

# ELECTION GUIDE

## Election Worker Procedures



**General Election**  
**November 3, 2020**





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The following symbols are used throughout this guide to alert you to key information:



Important



Take a closer look



# Section 1: Introduction



## VOTING SOLUTIONS FOR ALL PEOPLE (VSAP)

# Voting. REIMAGINED.

The Voting Solutions for All People (VSAP) was developed by the Registrar-Recorder/County Clerk (RR/CC) in 2009 to address an aging voting system and an increasingly large and complex electorate. Since the inception of VSAP, Los Angeles County voters have been the focal point of the design direction. Over 5,000 voters in the County, from all walks of life, participated in focus groups and research activities that helped create the optimal voting experience. VSAP will introduce many new features and components that will provide greater accessibility, convenience, and time to vote.

### How will the voting experience be different?

The Voting Solutions for All People will introduce a lot of new changes, such as:

- **Vote Centers:** Voters will be able to mark and cast their ballot at any Vote Center throughout the County. The voter will no longer be limited to voting at an assigned Polling Place.
- **Voting Period:** Voting will be available for an extended election period. Voters will no longer be limited to voting on one day.
- **Ballot Marking Device:** Instead of InkaVote, voters will use a Ballot Marking Device (BMD) that is still dependent on a physical paper ballot. The new BMD offers new accessibility features like the use of multiple languages, audio ballot reading, screen settings and much more.
- **Interactive Sample Ballot (ISB):** Voters will have the option to expedite their voting experience by accessing their sample ballots online and digitally making their selections before visiting a Vote Center. The ISB will allow voters to mark their sample ballots on a computer or mobile device using their preferred accessibility tools or software, and generate a Poll Pass. At the Vote Center, voters can scan their Poll Pass and transfer their selections onto the BMD to cast their votes.
- **Electronic Pollbooks (ePollbooks):** Replacing paper rosters, ePollbooks will allow Election Workers to verify the registration eligibility of any L.A. County voter and allow for same day registration, giving voters the ability to vote at any Vote Center.



To learn more about the history and development of VSAP, visit: [VSAP.lavote.net](https://VSAP.lavote.net).



## HOW VOTING WILL TAKE PLACE



## LANGUAGES AVAILABLE ON THE BALLOT MARKING DEVICE (BMD)

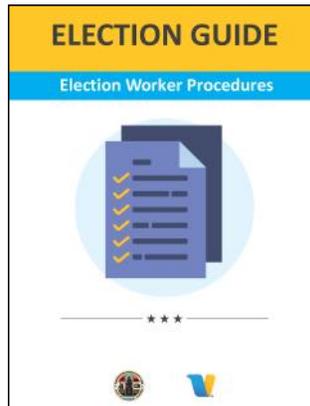
The 13 existing languages below, will be available for voters on the BMD (audibly), and in printed material. The six new languages will be available for translation by calling the Multi-Lingual Help Line on the Telephone Referral Card.

EXISTING LANGUAGES	NEW LANGUAGES
<ul style="list-style-type: none"> <li>● Armenian</li> <li>● Chinese (Mandarin &amp; Cantonese)</li> <li>● English</li> <li>● Farsi</li> <li>● Filipino/Tagalog</li> <li>● Hindi</li> <li>● Japanese</li> <li>● Khmer</li> <li>● Korean</li> <li>● Russian</li> <li>● Spanish</li> <li>● Thai</li> <li>● Vietnamese</li> </ul>	<ul style="list-style-type: none"> <li>● Bengali</li> <li>● Burmese</li> <li>● Gujarati - Dialect of India</li> <li>● Indonesian</li> <li>● Mongolian</li> <li>● Telugu - Dialect of India</li> </ul>

## AVAILABLE RESOURCES

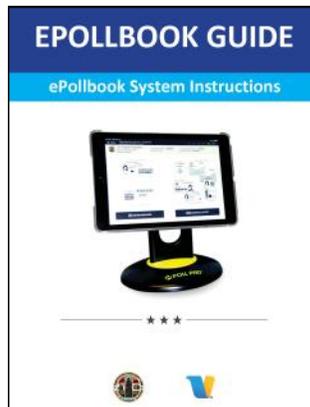
### ELECTION GUIDE & WHAT TO DO IF...

The yellow *Election Guide* now includes the *What To Do If...* handbook, and contains common information for setting-up and running your Vote Center.



### EPOLLBOOK & BMD GUIDES

The blue *ePollbook* and *BMD Guides* are System Instruction guides.



### JOB CARDS & JOB SCRIPTS

The *Job Cards* are easy to use cards that outline the different job duty steps for each Clerk position. They are useful for quick reference.

Remember to set the Job Cards next to each Clerk position.



### REMEMBER

*Whether you are new or experienced, always review your handbooks; there is always new and updated information.*

## SUMMARY OF ELECTION WORKER RESPONSIBILITIES

**Lead & Assistant Lead:** Leads and Assistant Leads are responsible for the overall operation of the Vote Center. They work together with the other Election Workers to assist voters. Leads also resolve any issues inside the Vote Center and those that may arise with voters.

**Clerk:** Clerks work with the Lead in order to set-up the Vote Center and assist voters. Generally, Clerks perform one of the different Clerk positions: Stop Station Clerk, Line Monitor, Check-In Clerk, Vote Area Monitor, VBM/Provisional Clerk.

**Coordinator:** Coordinators roam between assigned Vote Centers to support daily operations. They will be dispatched by the RR/CC to resolve problems with equipment, or to assist with other issues.

**Troubleshooter:** Troubleshooters roam between Vote Centers to support daily operations, and are the highest level of support. They will be dispatched by the RR/CC to resolve technical problems with equipment, or to assist with other issues.



### SHARED DUTIES (ALL ELECTION WORKERS):

- Set-up the Vote Center each day in order to open by the assigned time.
- Assist voters.
- Close the Vote Center each day.
- Deliver ballots to the Check-In-Center at the end of each night (the Lead and a Clerk must travel together in the same vehicle).
- Perform any other duties for a successful Election.

### LEAD DUTIES:

- Oversee the Vote Center and ensure that operations are moving smoothly and efficiently.
- Communicate with the Help Desk using the County-issued cell phone.
- Set the break schedule for Election Workers.
- Answer questions from voters and Election Workers.
- Handle issues related to Media, Poll Watchers, or Electioneering.
- Ensure that Election Worker procedures are followed.

## CHANGES DUE TO THE CORONAVIRUS (COVID-19)

**Vote By Mail (VBM):** As found on the California Secretary of State website, “Every active, registered voter living domestically will be mailed a ballot no later than 29 days prior to Election Day.” Therefore, every active voter in Los Angeles County will be sent a VBM Ballot starting with the November 3, 2020 General Election. All voters will show up in the ePollbook as either VBM Issued or VBM Returned and should be processed accordingly.

**COVID-19 Guidelines:** Because of the risk to all individuals with the Coronavirus (COVID-19), there are new guidelines in place to protect all individuals at Vote Centers. These new guidelines include:

- Maintaining a 6 ft. distance between all other individuals
- Wearing a face covering when interacting with others
- Sanitizing voting equipment after each voter
- Wearing gloves or hand sanitizing after each interaction with others

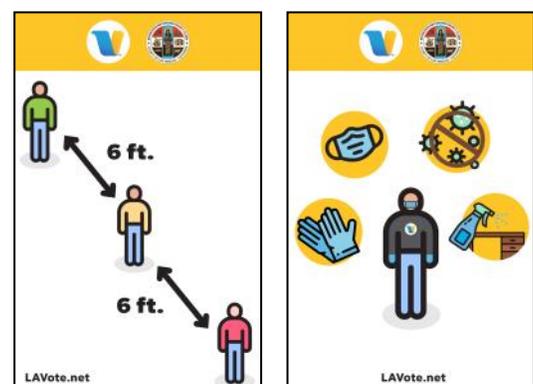
### Personal Protective Equipment (PPE) that will be available at the Vote Center:

- Face Masks - If a voter does not wear a face covering when coming to vote, a face mask will be offered to them. All Election Workers should wear a face covering.
- Sanitizing Wipes - These should be used to sanitize equipment (ePollbook, stylus, BMD), and areas (Check-In table, table used to complete forms, etc.) after each voter.
- Gloves - Gloves will be available in various sizes for voters and Election Workers.
- Hand Sanitizer - Hand sanitizer will be available and should be used by Election Workers after each voter, if not wearing gloves, and can be offered to voters as well.

### Specific Clerk Interactions (You will be provided with more specific instruction in class):

- Stop Station Clerk - Informs voters of COVID-19 Guidelines. Offers masks, gloves & hand sanitizer.
- Line Monitor - Provides voter assistance and directs voters to VBM drop-off or to Check-In. Must wear face covering at all times. If exchanging materials with voter, must wear gloves or use hand sanitizer.
- Check-In Clerk - Interacts with voters at Check-In Table. Maintain at least a 6 ft. distance from others. Have separate stylus for voters. Always sanitize area, ePollbook and stylus after each voter.
- Vote Area Monitor - Interacts with voters at the BMDs. Maintain at least a 6 ft. distance from others. Sanitize each BMD after every voter.
- VBM/Provisional Clerk - Interacts with voters after voting, and receiving VBM Ballots. Must wear gloves when exchanging material with voters. Maintain at least a 6 ft. distance from others. Sanitize area after voter contact.

### These Signs Will Be Posted At Each Vote Center





# Section 2:

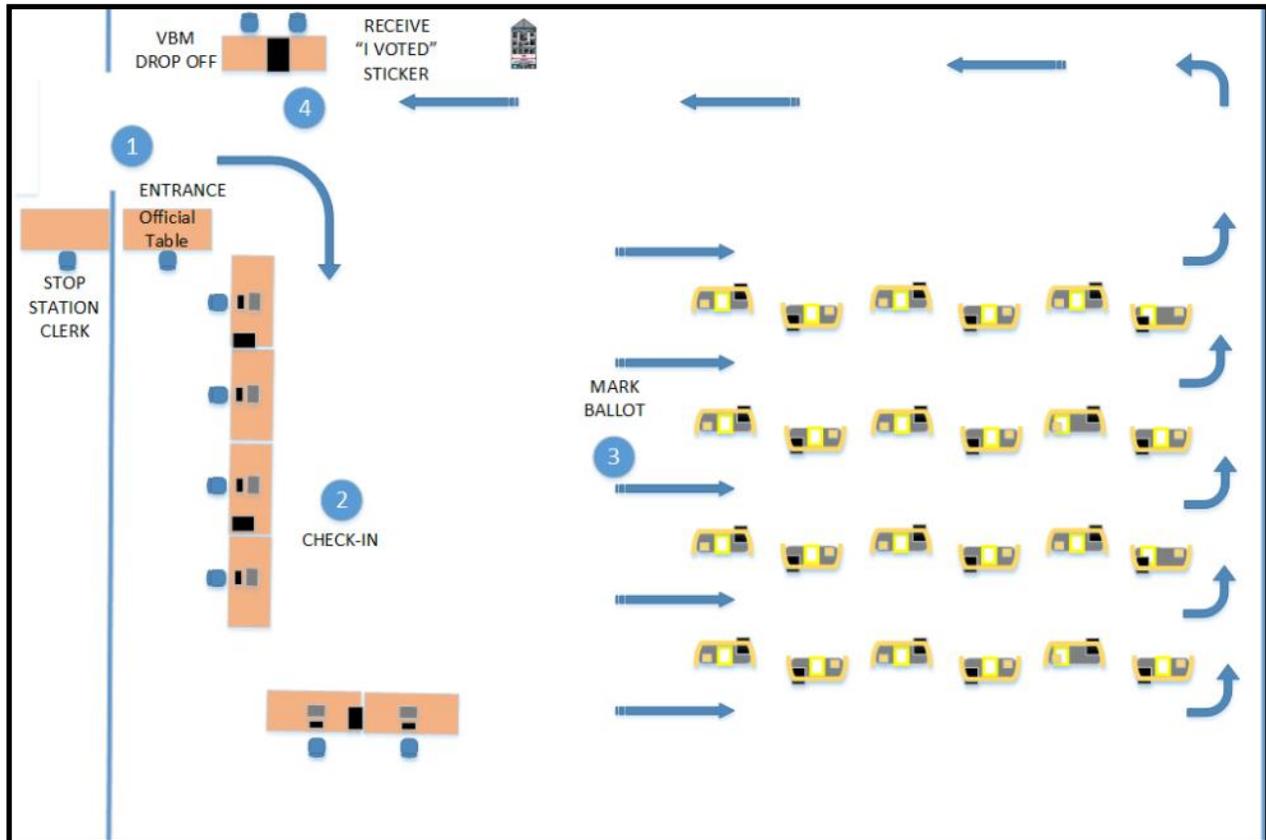
## Setting Up the Vote Center



## SET-UP OVERVIEW

The diagram below gives a general overview of the Vote Center layout. The shape and size of your Vote Center may vary. Each Vote Center will be set-up according to a specific layout that ensures accessibility for all voters. **Do not change the layout in any way.** If you believe there is a problem with the layout in your facility, contact the Help Desk (see Appendix E: Contact Information).

See the next several pages for details on setting up the Vote Center.



**Note:** The Official Table (Lead Table) will be positioned near the entrance in most Vote Centers. If this is not possible, it will be placed where space is available.

## FOOT TRAFFIC AND SAFETY INSIDE THE VOTE CENTER

### Ensure a clear path of travel

The path of travel inside the Vote Center should be free of hazardous conditions **for all voters**, including those using walkers, service animals and wheelchairs. Hazardous conditions could include chairs, power cords, or any other loose objects that are in the path of travel.

### Report incidents to Help Desk

Any unsafe or hazardous conditions should be promptly reported to the Help Desk (see Appendix E: Contact Information). Also, any incidents in the Vote Center related to the path of travel, such as a voter or Election Worker who trips or falls, should be promptly reported.

## SET-UP OF THE VOTE CENTER

Election Workers must arrive at the Vote Center for set-up at the time specified on their Appointment Letter.

Follow the steps below for setting up each day that the Vote Center is open.

### Vote Center Lead Set-up Responsibilities:

1. Speak with the facility contact to gain access inside.  
(Note: Facility contact information will be provided by Polls Section during recruitment.)
2. Open the Primary Cart and retrieve the cell phones and follow the Chain of Custody process steps below:



Primary Cart identified with red "P"

### Opening the Supply Cart:

- Find the Primary Cart. This will be the cart with the red "P" (as shown at right).
- Inspect the Zip Tie on the Primary Cart (if the Zip Tie has been tampered with, contact the Help Desk immediately (see Appendix E: Contact Information)).
- Break the Zip Tie on the Primary Cart.
- Remove the cell phones from top shelf.
- Power on and confirm they are charged (charge if necessary).
- Log the broken Primary Cart Zip Tie following the Chain of Custody process.



Inspect and break Zip Tie

3. Confirm all Election Workers have arrived using the Assignment Letter provided by the Polls Section. Call the Help Desk to report "No Show" Election Workers.
4. Assign roles and instruct staff to begin setting up their stations (as referenced on pp. 13 - 20).
5. Find the BMD Carts containing the ePollbook cases. Break the Zip Ties and follow Chain of Custody process. Remove all ePollbook cases and have Election Workers assigned as Check-In Clerks begin setting up.



Remove cell phones, and other items from top shelf

## SET-UP OF THE VOTE CENTER (CONTINUED...)

6. Once the first ePollbook has been set-up, instruct Election Workers to sign in. (See page 8 in the ePollbook Guide for instructions on sign in.)
7. Distribute ballots to Check-In Clerk stations once ePollbooks are set up. (See Check-In Clerk set-up.)
8. Lock traditional Ballot Box with yellow Zip Tie (See VBM/ Provisional Clerk set-up.)
9. Complete Vote Center Safety Inspection Card. (See below.)
10. Remind all Election Workers to wear a Name Tag.
11. Once the Vote Center is set-up, conduct a final assessment and ensure all stations are set up according to procedures and site-specific instructions.
12. Complete ePollbook Election Worker Check-in and select the Get Started button in the ePollbook.
13. At opening time, Vote Center Lead announces aloud that the "Polls are now open."



### NAME TAGS

Election Code requires that all Election Workers wear a name tag.

Each Election Worker should complete all information.

In the space next to "I speak," Election Workers may write any other languages that they speak (even if the language is not one of the mandated languages).

The form is titled "Election Official" and includes fields for "Precinct #", "Hello, my name is:", "Please print", and "I speak: Language".



### VOTE CENTER SAFETY INSPECTION CARD

Verify that the path of travel voters will most likely use to get to the room of the Vote Center is **safe** and **free of any hazardous objects and conditions**.

Fill-out the Safety Inspection Card when setting up. Place in Green Stripe Envelope (GSE) when complete. Complete a new Safety Inspection Card for each day of voting.

The form is titled "Safety Inspection Card" and includes the GSE logo. It contains fields for "Election Date", "Inspector's Name", "Precinct Number", and "Room Name". It also includes instructions for the inspector and a table for recording inspection results.

Polling Place Name	Time of Inspection	Results
		<input type="checkbox"/> No hazardous or unsafe conditions were found. <input type="checkbox"/> I reported these conditions: _____ _____

## USING THE SAMSUNG GALAXY S9 SMARTPHONE

### Charging the Samsung Galaxy S9:

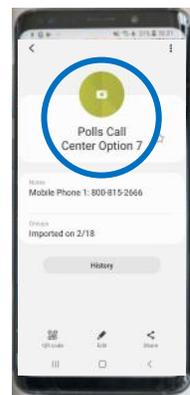
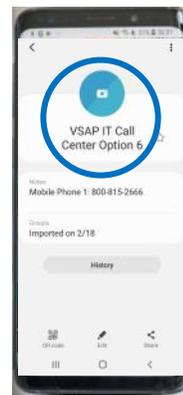
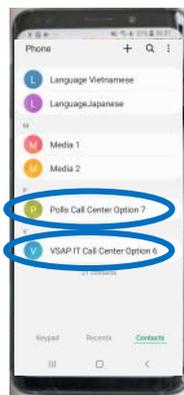
- Charger will be in box, under phone.
- Plug charger into bottom of phone under Home Button. Plug other end into wall outlet.
- Charge throughout the day when not in use.

### Turning on the Samsung Galaxy S9:

- Press and hold power button on right side to power on.
- Swipe up to unlock, enter passcode: VSAP (8727).
- Home Screen will appear.



Icon	Description
	<b>BACK.</b> Opens the previous screens in the working sequence until the home screen is displayed. Once the home screen is displayed, it will remain there even when you press the back key.
	<b>HOME.</b> Short press while on any app: Will take you to the home screen Long press: Will activate Google Assistant
	<b>RECENT.</b> Short press: Opens a list of thumbnail images of apps you have worked on recently. To open an app, touch it. To remove any app from this list, swipe the app to the left or right. Double press: Launches the menu options of any app.



<p><u>Home Screen</u> (Example above)</p>	<p><u>Contacts</u> Touch to get Pre-Programmed numbers</p>	<p><u>Pre-Programmed Help Desk</u> Touch to select either Option 6 (Technical Issues), or Option 7 (Non-Technical Issues)</p>	<p><u>Help Desk - Option 6</u> IT (Technical) Support (Can press 6 immediately after talking starts, then 1 for Vote Center IT)</p>	<p><u>Help Desk - Option 7</u> Non-Technical Support (Can press 7 immediately after talking starts, then 0 to talk to a person)</p>
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## USING THE SONIM SMARTPHONE

### Charging the Sonim Smartphone:

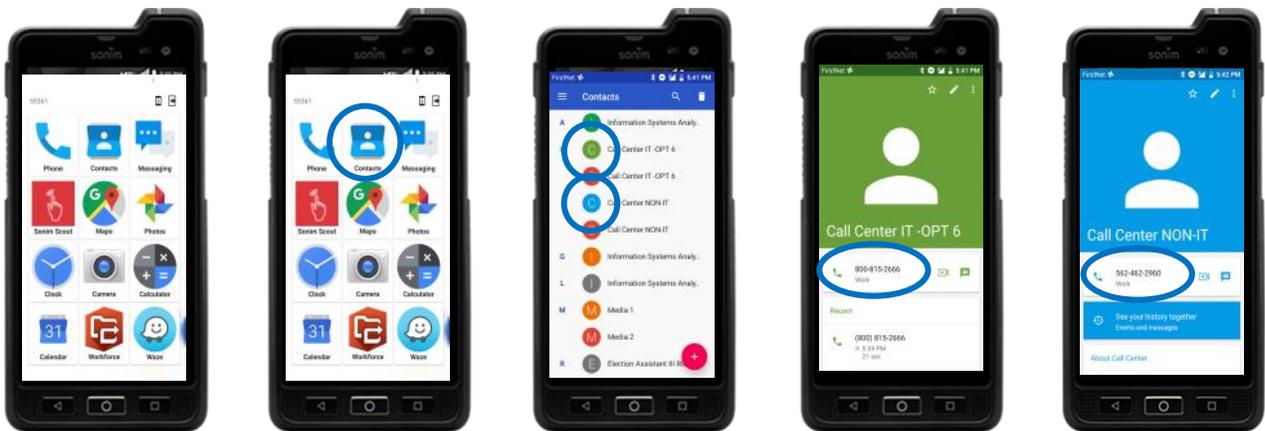
- Charger will be in box, under phone.
- Pull back rubber tab on bottom of phone under Home Button and plug charger into phone. Plug other end into wall outlet.
- Charge throughout the day when not in use.

### Turning on the Sonim Smartphone:

- Press and hold power button on left side at top to power on.
- Press Home Button to unlock, enter passcode: VSAP (8727).
- Home Screen will appear.



Icon	Description
	<b>BACK.</b> Opens the previous screens in the working sequence until the home screen is displayed. Once the home screen is displayed, it will remain there even when you press the back key.
	<b>HOME.</b> Short press while on any app: Will take you to the home screen Long press: Will activate Google Assistant
	<b>RECENT.</b> Short press: Opens a list of thumbnail images of apps you have worked on recently. To open an app, touch it. To remove any app from this list, swipe the app to the left or right. Double press: Launches the menu options of any app.



<p><u>Home Screen</u> (Example above)</p>	<p><u>Contacts</u> Touch to get Pre-Programmed numbers</p>	<p><u>Pre-Programmed Help Desk</u> Touch to select either Option 6 (Technical Issues), or Option 7 (Non-Technical Issues)</p>	<p><u>Help Desk - Option 6</u> IT (Technical) Support (Can press 6 immediately after talking starts, then 1 for Vote Center IT)</p>	<p><u>Help Desk - Option 7</u> Non-Technical Support (Can press 7 immediately after talking starts, then 0 to talk to a person)</p>
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# CHAIN OF CUSTODY

At the beginning of each day, ePollbook cases and phones are stored inside the BMD Primary Cart. This cart has a red "P" signifying that it is the Primary Cart. There is only one BMD Primary Cart per Vote Center, but there may be Secondary BMD Carts containing items that need to be secured (i.e. additional ePollbooks, Ballot Paper, Report Paper, etc.). The following procedures are to be followed when performing Chain of Custody.



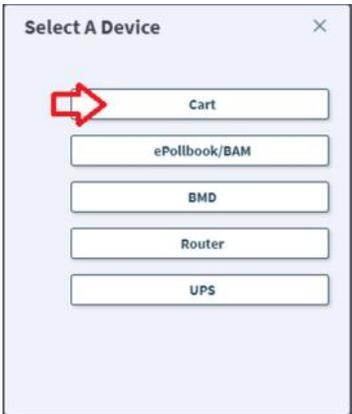
Break the Zip Tie on the BMD Primary Cart.



Retrieve County-issued Phones (located at the upper left shelf of the cart) and power on. Log into Cherwell Chain of Custody application, on the Samsung phone, by tapping the Cherwell icon.



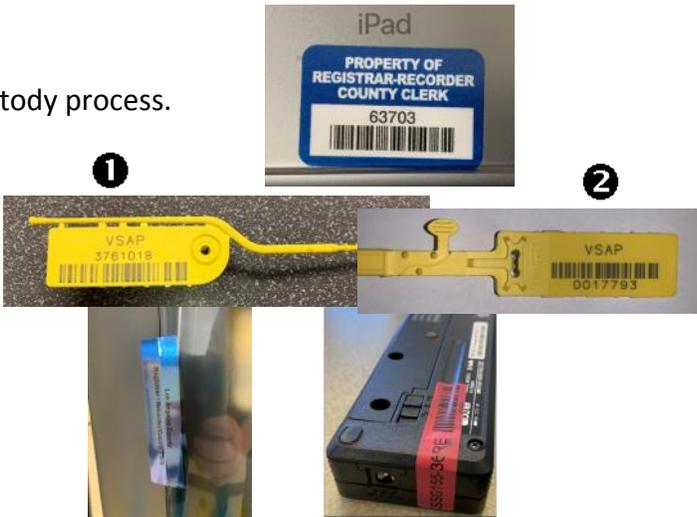
Dashboard screens at right. These screens are used throughout the app to select time of scans, and item(s) being scanned. When the Submit button is selected after each scan, another screen lets you select to scan another of the same device, a different device or return to Home (see screen on next page).



To start, select Opening Vote Center, then select device being checked. For each time of day, check all devices listed in the order listed.

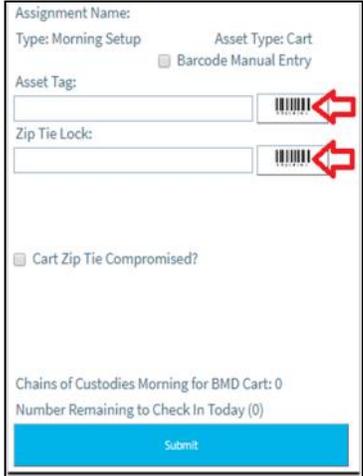
Three items are checked during the Chain of Custody process.

- Asset Tags (Scanned to let the system know the device or item being checked)
- Zip Ties - ① for BMD; ② for BMD Carts and ePollbook Cases (Both are scanned and compared to last recorded Zip Tie)
- Security Seals - Blue for IBB & Red for Data Ports (Observed to verify no tampering)

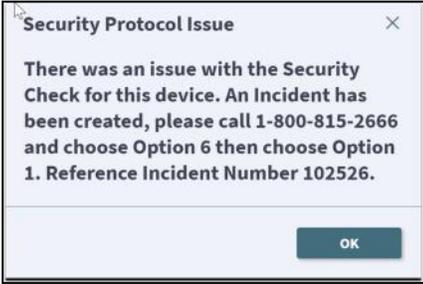


### CHAIN OF CUSTODY (CONTINUED...)

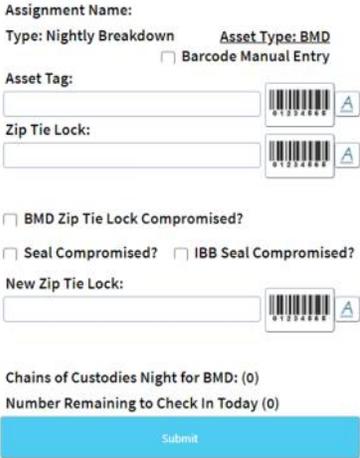
Each device screen shows items to be scanned or visually observed. Screen at right shows Asset Tag and Zip Tie are to be scanned, and Check Box is used to verify if Zip Tie or Security Seals have been compromised. Numbers from barcodes can be manually entered, or by touching the barcode at the right of the field, the camera is activated and barcodes can be scanned. Only check the box if Zip Ties or Security Seals have been compromised. After scanning the required items, and verifying if items have been compromised, tap Submit to enter the information.



After tapping Submit, a screen (shown below) will give the options to scan additional items of the same type, scan a different device type or return to the Home Dashboard screen. If the checkbox for a compromised Seal or Zip Tie was checked, you will receive a message with instructions, and an Incident reference # (shown below).



On BMDs, at Closing Vote Center and BMD Maintenance, you will be required to scan the Asset Tag, existing Zip Tie and a new Zip Tie. New Zip Tie should be placed in the headphone area of the BMD to be used when the Vote Area Monitor has completed the required maintenance. For Mobile and Pop-Up Vote Centers that are taken down each night, place the new Zip Tie under the Hand Held Controller to be attached to the Integrated Ballot Box (IBB) the following morning.



At end of each night, final item to scan is the Asset Tag of the Primary Cart, and the Zip Tie that will be used to lock the Primary Cart. After scanning these items, tap the Home Button at bottom of phone, access the SITH App to scan items going to the CIC (follow procedure on page 40). Once complete, power off the phone, place on the top left shelf of Primary Cart, then lock the Cart with the Zip Tie that was scanned.

## CHECK-IN CLERK (EPOLLBOOK) SET-UP:

Follow the steps below for setting up the Check-In Table:

1. After removing ePollbook cases from Primary or Secondary BMD Cart(s), follow Chain of Custody process on all ePollbook Cases.
2. Set-up all ePollbooks (see next page for ePollbook set-up procedures) and Vote Center Lead logs in to the first ePollbook (**see Opening Procedures in ePollbook Guide**).  
Note: The Ballot Activation Mechanism (BAM) printers will also be equipped with paper guides to help ensure that Quick Response (QR) codes print properly.
3. All Election Workers will sign in using the first ePollbook.
4. Set up all Check-In Clerk supplies and totes (including the following):

### Tote:

- Assisted Voters Tally Card
- Telephone Referral Cards
- CVR/Provisional Materials
- Job Cards and Scripts

### Other:

- 20/20 Easy to Read Pen (Accessibility Tool)
- "Stop We Need You" Form
- Voter Registration Forms

### Stationary Kit:

- Pens
- Pen Foam Grips (Accessibility Tool)
- Magnifier (Accessibility Tool)
- Signature Guide (Accessibility Tool)

5. Distribute ballots to Check-In Clerks (Lead):
  - Inspect seal on Blank Ballot Boxes containing blank ballots (if any show signs of tampering, contact the Help Desk). Break the seal on first Blank Ballot Box.
  - Distribute one bundle of ballots to each Check-In Clerk. Ballots are packed in bundles of 100.

### Example of Check-In Clerk Stations after Set-Up



### CHECK-IN CLERK (EPOLLBOOK) SET-UP: (CONTINUED...)

#### Setting-Up the Check-In Clerk Station

Retrieve ePollbook case from BMD Cart, following Chain of Custody process. All other components should be on Check-In Table. Lay ePollbook face down on table and connect stand arm (still connected to base) to back of ePollbook (should see the word "IPad" through the hole in stand arm) as shown. Rotate stand arm counter-clockwise until it clicks. Stand ePollbook on its base (Home Button should be on the right). Connect BAM printer to its power cord and turn on BAM printer. Connect lightning cable to ePollbook (cord should run through the hole on stand arm from back to front as shown.) Once plugged in, the ePollbook will power on, and automatically connect to BAM printer through Bluetooth. Lead will provide each station with blank ballots. **Remember to set-up, and turn on, all ePollbooks, even if there isn't enough Clerks to work at each one.**



#### Equipment Usage

Proper Placement of BAM Printer and ePollbook is shown at right. BAM printer should be placed directly in front of Check-In Clerk so that ballots can easily be placed in BAM printer.



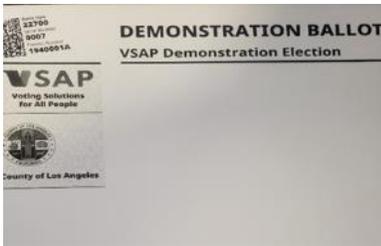
#### Avoid Bad QR Codes - Proper Placement of Ballot into BAM Printer

It is important ballot is placed properly into the BAM printer completely straight, feeding into the printer to avoid a bad QR Code print-out on the ballot (see examples below). Insert ballot into BAM printer with both hands. Place the ballot into the feed tray so it is inserted within the paper guide on the tray, as shown below left.

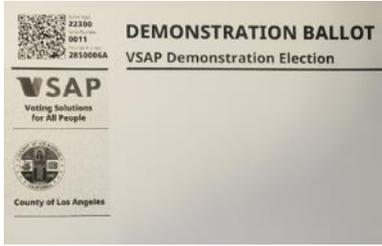
Load the ballot vertically



Bad Feed (with bad QR Code)



Good Feed (with good QR Code)



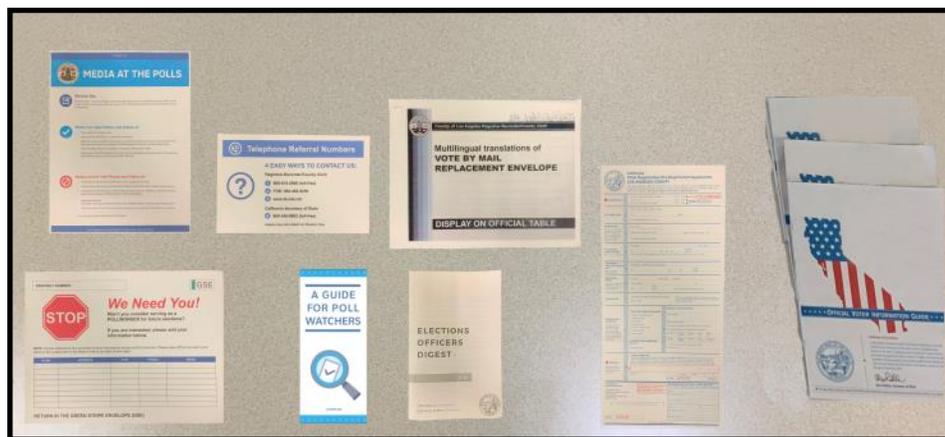
## VOTE AREA MONITOR SET-UP:

1. Power on BMDs and follow Chain of Custody process for BMD Zip Ties and IBB Security Seals.
2. Distribute and prepare Vote Area Monitor supplies.
3. Receive blank report paper from Lead and Open the Polls on all BMDs (See BMD Guide for detailed instructions). Reconcile Open Poll Reports by finding the Close Poll Report from the previous night behind touchscreen. Verify that the Total Ballots Printed, Total Ballots Cast and Total Emptied Ballot Box from previous night matches the same items on Open Poll Report.
4. Two Election Workers sign all Open Poll Reports, then both reports can be placed in the Report Paper Box or envelope.

## LINE MONITOR SET-UP:

1. Post Kiosk inside Vote Center (first day only). Post “Top Two” Primary notice near Kiosk. These may be left overnight. Each day, confirm that Kiosk and notice are still properly displayed.
2. Post signs outside Vote Center (see pp. 17 - 20 for instructions for posting signs). Two Kiosks will be set-up outside.
3. Set up the Official Table supplies using example below:

### Example of Official Table after Set-Up



## VBM/PROVISIONAL CLERK SET-UP:

1. Secure the traditional Ballot Box using a Zip Tie each morning.
2. Set up supplies found in tote (including but not limited to):
  - Job Card and Script
  - Stationary Supplies
  - “I Voted” stickers
  - Voter Registration Forms
  - VBM Replacement Envelopes & Translation Packet
  - “Stop We Need You” Form



## STOP STATION CLERK SET-UP (OUTSIDE VOTE CENTER ENTRANCE):

1. Set-up the Stop Station Table with supplies for voters. Be sure to wear gloves when putting items on table.
  - Masks
  - Gloves
  - Hand Sanitizer
2. Post any signage from supplies.

### Example of Stop Station Table after Set-Up



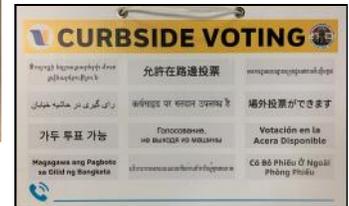
## OUTSIDE SIGNS

### Post Outside:

- Hang the American Flag so that it is visible from the street (stars in upper left corner as seen from street).
- Post "No Electioneering" signs in two different directions, 100 ft. from the entrance of the Vote Center. (A 100 ft. string is provided in the supplies as well.)
- Post all Directional Arrow Signs so that the Vote Center is easy to find.
- Post the Curbside Voting Sign & Metal Wire Stake so that it is visible from the street. (See next page for instructions.)



"No Electioneering" Signs



### Post outside entrance of building:

- "Vote Here" Sign



### Post just outside entrance to Vote Center room:

- Election Laws Kiosk
- VSAP Kiosk



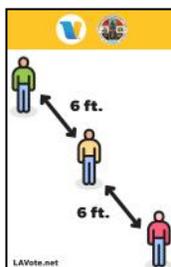
### Post near street:

- 10 ft. Feather Flag



### COVID-19 Signs:

- Post outside entrance to Vote Center



## OUTSIDE SIGNS: CURBSIDE VOTING SIGN

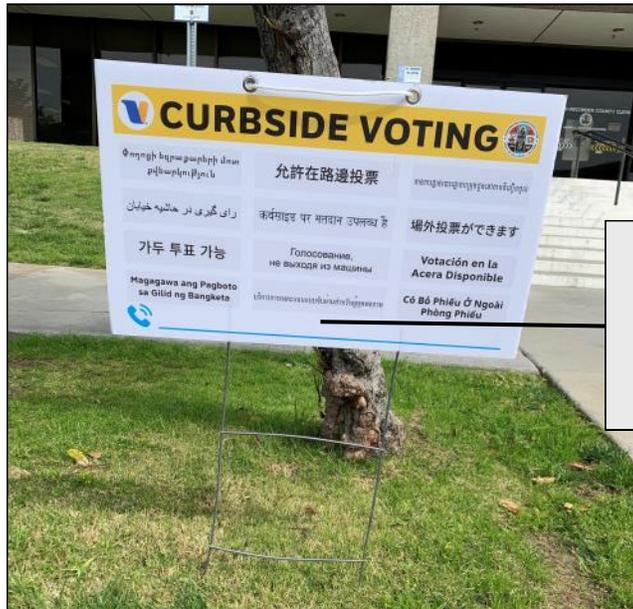
### What is Curbside Voting?

Curbside Voting allows voters who are unable to go inside the Vote Center to vote from their vehicle. The Curbside Voting Sign lists the Lead’s County-issued cell phone number, so voters arriving at the Vote Center may request assistance without having to go inside.

### How to Set-Up the Curbside Voting Sign

Set-up the Curbside Voting Sign so it is visible from the street to all arriving voters. A wire stake, found in the supplies, should be attached so the sign can be easily placed in grass or dirt. If there is no grass, dirt, or similar area to place the sign, it may be affixed to a wall or similar surface outside the Vote Center.

(For information on providing Curbside Voting, see p. 24.)



*Lead’s County-issued cell phone number should be written with marker*

## ASSEMBLING THE CURBSIDE VOTING SIGN:

Insert the wire stake into the perforations on the bottom of the sign.



## KIOSKS

Most signs inside the Vote Center, as well as outside the Vote Center are found on Kiosks (in addition to other information). Position the Kiosks so they are accessible to voters, without blocking the voter's path of travel.

*Follow the steps below for setting-up all the Kiosks:*

- Remove Kiosk from box and unfold.



- Stand Kiosk upright and fold bottom flaps into the center of the Kiosk. Fold two sides with bottom flaps inward until flaps overlap. If Kiosk is being placed outside, place a weight on the flaps to hold Kiosk in place. Close last side in to form a triangle.



- Remove three plastic clips from supplies. Attach all three clips to one edge of the Kiosk at the top, middle and bottom.



- Close Kiosk by attaching other edge to plastic clips.



## FEATHER FLAG

A new item to be set-up outside is the Feather Flag. It can be set-up using the Stand or the Stake in the ground.

*Follow the steps below for setting-up the Feather Flag(s):*

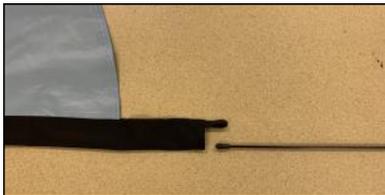
- Remove all parts from the bag.



- Connect the long rods together, then add the short rod, then the flex rod.



- Insert the connected rods into the Feather Flag. Clamp at bottom of rod should slide up to connect to bottom of Feather Flag. After connecting bottom of Feather Flag, pull clamp down to stretch Feather Flag, then tighten clamp.



- If using the Stand, fill bladder with water to weigh down the Stand (also remove blue cap if on Stand), or insert Stake into the ground and place Feather Flag on Stake.





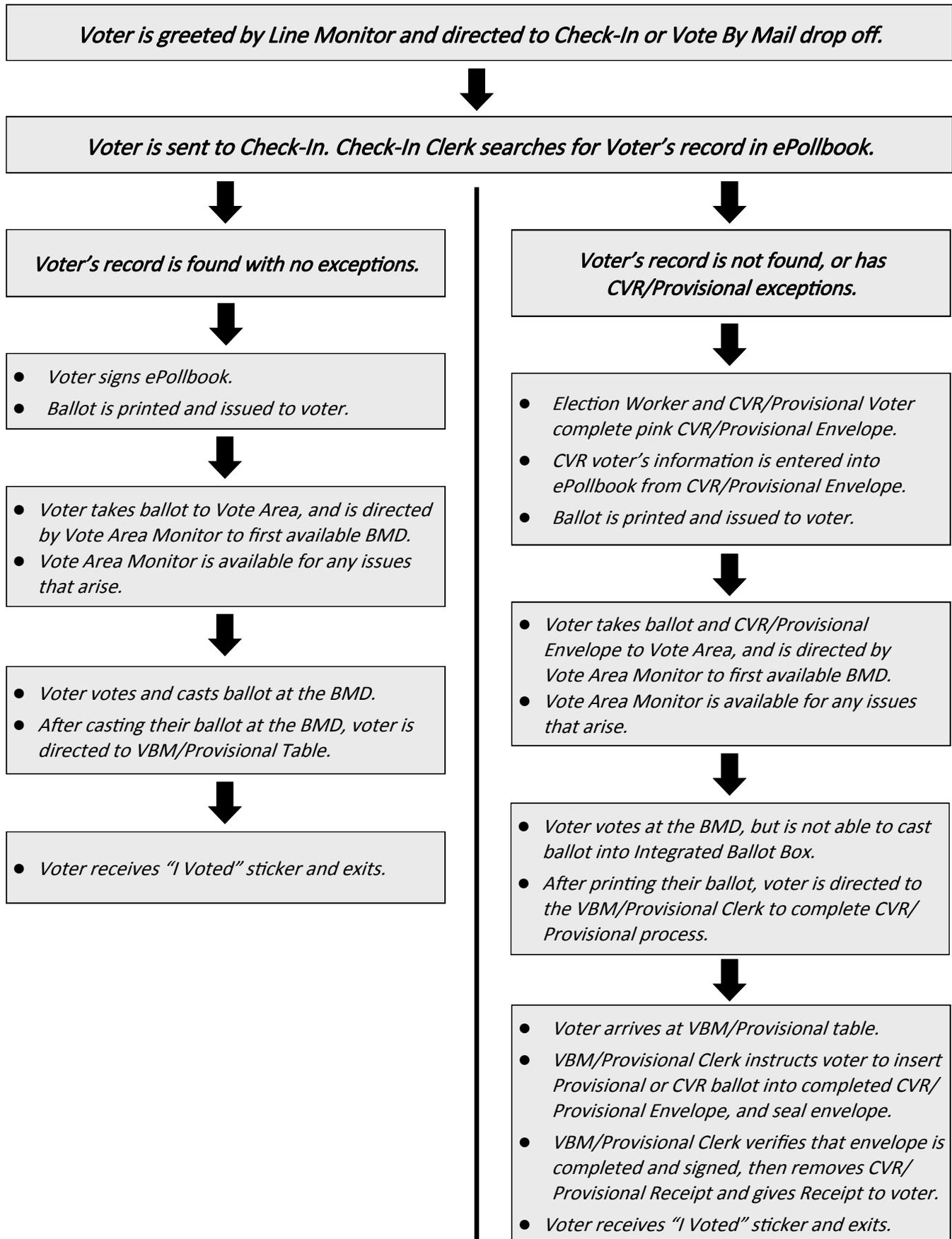
# Section 3:

Assisting

Voters



## HOW VOTING WORKS: SUMMARY



## PROPER CONDUCT AT THE VOTE CENTER

### Diversity Awareness:

It is the responsibility of all Election Workers to operate their Vote Center in a courteous, fair, and non-partisan manner. Election Workers should refrain from discussing:

- Topics related to the ethnicity, culture, religion, and gender of an Election Worker, voter, or any other person at the Vote Center.
- Any disability that a voter may have (unless it's necessary to discuss the disability in order to provide assistance).



It is important to respect all individuals visiting the Vote Center — whether inside or outside. Please be diplomatic and patient with all voters. Overall, avoiding the above topics of discussion will prevent conversations from being taken out of context or being misconstrued.

### Sexual Harassment:

Please be respectful of other individuals' personal space. This includes all Election Workers' and voters' personal space. Refrain from any inappropriate physical contact or similar actions.

It is important to remember that Vote Centers are considered LA County facilities for the day, and the task of serving as an Election Worker should be conducted with the utmost professionalism. All Election Workers are representatives of the Los Angeles County Registrar-Recorder/County Clerk.

## PROVIDING ASSISTANCE TO VOTERS WITH SPECIFIC NEEDS

When interacting with voters, proactively look for individuals who may need assistance, such as voters with specific needs. The list below offers some tips and items each Clerk position should be familiar with in order to better assist voters.

- **Wait, recognize, and listen.** Use patience and pay attention to voters to determine what assistance may be necessary.
- Have a pen and piece of paper handy to communicate by writing, if needed.
- Communicate with other Election Workers. Generally, the Line Monitor is the first person to interact with voters. Inform other Election Workers should a voter need specific assistance.

**Remember:** Disabilities can be either **hidden** (not apparent until the voter interacts with an Election Worker) or **visible**.

*Appendix C: Working with Voters with Specific Needs*, provides additional information.

## PROVIDING ASSISTANCE TO VOTERS INSIDE THE VOTING BOOTH

If a voter still requests assistance inside the voting booth, follow the instructions on page 33 of the ePollbook Guide.

Note: the Ballot Marking Device (BMD) was designed to be accessible for all voters. Election Workers should help make voters aware of the various accessibility features of the BMD in case they prefer to vote independently. (See the BMD Guide for a full description of the BMDs settings and accessibility features.)

## PROVIDING CURBSIDE VOTING

**What is Curbside Voting?** Voters who are physically unable to enter the Vote Center to vote may vote outside through the use of Curbside Voting.



### TO ASSIST WITH CURBSIDE VOTING, FOLLOW THE STEPS BELOW:

Find voter in ePollbook (If not found, curbside voter must vote Conditional Voter Registration (CVR)). Voter is informed they can vote by using the Interactive Sample Ballot (ISB) on their phone or our County-issued phone, to either complete a Poll Pass, or they can write out all the contests and their selections on a Paper Write-In Ballot. Procedure for each choice is below. (See next page for materials to take outside to voter.)

POLL PASS	PAPER WRITE-IN BALLOT	CVR
<ol style="list-style-type: none"> <li>1. Voter completes and signs Certification of Voter with Disabilities (VWD) Card. Election Worker completes their section. Use VWD Card to find voter in ePollbook.</li> <li>2. Voter’s record is found, ballot is printed from ePollbook and placed in Curbside Envelope. Take outside to voter along with Curbside Voting Procedures Packet.</li> <li>3. Voter uses phone to access ISB and creates Poll Pass.</li> <li>4. Election Worker takes Poll Pass and ballot to BMD and prints voter’s selections on ballot from Poll Pass, then places ballot into Curbside Envelope.</li> <li>5. Election Worker takes envelope to voter to verify their selections. When verified, voter places ballot back into envelope and seals envelope.</li> <li>6. Voter completes information on Curbside Envelope and signs envelope. Election Worker checks box labeled “BMD” on envelope and enters Service Area number.</li> <li>7. Election Worker issues voter “I Voted” sticker, then takes Curbside Envelope to VBM/Provisional Clerk to be placed in traditional Ballot Box.</li> <li>8. VWD Card is placed in Green Stripe Envelope (GSE).</li> </ol>	<ol style="list-style-type: none"> <li>1. Voter completes and signs VWD Card. Use VWD Card to find voter in ePollbook.</li> <li>2. Voter’s record is found, ballot is printed from ePollbook and placed in Curbside Envelope. Take outside to voter along with Curbside Voting Procedures Packet.</li> <li>3. Voter chooses to use Paper Write-In Ballot. Election Worker writes Ballot Type and Precinct Number from BMD Ballot onto Paper Write-In Ballot and inserts BMD Ballot into Curbside Envelope.</li> <li>4. Voter uses phone to access ISB and uses ISB to write contests and selections on Paper Write-In Ballot.</li> <li>5. When complete, voter places Paper Write-In Ballot into Curbside Envelope and seals envelope.</li> <li>6. Voter completes information on Curbside Envelope and signs envelope. Election Worker checks box labeled “Written” on envelope and enters Service Area number.</li> <li>7. Election Worker issues voter “I Voted” sticker, then takes Curbside Envelope to VBM/Provisional Clerk to be placed in traditional Ballot Box.</li> <li>8. VWD Card is placed in GSE.</li> </ol>	<ol style="list-style-type: none"> <li>1. Voter’s record is not found in ePollbook. Voter fills out a CVR/Provisional Envelope.</li> <li>2. If voter wants to vote with a Poll Pass, then envelope is brought to a Check-In Clerk to have information entered and a ballot printed. Continue with steps 3 - 8 under Poll Pass, except ballot will go into CVR/Provisional Envelope instead of Curbside Envelope. In this case, write “BMD Ballot” in comments section of CVR/Provisional envelope.</li> <li>3. If voter wants to vote using the Paper Write-In Ballot, continue with steps 4 - 8 under Paper Write-In Ballot, except ballot will go into CVR/Provisional Envelope instead of Curbside Envelope. In this case write “Written Ballot” in comments section of CVR/Provisional Envelope.</li> </ol>

# PROVIDING CURBSIDE VOTING (CONTINUED...)

- Take the following out to the voter:

Printed Ballot from ePollbook



County-issued Phone

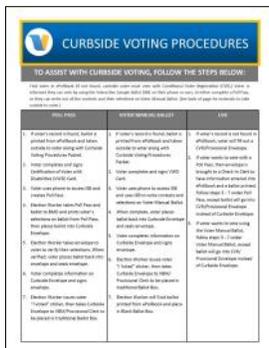


Clipboard and Pen



- Curbside Voting Procedures Packet (Which includes):

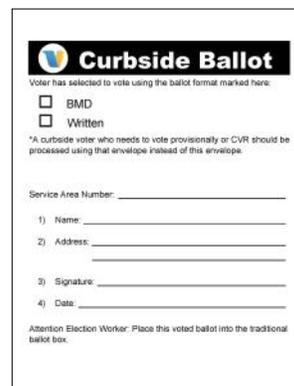
Instruction Sheet



VWD Card



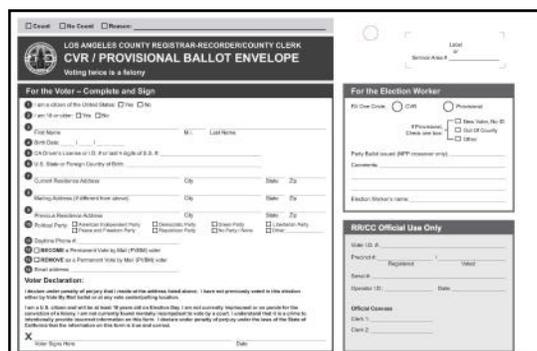
Curbside Envelope



Paper Write-In Ballot



- CVR/Provisional Envelope (If CVR Voter):



## OFFICIAL PAPER WRITE-IN BALLOT

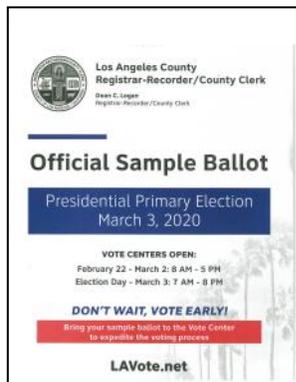
The Official Paper Write-In Ballot will be found in a white box labeled Generic Ballots and should be placed next to the Check-In Clerks. This ballot is available to voters in the following situations:

- A Curbside voter is unable to use the Interactive Sample Ballot (ISB), or otherwise does not use BMD Ballot.
- The Ballot Marking Devices are unavailable for use.
- A voter is unable, or otherwise does not use a Ballot Marking Device.

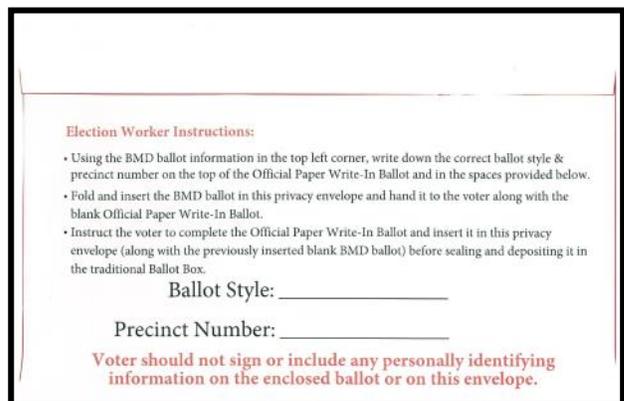
The voter will be required to write down the contest(s) they wish to vote on, and the choice(s) within the contest they wish to vote for. If a voter uses an Official Paper Write-In Ballot, they will need to have knowledge of the correct ballot for their address, to determine this:

- They can use their Sample Ballot or someone else at their address, or
- They may be assisted using the ISB to determine their ballot choices.

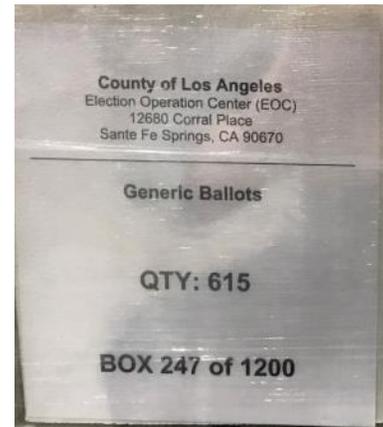
To do this the voter may use their mobile device or can be assisted by using your County issued phone (go to <https://isb.lavote.net/>). At this site, the voter will enter their last name, date of birth, and house number. After doing so, their ballot choices will appear in the ISB.



Procedures for assisting a Curbside Voter can be found in the Curbside Voting Procedures Packet. Procedures for assisting a voter in the Vote Center who does not wish to vote on the BMD, can be found on the back of the Paper Write-In Ballot Privacy Envelope (shown at right).



Example of Generic Ballots Box



Example of Write-In Ballot



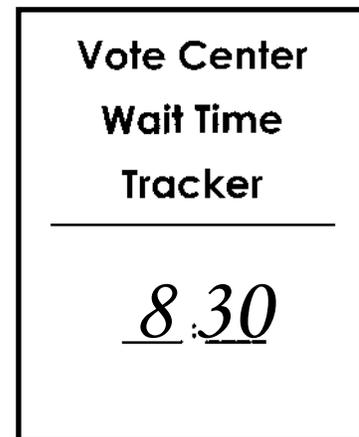
For questions regarding the use of the Official Paper Write-In Ballot, call the Help Desk.

## LINE MONITOR DUTIES

The Line Monitor will be the first interaction that Los Angeles County Voters will have when entering the Vote Center. There will be two Line Monitors sharing assigned duties.

### The Line Monitor will:

1. Greet the voter.
2. Inquire if the voter is there to drop off a Vote By Mail (VBM) ballot or to vote at the Vote Center, then direct the voter to the Stop Station Table or Vote by Mail drop off.
3. If lines have formed, suggest the use of the Interactive Sample Ballot (refer voter to [isb.lavote.net](http://isb.lavote.net)).
4. If voters do not have a Sample Ballot for fast check-in, suggest they use their phones to get a Quick Check-In Code that can be scanned at Check-in to access their voter record quickly (refer voter to [lavote.net/vrstatus](http://lavote.net/vrstatus)).
5. Pass out the Vote Center Wait Time Tracker Card:
  - Write the time on the card with a removeable marker, at the top or bottom of every hour (e.g. 8:00 AM or 8:30 AM)
  - Give card to the last voter in line at that particular time, with instructions to give the card to the Clerk at the Check-In Table, as soon as they arrive there.
  - Retrieve the card from the Check-In Table after the time has been entered in the ePollbook, and erase old time and sanitize card using an alcohol wipe, prior to the next half hour.
6. Observe and assist Vote Center operations:
  - Verify Vote Center signage remains posted or in place.
  - Assist Vote Area Monitors and voters.
  - Answer voter questions or concerns.
  - Will monitor Vote Center for COVID-19 Guideline compliance.



## STOP STATION CLERK DUTIES

### The Stop Station Clerk will:

1. Greet the voter.
2. Instruct voter on COVID-19 Guidelines at Vote Center (see Stop Station Clerk Job Card and Script).
3. If voter is not wearing a face covering, will offer face mask from supplies on table.
4. Will offer gloves or hand sanitizer.
5. Will direct voter to second Line Monitor at entrance of Vote Center.

## CHECK-IN CLERK DUTIES

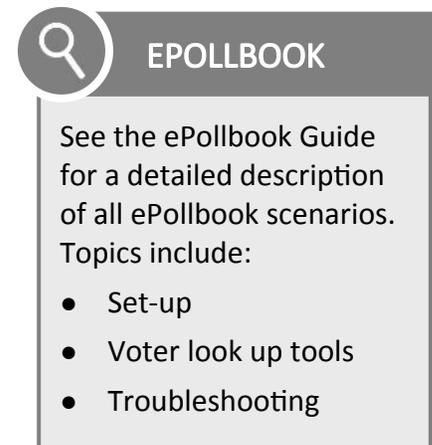
### The Check-In Clerk will:

1. Greet voter. Give voter the option of scanning Sample Ballot or Quick Check-In Code for fast check-in, or stating name and house number.
2. Find voter's record in ePollbook (see ePollbook Guide for full description of ePollbook screens and scenarios).
3. Have voter verify address to find voter's specific record.
4. Follow prompts for voter's status in ePollbook.
5. Voter signs in ePollbook.
6. Load ballot and print QR code using Ballot Activation Mechanism (BAM) printer.



### Steps for printing QR Code:

- Insert ballot paper into Ballot Activation Mechanism (BAM) printer with cut corner at the bottom right. (Note: the BAM printer will be equipped with a paper guide to ensure that the QR code prints correctly. Always use the paper guide when printing.)
- Tap Submit (top right corner of confirmation screen).
- Verify that QR code printed clearly. (See page 14 for sample of correct QR Code.)

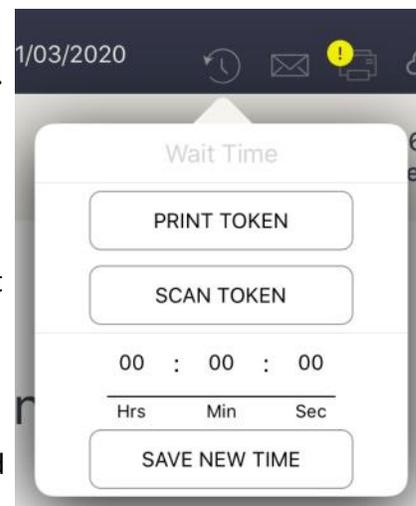


7. Issue ballot and direct voter to Vote Area to vote and cast ballot.

## Vote Center Wait Time Tracker

It is imperative that the wait times at all Vote Centers are monitored. Line Monitor will issue a Vote Center Wait Time Tracker card to the last voter in line every half hour. When that voter arrives at the Check-In Table, the card is given to the Check-In Clerk. Once received, the Check-In Clerk taps the Time Tracker App icon at the top right of the ePollbook, calculates the time it took the voter to get to the Check-In Table (based on time written on card), then enters the time in hours and minutes, then taps Save New Time.

This time reflects on the website and allows voters to see how long the line is at any Vote Center, so times must be accurate and entered every half hour.



## Voiding/Reissuing Ballots

If a voter needs to be reissued a ballot for any reason, notify the Vote Center Lead for assistance.

## CHECK-IN CLERK DUTIES (CONTINUED...)

### Situations Check-In Clerk May Encounter

See below for situations that may be encountered and the reference page in the ePollbook Guide for each.

<u>Situation:</u>	<u>Reference Page in ePollbook Guide:</u>
1. <b>VBM Issued</b> - Voter was issued a Vote By Mail Ballot (VBM), but has not been received by the RR/CC, so voter can have VBM cancelled and vote	Page 20
2. <b>VBM Returned</b> - Voter was issued a VBM ballot, which has been received back by the RR/CC, so voter can only vote as Provisional Voter	Page 22
3. <b>Voter Status</b>	
• <b>Inactive Voter</b> - Voter will be required to read the Inactive Voter Oath	Page 24
• <b>New Voter</b> - Voter will be required to show a form of identification	Page 27
• <b>Birth Date Required</b> - Voter will be asked to provide their Birth Date	Page 29
4. <b>Voter Voted</b> - Voter record shows that voter has already voted at a Vote Center for this election, so voter can only vote as Provisional Voter	Page 30
5. <b>Curbside Voter</b> - Voter is unable to enter the Vote Center due to a disability, so would like to be assisted at the vehicle outside the Vote Center	Page 31
6. <b>Voter Requires Assistance</b> - Voter would like some assistance in the voting booth for a specific reason, so person assisting the voter is required to sign verifying that they assisted the voter (can be someone the voter brought or anyone eligible, including Election Workers)	Page 32
7. <b>Conditional Voter Registration (CVR)</b> - Voter is not found in ePollbook or wishes to change their name. Voter and Check-In Clerk complete CVR/Provisional Envelope, and new information is entered into ePollbook	Page 33
8. <b>Update Voter Registration</b> - Voter wishes to change their Political Party or their address, they would complete the <i>Change of Political Party/Change of Address Form</i> . Voters record in ePollbook is updated from this form if changing address. If changing Political Party, form is placed in Green Stripe Envelope so voter record can be updated at RR/CC (for example of form, see Appendix B, p. 56)	Page 36

## CHECK-IN CLERK DUTIES (CONTINUED...)

A sample of the ballot and description is shown below:

The diagram shows a sample ballot with three callout boxes. The top callout box, labeled 'QR CODE FROM BAM', points to a QR code in the top left corner of the ballot. The middle callout box, labeled 'QR CODE FROM BMD WILL PRINT HERE', points to a large empty rectangular area on the left side of the ballot. The bottom callout box, labeled 'CONTESTS AND SELECTIONS WILL PRINT HERE', points to the main body of the ballot below the header.

**QR CODE FROM BAM**

**QR CODE FROM BMD WILL PRINT HERE**

**CONTESTS AND SELECTIONS WILL PRINT HERE**

**DEMONSTRATION BALLOT**  
**VSAP Demonstration Election**

Ballot Group: 22300  
Serial Number: 16  
Precinct Number: 2600009A

**VSAP**  
Voting Solutions  
for All People

COUNTY OF LOS ANGELES  
CALIFORNIA  
County of Los Angeles

## CONDITIONAL VOTER REGISTRATION (CVR)/PROVISIONAL VOTERS

### What is CVR Voting?

As described in the California Elections Code (Sec. 2170) “Conditional Voter Registration” means a properly executed affidavit of registration that is delivered by the registrant to the county elections official... and which may be deemed effective pursuant to this article after the elections official processes the affidavit, determines the registrant’s eligibility to register, and validates the registrant’s information...

Note: Voter would be a CVR voter if: voter is not found in ePollbook, or wishes to change their name.

### What is Provisional Voting?

As described by the CA Secretary of State, Provisional Voting ensures that no properly registered voter is denied his or her right to cast a ballot... and allows the Registrar-Recorder/County Clerk (RR/CC) the ability to verify that no voter votes twice, either intentionally or inadvertently, in a given election.

### Are all CVR/Provisional Ballots Counted?

Yes. As long as a voter’s registration is validated and the voter is registered to vote and has not yet voted in the election.

Different Provisional Voter situations, and direction for each, are listed below. The steps for assisting CVR/Provisional Voters continue on the next page.

Note: Example of CVR/Provisional Envelope is found in Appendix A - p. 55.

COMMON PROVISIONAL VOTING SITUATIONS		
NEW VOTER WITH NO IDENTIFICATION (ID):	OUT OF COUNTY	OTHER: VOTER HAS RETURNED THEIR VBM BALLOT OR ALREADY VOTED
<p><b>Only</b> voters notated in the ePollbook as “New Voter” will be asked for ID. (See Appendix D - page 58 for acceptable forms of ID.)</p> <p>Examples of ID are:</p> <ul style="list-style-type: none"> <li>○ Driver’s License</li> <li>○ Military ID Card</li> <li>○ Student ID Card</li> <li>○ Utility Bill</li> </ul> <ul style="list-style-type: none"> <li>● If New Voter does not have ID, assist them with voting provisionally.</li> <li>● Check “New Voter, No ID” on CVR/Provisional Envelope.</li> </ul>	<p><b>Voter states that they live in another County, but want to vote in LA County.</b></p> <ul style="list-style-type: none"> <li>● The voter is informed that they should vote in the County in which they are registered, but if they insist they want to vote at the Vote Center, voter will vote Provisionally.</li> <li>● Check “Out of County” on CVR/Provisional Envelope.</li> <li>● Enter RR/CC address as voter’s address in ePollbook to get a precinct (see Appendix E - p. 59).</li> </ul>	<p><b>ePollbook shows voter has returned their VBM ballot to the RR/CC or that they have voted in this election:</b></p> <ul style="list-style-type: none"> <li>● The voter is informed that the ePollbook shows they have already returned the VBM ballot to the RR/CC, and that it was received, or that they have already voted in this election.</li> <li>● Voter may remember that they have already voted and leave the Vote Center.</li> <li>● Voter may insist that they did not vote in this election. Voter will vote Provisionally.</li> <li>● Check “Other” on CVR/Provisional Envelope, and write reason in Comments Section.</li> </ul>

# CVR/PROVISIONAL VOTERS (CONTINUED...)

## COMPLETING THE CVR/PROVISIONAL ENVELOPE

**1** Complete envelope, then give to Voter to take with them to Vote Area, and then VBM/Provisional Table. Voter completes left side; Election Worker completes right side.

This screenshot shows the left side of the CVR/PROVISIONAL BALLOT ENVELOPE form. It includes sections for 'For the Voter - Complete and Sign' with fields for name, date of birth, address, and party affiliation. It also features a 'Voter Declaration' section at the bottom.

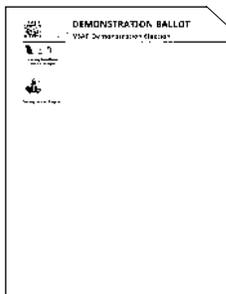
**2** Election Worker fills in circle for CVR or Provisional. Service Area number label is affixed to top right corner of envelope where indicated.

**Note:** Do not label envelopes in advance.

This screenshot shows the right side of the CVR/PROVISIONAL BALLOT ENVELOPE form. It includes sections for 'For the Election Worker' with fields for voter ID, comments, and election worker name. A 'Service Area #' label is being affixed to the top right corner. A 'RRCC Official Use Only' section is also visible at the bottom.

**3** CVR Envelope is used to enter CVR voter's information into ePollbook. Check-In Clerk prints ballot for CVR/Provisional voter, and sends voter with ballot and CVR/Provisional Envelope to Vote Area to vote.

**4** Voter votes at BMD, but is not able to cast their ballot. Voter places their completed ballot into CVR/Provisional Envelope and is directed by Vote Area Monitor to the VBM/Provisional Table.



This screenshot shows the left side of the CVR/PROVISIONAL BALLOT ENVELOPE form, which has been completed by the voter. It includes the 'For the Voter - Complete and Sign' section and the 'Voter Declaration' section.

**5** Voter takes their completed ballot in the CVR/Provisional Envelope to VBM/Provisional Table. VBM/Provisional Clerk verifies envelope is completed, signed and sealed, then removes receipt. Gives receipt and "I Voted" sticker to voter, then places envelope into the traditional Ballot Box.



## VOTE AREA MONITOR DUTIES

After receiving a ballot from the Check-in Clerk, the voter will be directed to the Vote Area.

### The Vote Area Monitor will:

1. Direct voter to first available Ballot Marking Device (BMD).
2. Inform voter you will be available to assist with any questions. Also, remind voter to cast their ballot at the BMD. Some voters may also use the Interactive Sample Ballot (ISB). Look for voters that may need assistance scanning their Poll Pass.

If necessary, assist voter with inserting ballot:

- Press circle to start
- Select language option
- Insert ballot as displayed on screen

3. Monitor the Vote Area to answer questions or address concerns.
4. When voter completes casting ballot, direct voter to VBM/Provisional Clerk to receive "I Voted" sticker.
5. Sanitize each BMD after each voter.



### Additional Responsibilities:

1. Periodically clean BMD touchscreens using the cleaning kit in the Vote Area Monitor supplies. Note: Never clean the BMD with anything other than the supplies provided.
2. Remove any voting materials left by voters in the voting booth.
3. Troubleshoot problems that may arise with the BMD and escalate them to the Vote Center Lead if necessary.

*For a full description of the BMD, see the BMD Guide.*

### Reissuing Ballots:

If a voter needs a new ballot for any reason (such as a paper jam), ask the Vote Center Lead for assistance.



### BMD

See the BMD Guide for a detailed description of all BMD scenarios. Topics include:

- BMD settings
- Voting with the BMD
- Write-In votes
- Accessibility features
- Auxiliary ports for assistive devices
- Troubleshooting

## VOTE AREA MONITOR DUTIES (BMD “MORE” BUTTONS)

The BMD screen shows a number of selections/candidates at a time when voting. If there are more selections/candidates to choose from than can be seen, a more button appears at the bottom or top of the screen indicating that there are “More” selections. Tapping the “More” button will scroll the screen up or down allowing voters to see the selections available.

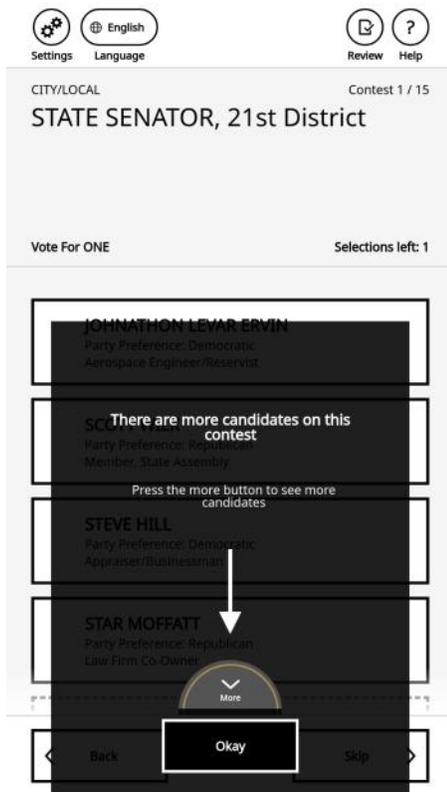
### Informing Voters about the “More” Button:

The Vote Area Monitor should inform voters about the “More” button when the voter arrives at the Vote Area, however, a new overlay will appear whenever there are more candidates than can be seen, informing the voter. The voter will have to tap “Okay” to move forward (example below).

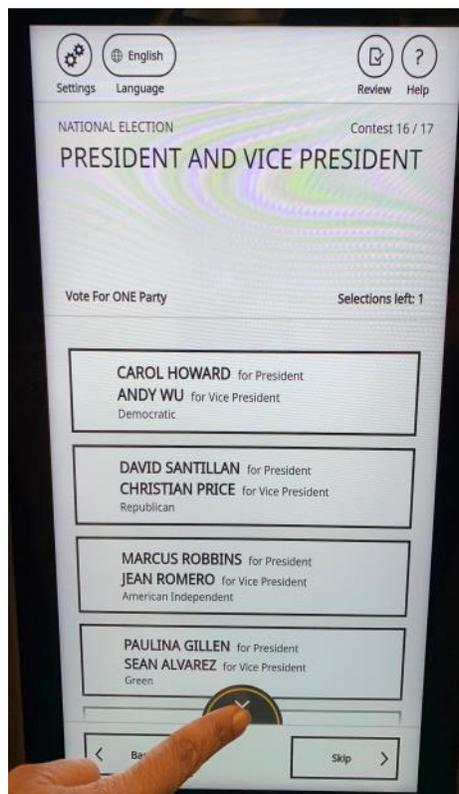
Inform voters that they can select the “More” button as they move through their selections on contests with candidates, as shown below.

Tapping the Up or Down “More” button will scroll through other available choices voters can select.

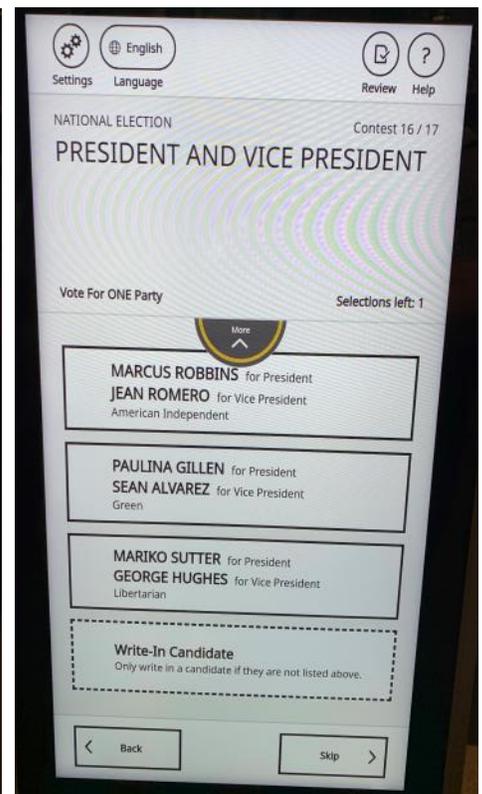
**Example  
New Overlay**



**Example  
Touching the “More” Button**



**Example  
Additional selections displayed**







# Section 4:

## Closing the Vote Center



## CLOSING OF VOTE CENTERS

The Vote Center Lead will delegate closing tasks to all Election Workers. One Clerk will also accompany the Lead to the Check-In Center after all closing procedures are complete.

### Line Monitor

1. Retrieve all outside signs and bring inside Vote Center to designated area.
2. Restock the Official Table with any supplies for the next day of voting.
3. On the last day of voting, pack up signs and Official Table supplies in the Supply Tub.
4. Help the Stop Station Clerk bring the Stop Station Table inside for the night.
5. See the Lead for additional closing instructions.

### Check-in Clerks

1. Gather unused ballots from Check-In tables and give to Lead to be placed back in Blank Ballot Box.
2. Pack all extraneous materials in the instructed location. (Remember, do not throw away any election supplies. All "Election Trash" should be placed where directed. For example, any spoiled (voided) ballots should be placed in the Blank Ballot Box.)
3. Leave all ePollbooks turned on until a final sync is completed, after the Polls have closed. This allows data from the last voters processed to be uploaded, so their records are accurate for the next day of voting. After the final sync has been completed, power down ePollbooks as instructed by Lead (see ePollbook Guide for detailed closing procedures).
4. Pack ePollbooks and BAM printers into designated case, following Chain of Custody process.
5. Once all ePollbooks are packed, see the Lead for additional closing instructions.

### Vote Area Monitors

Begin closing process for each unit. (See BMD guide for a detailed description of closing BMDs.)

1. Complete Chain of Custody on existing and new Zip Ties. Place new Zip Tie in Headphone area.
2. Scan Security Pass and enter password.
3. Press "CLOSE THE POLLS" at System Status screen.
4. Break Zip Tie and remove Security Seal on Integrated Ballot Box (IBB) at Empty Ballot Box screen.
5. Remove ballots and press "Confirm all ballots were removed."
6. Insert blank sheet of Report Paper to print Close Poll Report.
7. Press shutdown button at top of System Status screen to shutdown.
8. Clean each BMD's scanner and rollers.
9. Place new Zip Tie and Security Seal on each IBB after completing maintenance on each BMD.
10. After two Election Workers have signed each Close Poll Report, place Close Poll Report behind the touchscreen of the BMD it was printed from, then tilt screen down all the way onto the report. It will be used in the morning to compare with the Open Poll Report printed from that device to verify no ballots have been printed or cast overnight.
11. Gather BMD ballots and place them on the Official Table.
12. See the Lead for additional closing instructions.

---

## CLOSING OF VOTE CENTERS (CONTINUED...)

### VBM/Provisional Clerk

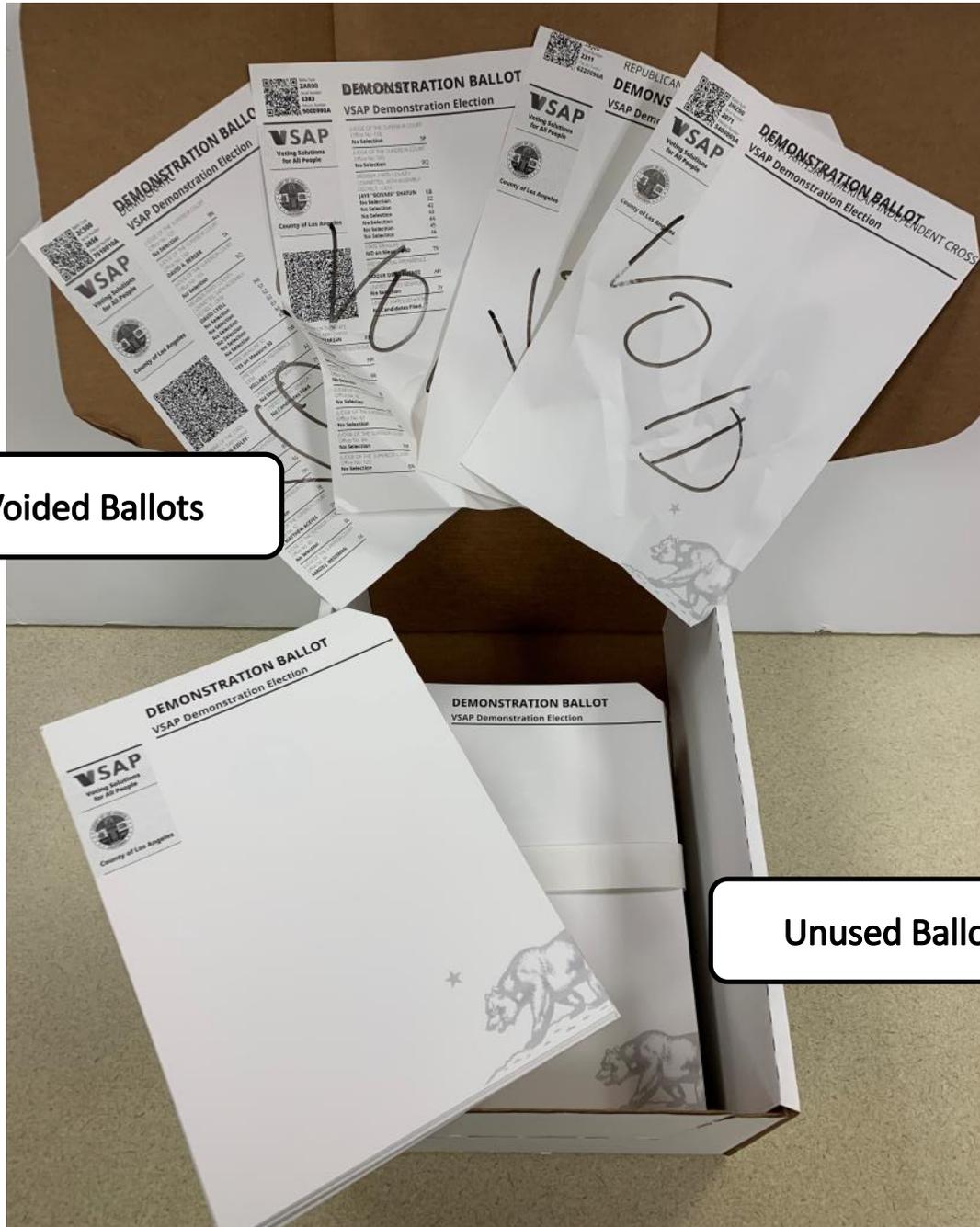
1. Break Zip Tie on traditional Ballot Box, and remove all items.
2. Separate Vote By Mail (VBM) Envelopes, Provisional Envelopes, Conditional Voter Registration (CVR) Envelopes, Curbside Envelopes, Paper Write-In Envelopes and any BMD ballots that are found in Ballot Box.
3. Count all envelopes and write number of each on Ballot Security Envelope (BSE), then place all envelopes in BSE.
4. Give any BMD ballots to the Lead to be counted and placed in Ballot Transport Box.
5. Restock the VBM/Provisional Table with supplies for the next day of voting.
6. See Lead for additional closing instructions.

### Vote Center Lead

1. Collect BMD Ballots (if any) from traditional Ballot Box to pack into Ballot Transport Box.
2. Complete Official Ballot Statement (see instructions on page 38) to account for all ballots. Place the blue and white copy of the Official Ballot Statement into Ballot Transport Box, then seal Ballot Transport Box with seal. Place carbon copy in GSE to be referenced on next night.
3. After collecting all unused ballots from Check-In tables, place unused ballots in Blank Ballot Box that has been opened. Before sealing with Blank Ballot Box Seal, place any voided ballots from that day of voting and all previous days. Seal with a sticker seal provided in supplies.
4. Ensure all VBM, Provisional, CVR, Curbside and Paper Write-In Envelopes are placed in the BSE. Seal BSE.
5. Ensure all Voter Registration Forms and any other Green Stripe Envelope (GSE) specific items are placed in the GSE (GSE will only be taken to CIC on the last night of voting).
6. Ensure Security Credentials are returned and secured in Vote Center specific tub.
7. Ensure all Election Workers are signed out on ePollbook.
8. Ensure all ePollbooks were allowed to complete a final sync before they were shutdown, then they should be shut down and packed in their respective case with the BAM printer. Make sure Chain of Custody process was completed, then secure all ePollbook cases in BMD Cart(s).
9. Ensure all Close Poll Reports have been signed by two Election Workers, and placed behind the touchscreen of the BMD it was printed from, for comparison with Open Poll Report in the morning.
10. Conduct final walkthrough of Vote Center to secure facility and equipment.
11. Lock all Secondary Carts containing items that need to be secured. Complete Chain of Custody on all BMD Carts. Before placing the phone(s) in Primary Cart, designate one Zip Tie that will be used to secure the Primary Cart. Scan this Zip Tie following Chain of Custody process on Primary Cart.
12. Open SITH Scanner app on phone and scan all items being taken to the CIC (see page 40 for instructions).
13. Place phone(s) in Primary Cart and secure with the Zip Tie previously scanned.

## BLANK BALLOT BOX

## What Goes In The Blank Ballot Box? (See Sample Below)



Voided Ballots

Unused Ballots

At the end of each night of voting, if the Blank Ballot Box contains any unused Ballots, it should be sealed with a Blank Ballot Box Seal, and placed in an available Cart (Primary or Secondary) and secured for the night. On the last night of voting (Election Night) a count should be made of all Voided and Blank Ballots in the box. These numbers should be written on the top of the box in the spaces provided, and then seal the box and place in an available Cart and secured.

# OFFICIAL BALLOT STATEMENT

An Official Ballot Statement must be completed at end of every day of voting by Vote Center Lead. Blue and white copy will be placed in Ballot Transport Box with voted ballots from all BMDs, and be delivered to the Check-In Center by Lead and one other Election Worker. Carbon copy will be placed in Green Stripe Envelope (GSE), and can be referenced to compute needed numbers at end of next day. See below for instructions on completing the Official Ballot Statement.

Write number from Seal used to close Ballot Transport Box(es) used for this day of voting. Up to five box Seals can be listed if needed.

Enter date the form is completed.

**Line 1 - Total Voted Ballots:**  
Count the number of all voted ballots collected from all BMDs Integrated Ballot Boxes (IBBs). Also include any voted BMD ballots from the traditional Ballot Box at the VBM/Provisional Table (some voters may have felt uncomfortable casting their ballot at the BMD).

**Lines 2-7 - Ballots from traditional Ballot Box:**  
When emptying the traditional Ballot Box, separate:

- Provisional Ballots (line 2)
- CVR Ballots (line 3)
- Curbside BMD Ballots (line 4)
- Curbside Non BMD Ballots (line 5)
- Paper Write-In Non BMD Ballots (line 6)
- CVR/Provisional Non BMD Ballots (line 7)

**Line 8 - Add the Lines (Total Signatures):**  
Add lines 1, 4, 5 and 6. This is the Total Voted Ballots where a signature was obtained (either in the ePollbook or on a Certification of Voters with Disabilities (VWD) Card).

**Line 9 - Number of Check-Ins on ePollbook:**  
Retrieve the Total Check-Ins for the day from the ePollbook Summary Page.

**Line 10 - Total Check-Ins from Previous Day:**  
Retrieve the Total Check-Ins from the previous days Official Ballot Statement on line 9.

**Line 11 - Total Check-Ins for Day:**  
Subtract line 10 from line 9. This results in the Total Number of Check-Ins for this day of voting. This should match line 8 for the Total Number of Signatures.

**IMPORTANT**  
All Election Workers must sign at the bottom of the Official Ballot Statement.

**IF YOU HAVE NOT COMPLETED CLOSING PROCEDURES WITHIN 90 MINUTES OF THE POLLS CLOSING, CALL POLLS SECTION.**

## OFFICIAL BALLOT STATEMENT

**BLUE AND WHITE COPY (TOP)**  
Remove and put in Ballot Transport Box

**COPY**  
Place in Green Stripe Envelope

Ballot Transport Box Label \_\_\_\_\_  
 Ballot Transport Box Label \_\_\_\_\_

SERVICE AREA LABEL

Date: \_\_\_\_\_

NCR FORM/CARBON COPIES - AVOID STRAY MARKS!!

1. NUMBER OF VOTED BALLOTS -Place in Ballot Transport Box-	1. _____
2. NUMBER OF PROVISIONALLY VOTED BALLOTS (BMD BALLOT) -Place in Ballot Security Envelope-	2. _____
3. NUMBER OF CONDITIONAL VOTER REGISTRATION BALLOTS (BMD BALLOT) -Place in Ballot Security Envelope-	3. _____
4. NUMBER OF CURBSIDE VOTED BALLOTS (BMD BALLOT) -Place in Ballot Security Envelope-	4. _____
5. CURBSIDE VOTED BALLOTS (NON BMD BALLOT) -Place in Ballot Security Envelope-	5. _____
6. PAPER WRITE-IN BALLOTS (NON BMD BALLOT) -Place in Ballot Security Envelope-	6. _____
7. CVR/PROVISIONAL BALLOTS (NON BMD BALLOT) -Place in Ballot Security Envelope-	7. _____
8. TOTAL (add #1 + #4 + #5+ #6)	8. _____
9. NUMBER OF CHECK INS ON EPOLLBOOK	9. _____
10. TOTAL CHECK INS ON EPOLLBOOK FROM PREVIOUS DAY - Copy number from line 9 on previous days Official Ballot Statement-	10. _____
11. TOTAL (SUBTRACT #9 - #10) - Should agree with #8-	11. _____

We hereby certify that all voters whose signatures appear in the ePollbook for this Vote Center voted, except for those who, after signing the ePollbook, failed to vote or were challenged and denied the right to vote.  
 We further certify that the number of voters who voted at this Vote Center of this election is indicated on line 8. The voters listed in the ePollbook, less those that did not vote as enumerated, constitutes the Roster of this Vote Center for this election.  
 We further certify that the total number of official ballots received, voided, unused, provisionally voted, and voted are indicated on this Official Ballot Statement.  
 We further certify that the Assisted Voters List, Challenged List and Provisional List show a complete list of all voters assisted, challenged or who have voted provisionally.

LEAD _____	CLERK _____	CLERK _____
CLERK _____	CLERK _____	CLERK _____
CLERK _____	CLERK _____	CLERK _____
CLERK _____	CLERK _____	CLERK _____
CLERK _____	CLERK _____	CLERK _____

## SCANNING ITEMS GOING TO CIC

Leads at Vote Centers will be required to scan barcodes on items being taken to the Check-In Center (CIC) each night. Ballot Transport Box(es) and Ballot Security Envelope(s) should be scanned every night and the Green Stripe Envelope scanned on Election night. Prior to turning off the phones, but after completing Chain of Custody, the Lead should complete the process as follows:

1. Tap the Home Button at the bottom of the phone and locate the SITH App. Tap to open.
2. Tap Login (it is not necessary to enter a login ID or password). When the app opens, tap Select location and select Vote Center. Tap OK, then tap Start Scanning.
3. Scan the barcode on the first Ballot Transport Box (BTB) going to the CIC. If there is more than one BTB going to the CIC that night, scan the remaining boxes.
4. Scan the barcode on the Ballot Security Envelope (BSE) going to the CIC. If there is more than one BSE going to the CIC that night, scan the remaining envelopes.
5. On the final night of voting scan the barcode on the Green Stripe Envelope (GSE), as it will be going to the CIC as well.
6. Tap the Up arrow at the bottom right of the screen to verify all items going to the CIC have been scanned. Tap the Down arrow at the top right of the screen to go back to scanning mode.
7. If any of the items could not be scanned (barcode was smeared, etc.), tap the three dots at the top right of the screen and select Manual Scan and manually enter the characters under the barcode (should match the following formatting: for BTBs - BTB-XXXX-XXX; for BSEs - BSE-XXXX-XXX; for GSE - GSE-XXXX-XXX), then tap Submit.
8. If all items were scanned successfully, tap the three dots at the top right of the screen and select Logout. Turn off the phone and place the phone in the Primary Cart and complete closing the Vote Center.
9. Election Code requires Lead and one other Election Worker transport the ballots to the CIC each night.



14. Notify Facility Contact to close and secure facility.

**Closing each night:**

1. Use Check-In-Center (CIC) Map from the supplies to know location of CIC. CIC will be same location each night.
2. Load vehicle with Ballot Transport Box(es), and BSE(s). GSE will be included on Election night.
3. Travel to the CIC with all BSEs and Ballot Transport Boxes. The Lead should be accompanied to the CIC by another Election Worker.

**CLOSING OF VOTE CENTERS FINAL STEPS**

**THANK YOU!**

**THANK YOU FOR YOUR HARD WORK!**

**You are the reason for a successful election.**

**We look forward to seeing you again!**





# PART 2: WHAT TO DO IF...





# Section 5:

## Troubleshooting Vote Center Issues



## WHO TO CONTACT

Contact the Help Desk at 1-800-815-2666 and choose:

- **option 6 for technical issues** - problems with the BMD or ePollbook.
- **option 7 for all non-technical issues** - questions on procedure, issues with voters or Election Workers.

See following pages for basic troubleshooting for the Ballot Marking Device (BMD) and ePollbook. For any other troubleshooting situations not listed, contact the Help Desk for further instructions.

## DISTURBANCES

If anyone is unruly or abusive - whether a voter, Election Worker, or anyone else - contact the Help Desk immediately using the number provided.

If anyone threatens the safety of voters or Election Workers or seeks to disrupt the orderly conduct of the election, call the local police immediately. Then report the matter to the Help Desk.

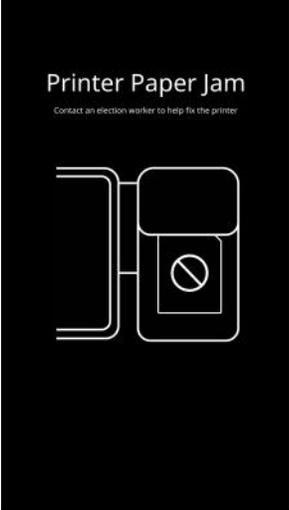
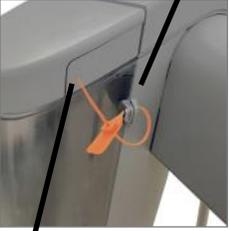
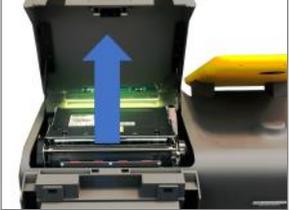
## EMERGENCIES

1. Assess the situation. If it is a **serious/life-threatening emergency** call 9-1-1 immediately. Always cooperate with police, paramedics, fire fighters, and other public safety personnel when resolving the emergency.
2. If the situation poses a threat to persons or property, direct all individuals to a safe area.
3. Once situation is secure, contact the Help Desk using the number provided to inform them of the emergency and to receive further instructions. Always keep the Help Desk up to date on the status of the emergency situation.



4. When possible, safely secure ballots, voting materials, and other election supplies.
5. If it is necessary to close the Vote Center, direct voters to adjacent Vote Centers. The Adjacent Vote Center Map will help with identifying nearby Vote Centers.
6. When time allows, contact the Help Desk to update them on the situation.

## BALLOT MARKING DEVICE (BMD)

PROBLEM	SOLUTION
<p>1. Paper Jam</p>  <p>The image shows a black screen with white text that reads "Printer Paper Jam" and "Contact an election worker to help fix the printer". Below the text is a white line-art diagram of a printer with a paper jammed in the output tray.</p>	<p>To clear a paper jam, follow the steps below. For a detailed description with additional screen shots, see the BMD guide pp. 61 to 65.</p> <ol style="list-style-type: none"> <li>1. Scan Security Pass and enter password.</li> <li>2. Break the Integrated Ballot Box (IBB) Zip Tie and remove Security Seal.</li> <li>3. Open IBB by pressing the side button and pulling outward.</li> <li>4. Press the button at the center of the printer cover and pull the top plastic cover upward.</li> <li>5. Lift metal printer cover upward.</li> <li>6. Remove jammed paper from the printer. (see example on right)</li> <li>7. Close metal printer cover, then plastic cover.</li> <li>8. Close the IBB.</li> <li>9. Attach Zip Tie and Security Seal following Chain of Custody process for broken and new Zip Ties.</li> <li>10. Scan Security Pass and enter password.</li> <li>11. Select <b>Continue where voter left off</b>, or select <b>Cancel voting session and restart</b>.</li> <li>12. If the ballot is undamaged, retry inserting ballot. If the ballot was damaged, but selections have already been printed, offer voter the option of casting ballot at traditional Ballot Box, otherwise issue a replacement.</li> </ol>     
<p>2. QR code on ballot not reading on BMD (Or error message that QR code is not valid)</p>	<p>Cancel voter check-in and re-issue ballot.</p>

## BALLOT MARKING DEVICE (BMD) (CONTINUED...)

PROBLEM	SOLUTION
3. <b>BMD</b> Touchscreen is frozen	<ol style="list-style-type: none"> <li>1. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again.</li> <li>2. If the touchscreen remains frozen, remove the <b>BMD</b> from service and call the Help Desk for further instruction.</li> </ol>
4. Printer stops working	<ol style="list-style-type: none"> <li>1. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again.</li> <li>2. If problem persists, then remove the <b>BMD</b> from service and direct the voter to another <b>BMD</b>.</li> <li>3. Call the Help Desk for further instruction. The Election Worker should issue the voter a replacement ballot.</li> </ol>
5. Headphones not working	<ol style="list-style-type: none"> <li>1. Ensure that headphones are properly attached to a headphone jack on the BMD.</li> <li>2. Reset BMD by pressing and holding the Power Button to turn BMD off, then turn on again.</li> <li>3. If still not working, direct voter to another BMD and contact the Help Desk.</li> </ol>

## MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the printer	<ol style="list-style-type: none"> <li>1. Open plastic printer cover and lift metal tray.</li> <li>2. Use a cleaning cloth from supplies to carefully wipe interior of printer surface and rollers. Turn large roller to advance all rollers and clean as they are turning.</li> <li>3. Whenever emptying the IBB, also clean the scanner surface on the inside of the printer.</li> <li>4. Close metal tray by pushing down on green label until it clicks into place. Close plastic printer cover.</li> </ol>
2. Cleaning the scanner	<ol style="list-style-type: none"> <li>1. Use a cleaning cloth from supplies to carefully wipe the scanner lens under the ballot paper path.</li> </ol>
3. Cleaning the touchscreen	<ol style="list-style-type: none"> <li>1. BMD should be sanitized after each voter, but periodically use a microfiber cloth from supplies to clean the touchscreen. Carefully wipe the touchscreen and remove fingerprints and oils from screen.</li> </ol>

## EPOLLBOOK/BALLOT ACTIVATION MECHANISM (BAM) TROUBLESHOOTING

PROBLEM	SOLUTION
1. iOS Software update	<p><b>Do not</b> perform a software update on the ePollbook. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Tap <b>Later</b> from the list of on screen options.</li> <li>2. Double press the <b>Home</b> button and verify Poll Pad app remains open.</li> </ol>
2. ePollbook screen is unresponsive	<ol style="list-style-type: none"> <li>1. Turn screen off/on by pressing the power button.</li> </ol> <p>If the screen is still unresponsive, reset the ePollbook by doing the following:</p> <ol style="list-style-type: none"> <li>2. Disconnect lightning power cable from ePollbook.</li> <li>3. Hold down the Power and Home buttons simultaneously.</li> <li>4. Release both buttons once the Apple logo displays on screen and reinsert lightning cable.</li> <li>5. After application launches, return to previous activity.</li> </ol>
3. BAM printer fails to print	<ol style="list-style-type: none"> <li>1. Verify that printer is plugged in.</li> <li>2. Verify that printer is turned “on.”</li> <li>3. Confirm connection with ePollbook (green icon).</li> <li>4. If still unable to print, call the Help Desk.</li> </ol>
4. Poor print quality (QR code not recognized by BMDs)	<ol style="list-style-type: none"> <li>1. Stop using and take ePollbook station out of service.</li> <li>2. Call the Help Desk.</li> </ol>

## MAINTENANCE

ISSUE	SOLUTION
1. Cleaning the printer	1. Use microfiber cloth from supplies to clean roller on BAM printer.
2. Cleaning the touchscreen	1. Periodically use a cleaning cloth from supplies to carefully wipe the touchscreen and remove fingerprints and oils from screen.









## Glossary of Terms

**Adjacent Vote Center Map** - A map of neighboring, or near by Vote Center locations with addresses.

**Ballot Activation Mechanism (BAM) Printer** - The printer for the ePollbook that prints the QR Code on the ballot, that contains voters precinct information.

**Ballot Marking Device (BMD)** - The new Ballot Marking Device is still dependent on a physical paper ballot. It offers new accessibility features and personalized settings to make the voting experience more personalized.

**Ballot Security Envelope (BSE)** - A bright green envelope used during closing that stores CVR/ Provisional, Vote By Mail, Curbside, and Paper Write-In Envelopes, and delivered to the CIC each night.

**Ballot Transport Box (BTB)** - The Ballot Transport Box is used to transport all BMD ballots to the CIC.

**BAM** - Abbreviation for the Ballot Activation Mechanism printer.

**Blank Ballot Box** - A white box that contains approximately 1,000 unused ballots. Voided ballots are also placed in this box. If this box contains any unused ballots at the end of the voting day, it must be sealed and placed in the Primary or a Secondary Cart and secured. On the final night of voting the number of unused ballots and voided ballots in the box are entered on box top.

**Blank Ballot Paper** - Paper that is used by Check-In Clerks to print a QR Code and issued to the voter. It is taken by the voter to the BMD, and the voter's selections are printed on the Ballot Paper before casting.

**Black Supply Tub** - A large black tub that stores many of the Vote Center supplies.

**Bluetooth** - A wireless connectivity technology used to connect the ePollbook and BAM printer.

**BMD** - Abbreviation for the Ballot Marking Device.

**BMD Ballot** - Any ballot printed by the BMD.

**BMD Maintenance** - Any procedures performed on the BMD for maintenance (i.e. clearing paper jams, emptying the Integrated Ballot Box, etc.).

**BMD Printer/Scanner** - Part of the BMD that scans and prints information on ballot or report paper.

**BMD Security Credentials** - A paper credential that is comprised of a Security Pass (QR Code) and a six-digit password.

**BMD Security Pass** - The portion of the Security Credential that contains the QR Code.

**BMD Touchscreen** - The visual device on the BMD that the voter uses to make selections.

**Board Members** - Refers to all the Election Workers assigned to one Vote Center.

**BTB** - Abbreviation for the Ballot Transport Box.

**Cancel Voter Check-In** - Process of cancelling a Check-In, so a voter can receive another ballot same day or another day.

**Chain of Custody** - Process used to verify the security and integrity at a Vote Center.

**Check-In-Center (CIC)** - The location where ballots are delivered after Election Workers have closed their Vote Center. Two Election Workers should travel to the CIC when dropping-off ballots.

**Check-In Clerk** - The Election Worker position that checks in voters, prints the ballot and issues the ballot to the voter.

**Check-In Table** - The area of the Vote Center where Check-In Clerks check voters in and the voter receives their ballot.

**Cherwell App** - The application that is used to perform the Chain of Custody process. Website for the application is: [lacelection.cherwellondemand.com](http://lacelection.cherwellondemand.com).

**CIC** - Abbreviation for Check-In-Center.

**Close Poll Report** - Report that prints each night from each BMD. Two Election Workers sign each Close Poll Report, then report is placed behind the touchscreen of the BMD it was printed from to compare against the Open Poll Report the following morning. Both reports are then placed in the bottom of the Report Paper Box or envelope.

**Conditional Voter Registration (CVR)** - A conditional registration for any individuals not found in the ePollbook or for those wishing to change their name. Same day registration to be able to receive a ballot and vote at the Vote Center.

**COVID-19** - Is a form of Coronavirus that has caused a worldwide pandemic. Because it is easily transferable, new guidelines have been created to avoid transference, referred to as Social Distancing. These new guidelines require individuals to remain at least 6 feet apart, wear a face covering, and constant sanitizing of hands, equipment and areas.

**Curbside BMD Ballot** - A ballot printed at the Check-In Table that can be used to print a Curbside voter's selections at the BMD. Voter can choose this method or to vote using a Paper Write-In Ballot.

**Curbside Envelope** - Envelope used to place the voted ballot from a Curbside voter. Envelope is placed in the traditional Ballot Box when completed.

**Curbside Voter** - A voter who utilizes the Curbside Voting option at a Vote Center.

**Curbside Voting** - A type of assistance provided to voters outside the Vote Center when a voter is unable to go inside the room where voting is taking place. Usually, Voters with Specific Needs will utilize this form of assistance.

**CVR** - Abbreviation for a Conditional Voter Registration.

**CVR/Provisional Envelope** - A pink envelope used for CVR and Provisional Voters. The front of the envelope is completed by both an Election Worker and a CVR or Provisional Voter. Once a CVR/Provisional Voter has finished marking his or her ballot, it is placed inside this envelope, then the envelope is placed in the traditional Ballot Box.

**CVR/Provisional Receipt** - A pink receipt given to CVR/Provisional Voters that lists an "800" number where they can call and find out if their ballot was counted. The receipt is detached from the CVR/Provisional Envelope and given to the voter after they have finished voting.

**Damaged Ballot** - Ballots that have tears, creases, folds.

**Dual Switch Device** - A device brought and used by voters with specific needs to assist them in marking their ballot. The device is plugged into the Dual Switch port on the front right of the BMD and is programmed by the voter.

**Election Worker** - An individual working at a Vote Center on any day of voting.

**Election Worker Sign-In/Out** - The process used by Election Workers to sign in/sign out of the ePollbook each day to account for their time working at a Vote Center. The Lead needs to enter a password to enter this area of the ePollbook.

**Electronic Pollbook** - An iPad used to find voters and have them verify their information is correct, then sign on the Signature Confirmation screen to receive their ballot.

**ePollbook** - An abbreviated name for the Electronic Pollbook.

**ePollbook Case** - The case used to hold an ePollbook and BAM printer and all the peripherals.

**ePollbook Check-Ins** - The cumulative number of individuals checked in on all the ePollbooks from a particular Vote Center. Number can be accessed from the Summary Report screen from the LA County Home screen on the ePollbook.

**ePollbook Scanning Tray** - A tray that attaches to the back of the ePollbook and faces the camera so a voter can scan the barcode on their Sample Ballot to find their voter record quickly.

**ePollbook Stand Arm** - The arm that attaches to the ePollbook Base and which the ePollbook is mounted on for easy access by Check-In Clerks and voters.

**ePollbook Base** - The base that holds the ePollbook and is able to rotate for easy access by the Check-In Clerk and voters.

**ePollbook Stylus** - A pencil like tool with a soft tip used to make selections or sign the ePollbook.

**Feather Flag** - A 10 ft. flag that is set up outside the Vote Center using a stand or a stake provided, so voters know to "Vote Here."

**Green Stripe Envelope (GSE)** - Large clear bag with a green stripe. The GSE stores specific items that are listed on the envelope, and is returned to the CIC along with the Ballot Transport Box and Ballot Security Envelope on Election night only.

**GSE** - Abbreviation for the Green Stripe Envelope.

**IBB** - Abbreviation for the Integrated Ballot Box.

**IBB Security Seal** - A Seal that is affixed to the IBB on the side opposite the Zip Tie. It is removed any time the IBB is opened for any BMD Maintenance, and is replaced by a new Seal when a new Zip Tie is applied. The seal is checked during the Chain of Custody process to verify no tampering has taken place.

**Integrated Ballot Box (IBB)** - The ballot box on the back of each BMD, into which the ballot drops after it has been cast at the BMD. The IBB is secured with both a Zip Tie on one side and a Security Seal on the other.

**Interactive Sample Ballot (ISB)** - A website found at [ISB.lavote.net](http://ISB.lavote.net) that a voter can go to access their Sample Ballot electronically. The ISB allows a voter to make their selections using a computer, smartphone, tablet, or any device that allows internet connectivity, and lets the voter create a Poll Pass that they can bring to the Vote Center and upload all their selections into the BMD.

**ISB** - Abbreviation for the Interactive Sample Ballot.

**Kiosk, Election Laws** - Two kiosks at a Vote Center. One is placed inside and one is placed outside to allow voters to see Election Laws, the Voter Bill of Rights, and other information pertinent to the Vote Center.

**Kiosk, VSAP** - A kiosk that contains information about the new Voting Solutions for All People (VSAP) program in Los Angeles County.

**Lead** - The individual in charge of the Vote Center, who ensures everything runs smoothly.

**Line Monitor** - An Election Worker position that is the first contact with voters at the Vote Center. They determine where a voter should be directed to (e.g. VBM drop off, or Check-In Table) and manages the lines at the Vote Center. If lines form, they should also instruct voters to utilize the ISB while waiting, so they can create a Poll Pass to speed up their voting process.

**List Of Qualified Write-In Candidates** - A list containing official Write-In Candidates for a specific election. This list should be placed on the Official Table for voter reference.

**Multilingual** - The term used to describe materials and other items which are offered in languages other than English.

**Official Ballot Statement** - A duplicate form which is completed during closing. The blue/white copy is removed and placed in the Ballot Transport Box, along with the ballots. The carbon copy is removed and placed in the Green Stripe Envelope for reference the following night.

**Open Poll Report** - A report printed at each BMD each morning of voting. Each report is signed by two Election Workers, then placed in the Report Paper Box or envelope.

**Paper Jam** - The error that occurs on the BMD when ballot or report paper gets stuck in the BMD printer/scanner. Vote Area Monitor needs to use Security Credentials to clear. If the paper does not go into the printer/scanner, but Paper Jam shows on the touchscreen, it can be cleared without opening the IBB, but if the paper is inside the printer/scanner, then the Zip Tie and Security Seal are removed in order to open the printer/scanner and remove the paper.

**Paper Write-In Ballot** - The ballot used if a voter does not want to use a BMD ballot. The voter will access their contest options with either their Sample Ballot or the ISB on a smartphone (theirs or they may use the Vote Center phone), and then manually write the name of the contest and their selection from the candidates or options in a contest on the Paper Write-In Ballot. This ballot is then placed in an envelope (Curbside or Paper Write-In Ballot Privacy Envelope), and the envelope is placed in the traditional Ballot Box.

**Paper Write-In Ballot Privacy Envelope** - Envelope used if a voter chooses to use a Paper Write-In Ballot.

**Primary Cart** - A BMD Cart that is designated with a red "P" showing it is the Primary Cart. The phones, Zip Ties and ePollbook cases are usually found in this cart, and Blank Ballot Boxes can also be stored in this cart if there is room.

**Poll Pass** - A QR Code that is generated after a voter has used the ISB to make their ballot selections. It can be printed out or downloaded to a phone to be scanned at the BMD to upload selections.

**Poll Watcher** - An individual who is not a voter or agent of the Registrar Recorder/County Clerk (RR/CC) who visits and/or remains at a Vote Center. These individuals are usually members of an organization or political campaign, but may also be independent voters. Sometimes referred to as observers.

**Provisional List** - A pink-covered booklet that is used to list the names of all Provisional Voters only in the case the ePollbooks become unavailable.

**Provisional Voter** - A voter who votes provisionally on any day of voting.

**Provisional Voting** - Ensures that no properly registered voter is denied his or her right to cast a ballot if that voter's name is not in the ePollbook due to clerical, processing, computer, or other error. Also, it allows the Registrar-Recorder/County Clerk (RR/CC) the ability to verify that no voter votes twice, either intentionally or inadvertently, in a given election.

**QR Code** - A Quick Response Code that is used in various places on the BMD.

**Quick Check-In Code** - Barcode that can be generated on a smartphone and used for quick check-in at the Check-In Table. Voter goes to the website <https://lavote.net/vrstatus>, and enters identifying information.

**Report Paper** - Special paper with a yellow stripe at top and bottom used to create the Open and Close Poll Reports on the BMD. The box or envelope containing this paper should be secured in a Primary or Secondary Cart.

**Report Paper Box/Envelope** - The box, or envelope, containing the Report Paper.

**RR/CC** - Abbreviation for Registrar-Recorder/County Clerk.

**Sample Ballot** - A booklet issued to a voter prior to the election period that lists all ballot contests he or she is eligible to vote for.

**Samsung Phone** - A Samsung smartphone that may be issued to a Vote Center for use in performing Chain of Custody, assisting voters, and keeping in contact with the RR/CC.

**Secondary Cart** - A BMD Cart that is designated with a yellow “S” showing it is a Secondary Cart. This cart may contain ePollbook cases and Blank Ballot Boxes. Anything else that needs to be secured at night can be placed in a Secondary Cart.

**Security Seal** - A blue Seal that is used to secure data ports and other items that need to have a way of determining if they have been tampered with. Some Security Seals have barcodes, some do not, but even if it contains a barcode, it is not scanned when performing Chain of Custody. It is only to be observed to determine if it has been tampered with.

**Service Area Number Label** - A white label that is placed on CVR/Provisional Envelopes that contains the Service Area Number, and an Affidavit number that makes the CVR/Provisional Envelope a completed Registration Form.

**SITH Scanner App** - The application used to scan items going to the CIC at end of each day of voting. Scanned items include any Ballot Transport Boxes and Ballot Security Envelopes on a nightly basis, and on Election Night, the Green Stripe Envelope is also scanned and taken to CIC.

**Spoiled Ballot** - A ballot that was issued to a voter, but after the selections have been printed on the ballot at the BMD, the voter realizes that an error was made and wants a new ballot. Voters are allowed only three ballots if errors are made.

**Stipend Card (Blank)** - A form found in the Vote Center supplies and must be completed and given to the Lead on any day of voting, if Election Workers cannot sign-in/out on the ePollbook.

**Stipend Card Envelope** - Envelope completed Stipend Cards are placed in. Envelope is placed in GSE.

**Traditional Ballot Box** - Large black box that sits on VBM/Provisional Table and secures ballots. Traditional Ballot Box should remain locked with a yellow Zip Tie during voting. Items going in the traditional Ballot Box include: VBM, CVR/Provisional, Curbside and Paper Write-In Ballot Privacy Envelopes, and BMD ballots if voter wishes to cast it here instead of at the BMD.

**VBM** - Abbreviation for Vote By Mail.

**“VBM Issued” (notation in ePollbook)** - This notation lets the Check-In Clerk know the voter was issued a Vote By Mail ballot. Voters can surrender their VBM ballot or can vote without surrendering the VBM ballot. Check-In Clerk taps “Issue Ballot—Cancel VBM” button in ePollbook.

**“VBM Returned” (notation in ePollbook)** - This notation lets the Check-In Clerk know the voter has returned their VBM ballot to the RR/CC, so if they wish to vote at the Vote Center, must vote

Provisionally.

**VBM/Provisional Clerk** - The Election Worker position that accepts any VBM ballots being dropped off at the Vote Center and places all items into the traditional Ballot Box. This Clerk also passes out the "I Voted" stickers.

**Voided Ballot** - A ballot that has been voted incorrectly or returned, for any reason, by a voter. Voided Ballots are placed in the Blank Ballot Box and identified with "Void" written on the front.

**Vote Area** - The area at the Vote Center that contains all the BMDs, and is watched over by the Vote Area Monitors.

**Vote Area Monitor** - The Election Worker position that directs voters to available voting booths, instructs them on getting started and assists with questions or issues within the vote area.

**Vote By Mail (VBM)** - The method of voting for voters who request to receive their ballot by mail, and then return either by mail or by dropping off at a Vote Center during the voting period.

**Vote By Mail (VBM) Ballot** - The combined total of all VBM Ballot Cards issued to a voter.

**Vote By Mail (VBM) Ballot Card** - Refers to one sheet of VBM ballot paper. All ballot's cards are two pages. If there are no contests or candidates on the even side of the ballot card it will be marked "Page Intentionally Left Blank."

**Vote By Mail (VBM) Ballot Envelope** - An envelope used to return a Vote By Mail Ballot. All VBM Voters are issued a pre-printed envelope. Voters must sign the VBM Envelope when returning ballot by mail or dropping off at any Vote Center.

**Vote By Mail (VBM) Ballot Page** - One side of a VBM Ballot Card. The VBM Ballot Page number is printed on the top right corner of the VBM Ballot Page.

**Vote By Mail (VBM) Replacement Envelope** - An envelope used if the voter has lost their VBM Return Envelope. VBM Voters must print name and address, in addition to signing, then placing all VBM Ballot Cards in and sealing.

**Vote By Mail (VBM) Voter** - A voter who votes with a Vote By Mail Ballot.

**Vote Center** - A location that is set up with a Check-In Station and BMDs for voting. Any voter can go to any Vote Center in Los Angeles County to vote.

**Vote Center Lead** - An Election Worker position that is in charge at a Vote Center. Leads have specific responsibilities and procedures they must follow to ensure the Vote Center runs smoothly.

**Voting Period** - Voting in Los Angeles County now takes place over a 4 day period. Vote Centers will open 3 days before Election Day and are open for a total of 4 days.

**Vote Center Safety Inspection Card** - Completed by the Lead during set-up. The Lead surveys the Vote Center and its immediate physical surroundings and fills-out the card accordingly. Once the card is complete, the Lead places it in the GSE. A new Safety Inspection Card should be completed every morning of the voting period.

**Voters with Specific Needs** - The term used to describe voters who have disabilities and may require additional assistance. Formerly called Voters with Disabilities.

**VWD** - Abbreviation for Voters with Disabilities. VWD is also marked in the ePollbook in place of a signature for Curbside Voters.

**Write-In Vote** - A vote for a candidate that is written in by the voter because that candidate does not appear on BMD. Write-In Votes are available for every contest that contains candidates, and the voter can type in up to 28 characters.

**Zip Tie** - A yellow, barcoded zip tie that is used to secure Primary and Secondary Carts, IBBs on the BMDs, and the traditional Ballot Box.

# LAWS: ELECTIONEERING / UNIFORMS AND FIREARMS / VOTING EQUIPMENT TAMPERING

## ELECTIONEERING

“No person, on election day, shall, within 100 feet of a Vote Center... Solicit a vote or speak to a voter on the subject of marking his ballot.” *California Elections Code Section 18370* defines “100 feet of the Vote Center” as meaning a “distance of 100 feet from the room or rooms in which voters are signing the ePollbook and casting ballots.”

Electioneering is defined by *California Elections Code Section 319.5* as “the visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot within 100 feet of a polling place, an elections official’s office, or a satellite location.”



This includes, but is not limited to: display of candidate’s name and logo, display of a ballot measure number or title, buttons, shirts, signs, stickers, and the dissemination of audible electioneering information.

The "No Electioneering" signs should be posted at strategic locations clearly marking the 100 foot limit of the Vote Center.

*(California Elections Code Section 18370)*

## UNIFORMS AND FIREARMS

Persons with a firearm or persons in a peace officer or security guard uniform shall not be within 100 feet of the Vote Center, except to cast his or her vote or to conduct official business.

*(California Elections Code Section 18544)*

## VOTING EQUIPMENT TAMPERING

Tampering with or attempting to interfere with voting equipment, hardware or software, is a felony punishable by up to four (4) years in state prison. Violators may also be subject to civil penalties of up to \$50,000 per violation.

*(California Elections Code Sections 18564, 18564.5 and 18565)*

## Appendix A: Example of CVR/Provisional Envelope

Count    No Count    Reason: \_\_\_\_\_

Label  
or  
Service Area # \_\_\_\_\_

**LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK**  
**CVR / PROVISIONAL BALLOT ENVELOPE**  
 Voting twice is a felony

**For the Voter – Complete and Sign**

- 1 I am a citizen of the United States:  Yes  No
- 2 I am 18 or older:  Yes  No
- 3 First Name \_\_\_\_\_ M.I. \_\_\_\_\_ Last Name \_\_\_\_\_
- 4 Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_
- 5 CA Driver's License or I.D. # or last 4 digits of S.S. #: \_\_\_\_\_
- 6 U.S. State or Foreign Country of Birth: \_\_\_\_\_
- 7 Current Residence Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_
- 8 Mailing Address (if different from above) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_
- 9 Previous Residence Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_
- 10 Political Party:  American Independent Party    Democratic Party    Green Party    Libertarian Party  
 Peace and Freedom Party    Republican Party    No Party / None    Other: \_\_\_\_\_
- 11 Daytime Phone #: \_\_\_\_\_
- 12  BECOME a Permanent Vote by Mail (PVBm) voter
- 13  REMOVE as a Permanent Vote by Mail (PVBm) voter
- 14 Email address: \_\_\_\_\_

**Voter Declaration:**  
 I declare under penalty of perjury that I reside at the address listed above, I have not previously voted in this election either by Vote By Mail ballot or at any vote center/polling location.  
 I am a U.S. citizen and will be at least 18 years old on Election Day. I am not currently imprisoned or on parole for the conviction of a felony. I am not currently found mentally incompetent to vote by a court. I understand that it is a crime to intentionally provide incorrect information on this form. I declare under penalty of perjury under the laws of the State of California that the information on this form is true and correct.

**X** Voter Signs Here \_\_\_\_\_ Date \_\_\_\_\_

**For the Election Worker**

Fill One Circle:    CVR    Provisional

If Provisional, Check one box:    New Voter, No ID    Out Of County    Other

Party Ballot issued (NPP crossover only): \_\_\_\_\_

Comments: \_\_\_\_\_

Election Worker's name: \_\_\_\_\_

**RR/CC Official Use Only**

Voter I.D. #: \_\_\_\_\_

Precinct #: \_\_\_\_\_ Registered \_\_\_\_\_ / \_\_\_\_\_ Voted \_\_\_\_\_

Serial #: \_\_\_\_\_

Operator I.D.: \_\_\_\_\_ Date: \_\_\_\_\_

**Official Canvass**

Clerk 1: \_\_\_\_\_

Clerk 2: \_\_\_\_\_

## Appendix B:

### Example of Change of Political Party/Change of Address Form



**California Secretary of State**  
**CHANGE OF POLITICAL PARTY/CHANGE OF ADDRESS**  
 (Elections Code §§ 2119.5, 2152)

This form may only be completed by a voter who is currently registered to vote in their current county of residence. This form is to request a change of political party preference and/or to request a change of address within the same county. This form may only be completed during the time period of the 14th day before an election up until the close of the polls on Election Day. This form must be provided in person to the county elections official's office, polling location, or satellite office.

First name \_\_\_\_\_ Middle name \_\_\_\_\_

Last name (including suffix, such as Jr., Sr., III) \_\_\_\_\_

Date of birth \_\_\_\_\_  
 M M D D Y Y Y Y

Current residence address \_\_\_\_\_ Apt or Unit # \_\_\_\_\_

City \_\_\_\_\_ State CA Zip \_\_\_\_\_

I want to change my political party preference.

I want to choose a political party preference

- American Independent Party
- Democratic Party
- Green Party
- Libertarian Party
- Peace and Freedom Party
- Republican Party
- Other (specify): \_\_\_\_\_

I do not want to choose a political party preference

- No Party / None

I want to change my address. My previous address was:

Address \_\_\_\_\_ Apt or Unit # \_\_\_\_\_

City \_\_\_\_\_ State CA Zip \_\_\_\_\_

I declare under penalty of perjury under the laws of the State of California that the information I have provided on this request is true and correct.

X / /  
 Signature \_\_\_\_\_ Date signed \_\_\_\_\_ Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

## Appendix C:

### Working with Voters with Specific Needs



- **Use common sense.** Remember, a voter is a person first, the disability comes second.
- **Avoid being patronizing.** Show the voter the same courtesy and respect you expect to receive from others.
- **Be considerate and patient.** Try to anticipate what the voter’s needs might be, offering assistance if needed. Be patient if he or she needs more time to communicate or accomplish a task.
- **Communicate with the voter.** Some Voters with Specific Needs may have an assistant or companion with them. Look at and speak directly to him or her, rather than the assistant.
- **Post signs.** This will assist Voters with Specific Needs to find the most accessible way to get to the room where voting is being held.

<i>Working with voters who are blind or visually impaired:</i>	<i>Working with voters with speech/hearing impairments:</i>	<i>Working with voters with limited mobility:</i>
<ul style="list-style-type: none"> <li>● <b>Identify yourself as an Election Worker.</b> Do this as soon as you come in contact with the voter. Offer your arm, rather than taking the voter’s arm when assisting. Help the voter avoid obstacles in the path of travel by being specific when giving verbal directions.</li> <li>● <b>If the voter has a service animal, walk on the opposite side of the voter, away from the service animal.</b> Do not pet or interact with the service animal without owner’s permission.</li> <li>● <b>Describe what you are doing as you do it.</b> If walking away from a person who is blind or visually impaired, let him or her know.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Allow a voter who cannot speak to write his or her name and address or provide identification.</b></li> <li>● <b>Follow the voter’s cues.</b> This will help to determine whether speaking, gestures, or writing is the most effective method of communication.</li> <li>● <b>If speaking, speak calmly, slowly, and directly to the voter.</b> Do not shout. Your facial expressions, gestures, and body movements help in understanding. Face the voter at all times.</li> <li>● <b>Rephrase, rather than repeat, sentences that the voter does not understand.</b></li> </ul>	<ul style="list-style-type: none"> <li>● <b>Do not push or touch a voter’s wheelchair without his or her consent.</b> People using adaptive equipment often consider the equipment as part of their personal space.</li> <li>● <b>Ask before helping.</b> Grabbing a voter’s elbow may throw the person off balance. A person with mobility impairments might lean on a door while opening it. Quickly opening the door may cause the person to fall.</li> <li>● <b>Secure mats, rugs, and cords to floor or move them out of the way.</b> This will help prevent tripping.</li> <li>● <b>Keep floors dry.</b></li> <li>● <b>Keep ramps and wheelchair accessible doors unlocked and free of clutter.</b></li> </ul>

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## Appendix D: List of Identification (ID) for New Voters

**Only** New Voters (listed as such in the ePollbook) are required to present ID. For documents with name and address only, the address shown on the voter's ID must match the address listed in the ePollbook.

Per the *California Code of Regulations, Section 20107*, the following list is the "Standards for Proof of Residency or Identity When Proof Is Required by Help America Vote Act":

### **Valid Photo Identification:**

- A. Driver's license or identification card of any state;
- B. Passport;
- C. Employee identification card;
- D. Identification card provided by a commercial establishment;
- E. Credit or debit card;
- F. Military identification card;
- G. Student identification card;
- H. Health club identification card;
- I. Insurance plan identification card; or
- J. Public housing identification card.

### **Documents With Name and Address:**

- A. Utility bill;
- B. Bank Statement;
- C. Government check;
- D. Government paycheck;
- E. Document issued by a governmental agency;
- F. Sample ballot or other official elections document issued by a governmental agency, dated for the election in which the individual is providing it as proof of residency or identity;
- G. Voter notification card issued by a governmental agency;
- H. Public housing identification card issued by a governmental agency;
- I. Lease or rental statement or agreement issued by a governmental agency;
- J. Student identification card issued by a governmental agency;
- K. Tuition statement or bill issued by a governmental agency;
- L. Insurance plan card or drug discount card issued by a governmental agency;
- M. Discharge certificates, pardons, or other official documents issued to the individual by a governmental agency in connection with the resolution of a criminal case, indictment, sentence, or other matter;
- N. Public transportation authority senior citizen and disabled discount cards issued by a governmental agency;
- O. Identification documents issued by governmental disability agencies;
- P. Identification documents issued by government homeless shelters and other government temporary or transitional facilities;
- Q. Drug prescription issued by a government doctor or other governmental health care provider;
- R. Property tax statement issued by a governmental agency;
- S. Vehicle registration issued by a governmental agency; or
- T. Vehicle certificate of ownership issued by a governmental agency.

## Appendix E: Contact Information

### Contact Phone Numbers:

- Help Desk Phone Number (Procedures)..... (800) 815-2666 Option 7
- IT Help Desk (Equipment Issues) ..... (800) 815-2666 Option 6

### Websites:

- RR/CC ..... <https://lavote.net>
- Interactive Sample Ballot (ISB) ..... <https://isb.lavote.net>
- Quick Check-In Code ..... <https://lavote.net/vrstatus>

### Addresses:

- RR/CC HQ..... 12400 Imperial Highway, Norwalk, CA 90650

