

Chapter 1 - General Information

Election Judge’s Role	1.2
Election Dates & Voting Hours.....	1.2
Arrival Time	1.2
Closing Time for the Polls	1.2
Voter ID Policy	1.3
Children Accompanying Voters.....	1.3
Electronic Equipment in the Polling Place.....	1.3
Line Management.....	1.4
Accommodating Voters in Line	1.5
Important Contact Information	1.5
Your Contact Information	1.5
Qualifications for Election Judges	1.6
Mandatory Training Class	1.6
Attendance and Vacancies	1.7
Compensation	1.7
Election Judge Oath & Rules of Security Behavior	1.8
Election Judge’s Responsibilities.....	1.8
General Rules for All Election Judges.....	1.9
Tips for Election Judges.....	1.10
Types of Election Judges.....	1.10
Term of Office.....	1.11
Removal of an Election Judge	1.11
How You Can Vote	1.12

Election Judge's Role

Your role as an election judge is to ensure fair and accessible elections for all voters and to protect the integrity of the election process. In accordance with federal and State law, you must perform all the duties assigned to you by the local board of elections and perform your duties faithfully, diligently, and without partiality, partisanship, or prejudice.

Election Dates & Voting Hours

Gubernatorial Primary:

Early Voting - Thursday, June 14 through Thursday, June 21, 2018.

Polls open at 10:00 a.m. and close at 8:00 p.m.

Election Day - Tuesday, June 26, 2018. Polls open at 7:00 a.m. and close at 8:00 p.m.

Gubernatorial General:

Early Voting - Thursday, October 25 through Thursday, November 1, 2018. Polls open at 10:00 a.m. and close at 8:00 p.m.

Election Day - Tuesday, November 6, 2018. Polls open at 7:00 a.m. and close at 8:00 p.m.

Arrival Time

Election judges are expected to arrive at their assigned polling place no later than 6:00 a.m.

Closing Time for the Polls

All voters who are in line to be checked in at 8:00 p.m. are permitted to vote. After the last person who was in line by 8:00 p.m. has voted, the polls are officially closed.

Extended voting hours may be ordered. When this occurs, all election judges must continue to work. All voters who are in line to be checked in at the time extended voting hours end are permitted to vote. See *Appendix 1 – Extended Voting Hours* for additional information.

Voter ID Policy

Do not ask a voter to show ID unless the voter is marked as “Show ID” in the electronic pollbook.

If a voter offers an ID, you may accept it, but the voter must state his or her name, address, and month and day of birth.

If a voter’s identity is challenged, alert a chief judge immediately.

Children Accompanying Voters

Children 17 years of age and under may accompany a voter in the voting area as long as the child is in the care of the voter and does not disrupt or interfere with normal voting procedures.

Anyone 18 years of age or older who accompanies a voter inside the voting area must complete a *Voter Assistance Form*.

Electronic Equipment in the Polling Place

The use of electronic devices is prohibited inside the polling room. Prohibited devices include radios, televisions, cameras, cell phones, tablets, pagers, and computer equipment. The exceptions to this rule are:

1. With the approval of both chief judges, members of the media may use cameras in a polling place and within the “No Electioneering Zone” provided they do not interfere with the voting process and do not jeopardize the privacy of voters.

2. Cell phones, pagers, or computer equipment issued or authorized by the local board of elections may be used in the polling place, but only for election purposes.
3. Law enforcement officers and emergency personnel may also use such equipment when acting in their official capacities.

Voters may bring printed materials into the polling place. This includes specimen ballots, voter's guides from newspapers, and campaign literature. Voters may use electronic devices while waiting in line outside of the polling room.

Line Management

To help improve the voter experience while waiting in line:

- Have single lines leading to the check-in table, voting booths, ballot marking device, and scanning units.
- Check with voters waiting in line to make sure voters are at the correct polling place and in the correct line.
- Give voters the opportunity to review a sample ballot and instructions about the voting system and voting procedures.
- Allow voters to read literature, including information about candidates and ballot questions, while waiting in line outside or inside the polling room. Voters may read newspapers, books, fliers, and pamphlets, etc.
- Allow voters to use electronic devices (cell phones, tablets, etc.) while waiting in line outside of the polling room.
- Provide voting instructions, expected wait times, and explanations for delays to voters waiting in line.

Accommodating Voters in Line

If a voter is unable to stand in line, ask another voter in line to serve as a placeholder and allow the voter needing assistance to sit until the placeholder reaches the check-in judge.



Never ask or require a voter to provide proof of a disability. A voter's disability may not be apparent to you.

Important Contact Information

Howard County Board of Elections: 410-313-5820

Normal office hours are 8:00 AM – 4:30 PM, Monday through Friday. However, several weeks before and after the election, including early voting, hours will be extended. On election day, office hours will start at 5:30 AM and conclude late election night. Office hours will cover and coincide with the hours of early voting.

Cell phone number lists for technical support on election day will be provided at election supply pickup. Technical personnel for early voting will either be on site or contact numbers provided for immediate support.

Your Contact Information

You must keep your name, address, home phone number, work phone number, cell phone number, and email address current with the local board of elections.

If you have an unlisted number, please advise the local board of elections. The phone numbers will only be released to the chief judges.

Qualifications for Election Judges

Under Maryland law, you can serve as an election judge if you are:

1. Age 16 or older and demonstrate, to the satisfaction of the local board of elections, that you meet the requirements for an election judge and at least one parent or guardian gives permission;
2. A registered voter in Maryland;
3. Physically and mentally able to work at least a 15-hour day;
4. Willing to work outside your home precinct;
5. Able to sit and/or stand for an extended period; and
6. Can speak, read, and write English.



Some positions require election judges to be able to lift boxes and other items weighing 10 to 25 lbs.

You cannot be an election judge and a:

1. Candidate or currently hold a public or political office, including State and county political party central committees; or
2. Chairman, campaign manager or treasurer for a political or candidate committee.



In most cases, you must be affiliated with one of Maryland's recognized two major political parties. While under oath as an election judge, you must remain nonpartisan at all times.

Mandatory Training Class

You are required by law to attend a training class and serve on the day(s) you are assigned to work. Training compensation for election day and early voting is dependent upon serving on election day and day(s) assigned for early voting.

Attendance and Vacancies

If you agreed to serve as an election judge and cannot do so because of an emergency, you must notify the local board of elections immediately so the vacancy can be filled. Although we do not want a vacancy in the polling place on election day, **DO NOT** attempt to locate your own replacement.

Compensation

Chief Judge- \$250/day

Voting Judge- \$195/day

Check-In Judge- \$195/day

Provisional Judge- \$195/day

Greeting Judge- \$175/day

Technical Judge - \$220/day

Training for Chief Judges - \$50

Training for all other judge types - \$35

General Election Refresher Training for ALL judges (if required) - \$30

Election judges will only receive training compensation for working both the Primary and General Elections. Compensation for training and election day work performed will be paid **8-10 weeks** after an election. **PLEASE DO NOT CALL THE HOWARD COUNTY BOARD OF ELECTIONS OR THE HOWARD COUNTY DEPARTMENT OF FINANCE REGARDING INFORMATION ON PAYMENT TIMING.**

For federal and State income tax purposes, your judge wages **are** taxable. You are required to pay income tax on the wages earned as an election judge. If income taxes are not withheld from your paycheck, you are responsible for reporting and paying any relevant federal and State income taxes. You may receive a W-2 depending

on the amount of your earnings. Consult a tax professional for additional information.

Election Judge Oath & Rules of Security Behavior

All election judges must read and sign both the *Election Judge Oath* and *Rules of Security Behavior* prior to serving.

Election Judge's Responsibilities

As an election judge, you must:

1. Attend and participate in an election judge training class scheduled by the local board of elections;
2. Read all election materials provided to you, including this manual, and any updated information sent to you after training class and on election day(s);
3. Work each assigned day and be on time;
4. Wear your name tag and Voter Assistance sticker or button at all times;
5. Work together to be sure the polling place opens on time as required by law;
6. Accept direction from the chief judges and assist in whatever needs to be done no matter what you were originally assigned to do;
7. Work with the other election judges at your assigned polling place as a team to:
 - Maintain the integrity and confidentiality of the voting process.
 - Be sure the polling place is secure.
 - Be sure the voting equipment is secure, functioning properly, and available to all voters.

- Be sure the voted and unvoted ballots are secure at all times.
- Help reduce errors and omissions by voters.
- Complete election-related paperwork accurately.
- Comply with the procedures and policies detailed in this manual and any other instructions provided by the local board of elections.

General Rules for All Election Judges

1. Do not wear campaign buttons, t-shirts or other politically oriented items. Electioneering by election judges is not allowed.
2. Do not comment on candidates or political issues among your fellow election judges, voters, or anyone inside the voting room and within the “No Electioneering Zone.”
3. Serve all voters promptly and courteously. Be alert for voters needing assistance.
4. Do not leave the polling place at any time.
5. Do not smoke inside the site or at the polling place entrance.



Check all local laws and ordinances regarding smoking at a governmental facility where a polling place is located.

6. Dress comfortably and appropriately.
7. Do not bring family members or friends with you to help. Only voters and people approved by the local board of elections (e.g., election judges, challengers and watchers, staff) are allowed in the polling place.
8. Keep conversations with family members, friends, and neighbors brief and focused on the voting process.

9. Remain at your work station at all times unless you are on an assigned break, using the restroom, assisting a voter or performing a task at the direction of a chief judge.
10. Refer questions from the media and challengers and watchers to chief judges. Chief judges should refer their questions to the local board of elections or your assigned rover.
11. Only electronic devices such as cell phones, tablets and pagers issued or authorized by the local board of elections may be used in the polling place and may only be used for election related purposes.

Tips for Election Judges

1. Bring a sweater or jacket in case the polling place is cold.
2. Bring enough food and drinks to last the entire day.
Arrangements can be made by you for food and drinks to be delivered while working at your assigned polling location.
3. Bring any medications you may need. You may not leave the polling place to get any materials.
4. Dress appropriately and comfortably; i.e. business casual.

Types of Election Judges

1. Chief Judges - work as the SUPERVISORS OF THE POLLING PLACE ON ELECTION DAY. A Republican and Democrat are appointed for each polling place. Experienced judges are appointed as chief judges.
2. Provisional Judges - manage the provisional voting process by providing a provisional ballot for a voter who is not eligible to vote a regular ballot. Judges are also responsible for completion of all the necessary paperwork associated with the provisional voting process.

3. Voting Judges - set up voting equipment which includes scanning unit(s), ballot marking device(s) and voting booths. In addition to facilitating the voting process and maintaining the security of equipment, these judges will be responsible for the issuing of paper ballots.
4. Check-In Judges - certify that voter is eligible to vote a regular ballot by verifying voter's information located on the electronic pollbook and issuing the Voter Authority Card (VAC).
5. Greeter Judges - work at designated polling places to ensure voters know where to go while being sensitive to the disabled and elderly.
6. Technical Judges- in very large polling places, technical judges will be deployed to assist the Chief Judge with functions in the polling place.
7. Alternate Judges- are on call between 6:00 a.m. and 8:00 p.m.
Failure to serve when requested will cause the training fee to be forfeited.

ALL ELECTION JUDGES ARE EXPECTED TO COMPLETE OTHER DUTIES OR TASKS AS ASSIGNED BY CHIEF JUDGES.

Term of Office

The term of office is approximately two years and ends thirteen weeks before the 2020 Presidential Primary Election. You are expected to serve as an election judge for all elections held during that period.

Removal of an Election Judge

On election day, you represent your local board of elections. Each person who enters the polling place deserves your respect and courteous service.

Maintain a professional demeanor and project a positive attitude at all times. Be supportive and helpful to the voter, even under difficult circumstances.

A local board of elections shall promptly investigate each complaint it receives regarding the fitness, qualification, or performance of an election judge. Likewise, reports of harassment, threatening behavior, or behavior that compromises the integrity and security of the election process will be investigated.

A local board of elections shall remove any election judge who is deemed unfit, incompetent, or whose behavior is deemed inappropriate or unprofessional by the local board of elections. Removal from office may result in the loss of compensation and future consideration for service.

How You Can Vote

If you are assigned to work in a precinct that is not your home precinct, you may only vote during early voting or by absentee ballot. If you choose to vote by absentee ballot, request an absentee ballot from your local board of elections.

Do not take your completed absentee ballot to the polls. You are not allowed to leave your assigned polling place to deliver your ballot to the local board of elections. You must mail or deliver your voted ballot to the local board of elections before election day. You cannot submit your voted ballot online or return it by email or fax. You cannot take it to an early voting center or to a polling place.

If you mail your ballot, the envelope must be postmarked on or before election day and received by your local board of elections by 10:00

a.m. on or before Friday, July 6, 2018 for the primary election or Friday, November 16, 2018 for the general election.

If you have specific questions, please contact your local board of elections.

Chapter 2 – Security Rules and Awareness

Security Rules for All Election Judges	2.2
Equipment and Facility Security	2.3
Chain of Custody	2.4
Integrity of the Election Process.....	2.5

Security Rules for All Election Judges

1. Unauthorized collection, transmission, sharing, or disclosure of voter information is prohibited and will result in immediate removal from office and possible civil and/or criminal penalties.
2. Always wear the name tag and Voter Assistance button or sticker provided by the local board of elections and carry photo ID with you while performing your duties as an election judge.
3. Do not deviate from the approved *Election Judge Manual* or training without the written approval of the State Administrator of elections.
4. Ensure that all paperwork is completed as required.
5. Immediately report any security practice anomalies (e.g., incomplete or missing paperwork, voided tamper tape, broken seals, unsecured facilities or voting equipment, etc.) to the local board of elections. Do not use voting equipment that has missing or damaged tamper tape or seals. Record all such incidents in the *Election Day Log*.
6. Monitor and secure all election materials and equipment throughout the day.
7. Immediately report any suspicious, threatening, or harassing behavior or activity occurring inside the polling place or within the “No Electioneering Zone” to the local election board. Record all such incidents in the *Election Day Log*.



If there is an emergency that is a threat to public safety, call 911 immediately. Then, contact the local board of elections.

8. Do not allow any unauthorized person to touch the voting equipment. A voter shall only be permitted to handle his or her own voter authority card, ballot, or ballot activation card.

9. If you have a problem with the voting equipment, contact the Election Field Support (Rover) immediately and record the incident in the *Election Day Log*.
10. Be sure all ballots, ballot activation cards, and voter authority cards are accounted for as required. Secure all voted ballots, unvoted ballots, spoiled ballots, and voter authority cards.
11. Do not share confidential supervisor passwords with anyone and keep in a secure location until needed.
12. Be sure all memory sticks and compact flash cards are placed in the clear zipper bag and returned to the local board of elections with all materials as instructed by the local board of elections.



All election judges must read and sign both the *Election Judge Oath* and *Rules of Security Behavior* prior to serving.

Equipment and Facility Security

Always follow security rules related to the equipment and facility.

These rules include:

1. Maintaining physical security control over the voting equipment and electronic pollbooks. Follow procedures for securing the polling place;
2. Protecting and maintaining control of the memory sticks, compact flash cards and ballots during the election process at all times;
3. Verifying that the access compartments on the scanning units are secured prior to opening the polls and throughout the day;
4. Looking for any potential tampering or defacement of the voting equipment or electronic pollbooks and reporting any such activities immediately to the chief judges. The chief judges are

responsible for reporting problems to the local board of elections; and

5. Verifying that all voting equipment and electronic pollbooks are secured at the end of election night.

Chain of Custody

Chain of custody refers to the chronological documentation, or paper trail, showing the custody, control, and transfer of voting equipment, memory sticks, voted and unvoted ballots, reports, forms, and other equipment and supplies.

It is important to ensure the security of all voting materials. If called upon to do so, it is essential that you preserve the chain of custody when transporting memory sticks, keys, compact flash cards, ballot activation cards, and ballots. It is also important to maintain physical security control over the voting equipment. All reports and documentation must be completed and signed appropriately.

Chief judges from each precinct are responsible for removal of the compact flash cards from the pollbooks and the memory sticks from the Scanning Unit(s) and Ballot Marking Device(s) (BMD(s)). Memory sticks are in the Scanning Unit(s) and BMD(s) at the time of delivery to the polling places. When the polls close, the chief judges must remove the compact flash cards from ALL pollbooks, memory sticks from ALL Scanning Units and memory sticks from ALL BMDs. These items are to be placed inside the clear zipper bag for the polling place. The clear zipper bag containing memory sticks and compact flash cards is to be picked up and transported by a representative from the Howard County Board of Elections (HCBOE) to the main

election office immediately after the polls are closed. In addition, a HCBOE representative will be picking up the provisional ballot bag(s).

All voted ballots and other critical election items as outlined in Chapter 14 are to be returned to the HCBOE warehouse by the Chief Judges. Election office staff at the warehouse will check in voted ballots and other critical election items. Receipts documenting the chain of custody of memory sticks, flash cards, and provisional ballot bag(s) will be issued to the polling place chief judges at the time of pickup. A chain of custody receipt for the voted ballots and other critical election items will be issued to the transporting chief judge at time of delivery to warehouse.

Integrity of the Election Process

You have the responsibility to maintain the integrity of the election process by:

1. Asking voters if they need assistance if they do not appear to be following the instructions you provided;
2. Asking voters to remove personal items (e.g., clothing, bags, books, or any electronic equipment) from the voting booths and check-in table when finished voting;
3. Checking the polling place to be sure a voter has not left personal items or campaign materials;
4. Checking the voting equipment and electronic pollbooks to be sure they are plugged in, charged properly and tamper tape and seals are intact and show no signs of tampering; and
5. Verifying voters do not leave the polling place with a ballot, ballot activation card, or voter authority card.

Chapter 3 – Voter Assistance and Cross Cultural Communication

General Guidelines	3.2
Voters Who Cannot Sign Any Form(s)	3.3
Voters Requesting Assistance to Vote	3.4
Completing the Voter Assistance Form	3.4
Voters Requesting Instructions	3.5
Voters Who are Blind or Have Low Vision.....	3.5
Voters with Physical Disabilities	3.6
Voters with Speech or Hearing Disabilities.....	3.7
Voters with Cognitive Disabilities	3.8
Tips for Cross-Cultural Communication.....	3.8

General Guidelines



Voters with disabilities have the same rights as all other voters.

1. Be courteous and respectful.
2. Do not underestimate people with disabilities.
3. Do not put a time limit on voting.
4. Always speak directly to the voter, not to the voter's companion, aide, or sign language interpreter.
5. Offer assistance, but do not insist or be offended if your offer is not accepted. The person may not want or need assistance but your asking will be appreciated.



Never insist upon providing assistance when a voter has not requested it.

6. Be sure that there are signs to direct voters with disabilities to the most accessible way to the polling place.
7. Be aware of obstacles and hazards that could cause injury.
 - Fasten floor mats, rugs, and power cords securely or move them out of the way.
 - Keep floors as dry as possible.
8. Keep the ramps and wheelchair-accessible doors to the polling place unlocked and free of clutter.
9. If necessary, be creative in how you accommodate voters with disabilities. For example, **if a voter is unable to stand in line, ask another voter in line to serve as a placeholder**, and allow the voter needing assistance to sit until the placeholder reaches the check-in judge.

3.2 Voter Assistance and Cross Cultural Communication



Never ask or require a voter to provide proof of a disability. A voter's disability may not be apparent to you.

Voters Who Cannot Sign Any Form(s)



Always ask the voter before assisting.

1. Do not assume a voter cannot sign his or her own name.
 - Follow regular check-in procedures and inform the voter when a signature is required. Let the voter inform you if he or she cannot sign his or her name.
 - If the voter is blind or has low vision, the voter may ask you to guide his or her hand to the location on the paper in order for the voter to sign. Never grab the voter's hand or pen, or attempt to guide the voter's hand when not requested to do so by the voter.
2. If a voter is unable to sign his or her voter authority card, *Voter Update Form*, or any form(s), ask the voter to make an "X" or similar mark on the signature line. This mark is acceptable as that individual's signature.
3. When a voter is unable to make a mark, write the following statements on the back of the form the voter is to sign:
 - On the voter authority card: "This voter is qualified to vote but is unable to sign his or her name."
 - On all other forms except the voter authority card: "This voter is unable to sign his or her name."
 - Sign your name and write the date under the statement.

Voters Requesting Assistance to Vote

1. A voter may select any individual to provide assistance except:
 - The voter's employer or agent of the voter's employer;
 - An officer or agent of the voter's union;
 - A person appointed as a challenger or watcher for this election; and
 - A candidate who is on the voter's ballot.



Two election judges of different political parties can also assist a voter.

2. The assistant must read and sign a *Voter Assistance Form*.
3. The assistant may assist the voter only by:
 - Reading the voter, the instructions, ballot content, or the provisional ballot application; and/or
 - Marking or casting the ballot, operating the ballot marking device or completing the provisional ballot application as directed by the voter.
4. Individuals providing assistance are prohibited from suggesting how a voter should vote on any contest.



The *Voter Assistance Form* must be completed when a voter requests the assistance of another person or two election judges of different political parties.

Completing the Voter Assistance Form

1. Complete Part I of the *Voter Assistance Form* – this form can be found in back of the white Chief Judges' Precinct and Information binder.
2. Ask the individual providing assistance to complete Part II of the *Voter Assistance Form*. If election judges are assisting the

3.4 Voter Assistance and Cross Cultural Communication

voter, the election judges must complete Part III of the form.

3. When completed, place forms in the Completed Forms folder located in the back of the Integrity Report and Payroll Binder.

State of Maryland
Voter Assistance Form

Instructions: Use this form if a voter has a disability or is unable to read or write English AND requests assistance with voting or completing a provisional ballot application. Assistance is limited to: (1) reading the voter instructions, ballot content, or the provisional ballot application; and (2) marking or casting the ballot, operating the voting equipment, or completing the provisional ballot application as directed by the voter.

Part I – Completed by Election Judge

Printed Name of Voter: _____
Street Address: _____
City: _____ State: _____ Zip: _____

The voter named above has requested assistance in voting and is being assisted by:
 A person designated by the voter (Go to Part II) or Two election judges (Go to Part III)

Part II – Completed by Person Designated by Voter

Printed Name: _____
Street Address: _____
City: _____ State: _____ Zip: _____

I affirm that:

1. I am not the voter's employer or agent of the voter's employer;
2. I am not an officer or agent of the voter's union;
3. I have not been appointed as a challenger or watcher for this election;
4. For a voter casting a provisional ballot, I am not a candidate who is on the voter's ballot;
5. The named voter asked me to assist with marking or casting the ballot or in completing a provisional ballot application;
6. I will assist the voter only by: (a) reading the voter the instructions, ballot content, or the provisional ballot application; or (b) marking or casting the ballot, operating the voting equipment, or completing the provisional ballot application as directed by the voter; and
7. I will not attempt to influence or suggest in any way how the voter should vote in any contest or question.

Signature

Date

Part III – Completed by Election Judges Assisting Voter

Signature – Election Judge

Party Affiliation

Signature – Election Judge

Party Affiliation

SBE 10-10 (Rev. 9/15)

Voter Assistance Form (Sample)

Voters Requesting Instructions

If a voter requests instruction on how to use voting equipment or about the voting process, election judges may give instructions.

Election judges are prohibited from suggesting how the voter should vote on any contest.

Voters Who are Blind or Have Low Vision

1. Tell the voter your name and that you are an election judge as soon as you come in contact with a voter who is blind or has low vision.
2. Read any required information to the voter.
3. If you are guiding a voter, offer your arm to the voter, rather than taking the voter's arm. Give the voter information that is obvious to voters who can see (e.g., stairs, obstacles, turning left, etc.).



Always ask the voter before assisting or touching the voter. Never grab the voter's arm or attempt to guide the voter unless the voter requests assistance first.

4. If a person uses a service animal, walk on the opposite side of the voter, away from the animal. Do not pet or otherwise distract a service animal without asking the owner. Be alert to others attempting to distract a service animal. Service animals are highly trained and need no special care other than that provided by the owner.



Service animals are allowed in all buildings.

5. If a person uses a cane, walk on the opposite side of the voter, away from the cane. Do not touch or take the cane from the voter. Let the voter determine where to place the cane while voting. However, it is reasonable for you to inform the person if the cane may be a tripping hazard to others.
6. Explain how the voter can get your attention if needed, and tell the voter when you are leaving.

Voters with Physical Disabilities

A voter with a physical disability may choose to vote on a ballot marking device from a seated position (wheelchair or chair).

1. Ask before pushing or touching a voter's wheelchair or equipment. Respect that people who use wheelchairs or equipment consider the equipment a part of their personal space.
2. Ask before helping. Grabbing someone's elbow could throw the person off balance. A voter with a physical disability might need

3.6 Voter Assistance and Cross Cultural Communication

to lean on a door while opening it. You might cause the voter to fall if you open the door too quickly.

Voters with Speech or Hearing Disabilities

1. A voter who cannot speak can give the check-in judge his or her required information by writing it. Check-in judges should have paper and pens readily available.
2. Follow the voter's cues to determine whether speaking, gesturing, or writing is the most effective method of communication.
3. If you can communicate with the voter by speaking, speak calmly, slowly, and directly to the voter. Use short, simple sentences. Ask one question at a time. Do not shout. Your facial expressions, gestures, and body movements will help the voter understand you.
4. Do not speak for the voter or attempt to finish his or her sentences.
5. Rephrase, rather than repeat, sentences that the voter does not understand. If the voter is still having difficulties, write it down on paper.
6. If you do not understand something the voter has said, ask the voter to say it again. Do not pretend that you understand. If you are still having difficulties understanding, provide the voter with a pen and paper and ask the voter to write down what he or she said.
7. Speak directly to a person ("What is your name?"), not to his or her sign language interpreter ("What is his name?").

Voters with Cognitive Disabilities

A voter with a cognitive disability may have difficulty comprehending, reading, writing, or communicating. The voter may choose to have someone assist him or her while voting. Do not challenge a voter's cognitive ability.

1. Be prepared to repeat what you say – either orally or in writing.
2. Allow time to understand the voter and make sure that the voter understands you.

Tips for Cross-Cultural Communication

As an election judge, you will be assisting individuals of different backgrounds, ethnicities, cultures, and language abilities. Be patient and helpful, as this may be a new experience for some voters. Here are some effective communication tips.

1. **Be clear and concise. Avoid slang and jargon.**
2. **Be alert for the non-verbal language of those whose cultural background is different from your own. Also, be aware of your own “body language” that others may misinterpret.**
3. **Speak slowly, directly and simply; be specific.**
4. **Allow pauses, do not talk too much, and organize your thoughts.**
5. **Recap conversations and check for understanding often.**
6. **Do not embarrass the person when checking for understanding.**
7. **Listen carefully and patiently.**
8. **Use the written word as well as the spoken word. If English is a person's second language, it may be easier to read English than to hear it.**
9. **Understand the person's perspective of being in a foreign setting and culture and confronted with an unfamiliar language.**
10. **Do not assume that undeveloped English language skills mean a person is uneducated.**

Chapter 4 – People and Activities in the Polling Place

Electioneering.....	4.2
Exit Polling.....	4.3
Challengers and Watchers.....	4.4
Voter Identity Challenges.....	4.7
Individuals Attired or Equipped as Officials.....	4.9
Polling Place Evaluators.....	4.9

Electioneering

Electioneering is prohibited in the polling place and within 100 feet of the entrance and exit to the polling place (“No Electioneering Zone”). No electioneering, political activity, or posting or distributing of campaign materials may take place within the “No Electioneering Zone.”

Election judges are forbidden from electioneering and/or partisanship while working at the polling place. You may not wear or display any political material or express political opinions while you are in the polling place or while performing the duties of an election judge.

“Electioneering” includes wearing clothing that supports or opposes a candidate, ballot issue, or political party. The ban on electioneering does not apply to political messages on clothing, buttons, badges, or the like worn by a voter who is on his or her way into the polling place or inside the polling place to vote. Voters are allowed to wear clothing, buttons, or the like with a political message but are not allowed to linger in the polling place or within the “No Electioneering Zone.”

Throughout the day, monitor the activity outside the polling place and instruct anyone electioneering within the “No Electioneering Zone” to stay outside the marked boundary. If individuals persist, chief judges must call local law enforcement and request that the individuals be removed from the property. Also, election judges are advised to immediately remove political materials left behind in the polling place by voters.

Election judges should not apply the “No Electioneering Zone” restriction to lawn signs or other speech on private property that falls

within the 100 foot zone unless the election judge, or local board of elections, can articulate a reason why the restriction is necessary to prevent voter confusion, harassment, or intimidation. Election judges may request that a property owner limit display of campaign signs to areas beyond 100 feet, but any effort to enforce compliance by a person at that person's residence should be referred to the local board of elections for appropriate action.



If you have any questions, ask the chief judges.

Exit Polling

Organizations and individuals sometimes conduct “exit polling” to gather information about how individuals voted. Exit polling is permitted within the “No Electioneering Zone” subject to the direction of the chief judges.

Individuals conducting exit polling must:

1. Stay outside the polling room;
2. Not ask questions until after the voter has voted and left the polling room;
3. Inform voters that participation is voluntary; and
4. Not electioneer within the “No Electioneering Zone.”



Chief judges should try to accommodate exit pollsters. However, chief judges are reminded of their duty to maintain order in and around the polling place including limiting activities that create delays or disruptions in the voting process or access to the polling room. Chief judges may designate an area for exit polling outside the polling room and limit the number of people for each organization or the number of groups polling.

Challengers and Watchers

Maryland law allows designated individuals to serve as challengers and watchers. Challengers and watchers represent candidates, political parties, or proponents and opponents of ballot issues.

Accredited challengers and watchers are election observers who have access to polling places to observe all election day activities.

1. To be an accredited challenger and watcher, an individual must have a certificate completed by one of the following persons or entities:

- The State Board of Elections;
- A local board of elections;
- A candidate (including filed write-in candidates);
- A political party; or
- Any other group of voters supporting or opposing a candidate, principle, or proposition on the ballot.

2. Challengers and watchers have the right to:

- Be in the polling room at least 1/2 hour before the polls open;
- Be in the polling room at any time when the polls are open;
- Be in the polling room during the completion of all tasks associated with closing the polls. Challengers and watchers must be inside the polling room before the polls close.
- Maintain a list of registered voters who have voted or individuals who have cast provisional ballots, and take the list outside of the polling place;
- Be positioned where they can see and hear each voter as the voter checks in to vote and can observe the activities

in the polling room. The chief judges will determine where challengers and watchers will be positioned. Chief judges are not required to place challengers and watchers directly behind the check-in table or where they can see the screen of the electronic pollbooks;


- Challenge a voter's identity; and
- Periodically throughout the day, may request:
 - a. One of the chief judges to accompany him or her to the scanning unit not currently being used by voters to verify the tamper tape and see the public counter; and
 - b. One of the check-in judges to allow him or her to see the number of voters who have been checked in to vote (located at the bottom, center of the "Find Voters" screen of the electronic pollbook).



Chief judges have the discretion to determine if the polling place is too busy at the time of a request and then comply with the request during non-peak voting times.

3. Except as described above, a challenger and watcher may not move about the polling place during voting hours. A challenger and watcher who wants to talk with a voter must do so outside the polling place and outside the "No Electioneering Zone."
4. In addition, a challenger and watcher cannot attempt to:
 - Find out how a voter voted or intends to vote;
 - Talk with any voter in the polling room;
 - Assist any voter in voting;
 - Interfere with the election process or impede a voter's access to an election judge;
 - Physically handle an original election document; or

Voter Identity Challenges

 This is a chief judge function only. A chief judge must follow all procedures for challenging a voter's identity.

The right of an individual to vote may be challenged ONLY on the grounds of identity. The challenge must be made before the individual is issued a ballot, ballot activation card, or a voter authority card.

Individuals (i.e., accredited or non-accredited challengers) may enter the polling room for the sole purpose of challenging the identity of other individuals trying to vote. A non-accredited challenger must follow the same rules and restrictions as an accredited challenger but must leave the polling place as soon as the challenge is made. A majority of election judges may limit the number of challengers in the polling place.

Election judges may also challenge the identity of an individual trying to vote. If this happens, a chief judge must follow all procedures for challenging a voter's identity. Unlike other non-accredited challengers, you are not required to leave the polling place following a challenge.


If a voter's identity is challenged:

1. Ask the voter for an acceptable form of ID.

The following are acceptable forms of ID:

- The individual's voter registration card;
- The individual's social security card;

- The individual's valid Maryland driver's license or MVA ID Card;
- Any ID card issued to the individual by the federal, State, or local government;
- Any employee ID card of the individual that contains a photograph of the individual and is issued by the employer; or
- A copy of a current bill, bank statement, government check, paycheck, or other government document that shows the name and current address of the individual.

 The individual's social security card is an acceptable form of ID for a challenged voter. A social security card is not an acceptable form of ID for a voter whose "status" is "pending" ("Pend1" or "Pend2") in the electronic pollbook.

2. If the voter presents an acceptable form of ID, have the voter return to the check-in line to continue the check-in process.
3. If the voter cannot present an acceptable form of ID:
 - The challenger and challenged voter must complete their portion of the *Affidavit for Challenger & Challenged Voter*. The chief judge must witness the challenger and challenged voter signing the affidavit and may provide additional information in Part III. Form can be found in white Chief Judges' Precinct and Information binder;
 - Have the voter return to the check-in line to be checked in as a provisional voter (provisional reason code #8 "Identity challenged and cannot provide acceptable form of ID");
 - Escort the voter to the provisional ballot judge; and
 - Instruct the provisional ballot judge to attach the *Affidavit* to the outside of the voter's provisional ballot envelope.

4. If election judges believe a challenger or watcher is making challenges that are not supported by specific information about the voter's identity, call the local board of elections office for assistance.
5. The chief judge should write the details of the challenge in the *Election Day Log*.

Individuals Attired or Equipped as Officials

At a polling place and within the “No Electioneering Zone,” a person may not wear clothes or equipment that create the appearance that the individual is performing an official or governmental function in connection with an election. This includes:

- Wearing a public or private law enforcement or security guard uniform;
- Wearing an armband: or
- Carrying or displaying a gun or badge.



Law enforcement officers or security guards who are on duty, traveling to or from duty, or who are performing an official governmental function may vote while wearing a uniform.

Polling Place Evaluators

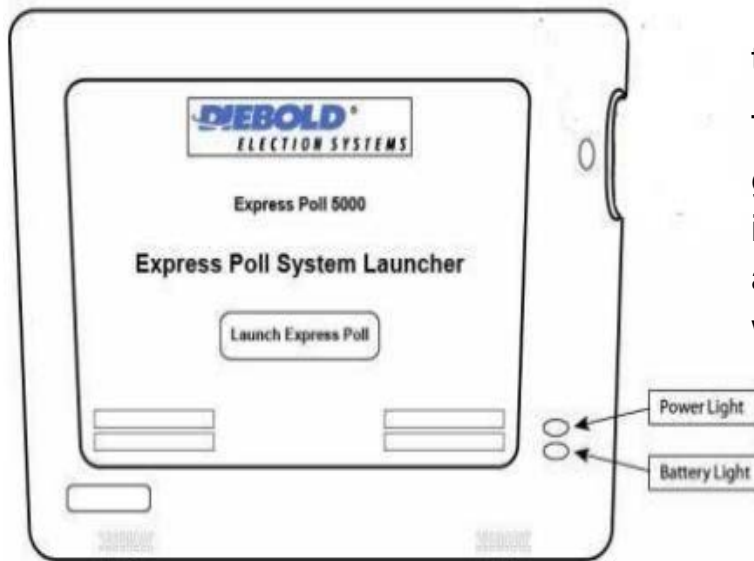
Members and staff of the local board of elections or other individuals approved by the Maryland State Board of Elections or the local board of elections will make unannounced visits to polling places to evaluate the election judges' compliance with procedures and their general performance.

Evaluators use a *Polling Place Evaluation Form* when conducting evaluations. During the visit, evaluators may speak with election judges and inspect reports but are not allowed to hinder or interfere with the voting process.

Chapter 10 –Electronic Pollbook

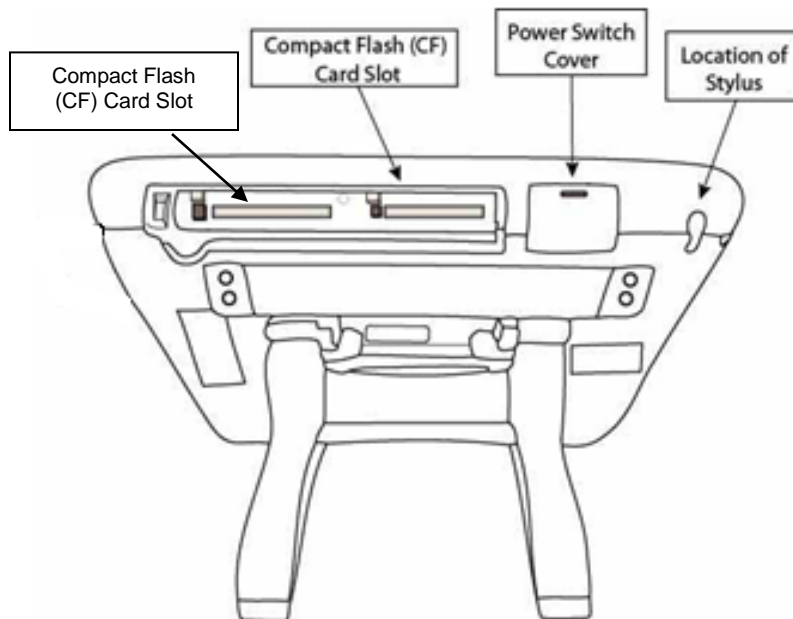
Introduction to the Electronic Pollbook	10.2
Unpacking the Electronic Pollbooks	10.3
Verifying the Electronic Pollbooks	10.6
Opening the Polls	10.10
Networking the Electronic Pollbooks	10.12
Networking Two Electronic Pollbooks	10.13
Networking Three or More Electronic Pollbooks to the Hub	10.15
Checking Synchronization	10.17
Entering and Clearing Data in the Pollbook	10.18
Finding Voters in the Electronic Pollbook	10.19
Finding Voters in the State Roster	10.22
Finding Voters by Street Address	10.23
Voter Not Found in the Electronic Pollbook	10.24
Voter is Registered in Another Precinct	10.25
Find a Voter’s Correct Polling Place	10.25
Checking in Voters	10.27
Issuing a Provisional Ballot	10.33
Special Situations	10.37
1. Voter Moved	10.37
2. Voter Claims a Different Party Affiliation or Whose Party Does Not Have a Ballot (Primary Election Only)	10.38
3. Voter’s Status is “Pend1”, “Pend2”, “ABS Issued”, or “Voted Early”	10.38
4. Inactive Status Voters (“ID Required” box is blank)	10.41
5. “Issued” Box is “Reg Issued” or “PROV”	10.42
6. ID Require – Show ID (Active or Inactive)	10.43
Standards for Acceptable Forms of ID	10.45
Standards for Unacceptable Forms of ID	10.46
Reprinting a Voter Authority Card	10.46
Resetting the Judge’s Name	10.47
Ending the Election	10.50
Packing the Electronic Pollbooks and Printers	10.54

Introduction to the Electronic Pollbook



The **Power Light** is green when the unit is in use.

The **Battery Light** will flash green when the unit is plugged into an electrical power source and is charging. The light is off when there is no electrical power.



The **Compact Flash (CF) Card Slot** contains a compact flash card, a device used in the electronic pollbook for storing election information and a list of eligible voters. The protective cover for the Compact Flash Card Slot is to remain closed and sealed during an election.

The **Power Switch Cover** can be opened to access the on/off power switch.

The **Stylus** is the pen-shaped instrument with a hard point stored in the top of the unit to be used to navigate the electronic pollbook. You use the stylus to “tap” commands on the screen.

Unpacking the Electronic Pollbooks

1. Verify the outer lock number on each case matches the number in column 1 of the *Electronic Pollbook Integrity Report*.



Pollbook cases packed in grey tote(s)



Electronic Pollbook Integrity Report
2018 Gubernatorial Primary Election

County: Howard State of Maryland
Dist./Pct: 01-08, BLKBRIDGE ELEMENTARY SCHOOL-CHESTERLA Date: 5/26/2018
Combined District/Precinct (s): 01-17

JUDGES MUST: Complete ALL Grey Areas

1. Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open.
2. Complete the "Opening" section.
3. During: Verify and record information if you have to remove the inner seal during the day.
4. Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form.
5. Complete the "Closing" section.
6. Have Chief Judges sign this form AFTER the polls close.

Pollbook ID Number	OPENING				DURING		CLOSING	
	Outer Lock # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened	If inner red seal was removed during day please record reason Here. Use page back, if necessary	New Red Seal #	3 CR Cards removed from pollbook	Reattached Original Lock # Applied to storage case at close
5181	0050239			YES			YES	5181
5210	0049753						YES	5210
3	5199	0050054					YES	5199
4	5388	0037207					YES	5388

To the best of our knowledge the information on this report is true and correct. The Electronic Pollbook CF Cards were removed at the close of the polls and packed in clear zipper bag for delivery to HCBQE by Rover/Clower.

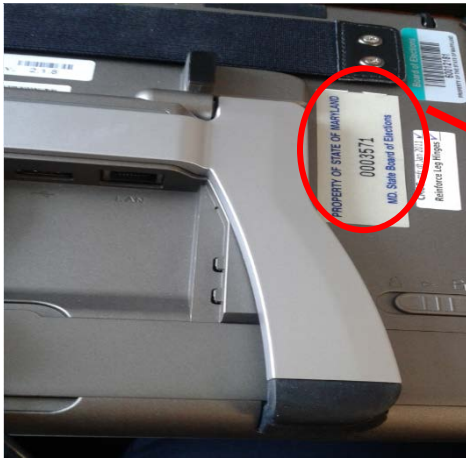
REPUBLICAN CHIEF JUDGE _____ 2 DEMOCRATIC CHIEF JUDGE _____

2. Remove the outer lock using the blue key attached to the blue lanyard. Reattach lock to case when pollbook has been removed.
3. Open the two latches.
4. Remove the electronic pollbook and power cord from the case.

⚠ Do not grab the electronic pollbook by its legs! Use the elastic strap on the electronic pollbook.



- Verify the State Asset Tag number on the back of each electronic pollbook matches the numbers in column 2 of the *Electronic Pollbook Integrity Report*.



State of Maryland
Date: 6/26/2018

Electronic Pollbook Integrity Report
2018 Gubernatorial Primary Election

County: Howard
Dist/Prec: 01-08 ELKBRIDGE ELEMENTARY SCHOOL-CAFETERIA
Combined District/Precinct(s): 01-17

JUDGES MUST: Complete ALL Grey Areas

- Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open.
- Complete the "Opening" section.
- During: Verify and record information if you have to remove the inner seal during the day.
- Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form.
- Complete the "Closing" section.
- Have Chief Judges sign this form AFTER the polls close.

Pollbook ID Number	OPENING				DURING		CLOSING		
	Outer Lock # (on back of case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If inner red seal was removed during day please record reason here. Use page back if necessary.	New Red Seal #	2 CF Cards removed from pollbook	Reattached Original Lock # (applied to storage case at closing)	
	VERIFY	VERIFY	VERIFY	DEM	REP	RECORD	RECORD	VERIFY	RECORD
1	5181	0050239						YES	5181
2	5210	0049753						YES	5210
3	5199	0050054						YES	5199
4	5366	0037207						YES	5366

To the best of our knowledge the information on this report is true and correct. The Electronic Pollbook CF Cards were removed at the close of the polls and packed in clear zipper bag for delivery to HCBOE by Rover/Closer.

REPUBLICAN CHIEF JUDGE _____ 2 DEMOCRATIC CHIEF JUDGE _____

Revised 12/1/17

- Verify the inner seal number on the top of each electronic pollbook is not broken and the number matches the numbers in column 3 of the *Electronic Pollbook Integrity Report*.



State of Maryland
Date: 6/26/2018

Electronic Pollbook Integrity Report
2018 Gubernatorial Primary Election

County: Howard
Dist/Prec: 01-08 ELKBRIDGE ELEMENTARY SCHOOL-CAFETERIA
Combined District/Precinct(s): 01-17

JUDGES MUST: Complete ALL Grey Areas

- Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open.
- Complete the "Opening" section.
- During: Verify and record information if you have to remove the inner seal during the day.
- Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form.
- Complete the "Closing" section.
- Have Chief Judges sign this form AFTER the polls close.

Pollbook ID Number	OPENING				DURING		CLOSING		
	Outer Lock # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If inner red seal was removed during day please record reason here. Use page back if necessary.	New Red Seal #	2 CF Cards removed from pollbook	Reattached Original Lock # (applied to storage case at closing)	
	VERIFY	VERIFY	VERIFY	DEM	REP	RECORD	RECORD	VERIFY	RECORD
1	5181							YES	5181
2	5210	0049753						YES	5210
3	5199	0050054						YES	5199
4	5366	0037207						YES	5366

To the best of our knowledge the information on this report is true and correct. The Electronic Pollbook CF Cards were removed at the close of the polls and packed in clear zipper bag for delivery to HCBOE by Rover/Closer.

REPUBLICAN CHIEF JUDGE _____ 2 DEMOCRATIC CHIEF JUDGE _____

Revised 12/1/17

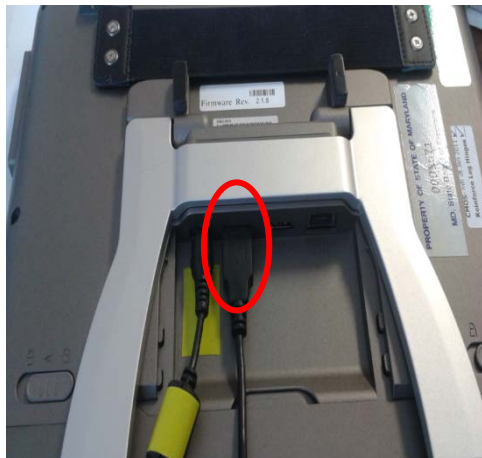
- Verify the Power Switch on the top is turned OFF.



8. Insert the power cord (marked with yellow tape) into the first connection slot marked with PWR and the other end into a power source. Do NOT turn on the power switch yet!



9. Take the printer's USB cable from the printer case and plug the larger end into either of the two USB ports located on the back of the electronic pollbook.



10. Plug one end of the printer's power cord (marked with blue tape) into the printer and the other end into a power source.

! The printer end of the power cord is bent 90 degrees (elbow shaped). DO NOT connect an electronic pollbook power cord to the printer. It will cause severe damage to the printer.

11. Plug the smaller end of the USB cable into the printer.



12. Repeat steps 2 through 11 for all electronic pollbooks.



There should be one printer for each electronic pollbook. If there are any printers missing, contact the local board of elections.

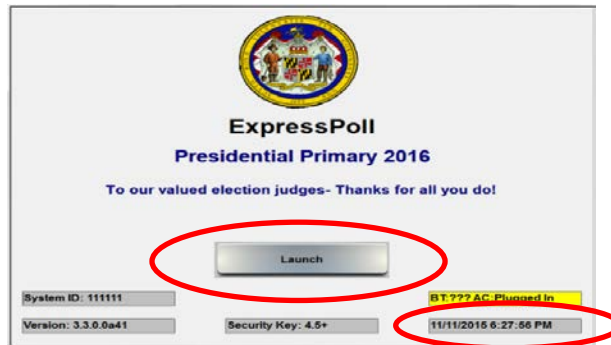
Verifying the Electronic Pollbooks


1. Turn the power switch to ON. DO NOT NETWORK THE POLLBOOKS YET.

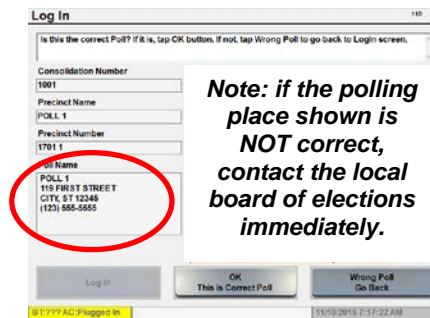



2. When the electronic pollbook switch is ON, the “Launch” screen will appear.
 - Verify the date and time is correct. If the date or time is incorrect, alert a chief judge who will seek technical support.

- If the date and time is correct, tap the “Launch” button with the stylus.

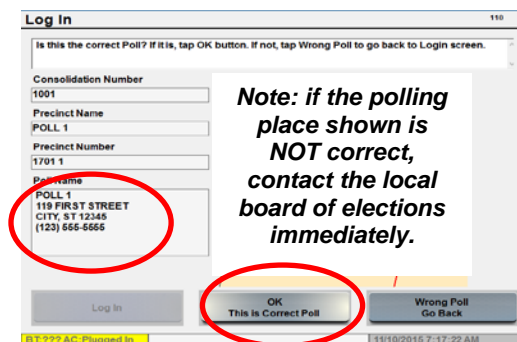


3. Verify the poll name on the left side.  At the pre-election night meeting pollbooks would be powered off at this point. During pre-election morning set up, follow above steps 1 – 3 starting on page 10.6 and continue to when pollbooks are ready to check-in voters.

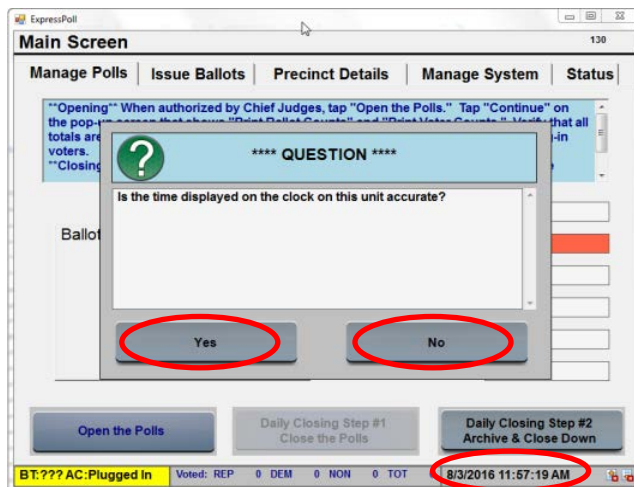


 If the polling place shown is not correct, alert a chief judge who will contact the local board of elections immediately.

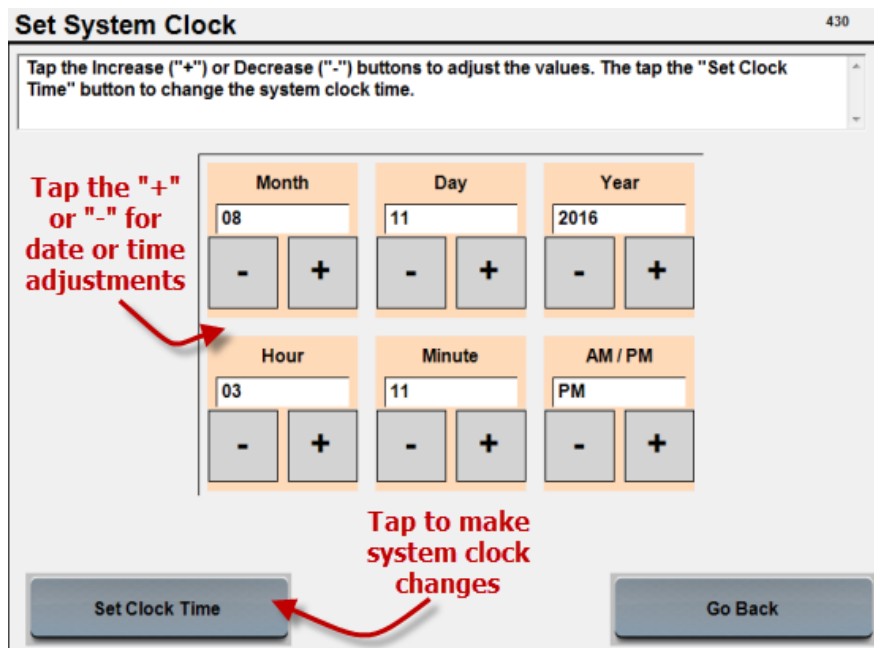
4. During election morning set up tap the “OK This is Correct Poll” button at the bottom of the screen.



5. Select “Yes” or “No” when prompted to check the clock accuracy in bottom right corner.



- If “No” is selected, go to step 6.
 - If “Yes” is selected, go to step 7.
6. Make the date and/or time adjustments by tapping “+” or “-”. Select “Set Clock Time” to make changes.



7. The “Main Screen” will appear with the “Manage Polls” tab at the top of the screen. The Poll Status will be “Closed.”



Almost everything you will need to know about using the electronic pollbook is in the onscreen instructions. Please read them!

Main Screen 130

Manage Polls | Issue Ballots | Precinct Details | Manage System | Status

****Opening**** When authorized by Chief Judges, tap "Open the Polls." Tap "Continue" on the pop-up screen that shows "Print Ballot Counts" and "Print Voter Counts." Verify that all totals are 0. Tap the "Issue Ballots" tab then "Search Voter Roster" to begin checking-in voters.

****Closing**** When authorized by Chief Judges, tap "Step #1-Close the Polls." Print the

Statistics

Ballots | Voters

Standard Ballots 0

Provisional Ballots 0

Consolidation Number 02001001

Poll Status **CLOSED**

Poll Opening Time 10:00AM

Poll Closing Time 8:00PM

of Registered Voters 1564

Bulk Update Date

Open the Polls | Daily Closing Step #1 Close the Polls | Daily Closing Step #2 Archive & Close Down

BT:??? AC:Plugged In | Voted: TOT 0 | 1/23/2018 10:15:27 AM

8. Tap the "Ballots" and "Voters" tabs under the "Statistics" to verify that all the numbers are zero. Be sure to check both tabs under "Statistics" for zeroes before networking the electronic pollbooks.

Main Screen 130

Manage Polls | Issue Ballots | Precinct Details | Manage System | Status

****Opening**** When authorized by Chief Judges, tap "Open the Polls." Tap "Continue" on the pop-up screen that shows "Print Ballot Counts" and "Print Voter Counts." Verify that all totals are 0. Tap the "Issue Ballots" tab then "Search Voter Roster" to begin checking-in voters.

****Closing**** When authorized by Chief Judges, tap "Step #1-Close the Polls." Print the

Statistics

Ballots | Voters

Standard Ballots 0

Provisional Ballots 0

Consolidation Number 02001001

Poll Status **CLOSED**

Poll Opening Time 10:00AM

Poll Closing Time 8:00PM

of Registered Voters 1564

Bulk Update Date

Open the Polls | Daily Closing Step #1 Close the Polls | Daily Closing Step #2 Archive & Close Down

BT:??? AC:Plugged In | Voted: TOT 0 | 1/23/2018 10:15:27 AM



Alert a chief judge immediately if any of these numbers are not zero. Do not network the electronic pollbooks if any number is not zero.

9. Verify that the totals at the bottom of the screen are zero.

For the primary election:



For the general election:



Alert a chief judge immediately if any of these numbers are not zero. Do not network the electronic pollbooks if any number is not zero.

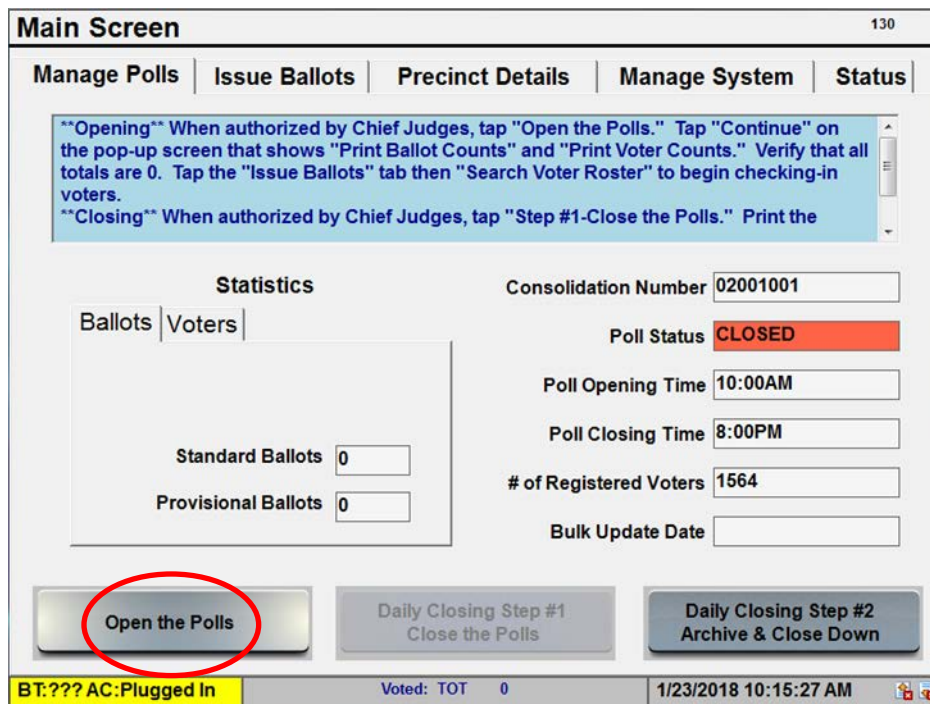
10. Repeat steps 1 through 9 for all electronic pollbooks.

Opening the Polls

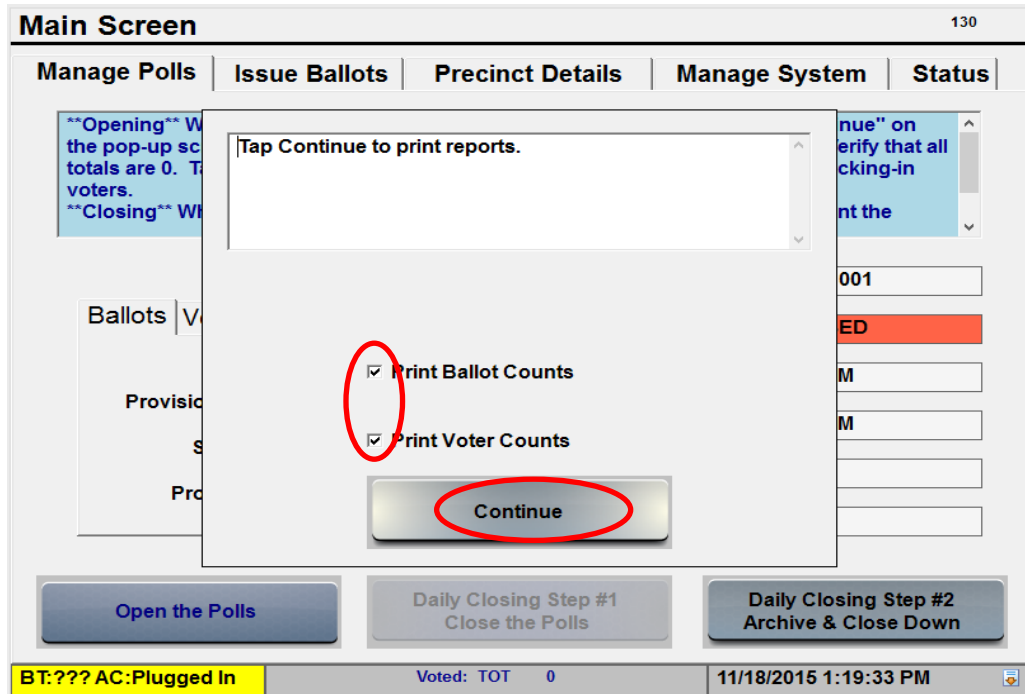
Do not check-in voters before 7:00 a.m.

Steps 1 through 4 can be performed on each electronic pollbook before 7:00 a.m.

1. Tap the “Open the Polls” button



- Be sure the Print Ballot Counts and Print Voter Counts boxes have check marks in the pop-up menu.



- Tap "Continue" to print the Ballot Counts and Voter Counts reports.
- Two reports will print.
- Verify all totals on the Consolidated Voter Counts Report and Consolidated Ballot Counts Report are zero. Alert a chief judge immediately if the totals are not zero.

Consolidated Voter Counts Report
 Consolidation: # 08EV01 EPB Number: 035979
 Poll Description: Charles County Board of Elections
 Report Date and Time: 11/17/2015 09:52:54

Party	Total	Reg	Provisional
REP	0	0	0
DEM	0	0	0
GRN	0	0	0
LIB	0	0	0
UNA	0	0	0
OTH	0	0	0
TOT	0	0	0

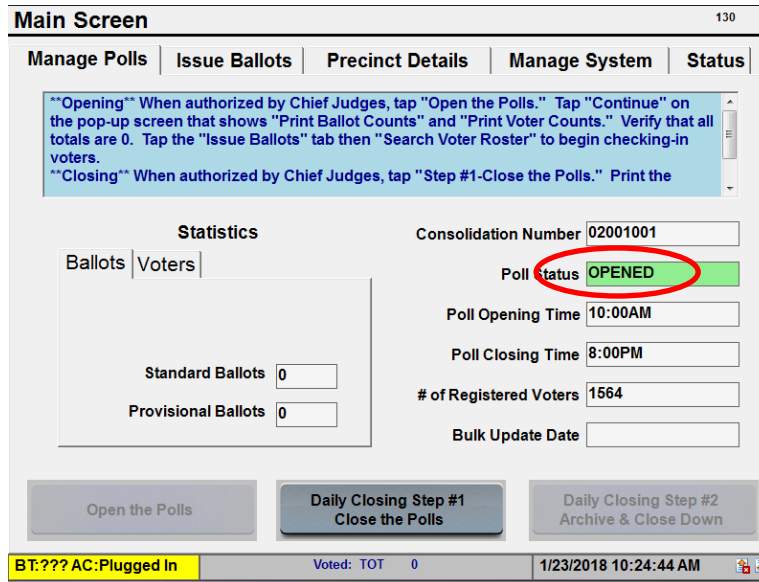
DEM Judge _____
 REP Judge _____

Consolidated Ballot Counts Report
 Consolidation: # 20005001 EPB Number: 999
 Poll Description: Mt Vernon Fire Dept
 Report Date: 04/01/2010 13:45:31

	TOT	DEM	REP	NON
Issued	0	0	0	0
Reiss	0	0	0	0
Canc	0	0	0	0
Net	0	0	0	0
Prov Issued	0	0	0	0
Prov Reiss	0	0	0	0
Prov Canc	0	0	0	0
Net Prov	0	0	0	0
Net Ballots	0	0	0	0

DEM Judge _____
 REP Judge _____

6. The “Poll Status” will change from red to green and display “OPENED.”



7. Repeat steps 1 through 6 for all electronic pollbooks.

Networking the Electronic Pollbooks

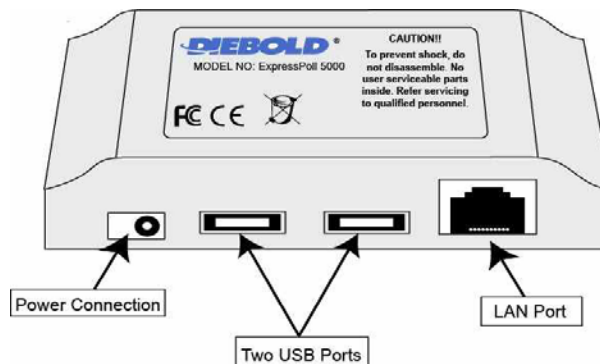


Do not network the electronic pollbooks until after:

- All electronic pollbooks have been turned on individually.
- The “Statistics” on the “Main Screen” are verified as zeroes for the “Ballots” and “Voter” tabs.
- After the *Consolidated Voter Counts Report* and *Consolidated Ballot Counts Report* are printed on each electronic pollbook.

A. The back of the electronic pollbook has four ports, from left to right:


1. Power connection
2. Two USB ports for the printer
3. LAN port that connects all the electronic pollbooks in the same polling place together



- B. All cable connectors are unique and fit only one way. Insert the USB plug with USB icon facing up. Insert LAN plug with locking tab facing up.



Networking Two Electronic Pollbooks

 For more than two electronic pollbooks, see the “Networking Three or More Electronic Pollbooks to the Hub” section of this chapter.

1. Turn both electronic pollbooks **OFF** before connecting the network cables.



2. Connect one end of the red crossover cable into the LAN port on the back of one electronic pollbook.



3. Connect the other end of the crossover cable into the LAN port on the back of the other electronic pollbook.




4. Turn an electronic pollbook ON one at a time until the “Launch” screen appears.



5. Proceed to the “Checking Synchronization” section of this chapter.

Networking Three or More Electronic Pollbooks to the Hub

 For two electronic pollbooks, see the “Networking Two Electronic Pollbooks” section of this chapter.

1. Turn all electronic pollbooks **OFF before** connecting the network cables.



2. The hub (or switch) connects more than two electronic pollbooks and allows them to synchronize data in a polling place. There are several models used and their appearances vary.



3. Connect the hub's power cord into the first socket in the back of the hub.



4. Insert the power cord plug into the power strip. The hub's power light indicator will turn on.
5. Connect one end of a hub cable into the LAN port of an electronic pollbook.



6. Connect the other end of the hub cable to any port in the hub.



7. Repeat steps 1 through 6 for each electronic pollbook.

8. Turn an electronic pollbook ON one at a time until the “Launch” screen appears.

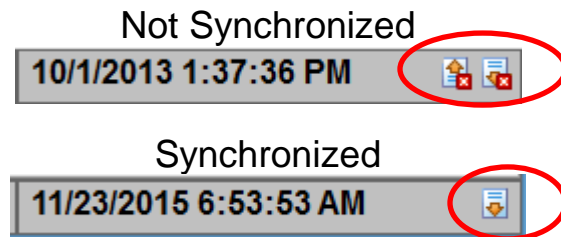


9. Proceed to the “Checking Synchronization” section of this chapter.

Checking Synchronization

Check that the electronic pollbooks are synchronized with other electronic pollbooks in the polling place. This is indicated by a pair of icons in the lower right corner of the screen. If the electronic pollbooks are not synchronized, check that all connections between the electronic pollbooks and the hub are intact. If the electronic

pollbooks will not synchronize, alert a chief judge who will seek technical assistance.



Throughout the day, periodically check the “Voted:” totals at the bottom of the screen against the other electronic pollbook(s) in the polling place. All totals should match.



If the electronic pollbooks are not synchronized, check that all connections between the electronic pollbooks and the hub are intact. If the electronic pollbooks will not synchronize, alert a chief judge who will seek technical assistance.

Entering and Clearing Data in the Pollbook

The electronic pollbook accepts only letters A-Z for name lookup. (No spaces, hyphens or apostrophes.) The voter’s name will print correctly (including apostrophes) on the voter authority card.

- Tap the “back space” key to delete one or more letters.
- Tap the “clear” key to delete an entire field.
- Tap the “Clear ALL” button to clear all search fields.

Finding Voters in the Electronic Pollbook



Check-in judges **may not ask for ID**, but may accept an ID **if offered** by a voter. Judges **must also ask** the voter to state his or her name, address, and month and day of birth.

1. Tap the “Issue Ballots” tab at the top of the screen.

Main Screen 130

Manage Polls | **Issue Ballots** | Precinct Details | Manage System | Status

****Opening**** When authorized by Chief Judges, tap "Open the Polls." Tap "Continue" on the pop-up screen that shows "Print Ballot Counts" and "Print Voter Counts." Verify that all totals are 0. Tap the "Issue Ballots" tab then "Search Voter Roster" to begin checking-in voters.

****Closing**** When authorized by Chief Judges, tap "Step #1-Close the Polls." Print the

Statistics

Ballots | Voters

Standard Ballots

Provisional Ballots

Consolidation Number

Poll Status **OPENED**

Poll Opening Time

Poll Closing Time

of Registered Voters

Bulk Update Date

Open the Polls | Daily Closing Step #1 Close the Polls | Daily Closing Step #2 Archive & Close Down

BT:??? AC:Plugged In | Voted: TOT 0 | 1/23/2018 10:24:44 AM

2. Tap the “Search Voter Roster” button on the bottom left of the “Issue Ballots” screen.

Main Screen 130

Manage Polls | **Issue Ballots** | Precinct Details | Manage System | Status

Use only letters A - Z for lookup. (No hyphens, spaces or apostrophes).

***** USE "4 & 3" for Faster Lookup! *****

1) Enter the **FIRST 4 LETTERS** of the **LAST NAME**.
2) Enter the **FIRST 3 LETTERS** of the **FIRST NAME**.
3) Confirm the voter's **DATE OF BIRTH**.

Tap the "Search Voter Roster" button to check in voters.

The "Find Polls" button is used to find a polling place based on the voter's street address.

Search Voter Roster | Find Polls

BT:??? AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 10/29/2013 10:35:20 AM

Find Voters 205

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	03/01 /1802	Active	None	REP
Lincoln Abe Q	1/2 Main St Anytown 12345	Anne Arundel	03/23 /1994	Active	None	UNA
Lincoln Abraham Quincy	2 Main St Anytown 12345	Anne Arundel	02/02 /1836	Active	None	DEM
Lincoln Abraham Quincy	1 Main St Anytown 12345	Anne Arundel	01/01 /1830	Active	None	NON

7 voters found.

Find by Name | Find by Address | Find by ID

Last Name | L |

First Name | | Middle Init. | |

Zip Code | | Birth MMDD | |

1 2 3 4 5 6 7 8 9 0 .
 Q W E R T Y U I O P -
 A S D F G H J K L ' back space
 Z X C V B N M space clear

Search Precinct/EV Count
 Search State

Clear ALL

Return to Main

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 10/1/2013 2:50:22 PM

- Tap the “First Name” box before entering **the first 3 letters of the voter’s first name**. The list of names will get shorter as you add letters.

Find Voters 205

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	03/01 /1802	Active	None	REP

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name | LINC |

First Name | ABR | Middle Init. | |

Zip Code | | Birth MMDD | 03/01 |

1 2 3 4 5 6 7 8 9 0 .
 Q W E R T Y U I O P -
 A S D F G H J K L ' back space
 Z X C V B N M space clear

Search Precinct/EV Count
 Search State (add mi)

Clear ALL

Return to Main

BT:???:AC:Online Voted: DEM 0 REP 0 NON 0 TOT 1 10/1/2013 1:26:06 PM

! If you need to narrow down the search (a scroll bar appears on the right side indicating a long list), tap on the “Middle Init” box, and tap the first letter of the voter’s middle name. If the voter has no middle name, use the “space” key to enter a blank space in the “Middle Init” box.

You may also narrow the voter search by entering the voter’s zip code or month and day of birth. This can only be done after at least one letter has been entered for the voter’s last and first name fields.

6. Ask ***“What is your month and day of birth?”***

The screenshot shows a 'Find Voters' interface with a table of search results. The table has columns: Name, Address, County, DOB, Status, Issued, and Party. The first row contains: Linc Abraham Quincy, Main St APT A Anytown 12345, Anne Arundel, 03/01/1802, Active, None, and REP. A red circle highlights the DOB field, and an arrow points from a box labeled 'CONFIRM' to the DOB field. Below the table are search filters: 'Find by Name' (Last Name: LINC, First Name: ABR, Middle Init., Zip Code, Birth MMDD: 03/01), 'Find by Address', and 'Find by ID'. There are also buttons for 'Search Precinct/EV Count', 'Search State (add mi)', 'Clear ALL', and 'Return to Main'. At the bottom, there is a status bar with text: 'BT:?? AC:Online', 'Voted: DEM 0 REP 0 NON 0 TOT 1', and '10/1/2013 1:26:06 PM'.

! Confirm the voter’s month and day of birth to be sure you see the correct voter. Be careful to not confuse father and son, mother and daughter, father and daughter, etc.

7. If you cannot find the voter’s name in the precinct roster:

- Enter the voter’s name without punctuation (apostrophes, hyphens, etc).
- Enter the voter’s date of birth (use the MMDD format). For example, August 2 would be entered as 0802.
- Check all possible variations of spelling for the name or ask the voter to spell his or her name.
- Search the State roster (see the “Finding Voters in the State Roster” section below).
- See the “Finding Voters by Street Address” section of this chapter.

Finding Voters in the State Roster

1. If you cannot find a voter’s name in the precinct roster and have verified the correct spelling, tap the “Search State” button to widen the search.

Find Voters 205

*** Voter NOT FOUND in Precinct ***.
 Search the state for this voter:
 1) Make sure that the "4 & 3" letters are entered correctly
 (first 4 letters of last name, first 3 letters of first name)
 3) Enter Date Of Birth
 2) Enter Middle Initial
 4) Tap the "Search State" button.
 If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID

Last Name: ZZZZ
 First Name: ZZZ Middle Init. X
 Zip Code: 20201 Birth MMDD: 09/19

Search Precinct/EV Count
 Search State
 Clear ALL
 Return to Main

BT:?? AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 10/1/2013 3:21:43 PM

2. If there are too many voters found in the State, enter more letters of the last and first names to narrow the search.

! When searching for a common name (Jane Smith, Mary Williams, James Johnson, etc.), the best way to narrow the search is to add the voter's middle initial, date of birth, and/or zip code.

! To use the middle initial to search for a voter with no middle name, you must use the "space" key to enter a blank space in the "Middle Init" box.

Finding Voters by Street Address

1. If you cannot find a voter's name after checking for various spellings, tap on the "Find by Address" tab and enter the voter's house number and street name.

Find Voters 205

Find a voter using a street address:
 1) Enter the Street name
 Note: If street name has a direction (N, S, E, W, NE, NW, SE, SW) the abbreviated direction MUST be included (with no period).
 Example: If voter lives on South Main Street, enter "S MAIN"
 2) Enter the House Number

Find by Name | Find by Address | Find by ID

House #
 Street Tap here to enter data Apt.
 Zip Code

Search Precinct/EV Count
 Search State (add mi)
 Clear ALL
 Return to Main

BT:?? AC:Plugged In Voted: TOT 2 1/14/2016 2:59:01 PM

Find Voters							205
Name	Address	County	DOB	Status	Issued	Party	
Harrison William Henry	9 Main St Anytown 12345	Anne Arundel	09/14 /1952	Active	ABS Issued	UNA	

1 voters found.

Find by Name | Find by Address | Find by ID

House # 9

Street MAIN Apt.

Zip Code

1 2 3 4 5 6 7 8 9 0 .

Q W E R T Y U I O P -

A S D F G H J K L ' back space

Z X C V B N M space clear

BT:?? AC:Plugged In Voted: TOT 0 10/1/2013 3:41:21 PM



The "Find by Address" lookup always searches the entire state.
 ***There will be a long pause after the first letter entered upon searching.

- If voter's street name includes a directional, type "N" for "North," "S" for "South," etc. DO NOT put a period after the abbreviation.
- Select the voter's name on the "Find Voters" screen to continue checking in the voter.

Voter Not Found in the Electronic Pollbook

If you cannot find the voter's name in the electronic pollbook, alert a chief judge immediately. If necessary, a chief judge may call the Howard County Board of Elections at 410-313-5820 for a voter not found in pollbook searches for further confirmation. For a voter not found in the pollbook, the chief judge will explain to the voter his or her voting options.



If the voter cannot be found in the electronic pollbook, the voter may only be issued a provisional ballot.


1. If the voter is registered to vote and is at or chooses to go to the correct precinct for the voter's address, all contests will be counted.
2. If the voter is registered to vote and is not at and chooses not to go to the correct precinct for the voter's address, only the contests the voter is eligible to vote for will be counted.
3. If the voter is not registered to vote, no contests will be counted.

Voter is Registered in Another Precinct

The voter can choose to go to his or her correct precinct to vote or stay and vote a provisional ballot.

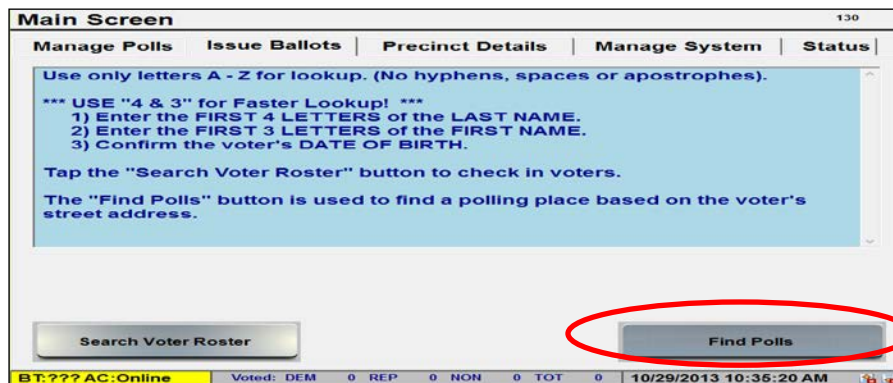
1. If the voter chooses to go to the correct precinct, every contest will be counted.
2. If the voter chooses to stay and vote a provisional ballot, only the contests the voter is eligible to vote for will be counted.

Use provisional code 1.

 The electronic pollbook will find a voter's assigned polling place based on the voter's registered address. See the "Find a Voter's Correct Polling Place" section in this chapter.

Find a Voter's Correct Polling Place

1. Tap "Find Polls" under the "Issue Ballots" tab on the Main Screen.



2. Enter the voter's current address.

Find the correct Polling Place for a Street Address 380

Find the polling place for a street address:
1) Enter the Street name
Note: If street name has a direction (N, S, E, W, NE, NW, SE, SW) the abbreviated direction **MUST** be included (with no period).
Example: If voter lives on South Main Street, enter "S MAIN"
2) Enter the House Number

House #

Street Apt.

Zip Code

1 2 3 4 5 6 7 8 9 0 .
Q W E R T Y U I O P -
A S D F G H J K L ' back space
Z X C V B N M space clear

Clear

Go Back to Find Voters

BT: ??? AC: Plugged In Voted: TOT 0 11/19/2015 1:36:34 PM

! If the street name includes a direction, the street name must be preceded by the directional abbreviation (N, S, E, W, etc.). Do not put periods after the abbreviation. It is not necessary to enter a street type (St, Rd, Ave, Ct, etc.) after the street name.

! For numbered streets, first try numbers (not spelled out.) Try "2ND" for 2nd Street or 2nd Avenue, "5TH" for 5th Ave. If the street is not found, try spelling out the street. For example, try: "FOURTH" for 4th Street or 4th Avenue, "W FIFTH" for West 5th Street.

3. All address ranges that match the search criteria will be displayed. Enter house number and zip code to narrow the search. Tap the row to display the polling place details.

Find the correct Polling Place for a Street Address 300

Street	House No.	Apt No.	Side	Precinct
Main Ave SW Glen Burnie 21061	2 to 320		B	002-007-1
Main St Prince Frederick 20678	00 to 1325		B	002-004-1
Main St Grantsville 21536	00 to 724		B	003-001-1
Main St Deer Park 21650	00 to 636		B	010-000-1

24 Streets Found

House #

Street Apt.

Zip Code

1 2 3 4 5 6 7 8 9 0 .
Q W E R T Y U I O P -
A S D F G H J K L ' back space
Z X C V B N M space clear

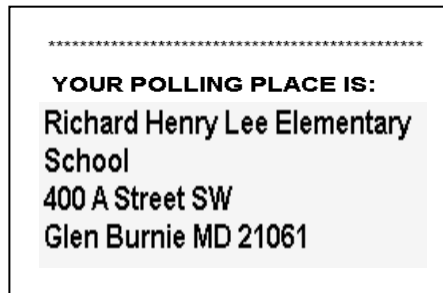
Clear

Go Back to Find Voters

BT: ??? AC: Plugged In Voted: TOT 0 11/19/2015 1:20:56 PM



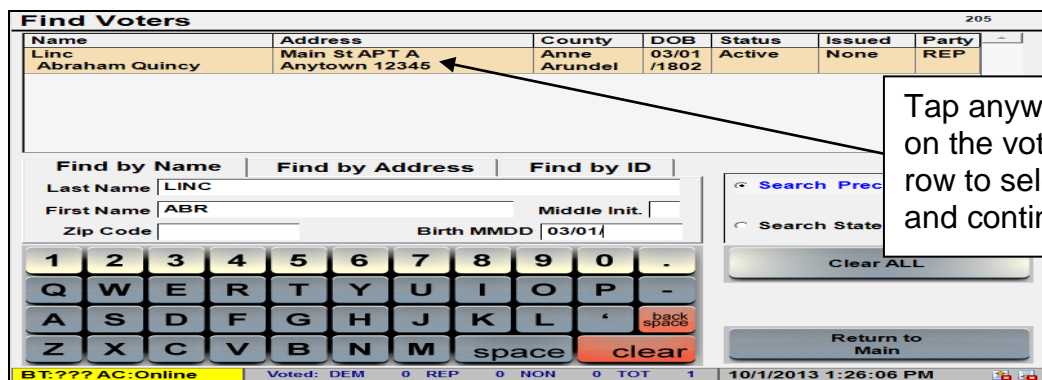
4. Tap the “Print Information” button for a paper print-out of the polling place name and address that can be given to the voter. The map will not print.




5. Tap “Go Back,” then tap “Go Back to Find Voters” to return to the Main Screen to continue checking in voters.


Checking in Voters

1. Once you have located the voter’s name, tap anywhere in that voter’s row on the screen to open the “Voter Record” screen. The “Voter Details” tab will be open.

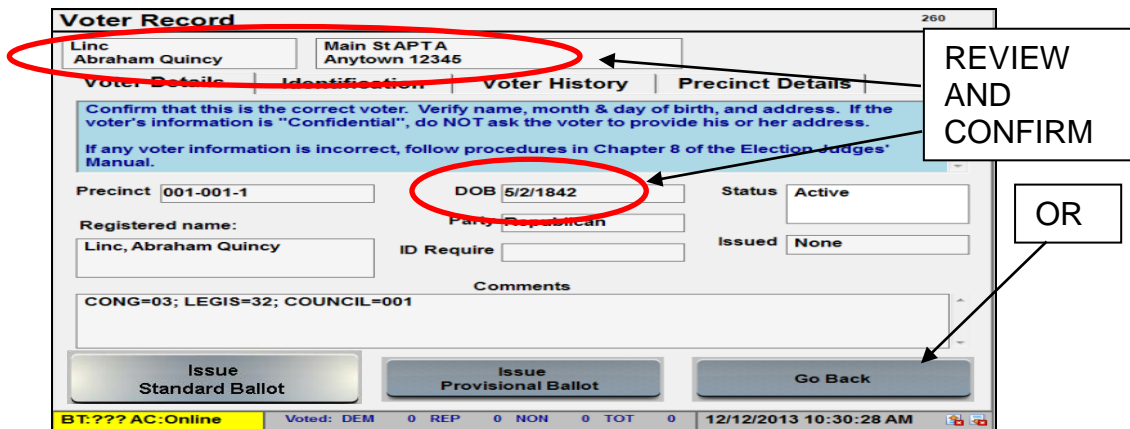


2. Ask “**What is your address?**” Compare the voter’s response with what is shown in “Voter Details.” If the voter’s response is the same as what is shown at the top of the screen, go to step 3.

 If the voter’s address is different than what is shown in the electronic pollbook, see item #1 of the “Special Situations” section of this chapter.

 If the voter’s address is marked “Confidential,” the voter’s address will not appear in the electronic pollbook. **Do not ask the voter to verify his or her address.** Continue the check-in process.

3. Review the information on the screen to confirm that you have the correct voter. If the information is correct and you are sure you have the correct voter, go to step 4 (Primary Election) or step 5 (General Election). Tap on the “Go Back” button if you have selected the wrong voter.



Voter Record 260

Linc Abraham Quincy Main St APT A Anytown 12345

Voter Details Identification Voter History Precinct Details

Confirm that this is the correct voter. Verify name, month & day of birth, and address. If the voter’s information is “Confidential”, do NOT ask the voter to provide his or her address. If any voter information is incorrect, follow procedures in Chapter 8 of the Election Judges’ Manual.

Precinct 001-001-1 DOB 5/2/1842 Status Active

Registered name: Linc, Abraham Quincy Party Republican Issued None

ID Require

Comments

CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:?? AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 12/12/2013 10:30:28 AM

4. **Primary election only:** Discreetly ask “**What is your party affiliation?**” If the voter’s response is the same as what is shown in the “Party” box, go to step 5.



If the voter claims a different party affiliation, wants to vote another party's ballot, or whose party does not have a ballot for this election, see item #2 of the "Special Situations" section of this chapter.

Voter Record 260

Linc Abraham Quincy Main St APTA Anytown 12345

Voter Details Identification Voter History Precinct Details

Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address.

If any voter information is incorrect, give the voter a Voter Update Form.

Precinct 001-001-1 DOB 05/02/1842 Status Active

VRN 3

Registered name: Party **Republican** Issued None

ID Required

Comments

CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:??? AC:Plugged In Voted: TOT 0 1/23/2018 10:30:56 AM

5. Review the "Status" box in "Voter Details". If "Active" or "Inactive", proceed to Step #6.

Voter Record 260

Linc Abraham Quincy Main St APTA Anytown 12345

Voter Details Identification Voter History Precinct Details

Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address.

If any voter information is incorrect, give the voter a Voter Update Form.

Precinct 001-001-1 DOB 05/02/1842 Status **Active**

VRN 3

Registered name: Party Republican Issued None

ID Required

Comments

CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:??? AC:Plugged In Voted: TOT 0 1/23/2018 10:30:56 AM



If the voter's status is "Pend1", "Pend2", "ABS Issued", or "Voted Early", see item #3 of the "Special Situations" section of this chapter.



If the voter's status is "Inactive" and the "ID Require" box is blank, see item #4 of the "Special Situations" section of this chapter.



If the voter's status is "Active" or "Inactive" and the "ID Require" box is "Show ID", see item #6 of the "Special Situations" section of this chapter.

6. Review the "Issued" box in "Voter Details". If "None" or blank, **proceed to Step #7.**

Voter Record 260

Linc Abraham Quincy Main St APTA Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address.
If any voter information is incorrect, give the voter a Voter Update Form.

Precinct: 001-001-1 DOB: 05/02/1842 Status: Active

VRN: 3

Registered name: Party: Republican **Issued: None**

ID Required: Comments: CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:??? AC:Plugged In Voted: TOT 0 1/23/2018 10:30:56 AM



If the voter's "Issued" box is "Reg Issued" or "PROV", see item #5 of the "Special Situations" section of this chapter.

7. Review the “ID Required” box in “Voter Details”. If the “ID Required” box is blank, tap the “Issue Standard Ballot” button and **proceed to Step #8.**

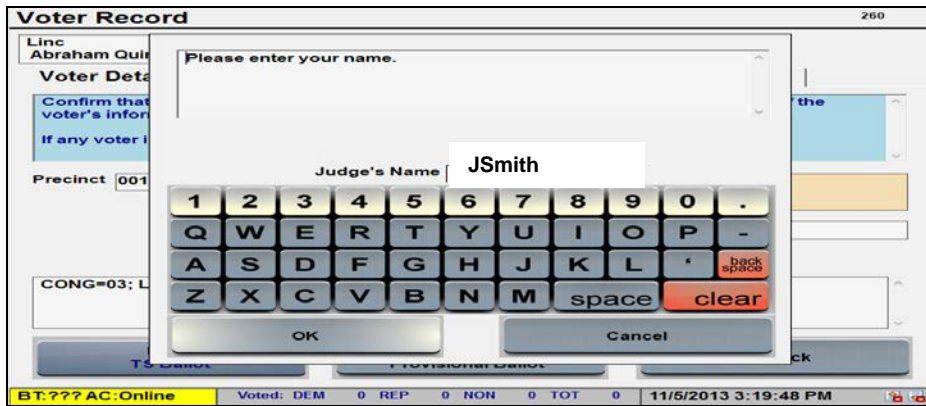
The screenshot shows the 'Voter Record' interface. At the top, there are two input fields: 'Linc' with the value 'Abraham Quincy' and 'Main St APTA' with the value 'Anytown 12345'. Below these are four tabs: 'Voter Details', 'Identification', 'Voter History', and 'Precinct Details'. A blue informational box contains the text: 'Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form.' Below this, there are several fields: 'Precinct' (001-001-1), 'DOB' (05/02/1842), 'Status' (Active), 'VRN' (3), 'Registered name:' (empty), 'Party' (Republican), and 'Issued' (None). The 'ID Required' field is empty and is circled in red. Below the fields is a 'Comments' section with the text 'CONG=03; LEGIS=32; COUNCIL=001'. At the bottom, there are three buttons: 'Issue Standard Ballot' (circled in red), 'Issue Provisional Ballot', and 'Go Back'. The footer shows 'BT:??? AC:Plugged In', 'Voted: TOT 0', and the date/time '1/23/2018 10:30:56 AM'.



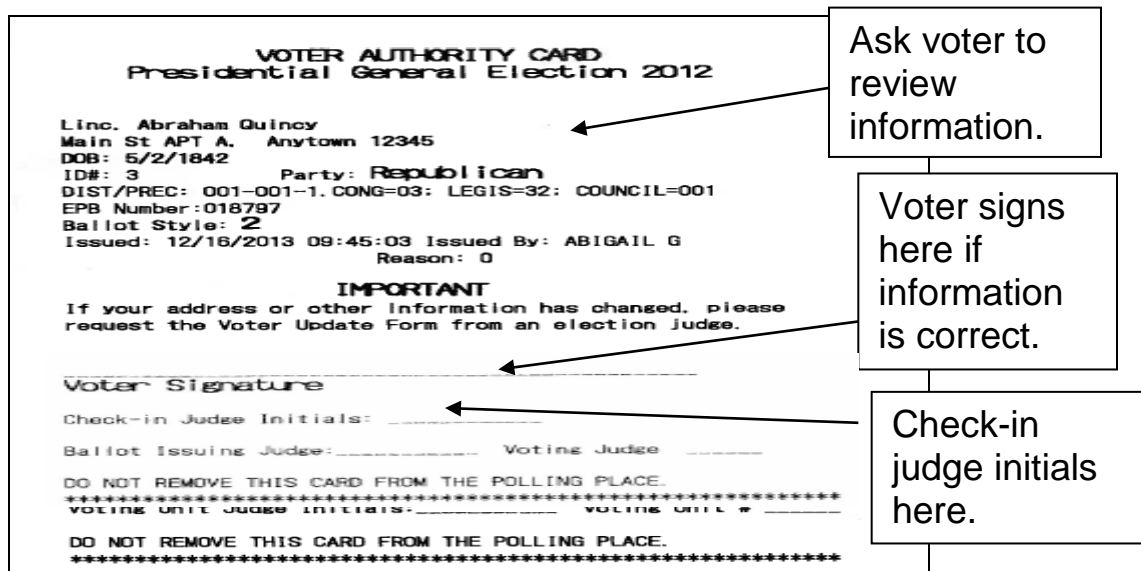
If the voter’s “Status” is “Active” or “Inactive” and the “ID Require” box is “Show ID”, see item #6 of the “Special Situations” section of this chapter.



The first time you attempt to issue a ballot, you will be prompted to enter your name. Type in the first initial of your first name and then your last name with no spaces. Tap “OK” to continue. You will not have to enter your name or initials to issue ballots again unless the judge’s name on the electronic pollbook is reset. See the “Reset Judge’s Name” section of this chapter for more information.



8. A voter authority card will print.
9. Ask the voter to verify the printed information and sign the voter authority card.



! If you checked-in the wrong voter and have already printed a voter authority card, alert a chief judge immediately.

10. The check-in judge initials the voter authority card.
11. Direct the voter to the ballot issuance table with voter authority card in their hand.
12. The voting judge at the ballot issuance table initials the voter authority card on the "Ballot Issuing Judge" line before giving the voter his or her paper ballot.

13. The voting judge will give the voter the paper ballot, privacy sleeve, and voter authority card and direct the voter to a voting booth. In the pollbook, this voter will now be marked as “Reg Issued” in the “Issued” column on the “Find Voters” screen.

Find Voters							205
Name	Address	County	DOB	Status	Issued	Party	
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	05/02 /1842	Active	REG Issued	REP	

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: LINC | First Name: | Middle Init: | Zip Code: | Birth MMDD: | Search Precinct/EV Count | Search State (add mi) | Clear ALL | Return to Main

BT:??? AC:Plugged In | Voted: TOT 2 | 11/19/2015 3:25:30 PM

! The “Voted:” counts on the status bar will increase by one for each voter who is issued a ballot. Counts shown are the number of voters, not ballots. A “re-issued” ballot will not increase the count. Party counts are based on the ballot issued party.

Issuing a Provisional Ballot

In some situations, the electronic pollbook automatically prevents a voter from being issued a regular ballot (i.e., not provisional) and allows only a provisional ballot to be issued. Examples include “pending” status voters and voters not in their registered precinct.

There are also situations where the electronic pollbook will allow a voter to be issued a regular ballot, but the voter should be issued a provisional ballot instead. Examples include “Active (or Inactive) - show ID” voters or voters who are challenged by a poll watcher

without acceptable identification, extended hours voters, and primary voters claiming a different party affiliation than what is shown in the electronic pollbook.

UNDER CHIEF JUDGE SUPERVISION, once it has been determined that the voter should be issued a provisional ballot, the steps are:

1. Voter must be qualified as a provisional voter by a chief judge.
2. Verify the voter's information on the "Voter Details" tab in the "Voter Record" screen.
3. Tap "Issue Provisional Ballot" button.

The screenshot shows the 'Voter Record' interface for John Quincy Adams. The voter's name and address are displayed at the top. Below this, there are tabs for 'Voter Details', 'Identification', 'Voter History', and 'Precinct Details'. A blue highlighted message states: 'This voter is flagged as "Voted Early." If the voter wants to cast a ballot now, he or she must vote by provisional ballot. Enter "4" on the "Enter Provisional Reason" screen.' The voter's details include Precinct 001-001-1, DOB 3/16/1800, Status Voted Early, Registered name Adams, John Quincy, Party Democrat, and Issued None. A comments field contains 'CONG=03; LEGIS=32; COUNCIL=001'. At the bottom, the 'Issue Provisional Ballot' button is circled in red, and a 'Go Back' button is also visible. The footer shows 'BT:??? AC:Online', voting counts for DEM, REP, NON, and TOT, and the date/time 12/12/2013 12:13:03 PM.

4. The "Select Ballot" screen will appear. Tap on "Select Ballot Reason" to access a drop-down menu of provisional ballot reason codes. The "Select Paper Ballot" button will become available after a provisional ballot reason code is selected.



The voter's current information is highlighted in blue.



Carefully select the appropriate provisional ballot reason code. It is very important to enter the correct reason code.

Select Ballot 310

Verify voter's Precinct. Select the appropriate reason code from the drop down. Then tap "Issue Provisional".

Verify Voter's PRECINCT 001-001-1	Select PARTY Non-Partisan Democrat Republican
--------------------------------------	--

Voter Name Precinct

Ballot Style =Panel Ball

Select Ballot Reason

BT:??? AC:Plugged In Voted: TOT 3 1/14/2016 3:14:49 PM



Tapping the "Cancel No Ballot Issued" button will return you to the "Find Voters" screen.

5. Tap the "Select Paper Ballot" button.

Select Ballot 310

Verify voter's Precinct. Select the appropriate reason code from the drop down. Then tap "Issue Provisional".

Verify Voter's PRECINCT 001-001-1	Select PARTY Non-Partisan Democrat Republican
--------------------------------------	--


Voter Name Precinct

Ballot Style =Panel Ball

Select Ballot Reason

BT:??? AC:Plugged In Voted: TOT 3 1/14/2016 3:17:16 PM

6. The voter authority card will print. Initial it and have the voter review and sign it. Chief judge will escort the voter to the provisional voting area.
7. The electronic pollbook will return to the “Find Voters” screen.

 The reason code will print on the voter authority card. The provisional judge needs to enter the same reason code on the voter’s provisional ballot application.

VOTER AUTHORITY CARD
 Presidential General Training 2016

 PROVISIONAL BALLOT
 Reason Code: 9

SMITH, JOHN
 417 E Baltimore St. Baltimore 21202
 DOB: 10/14/1980
 ID#: 3806f23b-0ff9-4a8e-80ef-b83cf15e40e6
 Registered Party: Democrat
 Assigned Dist/Prec: 004-001.CONG=07: LEGIS=46: COUNCIL=011

EPB Number: 054955

Ballot Issued Dist/Prec: 001-001.CONG=07: LEGIS=44B: COUNCIL=001

DO NOT ISSUE REGULAR BALLOT
 Provisional Ballot Style: 2

Issued: 08/31/2016 14:48:16 Issued By: JUDGE NAME
 Issuing Consolidation: 04EV01

Please sign in the space below.

 Voter Signature

Check-in Judge Initials: _____
 Provisional Judge Initials: _____

DO NOT REMOVE THIS CARD FROM THE POLLING PLACE

8. A chief judge must escort the provisional voter from the check-in table to the provisional judge. Local board of elections may also use an escort judge or another election judge delegated by the chief judge.
9. The voter will now be marked as “PROV” in the “Issued” column on the “Find Voters” screen.

Name	Address	County	DOB	Status	Issued	Party
Adams	10 Main St	Anne Arundel	10/20	Voted	PROV	OTH
John Quincy	Anytown 12345		/1922	Early		

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: ADAM
 First Name: JOHN Middle Init. [Q]
 Zip Code: Birth MMDD:

Search Precinct/EV Count
 Search State

Clear ALL

Return to Main

BT:??? AC:Online Voted: DEM 0 REP 1 NON 1 TOT 2 10/18/2013 11:46:31 AM

Special Situations

The electronic pollbook has been set up so that a check-in judge can follow procedures to issue either a regular (i.e., not provisional) ballot or a provisional ballot. In certain cases the electronic pollbook will allow only a provisional ballot to be issued to a voter. Wherever possible, instructions are provided in the top section of the screen.

1. Voter Moved

If the voter's current address is different than what is shown in the electronic pollbook, ask the voter **WHEN** he or she moved to the current address.

- If the voter moved **within 21 days of election day**, complete a *Voter Update Form*. If the voter completes and signs the *Voter Update Form*, issue the voter a regular ballot. If the voter refuses to complete and sign the *Voter Update Form*, issue the voter a provisional ballot. See the "Issuing a Provisional Ballot" section of this chapter.
- If the voter moved **more than 21 days before election day**, the voter must be issued a provisional ballot. The provisional ballot application will serve to update the

voter's information and **no Voter Update Form is needed.**



“21 Day” dates for the 2018 elections:

Primary Election – If the voter moved prior to June 5, 2018, the voter must be issued a provisional ballot.

General Election – If the voter moved prior to October 16, 2018, the voter must be issued a provisional ballot.

2. Voter Claims a Different Party Affiliation or Whose Party Does Not Have a Ballot (Primary Election Only)

These are voters who claim a party affiliation that is different than what is indicated in the electronic pollbook or who want to vote a ballot that is not for the party indicated in the electronic pollbook (this includes voters whose party does not have a ballot for the primary election).

- If a voter insists on voting a ballot for a party that is different from the one for the party affiliation shown in the electronic pollbook, or if the voter's party does not have a ballot for the primary election, he or she must vote a provisional ballot. **Use provisional code 3.**

3. Voter's Status is “Pend1”, “Pend2”, “ABS Issued”, or “Voted Early”

- A. **Pend 1**: The voter may only be issued a **provisional ballot**. The voter's driver's license number or social security number could not be verified. **Use provisional code 6.**

- The voter can present acceptable ID now or to the local board of elections before the

canvassing of provisional ballots which begins on the 2nd Wednesday after the election to complete the voter registration.

The screenshot shows a web application window titled "Voter Record" with a user ID of "260". The voter's name is "Madison James" and the address is "7 Main St, Anytown 12345". The interface has tabs for "Voter Details", "Identification", "Voter History", and "Precinct Details". A red-bordered box contains a message: "This voter can only vote a Provisional Ballot. This voter must show a form of ID to the Provisional Ballot Judge. Use reason code 6". Below this, the voter's details are shown: Precinct "001-001-1", DOB "4/25/1940", Party "Green", Registered name "Madison, James", ID Require "Show ID", and Issued "None". The Status is "Pend1", which is circled in red. At the bottom, there is a button labeled "Issue Provisional Ballot" (also circled in red) and a "Go Back" button. The footer shows "BT:???:AC:Online", "Voted: DEM 0 REP 0 NON 0 TOT 0", and the date/time "12/12/2013 12:11:41 PM".

B. **Pend 2:** The voter may only be issued a **provisional ballot**. The voter's driver's license number or the last four digits of his or her social security number was not provided by the voter during registration. **Use provisional code 7.**

- If the voter provides either a Maryland driver's license number or the last four digits of his or her social security number, and if the local board of elections can verify the information on the Provisional Ballot Application, the ballot may be counted.
- If the voter has never been issued a Maryland driver's license or a social security number, the voter will be registered to vote and the ballot may be counted.
- If the voter does not provide either a verifiable Maryland driver's license number or last four digits of his or her social security number

before the canvassing deadline, the voter will not be registered to vote and the ballot will not be counted.

Voter Record 260

Monroe James | 8 Main St Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

This voter can only vote a Provisional Ballot. This voter must provide a Driver's License # or Social Security # on the Provisional Ballot Application.
Use reason code 7

Precinct: 001-001-1 | DOB: 3/18/1901 | Status: **Pend2**

Registered name: Monroe, James | Party: Libertarian | Issued: None

ID Require: Need DL#-SSN#

Comments: CONG=03; LEGIS=32; COUNCIL=001

BT:??? AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 12/12/2013 12:12:12 PM

C. **“ABS Issued”**: The voter may only be issued a **provisional ballot**. The voter has been issued an absentee ballot. **Use provisional code 4.**

Voter Record 260

Harrison William Henry | 9 Main St Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

This voter has been issued an absentee ballot. If the voter wants to cast a ballot now, he or she must vote by provisional ballot.
Enter "4" on the "Enter Provisional Reason" screen.

Precinct: 001-001-1 | DOB: 2/16/1819 | Status: **Active ABS Issued**

Registered name: Harrison, William Henry | Party: Unaffiliated | Issued: None

ID Require:

Comments: CONG=03; LEGIS=32; COUNCIL=001

BT:??? AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 0 | 12/12/2013 12:12:41 PM

- D. **Voted Early**: The voter may only be issued a **provisional ballot**. The voter has voted during early voting. **Use provisional code 4.**

Voter Record 260

Adams
John Quincy 10 Main St
Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

This voter is flagged as "Voted Early." If the voter wants to cast a ballot now, he or she must vote by provisional ballot.
Enter "4" on the "Enter Provisional Reason" screen.

Precinct 001-001-1 DOB 3/16/1800 Status **Voted Early**

Registered name: Adams, John Quincy Party Other Parties Issued None

ID Require

Comments
CONG=03; LEGIS=32; COUNCIL=001

Issue Provisional Ballot Go Back

BT:??? AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 12/12/2013 12:13:03 PM

4. Inactive Status Voters ("ID Required" box is blank)

Voter Record 260

Jefferson
Thomas 5 Main St
Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

This voter is "Inactive."
Issue a standard ballot if:
The voter's address is correct, or

Precinct 001-001-1 DOB 09/20/1830 Status Inactive

=Voter Ball 2 Party Democrat Issued None

Registered name: ID Required

Comments
CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot Issue Provisional Ballot Go Back

BT:??? AC:Plugged In Voted: TOT 2 11/19/2015 4:14:10 PM

Issue a regular ballot, not a provisional ballot, to Inactive Status voters when:

- The voter did not move and signs the Affirmation of Residency for Inactive Voter. The affirmation is automatically printed on the voter authority card for "Inactive" status voters when a regular ballot is issued; or
- The voter moved within 21 days of election day. The voter must complete a *Voter Update Form* and must sign the Affirmation of Residency for Inactive Voter on the voter authority card.

Affirmation of Residency for Inactive Voters

VOTER AUTHORITY CARD
2017 City of Annapolis Primary Election

Jefferson, Thomas
5 Main St, Annetown 12345
DOB: 8/20/1890
ID#: 0
Party: DEM
WARD: 001-001-1 CONG:03: LEGIS:32: COUNCIL:001
EPB Number:007189

Ballot Style:

Issued: 02/18/2017 16:02:27 Issued By: JOHN S
Issuing Consolidation: 02001001
Reason: 0

++AFFIRMATION OF RESIDENCY FOR INACTIVE VOTER++
I hereby affirm, under penalty of perjury, that
the address printed above or the address I provided on
the Voter Update Form is my current residence address.
Please sign in the space below.

Voter Signature _____

Check-In Judge Initials: _____

Ballot Issuing Judge: _____ Voting Judge: _____

DO NOT REMOVE THIS CARD FROM THE POLLING PLACE.



If the voter refuses to sign the affirmation of residency, alert a chief judge immediately.

Issue a provisional ballot to Inactive Status Voters when:

- The voter moved more than 21 days prior to election day.

Use provisional code 2.



The Affirmation of Residency will not print on the voter authority card for provisional voters.

5. “Issued” Box is “Reg Issued” or “PROV”

The pollbook indicates that the voter has been previously issued a ballot. Inform the voter that he or she is marked as having already been issued a ballot.

A. Reg Issued:

- If it can be confirmed that the voter’s ballot has not been cast, a regular ballot, not a provisional ballot, may be reissued by a chief judge. See *Chapter 5 – Chief Judges* for instructions. **Only chief judges can reissue a ballot.**

- If the ballot has been cast, or it is uncertain if the ballot has been cast, the voter may only be issued a provisional ballot. **Use provisional code 4.**

B. **PROV: Provisional ballot issued:** A voter who is checking-in whose status is “Prov”, and who insists that he or she has not voted or attempted to vote, **may only be issued a provisional ballot by a chief judge** (a supervisor password is required).



If the voter insists that he or she has not voted or attempted to vote, alert a chief judge immediately. The chief judge can contact the local board of elections for additional instructions.



All voters, regular and provisional, who make a mistake while voting their ballot (spoiled ballot) do not need to be checked-in at the pollbook again to receive a replacement ballot.

6. ID Require – Show ID (Active or Inactive)

If an “Active” or “Inactive” voter is listed as “Show ID,” ask the voter for ID.

- If the voter presents acceptable ID (see the chart below), issue the voter a regular ballot. A *Voter Update Form* must be completed to record this information.
- If the voter does not present an acceptable ID, issue the voter a provisional ballot. **Use provisional code 5.**

Voter Record 260

Adams John 6 Main St
Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

This voter is "Inactive – ID Required."
 If the voter presents acceptable ID, a Voter Update Form must be completed to record the ID information.
 Issue a TS ballot if:

Precinct: 001-001-1 DOB: 06/15/1901 Status: **Inactive-IDrequired**

Registered name: _____ Party: Republican REC Issued: None

ID Required Show ID

Comments
CONG=03; LEGIS=32; COUNCIL=001

BT: ??? AC: Plugged In
Voted: TOT 1
11/20/2015 11:33:02 AM

Standards for Acceptable Forms of ID

<p>A “current” photo ID is an ID that has not expired</p> <p>A “current” non-photo ID is dated within 3 months of election day</p>	<p>Does the voter’s name on the ID have to match the electronic pollbook or the new name on the <i>Voter Update Form</i>?</p>	<p>Does the voter’s address on the ID have to match the electronic pollbook or the new address on the <i>Voter Update Form</i>?</p>
A current Maryland driver’s license	Yes	No
A current MVA-issued photo ID card	Yes	No
A current student photo ID card	Yes	No
A current employee photo ID card	Yes	No
A current military photo ID card	Yes	No
A current passport	Yes	No
Other current State or federal-issued photo ID card	Yes	No
A current utility bill [gas, electricity, water, waste, cable, telephone (land line or cell phone)]	Yes	Yes
A current bank statement	Yes	Yes
A current government check	Yes	Yes
A current paycheck	Yes	Yes
Other current government document	Yes	Yes

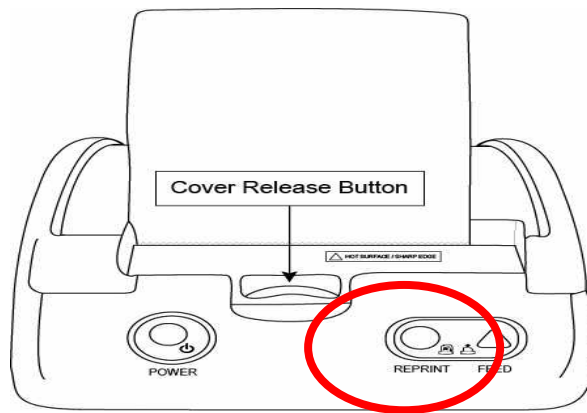
Standards for Unacceptable Forms of ID

An out-of-state driver's license	Not Acceptable
An expired photo ID card	Not Acceptable
Any non-photo ID that is more than 3 months old	Not Acceptable
A membership card (Sam's Club, gym etc.)	Not Acceptable
A Voter Notification Card	Not Acceptable
A Social Security Card	Not Acceptable
Any non-photo ID with an address that does NOT match the electronic pollbook or the new address on the <i>Voter Update Form</i>	Not Acceptable

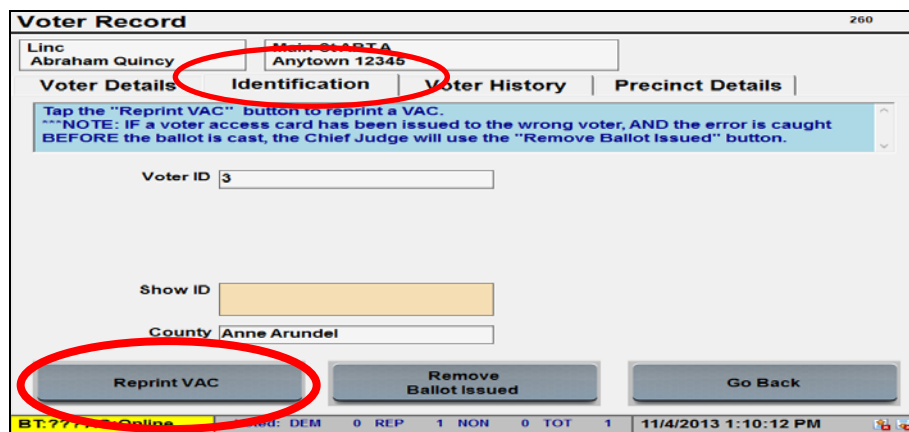
Reprinting a Voter Authority Card

If the printer paper tears or jams as the voter authority card is being printed, use the printer "Reprint" button to reprint the same voter authority card:

1. Press the green "Feed" button on the printer and carefully remove the torn or jammed paper; and
2. Press the blue "Reprint" button to print another copy of the voter's voter authority card.



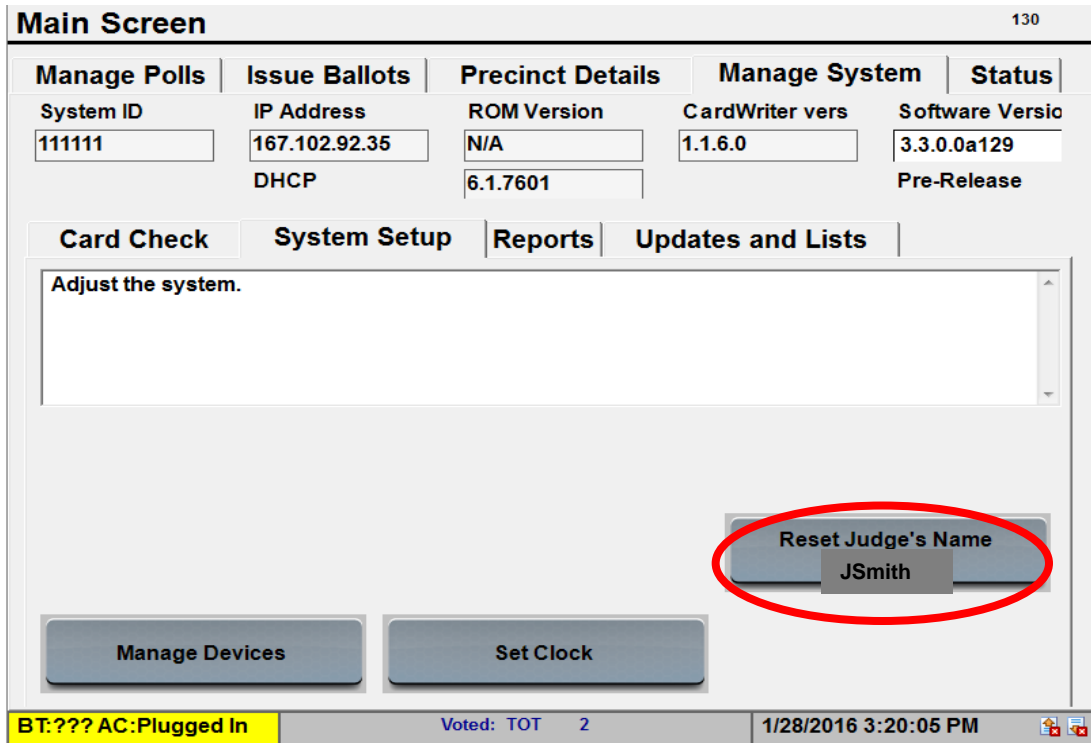
3. If another voter authority card does not print when the “Reprint” button is pressed, the electronic pollbook can be used to reprint a voter authority card for any voter who has been issued a ballot.
 - From the Voter Record screen, tap on the “Identification” tab at the top; and
 - Tap on the “Reprint VAC” button in the lower left corner.



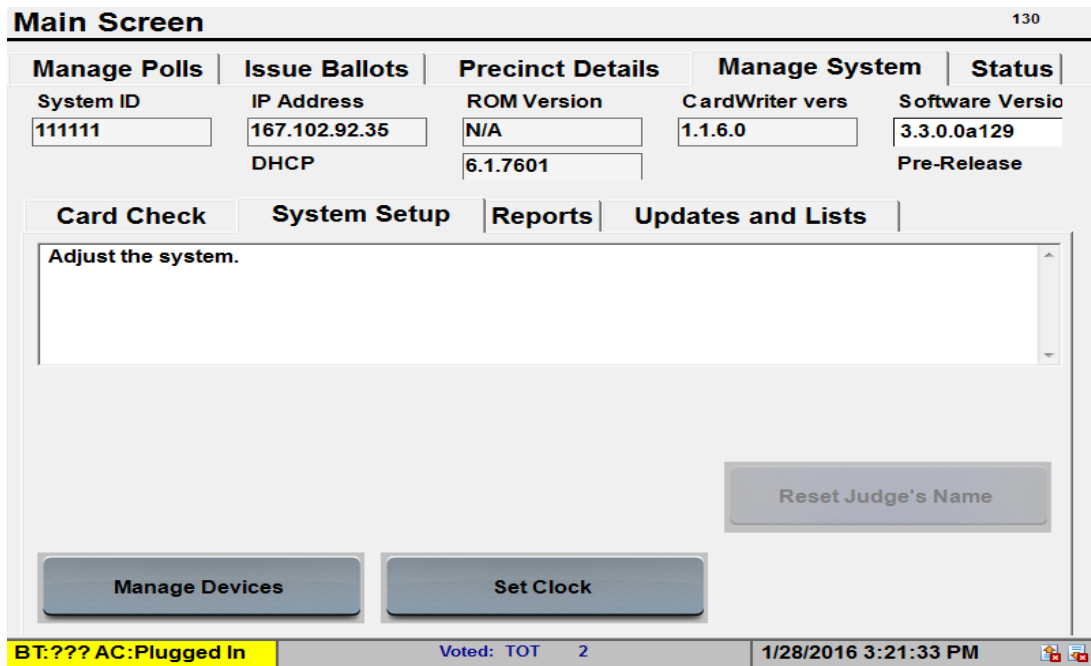
Resetting the Judge’s Name

The first time you attempt to issue a ballot, you will be prompted to enter your name. Type in the first initial of your first name and then your last name with no spaces. Tap “OK” to continue. You will not have to enter your name or initials to issue ballots again unless the judge’s name on the electronic pollbook has been reset. To reset the judge’s name:

4. Tap the “Reset Judge’s Name” button.



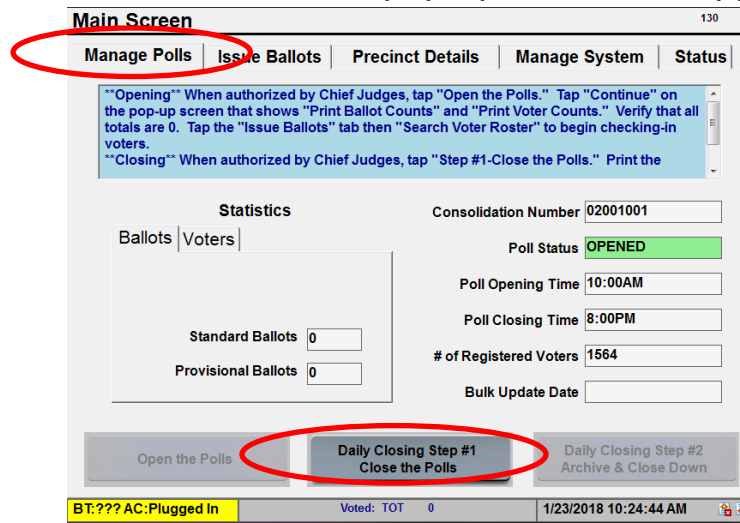
5. The election judge’s name in the electronic pollbook will be reset. Tap “Issue Ballots” tab to continue to issue ballots. The election judge will be prompted to enter his or her name before the next ballot can be issued.



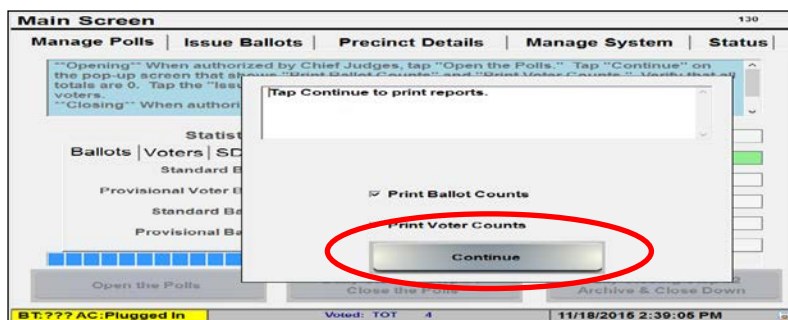
Ending the Election

After providing all necessary voter turnout numbers to the chief judges, and **upon authorization from the chief judges**, the check-in judges are to:

1. Return to the “Main Screen” and tap the “Manage Polls” tab.
2. Tap on the “Daily Closing Step #1 Close the Polls” button at the bottom center of the screen. A pop-up screen will appear.

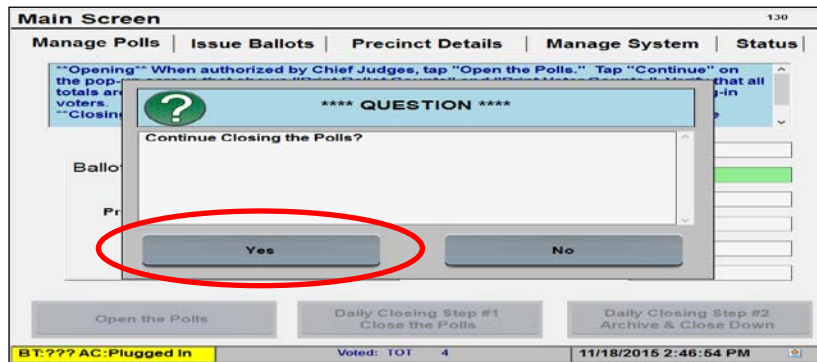


3. Tap the “Continue” button to print the Ballots Counts and Voter Counts reports.

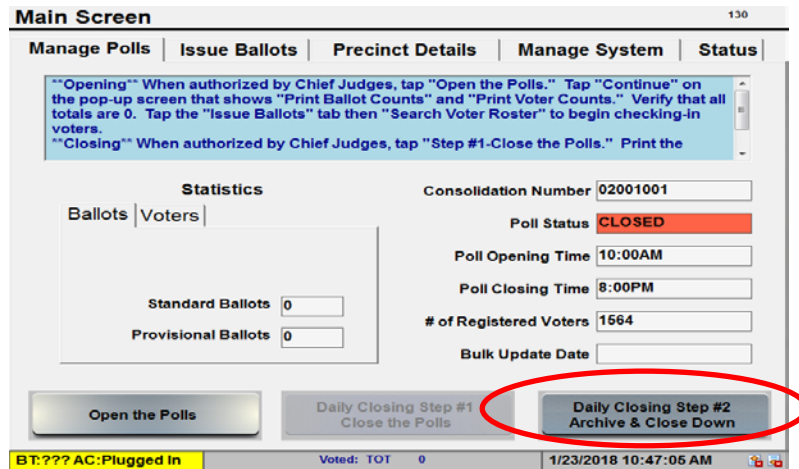


After the “Continue” button is tapped, the “Poll Status” changes from “Opened” to “Closed.”

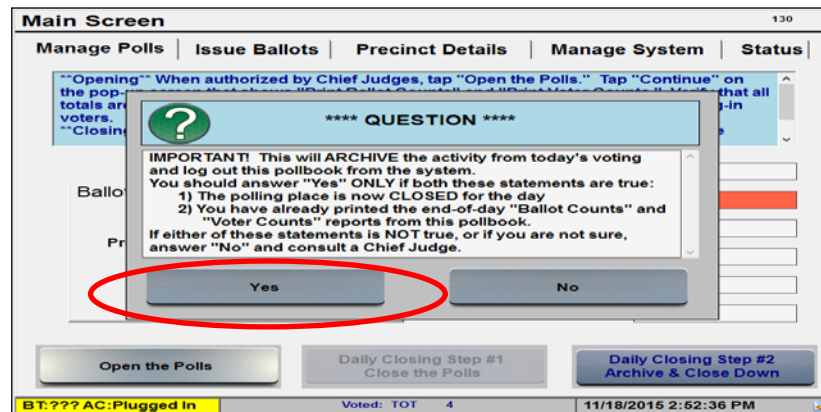
4. Tap “Yes” at the “Continue Closing the Polls?” prompt.



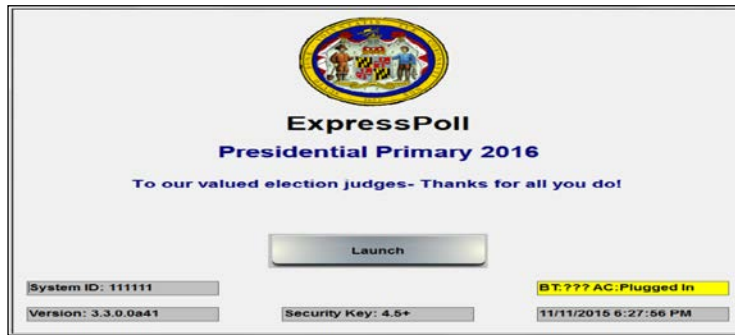
5. After the Ballot Counts and Voter Counts reports are printed, tap the “Daily Closing Step #2 Archive & Close Down” button.



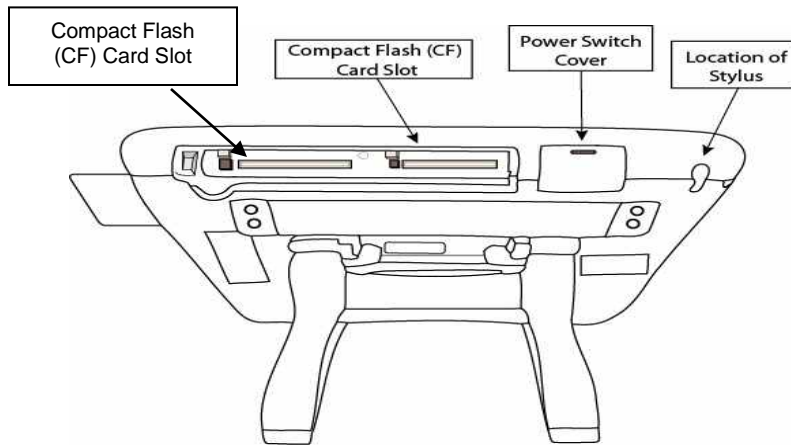
6. If the polling place is closed for the day, **and** if the end of day Ballot Counts and Voter Counts reports have been printed, tap the “Yes” button at the “Question” prompt.



7. The electronic pollbook will return to the “Launch” screen. Turn the power switch to OFF.



8. When removing the two compact flash (CF) cards from each electronic pollbook:
- Break the red inner seal and place it in the clear zipper bag.
 - Remove the top lid from pollbook as demonstrated in training.
 - Remove the the two compact flash cards (press the small black button beside each) and place the cards in the clear zipper bag. There will be 2 compact flash cards removed per pollbook at your polling place.
 - Replace the lid on the top of the electronic pollbook.



9. Chief judges must sign the *Consolidated Ballot Counts Report* and the *Consolidated Voter Counts Report*.

Consolidated Ballot Counts Report				
Poll Description: 05-1 Mt Vernon Fire Dept				
Report Date: 04/12/2010 14:49:00				
	TOT	DEM	REP	NON
Issued	303	149	110	44
Reiss	- 3	- 1	- 2	- 0
Canc	- 10	- 3	- 6	- 1
Net	290	145	102	43
Prov Issued	- 19	- 8	- 3	- 8
Prov Reiss	- 1	- 0	- 0	- 1
Prov Canc	- 1	- 1	- 0	- 0
Net Prov	- 17	- 7	- 3	- 7
Net Ballots	307	152	105	50
DEM Judge _____				
REP Judge _____				

! Reissued and cancelled ballots are **subtracted** from “Issued” ballots to arrive at “Net Ballots” totals for regular and provisional ballots.

! The total (“TOT”) of the *Consolidated Voter Counts Report* should equal “Net Ballots” on the *Consolidated Ballot Counts Report*.

Consolidated Voter Counts Report			
Consolidation: # 20005001 EPB Number: 999			
Poll Description: 05-1 Mt Vernon Fire Dept			
Report Date and Time: 04/12/2010 16:58:56			
	Total	Reg	Prov
DEM	152	146	7
REP	105	102	3
NON	50	43	7
TOT	307	290	17
DEM Judge _____			
REP Judge _____			

10. Give the Electronic Pollbook Integrity Report (with the attached reports) to the chief judges.

Packing the Electronic Pollbooks and Printers

1. Store the stylus in its slot at the top of each electronic pollbook.
2. Disconnect all cables and cords.
3. Pack the electronic pollbooks in their respective cases along with their power pack and cords.
4. Reattach original blue lock to the case for each packed pollbook. Record the new outer seal numbers on *Electronic Pollbook Integrity Report* (this number will be the same as when pollbook cases were originally opened the previous evening) and have both chief judges sign where indicated.
5. Pack all printers, power cords, USB cords and network cables within printer case(s). Pack printer case(s), pollbook cases and hub (if issued) within grey tote(s) as originally found. Pack printer case and any extra pollbook cases in the non-wheeled blue transfer case if provided. Don't forget to pack the sign totem on the bottom of grey tote.
6. Follow packing picture posted within transfer cart(s) as a guide for packing ALL voting equipment including the grey totes.

Appendix 1 – Extended Voting Hours

Extended Voting Hours Generally	A1.2
During Extended Voting Hours	A1.2
Checking-in Extended Hours Voters	A1.3
Issuing Regular Ballots to Voters	A1.3
Provisional Ballot Voters	A1.4
Other Duties During Extended Voting Hours	A1.5
After Extended Voting Hours	A1.5

Extended Voting Hours Generally

If a court has ordered extended voting hours, the local board of elections will notify the chief judges. Do not open the extended hours envelope unless you have been instructed to do so by the local board.

1. All voters in line at 8:00 p.m. are not affected by the extended hours order and must be allowed to vote using regular voting procedures.
2. Upon notification of extended hours, the chief judges open the extended hours envelope and follow the instructions.
3. When the last voter in line at 8:00 p.m. votes, **stop** using the scanning units. **Scanning units cannot be used during extended voting hours.**
 - Voters who would have voted a regular ballot (i.e., not provisional) put their ballots in an extended hours envelope.
 - Voters who would have voted a provisional ballot during normal voting hours still vote a provisional ballot and complete a provisional ballot application (marked with an “E”).

During Extended Voting Hours

1. Allow voters to enter the polling place to vote.
2. Keep all signs posted during extended voting hours.
3. Continue to use the electronic pollbook to check in voters who arrive after 8:00 p.m.



All voters must be checked-in as provisional voters.

4. Voters may request to use the ballot marking device during extended voting hours.
5. All voters in line when extended hours end must be allowed to vote. Voters arriving after extended voting hours cannot vote.

Checking-in Extended Hours Voters

1. Issue a provisional ballot on the electronic pollbook using provisional reason code **10**.
 - A. **Change of Address:** If the voter indicates that his or her address has changed, issue the voter a *Voter Update Form* and direct the voter to complete the change of address section of the *Voter Update Form*.
 - If the voter signs the *Voter Update Form*, use provisional reason code **10**.
 - If the voter does not sign the *Voter Update Form*, use provisional reason code **2**.
2. When the voter authority card prints, the check-in judge writes “**E**” on the voter authority card.

Issuing Regular Ballots to Voters

An election judge:

1. Gets an extended hours envelope and ballot;
2. Writes on the envelope the voter’s name, birth date, and voter ID number;
3. Directs voter to affirm oath by signing and dating below the preprinted oath where indicated on envelope;
4. Gives the voter the completed extended hours envelope and ballot;

5. Takes the voter authority card, checks for the “E,” and puts it in the extended hours voter authority card envelope;
6. Instructs the voter to vote the ballot, place the voted ballot into the extended hours envelope, seal the envelope, sign the oath located on the envelope, and insert the sealed extended hours envelope into the orange provisional ballot transfer bag; and
7. Directs the voter to a designated area to complete the ballot.

Provisional Ballot Voters

If the voter would have been required to vote a provisional ballot during regular voting hours, follow normal procedures to issue a provisional ballot on the electronic pollbook. Enter the applicable provisional reason code (codes 1 through 9). Do not use code 10 for these voters.

If the voter would have voted a provisional ballot during regular voting hours, the provisional judge:

1. Takes the voter authority card, checks for the “E,” and puts it in the extended hours voter authority card envelope;
2. Gives the voter a provisional ballot application (marked with an “E”) and instructs the voter to complete the front of the application;
3. Checks the application for the voter’s signature;
4. Completes the “Election Judge” section on the back of the provisional ballot application;
5. Instructs the voter to vote the ballot, place the voted ballot into the provisional ballot envelope, seal the envelope, and return to the provisional judge;

6. Gives the voter a provisional ballot and directs the voter to a designated area to vote; and
7. Instructs the voter to insert the sealed provisional ballot envelope into the orange provisional ballot transfer bag.

Other Duties During Extended Voting Hours

If time permits and doing so does not interfere with extended hours voting:

1. The chief judge may end the election on the scanning units. See *Chapter 11 – Scanning Unit* for more information.
 - Totals reports with the results must be signed, grouped together, and placed in a secure location. Once extended voting hours are complete, post the reports from the scanning units so that the results are visible.
 - Challengers and watchers may observe the ending of the election process on the scanning units. If any observers watch the printing of the totals reports, ask the observers to respect that voters are still voting during extended hours.
2. Other judges may begin to pack miscellaneous supplies that are not needed during extended voting hours.

After Extended Voting Hours

1. Follow normal ending the election and closing procedures for the scanning units, ballot marking devices, and electronic pollbooks.
2. All election judges perform the normal closing procedures.

Appendix 2 – Voting Equipment Troubleshooting

Overview	A.2.2
Electronic Pollbook Printer – Changing the Paper	A.2.2
Electronic Pollbook Troubleshooting.....	A.2.4
Screen Freezes	A.2.4
Synchronization Issues.....	A.2.5
Fatal Error Messages	A.2.5
Printer Error Messages.....	A.2.5
Scanning Unit Troubleshooting.....	A.2.6
Scanning Unit will NOT Scan Ballots	A.2.6
Scanning Unit Ballot Jams – Overview	A.2.8
Scanning Unit Ballot Jam – Ballot Counted.....	A.2.9
Scanning Unit Ballot Jam – Ballot NOT Counted	A.2.13
Ballot Marking Device Troubleshooting.....	A.2.14

Overview

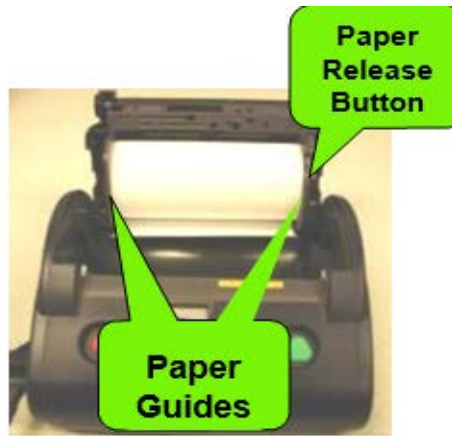
The most commonly experienced issues with the voting equipment; i.e. scanning units, pollbooks (and printers), ballot marking devices is described in this chapter, together with possible solutions. It's always important for the chief judges or assigned rover to record the issue with as much detail as possible including equipment unit numbers in the judge's *Election Day Log* or the rover's incident report. If circumstances and time permit, malfunctioning equipment will be replaced as soon as possible. Any problem events with voting equipment requiring the removal of security seals must be documented either on the respective equipment's integrity report or the *Tamper Tape/Security Seal Removal Report*.

Electronic Pollbook Printer – Changing the Paper

1. Each polling place will be provided extra rolls of paper for use when having to replace the printer paper. Extra rolls will be located in grey tote.
2. When red streak marks appear on pollbook printer paper, take the following steps to replace the paper roll:
 - Push up the cover release button to open printer cover



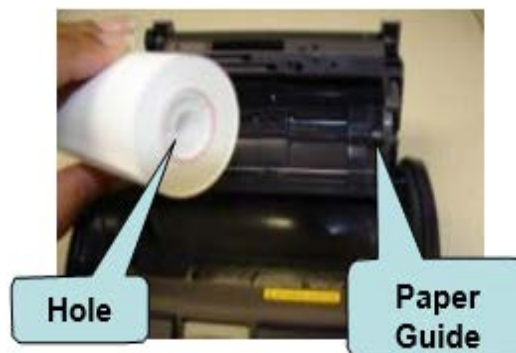
- Open printer cover and press the paper release tab on right side.



- Slide the paper release tab forward and gently slide the paper guides apart with your thumbs. Remove the empty roll.



- Place the holes of the new paper roll over spindles on paper guides. Make sure the paper feeds from the bottom.



- Slide the paper release tab forward and gently slide the paper guides together.



- Pull the paper through the printer's opening and close the cover. Press the green triangle button to ensure the paper is feeding properly.



Electronic Pollbook Troubleshooting

Screen Freezes

A pollbook with no activity on the screen, such as an hour glass, or is unresponsive to touch from the stylus for at least 30 seconds must be rebooted; i.e. powered off then on again. If the pollbook is unresponsive to touch and has an animated hourglass then wait at least one minute. If there is no change then reboot the pollbook.

Synchronization Issues

Refer to *Chapter 10 – Electronic Pollbook* (pages 10.17 – 10.18) for checking with pollbook synchronization. Follow the below steps to correct a pollbook(s) that will not synchronize:

1. Check for secure cable connections to back of pollbook(s) and hub if provided.
2. Check power connections to each piece of equipment; i.e. hub.
3. If using a hub then try plugging cable into a different port.
4. When voting lines permit, reboot the pollbook(s) not synchronizing.
5. Contact rover to investigate and replace cable(s) or hub if necessary.

If the pollbook(s) has not synchronized by poll closing, reboot the pollbook after last voter has voted and prior to performing Daily Closing Steps #'s 1 and 2 on ALL pollbooks. Wait five minutes after rebooting for synchronization. If this is not successful, close the affected pollbook(s).

Fatal Error Messages

When a pollbook produces a message on the screen indicating a “Fatal Error”, record message in *Election Day Log* and reboot the pollbook. Inform your assigned rover for continued “Fatal Error” messages with the same pollbook.

Printer Error Messages

For a message showing “the printer is not connected or powered up” perform the following steps:

1. Verify printer is receiving power by checking for indicator lights and that the power cord connections are secure.
2. Verify USB cable connections at pollbook and printer are tight and secure.
3. If message does not disappear switch USB connection on back of pollbook to other USB port.
4. If message continues to appear when checking in voters, inform your assigned rover who can replace the USB or power cords.

For all other issues regarding the pollbooks call your assigned rover.

Scanning Unit Troubleshooting

The below described procedures with scanning unit(s) must be performed by a bipartisan team of judges.

Scanning Unit will NOT Scan Ballots

If it's determined with absolute certainty scanning unit will not accept ballots and polling place has only one unit then follow these steps for using emergency ballot bin:

1. Notify your assigned rover immediately.
2. Remove padlock attached to emergency ballot compartment. Use flat chrome key on red lanyard to open lock on bin.

Lock attached to emergency ballot bin. Record removal in *Tamper Tape/Security Seal Removal Report*



3. Flip the flat metal flap on the Emergency Ballot Compartment down so that when the door is closed, there is a slot to allow voters to put ballots into the bin.



4. Close and lock bin door. Reattach padlock to door and record event in *Tamper Tape and Security Seal Removal Report*. Instruct voters to place (cast) their ballots into the open slot of the emergency ballot bin.

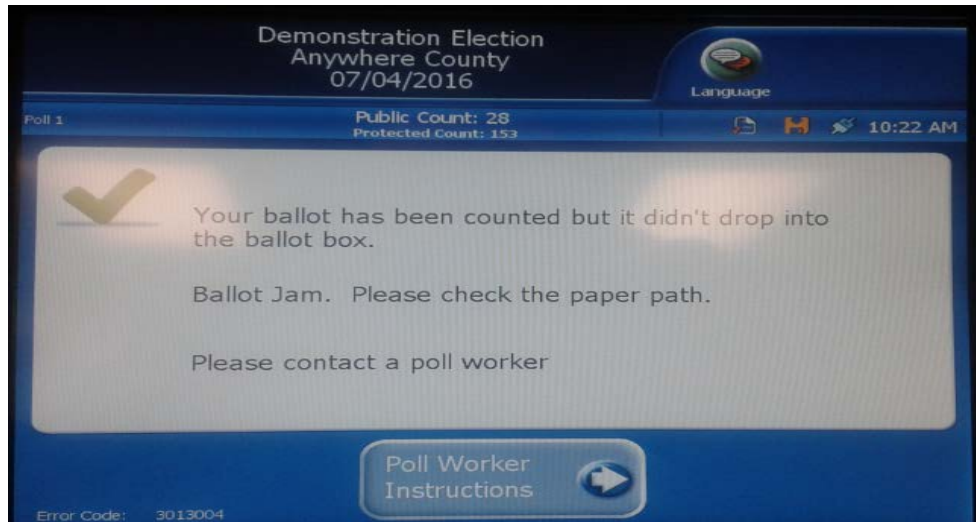


5. Rover in the presence of chief judges will reboot scanning unit once they arrive. Continue using emergency ballot bin until scanning unit is able to scan ballots or unit has been replaced.
6. Follow procedures outlined in *Chapter 11 – Scanning Unit* pages 11.26 to 11.27 on scanning voted ballots placed in emergency ballot bin or follow the instructions specified by rover.
7. Once malfunctioning scanning unit is able to scan ballots, open emergency ballot bin, flip metal flap to closed position and relock bin. Record this event in *Tamper Tape/Security Seal Removal Report*.
8. For polling places having more than one scanning unit, voters must scan their ballots at the functioning unit(s). Rover will reboot the malfunctioning scanning unit once they arrive. Continue using working scanning unit(s) until the malfunctioning one is repaired or replaced (if need be).

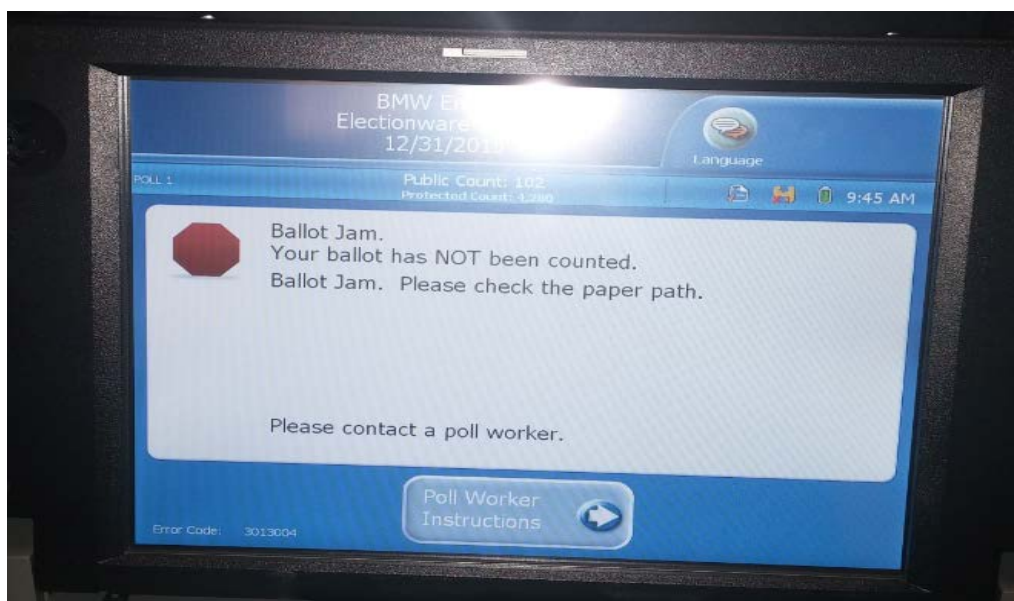
Scanning Unit Ballot Jams – Overview

When the scanning unit has a ballot jam (regular ballots or ballot activation cards), there will be one of two messages that will appear on screen with a series of beeps:

- **“Your ballot has been counted but it didn’t drop into the ballot box. Ballot Jam. Please check the paper path. Please contact a poll worker.”**



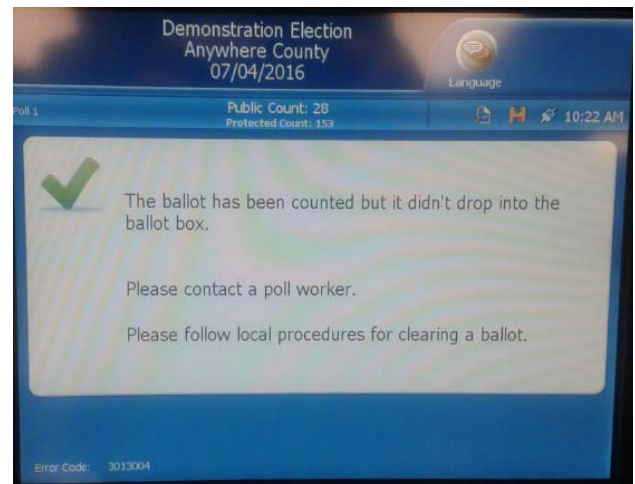
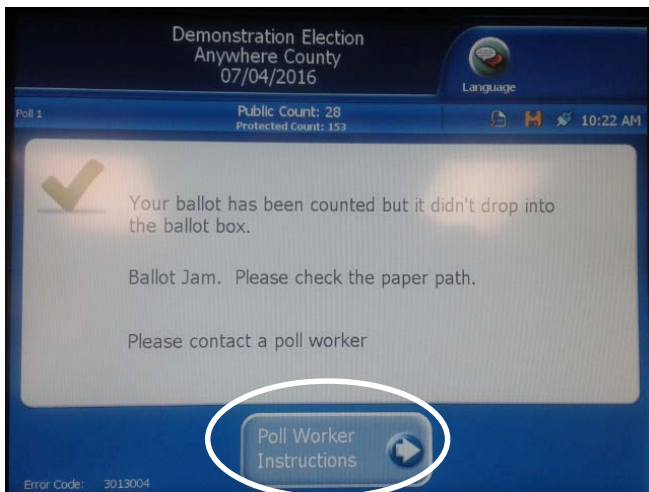
- **“Ballot Jam. Your ballot has NOT been counted. Ballot Jam. Please check the paper path. Please contact a poll worker.”**



In both cases, the ballot jams must be cleared before voting can continue on that scanning unit. The difference between the two messages dictates what procedures are followed when the jammed ballot is retrieved. Always inform your assigned rover and then follow the below procedures based on the message indicated on screen.

Scanning Unit Ballot Jam – Ballot Counted

1. Press the “Poll Worker Instructions” button indicated on screen. The message in the right picture will appear.



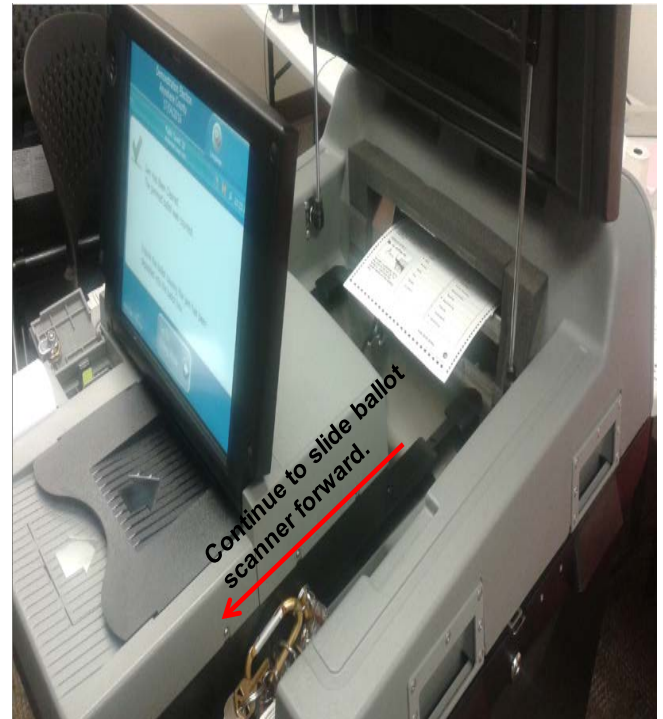
2. Using the flat silver key on red lanyard, unlock the padded holding bar in front of the Scanning Unit. The locking mechanism is located at the front right in the recessed area next to scanner.



3. Pull down the padded holding bar in front of scanning unit.



4. **CAREFULLY** slide ballot scanner forward to reveal ballot jam. Continue to slide scanner forward allowing enough space (approximately 10 inches) to remove jammed ballot from insertion point at back of ballot box. **DO NOT SLIDE BALLOT SCANNER COMPLETELY OFF BALLOT BOX!**



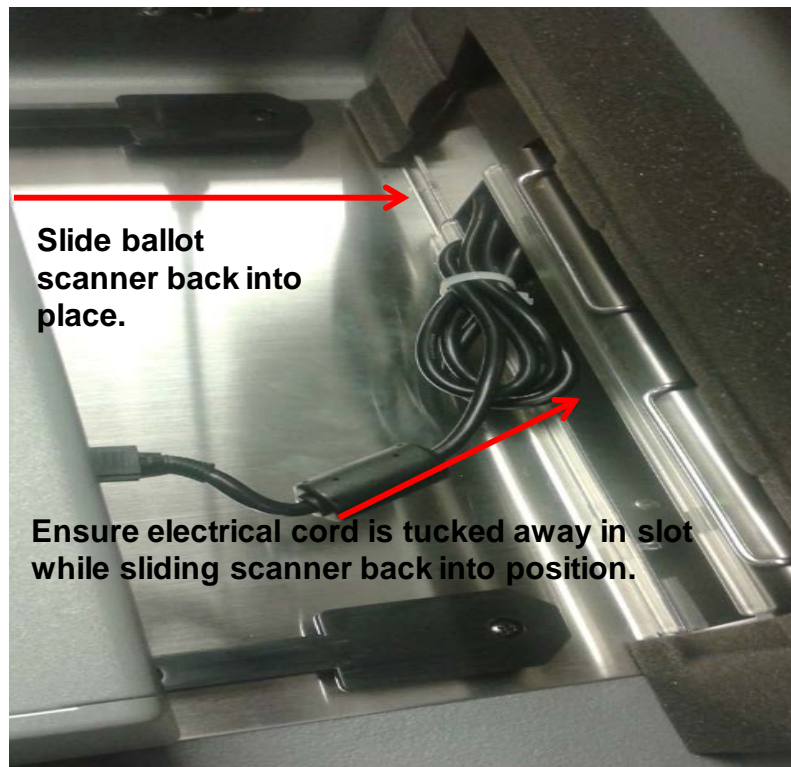
5. Reinsert the ballot into the top ballot chute so that it drops into the main ballot box as it has already been counted.



Ballot chute where scanned ballots are fed from the scanning unit to the main ballot box.

Scanning unit, electrical cord compartment slot

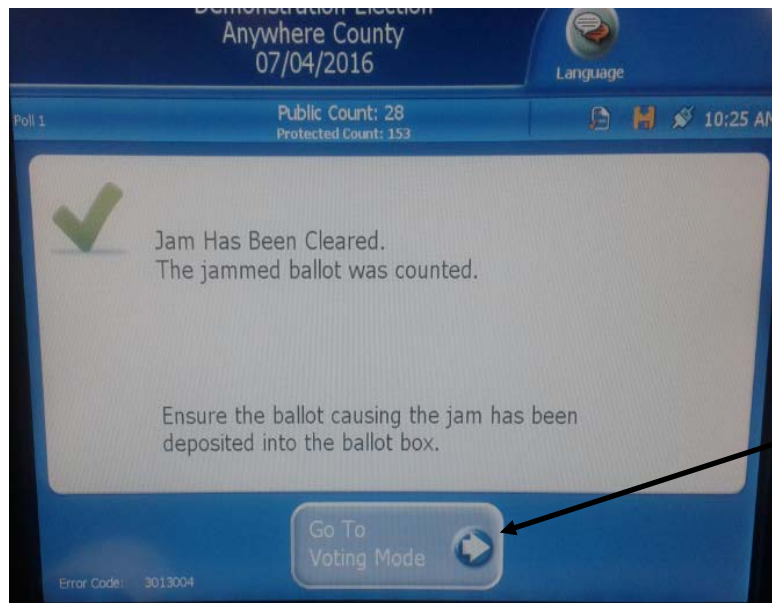
6. After the jammed ballot has been cleared and dropped into main ballot box, slide scanner back into place being careful to ensure that the electrical cord is tucked away in its slot.



7. Lock padded holder bar back into place.



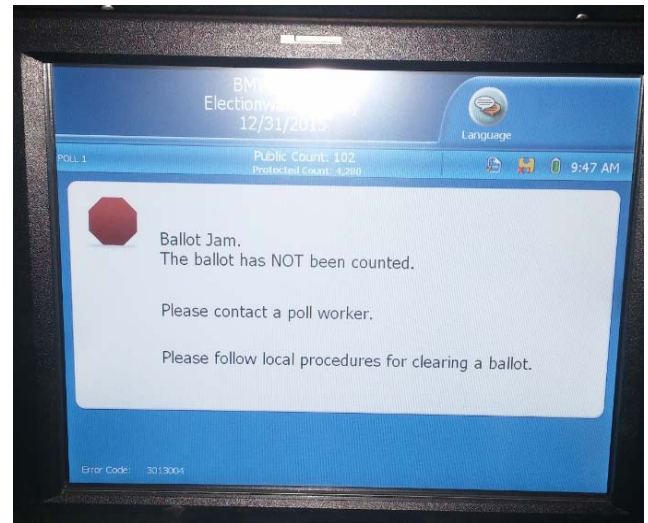
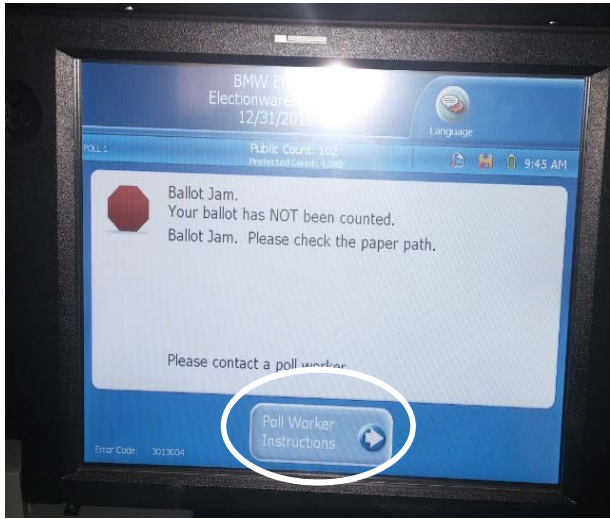
8. When jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.



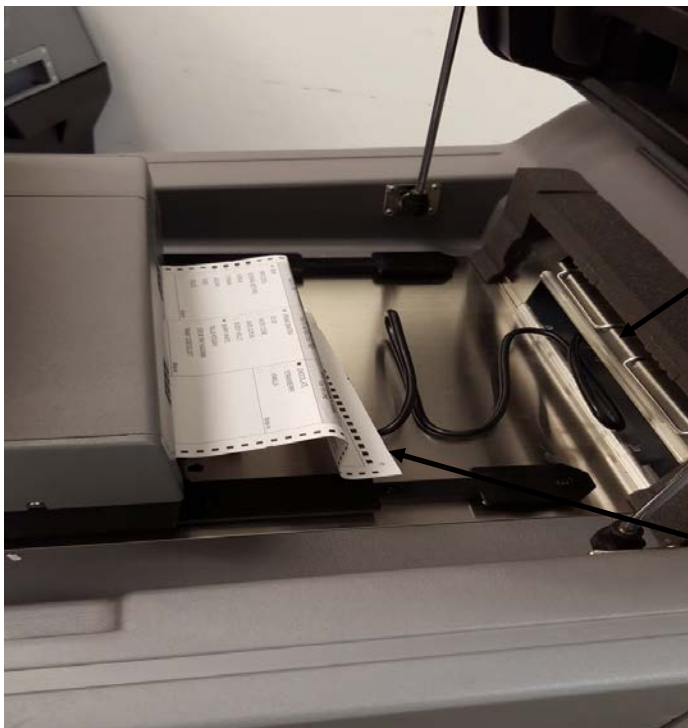
9. Record the incident in *Election Day Log*

Scanning Unit Ballot Jam – Ballot NOT Counted

1. Press the “Poll Worker Instructions” button indicated on the screen. The message in the right picture will appear.



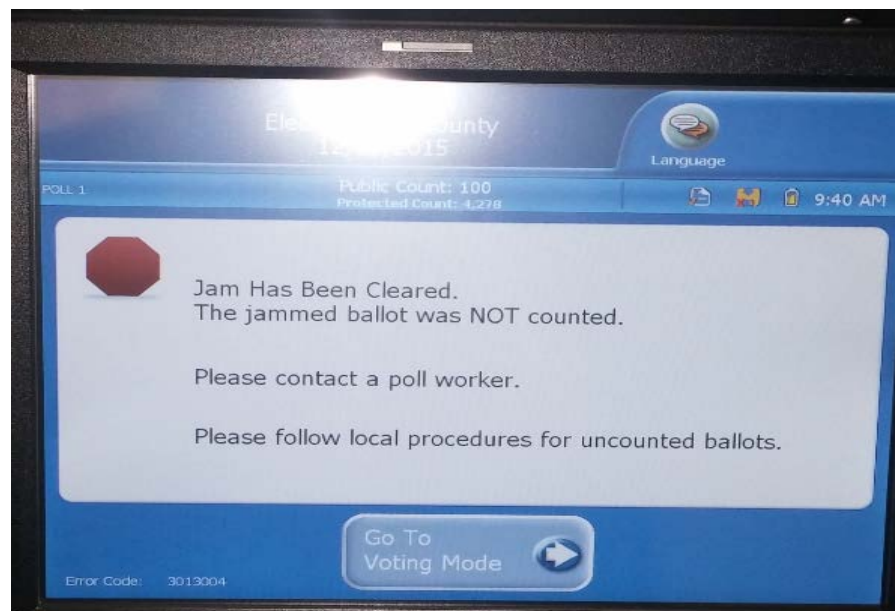
2. Follow the described steps listed in the above section on pages 9 and 10 (steps 2-4) to expose the ballot jam within scanning unit.
3. Remove the jammed ballot from scanning unit. Ballot will most likely be jammed directly in the back of scanning unit.



Because ballot was not counted, DO NOT drop ballot through ballot chute.

Remove jammed ballot. Follow procedures for spoiling the removed ballot and providing voter a replacement ballot.

4. Follow the procedures for spoiling ballot and providing voter a replacement ballot if needed. DO NOT DROP BALLOT THROUGH BALLOT CHUTE WHEN SCANNING UNIT BACK HAS BEEN EXPOSED.
5. Follow steps on pages 11 and 12 (steps 6 and 7) to slide and lock scanning unit back into place for a resumption of voting.
6. When jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.



7. Record the incident in *Election Day Log*.

Ballot Marking Device Troubleshooting

For ALL situations in which the ballot marking device malfunctions including ballot activation card jams, inform your assigned rover immediately. Follow the procedures detailed in *Chapter 3 – Voter Assistance and Cross Cultural Communication* for helping a voter that may require voting assistance. Rover will either repair or replace the malfunctioning unit. Record the incident in *Election Day Log*.

Glossary

Absentee Voter: A voter who has chosen not to vote in a polling place or at an early voting center. The voter receives a paper ballot and can mail or return the voted ballot by the close of election day.

Archiving: A process that saves the day's activities on the electronic pollbook's compact flash card.

Audio Ballot: The ballot that can be heard by a voter while using a headset that is connected to a ballot marking device.

Ballot Activation Card (BAC): A card issued to a voter to be inserted into a ballot marking device. The BAC activates the ballot marking device so the voter can make selections and print a ballot.

Ballot Box: Locked storage compartment where scanned ballots are deposited after the ballots have been inserted into the scanning unit.

(Consolidated) Ballot Counts Report: A report run from the electronic pollbook prior to opening and closing the polls that shows the number of ballots issued during the day.

Ballot Marking Device (BMD): A device that enables a voter, including a voter with a disability, the ability to cast his or her vote independently. Any voter who asks to vote using the BMD should be allowed to do so.

Ballot Transfer Bin: Blue plastic case with two flaps and a black handle that is located inside the ballot box. This device is used to transport, collect, and store ballots securely.

Blank Ballot: A ballot in which a voter has made no selections. The scanning unit will initially caution a voter that the ballot is blank. The voter has the option of having the ballot returned to mark selections or casting the blank ballot.

Cast Ballot Button: This touchscreen button is located on the scanning unit's help screen. The voter has the option to press this button after inserting a ballot into the scanning unit and the screen indicates that there are over-voted contests on the ballot (or a blank ballot). The voter should be made aware that all selections in an over-voted contest on the ballot will not be counted.

Chain of Custody: The chronological documentation, or paper trail, showing the custody, control, and transfer of voting equipment, memory sticks, voted and unvoted ballots, reports, forms, and other equipment and supplies.

Challengers & Watchers (also “Poll Watcher”): Registered voters designated by a candidate, political party, or other group to be in a polling place or early voting center for the purpose of observing an election.

Closing Summary Report: A report completed by the chief judges after ending the election that summarizes the data from each scanning unit, electronic pollbook, provisional ballots, and voter authority cards.

Compact Flash Card (CF Card): A device used in the electronic pollbook for storing a list of eligible voters.

Configuration Report: A report printed by the scanning unit when the scanning unit is powered on before the first Zero Report is printed.

Contest: Candidates run against each other for a particular office.

Contingency Plan: The materials and instructions used in the polling place or early voting center in case of an emergency.

Early Voting: A period of time prior to Election Day in which voters can cast their ballots.

Electioneering: Includes wearing hats or clothing supporting or opposing a political candidate or issue. Also includes the distribution of political literature, posters, banners, buttons, or otherwise soliciting votes. Electioneering is prohibited inside the polling place and within the “No Electioneering Zone”. Voters are allowed to wear political hats or clothing with political messages, and may carry political literature with them inside the polling place, but may not otherwise electioneer (i.e., solicit votes from voters) while inside the polling place or within the “No Electioneering Zone.” Voters may not distribute or leave political literature inside the polling place.

Electronic Pollbook: A device that contains an electronic list of all registered voters and is used to check-in voters.

Emergency Ballot Compartment: The locked compartment located in the top of the ballot box of the scanning unit. Used to store ballots if the scanning unit malfunctions.

Ending the Election: The process performed on a scanning unit after the precinct closes to print closing reports and to shut down the scanning unit.

Exit Polling: The process used to interview voters leaving the polling place or early voting center. This activity may take place inside the “No Electioneering Zone” but not inside the voting area.

Extended Hours Voting: A court order that extends regular voting hours.

Fleeing Voter: A voter who leaves the polling place without casting a ballot. The chief judge must be notified of this situation immediately when it happens in order to keep a record of these occurrences.

High Contrast Text: An option on a ballot marking device that changes the screen content to black and white for the benefit of voters with low vision.

Hub: A device that connects to the electronic pollbooks with cables and allows them to synchronize data. Used when more than two pollbooks are being used in a polling place.

Inactive Voter: A voter is listed as “Inactive” because the voter has not responded to two mailings at the address on file with the local board of elections or has not responded to certain confirmation mailings.

Keypad: A keypad that is used for making ballot selections while using the audio ballot component of a ballot marking device. The keypad allows voters to select candidates, move around the ballot, vote for write-in candidates during a general election, and mark a ballot.

Large or Magnified Text: An option on a ballot marking device that increases the size of ballot text for the benefit of voters with low vision.

Memory Stick: Portable memory device used in voting equipment to store election information and results.

No Electioneering Zone: Marked boundary where electioneering is not allowed.

Overvoting: Selecting more than the allowable number of candidates in a contest.

Power Indicator Light for Electronic Pollbooks: Power light in the lower right corner of the electronic pollbook flashes green when the pollbook is plugged into electrical power and charging.

Precinct Register: A list containing the names of all the registered voters in a particular precinct or county.

Privacy Screen: The screen attached to the table where the ballot marking devices sits.

Privacy Sleeve: Folder used to cover the ballot selections made by a voter.

Protected Count: The total number of ballots cast on an scanning unit since the date of manufacture.

Provisional Ballot: A paper ballot issued to a voter claiming to be properly registered and whose qualification or entitlement to vote cannot be established by the election judge.

Provisional Ballot Voting Booth: A voting booth that allows for privacy while voting a provisional ballot.

Provisional Ballot Transfer Bag: An orange canvass bag with a black strap that contains and secures voted provisional ballots.

Public Count: The total number of ballots cast on each scanning unit during the election.

Results Report from the Scanning Unit: A report showing the number of votes for each contest as recorded on the scanning unit.

Scanning Unit: A paper ballot scanner and tabulator designed for use at the polling place and early voting center.

Security Seal: A device used to lock voting equipment compartments and to verify that the compartments have remained locked until the security seals were removed.

Serial Number on the Memory Stick: The memory stick's serial number printed on its label (usually near the barcode).

Spoiled Ballot: A ballot on which the voter made a mistake or is otherwise damaged (because of extra marks, creases, etc.) such that a scanning unit will not accept it.

State Asset Tag Number on the Electronic Pollbook: The electronic pollbook's State Asset Tag Number that is identified on a label on the external surface. The asset number may also be printed on a tag attached to the electronic pollbook's storage case.

Stylus: A pen-shaped instrument used to tap on the screen of the electronic pollbook to make selections.

Summary Page: The summary screen shown on the ballot marking device touchscreen that gives the voter the opportunity to review selections prior to printing a ballot.

Tamper Tape: An adhesive strip with a unique number that is used to verify that voting equipment compartments, doors, windows, etc. have not been opened after the tamper tape was affixed. Tamper tape will show the word "Void" when there is an attempt to remove it after it has been affixed.

Touchscreen: The screen on the ballot marking device which allows a voter to make selections by pressing directly on the screen.

Undervoting: Voting for fewer than the number of selections allowed in a contest. All selections made in an undervoted contest will be counted. The scanning unit will not alert a voter who inserts a ballot with undervoted contests.

Voting Booth: Used by voters to ensure privacy while voting their ballot.

Voter Authority Card (VAC): A document printed from an electronic pollbook that contains certain voter information.

(Consolidated) Voter Counts Report: A report printed from the electronic pollbook prior to opening and closing the polls that shows the number of voters checked-in during the day. This report may also be printed during the day, as needed.

Write-In Vote: During a general election only, a voter has an option to vote for an individual whose name does not appear on the official ballot.

Zero Report: A report that is printed by the scanning unit before the polls are opened that verifies that no votes have been cast on the scanning unit prior to opening the polls.