EPOLLBOOK GUIDE

ePollbook System Instructions

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City of Downey Special Municipal Election
January 31, 2023

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

Section 1:

Opening Procedures

1. LOCATE EPOLLBOOK AND PRINTER

ePollbook and printer will be found in the ePollbook case, which will be found in Primary or Secondary Cart. After Lead opens cart, select an ePollbook case and take it to your Check-In table. Remove ePollbook and BAM printer from case and set up station with direction from FST, but verify that the number on the luggage tag on the case matches the tag on the ePollbook and the tag on the printer. If numbers do not match, the ePollbook and printer will not communicate with each other.

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

2. CONNECT PRINTER

Plug the power connector into the side of the printer. NOTE: Ensure secure connection.

3. TURN PRINTER ON

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

4. STAND ARM

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

5. ATTACH SCANNING TRAY

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

6. PLUG IN EPOLLBOOK & FINAL SETUP

Take lightning power cord and place through hole in stand arm (from back to front), then insert into lightning port on ePollbook. Should remain plugged in and charging throughout the day.
After ePollbooks are set up, Lead should complete the Chain of Custody process on ePollbook and BAM printer, including scanning the Zip Tie that locked the case. Remove Zip Tie from caseand set-up, but keep Zip Tie close to complete Chain of Custody.
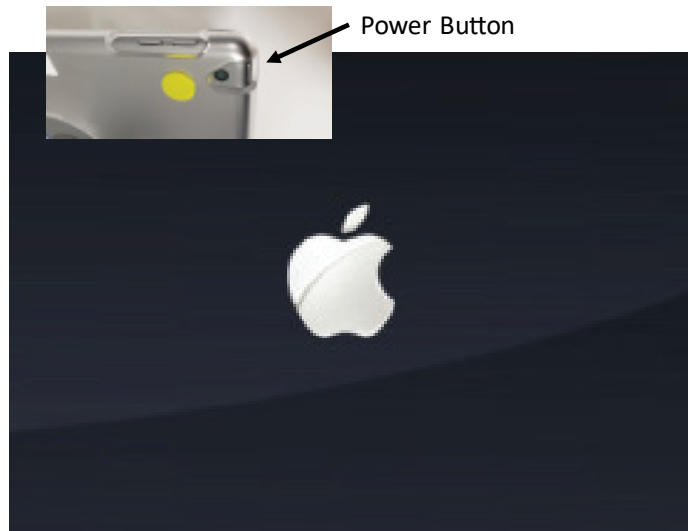
Final set-up should look like picture at right.

7. POWER ON EPOLLBOOK

Press and hold the power button on the top left edge of the unit until you see the Apple icon, then release. The ePollbook will power on.
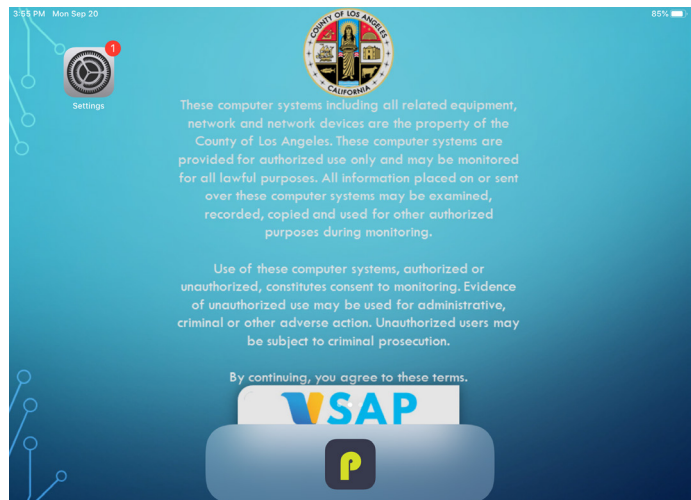
NOTE: ePollbook should automatically power on when lightning cord is plugged in.

Power Button

8. APPLICATION LAUNCHES

Tap the Poll Pad application icon at the bottom of the screen. When the application launches, you will be directed to the home screen.
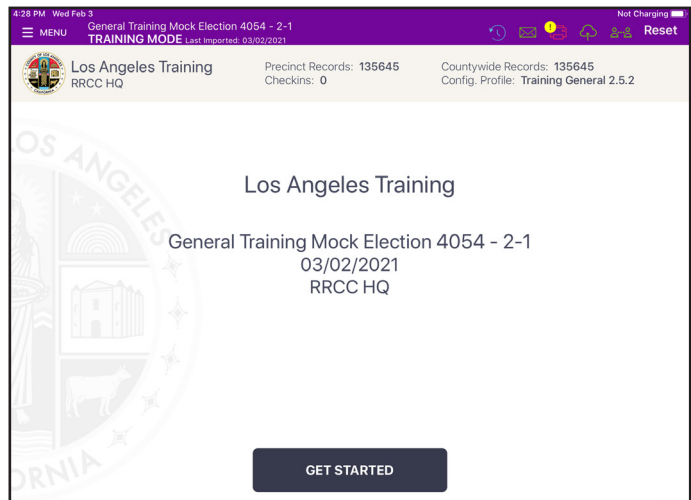
NOTE: Always use the stylus when using the ePollbook.

9. HOME SCREEN

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

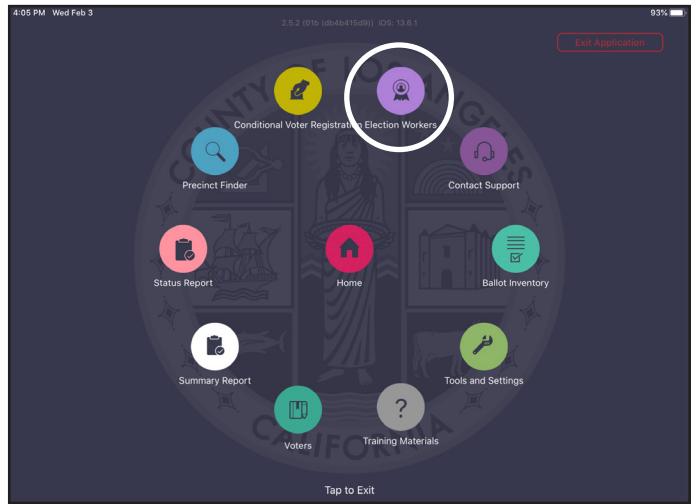## 1. ELECTION WORKER SIGN IN

Select an ePollbook to use for Election Worker Sign-In/Sign Out and use that same ePollbook each day of the voting period and each morning and evening for Election Workers to Sign-In/Sign Out on.
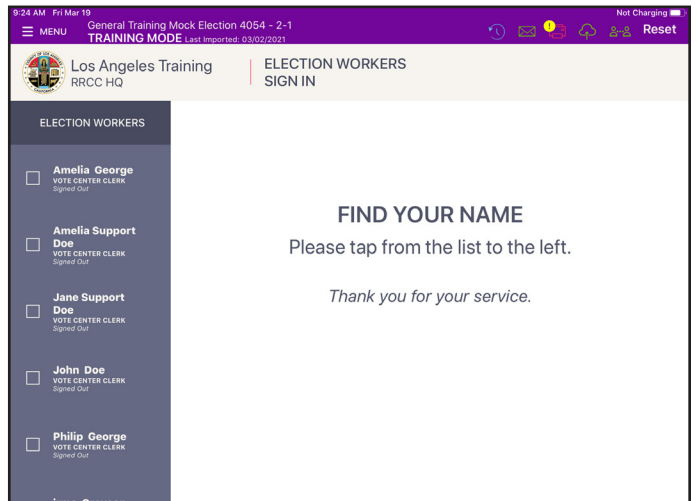
Tap **MENU** in top left corner to go to **LA County Home screen** on one ePollbook only.

Tap **ELECTION WORKERS** to go to **Election Worker Sign-In screen**. Lead enters password provided by the RR/CC.

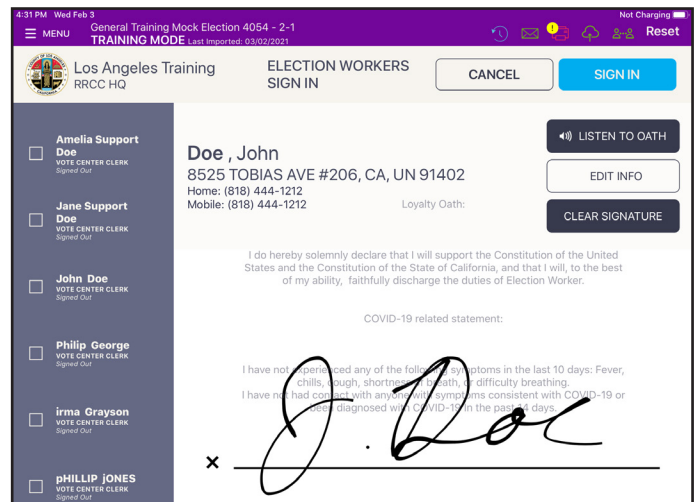## 2. ELECTION WORKERS SIGN IN SCREEN

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

3.ELECTION WORKERS SIGN IN

After selecting name, verifying personal information and acknowledging the Loyalty Oath and COVID Self-Check verbiage, each Election Worker signs their name with stylus, then taps **SIGN IN**.
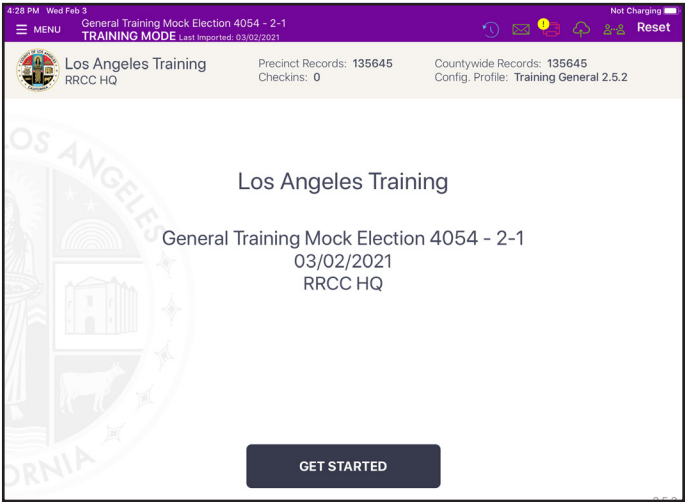
After all Election Workers are signed in, select **MENU** in top left corner to go back to **LA County Home screen**, then tap **HOME**.
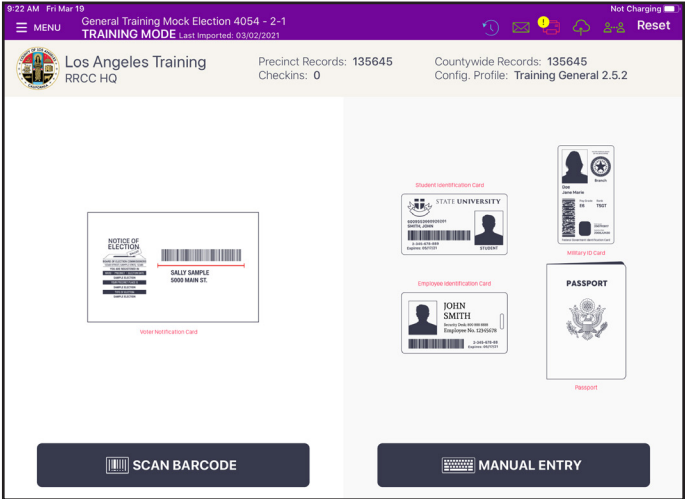
4. GET STARTED

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

5. READY TO PROCESS VOTERS
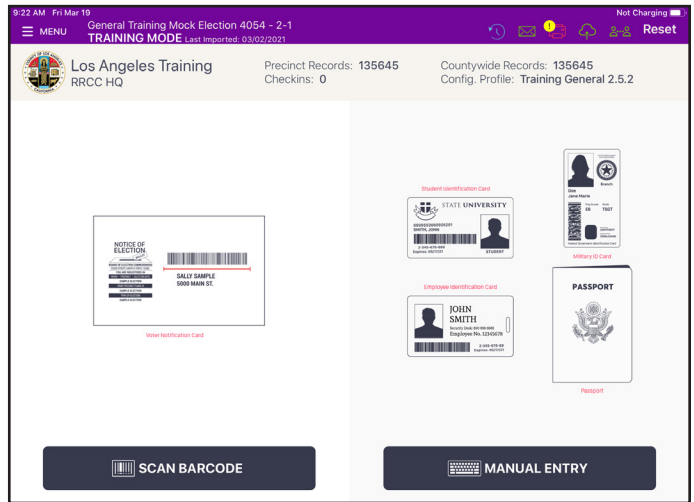
You are now ready to begin processing voters (see p. 10 to verify printer and connection icons).
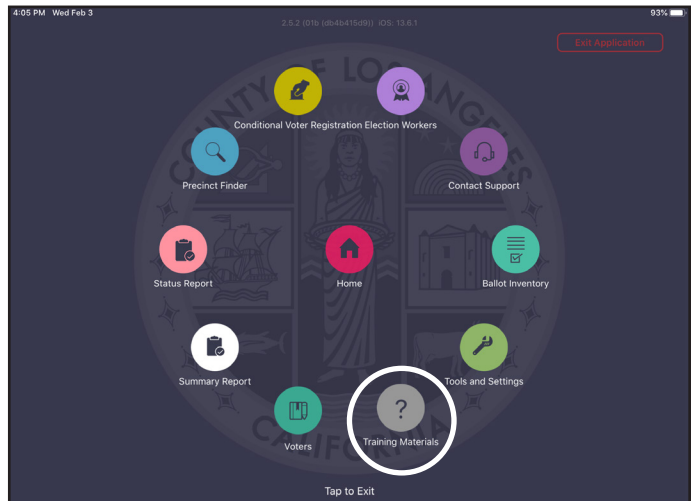
1. LOCATING TRAINING MATERIAL

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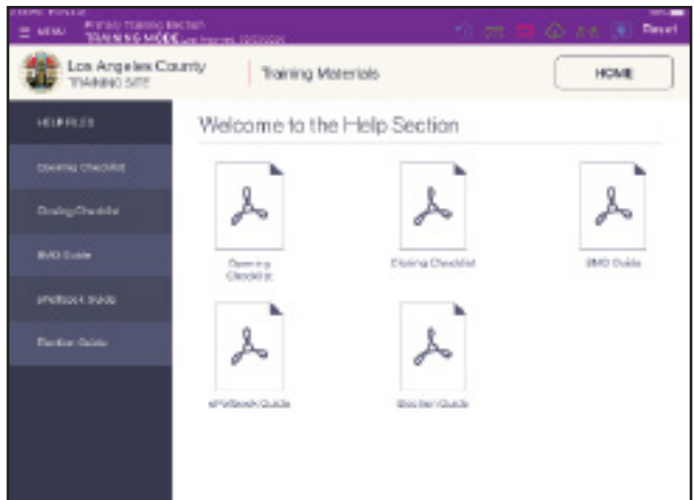
2. TRAINING MATERIALS SCREEN

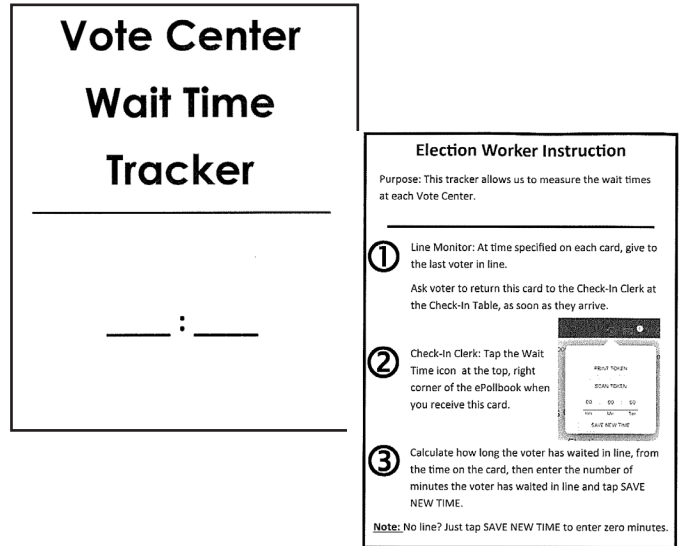Tap **TRAINING MATERIALS ICON**.

3. SELECT ITEM TO REVIEW

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

8

1. EVERY HALF HOUR

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

Vote Center Wait Time Tracker

_____

____ : ____

Election Worker Instruction

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

① Line Monitor: At time specified on each card, give to the last voter in line.

Ask voter to return this card to the Check-In Clerk at the Check-In Table, as soon as they arrive.

② Check-In Clerk: Tap the Wait Time icon at the top, right corner of the ePollbook when you receive this card.

③ Calculate how long the voter has waited in line, from the time on the card, then enter the number of minutes the voter has waited in line and tap SAVE NEW TIME.

Note: No line? Just tap SAVE NEW TIME to enter zero minutes.

2. OPEN THE TIME TRACKER APPLICATION

The Check-In Clerk will tap the **TIME TRACKER ICON** at the top of the page to open the application.
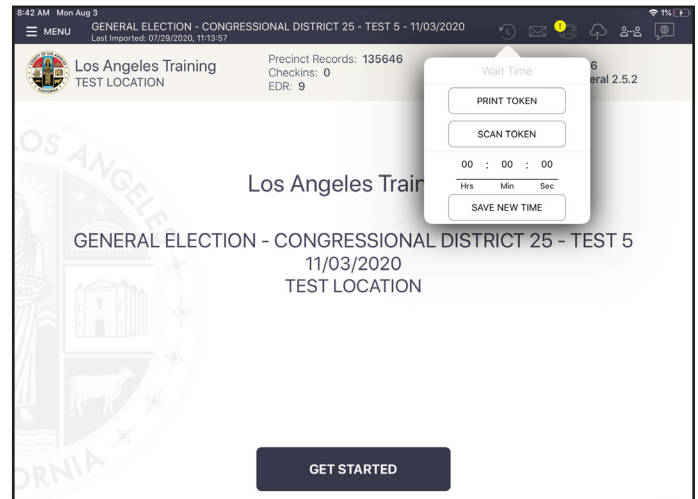
3. ENTER THE TIME IT TOOK

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

NOTE: When entering the information into the Time Tracker Application, DO NOT enter the current time of day or the time on the card. Enter the elapsed time from the time written on the card to the current time.
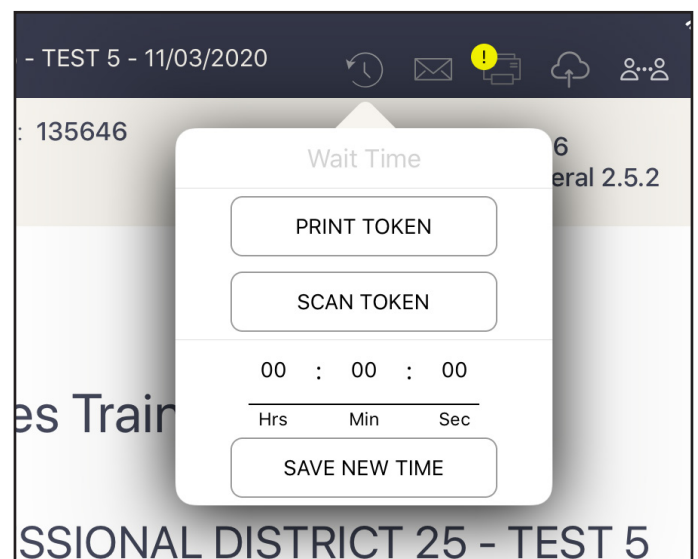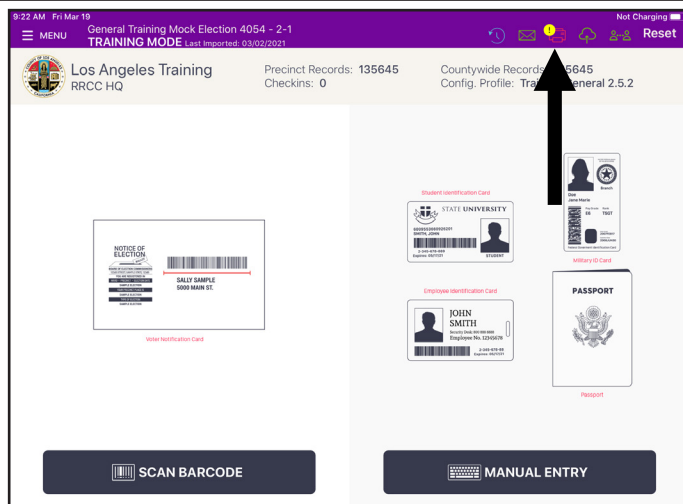
PRINTER ICONS & COLORS

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

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

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

MULTI-PEER ICONS & COLORS

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

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

Icon is Yellow: ePollbook recognizes the presence of other Vote Center ePollbooks but is not connected to or synchronizing with these units. Notify the Field Support Technician (FST).

Icon is Red: The ePollbook is currently disconnected and not synchronizing with the other Vote Center ePollbooks. Notify the FST.
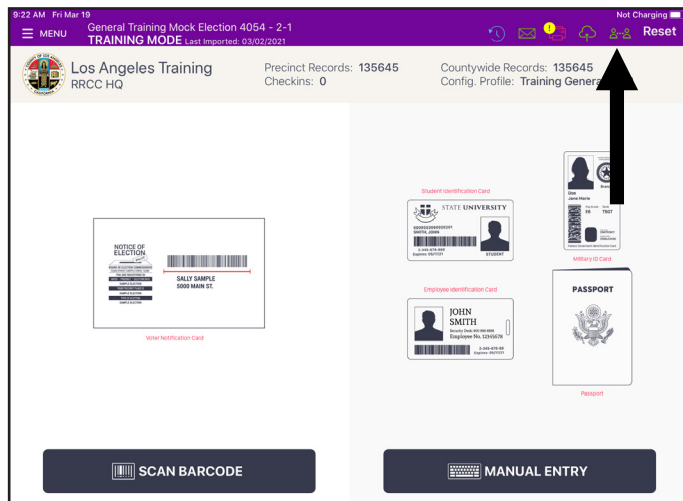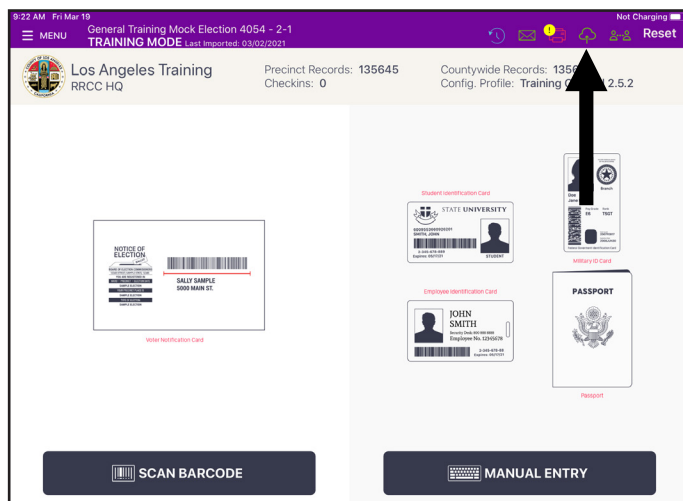
CLOUD SYNC ICONS & COLORS

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

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

Icon is Red: ePollbook is currently disconnected and not connected to the central election database. Notify the FST.

Section 2:

Processing Voters

1. GREET VOTER

Always greet voters by saying: *"Hello. I'll be looking up your voter record. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and address. Which would you prefer?"*
If voter would like to scan their Sample Ballot, or Quick Check-In Code from their phone, for fast check-in, then start the check-in process by tapping **SCAN BARCODE**.
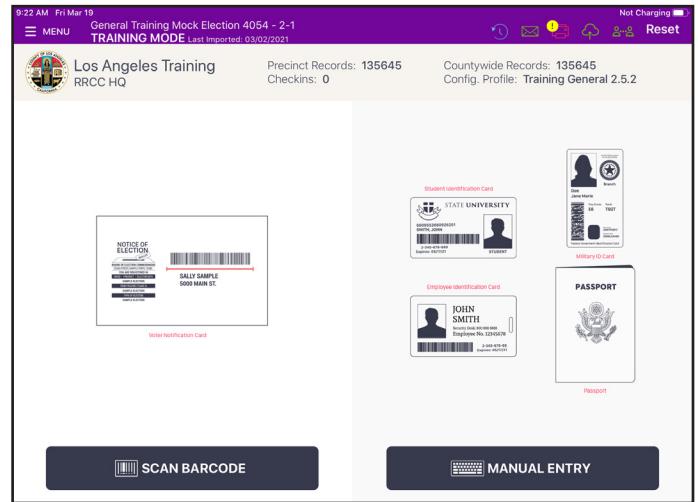
2. SCAN BARCODE

A live image of the scanning tray displays on-screen. Place voter's Sample Ballot barcode, or Quick Check-In Code from their phone, with the barcode facing the camera against the back of the Scanning Tray.
NOTE: If the camera is unable to scan the voter's barcode within ten seconds, the ePollbook will display **Barcode Not Found**. If this occurs, find the voter using the manual search method, or tap the **START OVER** button to try again.
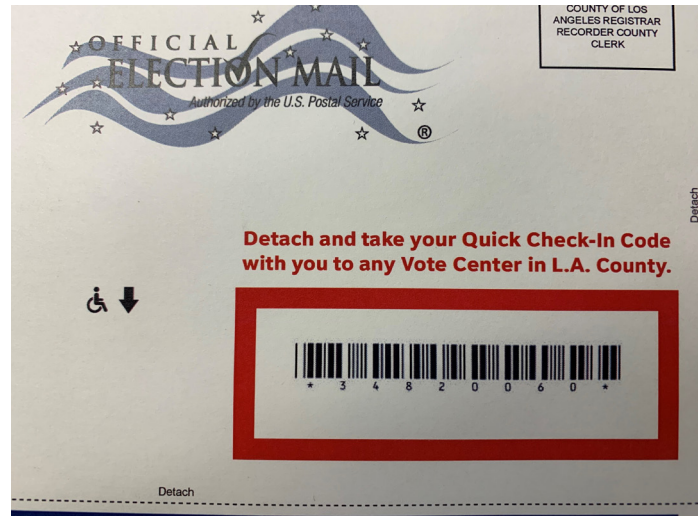

3. VOTER VERIFICATION AND VBM ISSUED

Once the barcode is recognized, the screen displays the **VBM Issued screen**.
To verify voter's identity, ask voter to confirm their name and year of birth. If voter's year of birth does not match, tap **Go Back** and search for voter with Manual Entry.
Once confirmed, if voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. Process VBM if surrenderd, but whether Yes or No, tap on the **Issue Ballot - Cancel VBM** button (See pp 17-18).
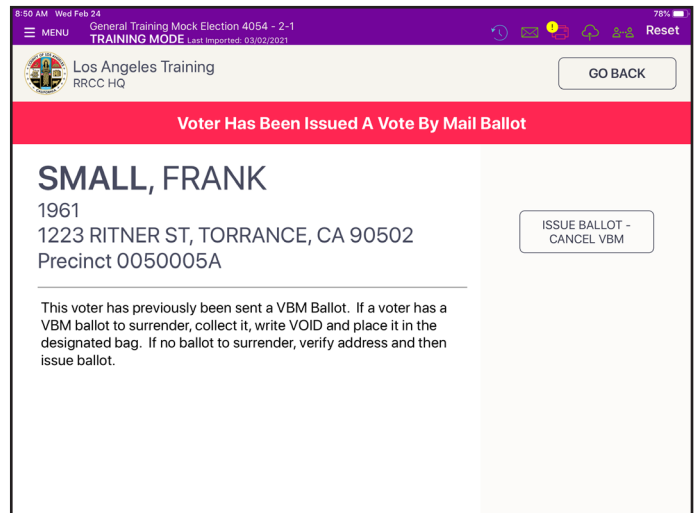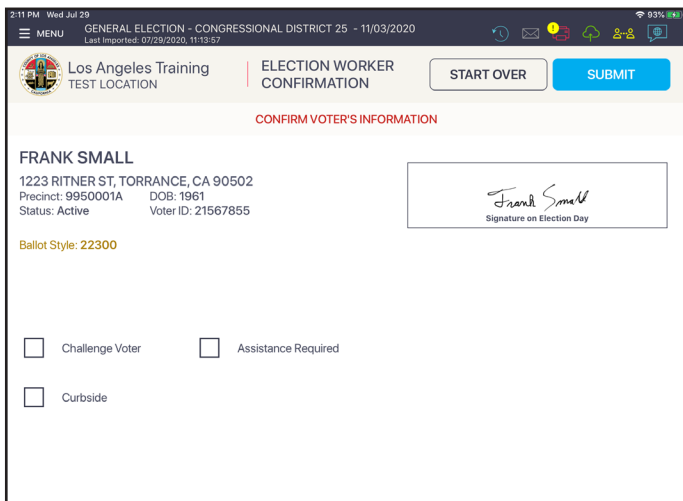
4. VOTER CONFIRMATION AND SIGNATURE

On the **Voter Confirmation screen**, rotate ePollbook to voter and have voter confirm their information. The voter taps **ACCEPT** with stylus.

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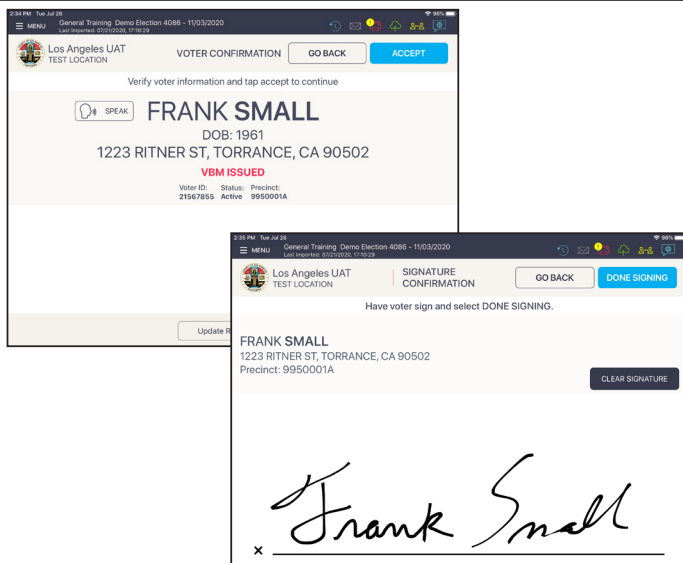
5. ELECTION WORKER CONFIRMATION

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

6. PROCESSED VOTER

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

1. GREET VOTER

Always greet voters by saying: *"Hello. I'll be looking up your voter record. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and address. Which would you prefer?"*
If voter does not have anything to scan, then start the check-in process by tapping **MANUAL ENTRY** to type the voter's last and first name, house number and street name.
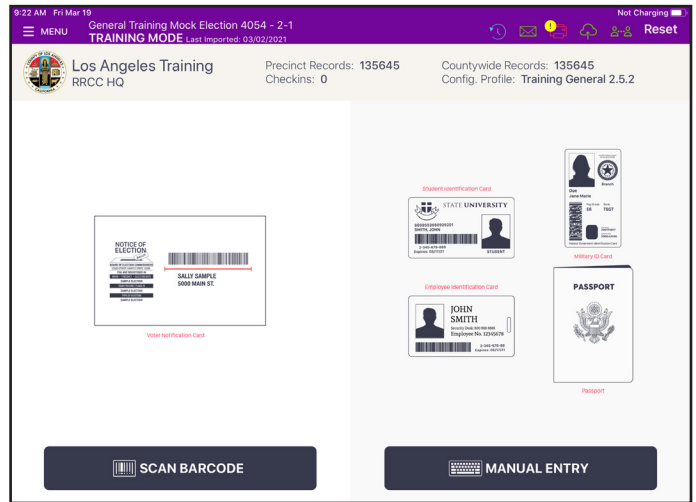
2. ENTER VOTER'S NAME

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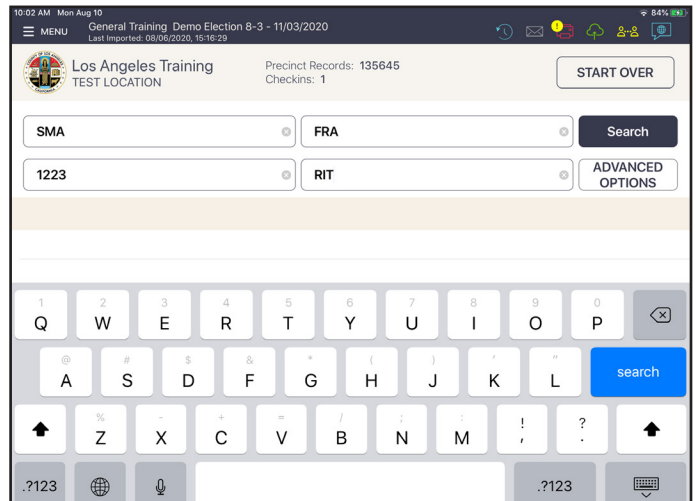
3. SELECT VOTER'S RECORD

Records matching the search criteria display on-screen. Ask the voter to confirm their year of birth to find the voter's specific voter record (and also confirms their identity) then select the record by tapping with the stylus.
Note: Do not rotate the ePollbook to the voter on this screen. Only rotate the ePollbook when the **Voter Confirmation screen** is displayed. See next step.

13
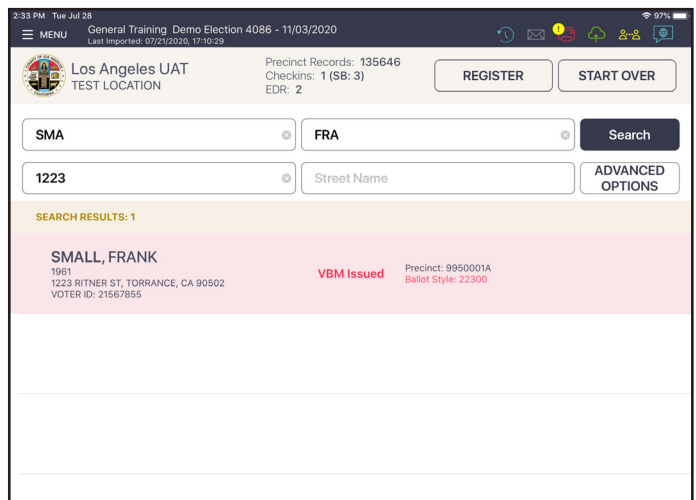
4. VBM ISSUED SCREEN

If voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. Process VBM if surrendered, but whether Yes or No, tap on the **Issue Ballot - Cancel VBM** button (See pp 17-18).
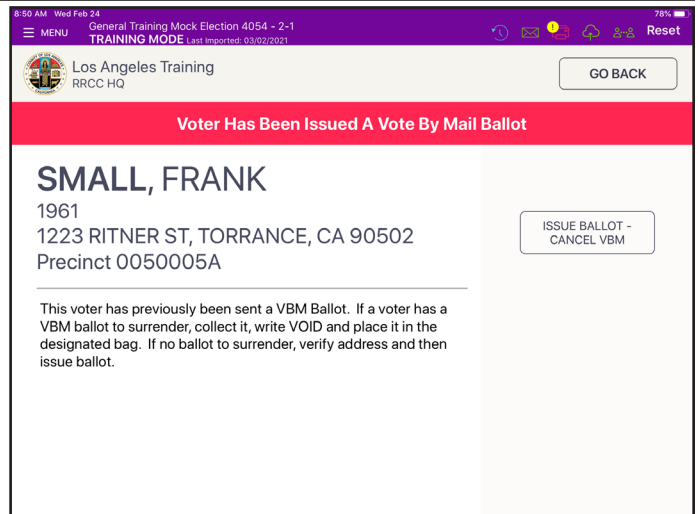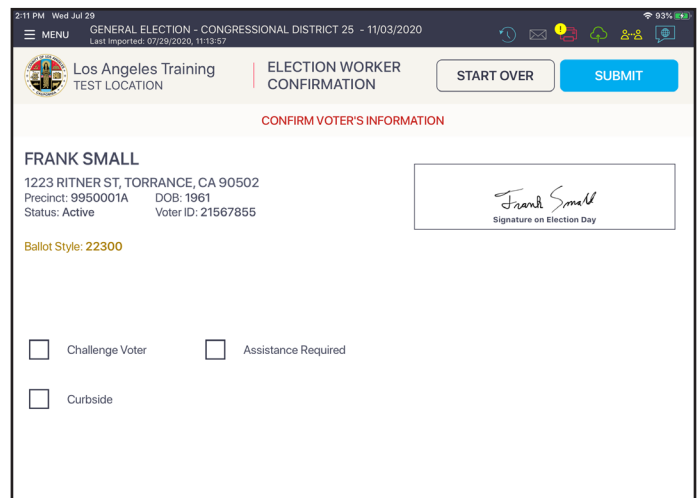
5. VOTER CONFIRMATION AND SIGNATURE

On the **Voter Confirmation screen**, rotate ePollbook to voter and have voter confirm their information. The voter taps **ACCEPT** with stylus.
Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who then taps **DONE SIGNING**.
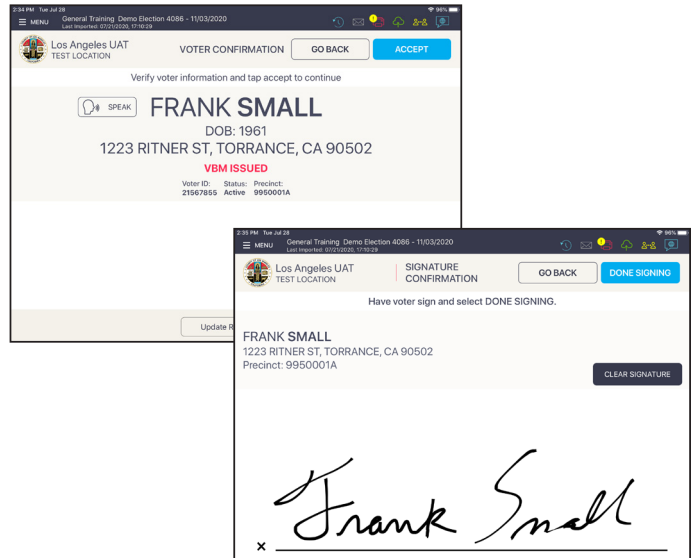
6. ELECTION WORKER CONFIRMATION

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

7. PROCESSED VOTER

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


FRANK SMALL

Processed Successfully

Ballot Style **22300**   Precinct: **9950001A**

Touch anywhere on the screen to continue.

1. VOTER NOT FOUND

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

Before proceeding, ask voter two questions:

- Are you registered to vote in Los Angeles County?
- Have you moved recently?

If voter is registered in LA County and they have not moved, tap **OK** to go back to **Voter Lookup screen** and try an Advanced Search as described below. If not registered, process as Conditional Voter Registration (CVR), see p. 29. If registered, but moved recently ask voter for their previous address. Once voter is found, then Update Registration, see p.32.
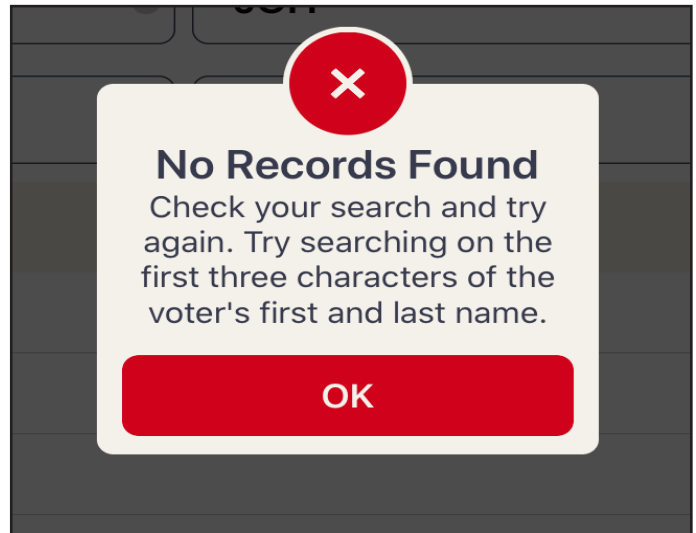
2. ADVANCED SEARCH

From the **Voter Lookup screen** , tap **ADVANCED SEARCH**. NOTE: Clear House Number and Street Name fields by tapping X in each field box before searching.
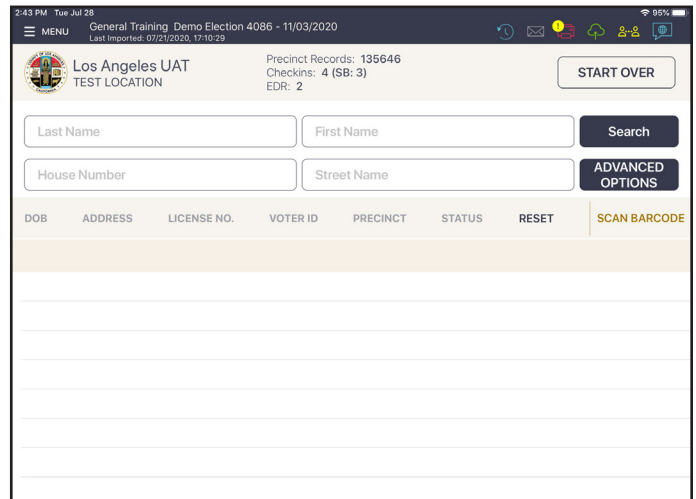
3. SEARCH BY

Look up voter by using **DATE OF BIRTH (DOB)** or **ADDRESS** (other fields will not be known by voter and License No. is not included in ePollbook). Tap **DONE** on the keyboard, then **SEARCH**.

If voter is found using Advanced Search, follow same method as Scan Barcode/Manual Entry to process voter.
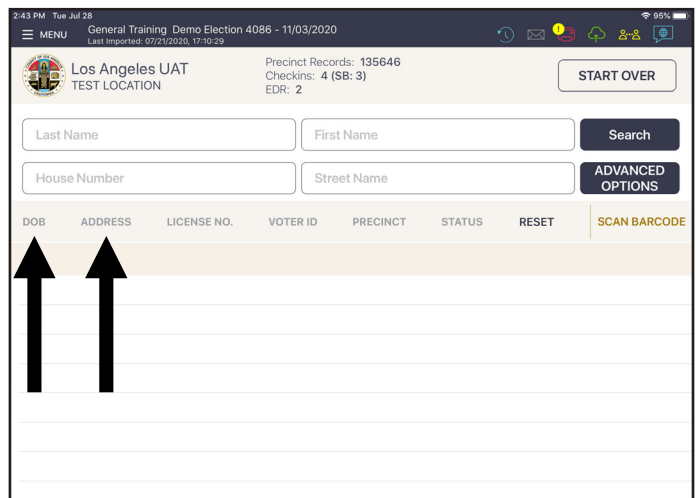
1. LOOK UP VOTER

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

Look up the voter's record using either SCAN BARCODE or MANUAL ENTRY process.
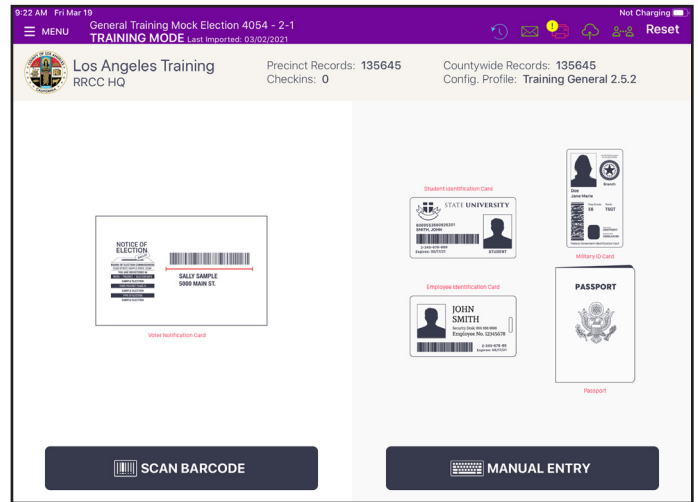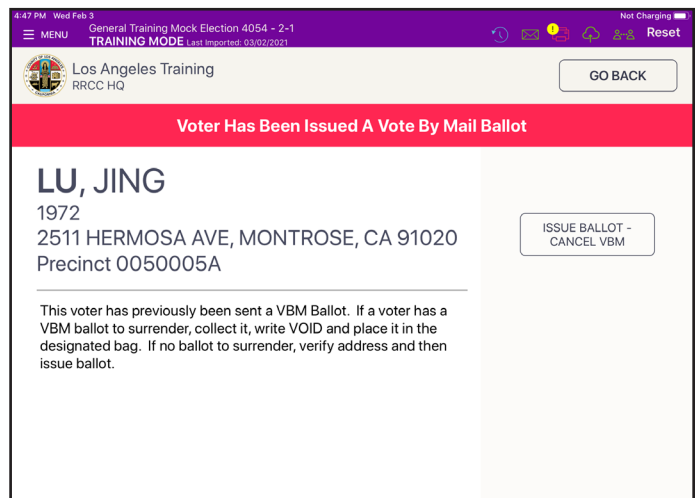
2. LOCATE VOTER'S RECORD

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

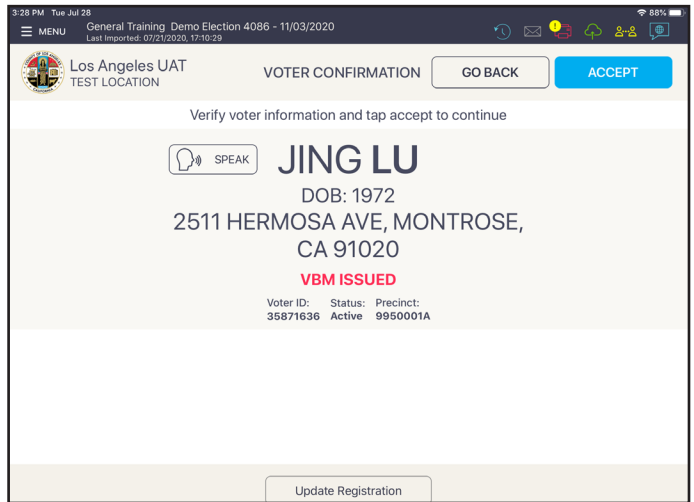Tap voter record to select.

VBM ISSUED
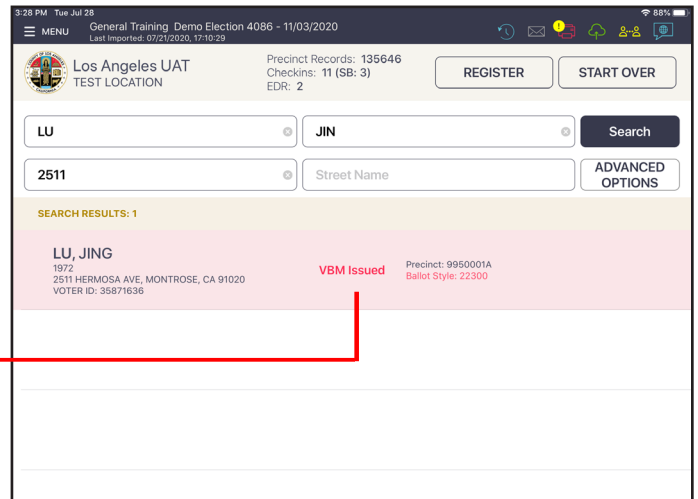
3. FOLLOW PROMPT

If voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. In either case, tap **ISSUE BALLOT-CANCEL VBM** button (cancels VBM for this election), and process as regular voter.

NOTE: Voter's showing VBM Issued are **NEVER** processed Provisionally.
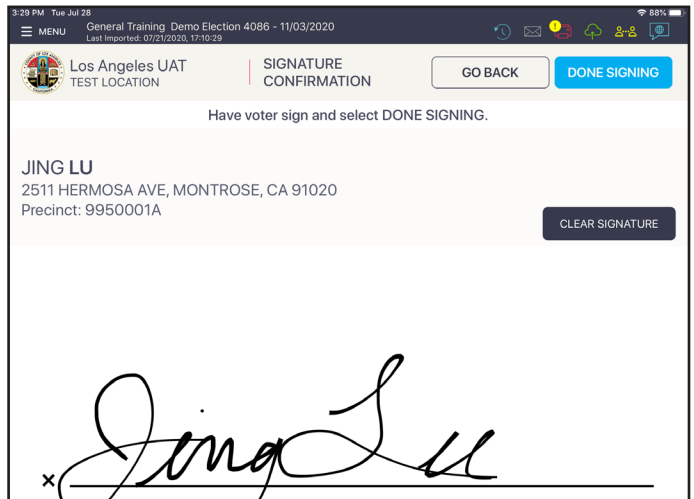
4. VOTER CONFIRMATION

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

5. SIGNATURE CONFIRMATION

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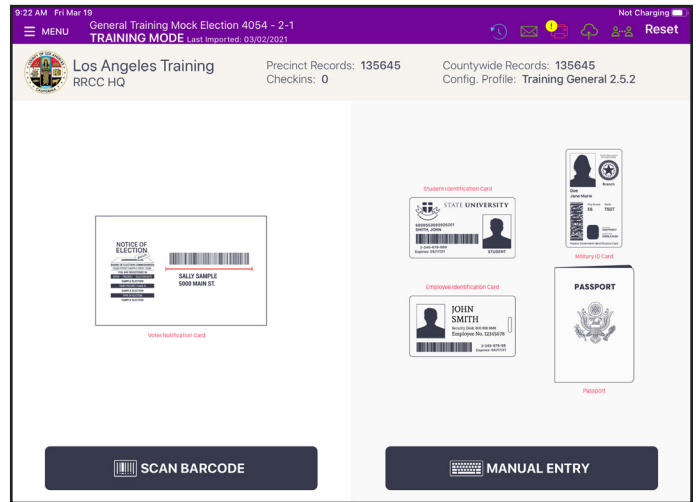
6. PROCESSED VOTER

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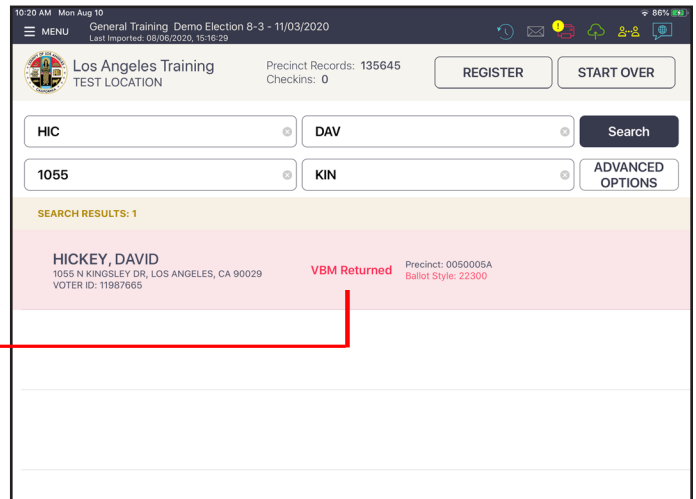
1. LOOK UP VOTER

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

2. LOCATE VOTER'S RECORD

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

Tap voter record to select.

VBM RETURNED

3. FOLLOW PROMPT

Ask voter if they remember mailing in their VBM ballot. If voter remembers that they did mail in their VBM ballot, then tap **GO BACK**. If the voter says they did not submit their VBM ballot then tap **PROVISIONAL** and the voter will be processed as a Provisional Voter. Clerk completes right side of CVR/Provisional Envelope, and places Service Area Number Label on Envelope, then have voter complete left side.

Note: If voter says they did submit their VBM, but they want to vote again, inform voter that if they have already voted they cannot vote a second time in the same election (refer voter to CVR/Provisional Envelope).
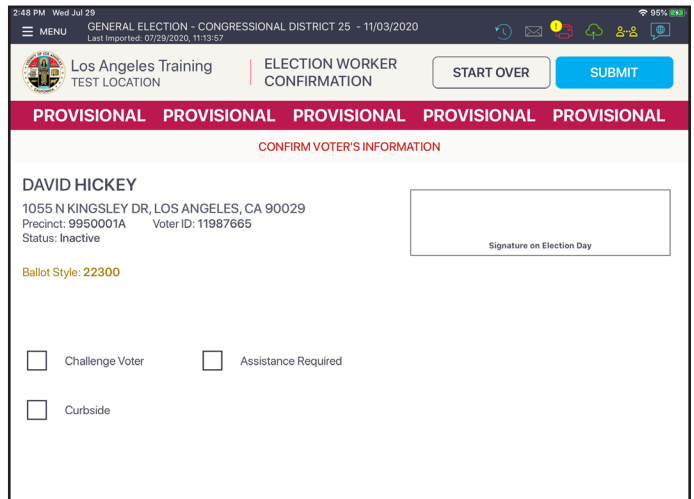
19
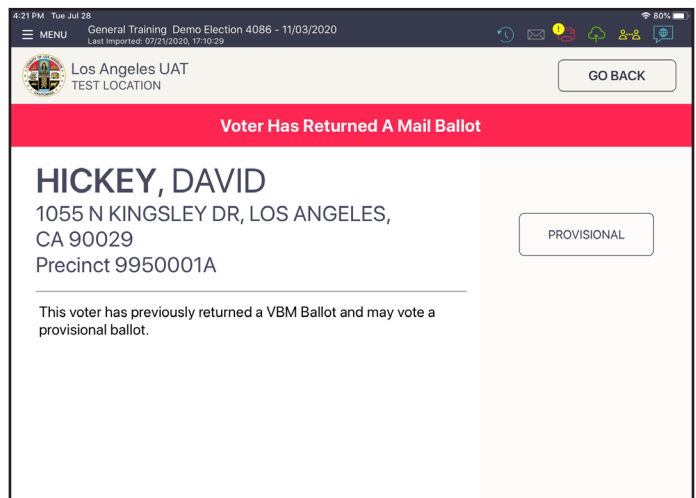
4. VOTER CONFIRMATION

Once the **Voter Confirmation screen** is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus. Rotate ePollbook back to Check-In Clerk.
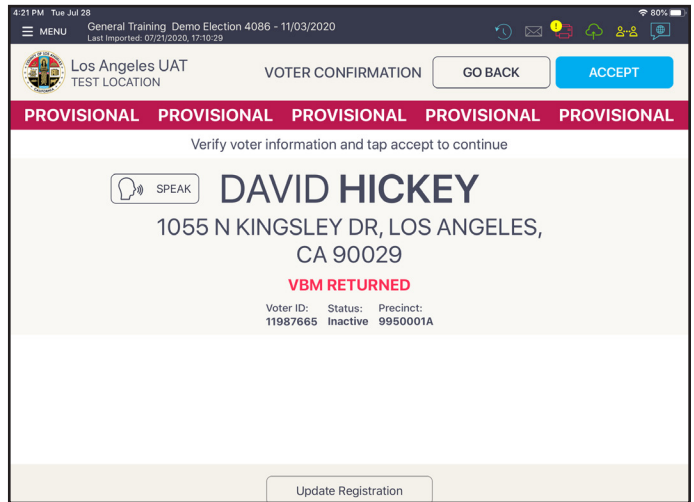
5. ELECTION WORKER CONFIRMATION

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


6. PROCESSED VOTER

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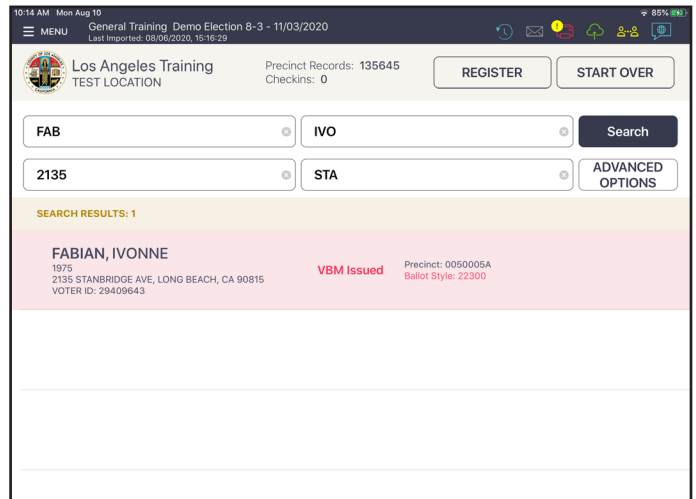
1. LOOK UP VOTER

Look up the voter's record using either SCAN BARCODE or MANUAL ENTRY process.
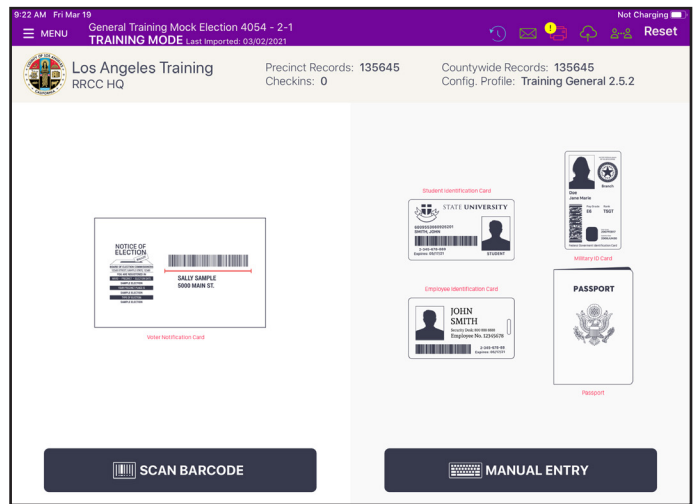
2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. Tap voter record to select.
NOTE: Inactive voters are not sent any voting materials, so they should not show VBM Issued.

3. FOLLOW PROMPT

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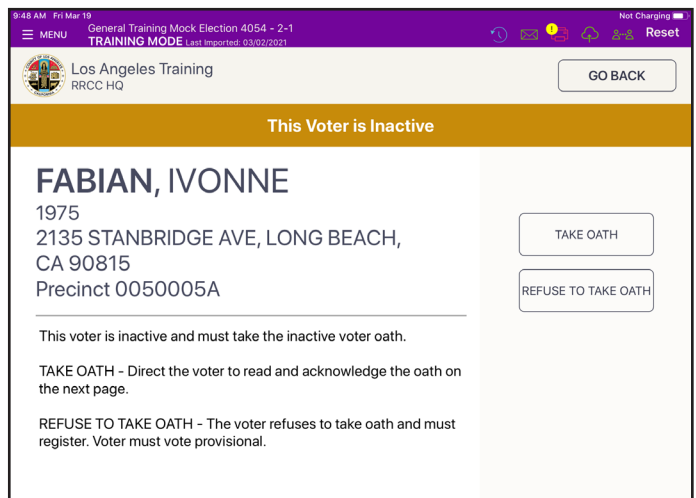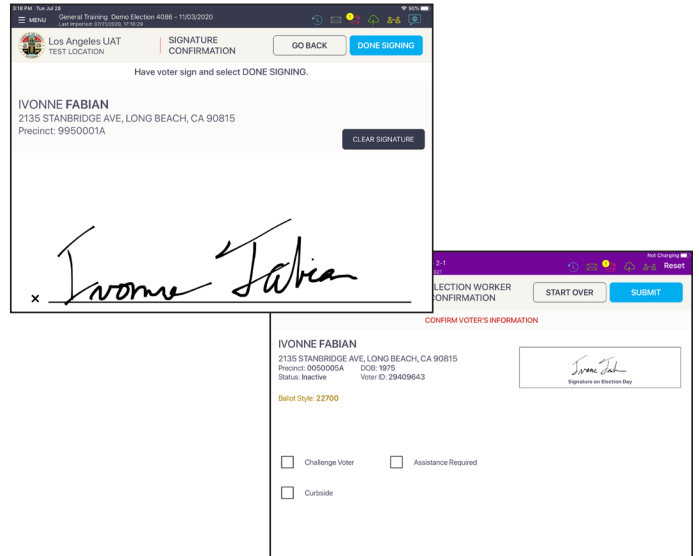
4. VOTER CONFIRMATION

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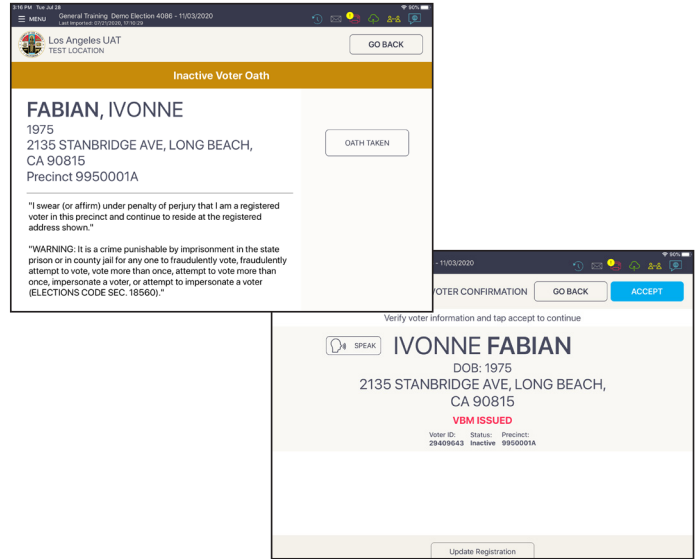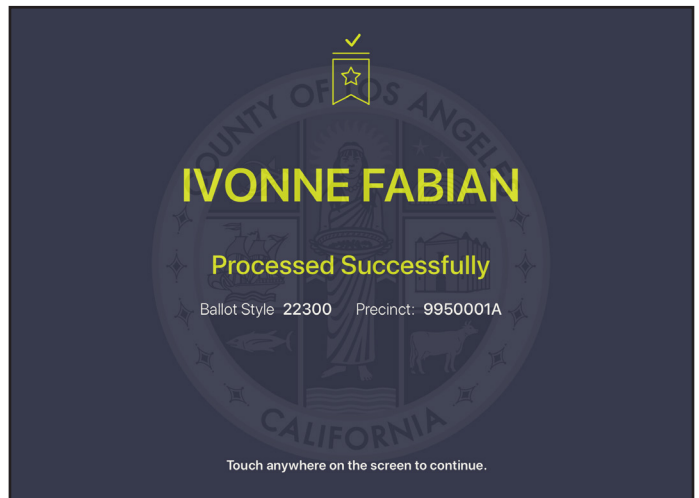
5. SIGNATURE CONFIRMATION

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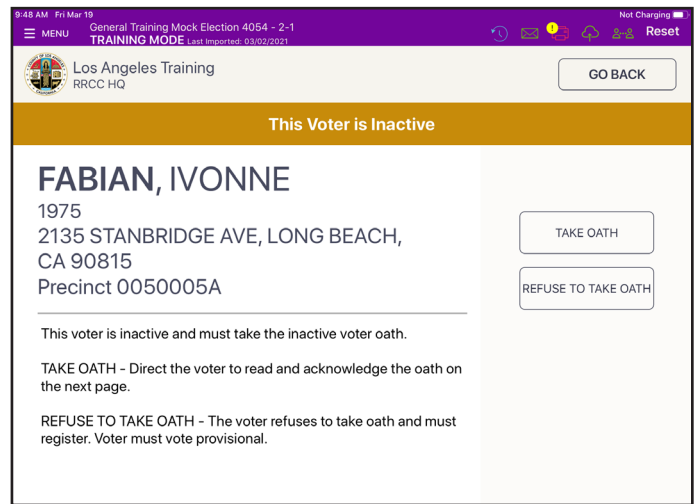
6. PROCESSED VOTER

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

7. VOTER REFUSES TO TAKE OATH

If voter refuses to take/read the oath, then tap **REFUSE TO TAKE OATH**. Clerk completes right side of CVR/Provisional Envelope, and places Service Area Number Label on Envelope, then have voter complete left side. NOTE: If voter refused oath because their address has changed, have voter take/read oath and tap **OATH TAKEN**, then on **Voter Confirmation screen**, have voter complete a *Change of Address Form*, and Update Registration (see Update Voter Registration on p. 32).

8. VOTER VOTES PROVISIONALLY

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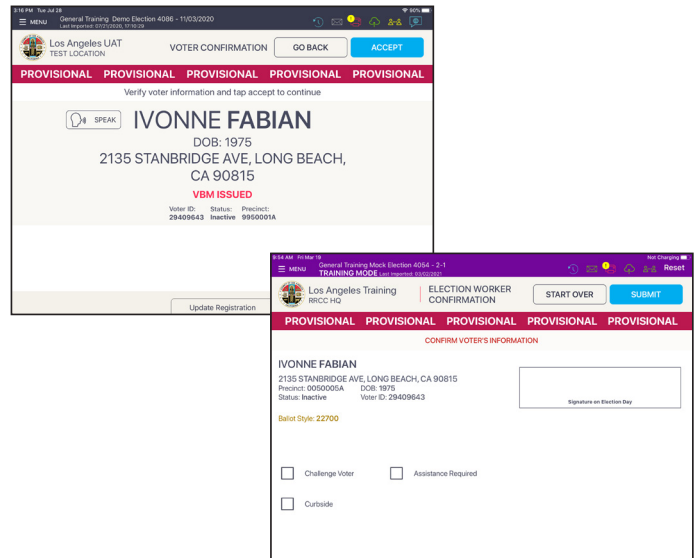
9. PROCESSED VOTER

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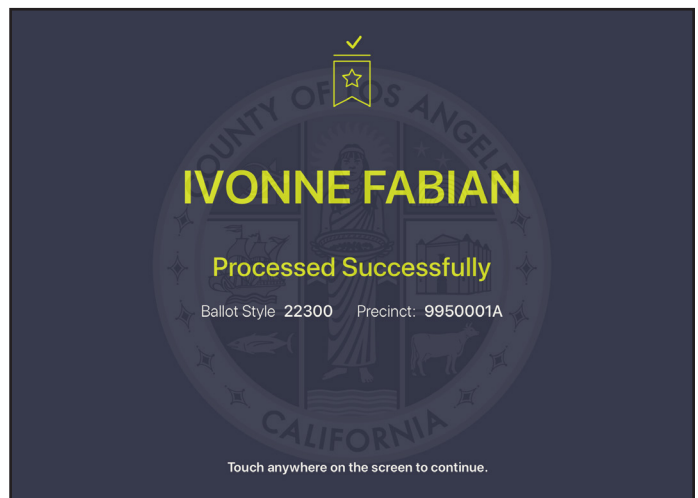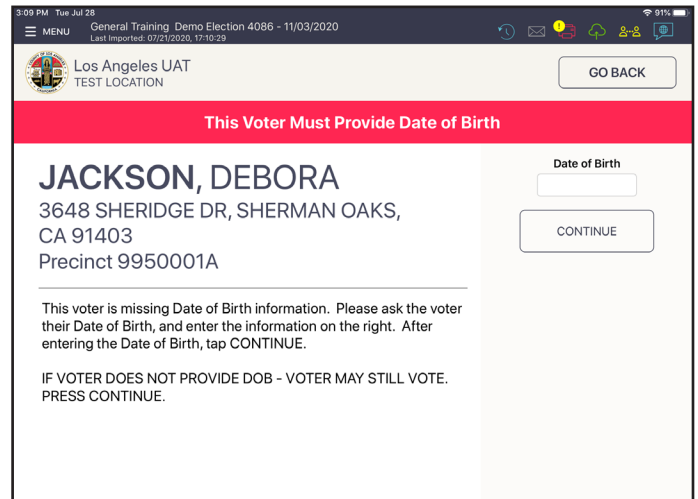
1. LOOK UP VOTER

Look up the voter's record using either SCAN BARCODE or MANUAL ENTRY process.
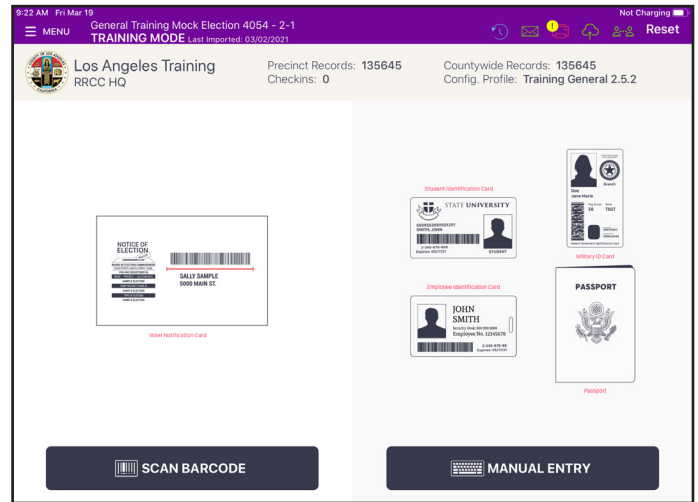
2. RECORD SHOWS MISSING DOB

If red banner on voter's record shows: **Voter provide Date of Birth**, let the voter know their record is missing their Date of Birth (DOB). which is used to differenciate between voters with the same name. Tell voter that if they would like to add their DOB to their voter record they will need to reregister. Offer the voter a Registration Form if they would like to add their DOB. Tap **CONTINUE**, and process normally.
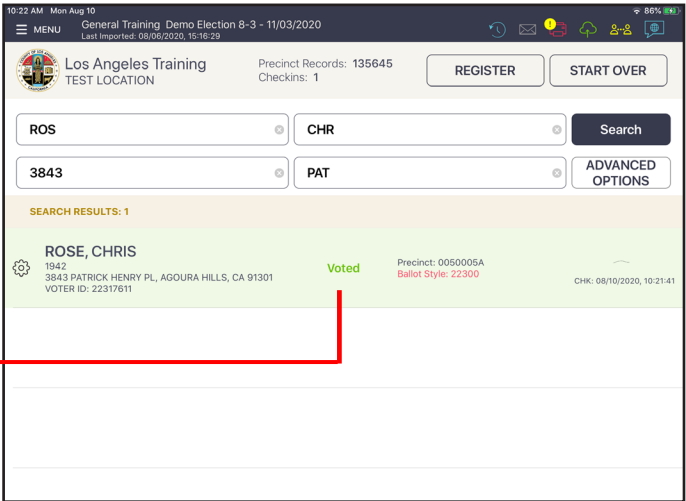
1. LOOK UP VOTER

Look up the voter's record using either SCAN BARCODE or MANUAL ENTRY process.
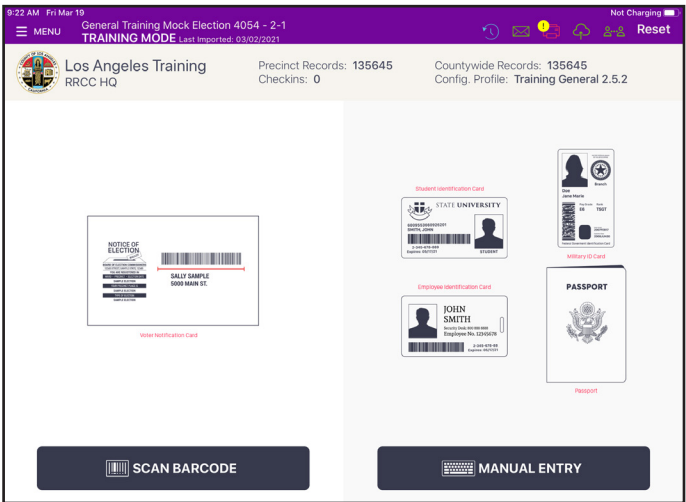
2. LOCATE VOTER'S RECORD

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

VOTED

3. FOLLOW PROMPT

Ask voter if they remember already voting at a Vote Center. If voter remembers that they did vote already, then tap **GO BACK**. If the voter says they did not already vote at a Vote Center then tap **PROVISIONAL** and the voter will be processed as a Provisional Voter. Clerk completes right side of CVR/Provisional Envelope, and places Service Area Number Label on Envelope, then have voter complete left side.

Note: If voter says they did vote at a Vote Center, but they want to vote again, inform voter that if they have already voted they cannot vote a second time in the same election (refer voter to CVR/Provisional Envelope).

25
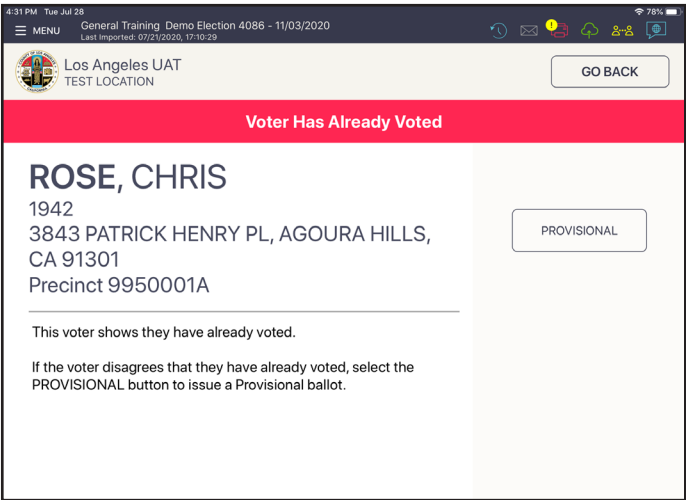
1. CURBSIDE VOTING SIGNATURE

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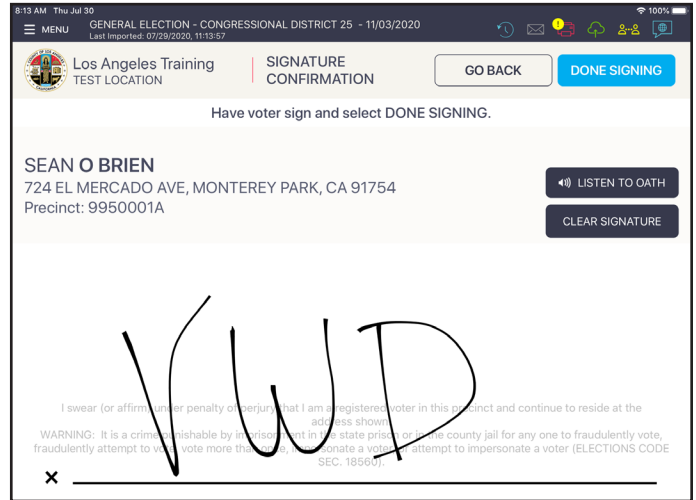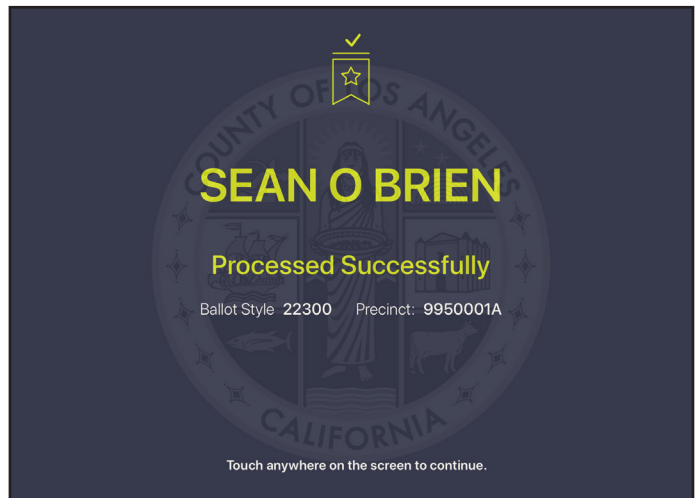
2. ELECTION WORKER CONFIRMATION

A Curbside checkbox is found on the **Election Worker Confirmation screen**. The Check-In Clerk will tap the **Curbside checkbox**, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.
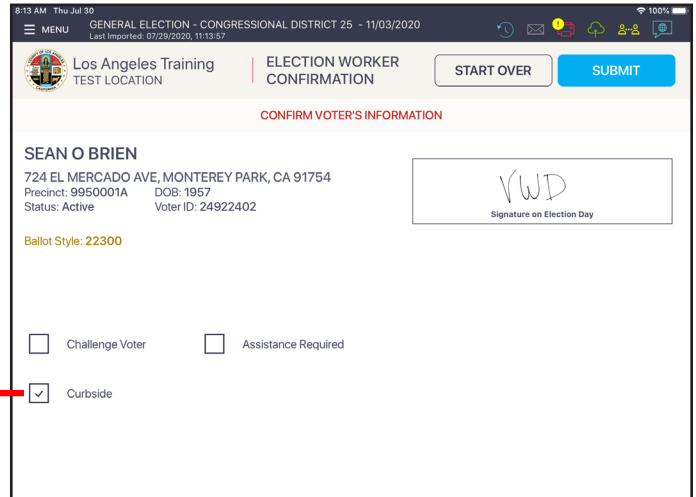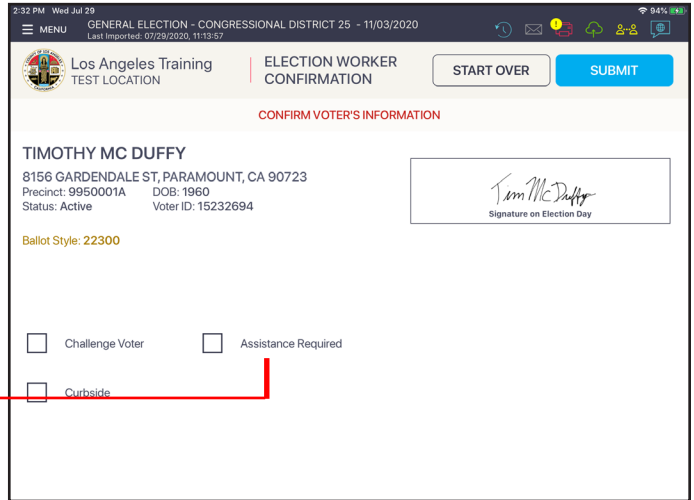
3. PROCESSED VOTER

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

1. ELECTION WORKER CONFIRMATION

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

2. ASSISTANT SIGNATURE

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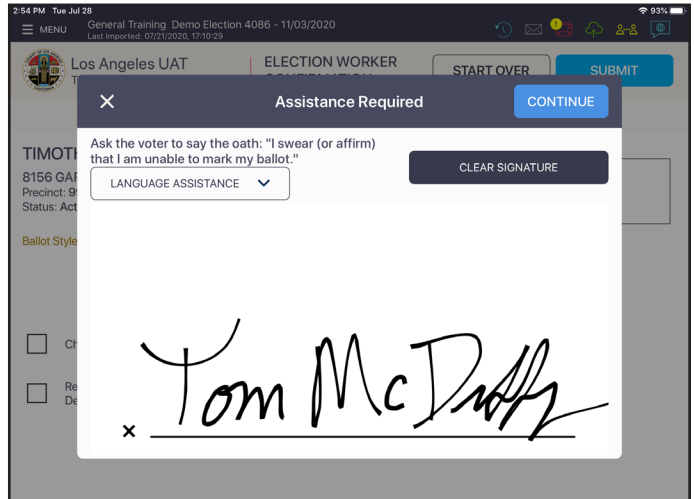

3. PROCESSED VOTER

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

1. LOOK UP VOTER

If a voter cannot be found using either lookup method and they reside in LA County, or if the voter wants to change their name, the registration process will need to be completed. Clerk completes right side of CVR/ Provisional Envelope, places Service Area Number Label on Envelope, then places a checkmark in the 'CVR' bubble and enters reason in Comments why voter is CVR. Then have voter complete left side of CVR/Provisional Envelope. The Check-In Clerk will use the envelope to complete the following screens.
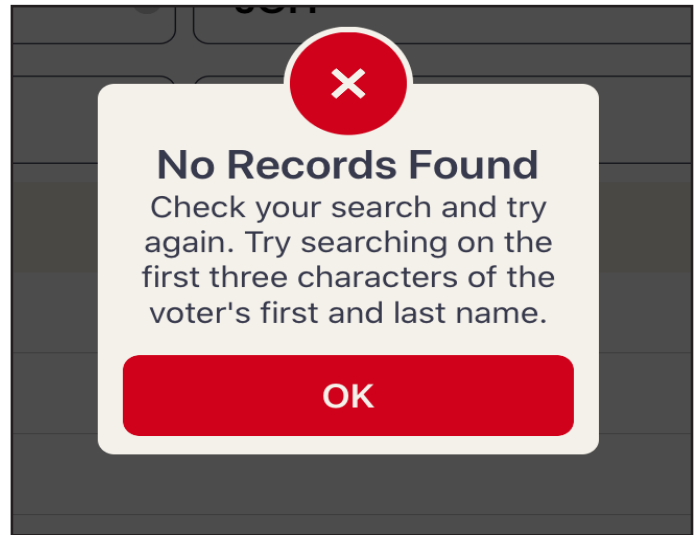
2. NAME & DATE OF BIRTH

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

* Indicates a required field.
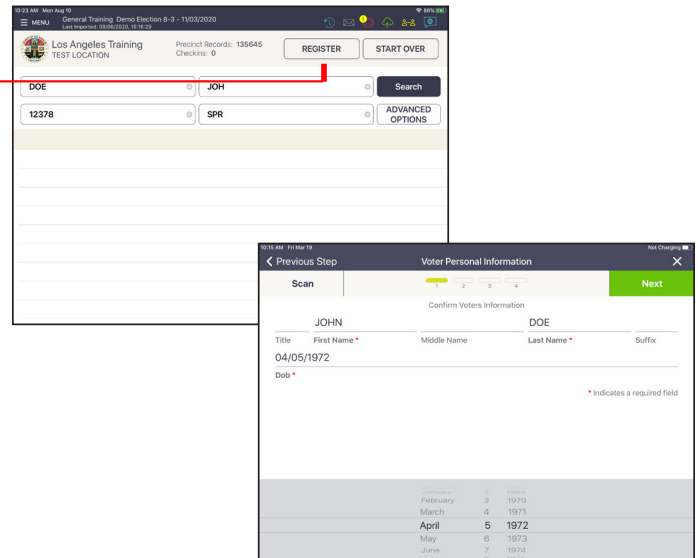
3. ADDRESS

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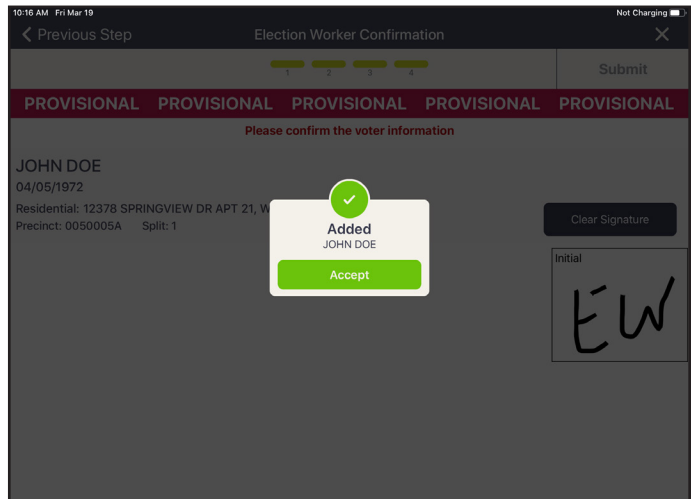
* Indicates a required field.
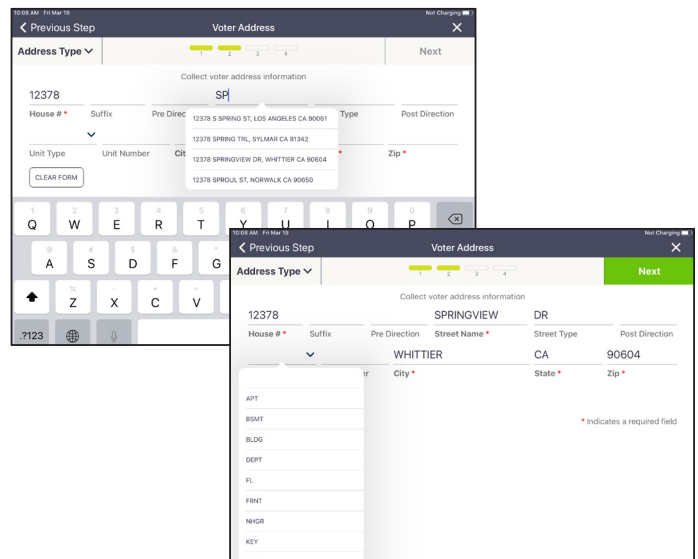
4. VOTER CONFIRMS & SIGNS

Voter confirms information is correct and signs for their registration. Check-In Clerk taps **Next**. Check-In Clerk enters initials in box, then taps **Submit**.
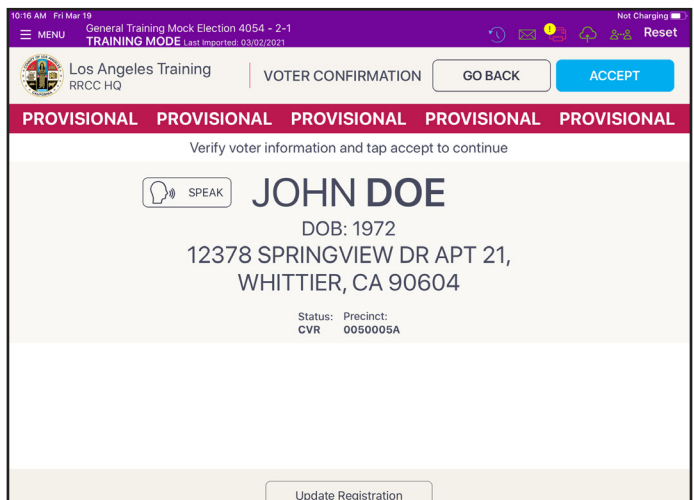
5. VOTER'S RECORD ADDED

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

6. VOTER'S RECORD IS DISPLAYED

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

7. ELECTION WORKER CONFIRMATION

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

8. PROCESSED VOTER

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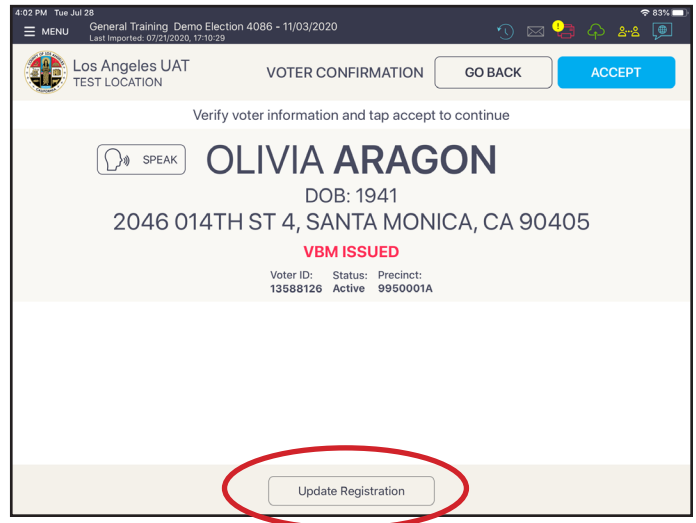
1. ADDRESS CHANGE

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

2. NAME SCREEN

Do not make any changes to voter's name. Change of name makes voter CVR. Advise voter to re-register to correct their name.
Tap **Next**.
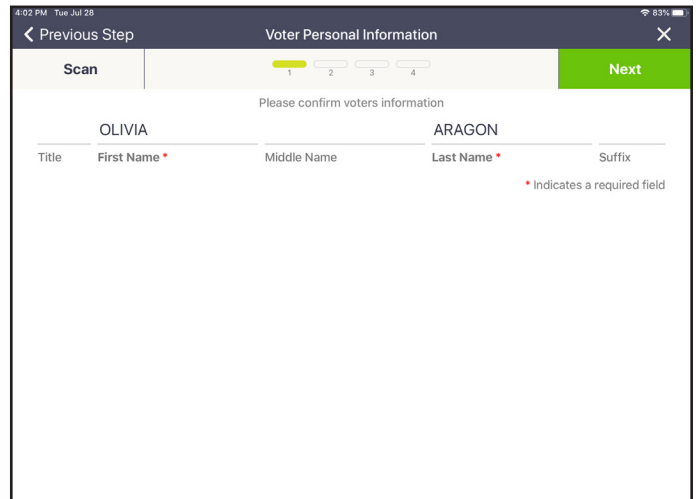
3. UPDATE ADDRESS SCREEN

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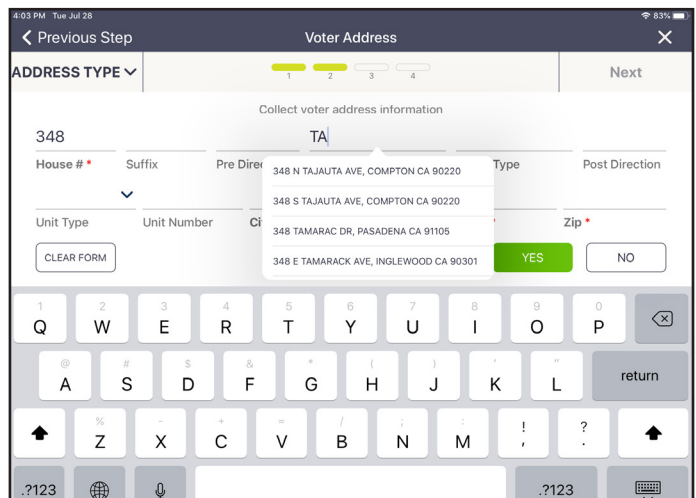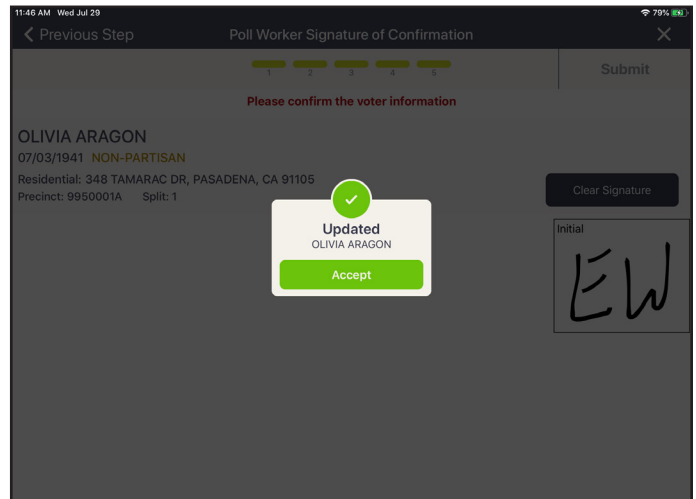
4. VOTER SIGNS FOR UPDATE

Rotate the ePollbook to voter and have them sign for the update to their registration, then tap **Next**.
Election Worker enters their initials in box, then taps **Submit**.
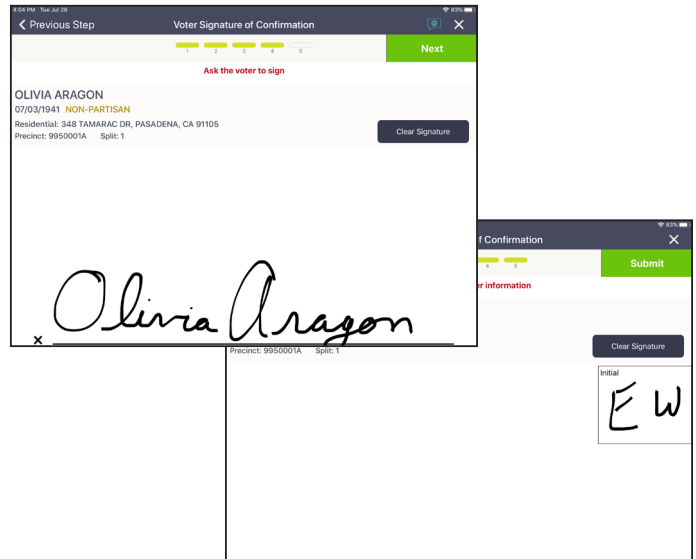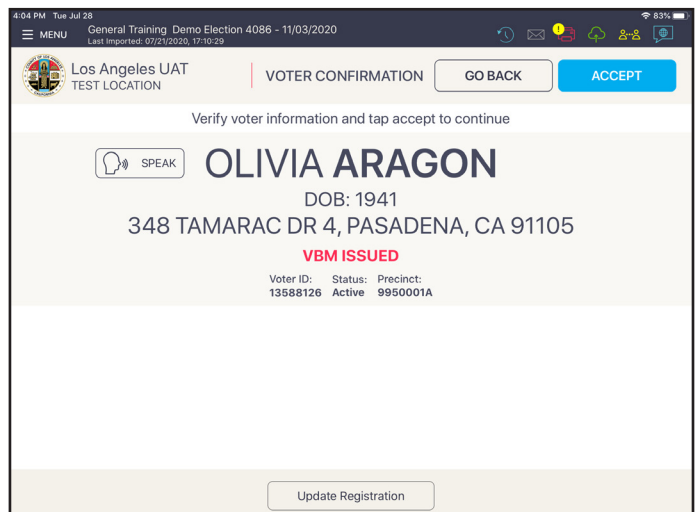
5. REGISTRATION IS UPDATED

Pop-up appears showing voter registration is updated.
Tap **Accept**.

6. VOTER CONFIRMS CHANGES

Rotate the ePollbook to the voter. Have voter confirm information has been changed. Continue processing voter per procedure.
Place the completed *Change of Address Form* in the Green Stripe Envelope (GSE).

Section 3:

Lead Scenarios

In the scenarios described in this section, the Lead is required to enter a password that they receive from the RR/CC in order to complete the process, then Lead or Clerk can complete the process. In both scenarios described in this section a voter would return to the Check-In Table from the Vote Area with a ballot. After looking up the voter in the ePollbook, the voter's record will show that the voter has "VOTED." One of the following actions needs to be completed based on the situation as defined below:

Cancel Voter Check-In (does not count against the number of ballots a voter may receive) if:
- A voter needs to leave without voting their ballot, but would like to vote at another time
- QR Code is misprinted on the ballot at Check-In, and cannot be read by the BMD
- The ballot is damaged by the BMD (Paper Jam)

Spoil Ballot (counts against the number of ballots a voter may receive) if:
- Voter has made an error in their selections at the voting booth, and has printed the ballot
- Voter purposely damages their ballot

If the voter returns with a ballot as descibed above, the voter is **NEVER** processed Provisionally. Do not select the voter record, but tap on the Special Functions Icon on the left side of the record as shown below.
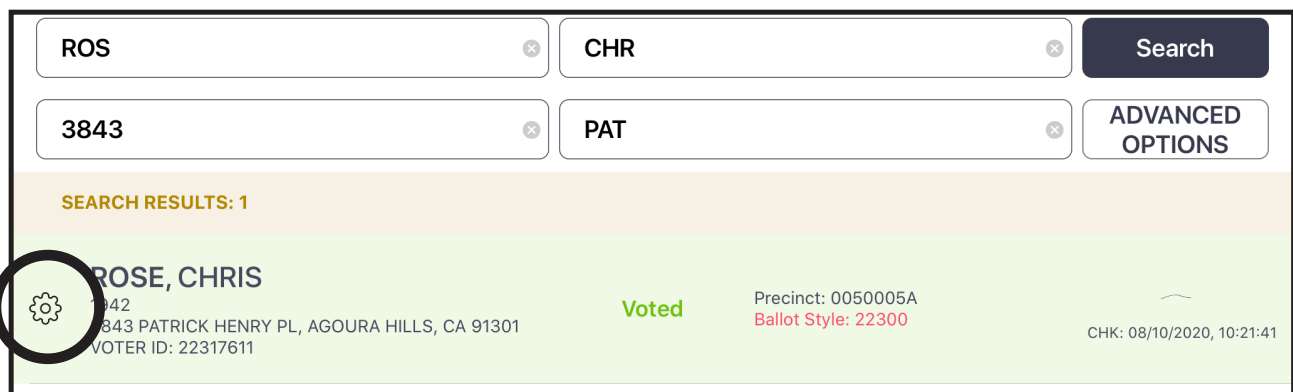
In order to receive another ballot, the voter must return a ballot, and the returned ballot must be Voided (write "VOID" in large letters accross the front), and placed in the Blank Ballot Box after the voter has been processed.

Any questions regarding either of the following scenarios should be directed to the Election Worker Services Help Desk at (800) 815-2666; Option 7.

1. LOOK UP VOTER

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

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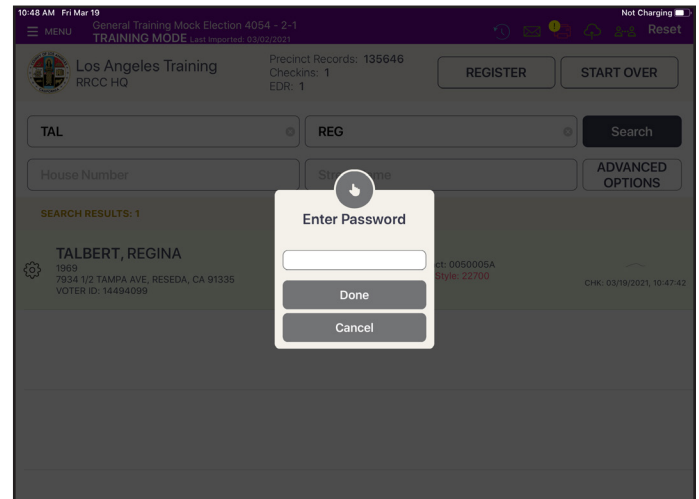- The ballot is damaged by the BMD

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

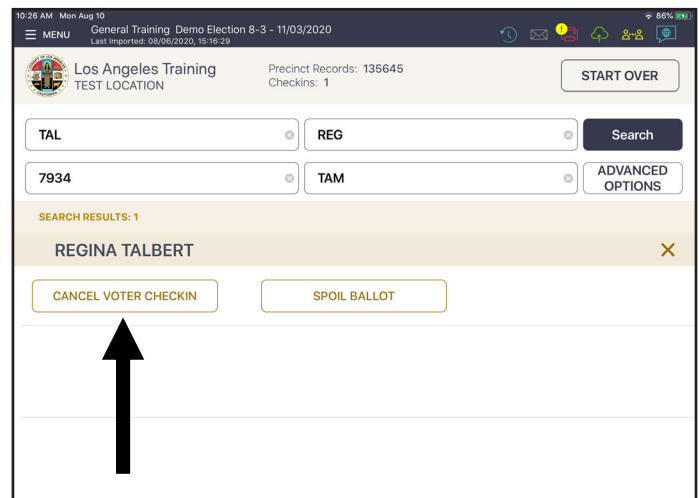Tap the **Special Functions Icon** (gear icon) to the left of voter's name.
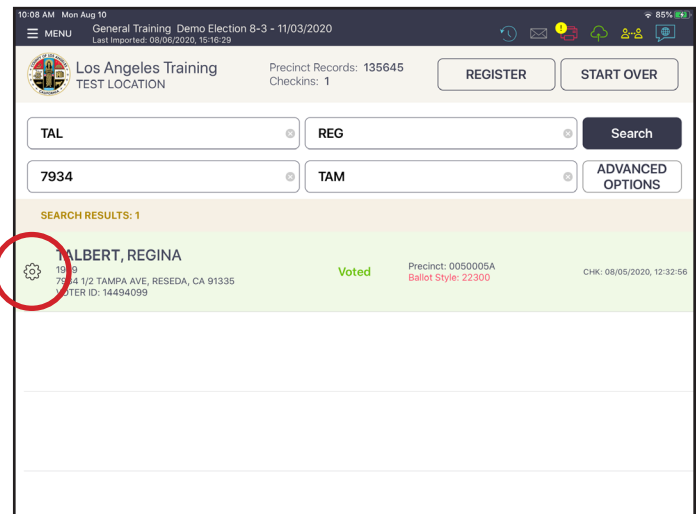
2. ENTER PASSWORD

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

3. CANCEL THE CHECK-IN

The Special Functions menu will display in place of voter's record. Tap **CANCEL VOTER CHECKIN** button.

4. CANCEL CHECK-IN REASON

Election Worker will type their name, then click on drop-down menu for reason. Select reason Check-In is being cancelled. If "Other" is selected, type in details.
Tap **NEXT**.

5. ELECTION WORKER SIGNS

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

6. VOTER'S CHECK-IN IS CANCELLED

Voter will be removed from check-in count, and **"Voted"** status is removed from the record. Write **"Void"** on original ballot and place in the **Blank Ballot Box**. If voter needs a new ballot to vote, tap record and start process to print a ballot.

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

1. LOOK UP VOTER

If a voter has made an error in their selections, then printed their ballot, or if voter personally damaged their ballot, their ballot can be spoiled (voided) and issued another ballot (voters can be issued up to three ballots). Complete the process as follows:

Look up the voter's record again using MANUAL ENTRY process (record shows voter has already voted).

Tap the **Special Functions Icon** (gear icon) to the left of voter's name.
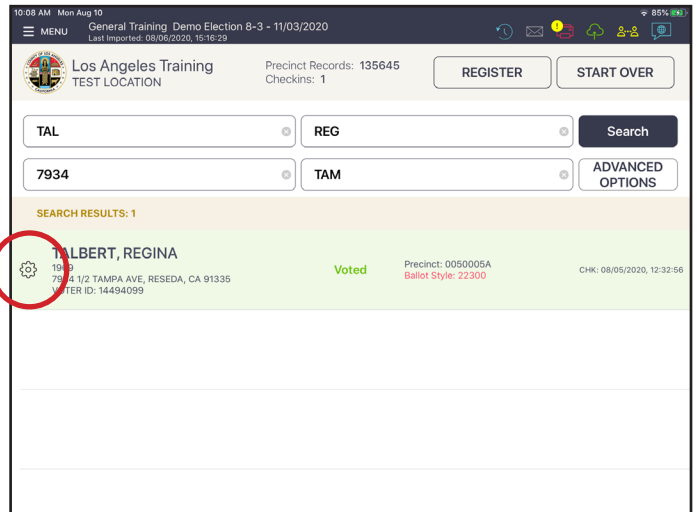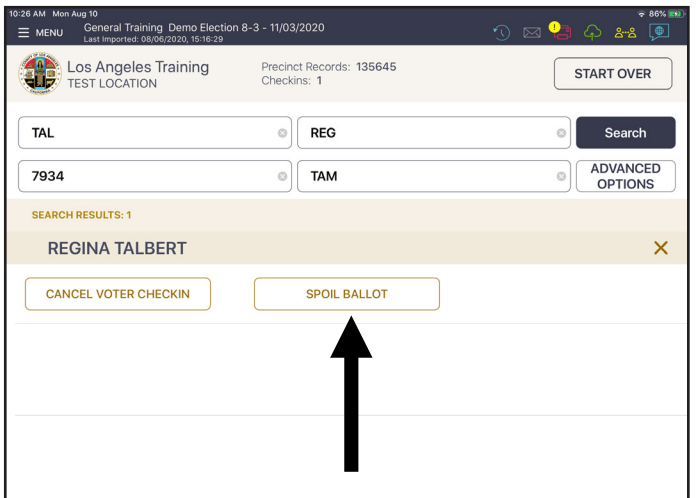
2. ENTER PASSWORD

Lead enters the **Special Functions Password** (password will be provided by the RR/CC), then tap **Done**.
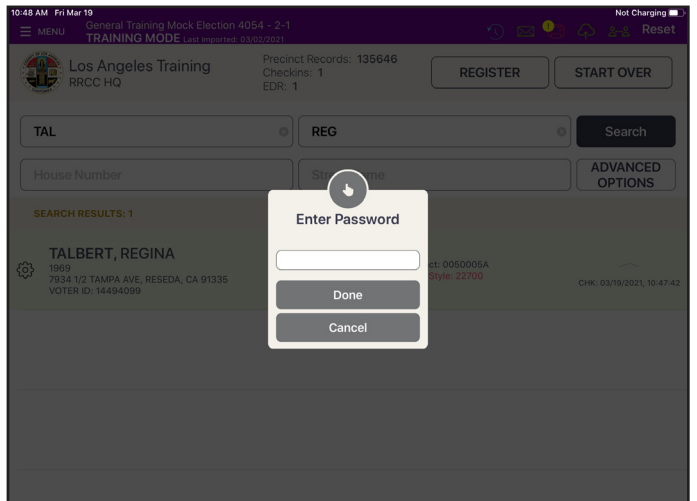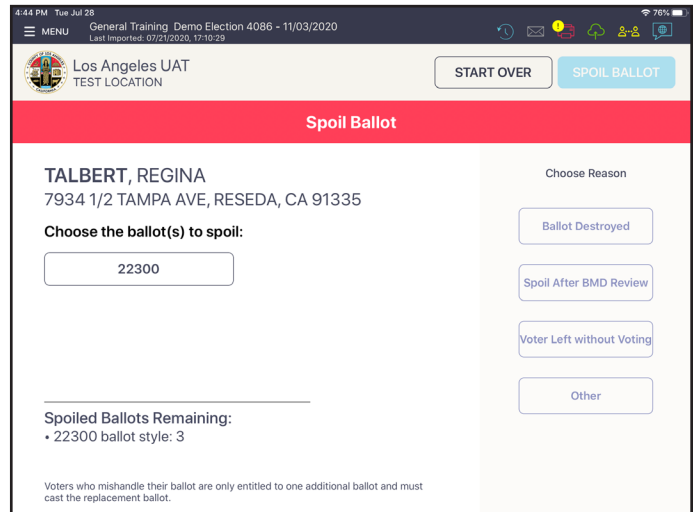
3. SPOIL BALLOT

The Special Functions menu will display in place of voter's record. Tap **SPOIL BALLOT**.

4. SELECT SPOIL REASON

A Spoil Ballot screen will appear.

5. SUBMIT AND PRINT NEW BALLOT

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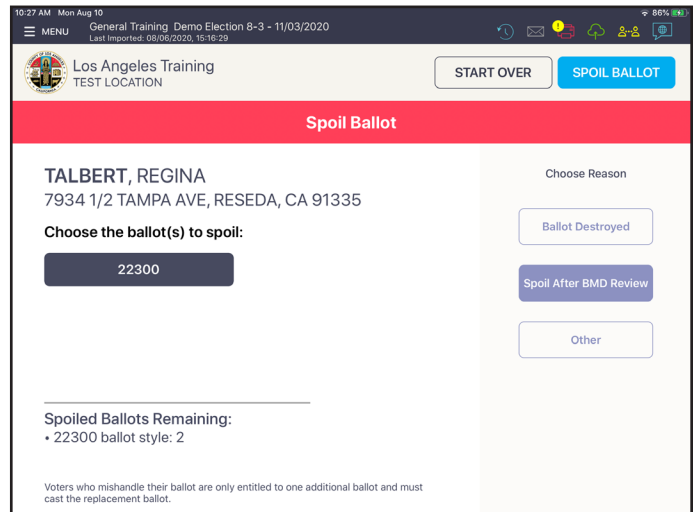
6. IMPORTANT NOTE

Anytime a voter's Check-In is cancelled or a ballot is spoiled, voter MUST have a ballot to return. If voter does not have a ballot to return, DO NOT cancel their Check-In or spoil and re-issue a ballot.
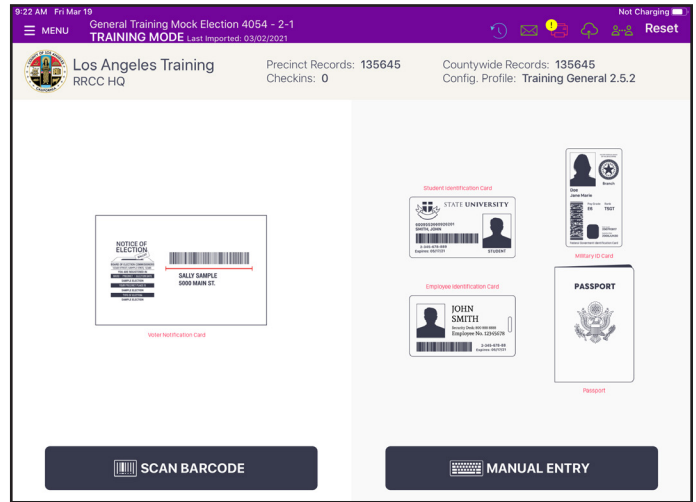
Section 4:

Closing Procedures

1. LOCATING THE SUMMARY REPORT

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

2. SUMMARY REPORT ICON

Tap **Summary Report icon**.
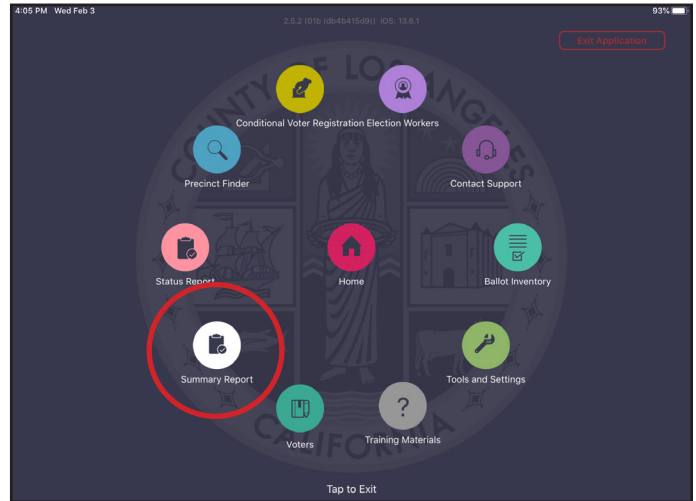
3. TOTAL CHECK-INS

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

1. ELECTION WORKERS SIGN OUT
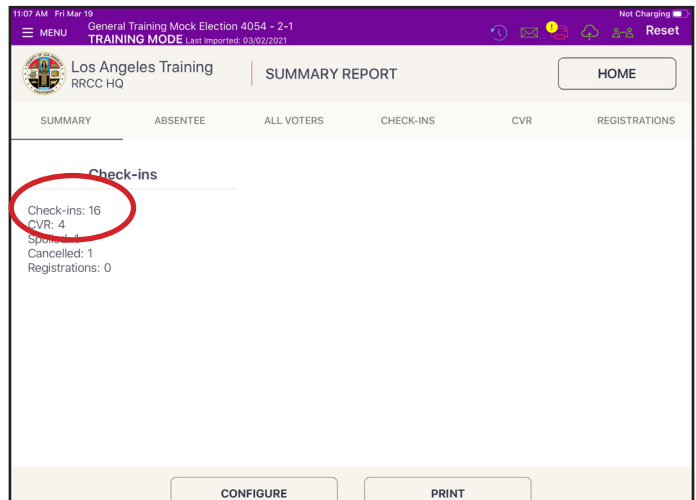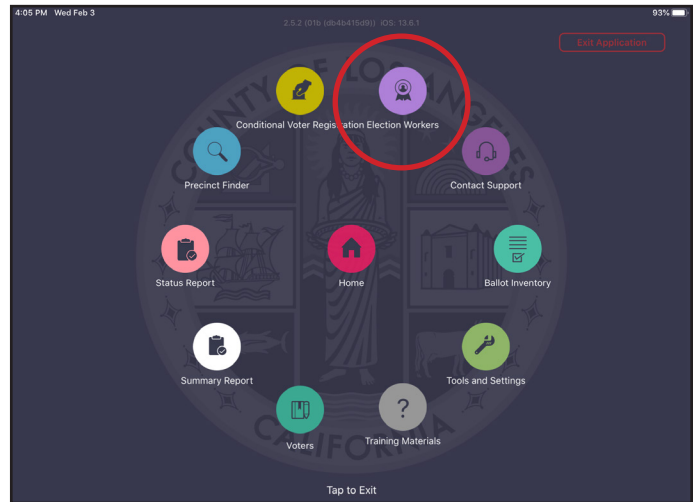
Use the same ePollbook each day of the voting period and each morning and evening for Election Worker to Sign-In/Sign Out on.

Lead selects **MENU** from any screen, and taps **ELECTION WORKERS** to go to **Election Worker Sign-In/Sign-Out screen**. Lead enters password provided by the RR/CC.

2. ELECTION WORKER SCREEN

Each Election Worker finds their name and taps their name (the box next to their name should have a blue checkmark in the box).
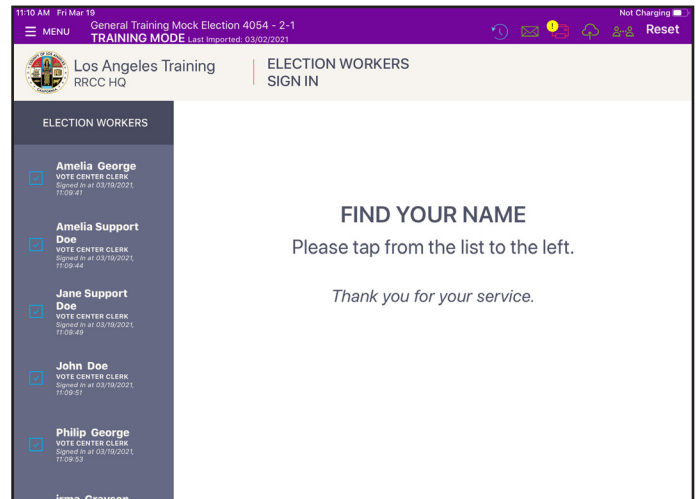
3. ELECTION WORKERS SIGN OUT

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

1. POWER OFF & UNPLUG PRINTER
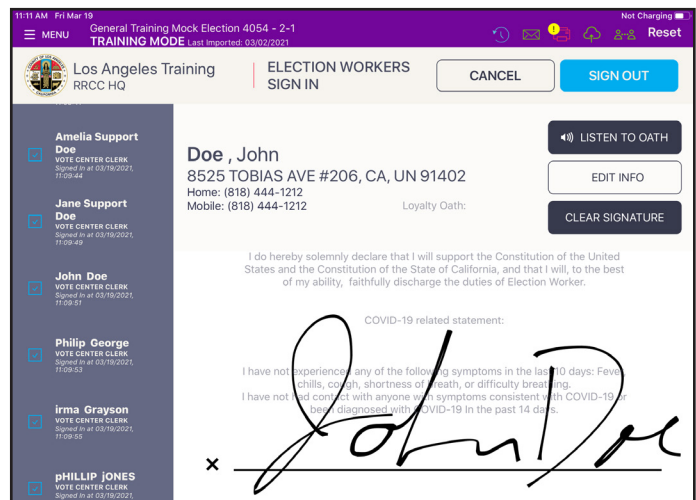
Ensure all ePollbooks remain powered on for a minimum of 15 minutes to ensure each has completed a final sync with the system. This ensures all the voter records have been updated. Power off the printer and disconnect power cord.

2. POWER OFF EPOLLBOOK

Remove lightning cord from ePollbook, then turn off ePollbook by holding the Power and Home Buttons simultaneously for 20 seconds (screen will go black, then Apple logo will reappear, then screen will go black again. Keep holding for a few more seconds.) Verify ePollbook is off by pressing and releasing the Home Button. If ePollbook remains off, it has been shutdown correctly. If Apple logo reappears, try shutting down again.
Complete Chain of Custody process, and scan a new Zip Tie to lock the case, then place ePollbook and BAM printer in the carrying case.
NOTE: Make sure to match the ePollbook and BAM

3. SECURE EPOLLBOOK CASE

After locking the case with the Zip Tie scanned during CoC, place case back in BMD Cart. Lead will lock cart with Zip Tie.

Section 5:

Troubleshooting

CHARGING EPOLLBOOK

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

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed. Notify FST that there was an issue with the ePollbook.
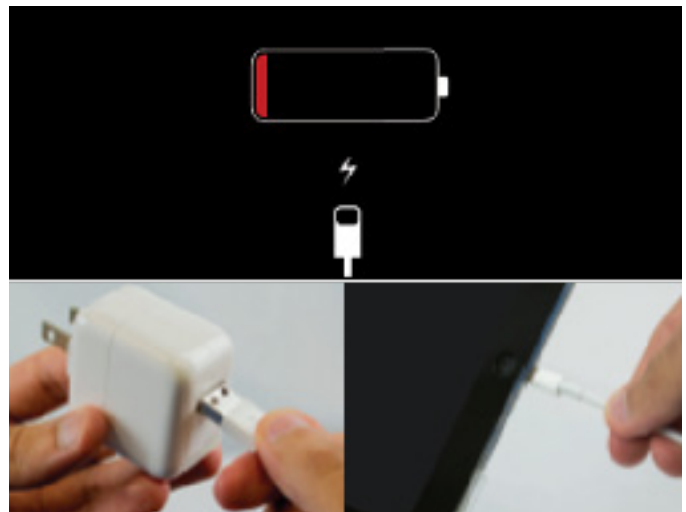
EPOLLBOOK CHARGING ICON

If the battery indicator is not green or a charge icon does not appear, verify the following:
- Power cable is connected to the ePollbook
- Power cube is plugged into the surge protector
- Surge protector is plugged into a wall outlet
- Power switch on the surge protector is set to the on position

Notify FST that there was an issue with the ePollbook.
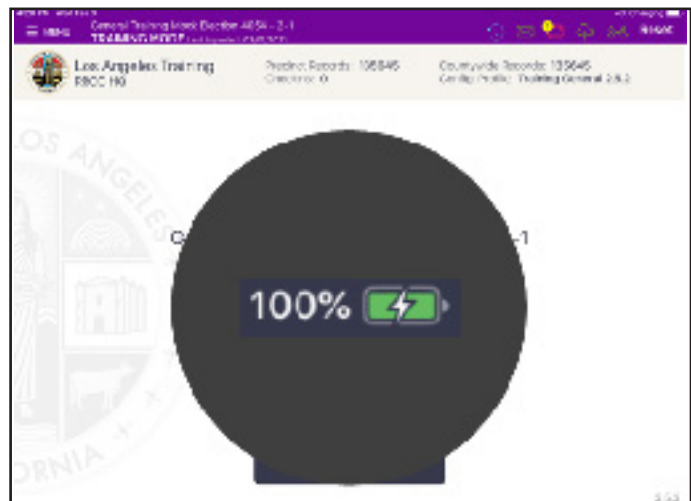
IOS SOFTWARE UPDATE

DO NOT perform a software update on the ePollbook. In the unlikely event that an iOS update prompt
displays on the device, perform the following steps:
- From the list of on-screen options, tap Later
- Tap the Home button and verify Poll Pad application remains open

Notify FST that there was an issue with the ePollbook.
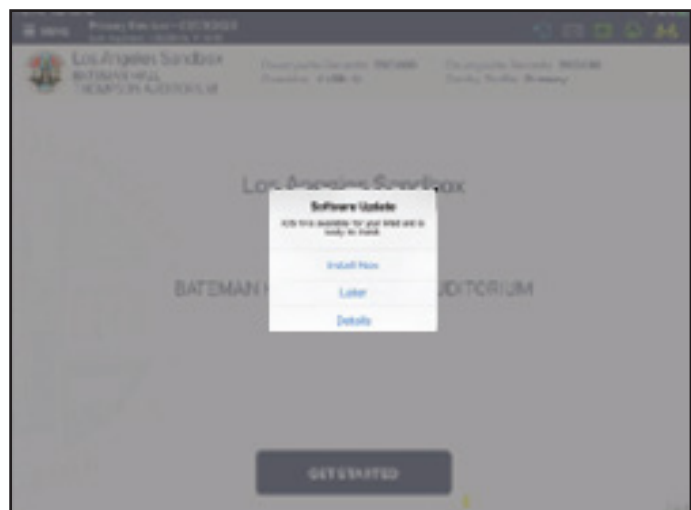
OPENING POLL PAD APPLICATION

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

Verify the correct home page displays.

EPOLLBOOK SCREEN IS UNRESPONSIVE

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

- Unplug Lightning Cable from the ePollbook
- Hold down the Power and Home buttons simultaneously
- Release both buttons once the Apple logo displays on-screen
- After application launches, return to previous activity
- Plug Lightning Cable back into ePollbook

Notify FST that there was an issue with the ePollbook.

BARCODE NOT SCANNING

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

Notify FST that there was an issue with the ePollbook.
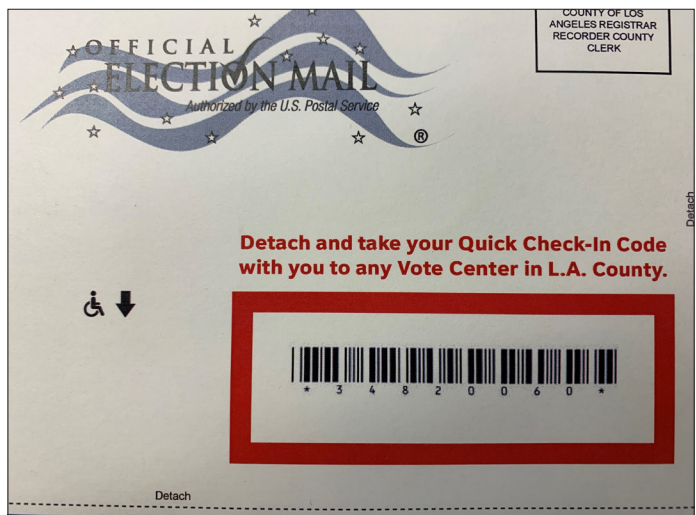
VOTER NOT FOUND

Always ask the voter:
- Are you registered to vote in LA County?
- Have you moved recently?

If voter is registered to vote and has not moved recently:
- Check that names are typed correctly. Use fewer letters of the Voter's name, or search by first or last name only
- Try Advanced Search

Still having trouble? Refer voter to the Vote Center Lead or call the Help Desk (see last page in Election Guide).
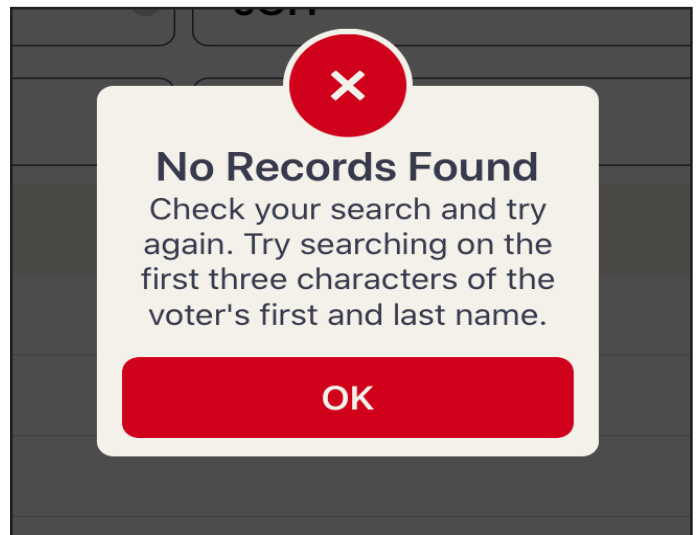
NOT PRINTING / STOPS PRINTING

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

Notify FST that there was an issue with the ePollbook.
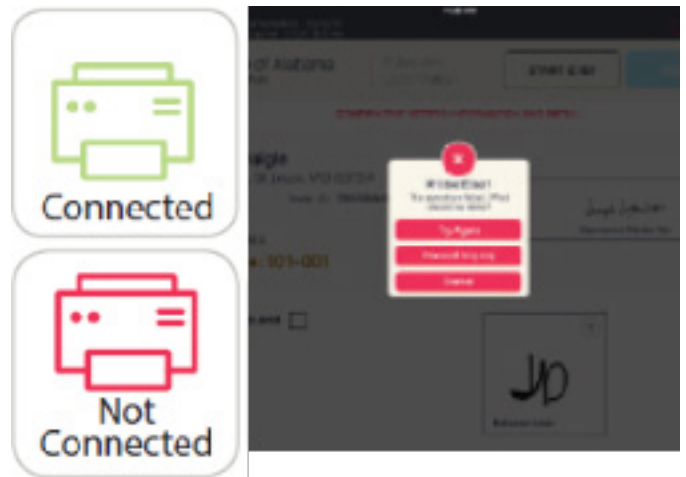
LOST PRINTER CONNECTION

Printer icon will turn red if printer has lost connection to ePollbook. Tap the printer icon, and a status box will display, "Printer Status: Not Connected."
Close and reopen Poll Pad application, by double pressing the Home button and swiping the application up or by navigating to Exit Application on the MENU screen.
Notify FST that there was an issue with the ePollbook.