



# Polling Place

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## Operations Technical Reference Manual

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## CHAPTER 1

# Introduction

The Verity Polling Place Operations Guide provides device overview information for elections officials and support personnel in the following main sections:

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# 1.1 Verity Voting System



Welcome to the Verity Voting system. The Verity Voting system is a robust voting system that enables all voters to easily and quickly make selections and cast votes. At the polls, Verity Voting comprises Touch Writer, a touch-screen voting device, and Scan, a paper ballot scanning device.

## 1.1.1 Verity Touch Writer



As poll workers, you can open the polls, generate ballot Access Codes, close the polls, and print reports.



On the Touch Writer, voters use a touch screen or an accessibility device to make their selections on the ballot privately and independently. When a voter finishes making selections, a marked ballot prints so the voter can cast the ballot.





Verity Access is an accessibility device that allows voters with disabilities to vote privately and independently. Access provides a Move wheel to navigate through the ballot and a Select button to make ballot selections. A Help button is included in case the voter requires assistance. Access includes accessibility device connectivity for headphones, Tactile Input switches, and Sip and Puff devices.

## 1.1.2 Verity Scan



Scan is a digital scanner that quickly scans voters' paper ballots. Ballots are scanned through the ballot feed slot, selections are read by Scan, and votes are cast. Then the ballots drop into Scan's secure ballot box for locked storage. If ballots have contests that are marked incorrectly, Scan displays instructions so that voters have an opportunity to correct mismatched ballots before casting their votes.



### 1.1.2.1 Personnel Requirements

Personnel operating Verity devices (Scan and Touch Writer) must receive training from Hart or Hart-trained personnel on the device in order to obtain the skill level required to successfully operate Verity Scan and Touch Writer.

The number of poll workers required to operate the devices at the polling place should be 1 person per device.

## Next Topics

The next chapter review the supplies required to operate an efficient polling place. Following that are chapters on Touch Writer and Scan, as well as other topics.



## CHAPTER 2

# Polling Place Supplies

This section details all of the supplies required in order to set up the polling place. The polling place requires a number of supplies, plans, and information when installing, configuring, and using Verity Voting system components during elections.

This chapter describes the following topic:

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## 2.1 Supply Lists

This section provides lists of the supplies and voter information for the Verity Voting system at the polling place.

Your jurisdiction may use some, all, or more than these supplies.

### 2.1.1 General Supplies

- Polling Place Layout, if available
- Traffic Control Plan, if available
- Extra ballots: Enough for voters to cast ballots by hand
- Pens: Enough for voters to use for voting
- Extra rolls of thermal paper

### 2.1.2 Instructive Supplies for Voters

- Sample Ballots, if available
- Voter Instruction Flyers
- Voter Instruction Script
- Voter Instruction Placards
- Voter Instruction Video and video player, if available

### 2.1.3 Logs and Envelopes

**Table 1. Logs and envelopes.**

	Supplies	Details
<input type="checkbox"/>	Reconciliation Log	
<input type="checkbox"/>	Spoiled Ballot Log	
<input type="checkbox"/>	Appropriate Envelopes	

## Next Topics

Now that you have been introduced to Verity Voting and have your supplies in order, continue on to the next chapter where we will review Touch Writer.



## CHAPTER 3

# Touch Writer

This chapter includes detailed information for setting up, configuring, and using Touch Writer in a polling place. Included are all of the instructions needed for initial set up, usage by voters, and managing systems on Election Day.

This chapter describes the following:

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## 3.1 Touch Writer Parts



The Touch Writer comes with the portable device for entering votes and a printer to print completed ballots. Certified Hart Ballot Stock is recommended.

### 3.1.1 Verity Access



Verity Access is an accessibility device that allows voters with disabilities to vote privately and independently. Access provides a Move wheel to navigate through the ballot and a Select button to make ballot selections. A Help button is included in case the voter requires assistance. Access includes accessibility device connectivity for headphones, Tactile Input switches, and Sip and Puff devices.

## 3.1.2 Uninterruptible Power Supply

Hart recommends using a uninterruptible power supply (UPS) as a backup for the Touch Writer *printer* in the event of a power loss at the polling place. Contact Hart for purchasing of approved UPS.

The Touch Writer itself has a battery that provides up to two hours of continued usage in the case of power loss. The battery indicator on the Touch Writer screen is green from 100-20% charged. Below the 20% threshold, the battery indicator is marked with a circle with a line through it, indicating that the battery needs to be recharged.

## 3.2 Setting Up Touch Writer

### 3.2.1 Booth Setup



	Steps
<input type="checkbox"/>	1. Ensure that the Touch Writer and printer setup location is near a power outlet and that the outlet is not blocked by the booth. Route power cords so that they cannot be tripped over.
<input type="checkbox"/>	2. Attach the rear leg extension to the left and right legs by locking them in place (fit the button into the hole).
<input type="checkbox"/>	3. Lock the front-right leg extension in place (fit the button into the hole).
<input type="checkbox"/>	4. Lock the front-left leg extension in place (fit the button into the hole).
<input type="checkbox"/>	5. Lift up the booth so that it is standing on its legs.
<input type="checkbox"/>	6. Unfold the booth so that it stands up on its own.
<input type="checkbox"/>	7. Lock down the tray.
<input type="checkbox"/>	8. Insert privacy screens into the notches on the sides of the booth.

## 3.2.2 Uninterruptible Power Supply Setup

	Steps
<input type="checkbox"/>	1. Place the UPS near an unblocked power outlet and near the Touch Writer printer that will plug into it. Only the printer will use the UPS. Other devices have built in battery backup. Route power cords so that they cannot be tripped over.
<input type="checkbox"/>	2. Plug the power cord into the power outlet.
<input type="checkbox"/>	3. Turn on the UPS.

## 3.2.3 Touch Writer Device Setup

	Steps
<input type="checkbox"/>	1. Ensure that the Touch Writer and printer setup location does not block the power outlet. Route the power cords so that they cannot be tripped over.
<input type="checkbox"/>	1. Set the Touch Writer on top of the booth by aligning the footpads with the indentions on the boot tray.
<input type="checkbox"/>	2. From the rear of the booth, reach underneath and lock the Touch Writer into place by pulling the latch.
<input type="checkbox"/>	3. Unlock the Touch Writer case.
<input type="checkbox"/>	4. Unlatch and open the Touch Writer case and lock the support bar in place.
<input type="checkbox"/>	5. Remove the Tablet from its storage location.
<input type="checkbox"/>	6. Secure the tablet into the docking cradle.
<input type="checkbox"/>	7. Lock the Tablet into place using the appropriate key.
<input type="checkbox"/>	8. Open the compartment to the right of the tablet and remove the power cords. Close the compartment.
<input type="checkbox"/>	9. Insert the power cord into the AC power brick.
<input type="checkbox"/>	10. Insert the round end of the power cord into the back of the Touch Writer.

	<b>Steps</b>
<input type="checkbox"/>	11.Plug the power cord into a power outlet or UPS.
<input type="checkbox"/>	12.Position the ballot printer on a table near the Touch Writer.
<input type="checkbox"/>	13.Insert the power cord into the printer and then into the UPS.
<input type="checkbox"/>	14.Insert the square end of the USB printer cord into the printer.
<input type="checkbox"/>	15.Insert the other end of the USB printer cord into the rear of the Touch Writer.
<input type="checkbox"/>	16.Load the ballot printer with ballot paper.

## 3.3 Beginning of Day Procedures

### 3.3.1 Opening the Polls on the Touch Writer

	Steps
<input type="checkbox"/>	1. Press the power button on the ballot printer. Wait while it powers up.
<input type="checkbox"/>	2. Press the green power button on the Touch Writer. Wait while it powers up. The Power-On Self Test Report prints.
<input type="checkbox"/>	3. Tap in the maintenance code using the keypad on the Enter Maintenance Code screen and tap <b>Accept</b> . Wait while the election loads. This may take several minutes.
<input type="checkbox"/>	4. Tap <b>Print Zero Report</b> . Check the Zero Report to verify the polling place and/or precincts. Leave the Zero Report on the Touch Writer; it will be filed at the end of Opening Polls.
<input type="checkbox"/>	5. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	6. Verify that the time on the Touch Writer is correct.
<input type="checkbox"/>	7. Tap <b>Open the Polls</b> .
<input type="checkbox"/>	8. Tap in the Open Polls code using the keypad and tap <b>Accept</b> . Wait while the Open Polls Report prints.
<input type="checkbox"/>	9. Tear off the reports and file in the appropriate envelope.
<input type="checkbox"/>	10. The Touch Writer displays the Start Your Ballot screen or the Choose Your Language screen if more than one language is available.

When re-opening the polls during early voting, use the same process except step four. Do not print a Zero Report when re-opening the polls during early voting.

## 3.4 Working with Voters

### 3.4.1 Creating Access Codes

Follow these steps to create an Access Code after:

- The voter has been qualified
- The voter's precinct I.D. has been verified
- An open booth is available

	Steps
<input type="checkbox"/>	1. Press the blue Poll Worker button.
<input type="checkbox"/>	2. Tap in the Poll Worker code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	3. Tap <b>Create ballot access code</b> .
<input type="checkbox"/>	4. Tap the correct precinct from the list and tap <b>OK</b> .
<input type="checkbox"/>	5. Tap <b>Yes, print the code</b> . Only print an Access Code if there is an open booth. Access Codes expire if they are not entered into Touch Writer.
<input type="checkbox"/>	6. Verify the voter's precinct I.D. on the Access Code slip. Give the Access Code slip to the voter, and instruct the voter to follow the instructions at the booth.
<input type="checkbox"/>	7. The Touch Writer again displays the Start Your Ballot screen or the Choose Language screen if more than one language is available.

## 3.4.2 Helping Touch Writer Voters

	Steps
<input type="checkbox"/>	1. Go to the booth where a voter has requested help.
<input type="checkbox"/>	2. Stand beside the privacy screen to maintain voter privacy.
<input type="checkbox"/>	3. Ask the voter how you may be of assistance.
<input type="checkbox"/>	4. Ask appropriate questions to learn what part of the voting process the voter needs help with (for example, "What screen is visible?").
<input type="checkbox"/>	5. <i>Always</i> ask for the voter's explicit permission before seeing the ballot or touching the voter's Touch Writer machine.
<input type="checkbox"/>	6. Follow state and local guidelines to complete the appropriate assistance forms, if required.

## 3.4.3 Marking a Ballot

To mark your ballot on the Touch Writer, follow these steps:

	Steps
<input type="checkbox"/>	1. If using a multilingual ballot, select the language.
<input type="checkbox"/>	2. Enter the pass code you just received from the poll worker.
<input type="checkbox"/>	3. Navigate through the contests and make your selections.

	Steps
<input type="checkbox"/>	<p>4. Read or listen to the Review Your Ballot page carefully. If any contests are marked incorrectly, select the contest to return to the contest screen and select another option. Only after all of your desired choices have been made, select <b>Print</b>.</p> <p>Clicking the <b>View Summary</b> button from a contest displays the ballot summary of contest choices. Clicking a contest returns you to that contest to make or change a selection.</p> <p>The Review Your Ballot page always appears before the ballot is printed so that you can review your selections and make changes, if desired.</p> <p> You can change your selections at any time before the <b>Print</b> button is clicked. Once the <b>Print</b> button is clicked, you cannot change your vote. If the <b>Print</b> button is clicked in error, speak to a poll worker.</p> <p>In multi-page ballot summaries, turn the <b>Move</b> wheel or click <b>Next</b> to move to the last page and then click <b>Print</b>.</p>
<input type="checkbox"/>	<p>5. When your ballot finishes printing, feed it through the Scan. You have finished voting when the waving American flag is displayed, or when the audio indicates that your vote has been recorded.</p>

### 3.4.4 Spoiling a Ballot

Sometimes it may be necessary to spoil a ballot. As long as the voter has not cast the ballot, a ballot may be spoiled. Spoil a ballot if any of the following are true:

- A voter receives the wrong ballot style.
- A voter receives a ballot in the wrong language.
- A voter wishes to make changes to a previously marked ballot.
- A voter walks away from the booth with an active ballot without tapping Cast Ballot. Refer to the Elections Office guidelines for this situation.

Follow state and local guidelines to issue a replacement ballot.

	Steps
<input type="checkbox"/>	1. Press the blue Poll Worker button.
<input type="checkbox"/>	2. Tap in the Poll Worker code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	3. Tap <b>Spoil current ballot</b> .
<input type="checkbox"/>	4. Tap <b>Spoil the ballot</b> .
<input type="checkbox"/>	5. Tap <b>OK</b> .
<input type="checkbox"/>	6. Tap <b>Exit</b> to return to the Start Your Ballot screen or the Choose Language screen if more than one language is available.

## 3.5 Using Verity Access

### 3.5.1 Using Headphones

Headphones are ideal for voters who may have trouble reading the ballot. Headphones can be plugged into the port with the headphones symbol.

- Volume may be adjusted using the Audio button on the Touch Writer screen. If the headphones have a volume control built into the wiring, sliding the volume control lever up produces louder audio; sliding the level down produces quieter audio.
- Orient blind or visually impaired voters to the Verity Access Move wheel and Select button.
- If necessary, read the Access Code to the voter, allowing the voter to enter the code independently and begin voting.

### 3.5.2 Using Tactile Input Switches

Tactile input switches are designed for voters who have mobility impairments.

- Check to make sure that the tactile input switches are plugged in to the correct port on the Access device. The disabled access port has a wheelchair symbol next to it.
- For visually impaired voters who need headphones and tactile input switches, a poll worker must orient the voter to the switches. The poll worker should identify by color and function which switch is on the left and which is on the right. The red switch is for moving. The green switch is for selecting.
- A voter's personal *sip-and-puff* device can plug into the disabled access port in place of the tactile input switches. *Sipping* is similar to turning the Move wheel in a clockwise direction; *puffing* is similar to clicking the Select button.

## 3.6 End of Day Procedures

### 3.6.1 Suspending Polls for Early Voting

	Steps
<input type="checkbox"/>	1. Wait for all voters in the polling place to finish voting.
<input type="checkbox"/>	2. Press the blue Poll Worker button on the back of the Touch Writer.
<input type="checkbox"/>	3. Tap in the Maintenance code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	4. Tap <b>Suspend Polls</b> .
<input type="checkbox"/>	5. Tap in the Suspend Polls code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	6. Tap <b>Yes, suspend the polls</b> on the <b>Confirmation Required</b> screen. The Suspend Polls report prints. Leave this on the Touch Writer to be filed with other end-of-day reports.
<input type="checkbox"/>	7. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	8. Tap <b>Print Ballot Count</b> to print the Ballot Count Report. Additional copies of the Ballot Count report may be printed if necessary or desired.
<input type="checkbox"/>	9. File the reports in the appropriate envelope(s).
<input type="checkbox"/>	10. Tap <b>Print Ballot Count</b> again. Leave this copy of the Ballot Count report on the Touch Writer.
<input type="checkbox"/>	11. Check that you have all Election Day reports: <ul style="list-style-type: none"> <li>• Polls Open reports filed</li> <li>• Polls Suspended reports filed</li> <li>• Ballot Count report left on the Touch Writer</li> </ul>
<input type="checkbox"/>	12. Press the green power button on the rear of the Touch Writer.
<input type="checkbox"/>	13. If this is the last day of Early Voting, disconnect and pack up all equipment.

## 3.6.2 Closing the Polls on Election Day

### 3.6.2.1 Check Local Procedures

At the close of polls, your jurisdiction will print a report detailing the total number of paper ballots cast.

### 3.6.2.2 Closing the Polls

At the close of polls, your jurisdiction will print a report detailing the number of paper ballots printed.

	Steps
<input type="checkbox"/>	1. Wait for all voters in the polling place to finish voting.
<input type="checkbox"/>	2. Press the blue Poll Worker button on the back of the Touch Writer.
<input type="checkbox"/>	3. Tap in the Poll Worker code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	4. Tap <b>Close Polls</b> .
<input type="checkbox"/>	5. Tap in the Close Polls code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	6. Tap <b>Yes, close the polls</b> on the Confirmation Required screen. The Close Polls report prints. Leave this on the Scan to be filed with other end of day reports.
<input type="checkbox"/>	7. Are you authorized to select the Print Tally option, if available, on the Polls Closed screen? Print the Tally Report only if specifically instructed to do so by your local Elections Office. <ul style="list-style-type: none"> <li>• If Yes, proceed to Step 8.</li> <li>• If No, proceed to Step 9.</li> </ul>
<input type="checkbox"/>	8. Tap <b>Print Tally Report</b> . Repeat as necessary to print additional copies of the Tally report in accordance with state and local guidelines.
<input type="checkbox"/>	9. Tap <b>Print Access Code Summary</b> and tear off the report.
<input type="checkbox"/>	10. Tap <b>Print Write-In Report</b> , if applicable, and tear off the report.
<input type="checkbox"/>	11. Write the Ballot Count total in the Reconciliation Log and file the reports in the appropriate envelope(s).
<input type="checkbox"/>	12. Tap <b>Print Tally Report</b> again or <b>Print Ballot Count</b> . Leave this copy on the Touch Writer.

	Steps
<input type="checkbox"/>	13. Check that you have all Election Day reports: <ul style="list-style-type: none"><li>• Polls Open reports filed</li><li>• Polls Closed reports filed</li><li>• Final Report left on the Touch Writer</li></ul>
<input type="checkbox"/>	14. Press the green power button on the rear of the Touch Writer.
<input type="checkbox"/>	15. Wait until the screen is dark, and then unplug the Touch Writer's AC power cable from the outlet or UPS.
<input type="checkbox"/>	16. Prepare appropriate envelopes, logs, and all other paperwork for transport to the location specified by the Elections Office.
<input type="checkbox"/>	17. Follow local procedures to transport the Touch Writer and/or vDrives to the location specified by the Elections Office.

## 3.7 Packing Up the Touch Writer

### 3.7.1 End-of-Day, Early Voting

Complete the following tasks at the end of each day during early voting.

	Steps
<input type="checkbox"/>	1. Disconnect the Touch Writer from all power sources.
<input type="checkbox"/>	2. Disconnect the Ballot Printer from all power sources.
<input type="checkbox"/>	3. Secure the entire room where the Touch Writer is located, or secure the individual Touch Writer as directed by the Elections Office.
<input type="checkbox"/>	4. Typically, vDrives remain inside their respective device. Do not remove the vDrive unless specifically instructed to do so.
<input type="checkbox"/>	5. Secure the logs.

### 3.7.2 End of Voting

Complete the following tasks at the end of the final day of early voting and at the end of Election Day.

	Steps
<input type="checkbox"/>	1. Disconnect the Touch Writer from all power sources.
<input type="checkbox"/>	2. Disconnect the Ballot Printer from all power sources.
<input type="checkbox"/>	3. Detach the Touch Writer and disassemble Touch Writer booths.
<input type="checkbox"/>	4. Prepare appropriate envelopes, logs, and all other paperwork for transport to the location specified by the Elections Office.
<input type="checkbox"/>	5. Follow local procedures to transport the Touch Writer and/or vDrive to the location specified by the Elections Office.

## 3.8 Touch Writer Polling Place Troubleshooting Quick Guide

Problem	Resolution Steps	Reference
AC power fails without battery backup	<ol style="list-style-type: none"> <li>1. Check all power connections.</li> <li>2. Call the Elections Office or Help Desk to notify them of the situation.</li> <li>3. Unplug the device from the wall outlet.</li> <li>4. When AC power returns, refer to the "Ballots Not Complete" report to print new access codes for voters.</li> </ol>	<ul style="list-style-type: none"> <li>• Power fails</li> <li>• Ballots Not Complete report</li> </ul>
AC power fails, but battery power takes over	No resolution needed. Be aware that the device may get warm if running on battery for an extended period of time.	<ul style="list-style-type: none"> <li>• Battery operations</li> <li>• Power fails</li> <li>• Power status</li> </ul>
Battery does not work	<ol style="list-style-type: none"> <li>1. Check that the battery is present.</li> <li>2. Check that the battery is connected correctly.</li> <li>3. Check that the battery is fresh by pressing and holding the Test button. Battery should have a power indicator of at least 80%.</li> <li>4. If necessary, request a new battery.</li> </ol>	<ul style="list-style-type: none"> <li>• Connecting device battery</li> <li>• When device battery does not work</li> </ul>
Battery shuts off before close polls reports are printed.	<ol style="list-style-type: none"> <li>1. Press the power button to turn the device on.</li> <li>2. Enter the appropriate passwords to return to the Polls Closed screen.</li> <li>3. Finish printing reports.</li> </ol>	<ul style="list-style-type: none"> <li>• Device battery power when closing polls.</li> </ul>
"Corrupt vDrive" or "Invalid vDrive" error message.	Replace the device.	<ul style="list-style-type: none"> <li>• Corrupt or Invalid vDrive</li> </ul>
Darkened display screen	<ol style="list-style-type: none"> <li>1. If the unit has been in direct sunlight, or in a closed vehicle, move it to a shaded, cooler, area.</li> <li>2. Check that the device is not running on battery power alone, if AC power is accessible.</li> <li>3. Verify that the docking indicator light is illuminated.</li> <li>4. If it still does not respond, replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• Darkened device screen</li> </ul>

Problem	Resolution Steps	Reference
Device does not work	<ol style="list-style-type: none"> <li>1. Look at the "Power-On Self Test Report" and check that the correct version is installed (check with jurisdiction for correct version). If the version is incorrect contact the jurisdiction for a replacement device.</li> <li>2. Restart the system. If there was an error message on the malfunctioning device, disconnect the battery pack after powering off the device, reconnect the battery pack, then power on the device.</li> <li>3. If the device is still unresponsive, replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• Device does not work</li> <li>• Device replacement</li> </ul>
Device is hot or smells hot	<ol style="list-style-type: none"> <li>1. Verify that the battery pack is connected correctly, not in reverse polarity.</li> <li>2. If problem persists, replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• Screen on device is dark</li> <li>• Power status</li> <li>• Device replacement</li> </ul>
Error displays	<ol style="list-style-type: none"> <li>1. Follow procedures for the specific error.</li> <li>2. Check power and tablet connections and restart the device.</li> <li>3. Call the Elections Office or Help Desk for assistance.</li> </ol>	<ul style="list-style-type: none"> <li>• Device replacement</li> </ul>
Extra Access Codes	<ol style="list-style-type: none"> <li>1. On the back of the extra access code, write a note explaining what happened.</li> <li>2. File the access code in the appropriate envelope. The access code will appear as Expired on the end-of-day reports.</li> <li>3. Press the Poll Worker Button on the back of the device.</li> <li>4. Enter the Poll Worker password.</li> <li>5. Tap the button to "Deactivate an Access Code".</li> <li>6. Follow the prompts to deactivate the Access Code.</li> </ol>	<ul style="list-style-type: none"> <li>• Extra Access Codes</li> </ul>

Problem	Resolution Steps	Reference
Headphones and/or Tactile Input Switches do not work	<ol style="list-style-type: none"> <li>1. Check that volume control on headphones is pushed up.</li> <li>2. Check that the connection to headphone jack and/or tactile input switches jack is secure.</li> <li>3. Verify that the plug is connected to the correct jack.</li> <li>4. On the device, tap the Options button to verify the volume settings.</li> <li>5. If the peripheral is still not functioning, reboot the device.</li> <li>6. If the peripheral is still not functioning after the reboot, replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• Headphones and/or Tactile Input Switches do not work</li> <li>• Device replacement</li> </ul>
Password does not work	Verify you are using the correct password.	<ul style="list-style-type: none"> <li>• Password is invalid</li> </ul>
Polling Place and/or Voting Type identified incorrectly	<ol style="list-style-type: none"> <li>1. Refer to the "Election Identification" report to confirm polling place name and voting type.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. Refer to any report header to confirm the Polling Place name.</li> <li>2. If the Polling Place name or voting type is incorrect, call the Elections Office or Help Desk to verify and replace Scan.</li> </ol>	<ul style="list-style-type: none"> <li>• Polling Place and/or Voting Type identified incorrectly</li> <li>• Scan replacement</li> </ul>
Polls closed too early	<ol style="list-style-type: none"> <li>1. In Early Voting, restart the system.</li> <li>2. On Election Day, verify that a Polls Closed screen is displayed and then replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• Polls closed too early</li> </ul>
Printing reports after closing or suspending polls and powering off	<ol style="list-style-type: none"> <li>1. If you must restart the device to print reports after polls are suspended or closed:</li> <li>2. Power on the device.</li> <li>3. Type the password requested and tap Accept.</li> <li>4. In Early Voting mode, press the Poll Worker Button and follow prompts to type passwords, suspend polls, and print Ballot Count.</li> </ol> <p><b>OR</b></p> <p>In Election Day mode, follow prompts to print a Tally report.</p>	<ul style="list-style-type: none"> <li>• Reports, printing</li> </ul>

Problem	Resolution Steps	Reference
Report Printer error	<ol style="list-style-type: none"> <li>1. Respond to the error message, as appropriate.</li> <li>2. Check paper orientation. It should be rolling out from the bottom.</li> <li>3. Ensure the paper is extending through the cover.</li> <li>4. Pull out a short length of paper to ensure the paper is not jammed.</li> <li>5. If the problem persists, contact the Elections Office or Help Desk for assistance.</li> </ol>	<ul style="list-style-type: none"> <li>• Printer errors</li> <li>• Printer paper, changing</li> </ul>
Report Printer paper, changing	<ol style="list-style-type: none"> <li>1. Open the lid of the printer compartment and note printer paper routing.</li> <li>2. Remove old paper and insert and route new paper.</li> <li>3. Feed paper through lid and close lid.</li> </ol>	<ul style="list-style-type: none"> <li>• Printer paper, changing</li> </ul>
Restarting the device	<ol style="list-style-type: none"> <li>1. Make certain voters have access to the emergency slot on the Scan ballot box.</li> <li>2. Press the power button until the device shuts down.</li> <li>3. Wait 15-30 seconds.</li> <li>4. Press the power button to turn the device on.</li> <li>5. Follow prompts on the device screen.</li> </ol>	<ul style="list-style-type: none"> <li>• Restarting the device</li> </ul>
vDrive error	<ol style="list-style-type: none"> <li>1. Check connections and restart the system.</li> <li>2. Call the Elections Office or Help Desk.</li> </ol>	<ul style="list-style-type: none"> <li>• vDrive error</li> </ul>
vDrive removal error message	<ol style="list-style-type: none"> <li>1. Restart the device.</li> <li>2. If the problem persists, replace the device.</li> </ol>	<ul style="list-style-type: none"> <li>• vDrive removal</li> </ul>
Voter issues	(Not equipment issues, but may not be applicable to troubleshooters)	<ul style="list-style-type: none"> <li>• Voter enters wrong language choice</li> <li>• Voter gets wrong ballot style</li> <li>• Voter needs Verity Access features</li> <li>• Voter's precinct I.D. is incorrect.</li> <li>• Voter requests a receipt</li> </ul>

## Next Topics

You are now familiar with Touch Writer and have an overall view of Verity Voting. Next we'll take a look at Scan. After that, we'll turn our attention to assisting voters with disabilities.



## CHAPTER 4

# Scan

This chapter details how to set up, use, and pack away Verity Scan.

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## 4.1 Scan Parts

The following image depicts Verity Scan atop a ballot box. As ballots are scanned, they are fed into the ballot box, locked and secured.



## 4.2 Setting Up Scan

### 4.2.1 Assembling the Ballot Box

Instructions for setting up and taking down the ballot box are on the label affixed to the back of the ballot box.

	Tasks
<input type="checkbox"/>	1. Ensure that the ballot box setup location is near a power outlet and that the outlet is not blocked by the ballot box. Route power cords so that they cannot be tripped over.
<input type="checkbox"/>	2. Position the collapsed ballot box upright by orienting the instruction label on the back of the ballot box upright.
<input type="checkbox"/>	3. Unlatch the four clips: two on the right side, and two on the left side.
<input type="checkbox"/>	4. Pull open the ballot box by separating the front and back.
<input type="checkbox"/>	5. Press the side panels outward until they are flat.
<input type="checkbox"/>	6. Lower the bottom panel (do not press down).
<input type="checkbox"/>	7. Pull down gently on the Emergency Ballot Bag to give it shape.
<input type="checkbox"/>	8. Release the top panel by unhooking the three straps.
<input type="checkbox"/>	9. Pull up on the string to slide the lock to the unlocked position.
<input type="checkbox"/>	10. Lift the top panel while gently pulling it outward, lay it across the top of the ballot box, and then press it onto the top.
<input type="checkbox"/>	11. Lock the top in place by sliding any one of the three sliding pegs toward the back of the ballot box.
<input type="checkbox"/>	12. Unlock the front door using the key.
<input type="checkbox"/>	13. Press firmly on the bottom panel to secure it in place.
<input type="checkbox"/>	14. Lock the front door using the key.



## 4.2.2 Scan Device Setup

	Tasks
<input type="checkbox"/>	1. Set the Scan on top of the ballot box and align the footpads with the indentations on the ballot box.
<input type="checkbox"/>	2. Reach underneath the lid of the ballot box. Gently pull down on the cord while pushing it towards the back of the ballot box.
<input type="checkbox"/>	3. Unlock the Scan case.
<input type="checkbox"/>	4. Unlatch and open the Scan case, and lock the support bar in place.
<input type="checkbox"/>	5. Remove the tablet and attach it.
<input type="checkbox"/>	6. Open the compartment to the right of the tablet and remove the power cords. Close the compartment.
<input type="checkbox"/>	7. Lock the Tablet into place using the corresponding key.
<input type="checkbox"/>	8. Insert the power cord into the AC power brick.
<input type="checkbox"/>	9. Insert the round end of the power cord into the power port on the back of the Scan.
<input type="checkbox"/>	10. Plug the power cord into a power outlet.

## 4.3 Beginning of Day Procedures

### 4.3.1 Opening the Polls on the Scan

	Tasks
<input type="checkbox"/>	1. Press the green power button on the back of the Scan. Wait while the Scan powers up.
<input type="checkbox"/>	2. Tap in the Maintenance code using the keypad on the Enter Maintenance Code screen and tap <b>Accept</b> . Wait while the election loads.
<input type="checkbox"/>	3. Tap <b>Print Zero Report</b> . Check the Zero Report to verify the polling place and/or precincts. Leave the Zero Report on the Scan. It will be filed at the end of Opening Polls.
<input type="checkbox"/>	4. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	5. Verify that the time on the Scan is correct.
<input type="checkbox"/>	6. Tap <b>Open the Polls</b> .
<input type="checkbox"/>	7. Tap in the Open Polls code using the keypad and tap <b>Accept</b> . Wait while the Open Polls Report prints.
<input type="checkbox"/>	8. Tear off the reports and file in the appropriate envelope(s).
<input type="checkbox"/>	9. Scan displays the Insert Ballot screen. Scan is ready to scan ballots.

### 4.3.2 Re-Opening Polls for Early Voting

	Tasks
<input type="checkbox"/>	1. Insert the power cord into the AC power brick.
<input type="checkbox"/>	2. Insert the round end of the power cord into the power port on the back of the Scan.
<input type="checkbox"/>	3. Plug the power cord into a power outlet.
<input type="checkbox"/>	4. Press the green power button on the back of the Scan. Wait while Scan powers up.

	Tasks
<input type="checkbox"/>	5. Tap the Maintenance code using the keypad on the Enter Maintenance Code screen and tap <b>Accept</b> . Wait while the election loads.
<input type="checkbox"/>	6. Tap <b>Open the Polls</b> .
<input type="checkbox"/>	7. Tap in the Open Polls code using the keypad and tap <b>Accept</b> . Wait while the Open Polls Report prints.
<input type="checkbox"/>	8. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	9. Tear off the reports and file in the appropriate envelope(s).
<input type="checkbox"/>	10. The Scan displays the Insert Ballot screen. The Scan is ready to scan ballots.

## 4.4 Working with Voters

### 4.4.1 Voter Instructions in Case of Power Loss

If hand-marking ballots, explain how to mark ballots properly before each voter gets to a voting booth.

	Tasks
<input type="checkbox"/>	1. Please use black or blue pen to mark your ballot.
<input type="checkbox"/>	2. To vote for your choice in each contest, completely fill in the box to the left of your choice. Make the mark clear and distinct.
<input type="checkbox"/>	3. If more than the allowable number of marks are placed on the ballot for a given contest, the vote will not be counted for that contest.
<input type="checkbox"/>	4. To vote for a write-in candidate, if applicable, completely fill in the box to the left of the words "Write-In" and write the candidate's name on the adjacent line.

### 4.4.2 Helping Scan Voters

	Tasks
<input type="checkbox"/>	1. Go to the booth where a voter has requested help.
<input type="checkbox"/>	2. Stand beside the privacy screen to protect the voter's privacy.
<input type="checkbox"/>	3. Ask the voter how you may be of assistance.
<input type="checkbox"/>	4. Ask appropriate questions to learn what part of the voting process the voter needs help with (for example, what screen are you on).
<input type="checkbox"/>	5. <i>Always</i> ask for the voter's explicit permission before seeing the ballot.
<input type="checkbox"/>	6. Follow state and local guidelines to complete appropriate assistance forms, if required.



### 4.4.3 Scanning and Casting a Ballot

	Tasks
<input type="checkbox"/>	1. Scan displays <b>Insert Ballot</b> when the machine is available for the next ballot.
<input type="checkbox"/>	2. Insert the ballot into the ballot feed slot. Scan scans ballots inserted in any orientation.
<input type="checkbox"/>	3. Wait while Scan reads the ballot.
<input type="checkbox"/>	4. If the ballot is properly marked, Scan accepts and stores the ballot and displays the waving American flag to indicate that the ballot has been recorded. If the ballot has improperly marked contests, refer to <b>Helping Voters with Improper Marks on Ballots</b> .

### 4.4.4 Helping Voters with Improper Marks on Ballots

	Tasks
<input type="checkbox"/>	1. The Scan displays <b>Insert Ballot</b> when the machine is available for the next ballot.
<input type="checkbox"/>	2. Insert the ballot into the ballot feed slot. The Scan scans ballots inserted in any orientation.
<input type="checkbox"/>	3. Wait while the ballot processes and then displays a message for the improperly marked ballot.
<input type="checkbox"/>	4. Respond to any Voter Instruction messages. For improperly marked contests, the Ballot is Not Properly Marked screen displays, listing each contest that requires attention.
<input type="checkbox"/>	5. Identify the contest name and the type of improper mark(s) on that contest. <ul style="list-style-type: none"> <li>• Overvote: Too many options marked</li> <li>• Undervote: Too few options marked</li> <li>• Blank ballot: No options marked on the entire ballot</li> </ul>
<input type="checkbox"/>	6. To make changes to the ballot, the voter may remove his or her ballot from the Scan and obtain a new ballot from a poll worker.

	Tasks
<input type="checkbox"/>	7. To cast the ballot as-is, the voter may do the following depending on Scan settings: <ul style="list-style-type: none"> <li>• Tap <b>Cast the ballot as-is</b></li> <li>• Request assistance from a Poll Worker</li> </ul>
<input type="checkbox"/>	8. If assistance is requested, Poll Workers should confirm that the voter wishes to cast the ballot as-is by asking, "Are you sure you want to cast your ballot?"
<input type="checkbox"/>	9. To accept the voter's ballot, tap <b>Cast the ballot as is</b> . Scan displays the waving American flag to indicate that the ballot has been recorded.

## 4.4.5 Spoiling a Ballot

If a voter makes a mistake when marking a ballot, it may be necessary to spoil that ballot. As long as the ballot has not been cast, it may be spoiled. Spoil a ballot if any of the following are true:

- A voter receives the wrong ballot style.
- A voter receives a ballot in the wrong language.
- A voter wishes to make changes to a previously marked ballot.
- A voter walks away from the booth with an active ballot without tapping Cast Ballot. Refer to the Elections Office guidelines for this situation.

Follow state and local guidelines to issue a replacement ballot.



## 4.5 End of Day Procedures

### 4.5.1 Suspending Polls for Early Voting

	Tasks
<input type="checkbox"/>	1. Wait for all voters in the polling place to finish voting.
<input type="checkbox"/>	2. While the Insert Ballot screen is displayed, press the green Poll Worker button on the back of the Scan.
<input type="checkbox"/>	3. Tap <b>Suspend the Polls</b> .
<input type="checkbox"/>	4. Tap in the Suspend Polls code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	5. Tap <b>Yes, suspend the polls</b> on the <b>Confirmation Required</b> screen. The Suspend Polls report prints. Leave this on the Scan to be filed with other end-of-day reports.
<input type="checkbox"/>	6. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	7. Tap <b>Print Ballot Count</b> to print the Ballot Count Report. Additional copies of the Ballot Count report can be printed.
<input type="checkbox"/>	8. Remove both reports and file them in the appropriate envelope(s).
<input type="checkbox"/>	9. Tap <b>Print Ballot Count</b> again. Leave this copy of the Ballot Count report on the Scan.
<input type="checkbox"/>	10. Check that you have all Election Day reports: <ul style="list-style-type: none"> <li>• Polls Open reports filed</li> <li>• Polls Suspended reports filed</li> <li>• Ballot Count report left on the Scan</li> </ul>
<input type="checkbox"/>	11. Press the blue power button on the back of the Scan.
<input type="checkbox"/>	12. If this is the last day of Early Voting, disconnect and pack up all equipment.

## 4.5.2 Closing the Polls on Election Day

### 4.5.2.1 Check Local Procedures

At the close of polls, your jurisdiction will print a report detailing the total number of paper ballots cast. In addition, the option to print an Unofficial Tally Report may be available, depending on local procedures.

Check local procedures to confirm whether an Unofficial Tally Report is to be printed or not, and then follow the appropriate section of this desk reference.

### 4.5.2.2 Option 1: Closing the Polls with Ballot Count Report

The Ballot Count Report includes only a summary of the total number of ballots cast per precinct. The report includes no unofficial totals. The Ballot Count Report can be printed on each of the Scan devices in the polling place after the close of polls.

	Tasks
<input type="checkbox"/>	1. Wait for all voters in the polling place to finish voting.
<input type="checkbox"/>	2. While the Insert Ballot screen is displayed, press the blue Poll Worker button on the back of the Scan.
<input type="checkbox"/>	3. Tap <b>Close the polls</b> .
<input type="checkbox"/>	4. Tap in the Close Polls code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	5. Tap <b>Yes, close the polls</b> on the <b>Confirmation Required</b> screen. The Close Polls report prints. Leave this on the Scan to be filed with other end of day reports.
<input type="checkbox"/>	6. Write the Ballot Count total in the Reconciliation Log.
<input type="checkbox"/>	7. Tap <b>Print Ballot Count</b> to print the Ballot Count Report. Additional copies of the Ballot Count Report can be printed.
<input type="checkbox"/>	8. Tap <b>Write-in Report</b> .
<input type="checkbox"/>	9. File the reports in the appropriate envelope(s).
<input type="checkbox"/>	10. Tap <b>Print Ballot Count</b> again. Leave this copy of the Ballot Count report on the Scan.



	Tasks
<input type="checkbox"/>	11. Check that you have all Election Day reports: <ul style="list-style-type: none"> <li>• Polls Open reports filed</li> <li>• Polls Closed reports filed</li> <li>• Ballot Count report left on the Scan</li> </ul>
<input type="checkbox"/>	12. Press the power button on the back of the Scan.

### 4.5.2.3 Option 2: Closing the Polls with Tally Report

The Tally Report includes unofficial totals on a precinct-specific basis. The option to print this report after the close of polls will appear only if your jurisdiction has configured Scan in this manner.

	Tasks
<input type="checkbox"/>	1. Wait for all voters in the polling place to finish voting.
<input type="checkbox"/>	2. While the Insert Ballot screen is displayed, press the blue Poll Worker button on the back of the Scan.
<input type="checkbox"/>	3. Tap <b>Close the Polls</b> .
<input type="checkbox"/>	4. Tap in the Close Polls code using the keypad and tap <b>Accept</b> .
<input type="checkbox"/>	5. Tap <b>Yes, close the polls</b> on the Confirmation Required screen. The Close Polls report prints. Leave this on the Scan to be filed with other end of day reports.
<input type="checkbox"/>	6. Tap <b>Print Tally Report</b> . Additional copies of the Ballot Count report can be printed.
<input type="checkbox"/>	7. Write the Ballot Count total in the Reconciliation Log and file reports in the appropriate envelope(s).
<input type="checkbox"/>	8. Tap <b>Write-in Report</b> .
<input type="checkbox"/>	9. Tap <b>Print Tally Report</b> again. Leave this copy of the Tally Report on the Scan.
<input type="checkbox"/>	10. Check that you have all Election Day reports: <ul style="list-style-type: none"> <li>• Polls Open reports filed</li> <li>• Polls Closed reports filed</li> <li>• Tally report left on the Scan</li> </ul>
<input type="checkbox"/>	11. Press the green power button on the back of the Scan.
<input type="checkbox"/>	12. Unplug Scan's AC power cable.
<input type="checkbox"/>	13. Unlock the Scan ballot box and place voted ballots into a transfer case in accordance with state and local guidelines.

	<b>Tasks</b>
<input type="checkbox"/>	14. Follow local procedures to transport the Scan and/or vDrives to the location specified by the Elections Office.
<input type="checkbox"/>	15. Prepare appropriate envelopes, logs, and all other paperwork for transport to the location specified by the Elections Office.



## 4.6 Packing Up the Scan

### 4.6.1 End-of-Day, Early Voting

Complete the following tasks at the end of each day during early voting.

	Tasks
<input type="checkbox"/>	1. Disconnect the Scan from all power sources.
<input type="checkbox"/>	2. Confirm that the Scan ballot box is securely locked.
<input type="checkbox"/>	3. Secure the entire room where the Scan is located, or secure the individual Scan as directed by the Elections Office.
<input type="checkbox"/>	4. Typically, vDrives remain inside their respective device. Do not remove the vDrive unless specifically instructed to do so.
<input type="checkbox"/>	5. Secure envelopes and supplies.

### 4.6.2 End of Voting

Complete the following tasks at the end of the final day of early voting and at the end of Election Day.

	Tasks
<input type="checkbox"/>	1. Disconnect the Scan from all power sources.
<input type="checkbox"/>	2. Unlock the Scan ballot box and place voted ballots into a transfer case, in accordance with state and local guidelines.
<input type="checkbox"/>	3. Detach the Scan and disassemble the Scan booths.
<input type="checkbox"/>	4. Prepare appropriate envelopes, logs, and all other paperwork for transport to the location specified by the Elections Office.
<input type="checkbox"/>	5. Follow local procedures to transport the Scan and/or vDrive to the location specified by the Elections Office.

### 4.6.3 Disassembling the Scan Ballot Box

Instructions for disassembling the ballot box are printed on the label affixed to the back of the ballot box.

	Steps
<input type="checkbox"/>	1. Unlock and open the front door.
<input type="checkbox"/>	2. Reach underneath the lid of the ballot box. Gently pull down on the cord while pulling it towards the front of the ballot box.
<input type="checkbox"/>	3. Lift and remove the scanner from the top of the ballot box.
<input type="checkbox"/>	4. With the front door open, reach to the base of the walls and pull up on the loops to raise the floor panel. Lift the floor panel to a fully upright position.
<input type="checkbox"/>	5. Close and lock the front door.
<input type="checkbox"/>	6. Lift the lid of the ballot box until it rotates on its hinges and rests against the outside wall of the ballot box.
<input type="checkbox"/>	7. Using the elastic bands, secure the lid to the side of the ballot box.
<input type="checkbox"/>	8. Push in on both sides of the ballot box to collapse it. The front and rear panels collapse inward in the centers.
<input type="checkbox"/>	9. When the ballot box is fully collapsed, secure all four latches to ensure the ballot box stays in its collapsed position.



## 4.7 Scan Polling Place Troubleshooting Quick Guide

*Table 4-1. Verity Scan troubleshooting at the polling place: Quick Guide.*

Problem	Resolution Steps	Reference
AC power fails without battery backup	<ol style="list-style-type: none"> <li>1. Check all power connections.</li> <li>2. Call the Elections Office or Help Desk to notify them of the situation.</li> <li>3. Unplug Scan from the wall outlet.</li> <li>4. Use the emergency ballot slot to deposit ballots until the power returns.</li> </ol>	<ul style="list-style-type: none"> <li>• Power fails</li> </ul>
Error displays	<ol style="list-style-type: none"> <li>1. Follow the procedures for the specific error.</li> <li>2. Check connections and restart the system.</li> <li>3. Call the Elections Office or Help Desk.</li> </ol>	<ul style="list-style-type: none"> <li>• Scan replacement</li> </ul>
Scan does not work	<ol style="list-style-type: none"> <li>1. Check all power connections.</li> <li>2. Restart the system.</li> </ol>	<ul style="list-style-type: none"> <li>• Scan does not work</li> <li>• Scan replacement</li> </ul>
"vDrive removal" error message	Reboot. If this message persists, replace the unit.	<ul style="list-style-type: none"> <li>• vDrive removal</li> </ul>
Paper (ballot) jammed in Scan	<ol style="list-style-type: none"> <li>1. Lift the scanner cover.</li> <li>2. Remove the ballot and wipe the scanner path clean with an alcohol wipe. Use, at a minimum, 50% isopropyl alcohol and lint-free wipes. <b>Never use ammonia-based and detergent-based formulas.</b></li> <li>3. Close the cover and rescan the ballot (or the replacement ballot if the original was spoiled).</li> </ol>	<ul style="list-style-type: none"> <li>• Paper (ballot) jam</li> </ul>
Password is invalid	<ol style="list-style-type: none"> <li>1. Verify the password.</li> </ol>	<ul style="list-style-type: none"> <li>• Invalid password</li> </ul>
Polling Place and/or Voting Type identified incorrectly	<ol style="list-style-type: none"> <li>1. Refer to the "Election Identification" report to confirm the polling place name and voting type.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>1. Refer to any report header to confirm the Polling Place name.</li> <li>2. If the Polling Place name or voting type is incorrect, call the Elections Office or Help Desk to verify and replace Scan.</li> </ol>	<ul style="list-style-type: none"> <li>• Polling Place and/or Voting Type identified incorrectly</li> <li>• Scan replacement</li> </ul>
Polls closed too early	<ol style="list-style-type: none"> <li>1. In Early Voting, restart the system.</li> <li>2. On Election Day, verify that a <b>Polls Closed</b> screen is displayed and replace Scan.</li> </ol>	<ul style="list-style-type: none"> <li>• Polls closed too early</li> </ul>

Problem	Resolution Steps	Reference
Printer error	<ol style="list-style-type: none"> <li>1. Check the paper orientation. It should be rolling out from the bottom.</li> <li>2. Select <b>RETRY</b>.</li> </ol>	<ul style="list-style-type: none"> <li>• Printer error</li> <li>• Printer paper, changing</li> </ul>
Printer paper, changing	<ol style="list-style-type: none"> <li>1. Open the lid of the printer compartment and note the printer paper routing.</li> <li>2. Remove the old paper and insert and route the new paper.</li> <li>3. Feed paper through lid and close lid.</li> </ol>	<ul style="list-style-type: none"> <li>• Printer paper, changing</li> </ul>
Reports after closing or suspending polls AND powering off	<p>If you must restart Scan to print reports after polls are suspended/closed:</p> <ol style="list-style-type: none"> <li>1. Power on Scan.</li> <li>2. Type the password requested and tap <b>Accept</b>.</li> <li>3. In Early Voting mode, press the <b>Poll Worker</b> button and follow the prompts to type passwords, suspend polls, and print <b>Ballot Count</b>.</li> </ol> <p style="text-align: center;">OR</p> <p>In Election Day mode, follow the prompts to print the <b>Tally</b> report or to print the <b>Ballot Count</b>.</p>	<ul style="list-style-type: none"> <li>• Reports, printing</li> </ul>
Restarting	<ol style="list-style-type: none"> <li>1. Make certain voters have access to the emergency slot on the Scan ballot box.</li> <li>2. Press the power button briefly to Scan off. The lights on the report printer will darken.</li> <li>3. Wait 30 seconds.</li> <li>4. Press the power button to turn Scan on. The lights on the report printer will illuminate. Follow the prompts on the Scan screen.</li> </ol>	<ul style="list-style-type: none"> <li>• Restarting the Scan</li> </ul>

## Next Topics

So far, we have been introduced to Verity Voting, reviewed our supplies, and learned about Touch Writer and Scan. Good job! Now let's take a look at how we can assist voters with disabilities.



## CHAPTER 5

# Assisting Persons with Disabilities

This chapter details the knowledge, awareness and sensitivity needed to assist persons with disabilities using the Verity Voting system at the polls.

This chapter describes the following:

General Considerations .....	58
General Voting Assistance and Instructions .....	61
Assisting a Voter with Visual Impairment .....	66
Assisting a Voter with Limited Dexterity .....	67
Assisting a Voter with Sip-and-Puff Device .....	69

## 5.1 General Considerations

### 5.1.1 Putting People First

With the Verity Voting system, all voters have equal access to secure and private voting.



The use of outdated language and words to describe persons with disabilities contributes greatly to perpetuating old stereotypes. It is especially important to remember that disability labels do not define people; they are simply terms that provide persons with functional limitations access to services. Accordingly, use language that puts the person before the disability. For example, it is better to say “person with a disability” rather than “disabled person.” Similarly, avoid referring to *the blind*, *the disabled*, *the retarded*, and so forth.

### 5.1.2 Awareness, Respect and Acceptance

Persons with disabilities are individuals, just like their non-disabled peers. Therefore, all people who have disabilities are not alike; the disabled community includes both genders, all ages, and individuals from all ethnic and socioeconomic backgrounds. Give persons with disabilities the same respect and acceptance that you would anyone else; they are not tragic victims suffering from an affliction, nor are they especially courageous or superhuman. Like persons without disabilities, they are individuals who want to be treated with dignity and respect, not pity and charity.

### 5.1.3 Use Appropriate Language

Putting people first means using language that is appropriate for a diverse population of persons with disabilities.

Say	Instead Of
Person with a disability; has a disability	<i>The disabled, the handicapped, invalid, cripple</i>
Disability	Handicap
Wheelchair user	"wheelchair-bound" or "confined to a wheelchair"
Able-bodied	Healthy
Non-disabled	Normal
Person with (disability name)	Victim of, suffers from (disability name)
Speech or communication disability	Mute

(Adapted from New York University, Steinhardt School of Education)

### 5.1.4 Conversation Etiquette

In preparation for serving voters with disabilities, review the following conversation etiquette guidelines. They will help to facilitate a more effective and pleasant voting experience.

- When speaking to a person with a disability, look at and speak directly to that person, rather than through a companion or sign language interpreter.
- Relax. Feel free to use accepted, common expressions such as "See you later," or "Did you hear about that?"
- To get the attention of a person with a hearing impairment, tap the person on the shoulder or wave your hand to get his or her attention. Speak directly to the person without raising your voice. Keep your hands away from your mouth.
- Offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- Identify yourself and others who may be with you when interacting with a person who is blind or visually impaired. For example, "On my right is Jane Smith."

- Say the name of the person to whom you are speaking, especially when conversing in a group.
- Do not shout at a person with a hearing impairment. Shouting distorts sounds accepted through hearing aids and it inhibits lip reading.
- Do not shout at a person who is blind or visually impaired. He or she can hear you!
- When offering assistance, wait until your offer is accepted. Then listen to or ask for instructions on how to help. If you are unsure of how to help, ask questions of the individual you are assisting.
- Remember that service animals are working, and you should not interact with them as you would a pet.
- Listen attentively when you are talking with a person who has difficulty speaking. Be patient and wait for the person to finish. Ask questions that require short answers, repeat what you have understood, and allow the person to respond.
- Place yourself at eye level with a person who uses a wheelchair or crutches to facilitate communication.

(Provided by the Texas Governor's Committee on People with Disabilities.  
[www.governor.state.tx.us](http://www.governor.state.tx.us))

## 5.2 General Voting Assistance and Instructions

### 5.2.1 Available Accommodations

Before each voter goes to a booth, explain the features available for persons with disabilities. Always ask voters if they would like to use any of these features.

#### 5.2.1.1 Access Buttons



**Move** wheel: Rotate to move between choices. Rotating the Move wheel moves through the items on the screen. Audio announces the currently highlighted item.

**Select** button: Press to make a selection.

**Help** button: Press for help.

### 5.2.1.2 Headphones/Audio Ballot for Blind or Visually-Impaired Voters

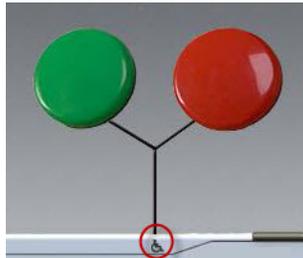


Ballot audio enables blind or visually-impaired voters to vote with privacy and independence.

Headphones can be plugged into the headphone jack, which is marked on the Access device with a raised image of headphones.

While audio is playing, pressing **Select** pauses the audio; pressing **Select** again, unpauses the audio.

### 5.2.1.3 Jelly Switches or Sip-and-Puff



Tactile-input switches, also known as *jelly switches*, are available to voters with limited dexterity. Jelly switches and sip-and-puff devices enable voters with limited body mobility to vote independently and privately.

Beside the headphone jack is another access jack marked with a raised image of a wheelchair. This jack can be used for plugging in the red and green jelly switches or a voter's sip-and-puff device. Voters use their own sip-and-puff devices.



## 5.2.2 For the Poll Worker

Following these steps will help you to assist voters with disabilities effectively and efficiently.

	Steps
<input type="checkbox"/>	1. Ensure that the accessible path of travel from the parking space to the polling booths is unobstructed by locked doors, furniture, and so forth.
<input type="checkbox"/>	2. Move obstructions that block the path of travel. Re-evaluate as the polling place becomes more crowded.
<input type="checkbox"/>	3. Allow the voter with a disability to choose the accommodation he or she requires to vote (headphones, jelly switches, and so forth).
<input type="checkbox"/>	4. Assist persons with visual impairments in signing the poll book by placing a card or signature guide along the line.
<input type="checkbox"/>	5. Allow persons with visual impairments to take your arm when assisting them to a new location.
<input type="checkbox"/>	1. Explain how to vote using Verity Touch Writer and Scan. Point to the voter instructions. Then speak to the voter and say: "You will be voting on the Touch Writer today. You can navigate through the election and make your selections by using the touch screen or tactile input devices. You can use...[read the following bulleted items]." <ul style="list-style-type: none"> <li>• The <b>Move</b> wheel and <b>Select</b> button, or</li> <li>• Tactile input switches, or</li> <li>• A sip-and-puff device.</li> </ul>

	Steps
<input type="checkbox"/>	2. Orient individuals to voting devices by giving detailed verbal instructions. Be patient. If voters continue to have difficulty, ask if they would like for you to "show" them using their hands. Be sure to release their hands periodically so they can explore the layout of the device.
<input type="checkbox"/>	3. If you are not using the Touch Writer voting system and the voter asks you to read the ballot, communicate all of the information on the ballot, and be sure to respect the voter's privacy. Follow local procedures to sign Voter Assistance forms.
<input type="checkbox"/>	4. When giving voters instructions, offer all voters the choice of an audio ballot on the Touch Writer.

### 5.2.3 For the Voter

To mark your ballot on the Touch Writer, follow these steps:

	Steps
<input type="checkbox"/>	1. If using a multilingual ballot, select the language.
<input type="checkbox"/>	2. Enter your pass code, or have an assistant enter the pass code you just received from the poll worker.
<input type="checkbox"/>	3. Navigate through the contests and make your selections using your preferred tool.
<input type="checkbox"/>	<p>4. Read or listen to the Review Your Ballot page carefully. If any contests are marked incorrectly, select the contest to return to the contest screen and select another option. Only after all of your desired choices have been made, select <b>Print</b>.</p> <p>Clicking the <b>View Summary</b> button from a contest displays the ballot summary of contest choices. Clicking a contest returns you to that contest to make or change a selection.</p> <p>The Review Your Ballot page always appears before the ballot is recorded so that you can review your selections and make changes, if desired.</p> <p> You can change your selections at any time before the <b>Print</b> button is clicked. Once the <b>Print</b> button is clicked, you cannot change your vote. If the <b>Print</b> button is clicked in error, speak to a poll worker for assistance in spoiling your ballot and starting again.</p> <p>In multi-page ballot summaries, turn the <b>Move</b> wheel or click <b>Next</b> to move to the last page and then click <b>Cast Ballot</b>.</p>

	<b>Steps</b>
<input type="checkbox"/>	5. When your ballot finishes printing, feed it through the Scan. You have finished voting when the waving American flag is displayed, or when the audio indicates that your vote has been recorded.

## 5.3 Assisting a Voter with Visual Impairment

**Note:** Never pet or interfere with a service animal.

Follow these steps to assist each voter with registration and to orient him or her to Access.

	Steps
<input type="checkbox"/>	1. If applicable, ask the voter for permission to take his or her hand and guide it to the proper signature line in the poll book. Use a signature guide (or a ruler/straight edge) to help indicate where the voter should sign.
<input type="checkbox"/>	2. Ask the voter if he or she would like to use headphones in order to hear the ballot.
<input type="checkbox"/>	3. Ask the voter if he or she would like to take your arm (at or about the elbow) so that you may guide the voter to the voting booth.
<input type="checkbox"/>	4. Check to make sure that the headphones are plugged into the correct jack. The headphones jack has a picture of a pair of headphones beside it.
<input type="checkbox"/>	5. Before handing the headphones to the voter, offer an orientation to Access. <ul style="list-style-type: none"> <li>• Orient the voter to the <b>Move</b> wheel, the <b>Select</b> button, and the <b>Help</b> button by giving clear verbal directions (for example, right, left, clockwise, counterclockwise) and by offering to place the voter's hands on the Touch Writer.</li> <li>• Place the headphones in the voter's hands, and orient the voter to the built-in volume control located on the wire, if applicable. Sliding the volume control lever up produces louder audio, down produces quieter audio. Audio volume and speed may also be modified using the Audio button on the Touch Writer screen.</li> <li>• The <b>Move</b> wheel is a trigger for the audio. Instruct the voter to turn the wheel slowly. One click clockwise moves through the Touch Writer options, one line at a time. Turning the wheel counterclockwise will repeat what the voter just heard. The voter does not have to listen to all options, if he or she chooses not to. While listening to the audio, clicking the <b>Select</b> button pauses the audio; clicking it again continues the audio.</li> </ul>
<input type="checkbox"/>	6. Read the Access Code to the voter, allowing the voter to enter the code independently. Read slowly so that the voter can enter the number without missing the next number.
<input type="checkbox"/>	7. Remind the voter that the <b>Help</b> button is available or that he or she can request assistance from a poll worker.
<input type="checkbox"/>	8. Explain the ballot printing process. When the ballot is finished printing, the voter will be notified.

## 5.4 Assisting a Voter with Limited Dexterity

A voter with limited dexterity or limited upper body mobility may vote by using the tactile input jelly switches.

The red jelly switch is similar to the Move wheel. Click the red jelly to move through options.

The green jelly switch is similar to the Select button. Click the green jelly to make selections.

Follow these steps to assist a voter with limited dexterity or limited upper body mobility:

	Steps
<input type="checkbox"/>	1. If the voter is unable to sign his or her name during the registration process, follow the local jurisdiction's policy to verify the voter's ID and note that the voter is unable to sign the poll book.
<input type="checkbox"/>	2. After accompanying the voter to the Touch Writer booth, ask the voter if he or she prefers to vote sitting or standing. If the voter prefers to sit, make sure a chair is available near the Touch Writer booth, ready to be moved into place.
<input type="checkbox"/>	3. Before entering the Access Code, plug the tactile input switches into the disabled access jack on Access.
<input type="checkbox"/>	4. Position the tactile input switches in a comfortable location that the voter specifies, remembering to keep the red switch on the right (like the Move wheel). A flat surface, such as a table, may be helpful in preventing the switches from falling.

	Steps
<input type="checkbox"/>	<p>5. Provide verbal instructions on the use of the tactile input switches. Be patient. If the voter would like to read instructions, offer to hold the instructions while the voter reads, or place the instructions where the voter indicates.</p> <ul style="list-style-type: none"><li>• On the Select Language and Access Code pages, press the red switch to navigate through options and the green switch to select the option.</li><li>• Use the red and green switches to learn about the ballot or to start the ballot.</li><li>• On the ballot page, use the red switch to navigate through the contest options in a loop that includes the title bar. Press the green switch to select choices. After a choice is made, move to the Next button. When it is highlighted press the green switch.</li><li>• To skip a contest, press the green switch to move to the Next button. When it is highlighted press the green switch.</li><li>• The tactile input switches only move forward, not backward.</li><li>• When the voter reaches the end of the ballot, the voter will see a ballot summary screen. Use the red switch to Print, and press the green switch to enter the selection.</li></ul>

## 5.5 Assisting a Voter with Sip-and-Puff Device

A voter with limited body mobility may vote by using his or her personal sip-and-puff device after it is disconnected from the wheelchair and connected to Access.

- "Sipping" functions similarly to the Move wheel.
- "Puffing" is similar to the Select button.

Follow these steps to assist a voter with limited body mobility.

	Steps
<input type="checkbox"/>	1. Follow the local jurisdiction's policy to verify the voter's ID and note that the voter is unable to sign his or her name.
<input type="checkbox"/>	2. Accompany the voter to the Touch Writer booth by walking beside the voter's wheelchair.
<input type="checkbox"/>	3. Pull up a chair next to the voter and inform him or her that you will explain how to vote on the Touch Writer before connecting the sip-and-puff device. Be patient. If the voter would prefer to read instructions, offer to hold the instructions while the voter reads, or place the instructions where the voter indicates. <ul style="list-style-type: none"> <li>• On the Select Language and Access Code pages, Sip to navigate the highlight bar through selections. To enter highlighted selections, Puff.</li> <li>• Sip to begin voting or learn about the ballot.</li> <li>• On the ballot page, Sip to navigate the highlight bar through the contest options in a loop that includes the title bar. Puff to enter choices. After a selection is made, navigate to Next.</li> <li>• To skip a contest, navigate to Next.</li> <li>• When the voter reaches the end of the ballot, the voter will see a ballot summary screen. Sip to review selections or Print, and Puff to enter the selection.</li> </ul>
<input type="checkbox"/>	4. Ask for the voter's permission to remove his or her sip-and-puff device from the wheelchair and connect it to the Touch Writer. Before entering the language selection (if applicable) and the Access Code, plug the sip-and-puff device into the disabled access jack on Access. Ask the voter if he or she wants you to remain while the voter enters the language selection and/or Access Code, and then leave once the ballot is on the screen.
<input type="checkbox"/>	5. Because the Help button is not available to a voter using a sip-and-puff device, inform the voter that you will be nearby in case assistance is needed. Let the voter know that as soon as he or she is finished, you will return to reconnect the sip-and-puff device to the voter's wheelchair.

## Next Topics

You are finished reading the instructions for helping to provide the voting public with a quick and easy voting experience.

Continue on to the appendices. The appendices cover the following topics:

[Polling Place Security, starting on page 71](#)

[Frequently Asked Questions, starting on page 93](#)

[Troubleshooting, starting on page 97](#)

## APPENDIX A

# Polling Place Security

This appendix introduces polling place security and includes the following sections:

Ensuring Polling Place Security .....	72
Touch Writer and Scan Security Features .....	75

## A.1 Ensuring Polling Place Security

At the polling place, poll workers are responsible for maintaining security, the integrity of the vote and the protection of voting equipment and supplies. Poll workers must be vigilant throughout Election Day and be aware of who is in the polling room. Frequent monitoring of voting machines and voting supplies protects against any malicious attempt to compromise the accurate gathering and reporting of the vote. The following steps should be taken to ensure that the voting equipment and the voting process are secure at all times in every precinct.

### A.1.1 Secure Access to the Physical Facility

Many polling places do not provide an ideal physical security environment. For instance, church lobbies, school gymnasiums and other places may not always be locked or secured. However, it is important to maximize the use of whatever security features exist. Use locking doors to secure equipment whenever possible, and consider alternatives to regulate access to equipment.

### A.1.2 Equipment Delivery

Delivery of voting equipment to polling place locations should be conducted with the same degree of control as applied to warehouse storage of sensitive election equipment.

- The delivery person or company, or in some cases the supervising poll worker, should provide documentation containing voting device serial numbers, seal numbers and identification for each voting location where equipment has been delivered.
- A list of persons involved in equipment delivery should be maintained by the jurisdiction election officer.
- Voting devices should remain locked and/or sealed and stored in a secure location. Multiple devices awaiting assembly should be secured together by a keyed or combination lock and a single cable or chain.
- Polling places should be in locked buildings or locations that are capable of monitoring secure storage of voting equipment.

## A.1.3 Securing Access to the Verity System

### A.1.3.1 Voting Devices

Maintain strict control over the voting devices at all times. Treat the devices with all of the sensitivity that you would apply to a secure ballot box containing paper ballots.

Prior to election day, the voting devices should be maintained under the chief election officer's close physical control at all times. Do not leave voting devices unattended at any time (for example, in an automobile or in an unlocked room). Do not break or remove the wire ballot box seal from voting devices.

At the end of Election Day, voting devices should be transported from the voting location to the jurisdiction elections office by a sworn election official or a sworn law enforcement officer.

For early voting, establish procedures to secure voting devices each evening after suspending polls. Voting devices may also be sealed and/or locked.

### A.1.3.2 vDrive

vDrives must be secured. vDrives should be stored within voting devices, under a tamper-proof ballot box seal. Do not remove the voting device seal at the polling place. Voting device serial numbers and seal numbers should be recorded so that deployed equipment can be physically authenticated at the polling place.

### A.1.3.3 Access Codes

Only issue Access Codes when there is a Touch Writer booth available for use. Treat access code slips with the same care that you would apply to a paper ballot. In order to prevent Access Codes from being misplaced or fraudulently passed to others, voters should not stand in line with "live" Access Codes.

Before issuing an Access Code, ensure that the voter has been properly qualified and is entitled to an electronic ballot.

In all instances where a voter could potentially be re-issued a new Access Code, always use the “Deactivate an Access Code” function on the poll worker menu to check the status of the voter’s original Access Code. Voters whose ballots have been “assigned and cast” may NOT receive a new access code. Follow state and local procedures governing the re-issuance of Access Codes in other situations.

### A.1.3.4 Touch Writer and Scan Booths in the Voting Area

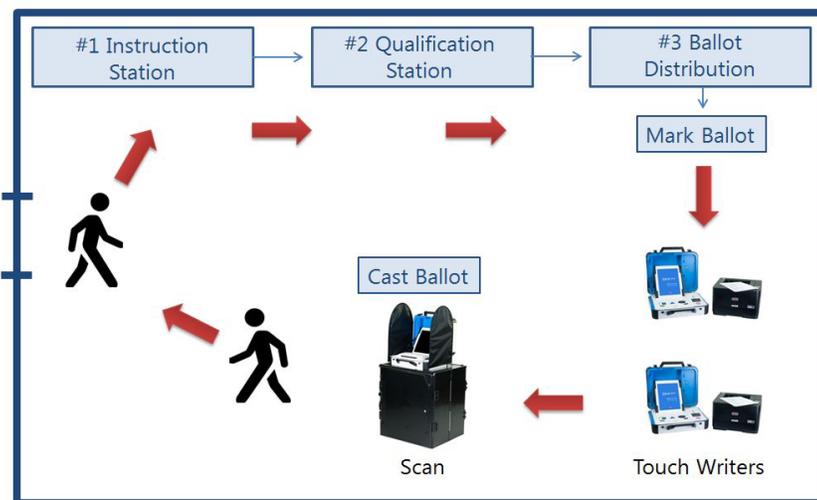
Maintain staffing levels adequate to monitor voting booths. Voters should not be allowed to enter the voting booth area until a booth is open and available for use. No person other than a voter, a person assisting a voter, or a poll worker may enter the voting area.

Locate cables where they will not be tripped over, pulled upon, or otherwise disturbed. Keep booth storage compartments closed to restrict access.

If Touch Writer is used for early voting, establish procedures to secure the devices each evening after suspending polls. Touch Writer may also be sealed and/or locked.

Report any suspicious activity in or around voting machines to the local election officer and call 911 in case of a serious emergency that threatens polling place safety.

### A.1.3.5 Sample Polling Place Layout



## A.2 Touch Writer and Scan Security Features

### A.2.1 Access Codes Protect Voters' Privacy

Access Codes enable qualified voters to get the correct ballot style for their precinct, without giving up voter privacy. The only purpose of the Access Code is to display the correct ballot when the assigned five digits are entered. The Access Code is not tied to the cast ballot in any way, and the Access Code cannot be used to retrieve the voter's cast ballot record. Also, the Access Code remains anonymous because no voter information is entered into the electronic voting system.

### A.2.2 Multiple Memory Storage Protects Cast Ballots

Cast vote records are saved on flash memory cards called vDrives, as well as on the internal memory of the Scan. In this way, each cast ballot is stored in redundant places to provide extra backup to paper ballots. The integrity of cast vote records is not affected by power outages, power spikes, magnets, or rough handling.

### A.2.3 Protecting Ballots

Digital encryption and self-contained components protect ballots. With the Verity Voting system, election administrators use encryption devices containing secret keys specific to the election at the time that vDrives are written, thereby creating a means to authenticate vDrives at critical points in the election process and protect the integrity of the election database, ballot definitions, and cast vote records. Only an authorized user with an encryption device containing the matching secret keys may access secure functions in the Verity Voting system. In addition to having the encryption device, the authorized user must also know its password in order to perform secure functions. Furthermore, the voting device components are self-contained and have no external network access that would allow intrusion.

## A.2.4 Audit Logs Provide Transparency

Touch Writer and Scan units maintain complete electronic audit logs of all events that occur during the voting process. From the time that a Touch Writer or a Scan is powered-on until it is powered-off, entries are made to the audit log. Each Touch Writer and Scan maintains its own audit log of events that are specific to that unit. Voting devices will record system events (for example, Scan is out of thermal printer paper), poll worker activities (for example, Open Polls), and voter activities (for example, Ballot Printed and Ballot Scanned). The audit log includes the time and date that each ballot was cast (but not which cast vote record). All audit log entries are saved in flash memory and are unaffected by power outages, power spikes, magnets, or rough handling.

APPENDIX B

# Device Reports

This section provides samples of Verity Scan and Verity Touch Writer reports.

This chapter describes the following:

- [Overview](#).....78
- [Sample Verity Touch Writer Reports](#) .....79
- [Sample Verity Scan Reports](#) .....85

## B.1 Overview

This section provides sample report data using Verity Scan and Touch Writer reports.

The reports are printed on the devices thermal printer. Reports with appropriate information are automatically printed at the appropriate time:

Power-up Self Test Reports are printed after the device has started and has determined the status of several system components that are shown in the report.

Open Polls Reports are automatically printed once the device has successfully loaded an election and the poll worker has requested the device to open polls.

Close Polls Reports are automatically printed once the poll worker has requested the device to close (or suspend) polls.

## B.2 Sample Verity Touch Writer Reports

### B.2.1 Touch Writer Power-On Self Test Report

**Power-On Self Test Report**

02/07/2014 6:05 PM

S/N: Not Implemented  
VerityWriter  
Version: Not Implemented

Power On Diagnostics

MCU FW:13 PV:2	Pass
Battery (85% capacity)	High
Main Power	Present
vDrive Ports	Pass
Touch Screen	Pass
BallotPrinter (OKI B411 (Copy3))	Present

Notes

None



## B.2.2 Touch Writer Open Polls Report

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

County of Fairfax  
Sample Polling Place  
Early Voting

Verity Writer  
S/N: 345642  
Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 11

**Open Polls Report**

02/07/2014 1:44 PM

Polls are Open.  
Ready to issue ballots

Official Signatures

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---

### B.2.3 Early Voting Touch Writer Zero Report Summary

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

County of Fairfax  
Sample Polling Place  
Early Voting

Verity Writer  
S/N: 345642  
Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 11

**Zero Report**

02/07/2014 1:43 PM

**Access Code Summary Report**

Total Codes Issued	0
Ballots Printed	0
Open	0
In Progress	0
Expired	0
Deactivated	0
Spoiled	0

**All ZEROS**

Official Signatures

---

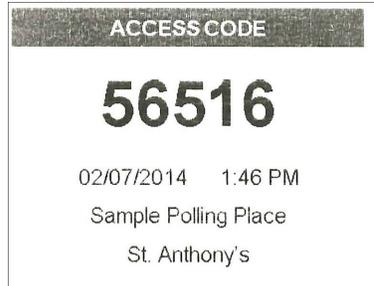
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## B.2.4 Touch Writer Access Code Ticket



## B.2.5 Touch Writer Close Polls Report

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 2/22/2014

County of Fairfax  
Sample Polling Place  
Election Day Voting

Verity Writer  
S/N: 345642  
Version: 01.01.45

Ballot Counter: 3  
Lifetime Counter: 15

### Close Polls Report

02/07/2014 6:43 PM

Polls are Closed

### Ballot Count Precinct Report

Precincts/Splits Included:	5
Total Precincts Voted:	2
Total Ballots Printed:	3
<u>Precinct</u>	<u>Total</u>
Greenspring Village	0
Mt. Vernon	0
St. Anthony's	2
Tyson's Corner Mall	1
Reston Comm. Ctr.	0
<u>Total</u>	<u>3</u>

Official Signatures

---



## B.3 Sample Verity Scan Reports

### B.3.1 Scan Power-On Self Test Report

Power-On Self Test Report	
02/07/2014 1:38 PM	
S/N: Not Implemented	
Verity Scan	
Version: Not Implemented	
<u>Power On Diagnostics</u>	
MCU FW:13 PV:2	Pass
Battery (93% capacity)	High
Main Power	Present
vDrive Ports	Pass
Touch Screen	Pass
Scanner	Pass
<u>Notes</u>	
None	



## B.3.2 Scan Open Polls Report

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

County of Fairfax  
Sample Polling Place  
Early Voting

Verity Scan  
S/N: 345642  
Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 5034

**Open Polls Report**

02/07/2014 1:46 PM

Polls are Open.  
Ready to accept ballots

Official Signatures

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### B.3.3 Early Voting Scan Zero Report

VOTING MACHINE SURVEY  
 BALLOT  
 Election Date: 1/23/2014  
  
 County of Fairfax  
 Sample Polling Place  
 Early Voting  
  
 Verity Scan  
 S/N: 345642  
 Version: 01.01.45  
  
 Ballot Counter: 0  
 Lifetime Counter: 5034

**Zero Report**

02/07/2014 1:43 PM  
**Tally Summary Report By Contest**

Precincts/Splits Included: 5

Mayor of Mount Rushmore  
 George Washington 0  
 Thomas Jefferson 0  
 Abraham Lincoln 0  
 Theodore Roosevelt 0  
 Write-ins 0  
 Undervotes 0  
 Overvotes 0

Member Mount Rushmore Park Authority  
 Benjamin Franklin 0  
 Patrick Henry 0  
 Betsy Ross 0  
 John Hancock 0  
 Paul Revere 0  
 Alexander Hamilton 0  
 Write-ins 0  
 Undervotes 0  
 Overvotes 0  
  
Proposed Change to Mount Rushmore  
 Yes 0  
 No 0  
 Undervotes 0  
 Overvotes 0  


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 Total Ballots 0

**All ZEROS**

Official Signatures

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### B.3.4 Configuration Readiness Report

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

County of Fairfax  
Sample Polling Place  
Early Voting

Verity Scan  
S/N: 345642  
Firmware Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 5034

**Configuration Readiness Report**

02/07/2014 1:44 PM

vDrive ID: 1



Sample Polling Place

Tamper Evident Seal# \_\_\_\_\_  
Tamper Evident Seal# \_\_\_\_\_  
Tamper Evident Seal# \_\_\_\_\_

Prepared By: \_\_\_\_\_

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## B.3.5 Election Identification Report

VOTING MACHINE SURVEY  
BALLOT  
Election Date: 1/23/2014

County of Fairfax  
Sample Polling Place  
Early Voting

Verity Scan  
S/N: 345642  
Firmware Version: 01.01.45

Ballot Counter: 0  
Lifetime Counter: 5034

**Election Identification**

02/07/2014 1:45 PM

Precincts/Splits Enabled 5  
Precincts Enabled:  
Tyson's Corner Mall  
Reston Comm. Ctr.  
Greenspring Village  
Mt. Vernon  
St. Anthony's



## B.3.6 Scan Close Polls Report

VOTING MACHINE SURVEY  
BALLOT

Election Date: 2/22/2014

County of Fairfax

Sample Polling Place

Election Day Voting

Verity Scan

S/N: 345642

Version: 01.01.45

Ballot Counter: 3

Lifetime Counter: 5038

### Close Polls Report

02/07/2014 6:37 PM

Polls are Closed

### Tally Summary Report By Contest

Precincts/Splits Included: 5

#### Member Mount Rushmore Park Authority

Benjamin Franklin 1

Patrick Henry 0

Betsy Ross 1

John Hancock 1

Paul Revere 0

Alexander Hamilton 1

Write-ins 1

Undervotes 1

Overvotes 0

#### Proposed Change to Mount Rushmore

Yes 1

No 1

Undervotes 1

Overvotes 0

Total Ballots 3

Official Signatures

---





## APPENDIX C

# Frequently Asked Questions

Following is a list of frequently asked questions and suitable answers about Verity Voting.

1. What is the Access Code for?

Access Codes enable qualified voters to get the correct ballot style for their precinct. The only purpose of the Access Code is to display the correct ballot when five digits are entered. The Access Code is not tied to the cast ballot in any way, and the Access Code cannot be used to retrieve the voter's ballot. Also, the Access Code remains anonymous because no voter information is entered into the electronic voting system.

2. Is this system based on a touch screen, like some ATMs?

Yes. However, Access is available for voters with disabilities. The voter uses a rotary Move wheel to navigate through the ballot and highlight his or her selections. This interface was chosen because voters who are blind or have other impairments find the differently shaped buttons and the rotary Move wheel easy to identify and use.

3. How do I know that the electronic voting system records my ballot the same way that I mark it?

There are two ways to check your ballot. First, each time you click **Select** to make a selection, the check box indicates your selection. Second, when you finish voting, the voting machine will display a summary of the selections you made. The Review Your Ballot page enables you to double-check your selections before casting the ballot. To change a selection, click the **Return to Ballot** button. To move through contests, click the **Next** and **Back** buttons. When you are sure that all of your selections are correct, press the **Print** button to print your ballot in order to cast it in Scan. In Scan, your vote has been recorded when you see the waving American flag.

4. Using Access on the Touch Writer, what if I change my mind or make a mistake before I have pressed the Next button?

To change a choice, use the Move wheel to highlight the new option you want to vote for, and then press Select. The earlier choice is erased, and the new choice is marked.

5. Can I change my ballot choices at any time using the Touch Writer?

A voter can change any of his or her selections at any time before the Print button is pressed from the Review Your Ballot page. If there is a problem after the ballot is printed, a Poll Worker may be able to spoil the ballot before it is scanned. A voter will always see the Review Your Ballot page before the ballot is printed. Once the ballot has been read into Scan and the waving American flag is displayed, the ballot is recorded and cannot be changed.

6. What if I accidentally vote more than the number of options allowed in a contest? Will my vote be discarded?

Your vote will not be discarded. Touch Writer does not allow voters to vote for more than the allowed number of options. Scan will reject the ballot and alert you to the error. If you have filled in a ballot by hand and you have selected more than the permitted number of options in a contest, contact a Poll Worker for assistance.

7. How do I know my voting choices are private and that my selections will not be revealed?

If you are voting on the Touch Writer, you will be given an anonymous, randomly generated five-digit Access Code that enables the system to display the correct ballot for your precinct. The only purpose of the Access Code is to enable the correct ballot style; it is not associated with you, or with your ballot selections. With no information about you in the electronic voting system, there is no way to trace your private voting selections.

8. Is the Touch Writer ballot available in multiple languages?

Yes. The Touch Writer will display ballots in languages selected by local Election Officials, according to federal, state, and local election guidelines.

9. In the past, I always had assistance when voting. Will I still be able to have someone help me with this system?

Yes. Although Touch Writer has on-screen guidance although available through the Help button, there is also voter instruction materials available to familiarize you with the voting machine before you enter the voting booth. The voting system also accommodates accessories so that persons with disabilities can vote with minimal assistance. The voter may always choose how much assistance he or she needs and ask a Poll Worker for assistance.

10. If power fails or if there is some other computer failure will my voted ballot be lost?

No. Once the waving American flag is displayed, your voted ballot is stored. In the unlikely event that the system fails, all data is protected in memory and cannot be lost, even in case of a power outage. The system also has a battery back up that immediately engages if an electrical failure should occur. However, if a power loss occurs *before* you see the waving American flag, your vote will not be counted.

11. Has the voting equipment been tested by our local elections office before the elections?

Yes. Before any vote is cast, there are procedures available to Election Officials to test the voting equipment to ensure that all equipment is working as expected. Two tests, a Functionality Test and a Logic and Accuracy Test, allow Election Officials to ensure that the equipment is working properly and that votes are accurately recorded and reported as they are cast.

12. What if a recount is necessary?

The voting system provides Elections Officials with cast vote records of each ballot cast on Scan. These cast vote records provide an accurate means of recounting ballots recorded for each specific contest in an election. Recounts may be conducted either electronically or with printed paper cast vote records.



## APPENDIX D

# Troubleshooting

## D.0.1 Verity Devices

### D.0.1.1 Touch Writer

Refer to [Touch Writer Polling Place Troubleshooting Quick Guide](#) in the Touch Writer chapter.

### D.0.1.2 Scan

Refer to [Scan Polling Place Troubleshooting Quick Guide](#) in the Scan chapter.

## D.0.2 In Case of Power Failure

The following applies in case of power failure.

**Note:** These rules apply only if uninterruptible power supplies (UPS) are fully charged. Ensure your warehouse charges all UPS units fully immediately prior to distribution. UPS units lose power while shelved.

**Note:** Adhere to time limits to maintain voting system integrity.

**Table 1. Changes to voting system conditions due to power failure.**

Item	Use During Power Failure
Scan	Can use for 2 hours, only. After 2 hours, stop using Scan to avoid a mid-scan battery failure. Suspend polls.

**Table 1. Changes to voting system conditions due to power failure.**

Item	Use During Power Failure
Touch Writer	Can use for 2 hours, only. After 2 hours, stop using Touch Writer. Suspend polls.
Ballot Printer	Can print up to 6 sheets (8.5x11" ballot, 1 sheet = 2 sides of a page) over a 2-hour period. Adhere to the 6-sheet per 2 hours limit regardless of how rapidly the printer seems to print. Anticipated print rate is 2 sides of a page over a 20-minute period.
Uninterruptible power supply (UPS)	<p>Usable for no more than 2 hours.</p> <p>Stop using the UPS if it shows less than 30% full charge, to maintain voting system integrity.</p> <p>The UPS can be replaced by authorized election officials using proper replacement process</p> <ul style="list-style-type: none"> <li>• Leave Touch Writer powered-up</li> <li>• Turn off the ballot printer</li> <li>• Touch Writer will indicate "Printer not found"</li> <li>• Unplug the UPS from the AC outlet</li> <li>• Unplug the printer from the UPS</li> <li>• Replace the UPS with the exact same model</li> <li>• Plug the UPS into the AC outlet</li> <li>• Plug the Printer into the UPS's AC outlet</li> <li>• Turn on the Printer</li> <li>• Pollworker should clear any Printer message on the Touch Writer</li> <li>• Voter's may continue to use Touch Writer</li> </ul>

**Note:** The battery indicator on Verity device screens is green from 100-20% charged. Below the 20% threshold, the battery indicator is marked with a circle with a line through it, indicating that the battery needs to be recharged.

## D.0.3 Systematic Approach to Troubleshooting

When faced with a troubleshooting situation, apply this systematic troubleshooting approach.

**Table D-1. Troubleshooting guidelines.**

	Tasks
<input type="checkbox"/>	Remain calm.
<input type="checkbox"/>	Identify the issue, or the symptoms, as reported.
<input type="checkbox"/>	Gather further information. Think broadly. Do not jump to conclusions. Ask questions.
<input type="checkbox"/>	Establish a theory to explain the source of the problem.
<input type="checkbox"/>	Research resolution steps, based on your theory.
<input type="checkbox"/>	Use documentation available to you to identify the resolution steps necessary.
<input type="checkbox"/>	Attempt resolution.
<input type="checkbox"/>	Check for success.
<input type="checkbox"/>	Repeat.

Remember, as with all electronics systems, many equipment issues can be solved by simply checking connections.





