Chapter 10 –Pollbooks

10.1 Introduction to the Pollbooks

Figure 1 - Front of the Pollbook
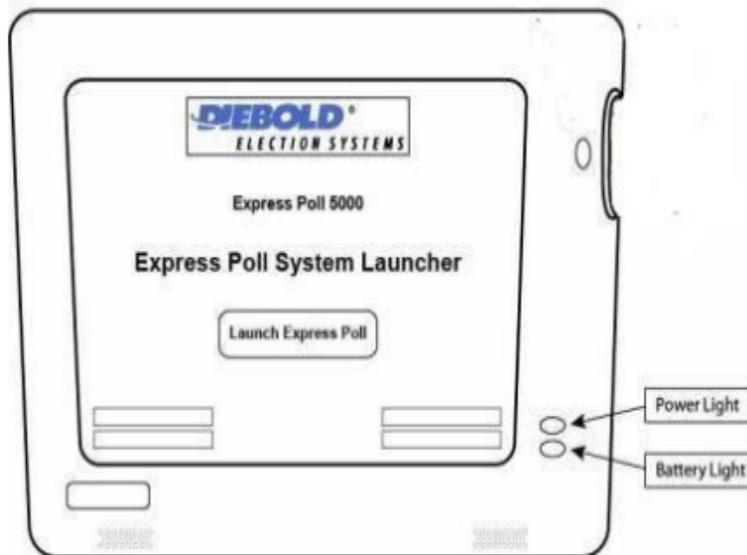
The **Power Light** is green when the unit is in use.

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

Figure 2 - Top of the Pollbook
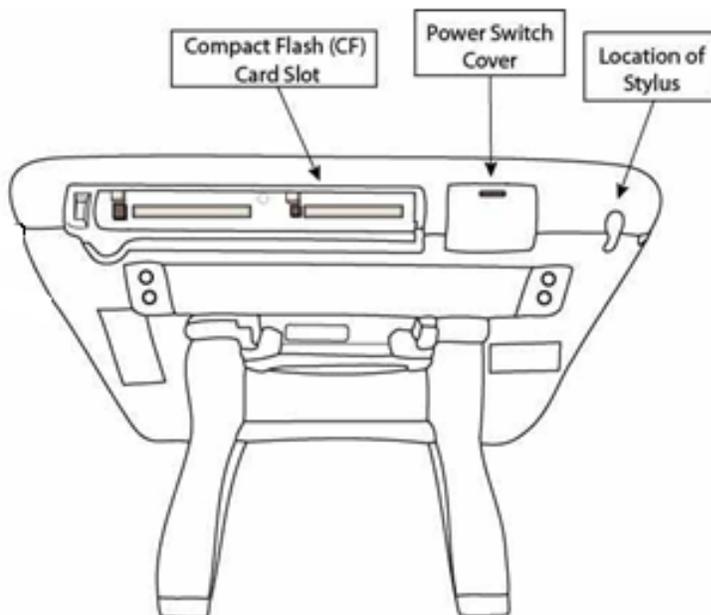
The **Compact Flash (CF) Card Slot** contains a compact flash card. This card stores election information and a list of eligible voters. The protective cover for the Compact Flash Card Slot must remain closed and sealed during an election.

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

The **Stylus** is pen-shaped and has a hard point. It is stored in the top of the unit. It must be used to navigate the electronic pollbook. Use the stylus to "touch" commands on the screen.

10.2 Unpacking the Pollbooks

1. Make sure the outer seal number on each case matches the number in column 1 of the *Pollbook Integrity Report*.

Figure 3 - Outer Seal and the Pollbook Integrity Report

2. Take off the outer seal. Put the broken seals in the pollbook case.

3. Open the two latches.

4. Take the pollbook and power cord from the case.

⚠️ ***Do not grab the pollbook by its legs! Use the elastic strap on the back of the pollbook.***

Figure 4 - Elastic Strap on the back of the pollbook

5. Make sure the state asset tag number on the back of each pollbook matches the numbers in column 2 of the *Pollbook Integrity Report*.

Figure 5 - State Asset Tag Number and Pollbook Integrity Report

6. Make sure the inner seal number on the top of each pollbook is not broken. Make sure the number matches the numbers in column 3 of the *Pollbook Integrity Report*. DO NOT REMOVE THE INNER SEAL.

Figure 6 - Inner Seal and the Pollbook Integrity Report

7. Make sure the Power Switch on the top is turned OFF.

Figure 7 - Power Switch on Top of the Pollbook

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

Figure 8 - Power Cord (Marked with Yellow Tape) of the Pollbook

9. Take the printer's USB cable from the printer case. Plug the larger end into one of the two USB ports located on the back of the pollbook. It does not matter which USB port you use.

Figure 9 - One of the Two USB Ports on the Back of the Pollbook
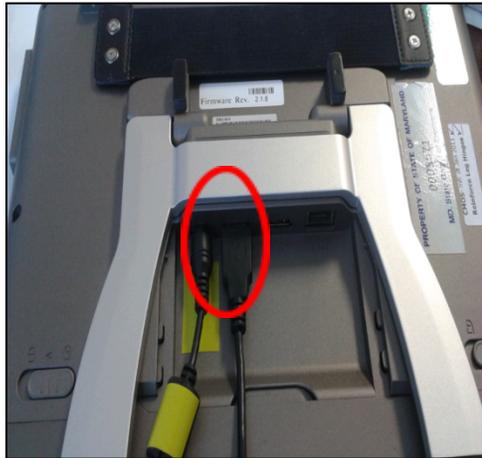
10. Plug one end of the printer's power cord (marked with blue tape) into the printer. Plug the other end into a power source.

⚠️ ***The printer end of the power cord is bent 90 degrees (elbow shaped). DO NOT connect a pollbook power cord (marked with yellow tape) to the printer. It will cause severe damage to the printer.***

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

Figure 10 - Smaller End of the USB Cable in the Printer

12. Repeat steps 2 through 12 for all Pollbooks.

⚠️ ***There should be one printer for each pollbook. If there are any printers missing, notify the Carroll County Board of Elections right away.***

10.3 Checking the Pollbooks

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

Figure 11 - Power Switch on the Top of the Pollbook

2. When the Pollbook switch is ON, the "Launch" screen will appear.

   o Make sure the date and time is correct. If the date or time is incorrect, tell a chief judge right away. The chief judge will ask for technical support.

   o If the date and time is correct, tap the "Launch" button with the stylus.

Figure 12 – Date & Time and the "Launch" Button on the Pollbook

3. Make sure the poll name on the left side of the screen is correct. Then tap the "OK This is Correct Poll" button at the bottom of the screen.

Figure 13 - Poll Name on the Left Side of the Screen and "OK This is Correct Poll" Button on the Pollbook
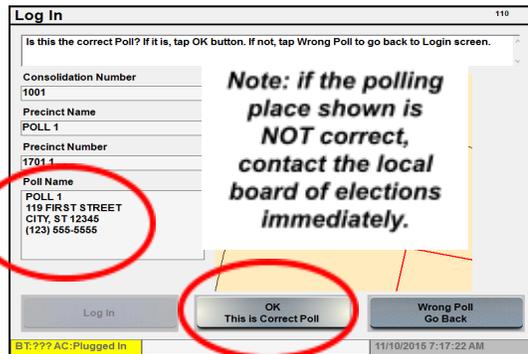
⚠️ *If the polling place shown is not correct, tell a chief judge right away. The chief judge will tell the Carroll County Board of Elections immediately.*

4. Select "Yes" or "No" when you are asked to check that the time in the bottom right corner matches the correct time.

   o If "No" is selected, go to step 5.

   o If "Yes" is selected, go to step 6.

Figure 14 - "No" and "Yes" Buttons and Date & Time on the Pollbook
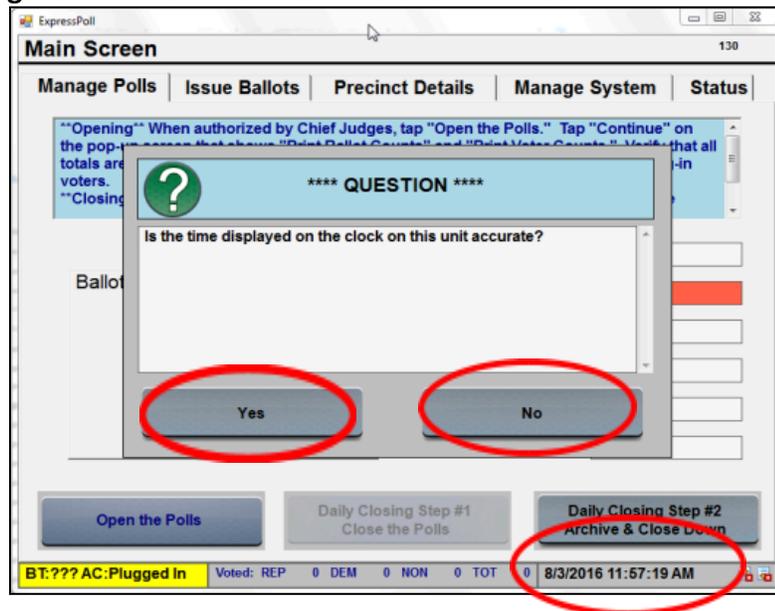
5. Change the date and time by tapping "+" or "-". Tap "Set Clock Time" to save changes.

Figure 15 - Changing the Date and Time on the Pollbook
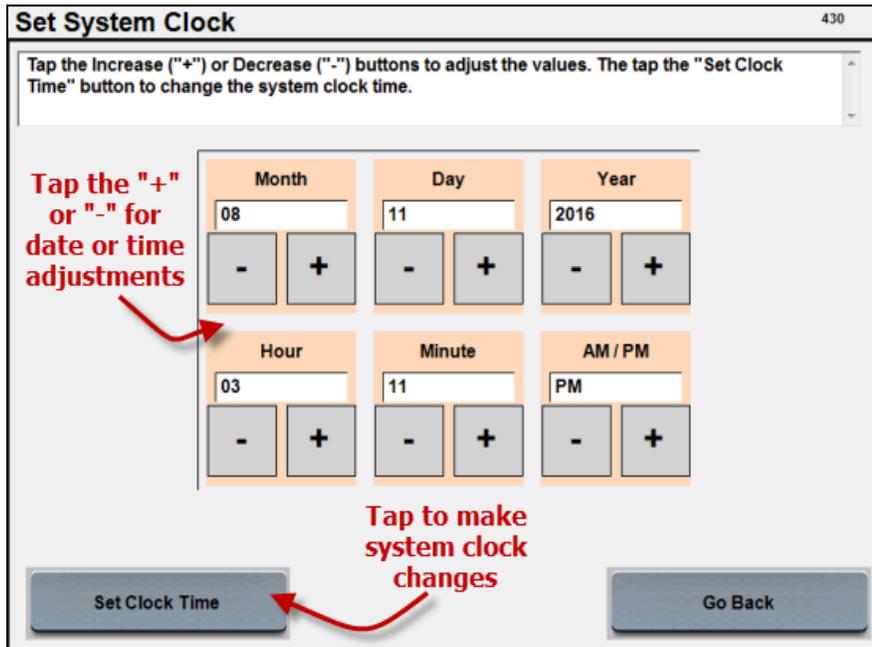
6. The "Main Screen" will appear with the "Manage Polls" tab at the top of the screen. The Poll Status will be "Closed."

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

Figure 16 - "Main Screen" and Onscreen Instructions on the Pollbook

7. Tap the "Ballots", "Voters" and "SDR" tabs under the "Statistics" tab to make sure that all the numbers are zero. Be sure to check all tabs under "Statistics" for zeroes before networking the Pollbooks.

Figure 17 - "Ballots", "Voters" and "SDR" Statistics are Zero

⚠ *Tell a chief judge right away if any of these numbers are not zero. Do not network the pollbooks if any number is not zero.*

8. Make sure that the totals at the bottom of the screen are zero.
   o For the primary election:

   o For the general election:

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

9. Repeat steps 1 through 8 for all Pollbooks.

10.4 Opening the Polls

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

You can do steps 1 through 4 before 7:00 a.m. Follow these steps for each pollbook.

1. Tap the "Open the Polls" button

Figure 18 - "Open the Polls" Button on the Pollbook
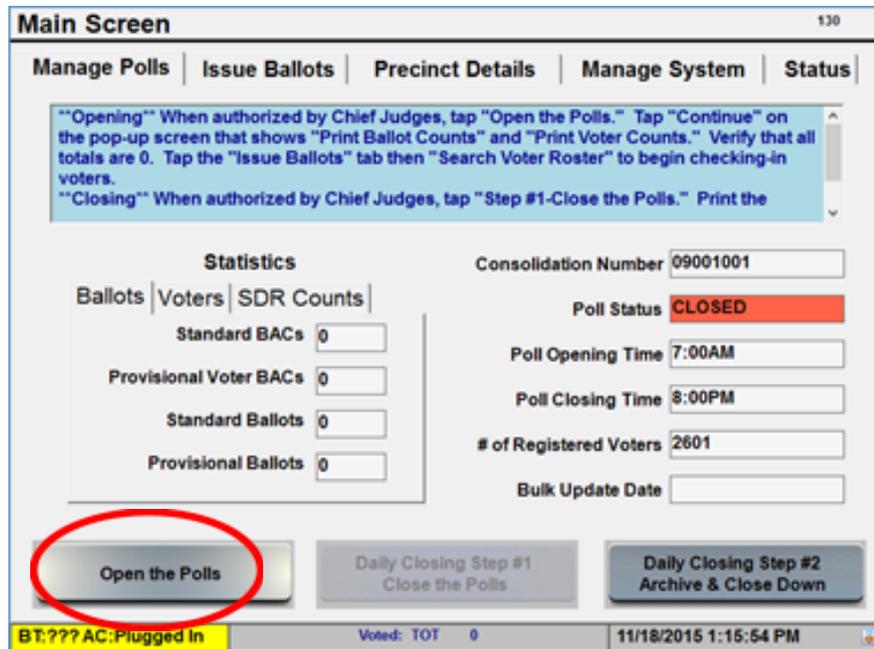
2. Make sure the Print Ballot Counts and Print Voter Counts boxes have check marks in the pop-up menu.

Figure 19 - Checkmarks in the "Print Ballot Counts" and "Print Voter Counts" Boxes on the Pollbook
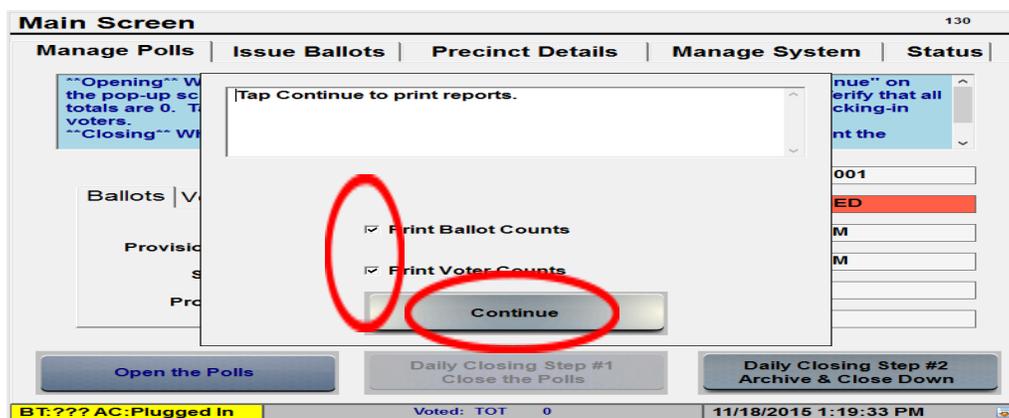
3. Tap "Continue" to print the Ballot Counts and Voter Counts reports. Two reports will print.

4. Make sure all totals on the *Consolidated Voter Counts Report* and *Consolidated Ballot Counts Report* are zero. **Tell a chief judge right away if the totals are not zero.**

Figure 20 - Zeroes on the Consolidated Voter Counts Report and Consolidated Ballot Counts Report

5. Give both reports to the chief judges. They will sign the reports and attach them to the *Pollbook Integrity Report*.

6. The "Poll Status" will change from red to green. It will read "OPENED."

Figure 21 - Poll Status Says "OPENED" and Shaded Green
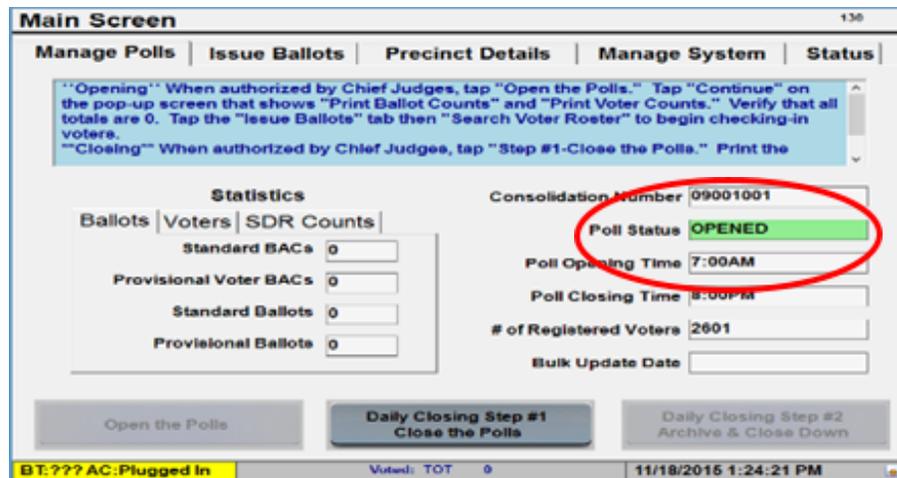
7. Repeat steps 1 through 6 for all pollbooks.

10-12 Pollbooks

10.5 Networking the Pollbooks

10.5.1 Networking for Same Day Registration

The barcode scanner is connected to a provisional judge pollbook.

The instructions to network the pollbooks for same day registration on election day can be found in the *Same Day Registration Manual*.

⚠️ *Do not network (connect) the pollbooks until after:*
- *All pollbooks have been turned on individually.*
- *The "Statistics" on the "Main Screen" are verified as zeroes for the "Ballots", "Voter" and "SDR" tabs.*
- *The Consolidated Voter Counts Report and Consolidated Ballot Counts Report are printed on each pollbook.*

The back of the pollbook has four ports. From left to right:

- Power connection

- There are two USB ports; one to connect the printer and one to connect the handheld barcode scanner used for same day registration.

- LAN port that connects all the Pollbooks in the same polling place together

Figure 22 - Four Ports on the Back of the Pollbook
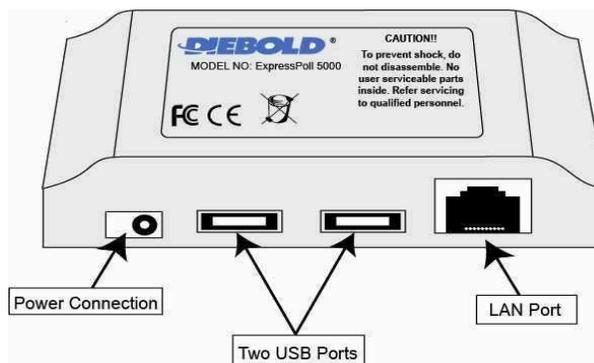
All cable connectors will only fit in the ports in one way. If the plug does not fit in the port easily, ask for help. Put in the USB plug with the USB icon facing up. Put the LAN plug with the locking tab facing up. If you use the cover, make sure all the connectors are plugged in before you put on the cover.

Figure 23 - Connections on the Back of the Pollbook
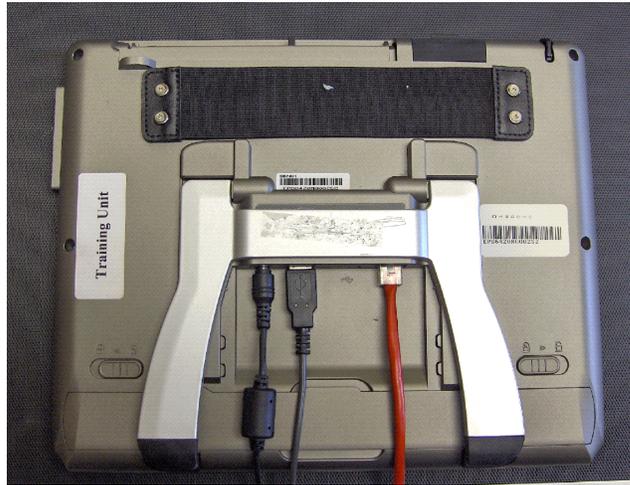
The back of the pollbook may remain covered during election day to help prevent disconnection.

Figure 24 – Installed Cover on the Back of the Pollbook

10-14 **Pollbooks**

10.5.2 Networking Two Pollbooks

⚠️ *If you have more than two pollbooks, see the "Networking Three or More Pollbooks to the Hub" section of this chapter.*

1. Turn both pollbooks **OFF** <u>before</u> connecting the network cables.

Figure 25 - Power Switch on the Top of the Pollbook

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

Figure 26 - Crossover Cable in the LAN Port on the Back of the Pollbook

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

Figure 27 - Crossover Cable in the LAN Port on the Back of the Pollbook

4. Install the protective cover as shown below to help prevent disconnection.

Figure 28 - Installed Cover on the Back of the Pollbook

5. Turn each Pollbook ON **<u>one at a time</u>**. Wait until the "Launch" screen appears before turning on the next Pollbook.

Figure 29 - Power Button at the Top of the Pollbook

6. Go to the "Checking Synchronization" part of this chapter.

10.5.3 Networking Three or More Pollbooks to the Hub

⚠️ *If you only have two pollbooks, see the "Networking Two Pollbooks" section of this chapter.*

1. Turn all pollbooks **OFF** <u>before</u> connecting the network cables.

Figure 30 - Power Button on the Top of the Pollbook

2. The hub (or switch) equipment connects more than two pollbooks. The hub will allow all pollbooks to synchronize data in the polling place. Different kinds of hubs are used, so your hub may not look like the example.

Figure 31 - Hub (Switch) Used to Connect the Pollbooks
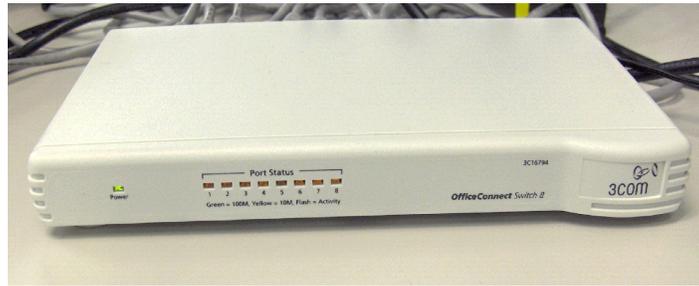
3.   Plug the hub's power cord into the first socket in the back of the hub.

Figure 32 - First Socket on the Back of the Hub
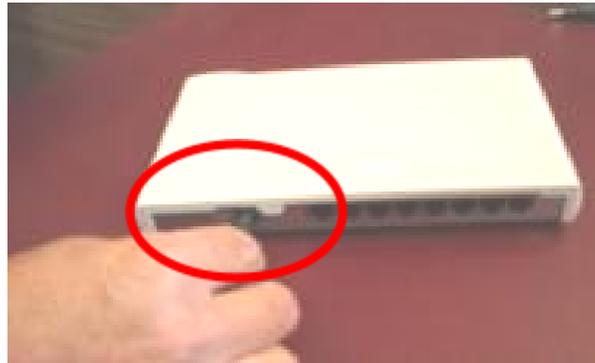
4. Plug the power cord plug into the power strip. The hub's power light indicator will turn on.

5. Plug one end of the hub (or network) cable into the LAN port of a pollbook.

Figure 33 - LAN Port on the Back of the Pollbook

10-18 Pollbooks
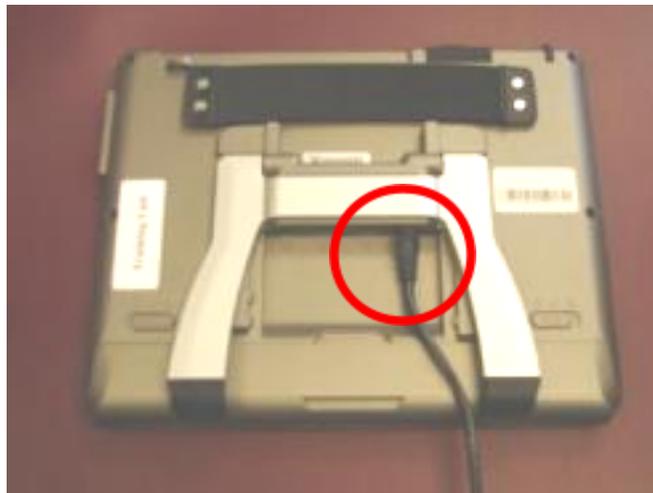
6. Plug the other end of the hub (or network) cable into any port in the hub.

Figure 34 - Port on the Back of the Hub

7. Repeat steps 1 through 6 for each pollbook.

8. Turn each pollbook ON one at a time. Wait until the "Launch" screen appears before turning on the next pollbook.

Figure 35 - Power Switch on the Top of the Pollbook

9. Move on to the "Checking Synchronization" section of this chapter.

10.6 Checking Synchronization

Make sure that the pollbooks are synchronized with other pollbooks in the polling place. Look at the icons in the lower right corner of the screen.

Not Synchronized

Synchronized

If the pollbooks are not synchronized, make sure that all connections between the pollbooks and the hub are plugged in. If the Pollbooks will not synchronize, tell a chief judge right away. The chief judge will ask for technical help.

Every so often during the day, check the totals for "Voted" at the bottom of the screen. Make sure all the totals on all the pollbooks are the same.

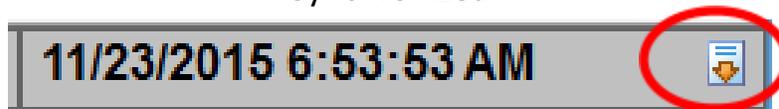If the pollbooks are not synchronized, make sure that all connections between the pollbooks and the hub are plugged in. If the pollbooks will not synchronize, tell a chief judge right away. The chief judge will ask for technical help.

10.7 Entering and Clearing Data in the Pollbook

The pollbook accepts only letters A-Z for name lookup. Do not use spaces, hyphens or apostrophes. The voter's name will print correctly (including apostrophes) on the voter authority card.

- Tap the "backspace" 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.

10.8 Finding Voters in the Pollbook

⚠️ *Judges are not allowed to ask for ID. Judges may accept ID if offered by a voter. Judges must ask the voter to say his or her name, address, and month and day of birth.*

1. Tap the "Issue Ballots" tab at the top of the screen.

Figure 36 - "Issue Ballots" Tab on the Main Screen of the Pollbook

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

Figure 37 - "Search Voter Roster" Button on the Main Screen of the Pollbook

3. The "Find Voters" screen appears next. You are ready to check-in voters.

Figure 38 - "Find Voters" Screen on the Pollbook
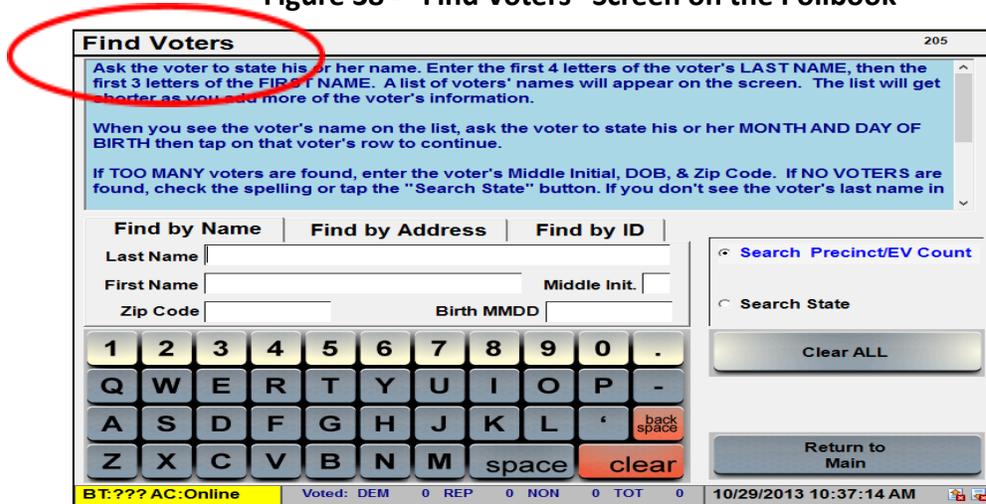
4. Ask **"What is your name?"-** Use the **4-3 method** by entering only the first 4 letters of the voter's last name and the first 3 letters of the voter's first name.

   o Repeat the voter's name.

   o On the "Find Voter's" screen, touch the "Last Name" field box. **Then type in the first 4 letters of the voter's last name.** Note: Do not use apostrophes or hyphens. For example, O'Neal should be entered ONEA, El-Habib should be entered as ELHA, etc.

   o Touch the "First Name" field box. **Then enter the first 3 letters of the voter's first name**. The list of names will get shorter as you add letters.

Figure 39 - Last Name & First Name Field Boxes on the Pollbook

10-22 Pollbooks
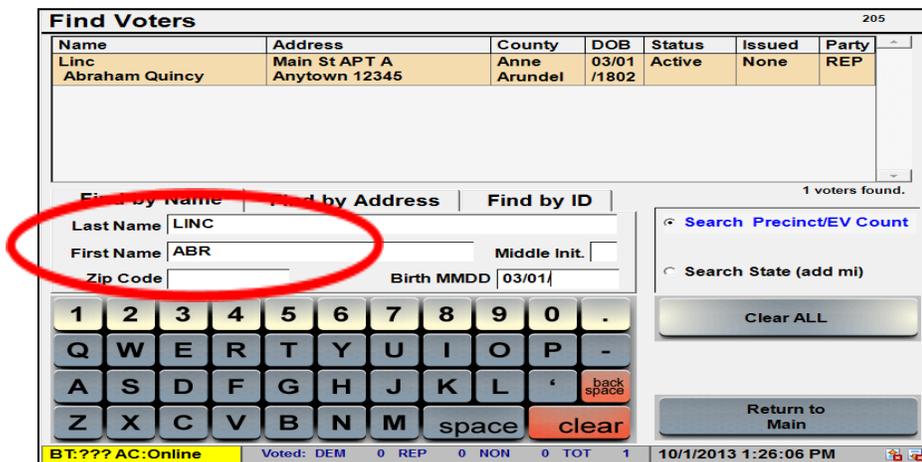
⚠️ *If a scroll bar appears on the right side indicating a long list of names, then you may need to narrow down the search. Tap the "Middle Init" field box and tap the first letter of the voter's middle name. If the voter has no middle name, use the "space" key to enter a blank space in the "Middle Init" 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.

5. Ask **"What is your month and day of birth?"** Make sure the month and day match the date shown in the DOB field.

⚠️ *Confirm the voter's month and day of birth to make sure you see the correct voter. Be careful to not confuse father and son, mother and daughter, father and daughter, etc.*

Figure 40 - DOB Field on the Pollbook

6. If you found the information for the right voter, go to the section called "*Checking in Voters.*"

7. If you cannot find the voter's name in the precinct roster:
   - Make sure you entered 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).

- Search for the voter by his or her address (see the *"Finding Voters by Street Address"* section below).

10.9 Finding Voters in the State Roster

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.

Figure 41 - "Search State" Button on the Pollbook

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.*

10.10 Finding Voters by Street Address

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

Figure 42 - "Find by Address" Tab on the Pollbook

Figure 43 - "House #" and "Street" Fields on the Pollbook

⚠️ *The "Find by Address" lookup always searches the entire state.*

If a voter's street name includes a directional, type "N" for "North," "S" for "South," etc. DO NOT put a period after the abbreviation.

Do not type the street type – such as "Street" or "Avenue."

Select the voter's name on the "Find Voters" screen to continue checking in the voter.

10.11 Voter Not Found in the Pollbook

If you cannot find the voter's name in the pollbook, tell the chief judge right away. The chief judge will contact the Carroll County Board of Elections office. After contacting the elections office, the chief judge will explain the voting options to the voter.

The individual may be eligible to register to vote using same day registration. Send the individual to the provisional check-in judge.

If the voter is registered to vote and is at the correct precinct for the voter's address, all contests on the provisional ballot will be counted.

If the voter is registered to vote and is not at the correct precinct, the voter can choose to go to the correct precinct. If the voter insists on voting at the polling place, a provisional ballot will be issued and only the contests the voter is eligible to vote for will be counted.

If the voter is not registered to vote at that precinct and is not eligible to register using same day registration, the local board of elections will determine whether the individual's ballot will be counted.

10.12 Voter is Registered in Another Precinct

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

- If the voter chooses to go to the correct precinct, every contest will be counted.

- 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.**

10-26 Pollbooks

⚠️ *The 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.*

10.13 Finding a Voter's Correct Polling Place

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

Figure 44 - "Find Polls" Screen on the Pollbook

2. Enter the voter's current address. Start with just the street name.

Figure 45 - Entering the Voter's Address on the Pollbook

- 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. Do not 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 the house number and zip code to narrow the search. Tap the row to display the polling place details.

Figure 46 - Address Search Result on the Pollbook

Figure 47 - Poll Name and Address on the Pollbook

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.

Figure 48 - Polling Place Name and Address for the Voter
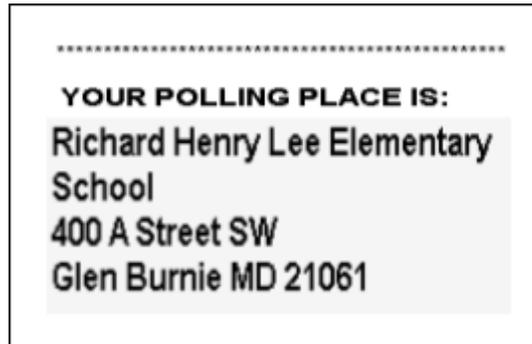
5. Tap "Go Back," then tap "Go Back to Find Voters" to return to the Main Screen to continue checking in voters.

10.14 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.

Figure 49 - Voter's Row on the "Find Voter's" Screen on the Pollbook

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 pollbook, see Section 10.16.1 - Voter Moved of this chapter.*

If the voter's address is marked "Confidential," the voter's address will not appear in the pollbook. Do not ask the voter to verify his or her address. Continue the check-in process.

3. Check the information on the screen to confirm that you have the correct voter.   When you are sure you have the correct voter, go to step #4 (if this is a primary election) or step #5 (if this is a general election). Tap the "Go Back" button if you have selected the wrong voter.

Figure 50 - Check Voter's Information on the Pollbook

4. **If this is a primary election: Quietly** 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.

⚠️ *Sometimes, the voter might claim a different party affiliation than is shown on the pollbook, or the voter wants to vote another party's ballot, or the voter does not have a ballot for this election. If any of those are true, see Section 10.6.2 - Voter Claims a Different Party Affiliation or Whose Party Does Not Have a Ballot (Primary Election Only) of this chapter.*

Figure 51 - Checking the Voter's Party Affiliation on the Pollbook

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. 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
VRN 3

Status Active

Registered name:

Party Republican
ID Required

Issued None

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 the status shows "Active" or "Inactive", **go to step #6.**

Figure 52 - "Active" Status on the Pollbook

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. 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
VRN 3

Status Active

Registered name:

Party Republican
ID Required

Issued None

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 Section 10.16.3 - Voter's Status is "Pend1", "Pend2", "ABS Issued", or "Voted Early" of this chapter.*

⚠️ *If the voter's status is "Inactive" and the "ID Required" box is blank, see*

Section 10.16.4 - Inactive Status Voters ('ID Required' box is blank) of this chapter.

⚠️ ***If the voter's status is "Active" or "Inactive" and the "ID Required" box is "Show ID", see Section 10.16.6 - ID Required - Show ID (Active or Inactive) of this chapter.***

6. Review the "Issued" box in "Voter Details." If the status shows "None" or is blank, **go to step #7**.

Figure 53 - "None" Issued Status on the Pollbook

⚠️ ***If the voter's "Issued" box is "Reg Issued" or "PROV", go to Section 10.16.5 - "Issued" Box is "Reg Issued" or "PROV" 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 **go to Step #8.**

Figure 54 - "ID Required" Box is Blank on the Pollbook

If the voter's "Status" is "Active" or "Inactive" and the "ID Required" box is "Show ID", see <u>Section 10.16.6 - ID Required - Show ID (Active or Inactive)</u> of this chapter.

Figure 55 - Status, ID Required, Issued and What to Do Chart

Status	ID Required	Issued	What to do
Active	Blank	None or Blank	Issue Standard Ballot
Active	Show ID	None or Blank	Go to #6 of "Special Situations"
Active	Blank or Show ID	Reg Issued or Prov	Go to #5 of "Special Situations"
Inactive	Blank	None or Blank	Go to #4 of "Special Situations"
Inactive	Show ID	None or Blank	Go to #6 of "Special Situations"
Inactive	Blank or Show ID	Reg Issued or Prov	Go to #5 of "Special Situations"
Pend1			Go to #3 of "Special Situations"
Pend2			Go to #3 of "Special Situations"
ABS Issued			Go to #3 of "Special Situations"
Voted Early			Go to #3 of "Special Situations"

8. Enter your first name and the first letter of your last name when prompted.

⚠️ ***The first time you issue a voter authority card, you will be prompted to enter your name. Type in your first name and the first letter of your last name and tap "OK" to continue. You will not have to enter your name or initials to issue voter authority cards again unless the judge's name on the pollbook is reset. See Section 10.20 - Resetting the Judge's Name of this chapter for more information.***

Figure 56 - Entering Judge's Name on the Pollbook

9. A voter authority card will print.

10. Ask the voter to check the printed information and sign the voter authority card.

Figure 57 - Voter Authority Card

VOTER AUTHORITY CARD
2022 Gubernatorial General Training

DOB: 1/10/1974
ID#: 3596439
Party: REP
DIST/PREC: 001-000.CONG=06: LEGIS=01C
EPB Number: 008224

Ballot Style: 1 | BMD: 144

Issued: 08/29/2022 14:10:29 Issued By: DL
Issuing Consolidation: 01001000

Reason: 0

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.

Ask voter to review information.

Voter signs here if information is correct.

Check-in judge initials here.

⚠️ *If you checked in the wrong voter and have already printed a voter authority card, tell a chief judge right away.*

⚠️ *If a voter cannot read the voter authority card because the print is too small and insists on being able to read it and sign it, tell the chief judge. If the polling place has a copier machine the chief judge can enlarge the voter authority card so that the voter is able to see it better. After the voter signs the copy the check-in judge will staple the original voter authority card printed from the pollbook to the enlarged copy.*

11. The check-in judge initials the voter authority card.

12. The check-in judge will direct the voter to the ballot issuance table with their voter authority card.

13. This voter will now be marked as "Reg Issued" in the "Issued" column on the "Find Voters" screen.

Figure 58 - "Reg Issued" Status on the Pollbook

The **"Voted:"** counts on the status bar will increase by one for each voter who is issued a voter authority card. Counts shown are the number of voters, not ballots. A "re-issued" voter authority card will not increase the count. In a primary election, party counts are based on the party affiliation of the voter and will be shown on the bottom of the screen.

10.15 Issuing a Provisional Ballot (Provisional Check-In Judges Only)

Sometimes the pollbook will not let you issue a regular ballot to a voter. Instead, the pollbook only lets you issue a provisional ballot. For example, voters with "pending" status or voters not in their registered precinct must vote a provisional ballot.

There are also times when the pollbook will let you issue a regular ballot to a voter, but the voter should be issued a provisional ballot instead. One example is a voter that has "Active (or Inactive) – show ID." Another example is a voter whose identity is challenged by a challenger or watcher, if the voter cannot show acceptable identification. Voters during extended hours must also vote a provisional ballot. If a voter claims a different party affiliation than what is shown in the Pollbook during a primary election, the voter must vote a provisional ballot.

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⚠ *If a voter cannot be found in the pollbook, the voter must vote by provisional ballot.*

If the voter must be issued a provisional ballot, the steps are:

1. Check the voter's information on the "Voter Details" tab in the "Voter Record" screen.

2. Tap the "Issue Provisional Ballot" button.

Figure 59 - "Issue Provisional Ballot" Button on the Pollbook

3. The "Select Ballot" screen will appear. Tap "Select Ballot Reason" to open a drop-down menu of reason codes for why the voter must vote a provisional ballot. Choose the correct code for that voter.

Figure 60 - "Select Ballot Reason" Dropdown Menu on the Pollbook

The voter's current information is highlighted in blue.

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

4. The "Select Paper Ballot" button will become available <u>after</u> a provisional ballot reason code is selected.

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

5. Tap the "Select Paper Ballot" button.

Figure 61 - "Select Paper Ballot" Button on the Pollbook

6. The voter authority card will print. Initial it. Have the voter review and sign it.

   ● If the voter is unable to read the information on the voter authority card, read the information out loud to the voter and ask them to confirm that the information is accurate.

   ● If the voter is unable to sign or otherwise mark the voter authority card with an "x", write in the space for the voter's signature: "Unable to sign." Then sign your name and write the date under the statement.

7. Circle "PROVISIONAL BALLOT" and the "Reason Code: #" on the top of the voter authority card.

8. The pollbook will return to the "Find Voters" screen.

⚠ *The reason code will print on the voter authority card. The provisional judge needs to write the same reason code on the voter's provisional ballot application.*

Figure 62 - Provisional Ballot and Reason Code Printed on the Voter Authority Card

9. The voter will now be marked as "PROV" in the "Issued" column on the "Find Voters" screen.

Figure 63 - "PROV" Issued Status on the Pollbook

10.16 Special Situations - (Provisional Check-In Judges Only)

The pollbook has been set up so that a check-in judge can issue either a regular ballot or a provisional ballot. Sometimes the pollbook will allow only a provisional ballot to be issued to a voter. Most of the time, the instructions in the top section of the screen will tell you what to do.

10.16.1 Voter Moved

If the voter's current address is different from the address shown in the pollbook, **ask the voter WHEN he or she moved to the current address. Note, a voter can only change their address at an early voting center during early voting. On election day, a voter may update their address information for after the election, but the changed address will not apply until after the election is complete.**

"21 Day" dates for the 2024 elections:

Primary Election – If the voter moved on or before April 23, 2024, the voter must vote a provisional ballot.

General Election – If the voter moved on or before October 15, 2024, the voter must vote a provisional ballot.

- For election day, if the voter moved **within 21 days of election day**, give the voter a *Voter Update Form*. If the voter fills out the *Voter Update Form* and signs it, and if the voter has appeared at the correct precinct for the voter's old address, give the voter a regular ballot. If the voter refuses to fill out and sign the *Voter Update Form*, or if the voter has not appeared at the correct precinct for the voter's old address, then give the voter a provisional ballot.   See the "Issuing a Provisional Ballot" section of this chapter.

- For election day. if the voter moved **more than 21 days before election day**, the voter must be issued a provisional ballot. The provisional ballot application will update the voter's information. If the voter is at the correct precinct for their new address, the entire provisional ballot may be counted. If the voter is at the correct precinct for their old address, only those contests the voter is entitled to vote will be counted. **No Voter Update Form is needed**.

If the voter moved more than 21 days before election day, the voter must use a provisional ballot. The provisional ballot application will serve to update the voter's information and no Voter Update Form is needed.

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

Some voters claim a party affiliation that is different from what is shown in the pollbook. Or, voters may want to vote a ballot that is not for the party shown in the pollbook. Some voters belong to a party that 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 party affiliation shown in the pollbook, they must vote a provisional ballot. Or, if the voter's party does not have a ballot for the primary election, the voter must vote a provisional ballot.   **Use provisional code 3 for both situations.**

10.16.3 Voter's Status is "Pend1", "Pend2", "ABS Issued", or "Voted Early"

<u>Pend 1</u>: **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 could not be verified. **Use provisional code 6.**

- The voter can show an acceptable ID now. Or, the voter can show acceptable ID to the Carroll County Board of Elections <u>before</u> the canvassing of provisional ballots. Canvassing of provisional ballots begins on the 2nd Wednesday after the election. If the voter does not show acceptable ID by the deadline, the voter's ballot will not be counted.

Figure 64 - "Pend 1" Status on the Pollbook

Pend2: **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.**

● The provisional ballot will be counted if:

  o The voter provides a Maryland driver's license or the last four digits of the voter's social security number; and

  o The Carroll County Board of Elections can confirm the voter's information.

● If the voter does not provide the required ID information, or if the information cannot be confirmed by the Carroll County Board of Elections before the end of the canvassing period, then the voter will not be registered to vote and the ballot will not be counted.

Figure 65 - "Pend 2" Status and "Need DL#-SSN#" on the Pollbook

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

Figure 66 - "ABS Issued" Status on the Pollbook

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

Figure 67 - "Voted Early" Status on the Pollbook

10.16.4 Inactive Status Voters ("ID Required" box is blank)

Figure 68 - "Inactive" Status and "ID Required" Field is Blank on the Pollbook

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.

- The voter appears on election day and says that they have moved within 21 days of election day. If the voter appeared to vote at the correct precinct for the voter's old address. The voter must complete a *Voter Update Form* and must sign the Affirmation of Residency for Inactive Voter on the voter authority card.

Figure 69 - Affirmation of Residency for Inactive Voter on the Voter Authority Card

```
                    VOTER AUTHORITY CARD
              2017 City of Annapolis Primary Election

┌──────────────────┐
│ Affirmation of   │   Jefferson, Thomas
│ Residency for    │   5 Main St.  Anytown 12345
│ Inactive         │   DOB: 8/20/1830
│ Voters           │   ID#: 9
└──────────────────┘   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.
                       *****************************************************
```
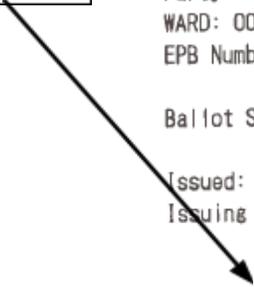
⚠ *If the voter refuses to sign the affirmation of residency, tell a chief judge right away.*

Give Inactive Status voters a provisional ballot 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.*

10.16.5 "Issued" Box is "Reg Issued" or "PROV"

The pollbook shows 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.

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.**

PROV: Provisional ballot issued:

- A voter who is checking-in and has status "Prov", and if the voter insists that he or she has not voted or attempted to vote, **only a chief judge may issue the provisional ballot** (a supervisor password is required).

⚠ ***If the voter insists that he or she has not voted or tried to vote, tell a chief judge right away. The chief judge will contact the Carroll County Board of Elections for additional instructions.***

⚠ ***If voters make a mistake while voting their ballot, they do not need to be checked-in on the pollbook again to receive a replacement ballot. This is true whether voters vote a regular ballot or a provisional ballot. See instructions for spoiled ballots.***

10.16.6 ID Required – 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 an acceptable ID (see the chart below), then 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**.

Figure 70 - "Inactive - ID required" Status on the Pollbook

10.17 Standards for Acceptable Forms of ID

A "current" **photo ID** is an ID that has not expired A "current" **non-photo ID** is dated within 3 months of election day	Does the voter's **name** on the ID have to match the Pollbook or the new name on the *Voter Update Form*?	Does the voter's **address** on the ID have to match the Pollbook or the new address on the *Voter Update Form*?
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 (landline 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

10.18 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,…)	**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 pollbook or the new address on the *Voter Update Form*	**Not Acceptable**

10.19 Reprinting a Voter Authority Card

1. If another voter authority card needs to be reprinted, use the Pollbook to reprint a voter authority card for any voter who has been issued a ballot.

    o   From the Voter Record screen, tap on the "Identification" tab at the top.

    o   Tap on the "Reprint VAC" button in the lower left corner.

**Figure 71 – "Identification" Tab and "Reprint VAC" Button on the Pollbook**

10.20 Resetting the Judge's Name

The **first time** you try to issue a ballot, you will be prompted to enter your name. Type in your first name and the first letter of your last name and 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 pollbook has been reset. The judge's name should be reset any time that a new check-in judge begins to use that pollbook.
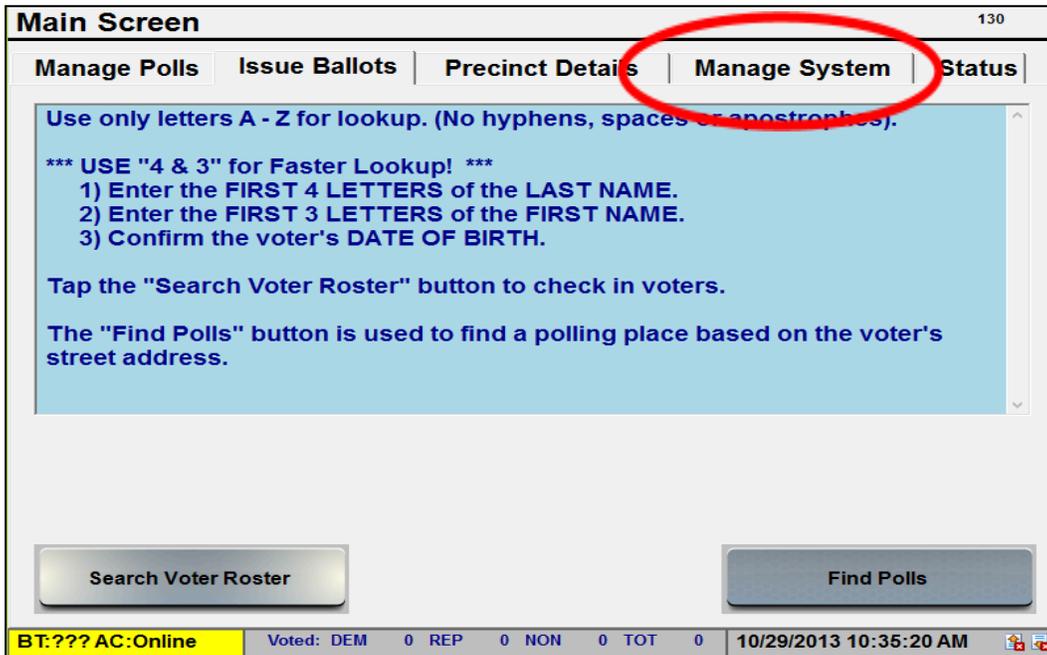
To reset the judge's name:

1. Tap "Return to Main" from the "Find Voters Screen."

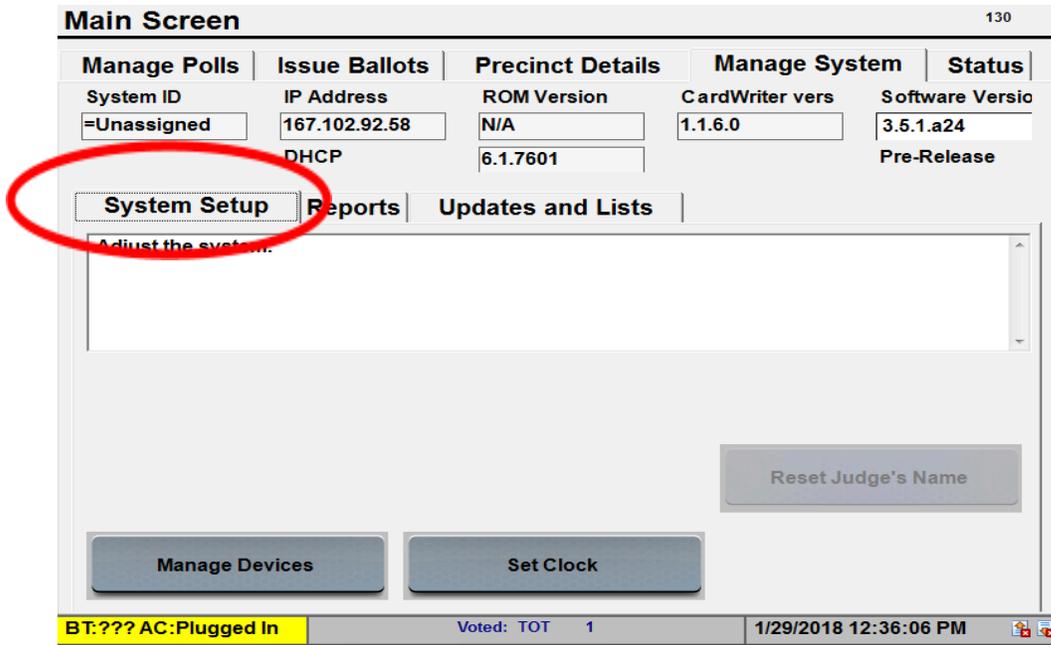**Figure 72 - "Return to Main" Button on the Pollbook**
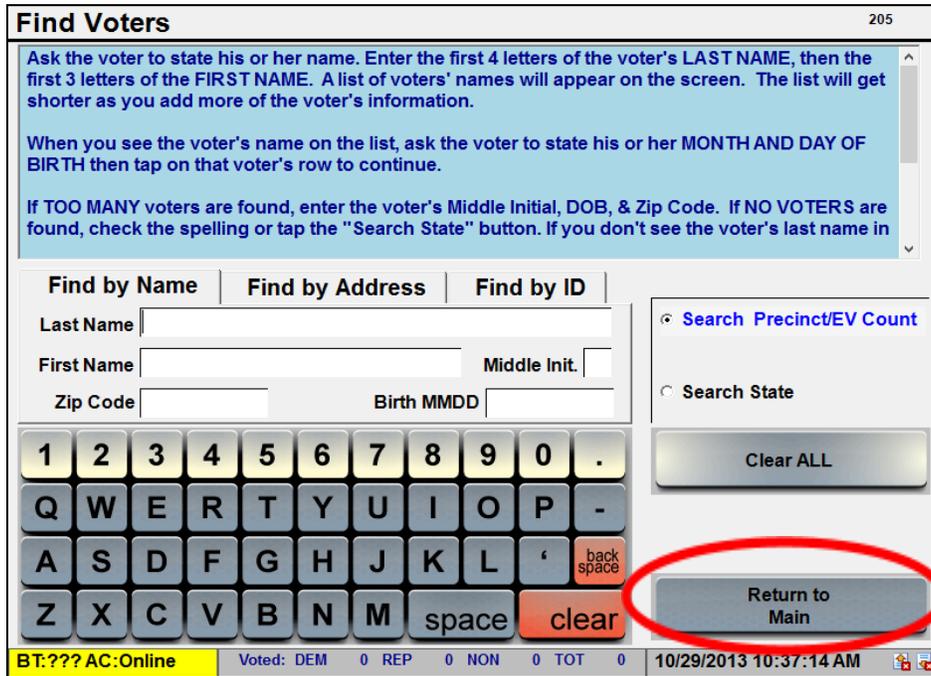
2. Tap the "Manage System" tab.

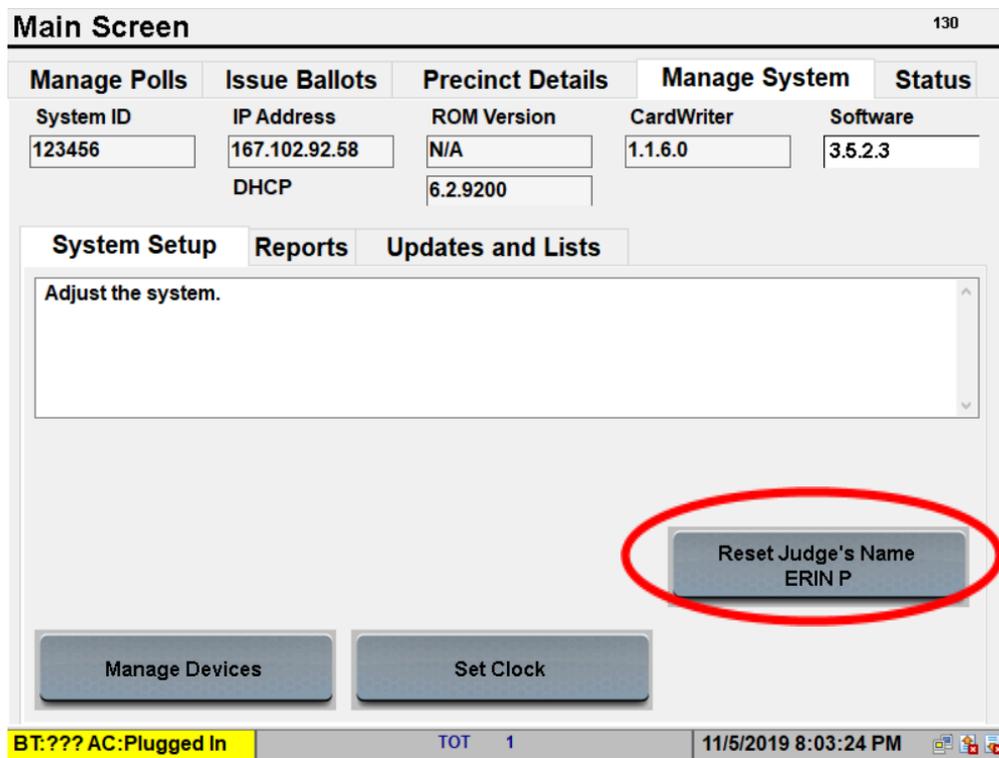**Figure 73 - "Manage System" Tab on the Pollbook**

3. Tap the "System Setup" tab.

Figure 74 - "System Setup" Tab on the Pollbook
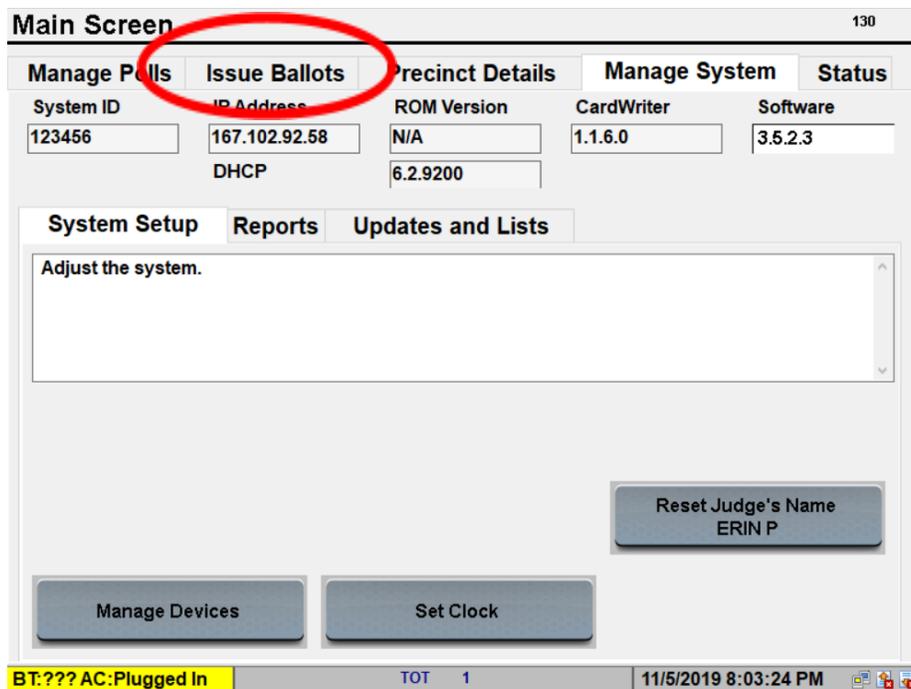

4. Tap the "Reset Judge's Name" button.

Figure 75 - "Reset Judge's Name" Button on the Pollbook

5. The election judge's name in the 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 or initials before the next ballot can be issued.

Figure 76 - "Reset Judge's Name" Button on the Pollbook


10.21 Ending the Election

At the end of the day, give all the required numbers about voter counts to the chief judges. Then, when the chief judge tells you to shut down the pollbooks, follow these steps:

1. Return to the "Main Screen'' and tap the "Manage Polls'' tab. Verify that the totals match at the bottom of each pollbook. If they do not match, contact your chief or Election Field Support personnel.

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.

Figure 77 - "Manage Polls" Tab and "Daily Closing Step #1 Close the Polls" Button on the Pollbook
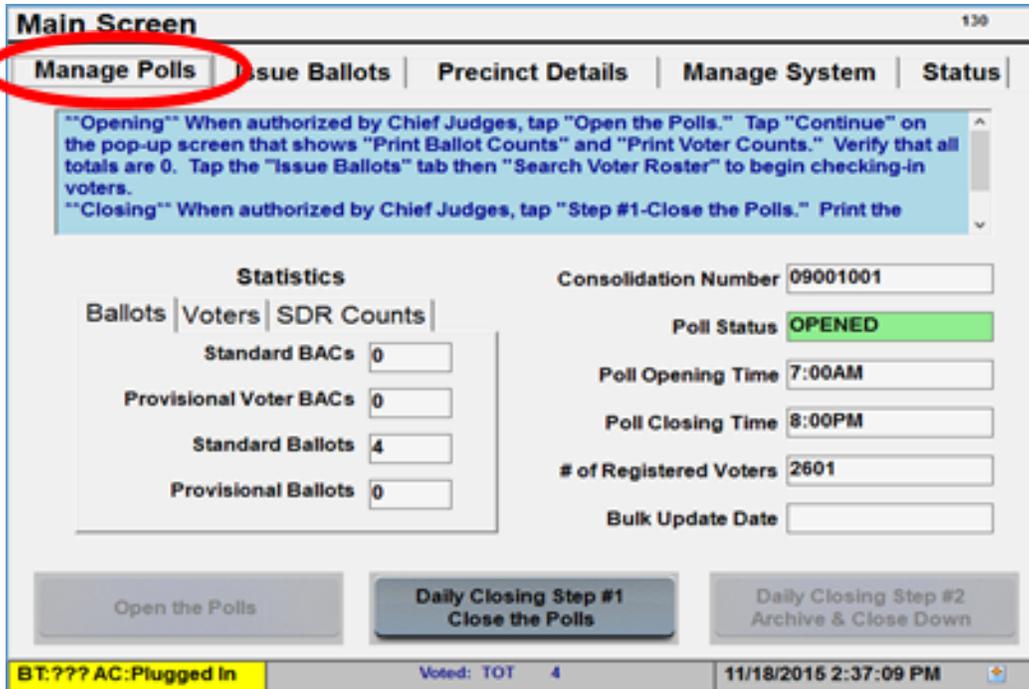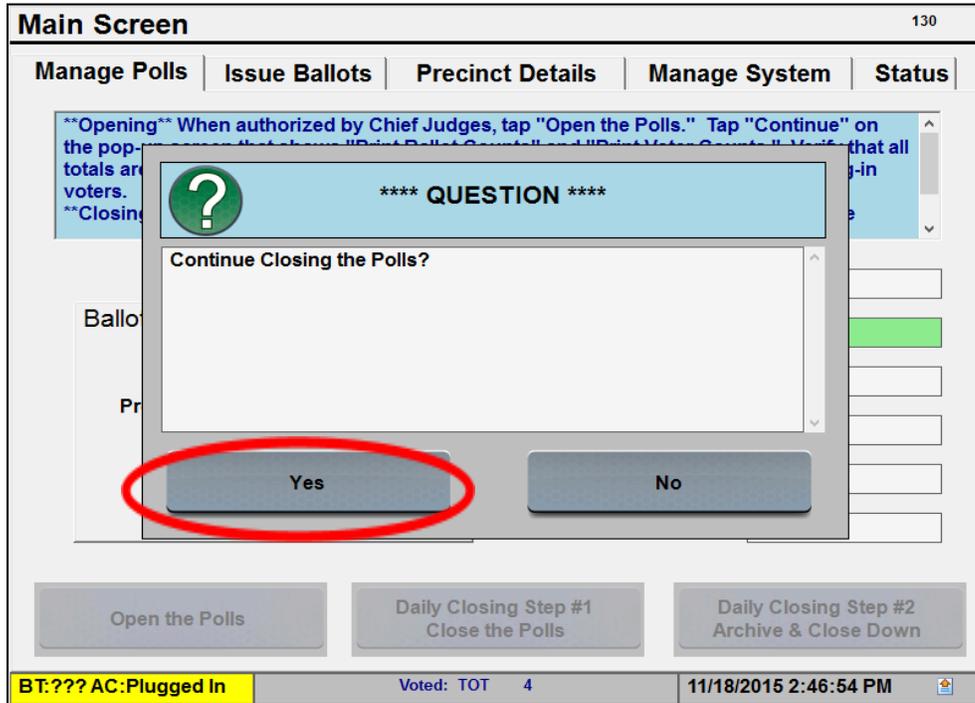

3. Tap the "Continue" button to print the Ballots Counts and Voter Counts reports.

Figure 78 - "Continue" Button to Print Reports on the Pollbook
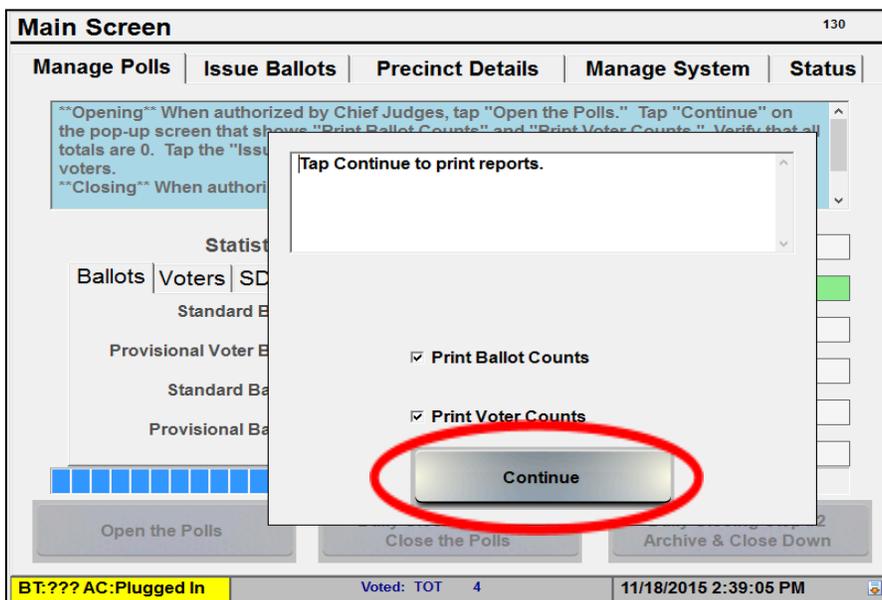
4. Tap "Yes" at the "Continue Closing the Polls?" prompt.

Figure 79 - "Yes" Button to Continue Closing the Polls on the Pollbook

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

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

**Figure 80 - "Daily Closing Step #2 Archive & Close Down" Button
on the Pollbook**
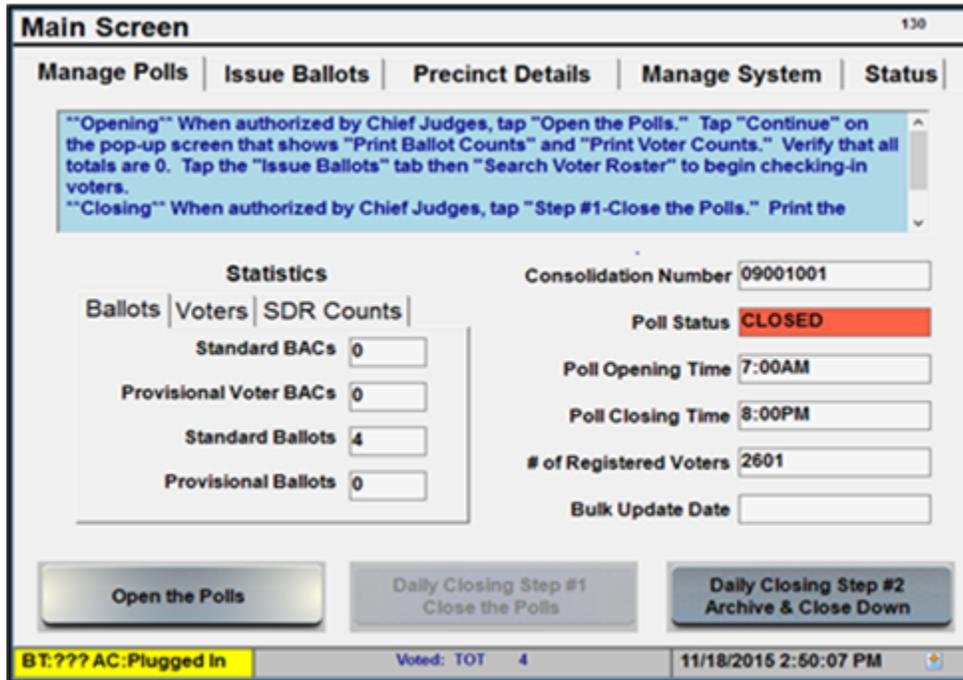
6. If the polling place is closed for the day, **and** if the end of day Ballot Counts and Voter Counts reports have been printed, tap the "Yes" button at the "Question" prompt.

Figure 81 - "Yes" Button at the Question Prompt on the Pollbook
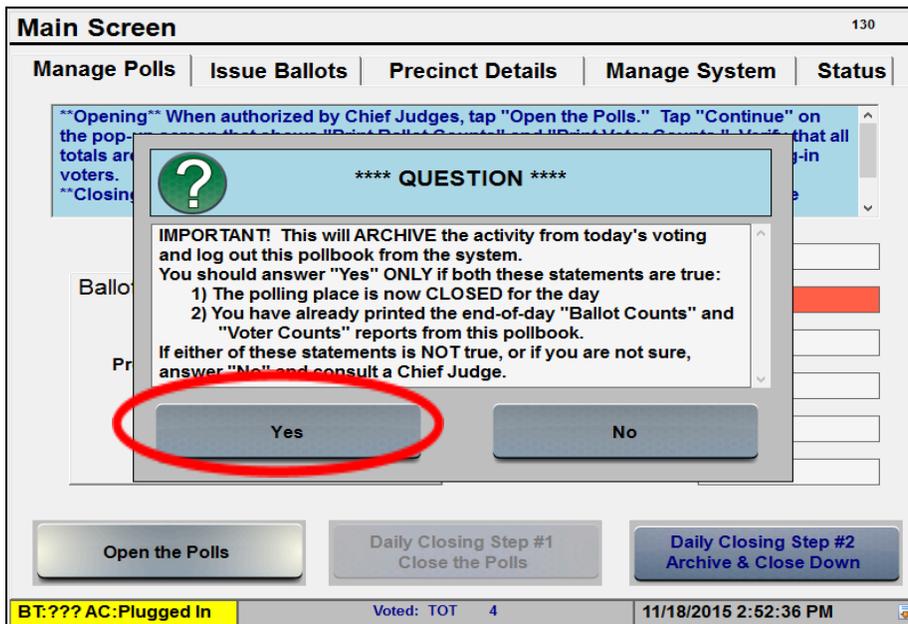
7. The Pollbook will return to the "Launch" screen. Turn the power switch to OFF.

Figure 82 - "Launch" Screen on the Pollbook

Figure 83 - Power Switch on the Top of the Pollbook

8. Election Field Support will remove the compact flash (CF) card from each pollbook.

    o Verify the inner seal on the top lid of each pollbook is intact and the seal number matches the number verified in the morning on the *Pollbook Integrity Report.*

    o Break the inner seal and place it in the pollbook case.

    o Remove both of the compact flash (CF) cards and place them in the black zipper pouch provided in the precinct binder. Place the seal found in the pouch through the zipper and then through the metal ring across from the zipper to secure the pouch.

Figure 84 - Sealing the Black Zipper Pouch for CF Cards

o Complete the "CF Cards Security Seal #" section of the *Election Field Support Chain of Custody* form.

Figure 85 - "CF Cards Security Seal #" Section of the Election Field Support Chain of Custody Form

o Replace the lid on the top of the pollbook.

Figure 86 - Compact Flash (CF) Card Slot on the Top of the Pollbook
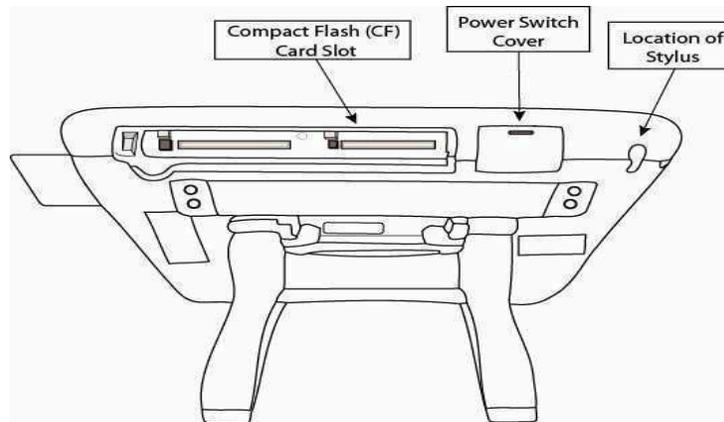
9. Sign the *Consolidated Ballot Counts Report* and the *Consolidated Voter Counts Report*.

Figure 87- *Consolidated Ballot Counts Report* from the Pollbook

⚠️ *Reissued and canceled ballots are subtracted from "Issued" ballots to get the total regular and provisional ballots. This total is called "Net Ballots."*

⚠️ *The total ("TOT") of the Consolidated Voter Counts Report should equal "Net Ballots" on the Consolidated Ballot Counts Report.*

Figure 88 - *Consolidated Voter Counts Report* **from the Pollbook**

10. Attach the *Consolidated Voter Counts Report* and the *Consolidated Ballot Counts Report* to the *Pollbook Integrity Report*.

11. Give the *Pollbook Integrity Report* (with the attached reports) to the chief judges.

10.22 Packing the Pollbooks and Printers

1. Store the stylus in its slot at the top of each pollbook.

2. Disconnect all cables and cords.

3. Have both chief judges sign the *Pollbook Integrity Report.*

4. Pack the pollbooks in their cases.

5. Pack all printers, cords, cables, and hub (if there is one). Be sure the extra stylus is also in the pollbook case.