

Election Worker's Guide to the Poll Pad



Table of Contents

Equipment Setup	4
Poll Pad	4
Poll Pad Printer	9
Equipment Disassembly	11
Packing the Poll Pad	11
Packing the Printer	12
Poll Pad Voting Scenarios	13
Voter Without Incident	13
Name Change	19
Wrong Polling Location – Allow Voter to Vote	22
Wrong Polling Location – Voter Redirect	26
ID Required	29
Exceptions to the Voting Procedures	31
Voted Ballot Returned	31
ID Required - Insufficient ID	36
No Party Preference (NPP Crossover Ballot)	41
Party Change	45
CVR Registration	48

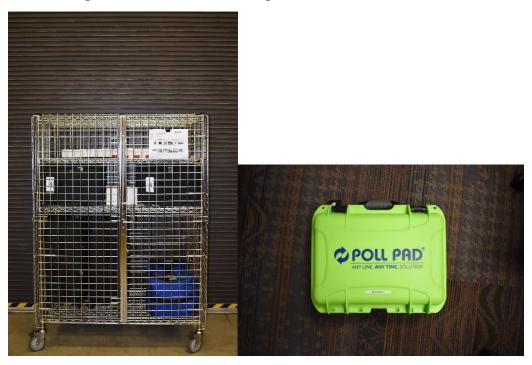
Equipment Setup

Poll Pad

Retrieve the surge protector from the blue supply tote and plug into the wall outlet closest to the Check In Table.

*NOTE – Make sure the power buttons on the surge protectors are in the off position.

1. Remove the green Poll Pad Case from cage.



2. Lay case down on a flat surface and press down on both grey buttons and lift up black latches to unlock and open the case.



3. Remove the Poll Pad Base from the case.



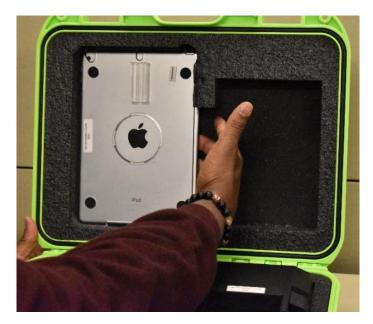
4. Remove the Stand Arm from the case and unfold until arm is straight.



5. Insert the Stand Arm into the slot on the Poll Pad Base.



6. Remove the Poll Pad from the case.



7. Attach Poll Pad to the Stand Arm by pressing the green buttons on the side of the arm and placing it in the circular opening on the back of the Poll Pad. Rotate the Stand Arm into the opening until it clicks in place. Make sure the Poll Pad is in landscape position with the camera at the top.



8. Remove the Photo ID Tray from the green case.



9. Attach the Photo ID Tray to the Poll Pad by sliding it on the mounting clip attached to the back of the Poll Pad.



10. Using the Stand Arm turn Poll Pad to face you and adjust the Poll Pad to a suitable angle.



11. Remove Poll Pad charger and small black adapter from the green case. Plug the Poll Pad charger into the small power adapter, then connect charger to surge protector.



12. Connect Poll Pad charger to Poll Pad and it will power on.



Poll Pad Printer

1. Remove the printer, printer adapter and power cord from the green case.



2. Connect the power cord to the power adapter.



3. Plug the connector into the back of the printer making sure the arrow is on the top.



4. Plug the printer power cord into the surge protector and turn the surge protector power ON. The Poll Pad should power on once the surge protector is turned on.

5. Turn the printer on using the ON/OFF switch on the left side of the printer. There should be a green light on the front of the printer. If there is no light check power connections.





6. Check for a blue light on the back of the printer to confirm wireless connection.



7. Close case and hook black latches onto case and press down to lock the case. Place case back in cage.

Equipment Disassembly

Once the polls are closed all equipment needs to be packed and placed back in the cage to await pick up by the Registrar of Voters office.

Packing the Poll Pad

- 1. Retrieve green case from cage.
- 2. Press down on both grey buttons and lift up black latches and open case.
- 3. Press the power button on the top left edge of the Poll Pad until the Slide to power off appears.
- 4. Then slide icon until screen goes black.
- 5. Remove charger from Poll Pad and surge protector and place back into case.
- 6. Turn Poll Pad around using the stand arm.
- 7. Remove Photo ID Tray and place it back into green case.
- 8. Remove Poll Pad from the Stand Arm by pressing the green buttons to release the Poll Pad.
- 9. Place Poll Pad back in green case with the screen facing inside of case.
- 10. Detach the Stand Arm from the Poll Pad Base, fold it and put back into the circular compartment inside the Poll Pad case.



Packing the Printer

- 1. Turn off the printer using the ON/Off switch on the left side of the printer.
- 2. Turn surge protector off and unplug power cord from surge protector.
- 3. Unplug power adapter from back of printer.
- 4. Disconnect the power cord from the power adapter.
- 5. Place the adapter and power cord back into circular compartment in the green case.
- 6. Place the printer back into the green case.



7. Place Poll Pad Base in green case.



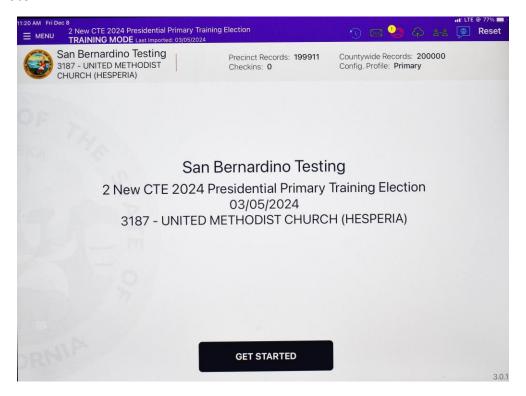
- 8. Close case and hook black latches onto case and press down to lock the case.
- 9. Place case back into cage.

Poll Pad Voting Scenarios

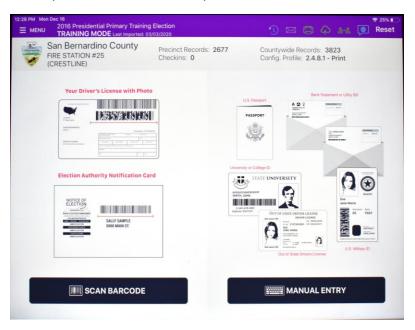
Voter Without Incident

This scenario will take you through the steps of processing a Voter without incident.

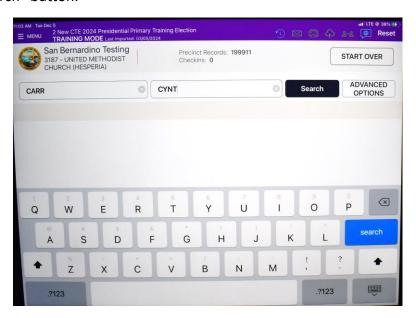
The first screen is the Election Screen. At the top right of the screen you will see icons
for the printer status, e-Pulse Synchronization, language selection options, and battery
life indicator. Underneath displays the Polling Place location and ID, precinct records,
check-ins, and the countywide records count. Important: Verify Polling Place Location is
correct as well as Election name and date. Press "Get Started" to begin processing a
Voter.



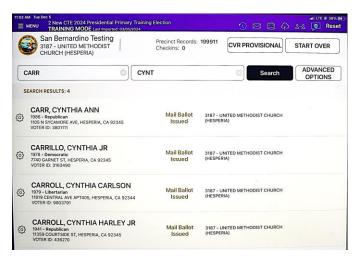
2. The next screen is the "Voter Lookup" screen. There are two options on this screen. First is the "Scan Barcode" option, which allows Voters to use their driver's license or Voter Information Guide to look up their information. However, we are not allowed to ask for ID so if the Voter does not ask about the scanner, we will process the Voter using option two, "Manual Entry". Select "Manual Entry".



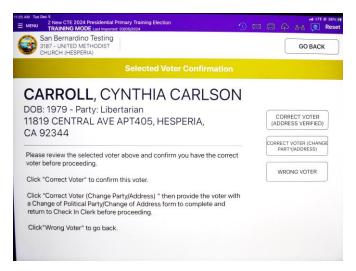
3. The next screen is the "Voter Search" screen. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name then tap the "Search" button.



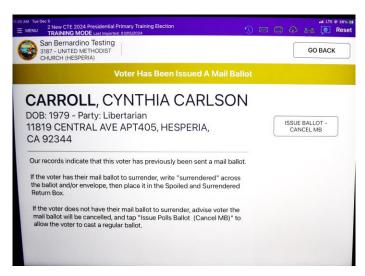
4. Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address and then repeat the address back to confirm. Once the Voter confirms both name and address, touch the Voter's name on the screen to continue.



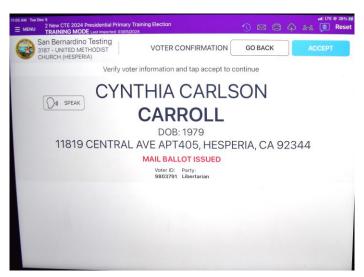
5. The next screen is the "Selected Voter Confirmation Screen". In this example, the Voter's name and address have been verified. Press "Correct Voter – Address Verified".



6. The next screen is the "Instruction Screen". This election, San Bernardino County has mailed every active registered Voter a Mail Ballot. This screen allows you to cancel the Mail Ballot if the Voter wishes to vote in the Polls. Read and follow the instruction to process the Voter.



7. The next screen is the "Voter Confirmation Screen". Rotate the Poll Pad so that it faces the Voter and ask the Voter to verify their information is correct and then tap "Accept". If the information is incorrect, raise the small American flag to contact the Supervisor immediately.



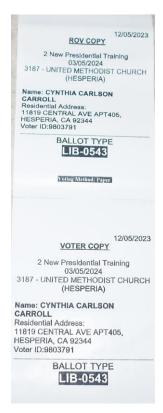
8. The next screen is the "Signature Confirmation Screen". Ask the Voter to sign and then tap "Done Signing".



9. Once the Voter has signed, rotate the Poll Pad using the stand arm so that the Poll Pad is facing you. You will then see the "Poll Worker Confirmation Screen". Confirm the Voters signature and Ballot Type appears and then tell the Voter "Today you will be voting on a paper ballot" and tap "Submit".



10. Once submitted, the Poll Pad will begin printing two receipts. The Voter will take both copies and the Check In Clerk will direct the Voter to the Ballot table where they will hand the ROV receipt to the Ballot Clerk to receive their ballot.



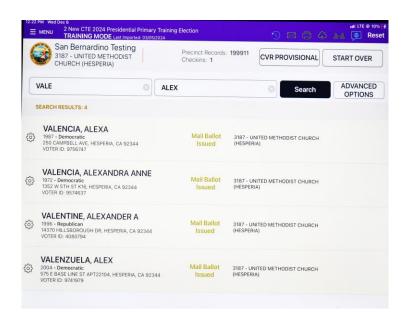
11. The next screen will display the "Processed Successfully" message before returning to the "Voter Look Up Screen".



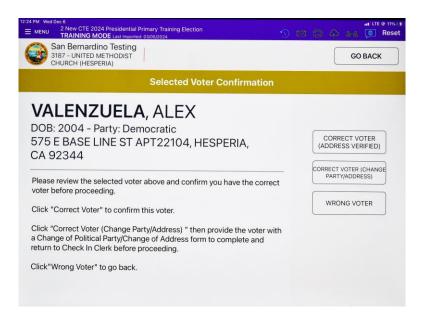
Name Change

This scenario will take you through the steps to process a Voter who has a different name than what is listed in the Poll Pad.

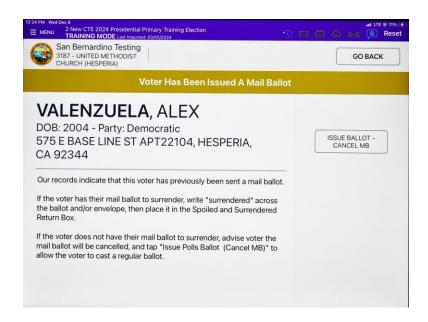
1. If the Voters name cannot be found in the poll pad, ask the Voter if they have changed their name. Enter the first four letters of the last name and the first four letters of the first name provided and click "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address. Repeat the address back to confirm. Once the Voter confirms both name and address, touch the Voters name to continue.



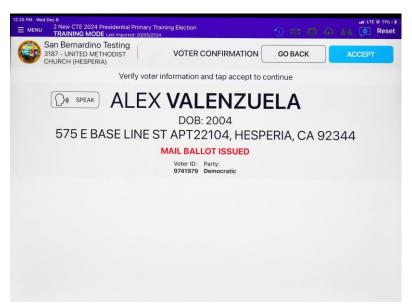
2. Select "Correct Voter - (Address Verified)".



3. The next screen is the "Instruction Screen". This election, San Bernardino County has mailed every active registered Voter a Mail Ballot. This screen allows you to cancel the Mail Ballot if the Voter wishes to vote in the Polls. Read and follow the instruction to process the Voter.



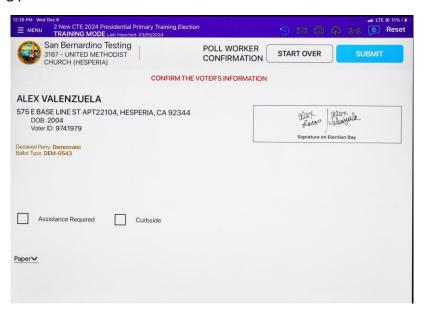
4. Do not rotate Poll Pad. This is the only time on the Voter Confirmation screen you will confirm the name without rotating the Poll Pad. Confirm Voter's name then tap "Accept" to continue.



5. On the Signature Confirmation screen, draw a line in the middle of the signature line and rotate the Poll Pad using the stand arm. Ask the Voter to sign both the previous and current full name and tap "Done Signing".



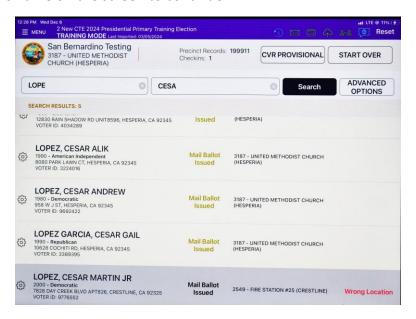
6. On the "Poll Worker Confirmation Screen", rotate the Poll Pad back so it is facing you to confirm there are two signatures as stated in the previous step and the Ballot Type appears. Tell the Voter "Today you will be voting on a paper ballot." Then tap "Submit" and issue a Voter Registration card for the Voter to complete. The Voter will continue the voting process.



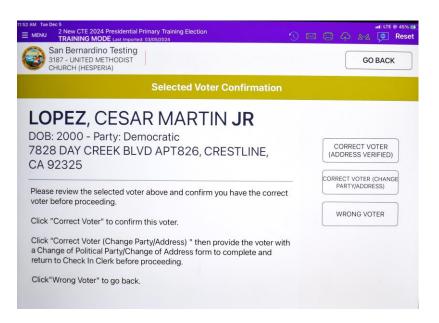
Wrong Polling Location - Allow Voter to Vote

This scenario will take you through the steps to process a Voter who is in the wrong polling location but would like to vote at the current polling location.

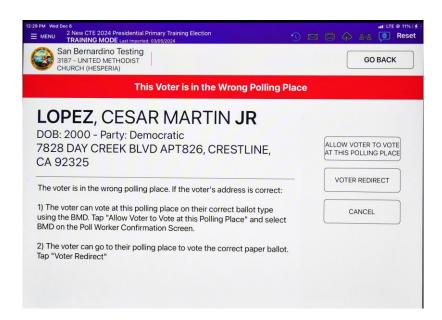
1. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address and then repeat the address back to confirm. You will see the background color is gray and has a red "Wrong Location" message. Touch the Voters name on the screen to continue.



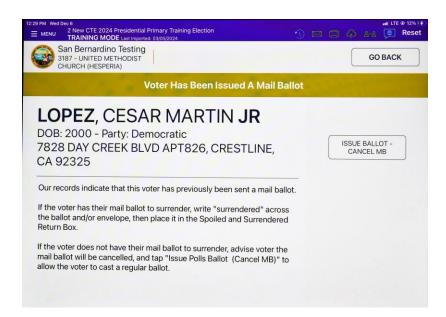
2. The next screen is the "Selected Voter Confirmation Screen". In this example, the Voter's name and address have been verified. Press "Correct Voter – Address Verified".



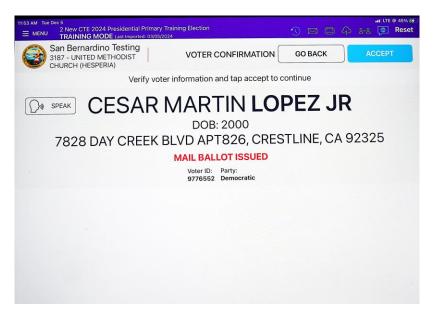
3. Read the instructions on the "Instructions screen". If the Voter wants to continue with voting, tap "Allow Voter to Vote at This Polling Place".



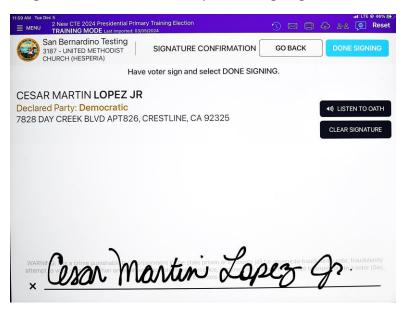
4. Read the instructions on the "Instructions screen". If the Voter wants to continue with voting, tap "Issue Ballot Cancel MB".



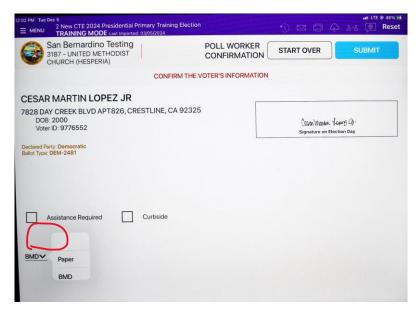
5. Rotate Poll Pad and ask Voter to confirm their information is correct and tap "Accept".



6. Ask Voter to sign their name and then tap "Done Signing".



7. Once the Voter has signed, rotate Poll Pad so it is facing you. On the Poll Worker confirmation screen, confirm the signature and ballot type number appears. Change voting method from "Paper" to "BMD" and tap "Submit" to finish processing Voter.



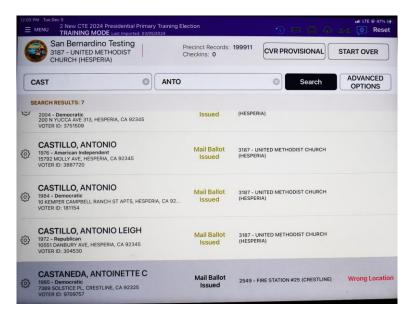
8. Once submitted, the Poll Pad will begin printing two receipts. The Voter will retrieve both copies and direct them to the BMD booths where they will hand the ROV receipt to the Technical Clerk to assist them with voting on the BMD.



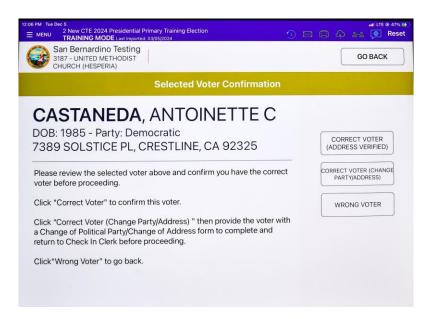
Wrong Polling Location - Voter Redirect

This scenario will take you through the steps to process a Voter who is in the wrong polling location and would like to be redirected to their assigned polling location.

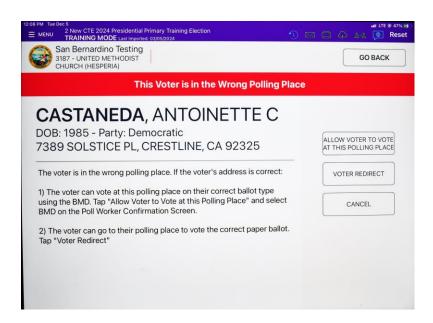
1. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address. Repeat the address back to confirm. You will see the background color is gray and has a red "Wrong Location" message. Touch the Voters name on the screen to continue.



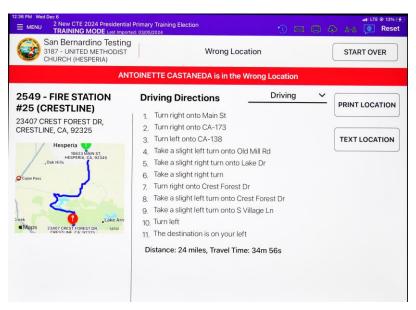
2. The next screen is the "Selected Voter Confirmation Screen". In this example, the Voter's name and address have been verified. Press "Correct Voter – Address Verified".



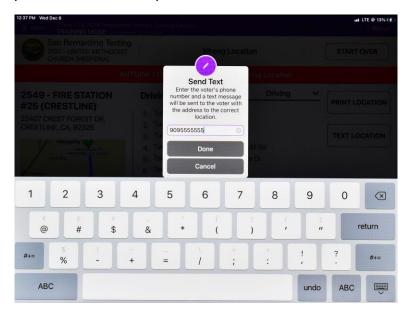
3. If the Voter has a "Wrong Polling Location" message and would like to be redirected to their assigned polling location, tap "Voter Redirect".



4. Ask the Voter if they would like to have directions printed or sent as a text message and tap "Print Location" or "Text Location" according to the Voters answer.



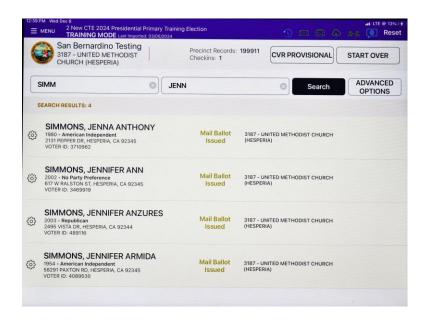
5. If "Text Location" is tapped, a "Send Text" window will pop up on the screen. Enter the Voters cell phone number and tap "Done".



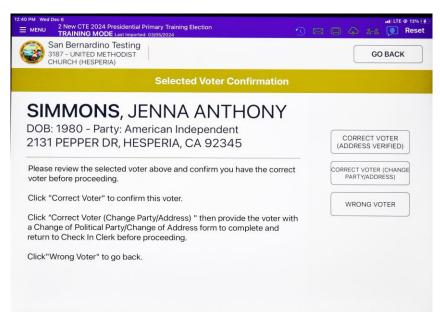
ID Required

This scenario will take you through the steps to process a Voter who has not met the state ID requirements to vote a regular ballot.

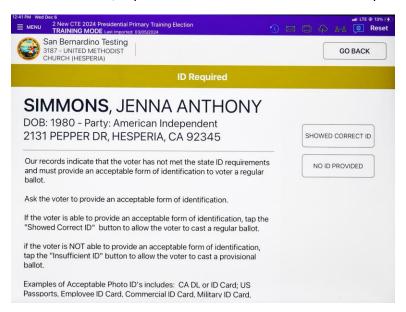
1. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address. Repeat the address back to confirm. Touch the Voters name on the screen to continue.



2. Rotate Poll Pad and ask Voter to confirm their information is correct and tap "Correct Voter".



3. Inform the Voter that "The state of California is requesting you to show an ID". If the Voter shows the correct ID, tap "Showed Correct ID" and continue processing the Voter.

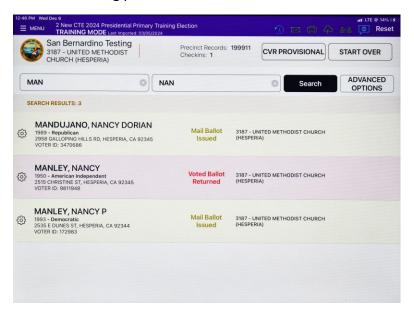


Exceptions to the Voting Procedures

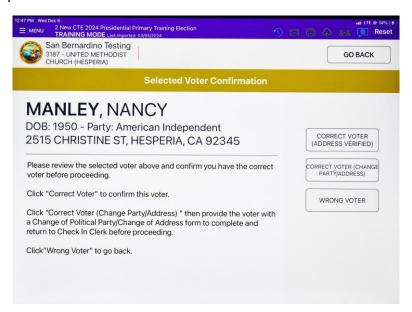
Voted Ballot Returned

This scenario will take you through the steps to process a Voter who has voted by mail but would like to vote at the polling place.

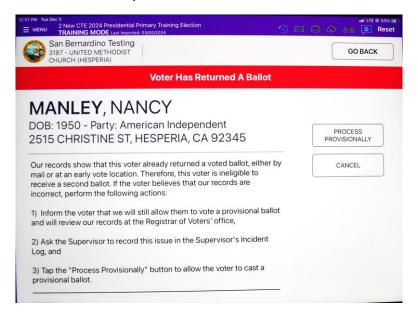
1. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address. Repeat the address back to confirm. When the name appears you will see the background color is red and has a "Voted Ballot Returned" status. Inform the voter they have already voted. If they insist on voting raise the small American flag for the Supervisor. The Supervisor will explain the provisional process to the voter. If the voter refuses to vote provisionally, raise the small American flag to contact the Supervisor immediately. If the Voter accepts to vote provisionally, the Supervisor will continue the voting process.



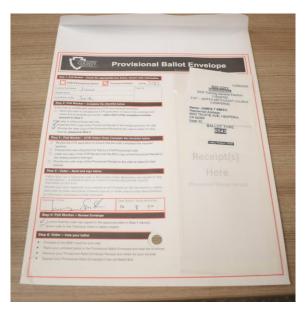
2. Rotate the Poll Pad using the stand arm, ask the Voter to confirm their information and tap "Correct Voter Address Verified" once confirmed.



3. Tap "Process Provisionally".



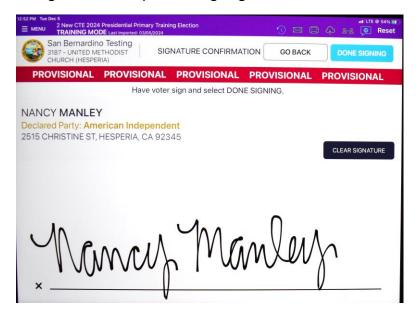
4. The Supervisor will follow the checklist and assist the voter with completing the Provisional Ballot Envelope.



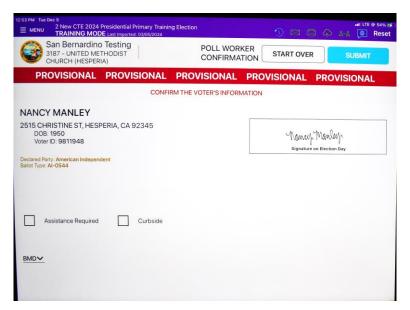
1. Rotate Poll Pad and have the voter tap "Accept" if their information is correct.



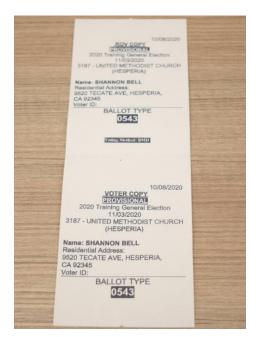
2. The voter will sign and then tap "Done Signing".

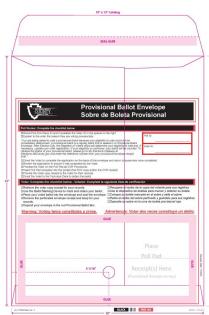


3. On the Poll Worker Confirmation screen, verify the signature, ballot type is shown, and change the voting method from "Paper" to "BMD".



4. The Poll Pad will print two Provisional receipts. One is the ROV copy and the second is the Voter's copy. The ROV copy will go inside the sleeve of the Provisional Envelope.





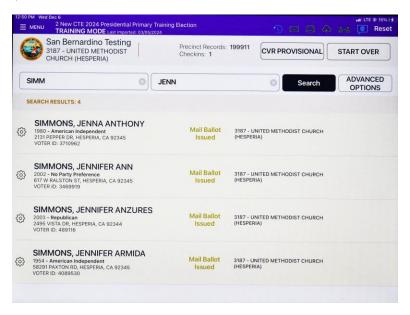
*Contact the Supervisor hotline immediately if:

- The voter has the wrong ballot type
- If the voter leaves without voting
- o If the wrong voter has been checked in

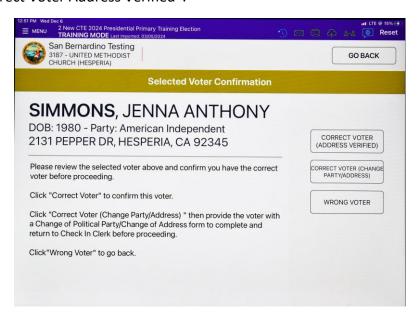
ID Required - Insufficient ID

This scenario will take you through the steps to process a Voter who has not met the state ID requirements to vote a regular ballot.

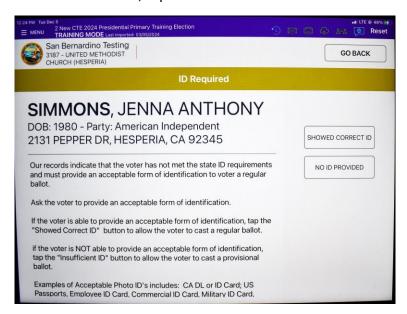
1. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address. Repeat the address back to confirm. Once the Voter confirms both name and address, touch the Voter's name on the screen to continue.



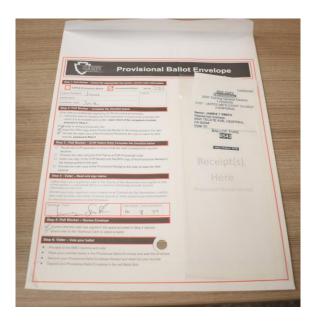
2. Rotate Poll Pad and ask Voter to confirm their information is correct and tap "Correct Voter Address Verified".



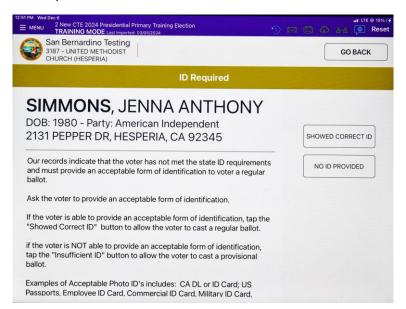
3. Inform the Voter that "The state of California is requesting you to show an ID". If the Voter shows the correct ID, tap "Showed Correct ID".



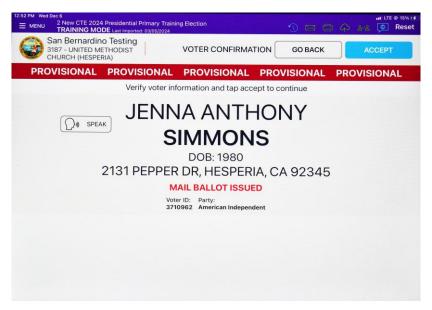
4. If the Voter has insufficient ID, the Supervisor will follow the checklist and assist the voter with completing the Provisional Ballot Envelope.



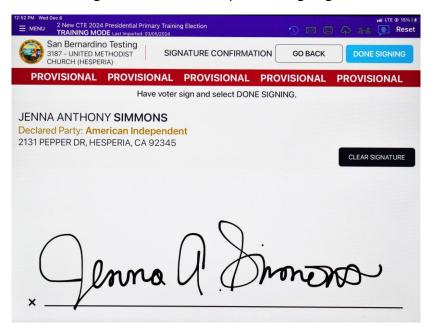
5. Supervisor: Tap "No ID Provided".



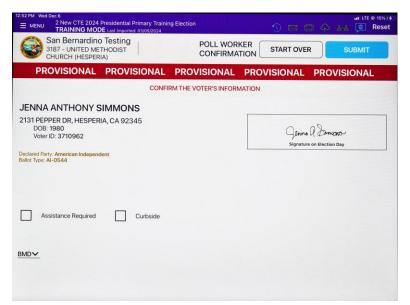
6. Rotate the Poll Pad using the stand arm and ask the voter to confirm their information and tap "Accept".



7. Ask the voter to sign their name and tap "Done Signing".

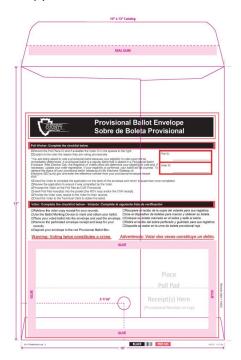


8. Rotate Poll Pad so it is facing you and confirm the signature and ballot type number appears. Change voting method from "Paper" to "BMD" and touch "Submit".



9. The Poll Pad will print two provisional receipts. The ROV copy goes into the sleeve of the Provisional Envelope and the Voter keeps their copy.





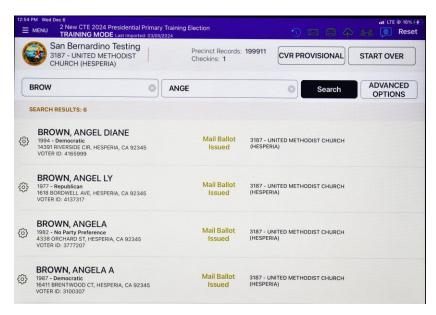
*Contact the Supervisor hotline immediately if:

- The voter has wrong ballot type
- o If the voter leaves without voting
- o If the wrong voter has been checked in

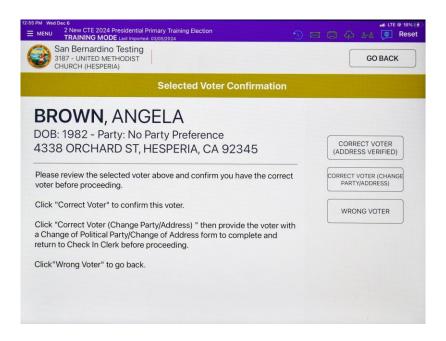
No Party Preference (NPP Crossover Ballot)

This scenario will take you through the steps to process a Voter who is registered as No Party Preference and would like to vote a crossover ballot.

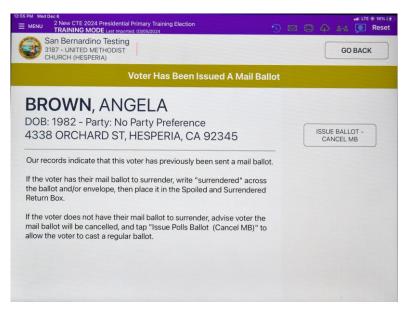
1. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address and then repeat the address back to confirm. Once the Voter confirms both name and address, touch the Voter's name on the screen to continue.



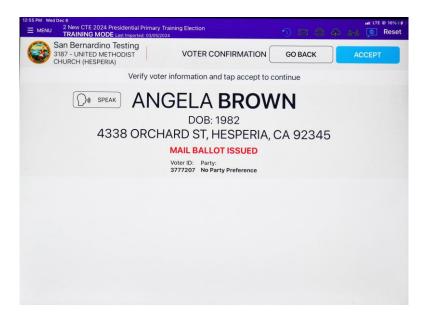
2. The next screen is the "Selected Voter Confirmation Screen". In this example, the Voter's name and address have been verified. Press "Correct Voter – Address Verified".



3. The next screen is the "Instruction Screen". This election, San Bernardino County has mailed every active registered Voter a Mail Ballot. This screen allows you to cancel the Mail Ballot if the Voter wishes to vote in the Polls. Read and follow the instruction to process the Voter.



4. The next screen is the "Voter Confirmation Screen". Ask the Voter to verify their information is correct and then tap "Accept". If the Voter would like to vote on a crossover ballot tap "Accept". If the information is incorrect, raise the small American flag to contact the Supervisor immediately.



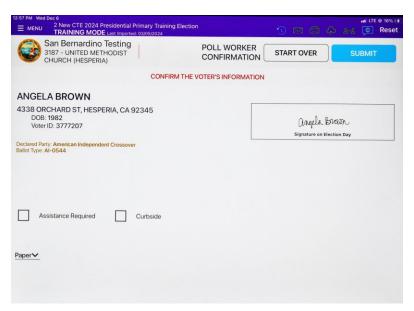
5. If the Voter would like to vote on a crossover ballot that has presidential candidates listed, ask the Voter to tap the crossover party ballot for and tap "Accept". If they would like to remain No Party Preference, the Voter will tap "No Party Preference" and then tap "Accept".



6. On the "Signature Confirmation Screen", ask the Voter to sign their name and tap "Done Signing".



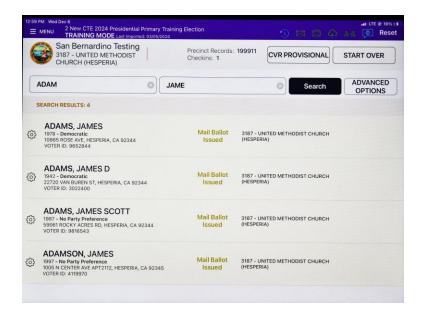
7. Rotate the Poll Pad by the stand arm so it is facing you and confirm the signature, Ballot Type, and voting method. Tell the Voter "Today you will be voting on a paper ballot", then tap "Submit".



Party Change

This scenario will take you through the steps to process a Voter who wants to change their registered party.

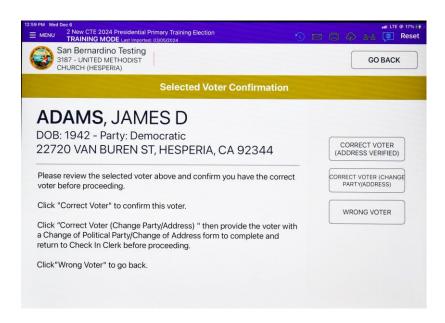
1. Ask the Voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search". Once you find a match, repeat the name as it is displayed on the screen, then ask the Voter for their address and then repeat the address back to confirm. Once the Voter confirms both name and address, touch the Voter's name on the screen to continue.



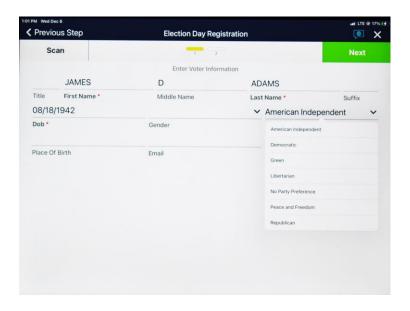
2. If the Voter would like to change their party preference, raise the small American flag to call for the Supervisor to finish processing the Voter. The Check In Clerk will hand the Voter a Change of Political Party/Change of Address form to complete, then raise the small American flag for the Supervisor to finish processing the Voter.

California Secretary of Sta CHANGE OF POLITICAL F (Elections Code §§ 2119.5,	PARTY/CHANGE OF ADDRESS			
This form may only be completed by a voter was change of political party preference and/or during the time period of the 14th day before person to the county elections official's office,	to request a change of address within the an election up until the close of the polls	same county. Ti	his form m	ay only be completed
First name	Middle name			
Last name (including suffix, such as Jr., Sr., III)				
Date of birth M M D D D Y Y Y Y				
Current residence address		Apt or Unit	#	
City		State CA	Zip	
□ I want to change my political party pret I want to choose a political party Amounts hidpendiest Play Description hidpendiest Play Description Description Description Description Description Description Description Description	preference			
Address		Apt o	r Unit#	
City		State	CA Zip	1
I declare under penalty of perjury under the and correct.	laws of the State of California that the info	rmation I have p	rovided on	this request is true
х			1	1
Signature	Date signed	Month	Day	Year

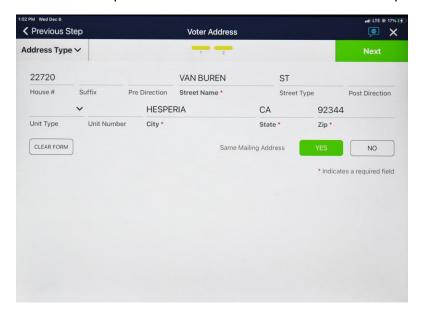
3. The Supervisor will tap "Correct Voter – Change Party/Address" on the "Selected Voter Confirmation Screen".



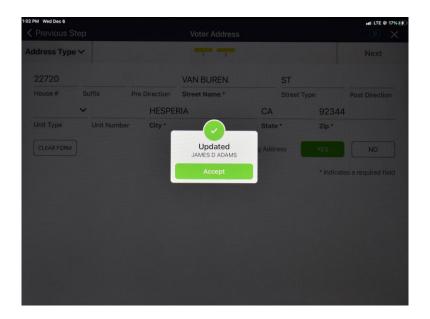
4. On the next screen you will select the party the Voter would like to register as from the drop-down menu, then tap "Next".



5. Confirm all fields are complete on the "Voter Address Screen" and tap "Next".



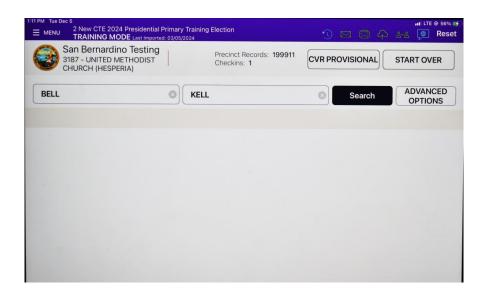
A pop-up window will appear, tap "Accept" and complete the check in process.



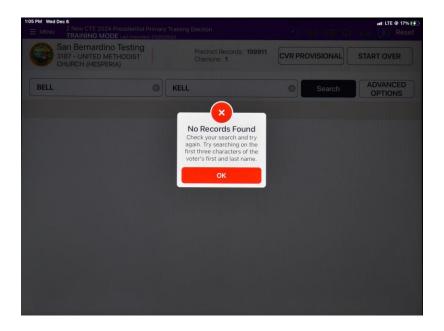
CVR Registration

This scenario will take you through the steps to register a Voter.

1. Enter the first four letters of the last name and first four letters of the first name and tap "Search".

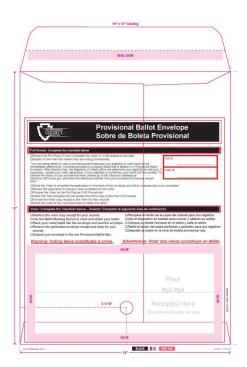


2. A pop-up message "No Records Found" will display on the screen. Ask the voter the following question, "Are you registered to vote?" If the voter says they are not registered and want to register, raise the small American flag to contact the Supervisor. To begin registering the voter, tap "Ok".

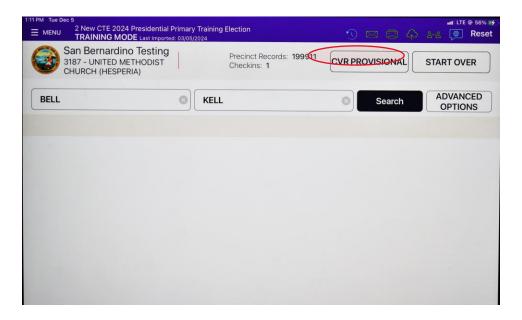


3. The Supervisor will follow the checklist and assist the voter with completing the Provisional Ballot Envelope.

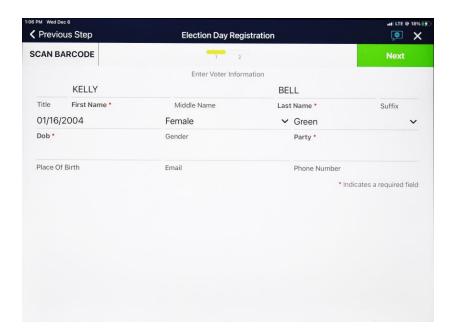




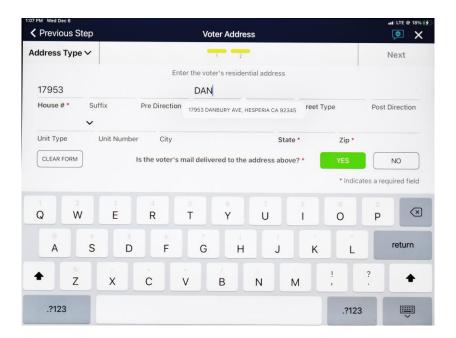
4. Once the Provisional Ballot envelope is complete, tap "CVR Provisional".



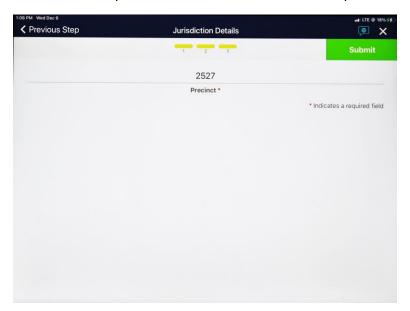
5. Complete the Registration Path to register the Voter. The fields with a red * are required fields, these include the Voter's name, date of birth, and Party. Then tap "Next".



6. Next, enter the Voters address. The fields with a red * are required fields, these include the Voter's Street Name, City, State, and Zip code. Select the address that appears from the drop-down menu when available. This is important because selecting the address from the drop-down ensures the Voter will receive the correct Ballot type.



7. If the street name is not listed on the drop-down list, use the District Lookup Tool on https://elections.sbcounty.gov/ to find the correct Ballot type. Enter the Ballot type from the District Lookup Tool into the Precinct field and tap "Submit".



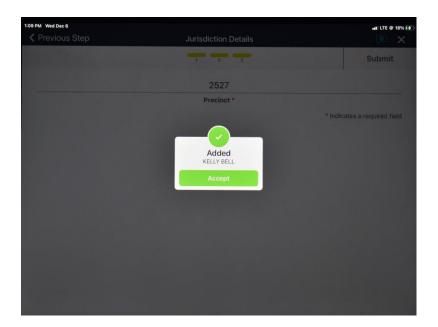
8. If a voter is in the wrong location this pop-up window of "Wrong Location" will appear. If a voter decides to go to their polling place, then tap on "Map" and proceed with the Voter Redirect process. If they decide to stay, tap on "Allow".



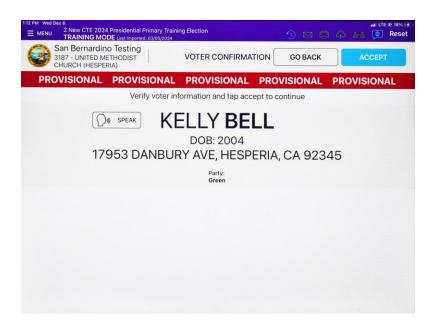
9. Enter the password



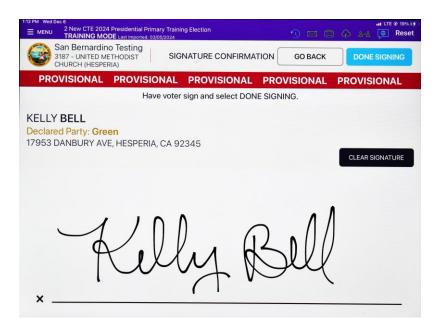
10. The voter is now ready for process. Tap on "Accept".



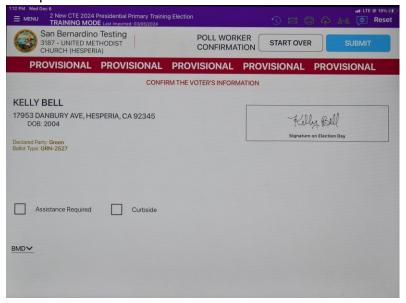
11. Rotate the Poll Pad so the Voter can confirm their information is correct, then ask the Voter to tap "Accept".



12. Next, the Voter will sign their name and then tap "Done Signing".



5. Rotate the Poll Pad on the Poll Worker Confirmation screen to confirm the Voter's signature and the ballot type is shown. Last, change the voting method from "Paper" to "BMD", then tap "Submit".



6. The Poll Pad will print two Provisional receipts. One is the ROV copy and the second is the Voter's copy. The ROV copy will go inside the sleeve of the Provisional Envelope.

