

# Election Worker's Guide to the Poll Pad





### **Registrar of Voters**

Stephenie Shea Registrar of Voters

Greetings,

The Poll Pad is an electronic poll book used to process voters on Election Day. The electronic poll book and the associated Poll Pad App has been certified by the Secretary of State and fulfills all requirements as listed in Calif. Elec. Code 2550 (a). The Poll Pad has replaced our paper rosters within the polling place and contains all voters within San Bernardino County.

The Poll Pad "...shall not be operated in any manner except by a member of the precinct board acting pursuant to Section 14294. Any person who tampers with, manipulates, or otherwise operates or interacts with this device with the intent to falsify or prevent others from readily ascertaining the name, address, or political preference of any voter, or the fact that a voter has or has not voted, is guilty of a misdemeanor." Calif. Elec. Code 14298

The Poll Pad allows for us to run elections in a user-friendly environment while also giving voters of San Bernardino County more options to cast their ballot.

Please be sure to take proper care of the Poll Pad and its associated items, as well as synchronize them throughout the day. This will aid in preventing unexpected errors throughout the day.

If issues do arrive on Election Day, wave your small American flag, and request the assistance of a supervisor.

Thank you,

**Election Worker Department** 

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#### **Care Instructions**

The Poll Pad is to be handled with care. The following notes will aid in doing so.

- o Clean Poll Pad screen with micro-fiber cloth.
- Store with the screen faced down when repacking inside of Poll Pad case. (PLEASE SEE IMAGE A BELOW)
- Secure all other components into the case untwisted and untangled. (PLEASE SEE IMAGE B BELOW)
- Do not bundle or bunch up the cables.
- Ensure Poll Pads are always charged at least 75%.
- Ensure Poll Pads are being synchronized before 7:00 AM on Election Day, 12:00 PM and after the last voter leaves before Poll Pads are powered off.

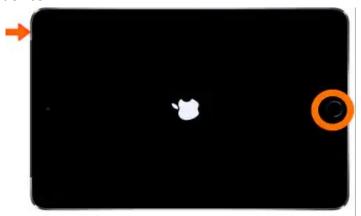








- o At the end of the Election Night to turn off the Poll Pad please do the following:
  - 1. Hold the home button and power button until the screen turns black and Apple icon appears.
  - 2. Keep holding both buttons and wait until the Apple icon appears, allow it to disappear, then release both buttons immediately. This will power off the device.



## **Equipment Setup**

#### **Poll Pad**

Retrieve the surge protector from the polling place 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 the case down on a flat surface and press down on both grey buttons and lift black latches to unlock and open the case.



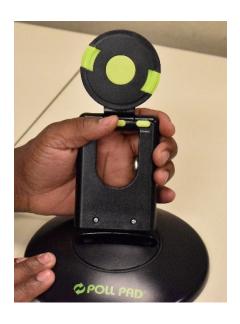
3. Remove the Poll Pad Base from the case.





- 4. Remove the Stand Arm from 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.



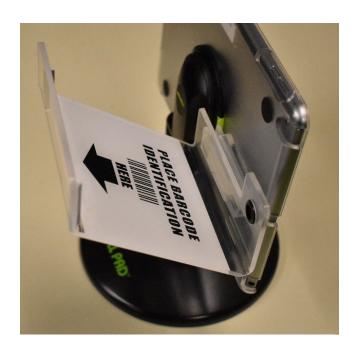


8. Remove the Photo ID Tray from the green Poll Pad case.





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



12. Connect the 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. There will be a blue light on the back of the printer to confirm wireless connection.



#### **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 the black latches and open the case.
- 3. Hold the home button and power button until the screen turns black and Apple icon appears.
- 4. Once Apple icon appears, release buttons immediately.
- 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 it 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. Unplugged power adapter from back of printer.
- 4. Disconnect the power cord from the power adapter.
- 5. Place the adapter and power cord back into the 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 case.



9. Place the case back into the cage.

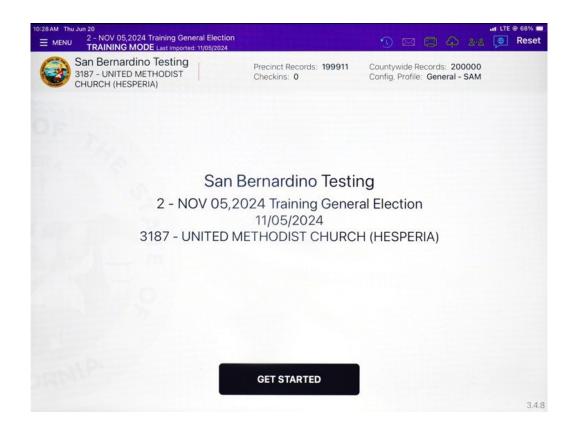
#### **Poll Pad Voting Scenarios**

The following scenarios are likely to occur on Election Day. Provided below are steps to navigate them.

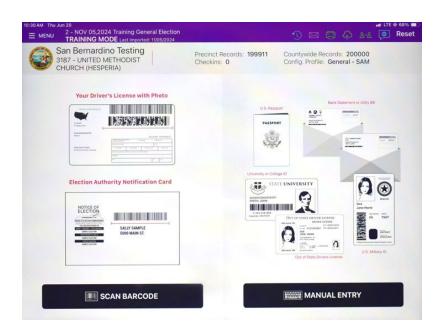
#### **Voter Without Incident**

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

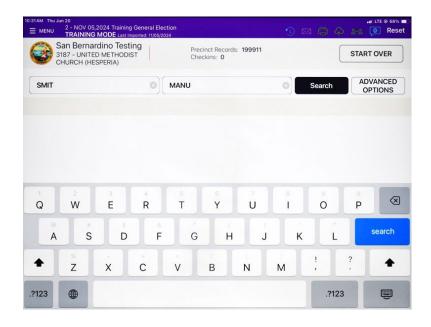
1. The first screen is the Election Screen. At the top right of the screen, you will see icons for the printer status, e-Pulse Synchronization, language selection options, and battery life indicator. Underneath displays the polling place location and ID, precinct records, check-ins, and the countywide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



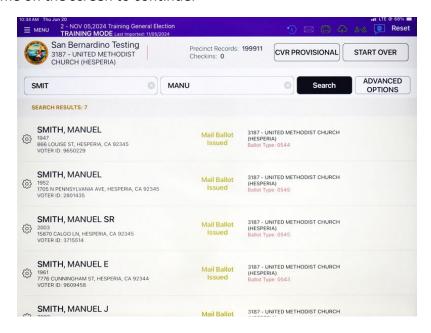
2. The next screen is the "Voter Lookup" screen. There are two options on this screen. First is the "Scan Barcode" option, which allows voters to use their Voter Information Guide to look up their information. The second option is "MANUAL ENTRY."



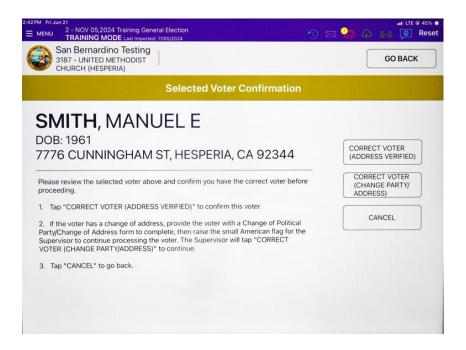
3. The next screen is the "Voter Search" screen. Ask the voter for their full name. Enter the first four letters of the last name and the first four letters of the first name then tap the "Search" button.



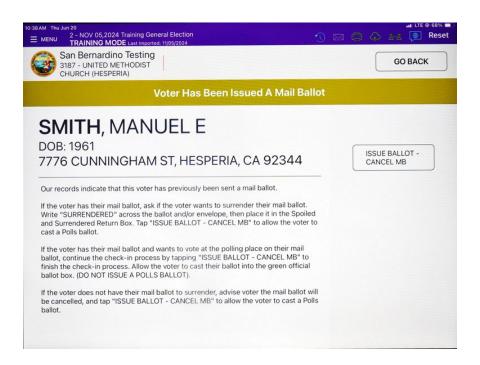
4. Once you find a match, repeat the name to the voter as it is displayed on the screen, then ask the voter for their address (never offer the voter what you see on the screen) and then repeat the address back to confirm. Once the voter confirms both name and address, touch the voter's name on the screen to continue.



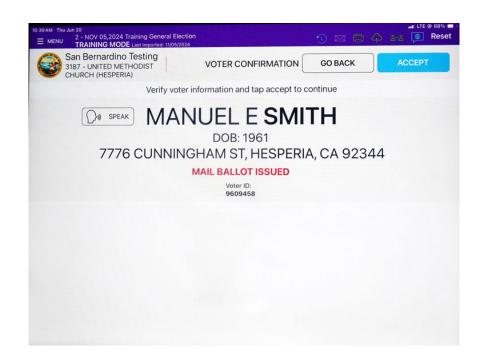
5. The next screen is the "Selected Voter Confirmation" screen. Once, the voter's name and address have been verified. Press "CORRECT (ADDRESS VERIFIED.)"



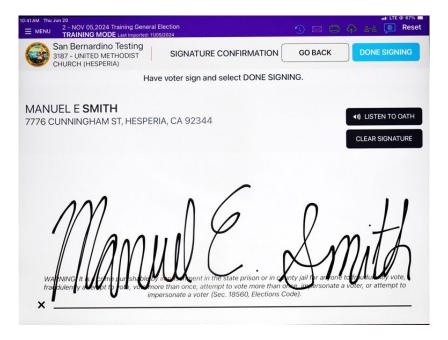
6. The next screen is the "Instruction" screen. San Bernardino County has mailed every active registered voter a mail ballot. This screen allows you to cancel the Mail Ballot if the voter wishes to vote in the Polls. Read and follow the instructions to process the voter.



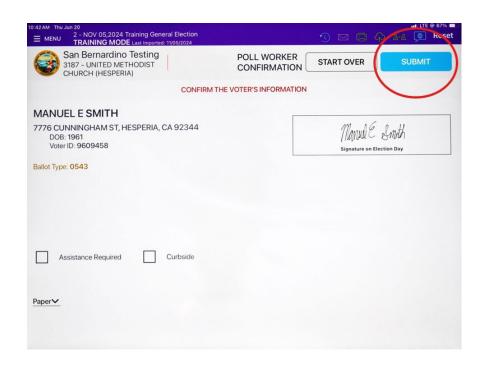
7. The next screen is the "Voter Confirmation" screen. Rotate the Poll Pad so that it faces the voter and ask the voter to verify their information is correct and then tap "ACCEPT." If the information is incorrect, raise the small American flag to contact the Supervisor immediately.



8. The next screen is the "Signature Confirmation" screen. Ask the voter to sign and then tap "DONE SIGNING."



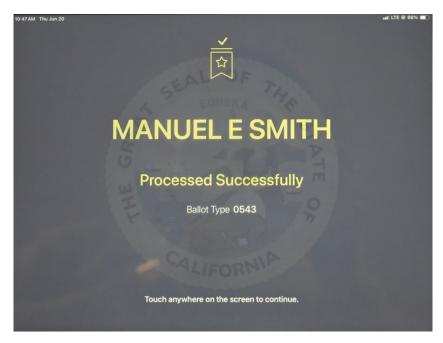
9. Once the voter has signed, rotate the Poll Pad using the stand arm so that the Poll Pad is facing you. You will then see the "Poll Worker Confirmation" screen. Confirm the voter's signature and ballot type and tell the voter "Today, you will be voting on a paper ballot." To proceed, in the bottom left corner, tap on "Voting Method" then select "Paper," this will activate "SUBMIT" button in the top right-hand corner, 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 they will hand the ROV receipt to the Ballot Clerk to receive their ballot.



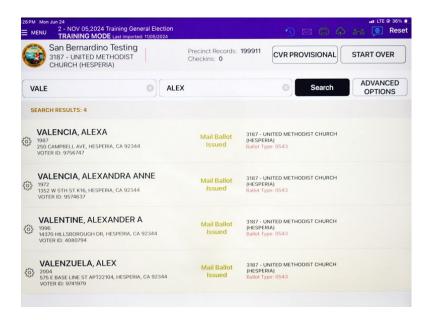
11. The next screen will display "Processed Successfully" message before returning to the "Voter Look Up" screen.



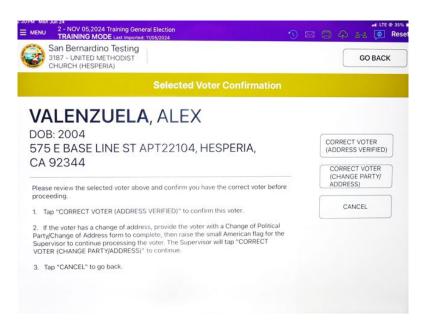
#### **Name Change**

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.

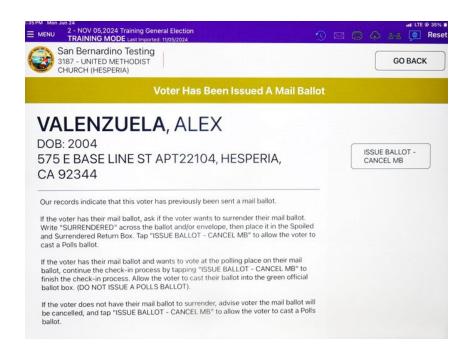
1. If the voter's name cannot be found in the poll pad, ask the voter if they have changed their name. If so, re- enter the first four letters of the new last name and the first four letters of the first name provided and click "Search." Once you find a match, repeat the name as it is displayed on the 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.



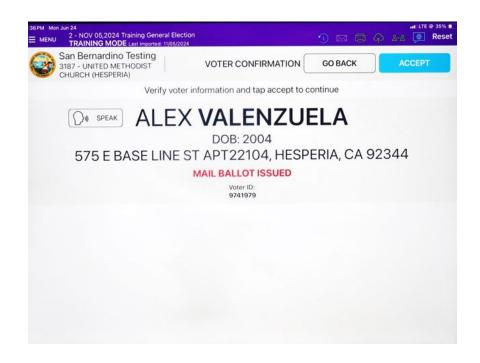
2. Select "CORRECT VOTER - (ADDRESS VERIFIED)."



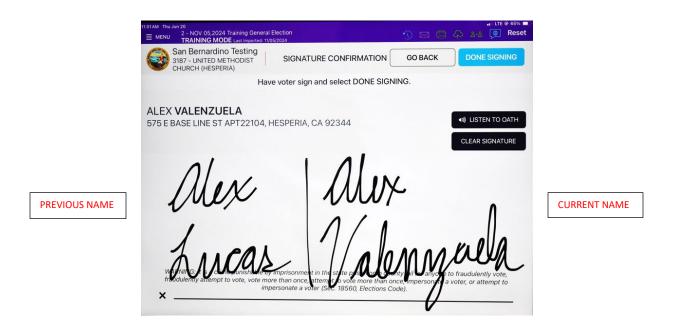
3. The next screen is the "Instruction" screen. San Bernardino County has mailed every active registered voter a mail ballot. This screen allows you to cancel the mail ballot if the voter wishes to vote at the polling place. Read and follow the instructions to process the voter.



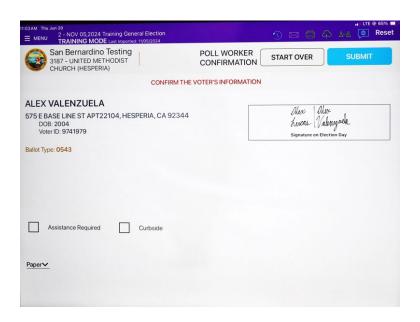
4. The next screen is the "Voter Confirmation" screen. Rotate the Poll Pad so that it faces the voter and ask the voter to verify their information is correct and then tap "ACCEPT." If the information is incorrect, raise the small American flag to contact the Supervisor immediately.



5. On the "Signature Confirmation" screen, ask the voter to draw a line in the middle of the signature line. Ask the voter to sign both their previous and current full name and tap "DONE SIGNING."



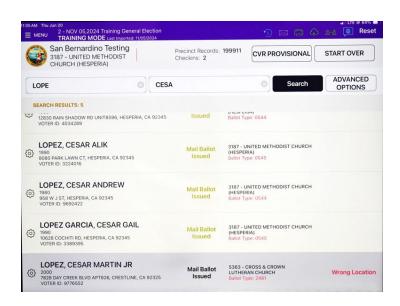
6. On the "Poll Worker Confirmation" screen, rotate the Poll Pad back so it is facing you, confirm there are two signatures as stated in the previous step and the ballot type appears. Tell the voter "Today, you will be voting on a paper ballot." Tap on "VOTING METHOD," then paper and then Submit. Last, issue a Voter Registration Card for the voter to complete. The voter will continue the voting process.



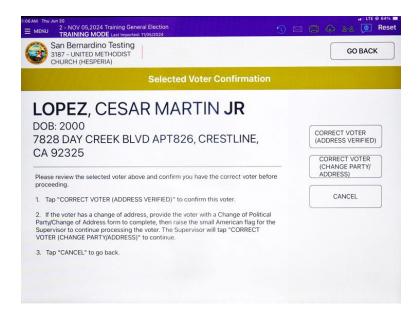
#### Wrong Polling Location - Allow Voter to Vote (BMD)

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.

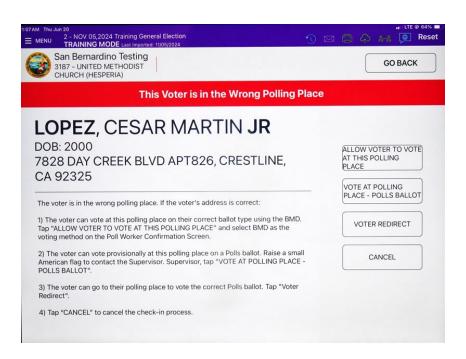
1. Enter the first four letters of the last name and the first four letters of the first name and tap "Search." Once you find a match, repeat the name as it is displayed on the screen, then ask the voter for their address and then repeat the address back to confirm. The background color will be gray and have a red text that reads, "Wrong Location." Touch the voters name on the screen to continue.



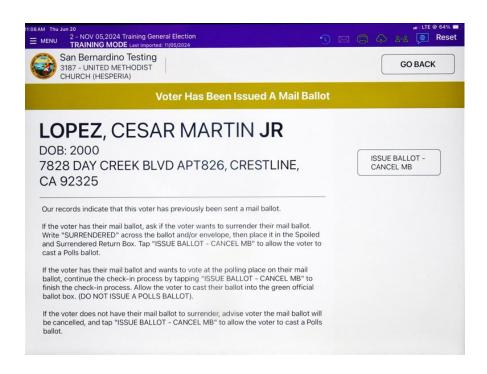
2. The next screen is the "Selected Voter Confirmation" screen. Once the voter's name and address have been verified. Press "CORRECT VOTER (ADDRESS VERIFIED.)"



3. Read the instructions on the "Instructions" screen. In this example, the voter wants to continue their voting process at this location. Tap "ALLOW VOTER TO VOTE AT THIS POLLING PLACE."



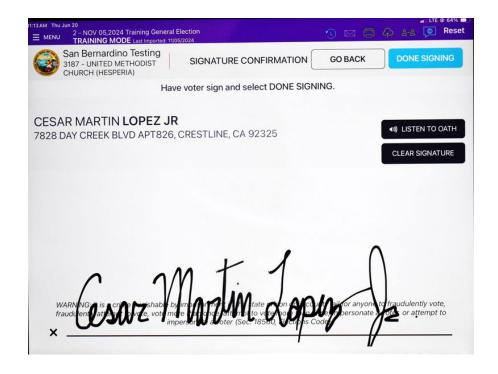
4. Read the instructions on the "Instructions" screen. If the voter wants to continue with voting, tap "ISSUE BALLOT-CANCEL MB."



5. Rotate Poll Pad and ask voter to confirm their information is correct and tap "ACCEPT."



6. Ask the voter to sign their name and tap "DONE SIGNING" once complete.



7. Once the voter has signed, rotate the Poll Pad so it is facing you. On the "Poll Worker confirmation screen," confirm the signature and ballot type number appears.

NOTE - "Voting Method" and scroll to BMD, then tap the blue "SUBMIT" button to finish processing voter.



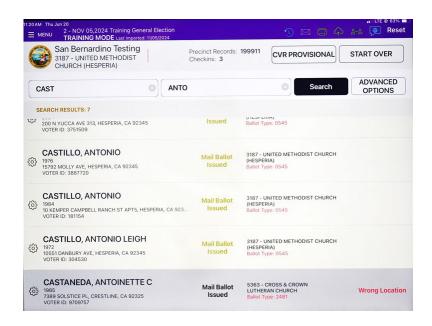
8. Once submitted, the Poll Pad will begin printing two receipts. The voter will retrieve both copies direct them to the Technical Clerk where they will hand over the ROV receipt and mark their ballot.



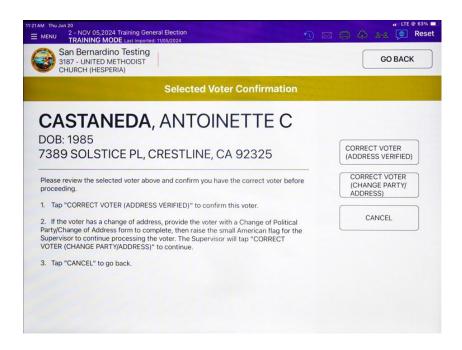
#### **Wrong Polling Location – Voter Redirect**

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.

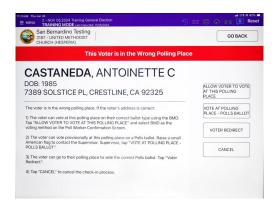
Enter the first four letters of the last name and the first four letters of the first name and tap
"Search." Once you find a match, repeat the name as it is displayed on the screen, then ask the
voter for their address and then repeat the address back to confirm. The background color will be
gray and have a red text that reads, "Wrong Location." Touch the voters name on the screen to
continue.



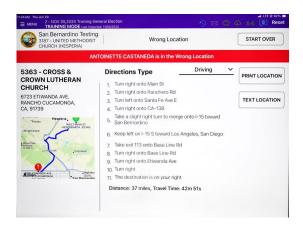
2. The next screen is the "Selected Voter Confirmation" screen. In this example, the voter's name and address have been verified. Press "CORRECT VOTER (ADDRESS VERIFIED.)"



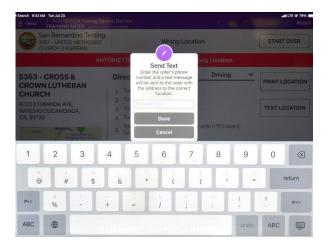
3. If the voter has a "Wrong Polling Location" message and would like to be redirected to their assigned polling location, tap "VOTER REDIRECT."



4. Ask the voter if they would like to have directions printed or sent as a text message, tap accordingly.



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."

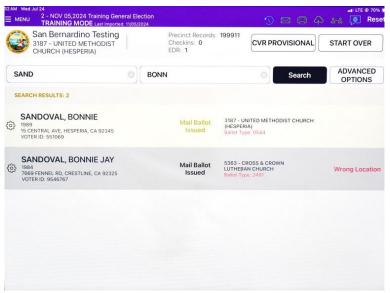


#### **Exceptions to the Voting Procedures**

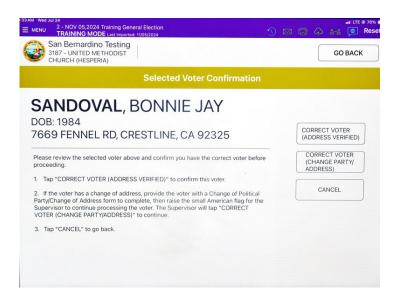
#### Wrong Polling Location – Allow Voter to Vote (Polls Ballot)

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. Although, they wish to vote on paper rather than on the BMD machine.

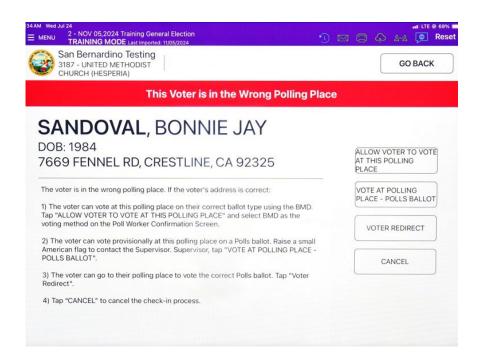
1. Enter the first four letters of the last name and the first four letters of the first name and tap "Search." Once you find a match, repeat the name as it is displayed on the screen, then ask the voter for their address and then repeat the address back to confirm. You will see the background color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



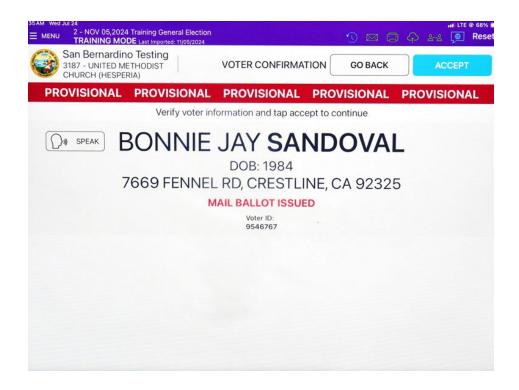
2. The next screen is the "Selected Voter Confirmation" screen. Once the voter's name and address have been verified. Press "CORRECT VOTER (ADDRESS VERIFIED.)"



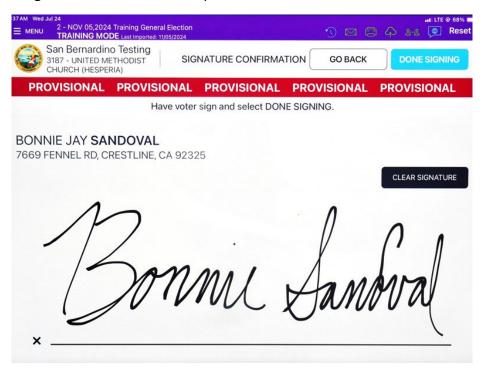
3. Read the instructions on the "Instructions" screen. In this example the voter wants to continue their voting process at this location but refuses to vote on the BMD. Tap "VOTE AT POLLING PLACE – POLLS BALLOT."



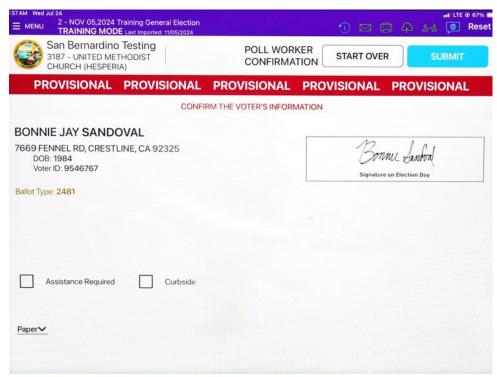
4. Rotate Poll Pad and ask voter to confirm their information is correct and tap "ACCEPT."



5. Ask voter to sign their name and then tap "DONE SIGNING."



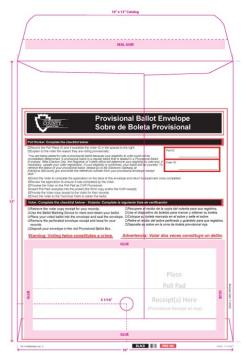
6. Once the voter has signed, rotate the Poll Pad so it is facing you. On the "Poll Worker Confirmation" screen, confirm the signature and ballot type number appears.



NOTE - Click on "Voting Method" scroll to Paper and then tap the blue "Submit" button to finish processing voter.

7. The Poll Pad will print two Provisional receipts. The ROV copy goes into the sleeve of the CVR Provisional Envelope and the voter keeps their copy. The Supervisor will now direct the voter to the Ballot Clerk.

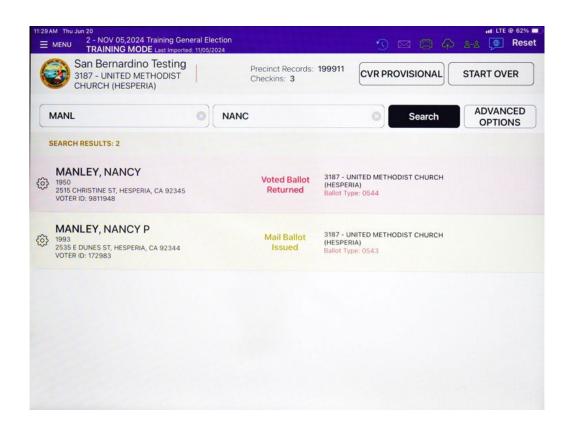




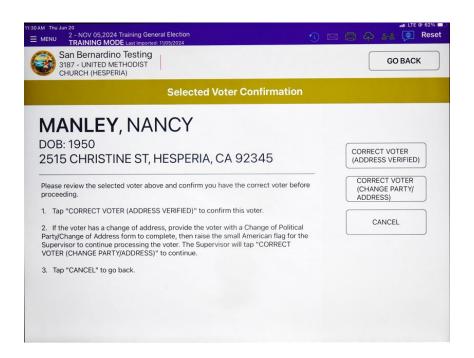
#### **Voted Ballot Returned**

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.

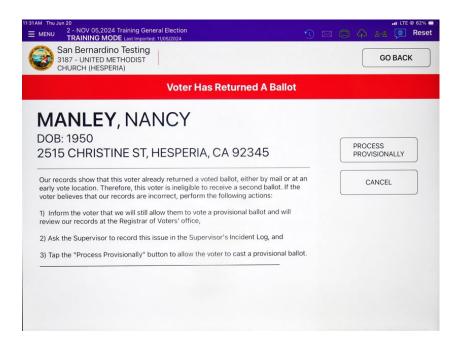
1. Ask the voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search." Once you find a match, repeat the name as it is displayed on the screen, then ask the voter for their address. When the name appears, you will see the background color is red and has a "Voted Ballot Returned" status. Inform the voter, "Our records indicate you 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 agrees to vote provisionally, the Supervisor will continue the voting process at the Supervisor table.



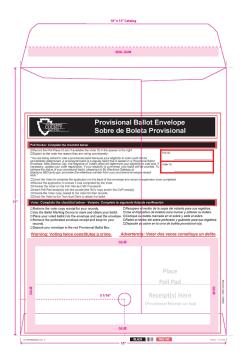
2. The supervisor will re-enter the voter's name in the green Poll Pad. Once name and address has been confirmed, the Supervisor will tap "CORRECT VOTER (ADDRESS VERIFIED.)"



3. Supervisor will tap "PROCESS PROVISIONALLY"

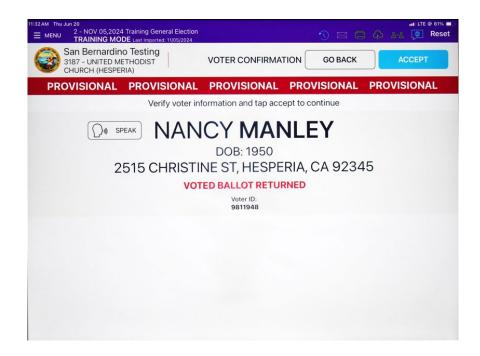


4. The supervisor will retrieve a Provisional Ballot Envelope, read the Provisional script to voter. Once the voter agrees the Supervisor will follow the checklist and assist the voter with completing the CVR/ Provisional Ballot Envelope.

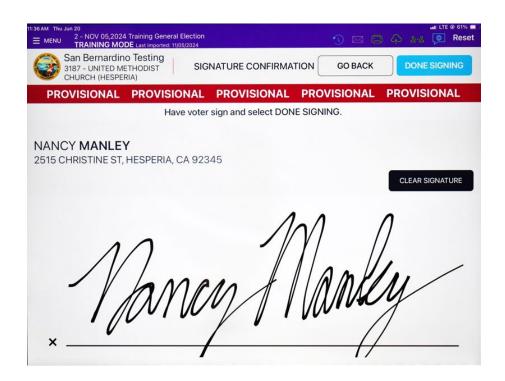




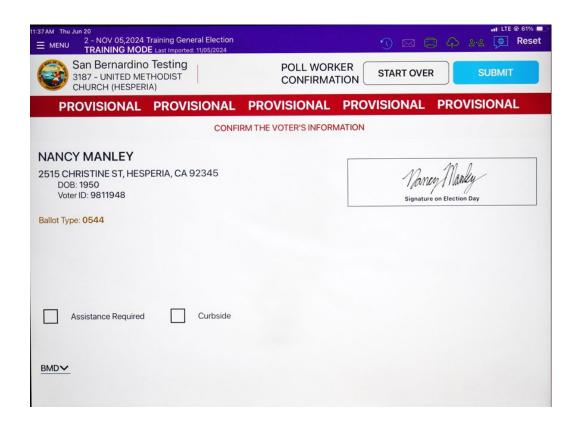
5. Once the CVR Provisional Ballot Envelope has been completed on both sides, with all required fields the Supervisor will rotate the Poll Pad and have the voter verify their information and tap, "ACCEPT" if their information is correct.



6. The voter will sign and then tap "DONE SIGNING."

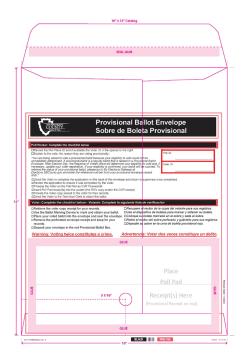


7. On the "Poll Worker Confirmation" screen, verify that there is a signature, ballot type is shown and change the Voting Method to "BMD."



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





9. The Supervisor will now direct the voter to the Technical clerk to mark their ballot on the BMD.

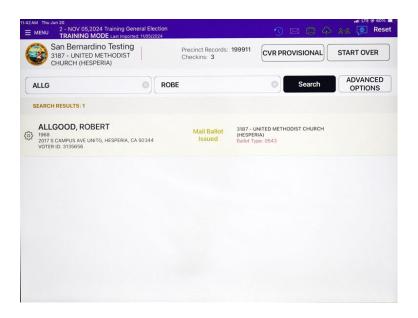
NOTE – Contact the Supervisor Hotline immediately if:

- The voter has the wrong ballot type
- If the voter leaves the polling place without voting
- If the wrong voter has been checked in.

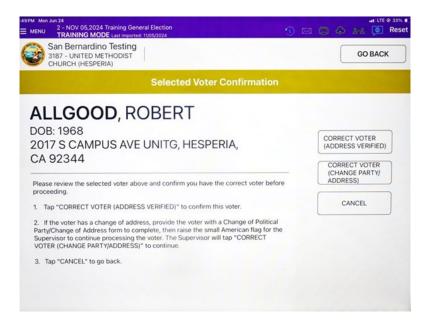
## **ID Required - Insufficient ID**

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

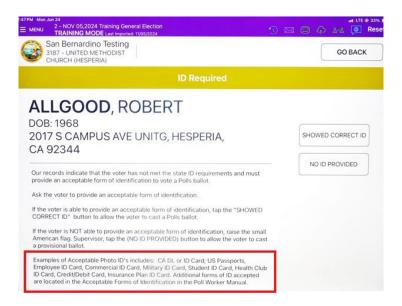
1. Ask the voter for their full name. Enter the first four letters of the last name and the first four letters of the first name and tap "Search." Once you find a match, repeat the name as it is displayed on the screen, then ask the voter for their address. Repeat the address back to confirm. Once the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



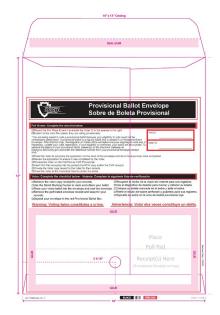
2. Confirm their information is correct and tap "CORRECT VOTER (ADDRESS VERIFIED.)"



3. Inform the voter that, "The State of California is requesting you to show ID" and provide to the voter some examples of acceptable forms which you will see at the bottom of the screen. If the voter shows the correct ID, verify name and then tap "SHOWED CORRECT ID." If voter has no acceptable form of identification, raise your small American flag for the Supervisor. The Supervisor will continue with the voting process with the voter at the Supervisor table.

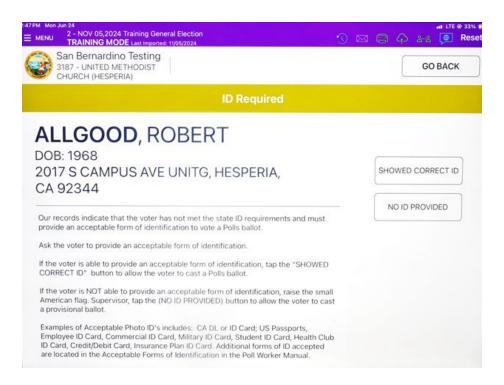


4. The Supervisor will then enter and verify voters' name and address in their green Poll Pad and reiterate acceptable forms of identification. If still No ID available, Supervisor will tap, "NO ID PROVIDED." The Supervisor will now retrieve a CVR Provisional Ballot Envelope and read the CVR Provisional Ballot script. Once the voter agrees the Supervisor will follow the checklist on the envelope and assist the voter with completing the CVR Provisional Ballot Envelope.

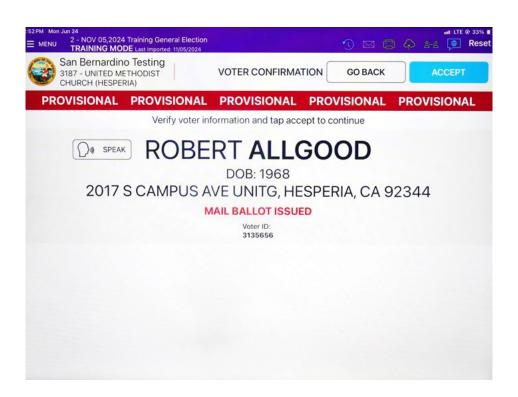




5. The Supervisor will now review the Provisional Ballot Envelope and once the envelope has been confirmed that all voters' required information has been provided, Supervisor will tap on, "NO ID PROVIDED" and continue with the voting process.



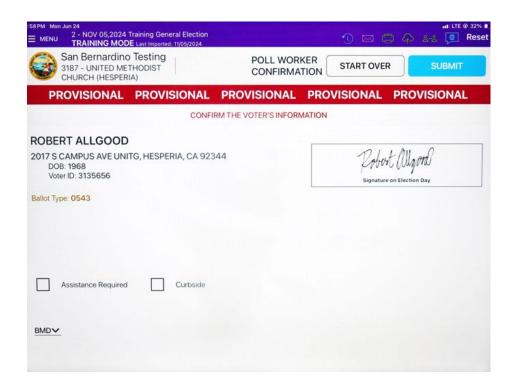
6. Rotate the Poll Pad using the stand arm and ask the voter to confirm their information and tap "ACCEPT."



7. Ask the voter to sign their name and tap "DONE SIGNING."



8. On the "Poll Worker Confirmation" screen, verify that there is a signature, ballot type is shown and change the Voting Method to "BMD."

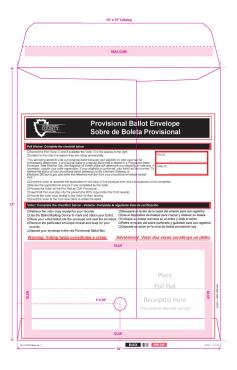


9. The Poll Pad will print two CVR provisional receipts. The ROV copy goes into the sleeve of the CVR Provisional Envelope and the voter keeps their copy. The Supervisor will now direct voter to the Technical clerk.

NOTE – Contact the Supervisor hotline immediately if:

- The voter has the wrong ballot type.
- If the voter leaves the polling place without voting.
- If the wrong voter has been checked in.

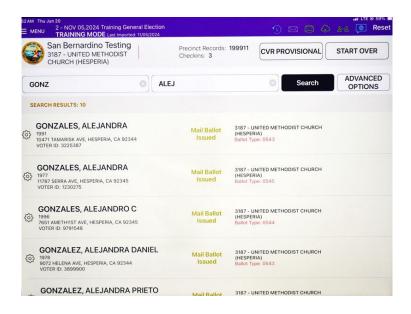




## **Address Change**

This scenario will take you through the steps to process a voter who wants to change their address.

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, Check In Clerk will hand the voter a Change of Address form and raise the small American flag for the Supervisor.

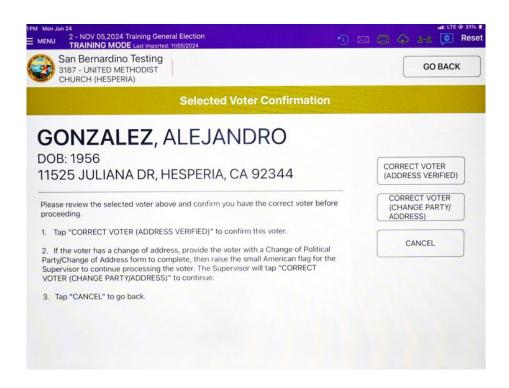


2. The Supervisor will take the voter to the Supervisor table, verify all information is correct on the Change of Address form with the voter.

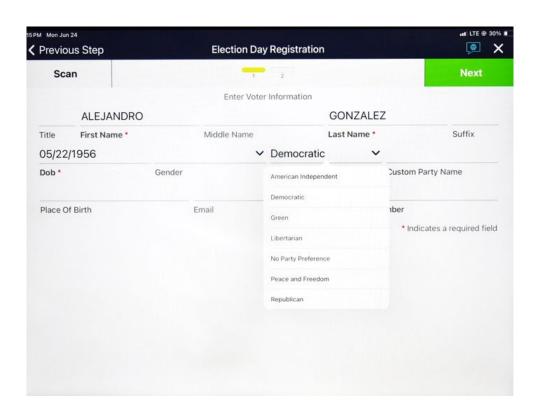
NOTE - (ADDRESS CHANGE IS NOT A PROVISIONAL BALLOT.)

This term may only be completed by a value who is currently registered to vote in their current county of residence. This term is to require a change of policial polity proteorics and/or to inquest a change of address within the same county. This term may only be complete during the time general of the 18th day before in election go with the core of the politic on Election Day. This term must be provided primed to the core of the core of the politic of the core of the politic of the core of the politic of the core of	
Fishere	Valenare
Last name (including raffs; such as 2°, 5°, 10°	
Date of birth W W D D Y Y Y Y	
Current residence address	Age or Unit 8
Sty	Does CA Ze
☐ I want to change my political party preference.	
I want to choose a political party preference	
C American Independent Pump	
□ Democratic Party	
☐ Onesn Party	
D Libertanian Planty	
C) Passe and Freedom Party	
D Republican Party	
Ci Other (specify):	
I do not want to choose a political party preference	
CI No Party (None	
I want to change my address. My provious address was:	
Address	Agorthere
Cop	State CA Zp
I declare under penalty of perjury under the laws of the State of C and corect.	sillamia that the information I have provided on this request is true
x	, ,
A	1 1

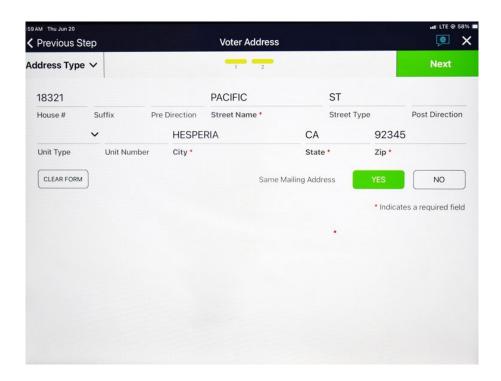
3. The Supervisor will continue the voting process at the Supervisor table. Supervisor will enter and verify name and address on their green Poll Pad, when done Supervisor will tap on, "CORRECT VOTER (CHANGE PARTY/ ADDRESS.)"



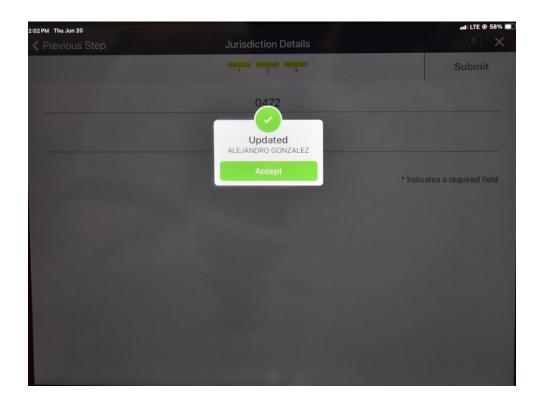
4. This is the "Election Day Registration" screen. Supervisor will verify information matches on form matches this screen.



5. This is the "Voter Address" screen where the Supervisor will change voters address. Enter only a few letters of the street name and wait for drop down menu to appear, click on address from drop down. This will ensure the precinct number appears on the next screen.



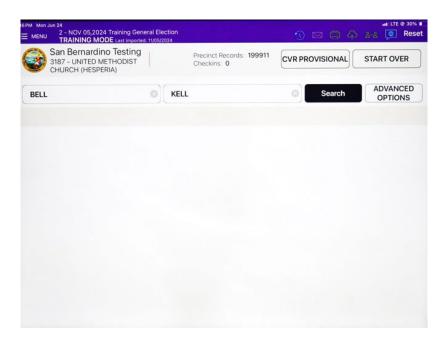
6. A pop-up window will appear, tap "Accept" and complete the check in process.



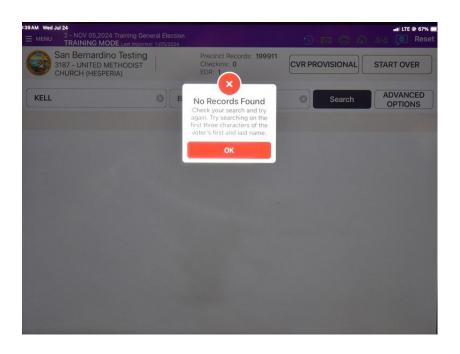
## **Conditional Voter Registration**

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."

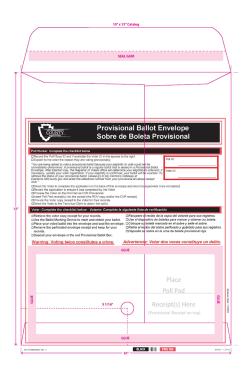


2. A pop-up message, "No Records Found" will display on the screen. Ask the voter the following question, "Are you registered to vote?" If the voter says they are not registered and want to register, raise the small American flag to contact the Supervisor. To begin registering the voter, tap "Ok."

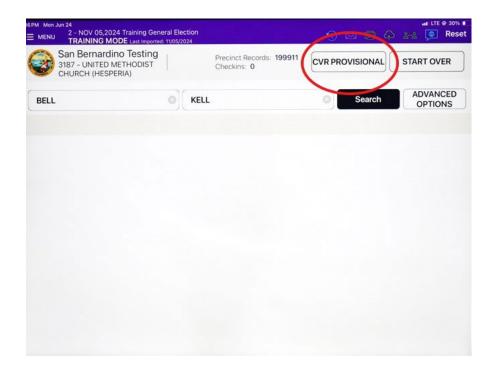


3. The supervisor will retrieve a Provisional Ballot Envelope, read the Provisional script to the voter. Once the voter agrees the Supervisor will follow the checklist and assist the voter with completing the CVR/ Provisional Ballot Envelope.

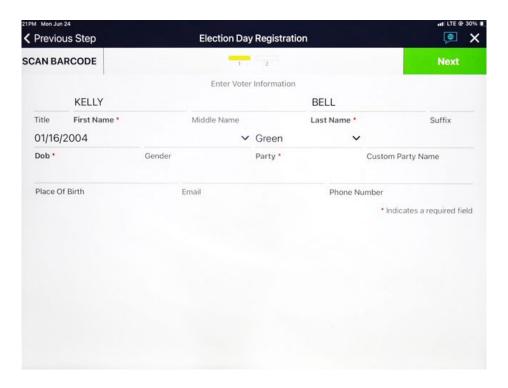




4. Once the CVR Provisional Ballot envelope is complete, tap "CVR PROVISIONAL."

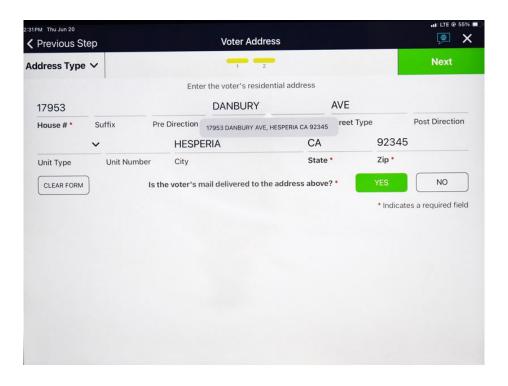


5. Complete the registration path to register the voter. The fields with a red \* are required fields, these include the voter's name, date of birth, and Party. Then tap "Next."



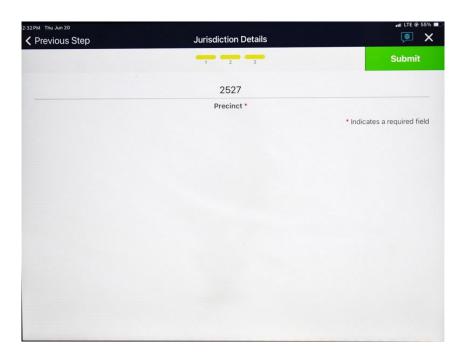
6. Next, enter the voter's address. The fields with a red \* are required fields, these include the voter's Street Name, City, State, and Zip Code. Select the address that appears from the drop-down menu when available.

NOTE - This is important because selecting the address from the drop-down ensures the voter will receive the correct ballot type.

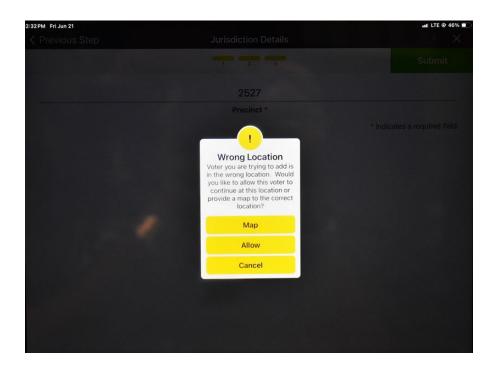


7. If the street name is not listed on the drop-down, use the District Look-up Tool on elections.sbcounty.gov to find the correct ballot type. Enter the Ballot type from the District Lookup Tool into the Precinct field and tap "Submit."

NOTE – You can also call the Supervisor Hotline or the Registrar of Voters office at 909-387-8300.



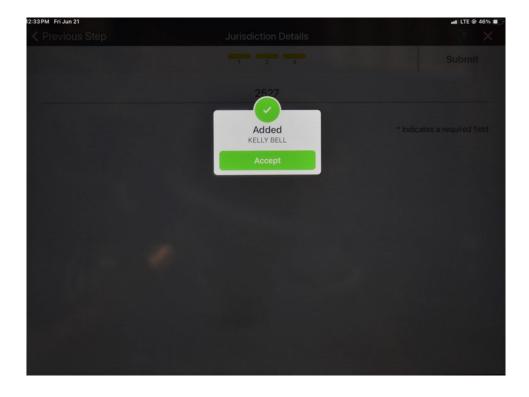
8. If the voter is in the wrong location a pop-up window, "Wrong Location" will appear. If the voter decides to go to their polling place, tap "Map" and proceed with the voter redirect process. If they decide to stay, tap "Allow."



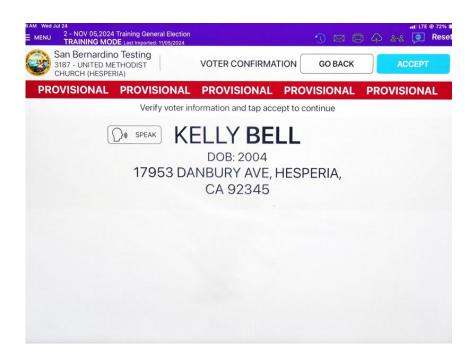
9. Enter the password



10. The voter is now ready to process. Tap "Accept."



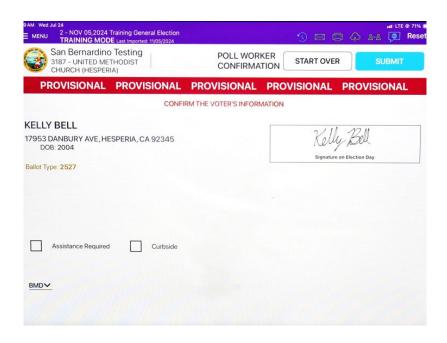
11. Rotate the Poll Pad so the voter can confirm their information is correct, ask the voter to tap "Accept."



12. The voter will sign their name then tap "DONE SIGNING."



13. Rotate the Poll Pad on the "Poll Worker Confirmation" screen to confirm the voter's signature and the ballot type is shown. Last, tap on the Voting Method and select "BMD," then tap "Submit."



14. 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. The voter will now be directed to the Technical Clerk.



