

# The Hart Voting System



## Election Day Quick Reference Guide



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*HVS-VBO-EDQR*

## Help Desk - Contact Information

### Local Elections Office:

( )

### Hart's Customer Support Center:

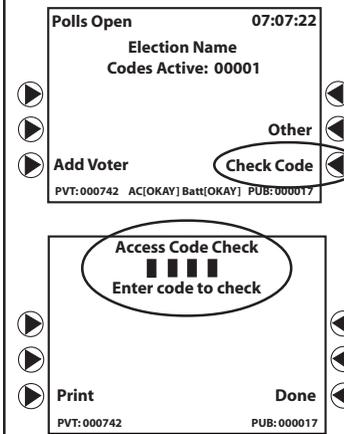
(866) ASK-HART / (866) 275-4278



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## Checking the Status of an eSlate Access Code

If necessary, call the Help Desk for assistance



- 1 On the JBC **Polls Open** menu, press the ◀ next to **Check Code**.
- 2 On the **Access Code Check** screen, use the JBC keypad to enter the Access Code.
- 3 The status of the Access Code appears on the screen.
- 4 If necessary, press the ▶ next to **Print** to print.
- 5 Press the ◀ next to **Done** when you are finished.

### Possible Status Messages:

- *Not assigned*  
Code not from this JBC.
- *Assigned and in use*  
Currently active ballot.
- *Assigned and expired*  
Not used within time limit.
- *Assigned and cast*  
Completed ballot.
- *Assigned and canceled*  
Canceled prior to casting ballot.
- *Assigned and open*  
Code is valid, but not yet used.

## Assisting Persons with Disabilities

If necessary, call the Help Desk for assistance

“**Jelly Switches**” are for voters with mobility impairments.

The RED “jelly switch” is the same as turning the SELECT wheel clockwise.

The GREEN “jelly switch” is the same as the ENTER button.

Voters with a severe mobility impairment may use their own sip-and-puff device.



The **headphones** are for voters who prefer to have the ballot read to them.

- Voters using the headphones will use the SELECT wheel and ENTER button.
- Provide instructions on how to vote before handing headphones to the voter.
- The headphones have a volume control built into the wire.
- Read the Access Code aloud to the voter, if necessary.
- For assistance connecting “jelly switches” or a sip-and-puff device, call the Help Desk.

## Adding eSlate Provisional Voters

If necessary, call the Help Desk for assistance

If a voter does not appear in the Poll Book, consult with Election Officials. If instructed to offer a Provisional ballot:

- 1 Ensure the voter fills out a Provisional Ballot Envelope.
- 2 On the JBC **Polls Open** menu, press the ► next to **Add Voter**.
- 3 Choose the voter's precinct.
- 4 On the next screen, press the ◀ next to **Provisional**.
- 5 Press the ► next to **YES**.
- 6 Press the ► next to **Print**, and the *Voter Provisional Stub* prints.
- 7 Separate the ACCESS CODE from the *Voter Provisional Stub*.
- 8 Ask the voter to print and sign his/her name on the stub. *File the stub in the voter's Provisional Ballot Envelope.*
- 9 Give the voter the ACCESS CODE.

<b>ACCESS CODE</b>
Clave de acceso <b>4412</b>
Date: 11-06-2001 Time: 15:42:21 Place: Main Street School Pet: 101
<b>Voter Provisional Stub</b>
Date: 11-06-2001 Time: 15:42:21 INSTRUCTIONS TO VOTER: 1. Print your name below. 2. Sign your name below. 3. Place stub in envelope and seal. 4. Give envelope to election judge. 5. Proceed to voting booth to vote ballot according to regular procedures. DATE OF ELECTION: November 6, 2001 NAME OF ELECTION: General Election PRECINCT NAME: 101 BALLOT CODE: 1000014412 PRINTED NAME OF VOTER:  Voter Signature: X

◀ Tear Here

## Canceling a Booth (Spoiling an eSlate Ballot)

If necessary, call the Help Desk for assistance

### Cancel a booth if:

- A voter gets the wrong ballot style or language.
- A voter leaves the polling place with an active ballot left on the screen. (Also called an "abandoned ballot.")

<b>Cancel Booth</b> Enter Booth to cancel. 
Cancel

- 1 On the JBC **Polls Open** menu, press the ◀ next to **Other**.
- 2 Press the ► next to **Cancel Booth** on the next screen.
- 3 Enter the two-digit number of the booth you wish to cancel (e.g., 01) on the **Cancel Booth** screen.
- 4 Go to that booth and press **ENTER** on the eSlate.
- 5 Return to the JBC and press the ► next to **Continue**.
- 6 Press the ◀ next to **Polls Open Menu**.
- 7 Record the cancellation in the Cancelled Booth Log.

## The Hart Voting System

The Hart Voting System is secure, accurate and accessible to all persons, including persons with disabilities. Voters may choose *paper ballots with eScan* or *electronic ballots with eSlate*. The polling place components include...



### eScan - Ballot Box Station

- A precinct-based digital scanner for paper ballots.
- If ballots have contests that are marked incorrectly, voters have an opportunity to correct mismarks before casting the ballot.
- Once ballots are cast through the ballot feed slot, they drop into eScan's secure ballot box for storage.



### eSlate - Disabled Access Unit

- Allows voters with disabilities to vote privately and independently.
- Includes audio ballot reader with headphones for voters with visual/reading impairments.
- Can also accept adaptive devices for voters with mobility impairments.
- Before casting the ballot, voters have the opportunity to verify their selections on a printed paper record using the **Verifiable Ballot Option (VBO)**.

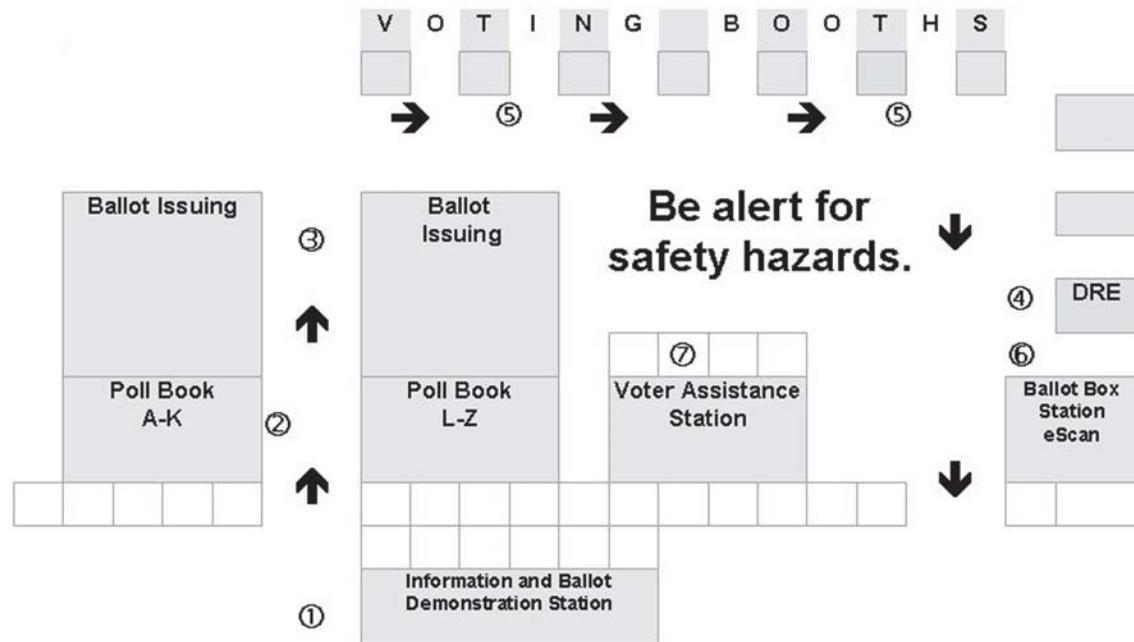


### Judge's Booth Controller (JBC)

- Control unit for the eSlate system.
- Used to issue electronic ballots to voters.
- Also serves as the electronic ballot box.

## Polling Place Layout

1. Information and Ballot Demonstration Station
2. Poll Book Station
3. Ballot Issuing Station
4. DRE Station (eSlate)
5. Voting Booth Station
6. Ballot Box Station (eScan)
7. Voter Assistance Station



## Helping eSlate Voters

If necessary, call the Help Desk for assistance

### Tips for Ballot Navigation

- Press HELP once for an on-screen help message. Press HELP a second time for help from a poll worker.
- To move between pages of the ballot, press PREV or NEXT.
- To cancel a choice you have marked, highlight the choice with the SELECT wheel and press ENTER.
- To change a choice, turn the SELECT wheel to your new choice and press ENTER.
- To change a choice from the Ballot Summary Page, turn the SELECT wheel to highlight the contest you wish to change then press ENTER. This will take you back to that contest on the ballot where you can make the change.
- In multi-page ballot summaries, turn the SELECT wheel, or press NEXT, to move to the final page and press CAST BALLOT to proceed.
- Pressing the CAST BALLOT button after you have verified all printed pages completes the voting process and records the ballot.

### Monitoring Booths

Along the top of the JBC are lights, numbered 1-12. A light appears for each eSlate booth in your chain to inform you of its status. These lights must be monitored while voters are in booths.



- When the booth is **open**, the light is GREEN.
- When the booth is **in use**, the light is RED.
- When a voter needs **help**, the light flashes.

If a voter leaves the booth and the booth light is still RED, remind that voter to go back to press CAST BALLOT.

If a voter enters the booth and the booth light stays GREEN, go to the booth to see if the voter needs help.

## eSlate - Troubleshooting

If necessary, call the Help Desk for assistance

### If there are system errors:

- 1 Wait until all voters currently on eSlates have finished voting.
- 2 Check all connections, including power cords and gray booth cable.
- 3 **DO NOT CLOSE POLLS.** Follow these steps to **restart the system**:
  - a. Unplug the JBC from all power sources (battery key and AC power cord).
  - b. Plug the JBC back into all power sources (battery key and AC power cord).
  - c. On the eSlate(s), press ENTER to assign booth number(s).
  - d. On the JBC, select **Done**, and then **Next**.
  - e. On the JBC, enter the Open Polls Password and press the ► next to **Accept**.
  - f. File any reports in the Election Envelope.
  - g. Print new ACCESS CODES for any voters who had codes aborted.

*If restarting the system does not fix the error, call the Help Desk.*

### To Change the JBC Printer Paper:

- 1 Lift the printer cover, raise the paper feed lever, and remove the old paper roll and its spindle.
- 2 Put the spindle into the new roll with the paper rolling out **from the bottom**.
- 3 Place the spindle in its slot, feed the paper under the rubber roller, and through the slot in the cover.
- 4 Lower the paper feed lever, close the printer cover, and continue.



### VBO Printer Errors

Below is a list of VBO (eSlate printer) error codes that may appear on the eSlate voting machine. *If one of the codes is displayed, call the Help Desk.*



EVBO-101  
Battery low.

EVBO-102  
Paper low.

EVBO-103  
Communication  
error.

EVBO-104  
Paper jam.

EVBO-105  
Paper out.

# Part I eScan Operations



## Setting Up the eScan Ballot Box Station and Opening Polls



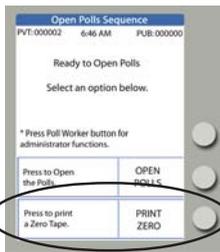
- 1 Roll the eScan to its desired location in the polling place, close to an AC power outlet.
- 2 Unlock the eScan ballot box door. Remove all supplies and cords from the ballot box, including the power supply and any materials in the Emergency Ballot Bin drawer.
- 3 Replace the Emergency Ballot Bin drawer and close the ballot box door.



- 4 Insert the eScan power cord into the eScan AC power "brick."
- 5 Plug the eScan power cord into any open AC power outlet. Confirm that the green light on the eScan AC power brick is illuminated.



- 6 Insert the round end of the eScan power cord into the back of the eScan.
- 7 Press the power switch on the eScan to ON and confirm that the power switch displays a red light. After approximately 30 seconds, the eScan splash screen appears on the console and the eScan *Powerup* report is printed.

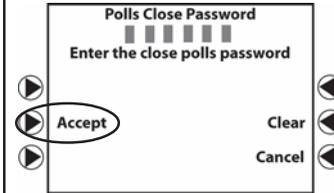


- 8 The eScan displays the **Ready to Open Polls** screen. Press the button next to **PRINT ZERO**.
- 9 Check the *Zero Tape Report* to verify your polling place and/or precincts. Leave it on the eScan for now; it will be filed at the end of Opening Polls.
- 10 Complete the Reconciliation Log.

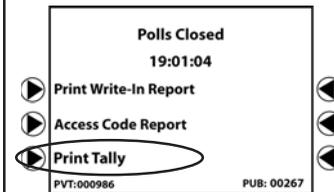
## Closing Polls on Election Day



- 1 Only after all voters have finished voting, press the **CLOSE POLLS** button on the JBC. The button is located immediately below the screen, in the right-hand corner.
- 2 Press the ► next to **YES** to verify that you want to close the polls.
- 3 Enter the **Close Polls Password**. Press the ► next to **Accept**.
- 4 A *Polls Closed* report prints. Leave the printed report on the JBC for now.

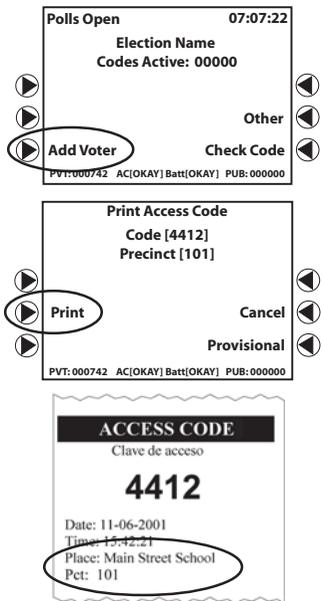


- 5 Press the ► next to **Print Tally**. If applicable, press the ► next to **Write-In Report**.
- 6 Tear off and sign the Close Polls reports.
- 7 Complete the Reconciliation Log.
- 8 File the Close Poll reports in the Election Envelope.
- 9 Disconnect the JBC from all power sources.
- 10 Disconnect the gray JBC cable from the rear of the eSlate booth, and from the JBC.



- 11 Close the eSlate lid, and disassemble the booth to prepare for transport to the Elections Office.
- 12 Pack the JBC, the gray cable, the black power cord and the red/green "jelly switches" (if available) in the JBC box.
- 13 Disconnect the black power cord from the VBO (eSlate printer).
- 14 Prepare the JBC box, the printer box, logs, and all envelopes for transfer to the Elections Office.

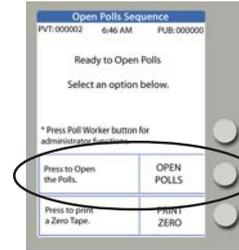
## Adding Voters on the eSlate



- 1 Only when there is an open booth, on the JBC press the ► next to **AddVoter**.
- 2 Press the ► next to **Print**.
- 3 Tear off the **Access Code** slip and verify the voter's precinct on the slip.
- 4 Hand the Access Code to the voter.
- 5 Provide the voter instructions on how to use eSlate voting machine (see below).

## Voter Instructions

1. Turn the SELECT wheel to highlight your language (if applicable) and press ENTER.
2. Turn the SELECT wheel to highlight the first number of your ACCESS CODE. Press ENTER. Repeat for each number.
3. Turn the SELECT wheel to highlight your ballot choice. Press ENTER to mark it. Repeat for each contest. You can turn pages on the ballot with PREV or NEXT.
4. *Read the Ballot Summary Page carefully. Only after you have made all of your desired choices, press CAST BALLOT to proceed.*
5. *Read the Paper Verification Pages carefully and verify your selections on the printed record. Only after verifying the printed record, turn the SELECT wheel to highlight "Accept Page" and press ENTER.*
6. After you have verified and accepted all printed pages, press CAST BALLOT to finish voting. You have finished voting when you see the waving American flag.

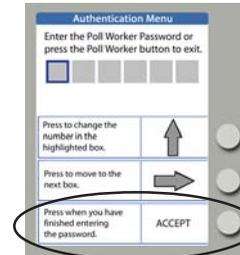


- 11 Check the time. Press the button next to **OPEN POLLS**.

- 12 Enter the **Poll Worker Password** and press the button next to **ACCEPT**.

### How To Enter Numbers for a Password

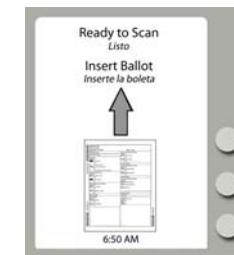
1. Press the console button next to the ↑ up arrow as often as necessary to display the first number you want to enter.
2. Press the console button next to the → right arrow to advance to the next entry position.
3. Press the console button next to the ↑ up arrow as often as necessary to display the next number you want to enter.
4. Repeat steps 2 and 3 until all numbers are entered.
5. Press the console button next to **ACCEPT**.



- 13 Tear off the *Polls Open/Zero Tape Report*, sign the *Zero Tape Report*, and file in the Election Envelope. Store the envelope in a secure location.



- 14 Lock the eScan ballot box door and secure the key.



- 15 The eScan displays the **Ready to Scan** screen. The eScan is ready to scan voters' ballots.

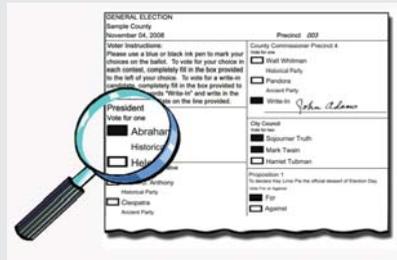
***If any problems occur during the Open Polls procedures, call the Help Desk immediately!***

## At the Ballot Issuing Station:

# Voter Instructions - For Paper Ballots

### To Mark Ballots Properly:

1. Please use a blue or black ink pen only.
2. Completely fill in the box to the left of your choice.
3. Make no stray marks on the ballot.
4. Do not use inks that soak through the paper.

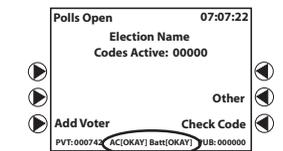
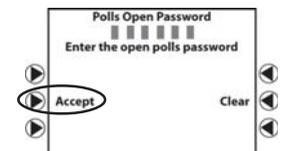
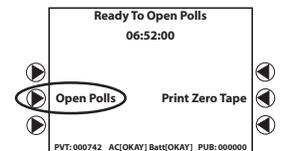
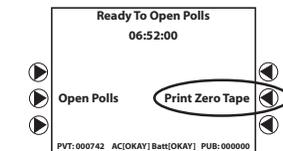
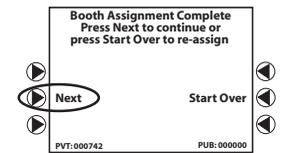
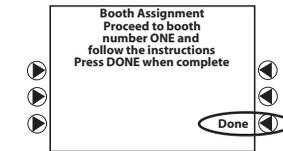


### Before Scanning Your Ballot:

1. Check both sides of all ballot pages.
2. Confirm that the ballot stub (if any) was removed at the Ballot Issuing Station.
3. Place your marked ballot in a secrecy folder (if available) while you wait to scan the ballot.

### To Scan Your Ballot:

1. Insert your ballot into the eScan's ballot feed slot.
2. The eScan reads ballots inserted in any orientation.
3. Watch for instruction messages that notify you of any improperly marked contests.
4. If necessary, respond to instruction messages by requesting a new ballot to make corrections, or you may cast your ballot as-is. (Choices will not be counted for improperly marked contests.)
5. After accepting the ballot, eScan displays the American flag.



12 Assign booth numbers. Go to the first eSlate and press **ENTER** to assign that booth as number 01. If you have additional booths, go to the second eSlate and press **ENTER** to assign that booth as number 02. Continue until all booths have been assigned, and return to the JBC.

13 Return to the JBC and press the ◀ next to **Done**.

14 Press the ▶ next to **Next**.

15 Press the ◀ next to **Print Zero Tape**. Verify that the precinct in your polling place is correct.

16 Check the *Zero Tape Report* to verify your polling place and/or precincts. Leave it on the JBC for now; it will be filed at the end of Opening Polls.

17 Complete the Reconciliation Log.

18 Check the time. Press the ▶ next to **Open Polls**.

19 Enter the **Open Polls Password** and press the ▶ next to **Accept**.

20 Tear off the JBC Open Polls Reports and file in the Election Envelope. Store the envelope in a secure location.

21 Check the JBC AC and battery power by confirming that the bottom of the JBC screen displays **AC [OKAY] Batt [OKAY]**.

22 On the bottom of the eSlate screen, confirm that the machine displays **Printer: BATTERY** and **eSlate: BATTERY**. These indicators mean that the voting machine's backup batteries are working properly.

## Setting Up the eSlate and Opening Polls



- 1 Place the Judge's Booth Controller (JBC) near an electrical outlet.



- 2 Plug the red end of the long gray booth cable into the back of the JBC and tighten the thumbscrews.



- 3 Plug the black end of the long gray booth cable into the back of the eSlate booth closest to the JBC and tighten the thumbscrews.

- 4 Raise the eSlate booth lid and press the brace downward to lock it.

- 5 If you have additional booths, connect the cable located in the storage compartment to the back of the next booth in line. Repeat for all booths, as applicable.



- 6 Connect the VBO (eSlate printer) to AC power:
  - ▶ Insert the cord into the power "brick"
  - ▶ Insert the round end of the power cord into the port immediately above the printer.
  - ▶ Plug the cord into a power outlet. If using a power strip, make sure it is turned on.

- 7 Assemble the booth's fabric privacy screen. If necessary, see instructions on the screen's tag.



- 8 Connect the black battery "key" into the back of the JBC. The JBC should power up.

- 9 Insert the JBC's black power cord into the back of the JBC.

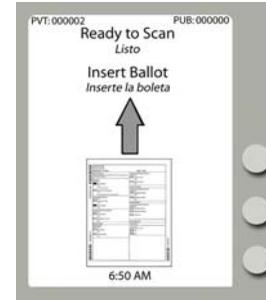
- 10 Plug the JBC's black power cord into a power outlet. If using a power strip, make sure it is turned on.



- 11 On the eSlate voting machine, confirm that the machine displays **Printer Status [OKAY]** at the bottom of the screen.

At the eScan Station:

## Scanning and Casting a Paper Ballot



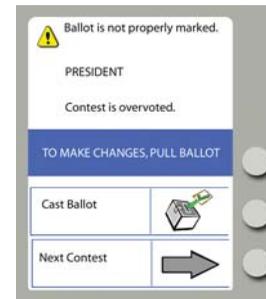
- 1 From the **Ready to Scan** screen, insert the ballot into the ballot feed slot. The eScan reads ballots inserted in any orientation.



- 2 Wait while the **Scanning ballot....** message is displayed.



- 3 If the ballot is *properly marked*, eScan accepts the ballot and displays the American flag to indicate that the ballot has been recorded.

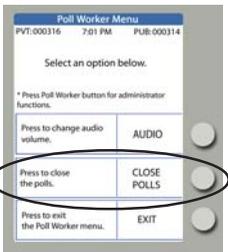
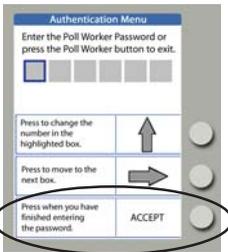


- 4 If the ballot contains overvotes or is completely blank, eScan will return the ballot to the voter and display instruction messages for each contest that requires attention.
  - ▶ *To make changes to the ballot*, pull the ballot and request a new one (the original ballot must be spoiled).
  - ▶ *To cast the ballot as-is*, select **Cast Ballot** from the eScan console. (Choices in contests that are improperly marked will not be counted.)

## Closing eScan Polls on Election Day



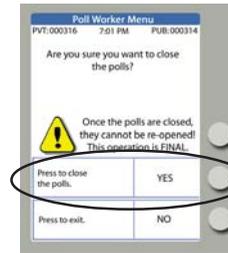
- 1 Wait for all voters to finish voting.
- 2 Unlock and open the Ballot Box door. Be careful not to disturb the voted ballots in the ballot box.
- 3 Remove the Emergency Ballot Bin by sliding it out from its metal rails.
- 4 If unscanned ballots are found in the Emergency Ballot Bin:
  - a) Remove the ballots from the bin.
  - b) Close the ballot box door.
  - c) From the **Ready to Scan** screen, insert each ballot into the ballot feed slot, one at a time.
  - d) If ballots have improperly marked contests, select **Cast Ballot** from the eScan console.



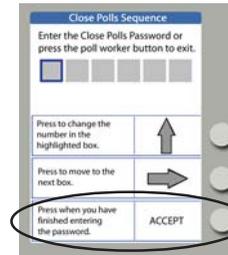
- 5 If there are no ballots in the Emergency Ballot Bin, replace the bin and close the Ballot Box door.
- 6 While **Ready to Scan** is displayed, briefly press the red Poll Worker Button on the back of the eScan.
- 7 Enter the **Poll Worker Password** and press the button next to **ACCEPT**.
- 8 Press the button next to **CLOSE POLLS**.

# Part II eSlate Operations





9 The eScan confirms that you want to close the polls. Press the button next to **YES**.



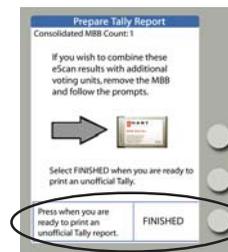
10 Enter the **Close Polls Password** and press the button next to **ACCEPT**.

11 The *Polls Closed* report prints. Leave the report on the eScan for the time being; it will be filed with other end of day reports.

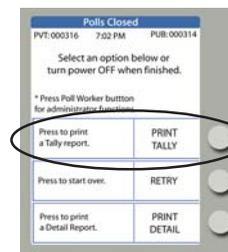
12 Press the button next to **CONTINUE**.



13 Wait while the eScan reads the MBB.



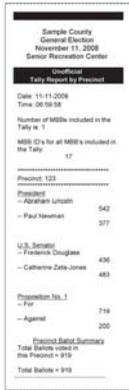
14 Press the button next to **FINISHED** to prepare a Tally Report.



15 Press the button next to **PRINT TALLY**.

continued on the next page ►

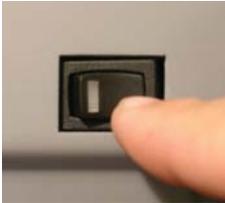
## Closing eScan Polls on Election Day (continued)



16 Tear off the *Polls Closed/Tally Report*.

17 Complete the Reconciliation Log.

18 Sign the *Polls Closed/Tally Report* and file in the Election Envelope.



19 To shut down properly, press the power switch on the eScan to OFF.



20 Open the eScan ballot box and place the voted ballots into the "Voted Ballots" container for transport back to the Counting Center.



21 Disconnect all power cords and place inside the eScan ballot box.



22 Pack up all eScan supplies for delivery to the Elections Office.

## eScan Ballot Box Station - Troubleshooting

If necessary, call the Help Desk for assistance

### If the eScan does not work:

1. Check all power connections, including the outlet, power strip and power brick.
2. Ensure that the eScan is turned on. The red light on the rocker switch at the back of the eScan should be illuminated.
3. Restart the eScan, i.e. turn power off and power the system on again.
4. *If restarting the system does not fix the error, call the Help Desk.*

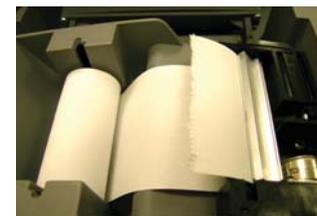
### If there is a paper ballot jam:

1. Cycle power to the eScan to see if the ballot is ejected. If not, continue with steps below.
2. Lift the top (external) scanner cover.
3. Lift the internal scanner cover.
4. Remove all pieces of paper, taking care not to touch any glass surfaces in the scanner path.
5. Replace the scanner covers.
6. If the voter's ballot is damaged, spoil the ballot and issue a new one.
7. If the voter's ballot is not damaged, attempt to rescan the original ballot; if ESN-210 code is displayed (ballot already scanned), then the vote was already recorded, despite the paper jam; quarantine the ballot and call the Help Desk for assistance.
8. *If the jam cannot be cleared, use the emergency ballot slot and call the Help Desk.*



### To Change the eScan Printer Paper:

1. Lift the printer cover, raise the paper feed lever, and remove the old paper roll and its spindle.
2. Put the spindle into the new roll with the paper rolling out **from the bottom**.
3. Place the spindle in its slot, feed the paper under the rubber roller, and through the slot in the cover.
4. Lower the paper feed lever, close the printer cover, and continue.



### eScan Scanning Errors

Below is a list of eScan error codes that may appear during scanning.

**ESN-200 Unreadable option box.** Try re-scanning the ballot. If the error persists, spoil the ballot and issue the voter a new one.

**ESN-201 Bad form/unreadable bar codes.** Try re-scanning the ballot. If the error persists, spoil the ballot and issue the voter a new one.

**ESN-202 Ballot is skewed/non-linear.** Try re-scanning the ballot, with the footer inserted first.

**ESN-203 Bad scan/bad image.** Try re-scanning the ballot. If the error persists, spoil the ballot and issue the voter a new one.

**ESN-208 Ballot not for this polling place.** Spoil the ballot. Follow local procedures to possibly issue a replacement ballot.

**ESN-210 Duplicate serial number/ballot already scanned.** Confiscate and quarantine the ballot. Call the Help Desk.