Precinct Central ePollbook

Poll Worker Training Guide

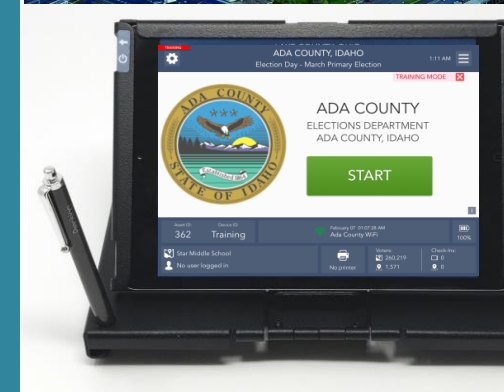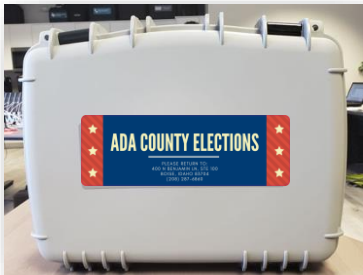# Ada County, Idaho

10 TENEX SOFTWARE SOLUTIONS

Table of Contents

Ada County, Idaho – Precinct Central Training Guide
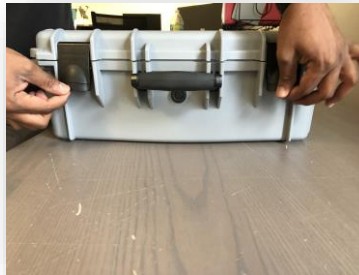
Assembly

1 The carrying case containing the Touchpad units should be set on the check-in table as pictured.

2 Open the case by unlatching the two locks at the top of the case.

3 You will see two Touchpads, a MiFi unit, two printers, three styli, charging cords, and a cleaning cloth.

4 Remove both Touchpads and printers from case and set them on the table.

5 Remove additional items from carrying case. These can include the charging blocks, charging cords, and styli.

6 Power on the Verizon MiFi by holding the power button for ~5 seconds and then plug into an outlet.

Assembly Cont.

7 To set up the printers, first connect the charging block to the power cord.

8 Plug the power cord into an outlet.

9 Push the power button at the top of the printer to turn it on.

10 Open your Touchpad by inserting your finger under the tab opposite the hinge. Open the case as if opening a book, break the binding and flip open. Set the Touchpad on the table.

11 Once the Touchpad has been properly set-up, locate the power port on the right-hand side of the unit.

Assembly Cont.

12 Locate your charging cord. Insert the compatible end of the white charger into the charging port of the Touchpad.
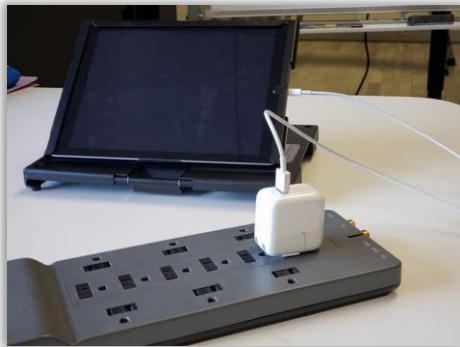
13 Plug the other end of the charging cord into the USB charging brick.

14 Plug the brick into a power outlet. The Touchpad will now turn on automatically.

15 All hardware is now set up and ready to start.

The Launchpad

This is your Home Screen. After every check-in you should arrive back at this screen.

At the top of the screen you will see		At the bottom of the screen you will see	
❶	Troubleshooting Menu	❹	Your Polling Place, your job title, and your name
❷	Jurisdiction Name	❺	Connectivity and sideways status
❸	Launchpad Menu	❻	Battery status

Orange and Yellow and Green Launchpad Buttons

|		
To search for a voters' voting location, touch the orange "Find My Precinct" button.	To manually search for a voter, touch the yellow "Manual Voter Search" button.	To search for a voter by scanning their ID, touch the green "Driver License/State ID Scan" button.

The Launchpad Menu

The Launchpad Menu provides menu options to access additional system functions.
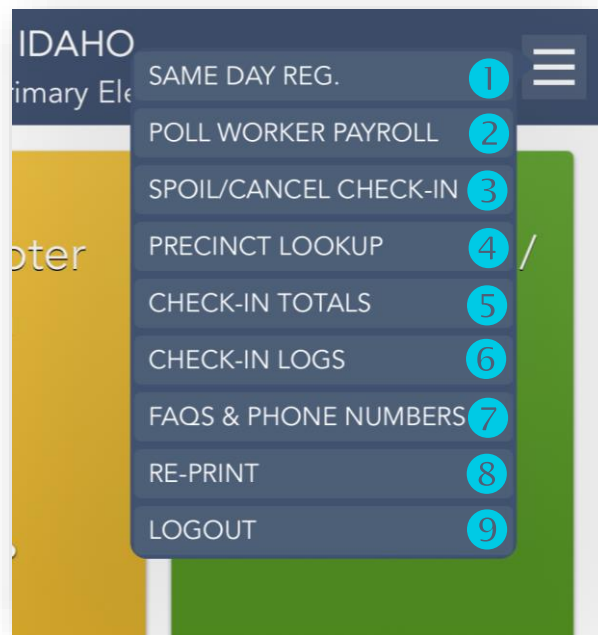
❶	**Same Day Reg.**— Register a new voter on the Touchpad.
❷	**Poll Worker Payroll**—Provides poll workers the ability to clock in and out.
❸	**Spoil/Cancel Check-In**—Use this feature to cancel a check-in or spoil an issued ballot.
❹	**Precinct Lookup**—Use this feature to look up the correct voting location for a voter.
❺	**Check-In Totals**—View a list of totals listed by ballot style and type.
❻	**Check-In Logs**—View a full list of all checked in voters.
❼	**FAQ's and Phone Numbers** – Provides poll workers with a quick reference to important information.
❽	**Re-Print**— Re-print voter slips.
❾	**Logout**—Logout temporarily for a break or close the election at the end of the day.

Pollworker Payroll

Pollworkers can clock-in and out straight from the Touchpad for quick and accurate time keeping. Each transaction is recorded and timestamped for easy reporting.
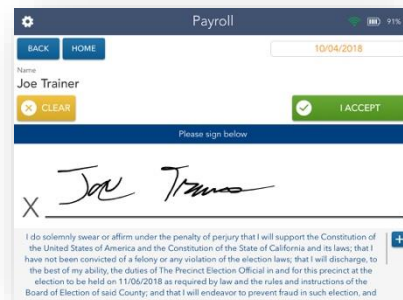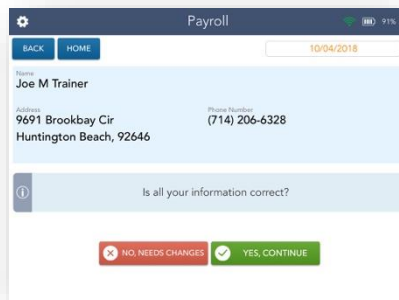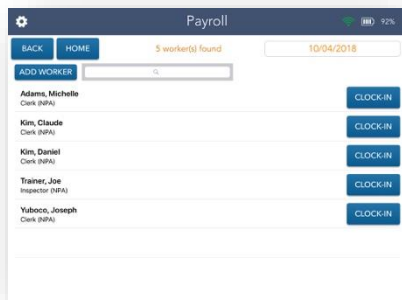
Begin by touching the POLLWORKER PAYROLL option from the Launchpad Menu. Find your name and touch the blue CLOCK-IN button.

Confirm your information and touch the green "YES, CONTINUE" button.

Sign to affirm you have read the Oath and touch the green "I ACCEPT" button to clock-in.

Logging Into the Touchpad

1 Begin by touching the red, white, and blue ePollbook ("EPB") app icon at the bottom of the screen. This will launch the EPB application.

2 Touch the green START button to begin logging in.

3 Enter your full first and last name using the pop-up keyboard. Then, touch "CONTINUE".
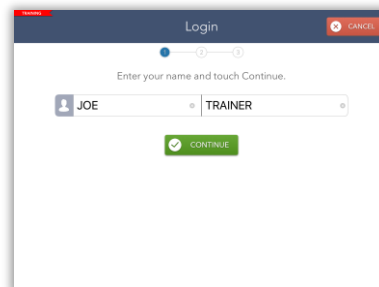
4 Enter the password and touch the green "CONTINUE" button.
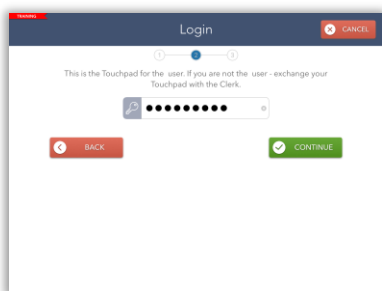
5 Touch the green "UNLOCK DEVICE" button to continue.
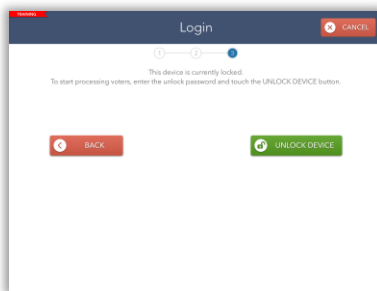
6 The Zero Report will print. Touch the green "CONTINUE" button to get to the Launchpad.
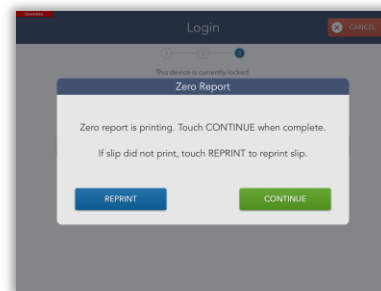
Searching for a Voter

DRIVERS LICENSE SEARCH

To search for a voter by scanning their driver's license or other ID, touch the green "DRIVER LICENSE/STATE VOTER ID SCAN" button from the Launchpad. The camera will appear - hold the barcode of the ID behind the Touchpad so it is in view of the camera. The barcode will automatically scan once in view. Once scanned, the voter's information will be brought up on the screen. If the ID does not scan after about 10 seconds, conduct a manual search.
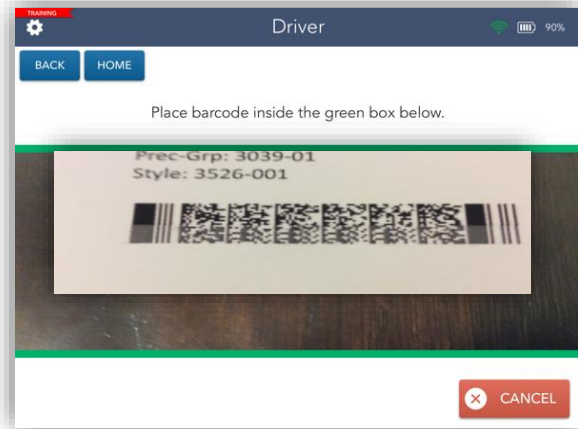
MANUAL SEARCH

To search for a voter using a different valid ID type, or non-scannable ID, touch the yellow "MANUAL VOTER SEARCH" button from the Launchpad.

Using information provided by the voter, select one of the available search options to search for the voter's record. Enter the voter's information into the search fields by using the on-screen keyboard and touch the green "SEARCH" button to continue.

Searching for a Voter Cont'd

If only one voter matches the search criteria, the Voter Eligibility screen will appear automatically. Continue checking in your voter.

If more than one voter matches the search criteria, your screen will look like the one on the left with a list of all possible matches. Touch the correct voter from the list and then touch "CONTINUE".
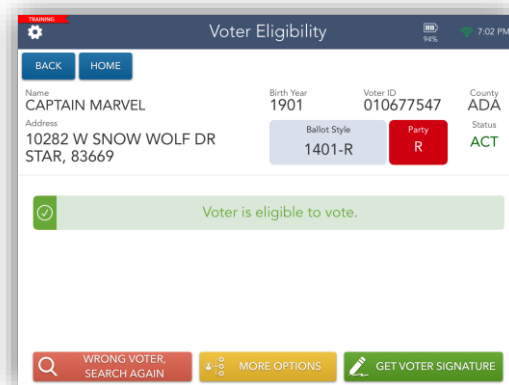
After you select a voter, you will come directly to the Voter Identification screen. The voter's information will be displayed. Make sure that the voter information on the screen matches their identification. If the information is correct, touch "YES, CONTINUE" to proceed.

Checking-In a Voter

1

Once you have found the correct voter, the voter's information will be displayed on the Voter Eligibility screen. If the voter is an eligible voter, the screen will display a green "Voter is eligible to vote" message. To process the voter, touch the green "GET VOTER SIGNATURE" button.

2
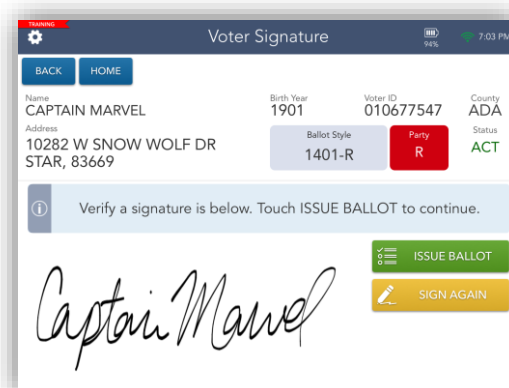
The screen will flip upside down. Flip the Flip & Share Stand towards the voter. The voter will sign directly on the Touchpad screen. Once the voter has signed, the voter will touch "I ACCEPT" to continue.

3

The EPB will ask you to verify the voter has signed on the EPB. Once you have verified it, touch "ISSUE BALLOT" to proceed and complete the voter check-in.

Checking-In Cont.

4   The Issue Ballot screen will appear. Touch "COMPLETE CHECK-IN" to print the voter ticket.

5   The Voter Ticket will now print. Touch "CONTINUE".

6   Congratulations!

The voter is now fully checked in. Touch the green "PROCESS NEXT VOTER" button to move on to the next voter.

Primary Election: Checking-In a Voter

1
For a Non-Partisan voter, their voter record screen will show an orange badge. Touch the green "SELECT BALLOT" button to continue.

2

The screen will flip upside down to allow the voter to select their ballot option.

3

Once the voter has made their selection, a dialog box will appear. The voter should then touch "YES, CONTINUE" to confirm and continue.

4
The screen will stay upside down to allow the voter to sign directly on the Touchpad. Once the voter has signed on the Touchpad, they should touch "I ACCEPT" to continue.

TENEX
SOFTWARE SOLUTIONS

5

Confirm that a valid and complete signature has been captured. Touch "ISSUE BALLOT" to continue.

6

Touch "COMPLETE CHECK-IN" to finish the transaction and print the ballot and Voter Ticket.

7

Congratulations! The voter has been successfully checked-in. Touch the green "PROCESS NEXT VOTER" button to return to the Launchpad screen to begin processing the next voter.

Precinct Lookup

1 If a voter is unsure of where they should vote, their precinct and voting location can be looked up by touching the orange "Find My Precinct" Launchpad Button

2 Start by searching for the voter's address. Touch the green "CONTINUE" button.
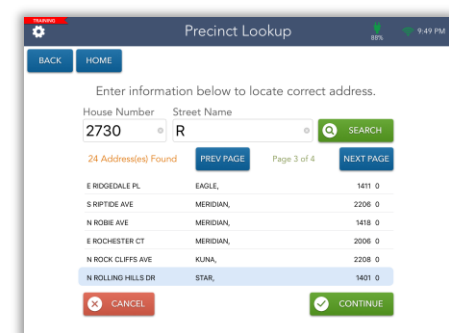
3 The voter's precinct information is now displayed on the screen and can be shared with the voter by either toggling the screen, sending it in an email and/or text, or printing the address and directions.

Touch "HOME" to return.

TENEX SOFTWARE SOLUTIONS
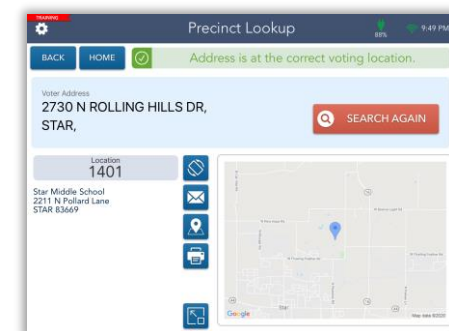
Wrong Location Voter

1
If a voter is in the wrong location, a red message stating that the voter is in the wrong location will appear. If the voter claims they are not in the wrong location call Ada County Elections Office to verify.

Touch the green "RE-DIRECT VOTER" button to continue.
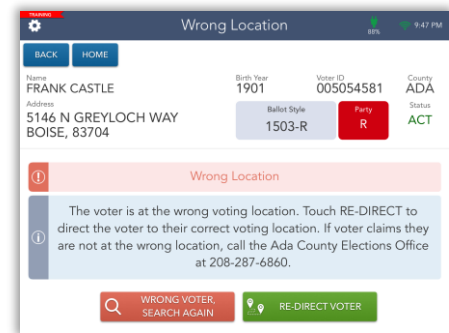
2
The voters correct location will be listed with a map. The buttons in the middle of the screen allow users to toggle the screen towards the voter, send the location address to the voter or print them out. Touch the last icon to expand the map and print turn by turn directions. Touch "CONTINUE" to finish processing the voter.
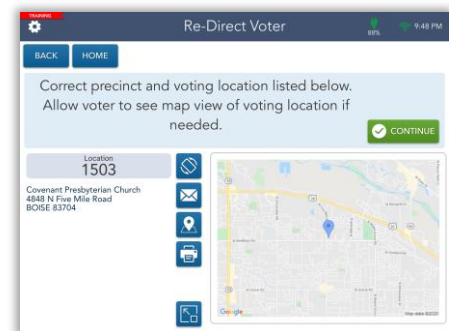
3
The re-direct slip will print for the voter. Touch "CONTINUE".
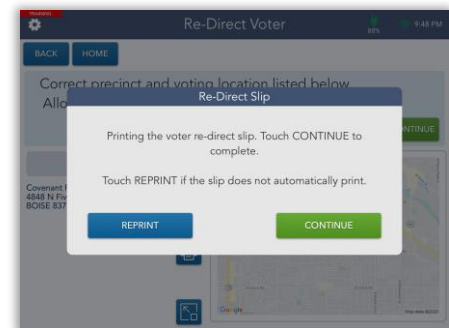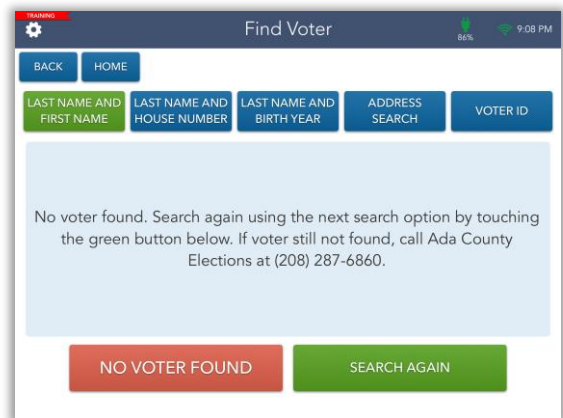
4
The voter has successfully been re-directed! Touch the green "PROCESS NEXT VOTER" to continue.
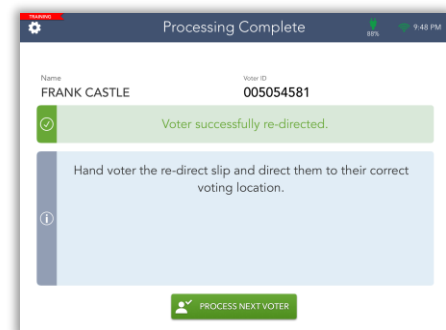
Same Day Registration
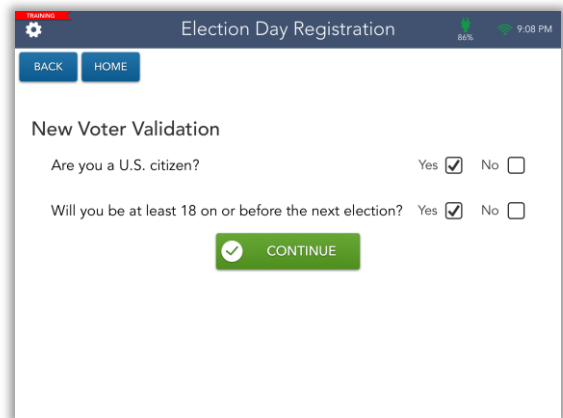
1

The first step in registering a new a voter is to conduct a manual search to ensure they're not already registered. If a voter is searched for and not found, select "NO VOTER FOUND" to begin the same day registration process.
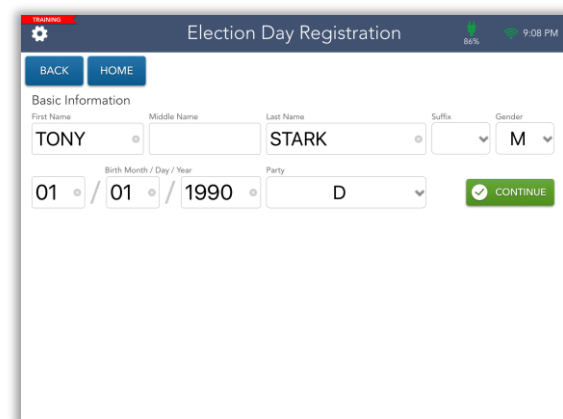
2

Answer the voter validation questions to determine that the voter can proceed. Touch "CONTINUE".
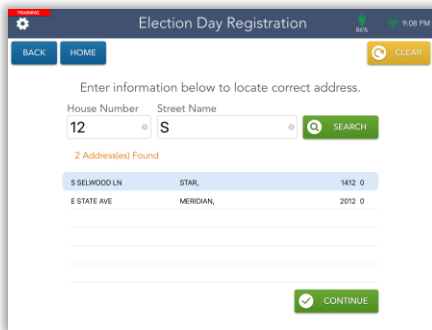
3

Enter the voter's information. All information needs to be copied exactly how it is written on the card by the voter. If there are any fields left blank by the voter, politely inform them that they are required to fill out all the fields on the voter registration application. Touch "CONTINUE" to proceed.
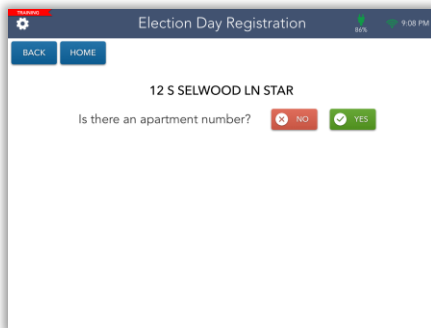
Same Day Registration Cont.
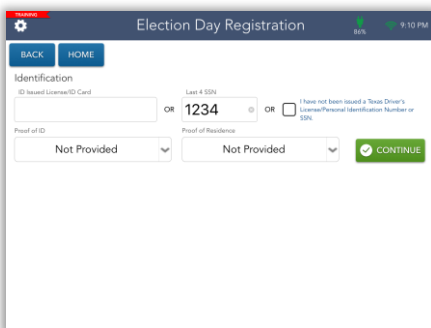
Search for the voter's address by entering the full street number and first three letters of the street name. Select the correct street name from the list of results. Once selected, touch "CONTINUE". If the voter's mailing address is different from their residence address, there will be an opportunity to input a mailing address on the next screen.

4

Confirm whether the voter's residence is an apartment or not.

5

Enter the voter's identification information. The voter is required to have either an Idaho Driver's License or Last 4 of their SSN. Touch "CONTINUE" once entered.

6

The screen will flip upside down for the voter to confirm all information has been entered correctly. The voter should touch "CORRECT" to continue.

7

Same Day Registration Cont.

8

Once the voter has confirmed their information, the screen will flip towards the poll worker. Touch "CONTINUE".

9

The Touchpad will now capture the voter's signature. Note that an orange "Election Day Reg" badge will be on each screen of the workflow.

10
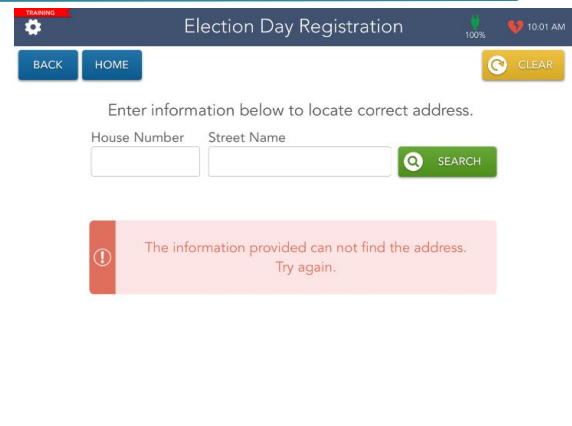
The workflow will continue as normal. Once the check-in is complete, proceed to checking in the next voter.

Same Day Registration: Invalid Address

1
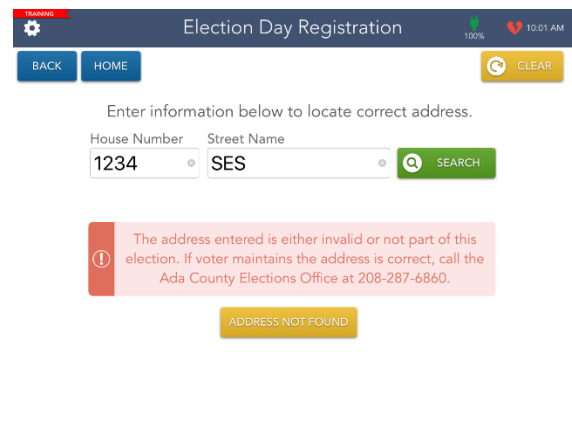
If you are registering a voter, and after searching for the address this message appears, type in the address and search again.

2
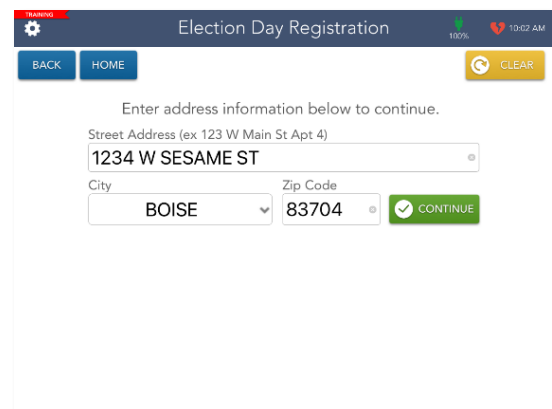
If typing in the address again produces this message, confirm the voter has provided proof of residency and that the address is being searched correctly. Then call the Ada County Elections Office.

3

After verifying the address with the Ada County Elections Office, click 'Address Not Found.' You may then type in the full address manually and select "CONTINUE".

4

After submitting the address, then you must select the Precinct dropdown menu.

5

Select the correct precinct from the list.

6

Lastly, select the sub-district from the list. Make sure to verify the correct sub district with the Ada County Elections Office. Our office will confirm the sub district after contacting us. Complete the voter registration by completing the rest of the workflow.

Mail Ballot Requested Voter

If a voter has requested a Mail Ballot, they have the opportunity to surrender their ballot and vote normally.

If the voter does not surrender their ballot, the voter can cast their ballot normally. Inform the voter that the Mail Ballot will be spoiled, and if still in their posession, instruct them to destroy it.

If the voter surrenders their ballot, the voter can vote normally at the polls.

Mail Ballot Received Voter

If a voter is flagged as having already returned their mail ballot the voter is not eligible to vote at the polling location. Have the voter contact Ada County Elections at 208-287-6860 if they believe it is a mistake.

Touch the green "PROCESS NEXT VOTER" to proceed. This type of voter <u>SHOULD NOT</u> be checked in.

Already Voted Voter

If a voter is flagged as having already voted, the voter is not eligible to vote at the polling location. Have the voter call the Ada County Elections Office at 208-287-6860 if they believe it to be a mistake.

Touch the green "PROCESS NEXT VOTER" to proceed. This type of voter SHOULD NOT be checked in.

Address Protected Voter

An Address Protected voter has their address information withheld and will simply show an "Address Protected" message.

Ensure the voter states their name, and that the name matches the voter registration in the ePollbook. <u>DO NOT</u> ask the voter to verify their address. Proceed with the normal check-in process.

Curbside Voter

1 If a voter is unable to enter the voting location, the Touchpad can process them as a Curbside Voter (Check with your Chief Judge to ensure Curbside Voting is available). If Curbside Voting is offered, after searching for the voter's registration, touch the yellow "MORE OPTIONS" button and select 'Curbside Voter'.

2 Confirm that the voter is requesting to vote curbside.

3 The voter is now classified as a curbside voter. Two election officers shall deliver the Touchpad and ballot to the voter to maintain dual custody at all time.

Request Assistance Voter

1   If a voter is requiring assistance, the Touchpad can process them as Requested Assistance Voter. Touch the yellow "MORE OPTIONS" button and select "Request Assistance".

2   Confirm that the voter is requesting assistance.

3   The voter is now classified as requiring assistance. Check-in the voter as normal (voter is required to sign the ePollbook) and notify your Chief Judge that a voter requires assistance.

Challenging a Voter

1   If a voter is to be challenged, the Touchpad can process them as a Challenged Voter. Touch the "MORE OPTIONS" button and select the "Challenge" option.

2   Select the reason the voter is being challenged. Touch "CONTINUE."

3   Select the ballot that should be issued to the voter.

4   Voter is required to complete the paper Oath of Challenged Voter Form. Once the form is completed, file the Oath in the correct envelope and you may check-in the voter as normal.
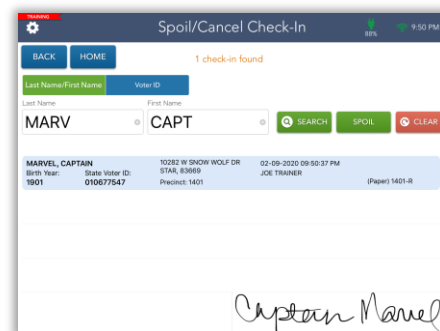
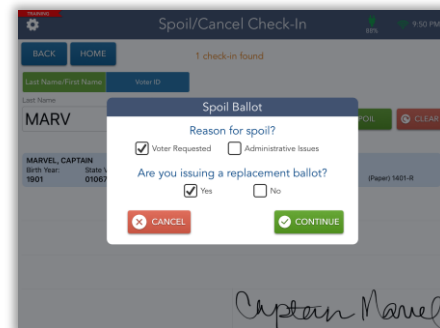# Spoiling/Cancelling a Check-In

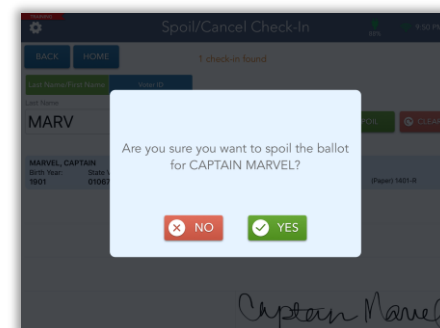**1** To spoil/cancel a check-in, touch "SPOIL/CANCEL CHECK-IN" from the Launchpad menu.
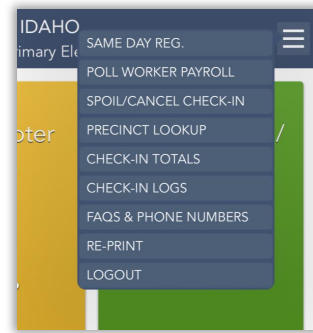
2 Search for the voter check-in you want to spoil. Touch the green "SPOIL" button to continue.

3 Select the reason for spoiling and if the voter is being issued a replacement ballot. Touch "CONTINUE."

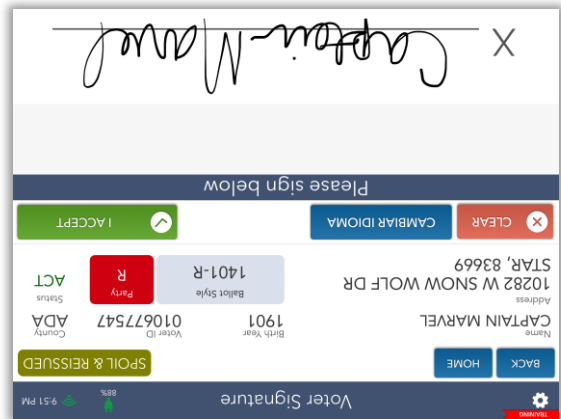**4** Confirm you would like to spoil the check-in. Touch "YES."
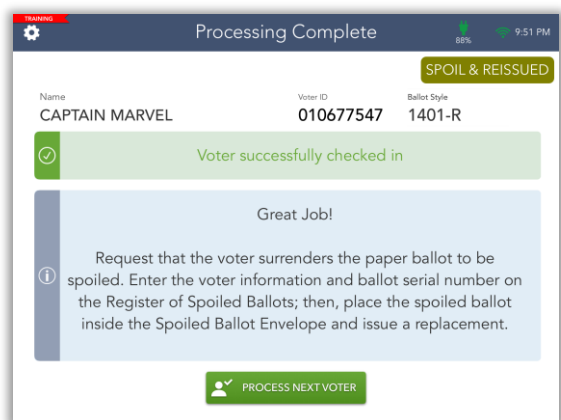
Spoiling/Cancelling Cont.

5 The screen will now flip to allow the voter to sign for the reissued ballot.

Continue processing the voter as normal.

6 Write "SPOILED" across the ballot on each sheet and then deposit the ballot in the specified "SPOILED BALLOT" envelope.

7 Touch the green "PROCESS NEXT VOTER" button to continue.
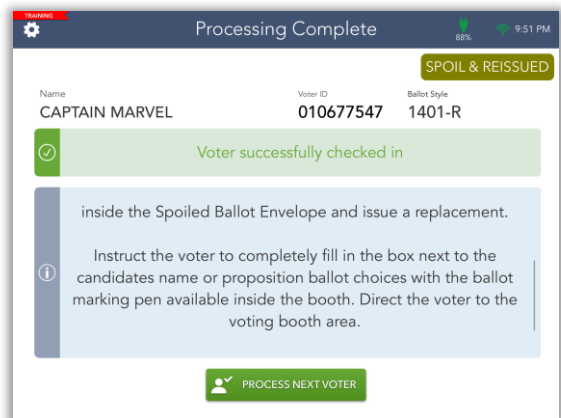
Check-In Totals

These totals allow you to account for all ballots issued. To change from "This Location" to "This Touchpad," simply click on the appropriate button in the "Include For" section.

From the Launchpad Menu, touch the "CHECK-IN TOTALS" option. This screen will appear to see a running total of all ballots issued throughout the day.

Check-In Logs

During Early Voting and Election Day, a log is kept of all of the voters that have been checked in on a particular Touchpad or in the location. These logs allow you to account for all voters checked in, as well as spoiled and provisional ballots issued. To change from "This Location" to "This Touchpad," simply click on the appropriate button in the "Include For" section.

From the Launchpad Menu, touch the "CHECK-IN LOGS" option. This screen will appear.

If you need information on a voter, simply touch on their name and an image of their signature will appear at the bottom.

Re-Printing a Voter Ticket

1 To reprint a voter ticket, touch the "RE-PRINT" option from the Launchpad Menu.
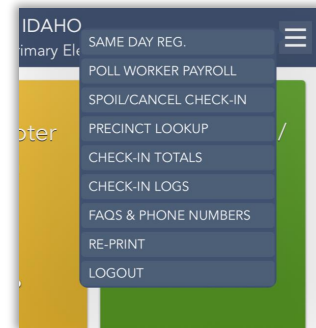
2 Search for the voter you need to reprint for. Touch the voter record and touch the green "RE-PRINT" button.
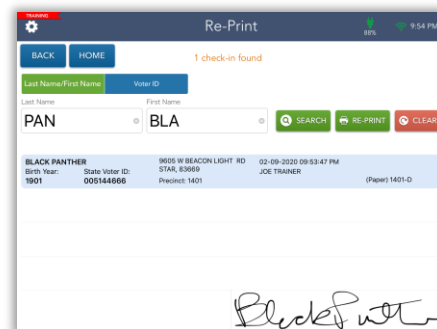
3 Select what you would like re-printed.

4 The Voter Ticket will now be reprinted. Touch "CONTINUE" to finish the transaction.

Closing Procedures: Lock the ePollbook

1 Once the election has ended, it is time to close the election on the Touchpads. From the Launchpad menu, touch "LOGOUT."

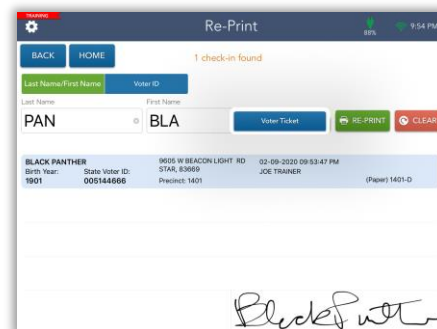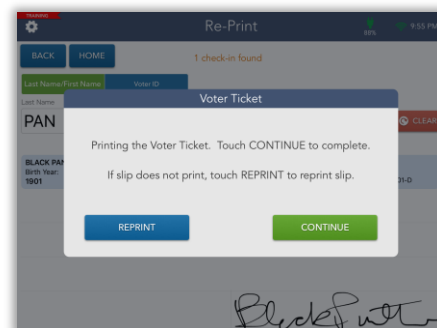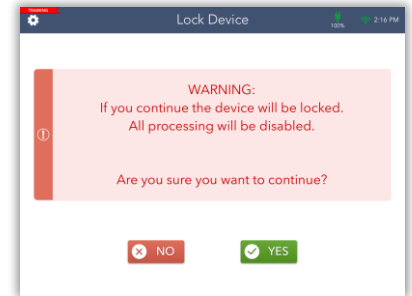**2** Touch the yellow "CLOSE THE ELECTION" button to begin the closing process.

3 A warning screen will appear.

If you are ready to close the election, touch "YES."

4 An orange screen will appear for a few moments while the Touchpad synchronizes.
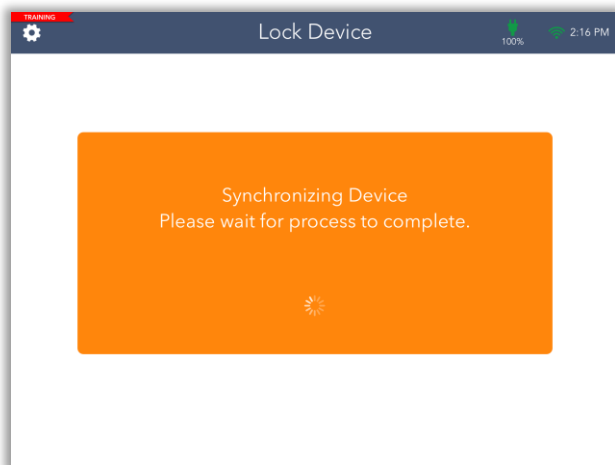
5 The "Device Locked" screen will appear. If your device has not sent all its transactions, a "Transactions Pending" message will appear in the left-hand corner. Do not panic! This is normal. Complete the rest of your end of election procedures.

Closing Procedures: Ballot Accounting
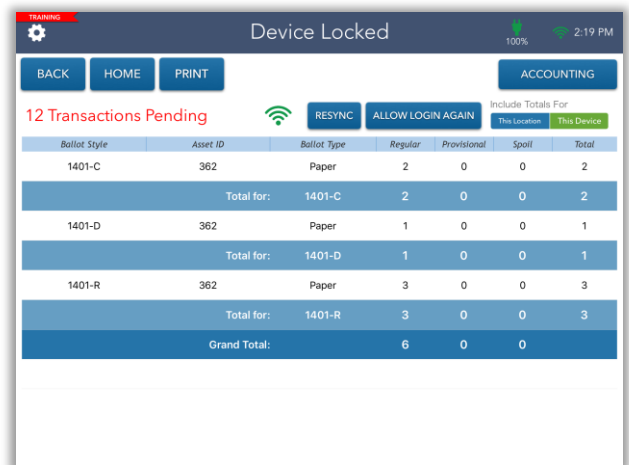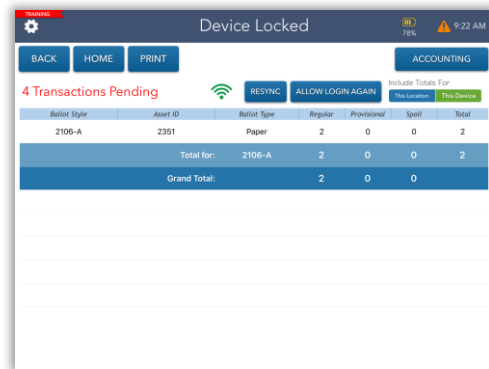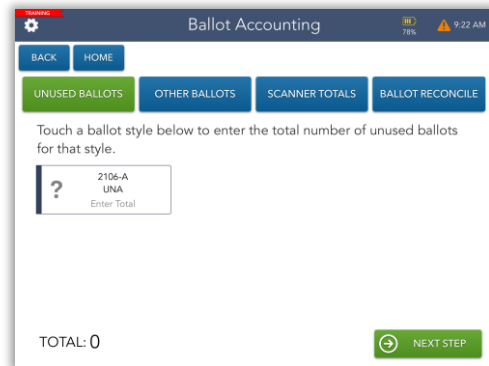
1 To begin the Ballot Accounting process, touch the blue "ACCOUNTING" button in the top right-hand corner of the screen.

2 Start by touching the first ballot style on the screen.

3 Use the on-screen number pad to enter the correct number of unused ballots for your location.

Touch the green "DONE" button once you have entered your total.
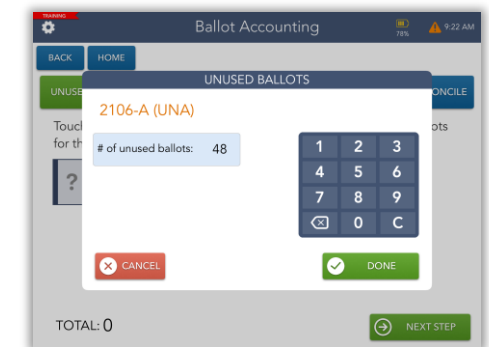
4 Once you have entered all totals, touch the green "NEXT STEP" button to continue to the next step.

TENEX
SOFTWARE SOLUTIONS

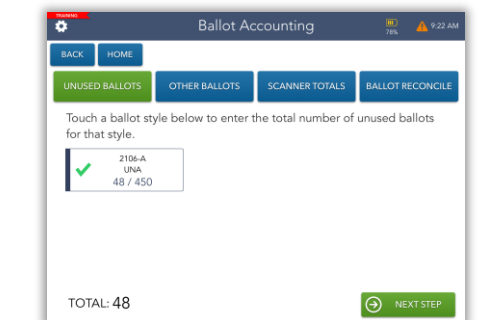Enter the totals for "OTHER BALLOTS" and "SCANNER TOTALS".

5

Once you have entered all the totals, you will go to the final "BALLOT RECONCILE" tab. If all totals are correct, you should see a green message.

Touch "GET SIGNATURES" to continue.

6

Enter your name and then touch the green "CONTINUE" button. The Chief Judge at your precinct will need to sign the Ballot Accounting page as well.
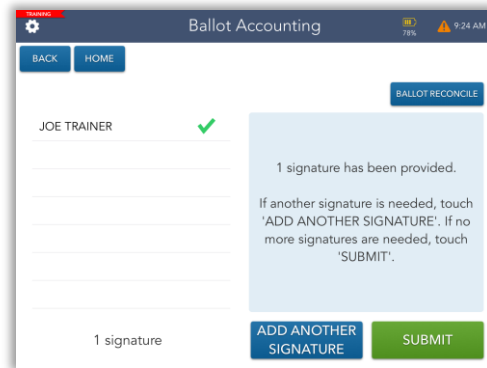
7

Provide your signature then touch the green "I ACCEPT" button.

8

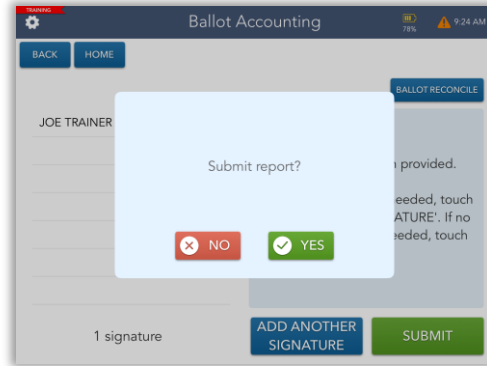Ada County, Idaho – Precinct Central Training Guide

9

You should now see a green checkmark next to your name. Enter any additional signatures as needed by touch "ADD ANOTHER SIGNATURE."

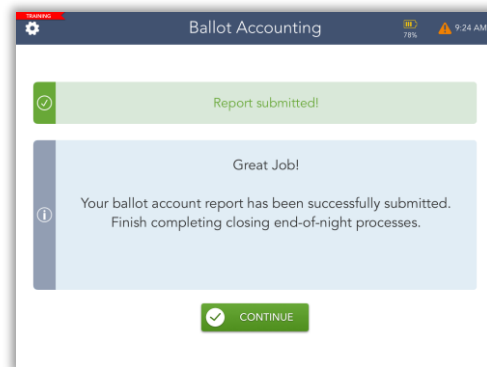Once all signatures have been captured, touch the green "SUBMIT" button.

10

Touch the green "YES" button if you are ready to submit your ballot accounting report.
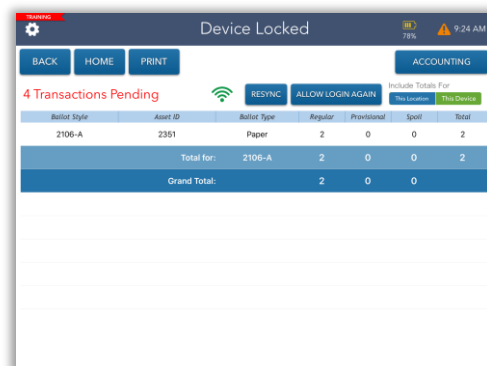

11

You will receive a confirmation message that your report has been submitted. Touch the green "CONTINUE" button.

12

You will now be returned to the Device Locked screen.

Finish completing any further closing/end-of-night processes as needed.

Notes