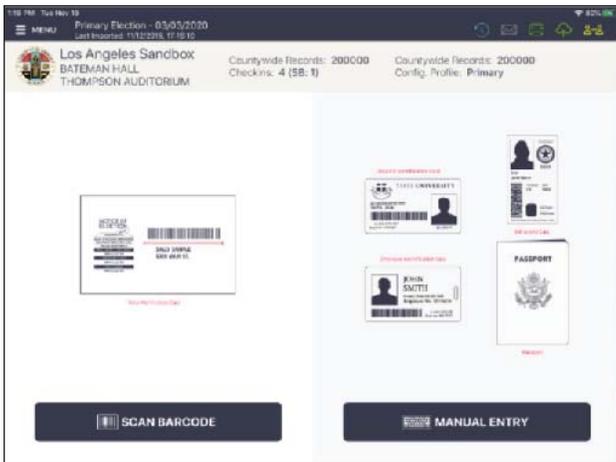
If red banner on voter's record shows voter is missing Date of Birth, ask voter for their Date of Birth. If given, enter in field under **Date of Birth**, then tap **CONTINUE**. If voter chooses not to provide information, then tap **CONTINUE**, and process normally. Voter may still vote.



PROCESSING VOTERS | VOTER VOTED

1. LOOK UP VOTER

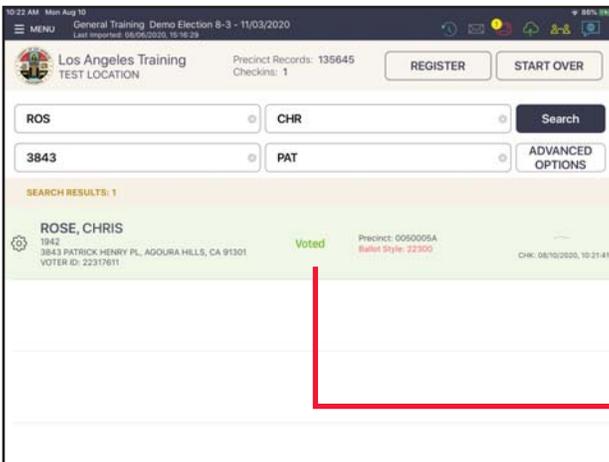
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY** process.



2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads Voted.

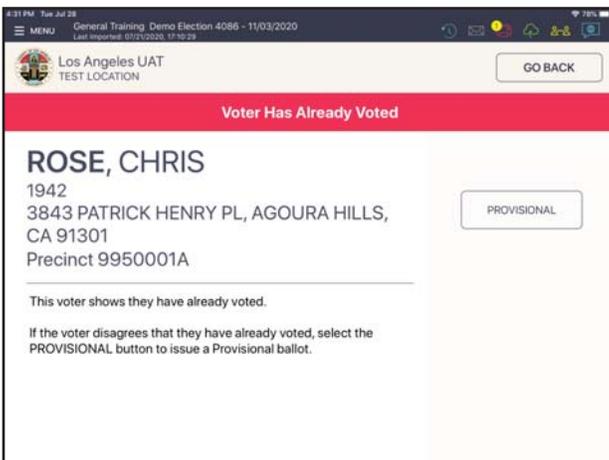
Tap voter record to select.



Voted

3. FOLLOW PROMPT

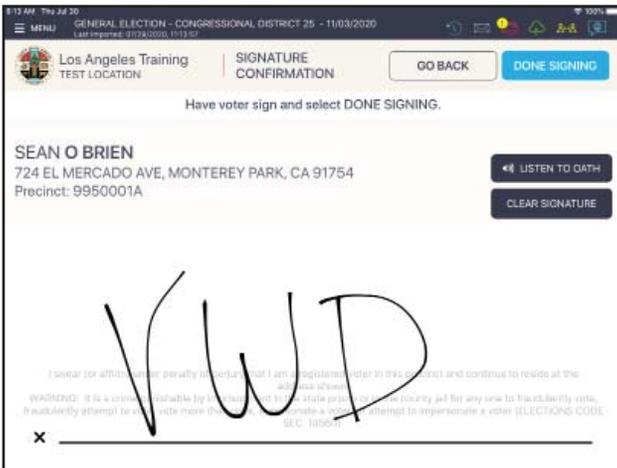
Ask voter if they remember already voting at a Vote Center. If voter remembers that they did vote already, then tap **GO BACK**. If the voter would still like to vote at the Vote Center, tap **PROVISIONAL**, and the voter will receive a Provisional ballot.



PROCESSING VOTERS | CURBSIDE VOTING

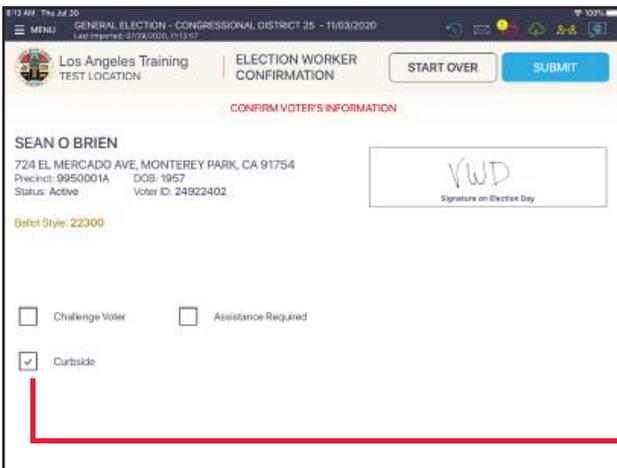
1. CURBSIDE VOTING SIGNATURE

If a voter is voting curbside, the voter will complete a Certification of Voter With Disabilities (VWD) Card. Card will be brought to a Check-In Clerk, who will look up the voter's record from the Card. On the Signature Confirmation screen, the Check-In Clerk will write "VWD" as a signature (voter's signature will already be on the Card), then taps **DONE SIGNING**.



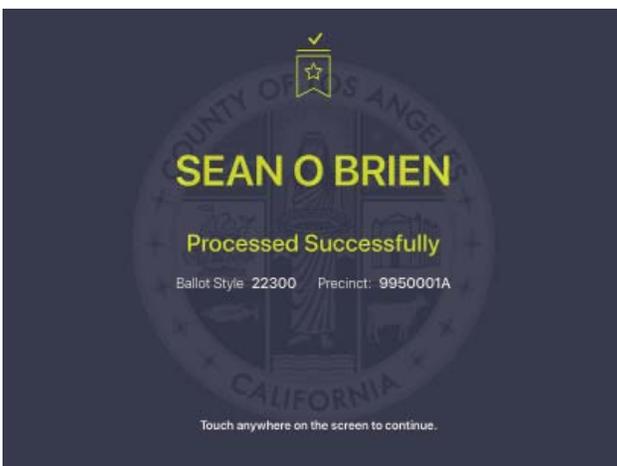
2. ELECTION WORKER CONFIRMATION

A Curbside checkbox is found on the ELECTION WORKER CONFIRMATION screen. The Check-In Clerk will tap the **Curbside** checkbox, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



3. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot to Election Worker, who will follow Curbside Voting Procedures. See page 14 in the Election Guide for example of QR code.



PROCESSING VOTERS | VOTER REQUIRES ASSISTANCE

1. ELECTION WORKER CONFIRMATION

A voter who needs someone to assist them in the voting booth, for any reason, will need the individual assisting to sign the ePollbook, to acknowledge their assistance. The Check-In Clerk will tap the **Assistance Required** checkbox on Election Worker Confirmation screen.

Los Angeles Training
TEST LOCATION

ELECTION WORKER CONFIRMATION

START OVER SUBMIT

CONFIRM VOTER'S INFORMATION

TIMOTHY MC DUFFY
8156 GARDENDALE ST, PARAMOUNT, CA 90723
Precinct: 9950001A DOB: 1960
Status: Active Voter ID: 15232694

Ballot Style: 22300

Challenge Voter Assistance Required Curbside

Assistance Required

2. ASSISTANT SIGNATURE

A pop-up will instruct the voter to take an oath. Then a reason assistance is needed is selected, and the person assisting will sign on the line. Once signed, the Check-In Clerk taps **CONTINUE**, then verifies the voter's information, inserts blank ballot in the BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

Assistance Required

CONTINUE

Ask the voter to say the oath: "I swear (or affirm) that I am unable to mark my ballot."

LANGUAGE ASSISTANCE

CLEAR SIGNATURE

Tom McDuffy

3. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot to voter or assistant, if necessary. Instruct voter to vote and cast their ballot in the same booth. See page 14 in the Election Guide for example of QR code.

TIMOTHY MC DUFFY

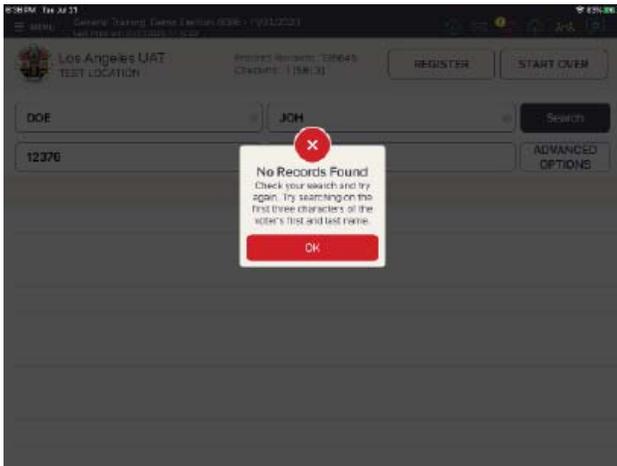
Processed Successfully

Ballot Style 22300 Precinct: 9950001A

Touch anywhere on the screen to continue.

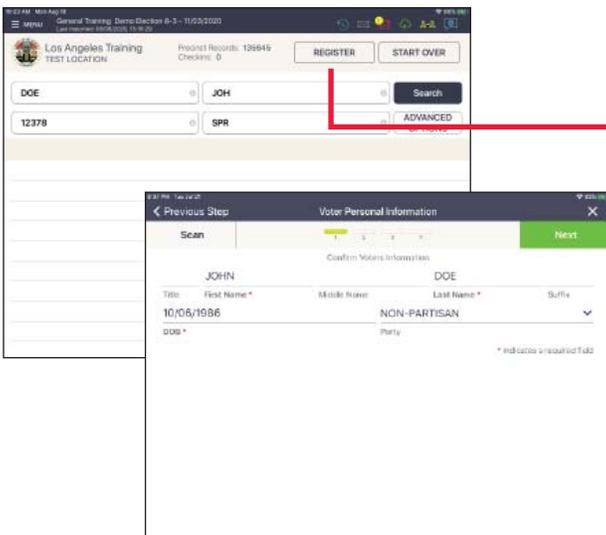
PROCESSING VOTERS | CONDITIONAL VOTER REGISTRATION

1. LOOK UP VOTER



If a voter cannot be found using either lookup method, or if the voter wants to change their name, the registration process will need to be completed. The voter will complete the left side of a CVR/Provisional Envelope, and Check-In Clerk will complete the right side, and place a checkmark in the 'CVR' bubble (be sure to attach a Service Area Number Label). The Check-In Clerk will use the envelope to complete the following screens.

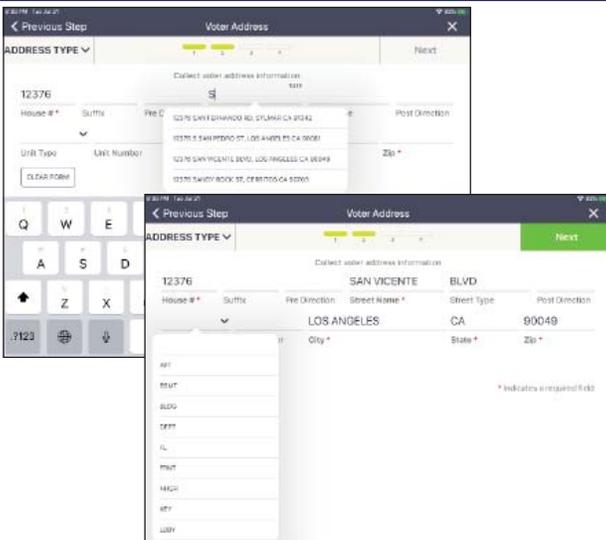
2. NAME, DATE OF BIRTH & PARTY



Tap **Register** at the top of the **LOOKUP** screen, or tap **Menu** in the upper left corner and then select the Conditional Voter Registration icon on the LA County Home screen, to begin the registration process. The first screen will ask for the voter's name, date of birth and party affiliation. Enter information from CVR/Provisional Envelope. Tap **Next**.

* Indicates a required field.

3. ADDRESS



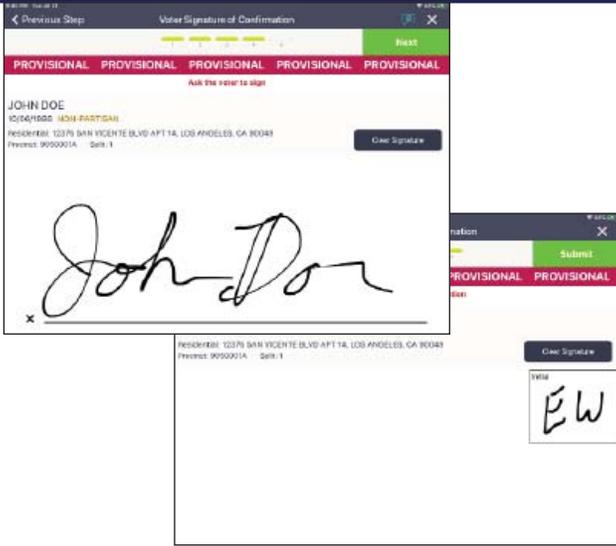
Enter House Number, and direction indication (N, S, E, W) if applicable. As you start typing in Street Name, a drop-down box will show options that meet the criteria already entered. Select correct address from the list and the remaining information will automatically populate. If needed, type in any additional information (e.g. apartment number, etc.). Tap **Next**.

* Indicates a required field.

PROCESSING VOTERS | CONDITIONAL VOTER REGISTRATION

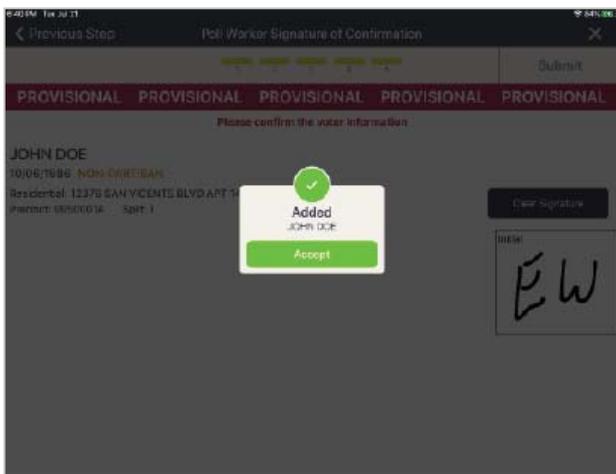
4. VOTER CONFIRMS & SIGNS

Voter confirms information is correct and signs for their registration. Check-In Clerk taps **Next**.
Check-In Clerk initials, then taps **Submit**.



5. VOTER'S RECORD ADDED

Pop-up appears showing voter is added. Clerk taps **Accept**.



6. VOTER'S RECORD IS DISPLAYED

The voter verifies and confirms that all information is correct, then taps **Accept**.





7. ELECTION WORKER CONFIRMATION

Check-In Clerk verifies all is correct, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

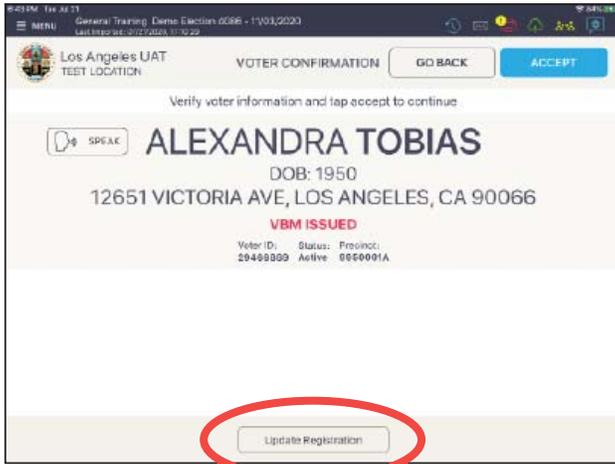


8. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot and CVR/Provisional Envelope to voter and direct voter to the vote area to vote, but they will not cast their ballot at the BMD. Instead they will take their printed ballot and the CVR/Provisional Envelope to the VBM/Provisional Clerk to complete the CVR process. See page 14 in the Election Guide for example of QR code.

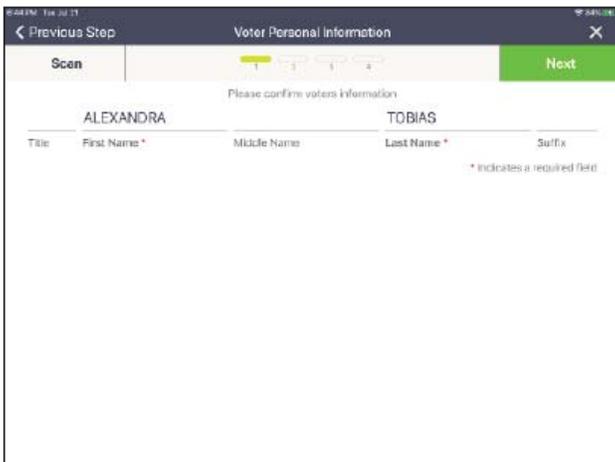
PROCESSING VOTERS | UPDATE VOTER REGISTRATION

1. ADDRESS CHANGE



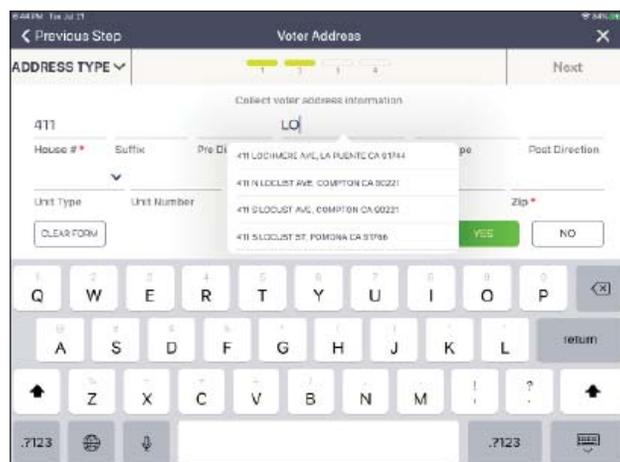
Find and verify voter. On Voter Confirmation screen rotate ePollbook to voter to confirm their information. If voter wishes to change their Address, they must complete a *Change of Address Form*. Once completed for change of address, the Check-In Clerk will tap Update Registration button at bottom of Voter Confirmation screen and enter information from the form. For change of Political Party, see below.

2. UPDATE POLITICAL PARTY



If voter requests a change of Political Party on the form, this function is unavailable on the ePollbook, except during a Presidential Primary Election. Have voter complete the form, then place it in the Green Stripe Envelope (GSE). Inform voter it will be completed at the RR/CC.
Note: If voter mentions a small typographical error in their name (i.e. mis-spelling, etc.), this can be corrected also. This DOES NOT include change of name. Change of name makes voter CVR.

3. UPDATE ADDRESS SCREEN



Tap on the CLEAR FORM button to clear all previous information, then enter information as entered on form. As you start typing in Street Name, a drop-down box will show options that meet the criteria already entered. Select correct address from the list and the remaining information will automatically populate. If needed, type in any additional information (e.g. apartment number, etc.). Tap **Next**.

4. VOTER SIGNS FOR UPDATE

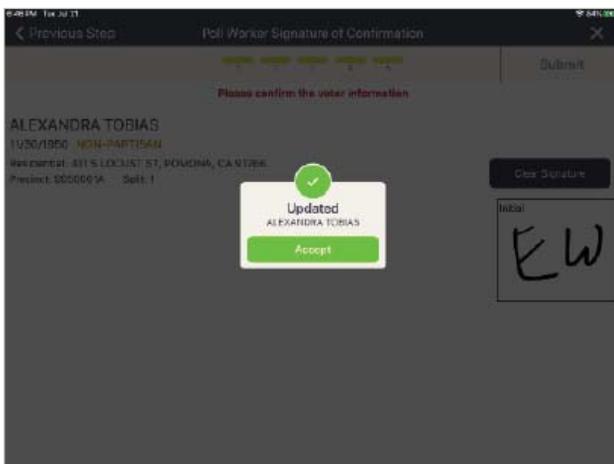
Rotate the ePollbook to voter and have them sign for the update to their registration, then tap **Next**.

Election Worker enters their initials, then taps **Submit**.



5. REGISTRATION IS UPDATED

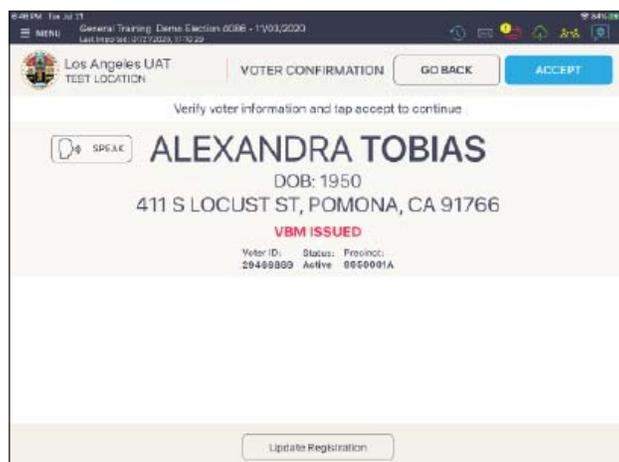
Drop-down box shows registration is updated. Tap **Accept**.

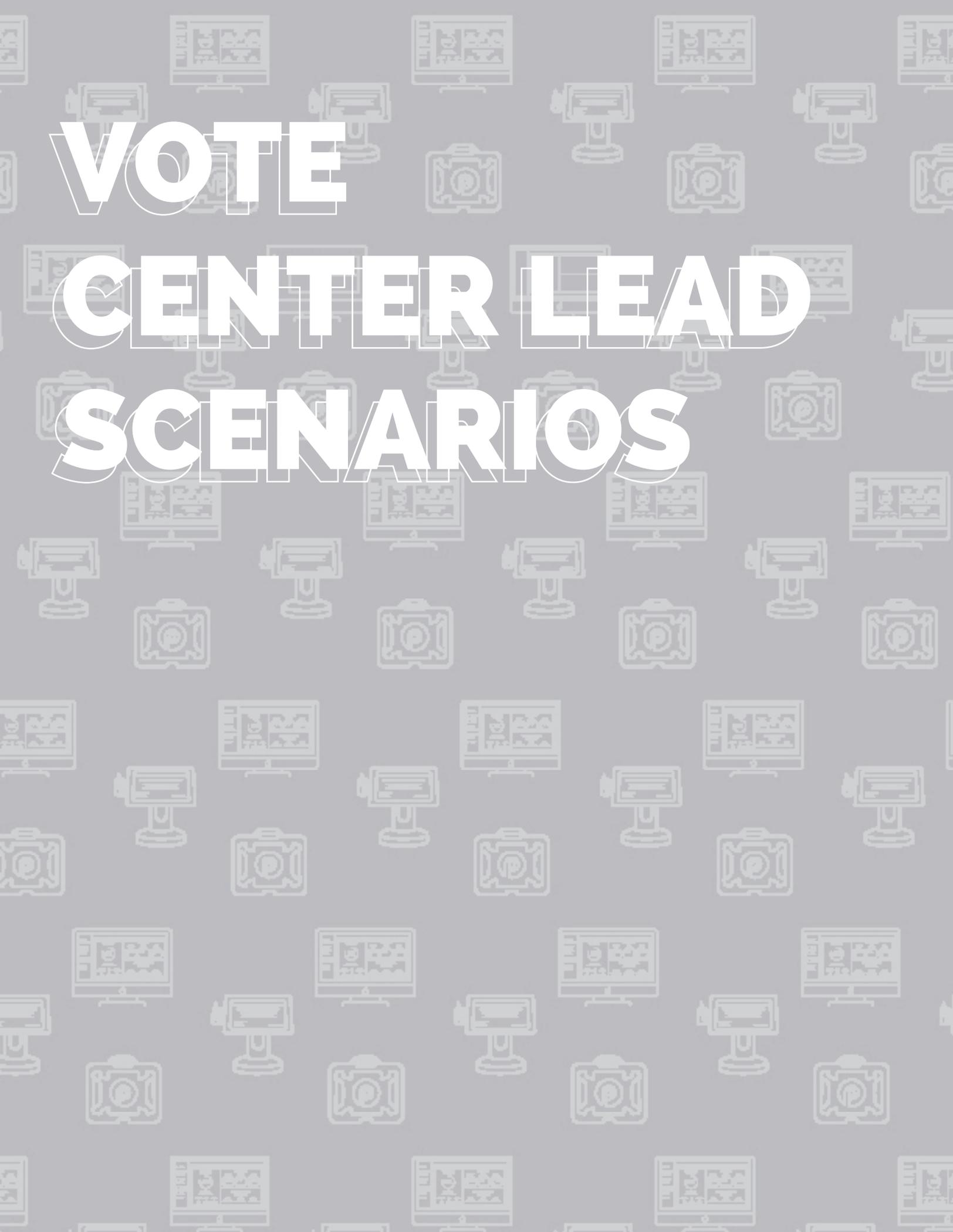


6. VOTER CONFIRMS CHANGES

Rotate the ePollbook to the voter. Have voter confirm information has been changed. Continue processing voter per procedure.

Place the completed *Change of Address Form* in the Green Stripe Envelope.

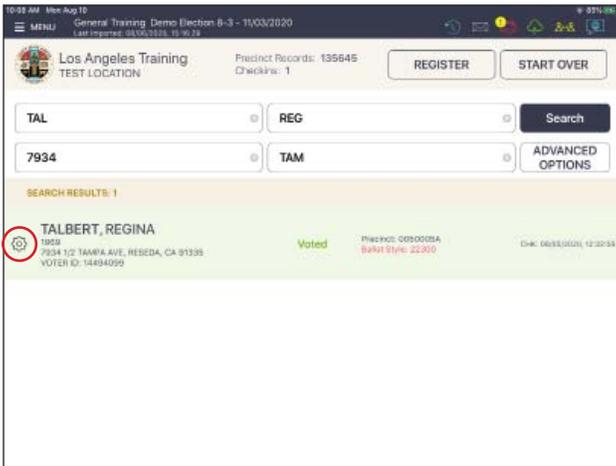


The background features a repeating pattern of light gray icons on a dark gray background. The icons include computer monitors displaying data charts and cameras, arranged in a grid-like fashion.

VOTE CENTER LEAD SCENARIOS

LEAD SCENARIOS | CANCEL VOTER CHECK-IN

1. LOOK UP VOTER



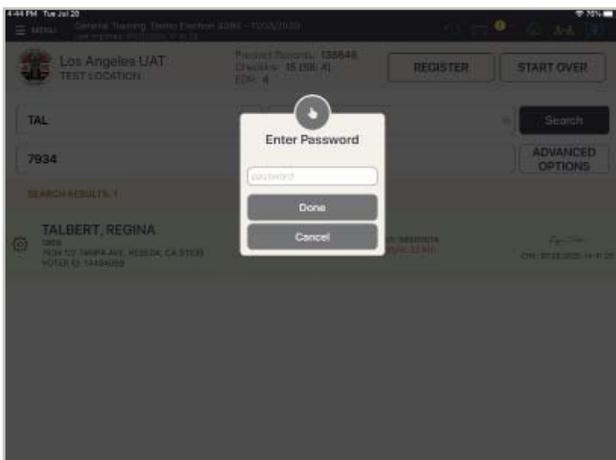
The voter check-in needs to be cancelled (made as though they have not checked in at a Vote Center), if:

- A voter needs to leave without voting their ballot
- QR Code is misprinted and cannot be read by the BMD
- The ballot is damaged by the BMD

Lead should complete the process as follows: Look up the voter's record again using **MANUAL ENTRY** process (record shows voter has already voted).

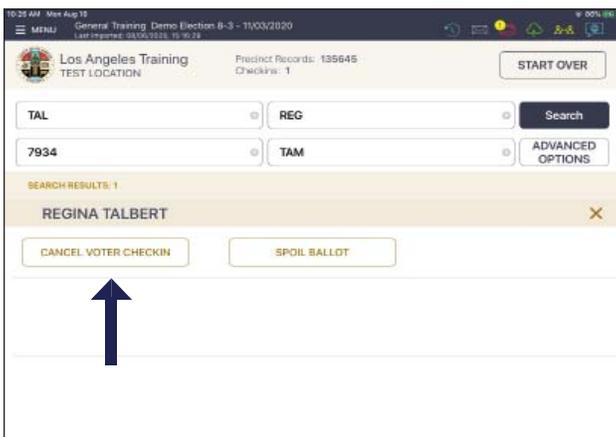
Tap the **Special Functions icon** next to voter's name.

2. ENTER PASSWORD



Enter the Special Functions Password (password will be provided by the RR/CC), then tap **Done**.

3. CANCEL THE CHECK-IN



The Special Functions menu will display in place of voter's record.

Tap **CANCEL VOTER CHECKIN**.

LEAD SCENARIOS | CANCEL VOTER CHECK-IN

4. CANCEL CHECK-IN REASON

Step 1: Election Worker Name and Reason

Cancel Voter Check-In NEXT

John Doe OTHER

Election Worker Name

Voter had family emergency

Lead will type their name, then click on drop-down menu for reason. Select reason Check-In is being cancelled. If “Other” is selected, type in details.

Tap **Next**.

5. LEAD SIGNS

Step 2: Review, Sign and Submit

Cancel Voter Check-In SUBMIT

Voter Information:
Talbert, Regina - 06/19/1969
7934 1/2 TAMPA AVE, RESEDA, CA 91335

Details:
Had family emergency

Cancellation Reason:
Other

CLEAR SIGNATURE

John Doe

Election Worker Signature

Lead will sign to confirm the cancelled Check-In, then taps **SUBMIT**.

6. VOTER'S CHECK-IN IS CANCELLED

General Training Demo Election 6-3 - 11/03/2020

Los Angeles Training TEST LOCATION

Predict Records: 135645
Check-ins: 0

START OVER

TAL REG Search

7934 TAM ADVANCED OPTIONS

SEARCH RESULTS: 1

TALBERT, REGINA
1969
7934 1/2 TAMPA AVE, RESEDA, CA 91335
VOTER ID: 14494099

VBM Issued PWRKID: 00000004
Serial Style: 22309

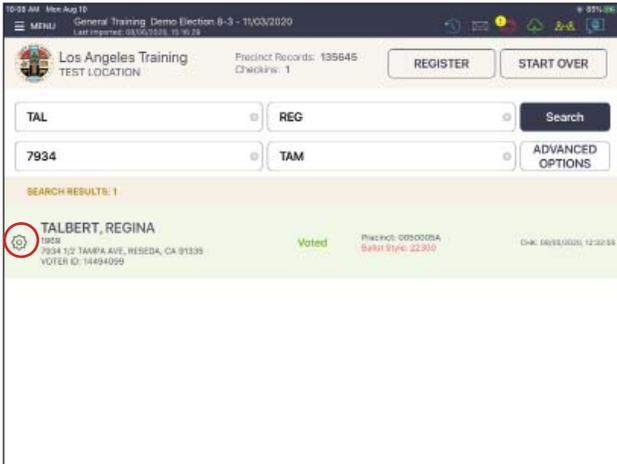
Voter will be removed from check-in count, and “Voted” status is removed from the record. Write “Void” on original ballot and place in the Blank Ballot Box.

IMPOTANT NOTE: Anytime a voter’s Check-In is cancelled or a ballot is spoiled, voter **MUST** have a ballot to return. If voter does not have a ballot to return, **DO NOT** cancel their Check-In or spoil and re-issue a ballot.

LEAD SCENARIOS | SPOIL BALLOT

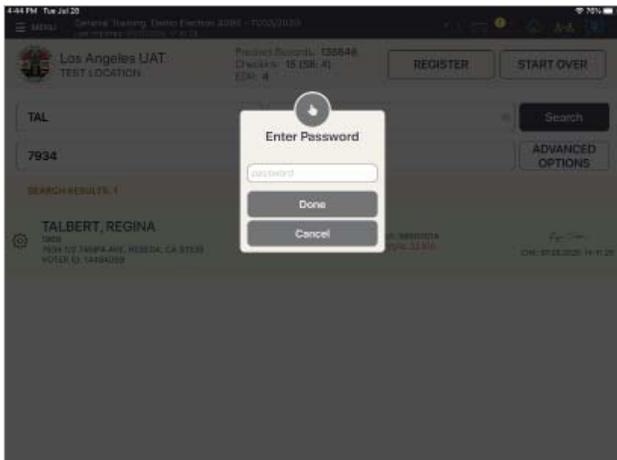
1. LOOK UP VOTER

If a voter has made an error in their selections, then printed their ballot, or if voter personally damaged their ballot, their ballot can be spoiled (voided) and issued another ballot. Lead should complete the process as follows:
Look up the voter's record again using **MANUAL ENTRY** process (record shows voter has already voted).
Tap the **Special Functions icon** next to voter's name.



2. ENTER PASSWORD

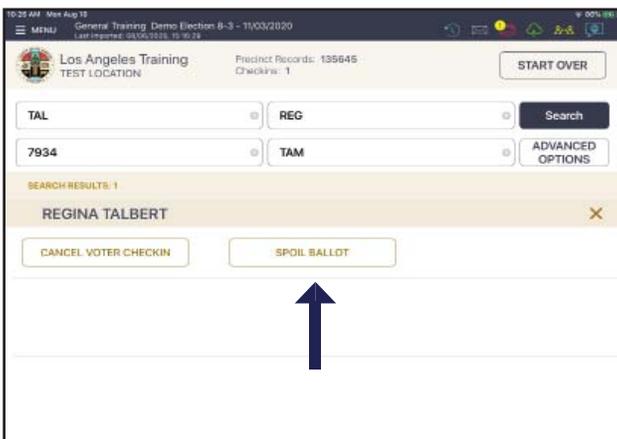
Enter the Special Functions Password (password will be provided by the RR/CC), then tap **Done**.



3. SPOIL BALLOT

The Special Functions menu will display in place of voter's record.

Tap **SPOIL BALLOT**.



LEAD SCENARIOS | SPOIL BALLOT

4. SELECT SPOIL REASON

A Spoil Ballot screen will appear.

The screenshot shows a mobile application interface for a "Spoil Ballot" screen. At the top, it displays "Los Angeles UAT TEST LOCATION" and "START OVER" and "SPOIL BALLOT" buttons. The voter's name is "TALBERT, REGINA" and the address is "7934 1/2 TAMPA AVE, RESEDA, CA 91335". Under "Choose the ballot(s) to spoil:", the number "22300" is entered in a text box. To the right, under "Choose Reason", there are four buttons: "Ballot Destroyed", "Spoil After BMD Review", "Voter Left without Voting", and "Other". At the bottom left, it says "Spoiled Ballots Remaining: - 22300 ballot style: 3". A small disclaimer at the bottom reads: "Voters who mishandle their ballot are only entitled to one additional ballot and must cast the replacement ballot."

5. SUBMIT AND PRINT NEW BALLOT

Select ballot to spoil and reason for spoiling ballot. Insert blank ballot into BAM printer using using both hands and place ballot paper within the paper guides on printer, then tap **SPOIL BALLOT**. Replacement ballot will print. Issue replacement ballot to voter and direct to the Vote Area to vote and cast ballot in the same booth. Write "VOID" on original ballot and place in Blank Ballot Box.

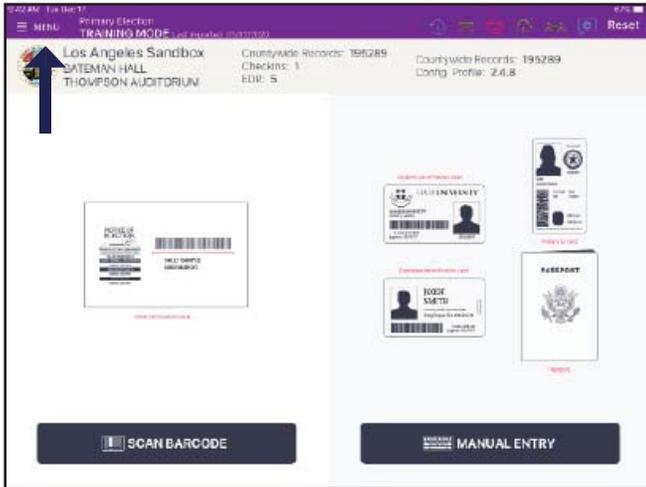
This screenshot is similar to the previous one, but the "SPOIL BALLOT" button at the top right is highlighted in blue. In the "Choose Reason" section, the "Spoil After BMD Review" button is also highlighted in blue. The "Spoiled Ballots Remaining" section now shows "- 22300 ballot style: 2". The disclaimer at the bottom remains the same.

6. IMPOTANT NOTE

MPOTANT NOTE: Anytime a voter's Check-In is cancelled or a ballot is spoiled, voter MUST have a ballot to return. If voter does not have a ballot to return, DO NOT cancel their Check-In or spoil and re-issue a ballot.

CLOSING PROCEDURES

ELECTION WORKERS | TOTAL CHECK-IN COUNT



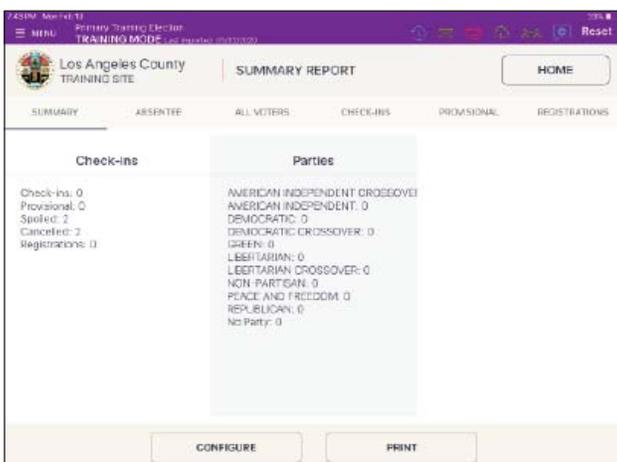
1. LOCATING THE SUMMARY REPORT

To access the Summary Reports, tap **Menu** at the top left of the screen to go to the LA County Home screen.



2. SUMMARY REPORT ICON

Tap **Summary Report** icon.



3. TOTAL CHECK-INS

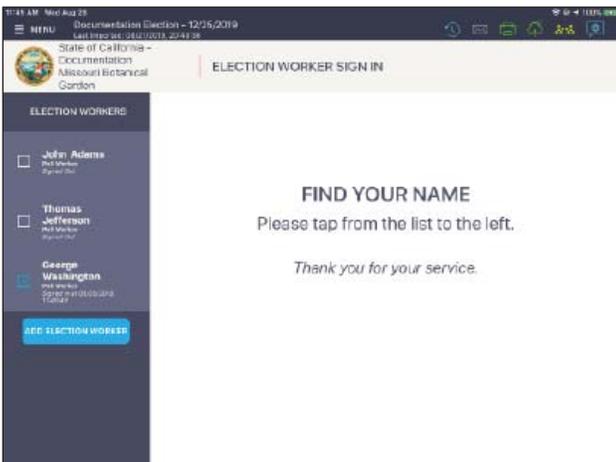
On Summary Report screen, select Summary Tab, then give Lead the number of Check-Ins. This number is cumulative over all days of voting, so Lead will need to subtract the previous nights Check-Ins to calculate total Check-Ins for this day of voting.

ELECTION WORKERS | SIGN OUT



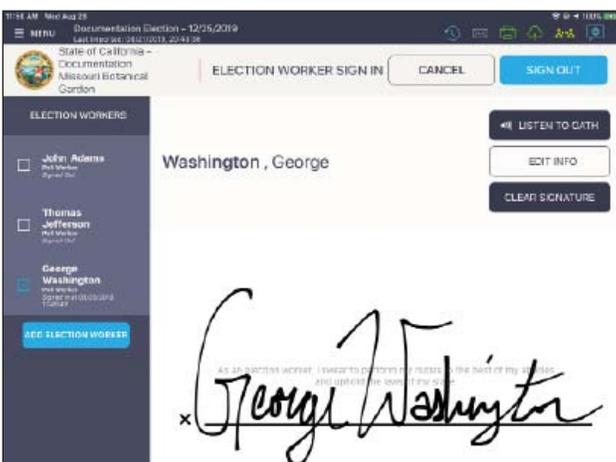
1. ELECTION WORKERS SIGN OUT

Lead selects **MENU** from any screen, and taps **ELECTION WORKERS** to go to Election Worker sign in/out screen. Lead enters password provided by the RR/CC.



2. ELECTION WORKER SCREEN

Each Election Worker finds their name and taps the box next to their name.



3. ELECTION WORKERS SIGN OUT

After selecting name, each Election Worker signs their name, then selects **SIGN OUT** in upper right. After all Election Workers are signed out, select **MENU** in top left corner.



1. POWER OFF & UNPLUG PRINTER

Ensure all ePollbooks remain powered on until each has completed a final sync with the system. This ensures all the voter records have been updated.

Power off the printer and disconnect power cord.



2. POWER OFF EPOLLBOOK

Remove lightning cord from ePollbook, then turn off ePollbook by holding the power button until the screen goes black. Disconnect power cord.

Follow Chain of Custody process, then place ePollbook and BAM printer in the carrying case.

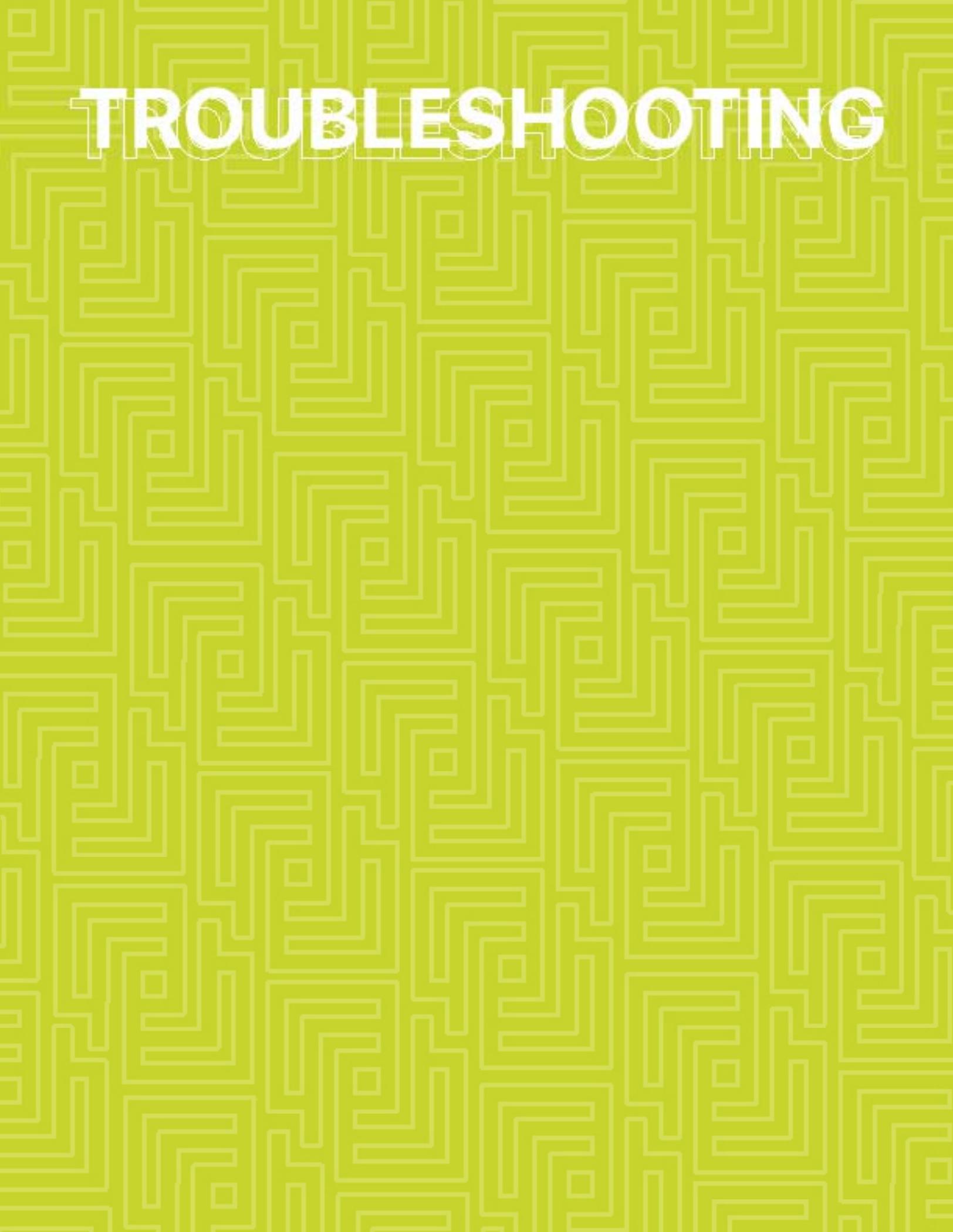
NOTE: Make sure to match the ePollbook and BAM printer with the matching case.



3. SECURE EPOLLBOOK CASE

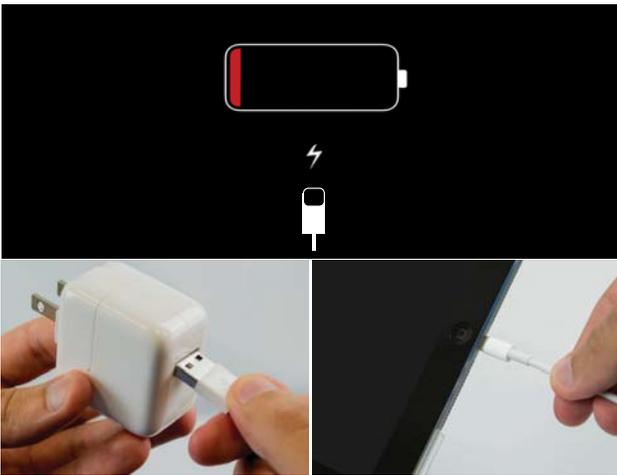
Place case back in BMD Cart. Lead will seal cart with Zip Tie.

TROUBLESHOOTING

The background of the entire page is a repeating pattern of a white maze on a yellow background. The maze consists of interconnected lines forming a complex, non-linear path that repeats across the entire surface.

TROUBLESHOOTING

CHARGING EPOLLBOOK



- Plug USB end of power cable into power cube.
- Plug power cube into a power supply.
- Plug power cable into lightning port on ePollbook.
- Wait about five minutes for the ePollbook to charge.
- With sufficient power, ePollbook will auto power on.
- Resume normal operations.

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed.



EPOLLBOOK CHARGING ICON

If the battery indicator is not green or a charge icon does not appear, verify the following:

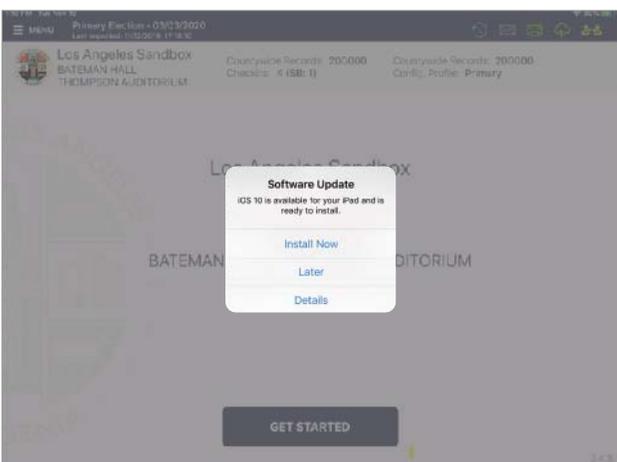
- Power cable is connected to the ePollbook.
- Power cube is plugged into the surge protector.
- Surge protector is plugged into a wall outlet.
- Power switch on the surge protector is set to the on position.



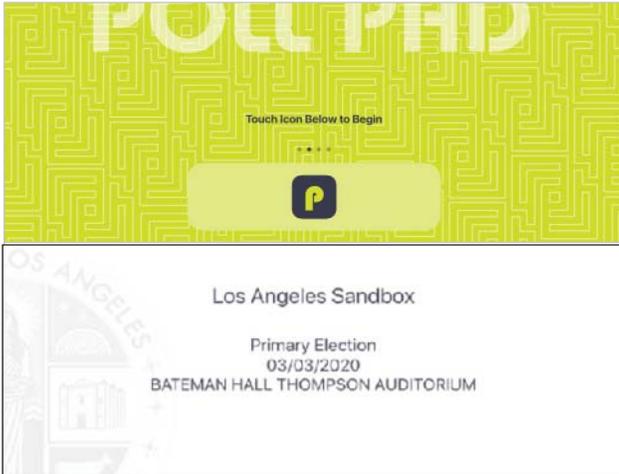
IOS SOFTWARE UPDATE

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

- From the list of on-screen options, tap **Later**.
- Tap the **Home** button and verify Poll Pad app remains open.



TROUBLESHOOTING



OPENING POLL PAD APP

If application does not automatically launch when powered on, tap the Poll Pad app at the bottom of the Home screen.

Verify the correct home page displays.



EPOLLBOOK SCREEN IS UNRESPONSIVE

If the ePollbook screen is unresponsive, perform the following steps:

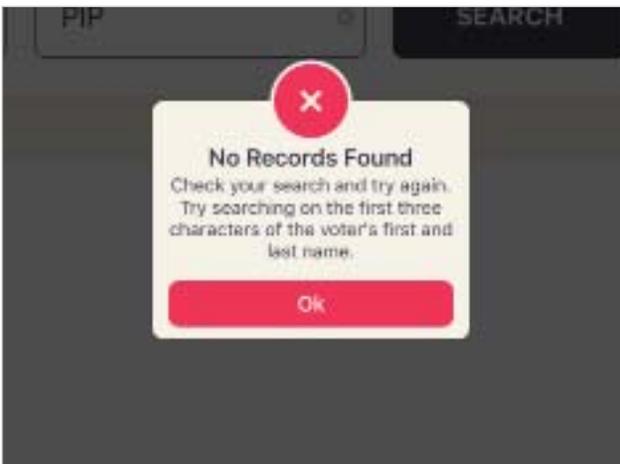
- Unplug unit from power source.
- Hold down the Power and Home buttons simultaneously.
- Release both buttons once the Apple logo displays on-screen.
- After application launches, return to previous activity.



BARCODE NOT SCANNING

- Not lined up properly: Place Sample Ballot bar code within the frame on the ePollbook screen.
- Light glare: Adjust the Sample Ballot or move the stand and resume.
- Barcode is damaged: Use manual lookup procedure.

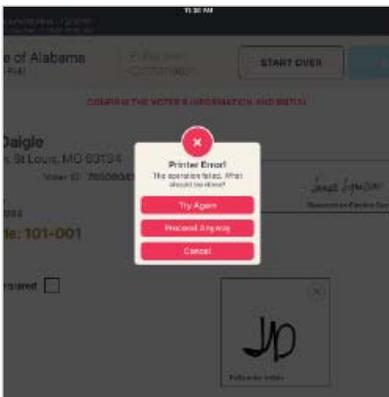
TROUBLESHOOTING



VOTER NOT FOUND

- Record does not match the Registration record (example: Bill/William).
- Check that names are typed correctly. Use fewer letters of the Voter's name, or search by first or last name only.

Still having trouble? Refer voter to the Vote Center Lead or call the Polls Section.



NOT PRINTING / STOPS PRINTING

- Make sure the printer is turned on.
- Confirm the printer is plugged into outlet and cords are securely connected.
- Verify paper is being inserted correctly.
- Confirm connection with ePollbook (green icon). If not connected, see below.



LOST PRINTER CONNECTION

Printer icon will turn red if printer has lost connection to ePollbook. Tap the printer icon, and a status box will display, "Printer Status: Not Connected."

Close and reopen Poll Pad app, by double pressing the Home button and swiping the app up or by navigating to Exit Application on the MENU screen.