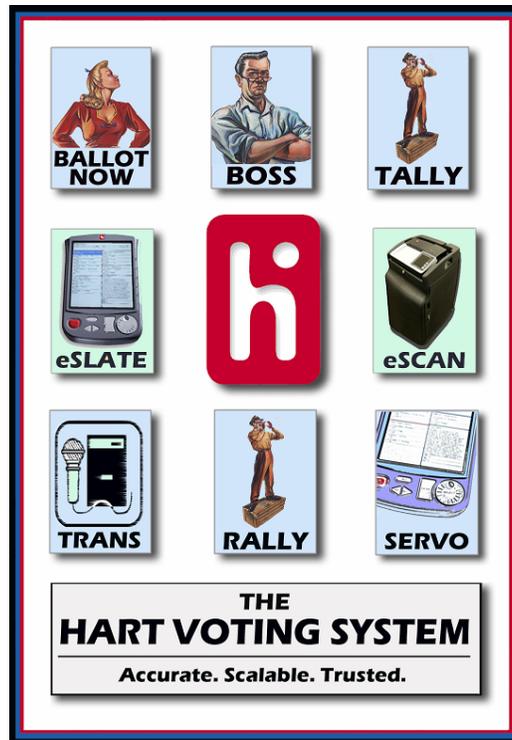


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# Hart Voting System Election Event User Guide

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Hart Voting System

## Hart InterCivic Quality and Information Security Policy

Hart InterCivic is committed to election integrity, customer satisfaction, and continual improvement of the hardware, software, and services provided to our customers. Continual improvement will be visible from planned and documented activities leading to fulfillment of quality and information security objectives. All products, components, and services provided to our customer shall be safe, secure, and effective for their intended use, and they shall meet or exceed the quality and reliability levels expected by the marketplace.

This commitment includes the security of the information used in the product development process. Management at Hart InterCivic will implement information security to ensure contractual requirements are met, employees are trained in information security, and that risks to information security are understood and minimized. Employees of Hart InterCivic are required to comply with information security procedures and to report any instances of known or possible information security breaches.

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### Product Number 6300-009G

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Previous revisions of this document are titled *Hart Voting System Service Bureau Procedures*.

# IMPORTANT SAFEGUARDS

## *Hart Voting System Equipment*

Follow all warnings and instructions marked on the equipment and on this sheet.

### 1. READ INSTRUCTIONS

All of the safety and operating instructions must be read before operating this voting system.

### 2. RETAIN INSTRUCTIONS

These safety and operating instructions should be retained for future use.

### 3. CLEANING

Unplug the equipment from the wall outlet and any other equipment before cleaning. Do not use aerosol cleaners. Use a spray glass cleaner to dampen a soft cloth, and then wipe off any dirt or fingerprints. Do not spray cleaner directly on the unit.

**DANGER: Never push objects of any kind into this product through openings** as they may touch dangerous voltage points or short out parts that could result in fire or electric shock. Never spill or spray anything on or into the product. If liquid is spilled on the product, turn it off immediately, wipe away the liquid, and then return the unit to the local election officials for servicing.

### 4. ATTACHMENTS

Use only Hart InterCivic approved attachments in this voting system. Use of other attachments is unsafe.

**DANGER: Do not place this product on an unstable cart, stand, tripod, bracket, or table.** The product may fall, causing serious injury and serious damage to the product. Use only with a booth, cart, or stand approved by Hart InterCivic or sold with the product. A product and caddy combination must be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and caddy combination to overturn, causing serious injury.

### 5. WATER and MOISTURE

Do not use this product near water – for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.

### 6. POWER SOURCES

Use only battery packs or 110V AC wall power as shown on the equipment. If you are not sure of the type of power supplied to a polling location, call the local power company before proceeding. Use only grounded, three prong outlets, and the power cord supplied with the equipment by Hart InterCivic. Power cords should be routed so that they are not likely to be walked on or have objects placed on them. Do not overload wall power outlets or extension cords as this may cause a fire.

### 7. SERVICING

**CAUTION: Do not attempt to service this unit yourself.** Opening the unit will result in exposure to dangerous voltages or other hazards. Only the battery and printer doors should be opened by polling place personnel. Refer all other servicing to qualified personnel only. When replacement parts are required, be sure to use only Hart InterCivic approved parts. Unplug the unit from the wall outlet and refer servicing to qualified personnel under the following conditions:

- When the power cord or plug is damaged
- If liquid has been spilled on the product
- If the product has been exposed to rain
- If the product does not operate normally after following the operating instructions



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## Section I: Overview

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### Introduction

This document outlines the processes and steps for planning and carrying out an election with the Hart Voting System (HVS). Implementation may vary by state and jurisdiction.

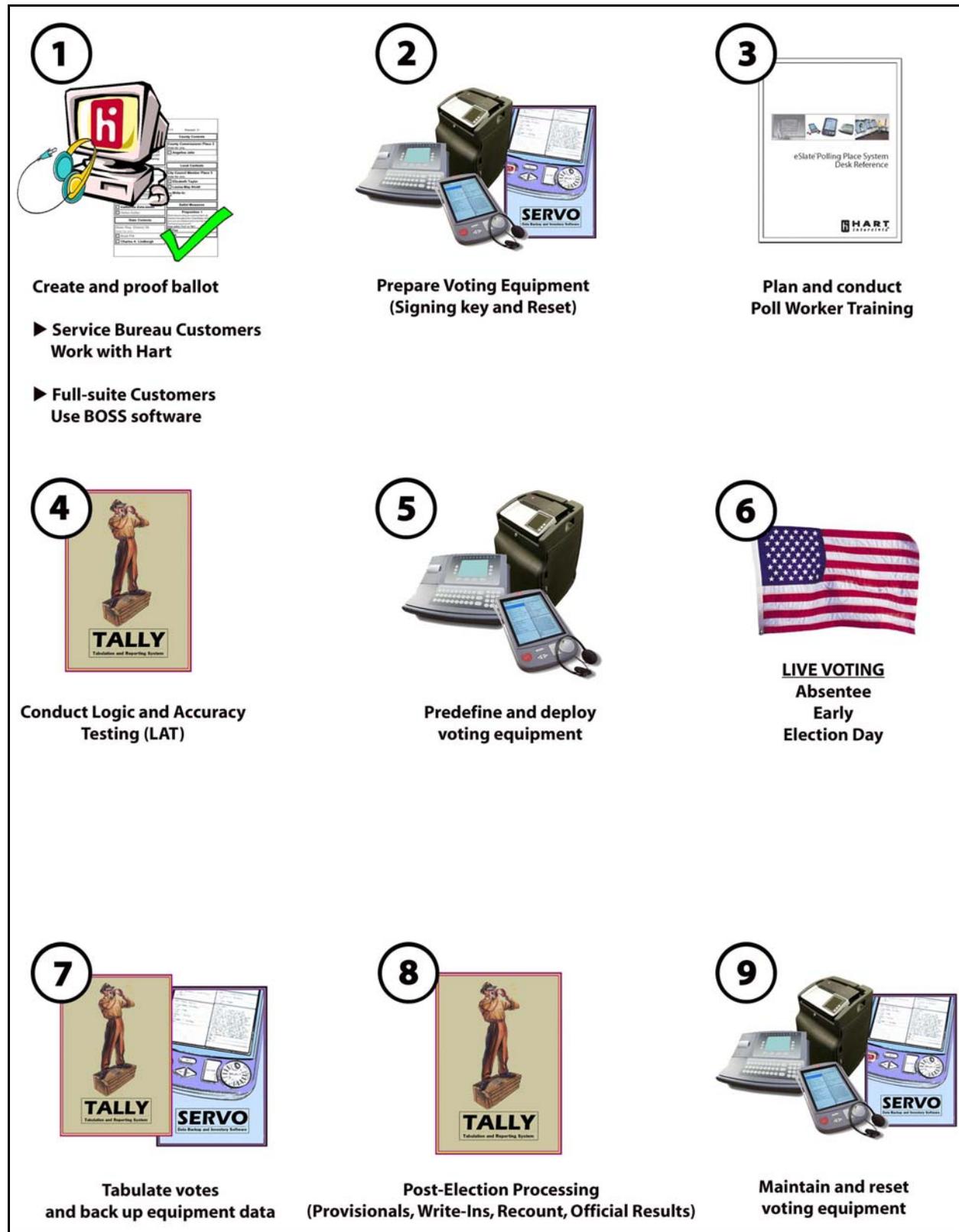
This document focuses on equipment preparation, Logic and Accuracy Tests, Election Night tabulation, and equipment backup procedures. These processes apply to all Hart Voting System users, but were written especially for Service Bureau customers, whose ballots are programmed and printed by Hart InterCivic.

If you have purchased a full implementation of the Hart Voting System and need more information about setting up an election database in BOSS, refer to the *BOSS Training Manual*. For more information about printing and scanning ballots with Ballot Now, refer to the *Ballot Now Training Manual*.

This document is divided into the following sections:

- I: Overview
- II: Pre-Election Procedures
- III: Live Voting Events
- IV: Election Night Procedures
- V: Post-Election Procedures

# Hart Voting System Election Event Workflow



***What is a Mobile Ballot Box (MBB)?***

- A memory card that contains all information required to display ballot styles for all of your polling places
- Used in Judge's Booth Controller (JBC) or eScan
- Used for printing ballots in Ballot Now (if applicable)
- Stores records of each vote; MBBs are read into Tally for tabulation
- Use Test Mode MBBs for Logic & Accuracy Testing and for proofing
- Use Election Mode MBBs for live voting

***What is an Audio Card?***

- A memory card that contains recorded sound for audio ballots
- For use in eSlate Disabled Access Units (DAUs)
- Contains sound only, not ballot data

***What is a Demo Card?***

- A memory card that contains both ballot and audio data
- For use in the Demonstration eSlate
- Does not contain Cast Vote Records (CVRs)



MBBs, audio cards, and demo cards look similar to the picture above. Look at the label on the other side of the card to find out whether it is an MBB, audio card, or demo card. If the card is an MBB, you can also find out whether it is in Test or Election mode.

## Planning Hart Voting System Training

Poll workers should be adept at operating the eSlate (with VBO, if applicable), DAU, JBC, and eScan (if applicable). If poll workers are comfortable with the polling place components of the Hart Voting System, then they will be comfortable assisting voters. Contact your Hart InterCivic Account Manager to arrange on-site poll worker training for your jurisdiction.

Full-implementation HVS users who have purchased BOSS may generate their own MBBs for training purposes. Service Bureau customers require assistance from Hart to generate training MBBs. The following sections outline the poll worker training requirements for the two types of Service Bureau customers.

### ***Service Bureau Customers with Hart Software (Tally and SERVO)***

1. Schedule training and reserve training room.
2. Obtain training MBBs and audio cards from Hart InterCivic. Note that for Hart Voting Systems 5 and 6, the cards *must* include the security key that is also assigned to the local jurisdiction's voting equipment. This means that these are *custom kits*.
3. Obtain ballots from Hart InterCivic, if the eScan is to be included in training. These ballots must be compatible with the MBBs in the *custom kits*.
4. Conduct training, possibly using Hart InterCivic's VHS or DVD training course.
5. Reset equipment with either the Reset utility (Hart Voting System 3) or with SERVO (Hart Voting Systems 5 and 6). Note that with Hart Voting System 5, SERVO will not reset the MBBs, so either those need to be replaced with new MBBs per training session, or training should be conducted in Early Voting mode in order to facilitate the reuse of eScans and/or JBCs and eSlates over successive training days.
6. Repeat steps 4 and 5 until all poll workers are trained.

### ***Service Bureau Customers without Hart Software***

1. Schedule training and reserve training room.
2. Obtain training MBBs and audio cards from Hart InterCivic. Note that for Hart Voting Systems 5 and 6 the cards *must* include the security key that is also assigned to the local jurisdiction's voting equipment. This means that these are *custom kits*.
3. Obtain ballots from Hart InterCivic, if the eScan is to be included in training. These ballots must be compatible with the MBBs in the *custom kits*.
4. Schedule Hart services to be on-site for equipment preparation (reset and program signing key).
5. Conduct training, possibly using Hart InterCivic's VHS or DVD training course.
6. Schedule Hart services to be on-site to reset equipment with either the Reset utility (Hart Voting System version 3) or with SERVO (Hart Voting System version 5 and 6).
7. Repeat steps 5 and 6 until all poll workers are trained.

*At the conclusion of training events conducted with equipment in Election Day mode, it will be necessary to reset equipment in order to make it available for subsequent training classes. It is **essential** to reset equipment after the close of polls when training in Election Day mode; otherwise, the equipment will be non-functional for further training purposes. Also, training equipment that is to be used in subsequent live election events **must be reset** after training and before being deployed. If you are uncertain how you will reset your equipment, contact your Hart InterCivic Account Manager **before** planning your training events.*

## Software Administration

The following section applies to customers using HVS software applications.

### Best Practices

- Do not give out an administrator password, applicable either to the PC where the Hart Voting System software is housed, or to a Hart Voting System application itself.
- Change every User ID, password, certificate, eCM key ID, signing key, and PIN(s) during PC acceptance and at regular intervals and in accordance with federal, state, and local guidelines.
- The user currently logged in should stay at the computer while running the application and exit the application if s/he steps away from the PC.

### Avoid Using

- Any password you have used before
- Any string of three characters repeated or reversed
- Any character repeated more than twice
- Your name or your initials
- The computer or application User ID
- The names of relatives, birthdays, phone numbers or the company name
- The number for this year, last year or next year, or the three-character abbreviations for the months
- Telephone number or car license plate numbers

### Do Use

- A combination of upper and lowercase letters
- A password that is at least 6 - 12 characters long
- A new password for every user at regularly scheduled intervals (e.g., annually or quarterly)
- Random characters users will remember

### Tips for a Secure Password, Certificate, or PIN

- Use the first letters of the words in a memorable phrase.
- Use a meaningless but easy-to-remember phrase.
- Insert numbers into the phrase.
- Note the password, certificate information, and/or eCM PIN in a private and secure location.

### Computer Security

Computers running Hart InterCivic software should be kept in locked spaces with limited access. Password-protected screen savers or other similar security measures should be applied.

## eSlate Cryptographic Module (eCM)

### *What is the eCM?*

The eCM is a physical USB security device provided by Hart InterCivic. It is required for access to secure functions in the BOSS, Ballot Now, Tally, Rally, and SERVO applications. The eCM must be generated using the eCM Manager application.

### *When is the eCM Used?*

In a given election, the signing key on the eCM is used by the BOSS application to accept the ballot formats for the election, and a matching signing key must also be present in the eCM(s) used in the Ballot Now, Tally, Rally, and SERVO applications.

The simplest way to use an eCM is to keep the device handy (e.g., on a lanyard on your person) and to insert the eCM token into a USB port on an election PC each time that PC is being used, removing the eCM when finished.



**Notes:**

**Notes:**

## Section II: Pre-Election Procedures

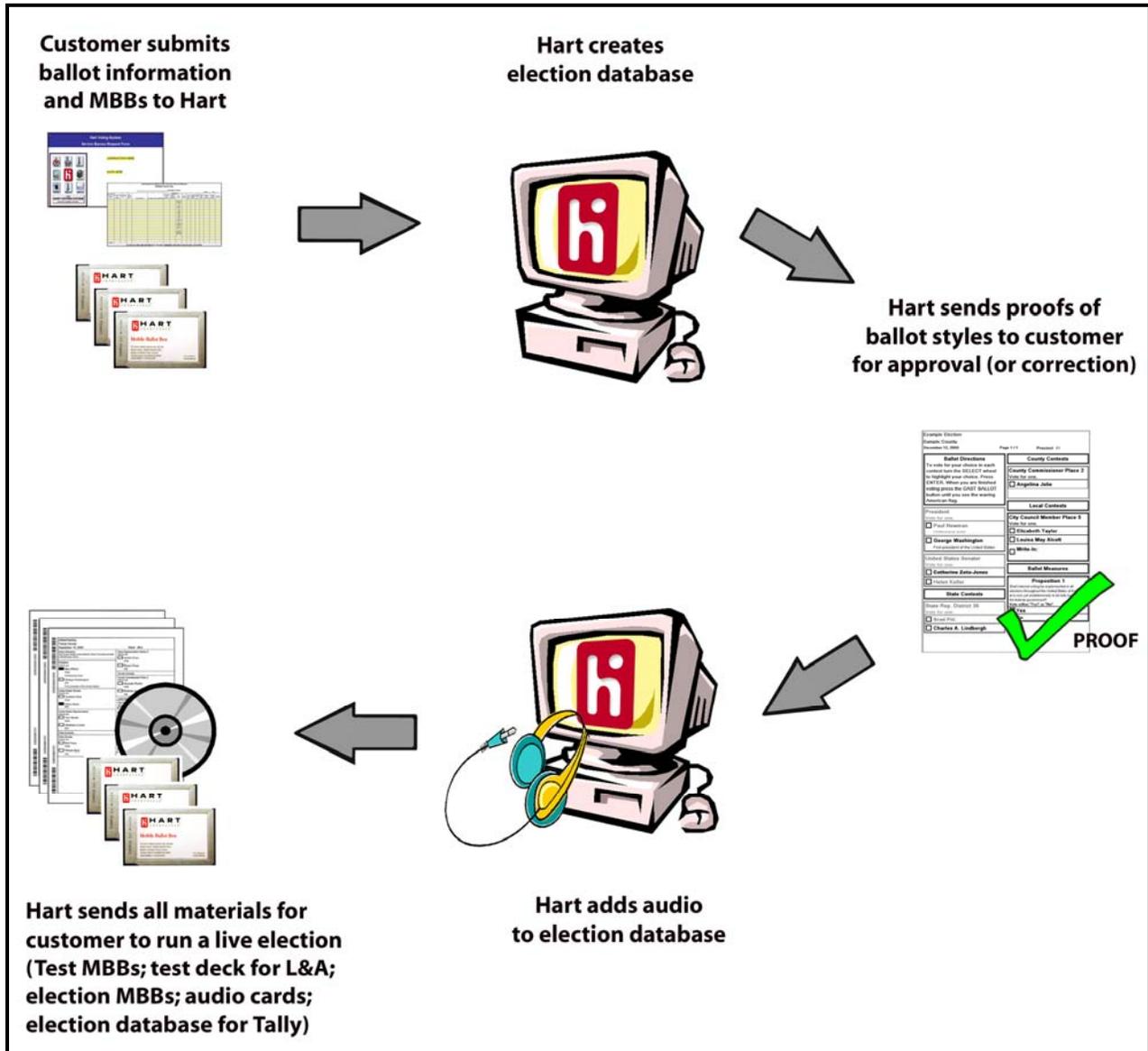
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<input checked="" type="checkbox"/> Preparing the Equipment.....	20
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<input checked="" type="checkbox"/> Logic and Accuracy Test #1 .....	27
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### Part 1: Creating and Proofing the Ballot

You can obtain ballots (more specifically, Mobile Ballot Boxes, or MBBs) in one of two ways:

- Full-suite customers who have purchased BOSS and Ballot Now may use the software applications to generate MBBs and print ballots themselves. If you have purchased a full implementation of the Hart Voting System and need more information about creating an election database in BOSS, refer to the *BOSS Training Manual*. For more information about printing ballots with Ballot Now, refer to the *Ballot Now Training Manual*.
- Service Bureau customers will work with an Account Manager and/or Ballot Production Specialist to submit blank MBBs, audio cards, and written ballot information to Hart. Hart creates election forms that contain federal/state contests and candidate information. Service Bureau customers complete the forms by adding local contest information and send them back to Hart. Then, using the federal, state, and local information, Hart creates an election database and e-mails or faxes the ballot to the customer for proofreading. After approval, Hart creates audio files and sends all of the materials needed to run a live election.

## Service Bureau Workflow



Service Bureau customers do the following to create and proof the ballot:

1. After accepting Hart equipment, election officials and their Account Manager fill out the Hart Voting System Service Bureau Request Form and Hart Voting System Service Bureau Ballot Order Form. The election officials also send a list of every contest in the election with every candidate or option in the order that they should appear.
2. The election officials decide how many Mobile Ballot Box (MBB) and audio cards need to be written. Use the *MBB Worksheet* (MBB\_41406.xls) on your Hart CD or the following guide when planning the number of MBBs and audio cards to write for an election.

**Audio Cards**

- 1 Audio Card for each Disabled Access Unit eSlate (DAU) to be used in the election – including Early Voting, Election Day, and any spares
- 1 Audio Card for audio proofing (can be reused for the election)
- 1 Audio Card for use at the help desk (optional)
- 10% of Total Audio Cards for use as spares

**Test Mode MBBs**

- 1 MBB for each Judge's Booth Controller (JBC) to be used in the Logic and Accuracy Test (LAT)
- 1 MBB for each eScan to be used in the LAT (if applicable)
- 1 MBB for ballot proofing
- 1 MBB for each Test mode event backed up in SERVO
- 1 MBB for use at the help desk (optional)

**Election Mode MBBs**

- 1 MBB for each JBC to be used in the election – Early Voting and Election Day
- 1 MBB for each eScan to be used in the election – Absentee, Early Voting, and Election Day (if applicable)
- 1 MBB to enable SERVO to add election event(s) for backup
- *1 MBB per 65,000 Cast Vote Records (CVRs) for JBC CVR recount MBBs, using SERVO, for Early Voting in Person*
- *1 MBB per 65,000 CVRs for JBC CVR recount MBBs, using SERVO, for Election Day*
- *1 MBB per 65,000 CVRs for eScan CVR recount MBBs, using SERVO, for Absentee/Early Voting By Mail (if applicable)*
- *1 MBB per 65,000 CVRs for eScan CVR recount MBBs, using SERVO, for Early Voting in Person (if applicable)*
- *1 MBB per 65,000 CVRs for eScan CVR recount MBBs, using SERVO, for Election Day (if applicable)*
- *1 MBB per 65,000 CVRs for eSlate CVR recount MBBs, using SERVO, for Early Voting in Person*

- 1 MBB per 65,000 CVRs for eSlate CVR recount MBBs, using SERVO, for Election Day<sup>1</sup>
  - 10% of total as spare Election mode MBBs
3. The election officials send the selected MBBs via FedEx to Hart to program the ballot.
  4. The election officials can send the eSlate Cryptographic Module (eCM) if they decide to change it, if applicable.
  5. Hart emails .pdf files of the ballot so the elections officials can proofread the text and layout. Hart sends the following reports:
    - Production Plan report (number of ballots to print by precinct with serial number information)
    - Packing list (to verify bill to/ship to name and address)
    - Ballot proof (copy of each ballot format/style)
    - Polling Place Summary and Detail reports (polling place names, precincts assigned, and IDs for polling place equipment)
    - Active Contest report (to confirm parties, race titles, and candidate names)
    - Contest List with Details report (to confirm contest assignments and order of contests)
    - Proof Letter (customer approval and permission to proceed).
  6. Election officials return the Proof Letter for approval and/or corrections to be made to their ballot proofs. If needed, a Hart InterCivic Ballot Production Specialist (BPS) makes any necessary corrections and repeats step 5.
  7. Election officials approve the Proof Letter.
  8. A BPS creates and reviews the audio files.
  9. Election officials review and approve the audio files.
  10. A BPS does the following:
    - i. Write Test mode MBB(s) for Logic and Accuracy Testing “LAT” (one card for eSlate testing and one card for paper ballot testing, as applicable).
    - ii. Send all reports necessary to manage Hart voting equipment.
    - iii. Print and mark the paper ballot test deck for the LAT.
    - iv. Write Election mode cards and audio cards.
    - v. Write a CD containing the customer’s finalized BOSS database.
    - vi. Ship the following to the customer:
      - MBBs and audio cards
      - Paper ballot test deck
      - Database CD
      - LAT Results report
      - Updated reports from the original order
      - A report showing the total quantity of each type of card shipped and the total number of cards in Hart’s possession
    - vii. Notify the customer (and Account Manager) of the shipment date.

---

<sup>1</sup> The italicized text indicates that these MBBs are for use in a possible recount in Tally. In the event of a recount, you can pull the CVRs from the SERVO database after the equipment has been backed up, and write up to 65,000 CVRs to one MBB. To write the CVRs to a MBB, one must select which event (Absentee, Early Voting, or Election Day) and the type of device used. Hence, for an election with JBCs and eScans and less than 65,000 registered voters, a jurisdiction would have 1 card for JBC Early Voting, 1 card for JBC Election Day, 1 card for eScan Absentee, 1 card for eScan Early Voting, and 1 card for eScan Election Day for a total of 5 cards for recount purposes.

11. A BPS prints Ballot Now ballots to a file and sends the file with the ballot order to the Hart print production department, if applicable.
  - i. SAMPLE ballots do not include serial numbers and are printed from Test MBBs.
  - ii. Customer on-demand printing starts with number 00001.
  - iii. Election ballot printing starts with number 10001.
  - iv. Precinct-specific ballot sets are shrink-wrapped.
  - v. Sets are labeled with precinct, number of ballots included in package, and serial number range for the package.
12. The election officials should discuss with a customer service representative from Hart the need for election kits, if applicable.
13. The election officials and Account Manager can discuss two options of integration of paper ballot results with Tally results: (if Hand Count)
  - i. Adjust vote totals in Tally to reflect the hand totaled results within their correct precincts.

OR

- ii. Add results from Tally-tabulated MBBs to the hand tabulated results in the EV Manual Count/ EV Tally Report Merge Form and the Manual Tally/ JBC Tally Tape Merge Form to be calculated into grand totals for Early Voting and Election Day Voting respectively. The grand totals will be transferred to the Master Return Sheet.

## Part 2: Preparing the Equipment

### A: Preparing the eSlate and DAU

You can use one JBC that is connected to the SERVO computer to reset all of the eSlates and DAUs. The JBC must *not* have an MBB inserted.

#### Resetting the eSlate or DAU

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Click on the circle to the left of **eSlate Devices**.
5. Confirm that box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in the side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Connect the other end of the reset cable to the printer port at the back of the JBC.
8. Connect the red end of the gray JBC cable into the "Booth Out" port on the back of the JBC.
9. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates "Insert MBB." (In this procedure, you do not need to insert an MBB.)
10. Ensure that the volume level on the SERVO computer is audible.
11. Connect the black end of the gray JBC cable into the back of the first eSlate booth to be reset and wait 12 seconds for it to power on.
12. Check **Reset** and wait ten seconds after "ding" before disconnecting the cable.
13. Uncheck **Reset**.
14. Repeat steps 12 through 14 with the remaining eSlates.
15. After resetting all eSlates and DAUs, click **Close**.

#### Preparing the eSlate or DAU

1. Visually check booth legs, leg buttons, and outer port pins for any problems (i.e., bent or broken pins).
2. Visually check privacy tent for any problems or tears.
3. Remove the eSlate from the booth by sliding the eSlate toward the back of the booth and pulling it out toward you.
4. Turn the eSlate over, put the screen on a soft surface, and open the battery door.
5. Connect the batteries making sure the red wire lines up with the red wire and the black wire lines up with the black wire.
6. Close the battery door.
7. On DAU eSlates, insert audio card and plug in headphones.
8. Connect the pigtail inside the storage compartment to the eSlate.
9. Slide the eSlate back in the booth.
10. If eSlate or DAU includes a VBO printer, see below. Otherwise, go to the next page.

#### Preparing the VBO Printer (If Applicable)

1. Turn the VBO printer over on a soft surface, remove the cover, attach a battery clip loaded with 6 AA batteries, and test the microswitches.
2. Verify full paper roll is present or change paper roll.
3. Install the VBO printer into the booth by connecting the power and data cables, inserting the bottom edge, and pressing in the top edge.
4. Press the black button at the top of the unit in to snap the VBO into place.
5. Plug the VBO power cable into a power supply.
6. Continue with functionality testing on next page.

## Testing the Functionality of the eSlate or DAU

1. Press **CAST BALLOT** and **ENTER** buttons at the same time<sup>2</sup>.
2. The eSlate displays the button test screen, which reads **Battery [OKAY]**.
3. The eSlate with VBO displays **Power Supply PRN [OKAY] Battery [OKAY] Printer Status [OKAY]** on the eSlate screen, if applicable.
4. Press each button on the eSlate when the button test screen displays.
5. On DAU eSlates, listen to the audio on the headphones. The audio says the name of the button pressed.
6. Secure VBO with a seal and log the security seal number.
7. Clean the screen with a cloth sprayed with a liquid glass cleaning spray. **Avoid ammonia-based formulas.**

Repeat the procedures in this section until the pieces of equipment to be used for the election are ready for deployment. Organize and distribute eSlates and DAU eSlates to the polling place deployment area based on the number of JBCs per polling place and the number of eSlates per JBC.

---

<sup>2</sup> If the eSlate screen does not light up after pressing the **CAST BALLOT** and **ENTER** buttons at the same time, or if the button test screen does not display **BATT [OKAY]** at the bottom, you must insert new batteries in the eSlate.

## ***B: Preparing the JBC***

Every JBC that will be used in the election needs to be reset. If you are using a new eCM signing key, then you must program that eCM signing key onto all JBCs so they can accept the MBBs containing ballot data. The JBC must *not* have an MBB inserted.

### **Resetting the JBC**

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Click on the circle to the left of **JBC Devices**.
5. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates “Insert MBB.” (In this procedure, you do not need to insert an MBB).<sup>3</sup>
8. Ensure that the volume level on the SERVO computer is audible.
9. Connect the other end of the reset cable to the printer port at the back of the JBC.
10. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the “ding,” and then unplug the reset cable.
11. Verify that there is a full roll of paper in the JBC printer or change the roll.
12. Repeat steps 8 through 12 for all JBCs.
13. After resetting all JBCs, click **Close**.

### **Programming the eCM Signing Key (If Applicable)**

If you have a new eCM for this election that was sent to Hart to be reprogrammed, you must program its signing key to every JBC. This process also automatically resets the JBC.

1. Insert the eCM into a USB port in the computer.
2. In SERVO, click **Device**.
3. Click **Program Key**.
4. Click on the circle to the left of **JBC**.
5. Click **OK** on the pop-up screen “Warning...”
6. Enter the PIN for the eCM.
7. Click **OK**.
8. Connect the black reset/Quatech cable to the Quatech card in the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
9. Connect the other end of the reset cable to the printer port at the back of the JBC. When you hear the “ding,” wait ten seconds and then unplug the reset cable.
10. Repeat steps 8 through 9 for all JBCs.
11. After programming all JBCs, click **Close**.

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<sup>3</sup> The JBC must be powered on in order to be reset or have the key programmed onto it.

### ***C: Preparing the eScan (If Applicable)***

Every eScan that will be used in the election needs to be reset. If you are using a new eCM signing key, then you must program that eCM signing key onto all eScans so they can accept the ballot. The eScan must *not* have an MBB inserted.

#### **Resetting the eScan**

1. Ensure that the eScan is turned off.
2. Connect the red/orange crossover cable to the Ethernet port in the back of the laptop or desktop computer.
3. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
4. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
5. Enter the user ID and password.
6. Turn on the eScan.
7. Wait until the eScan screen is stable at “MBB Required. Insert MBB.”
8. Go to the **Device** menu and click **Backup and Reset**.
9. Click on the circle to the left of **eScan Devices**.
10. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
11. Ensure that the volume level on the SERVO computer is audible.
12. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the “ding,” and then unplug the red/orange crossover cable.
13. Verify that there is a full roll of paper in the printer or change the roll.
14. Turn off the eScan.
15. Repeat for all eScans.
16. After resetting all eScans, click **Close**.

#### **Programming the eCM Signing Key (If Applicable)**

If you have a new eCM for this election that was sent to Hart to be reprogrammed, you must program its signing key to every eScan. This process also automatically resets the eScan.

1. Insert the eCM into a USB port in the computer.
2. Connect the red/orange crossover cable to the Ethernet port in the back of the computer.
3. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
4. Turn on the eScan.
5. Wait until the eScan screen is stable at “MBB Required. Insert MBB.” (In this procedure, you do not need to insert an MBB.)
6. In SERVO, go to the **Device** menu and click **Program Key**.
7. Click on the circle to the left of **eScan**.
8. Click **OK** on the pop-up screen “Warning...”
9. Type the eCM PIN when prompted.
10. Click **OK**.
11. Unplug the red/orange crossover cable.
12. Turn off the eScan.
13. Repeat for all eScans.
14. After programming all eScans, click **Close**.

## Part 3: Creating Tally Databases

As soon as the BOSS database is finalized (either by the jurisdiction or by Hart), election officials can create the Tally databases for Logic and Accuracy Tests (LATs) and for the official Election. There can be numerous Test mode Tally databases, but only one open Election mode Tally database from a finalized BOSS Database at a time.

The following example explains how to create three LAT databases, as required by some states. The number of LATs you must conduct and the process by which you conduct them may vary according to federal, state, and local guidelines.

### A: Creating the LAT 1 Tally Database

1. Insert the CD with the finalized BOSS Database into the Tally Computer.
2. Double-click the icon that says **My Computer**.
3. Double-click the D drive (labeled Compact Disc with a picture of a CD).
4. Copy and paste the contents of the D drive onto the desktop. It contains a folder labeled with numbers signifying the date-time stamp in the format of yymmdd-hhmmss = year/month/day–hours/minutes/seconds when it was created.
5. Open Tally by double-clicking the **Tally** icon on the desktop.
6. Enter the user ID and password.
7. Click **New** under Election Management to create a new database.
8. Click **Next** when the Database Wizard appears.
9. Click **Browse** and navigate to the finalized BOSS database.
10. Double-click the numbered folder with the date-time stamp.
11. Double-click the BOSSDATA.db file.
12. Click **Next**.
13. Click **Test Mode Tabulation** to create a Tally database for Logic and Accuracy Testing. (The Election mode Tabulation is only clicked to create the official live election database.)
14. Under **Enter a description for the database** label the first database<sup>4</sup> “LAT 1 *Election Name Election Date*” where the italicized text is replaced with the actual information.
15. Click **Next**.
16. Depending on whether the reports should consolidate split precincts or not, click the box to the left of **Consolidate Precincts** under **Tabulation and Reporting Option**. If the reports should consolidate precincts, make sure there is a checkmark in the box. To make the checkmark appear or disappear, click the box.
17. Click the arrows next to the date and time boxes to change the unofficial reporting and tabulation dates and times. The Official Election reporting and tabulation times should reflect the interpretation of the election code. The dates and times for the LAT reporting and tabulation should be set to a time that is as early as needed.
18. Click **Next**.
19. Click **Close** when the Wizard displays the message “You have successfully set up....”

The Tally database you created now appears under **Existing Elections**. The path, status, and mode are under the list of elections. When a database is highlighted, the path is the location of the database in the hard drive. The status shows that it is new, opened, or finalized. The status is new is after it is created, but before it has been selected. The status is opened when the database has been selected and is able to read, tabulate, and report. The status is finalized when it is no longer able to read and tabulate MBBs, but you can still generate reports from it.

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<sup>4</sup> Hart recommends using a consistent naming convention. Name each database by its function (training, LAT, live election, or recount), by its sequence number (indicating the number of times this particular database has been brought into Tally), and by its election description (jurisdiction, date of election, name of election) to ensure that you use the correct database for whatever purpose is necessary.

**B: Creating the LAT 2 and LAT 3 Tally Databases (If Applicable)**

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Click **New** under Election Management to create a new database.
4. Click **Next** when the **Database Wizard** appears.
5. Click **Browse** and navigate to the finalized BOSS database.
6. Click **Desktop** icon in the left bar of the window that appears.
7. Double-click the numbered folder with the date-time stamp.
8. Double-click the BOSSDATA.db file.
9. Click **Next**.
10. Click **Test Mode Tabulation** to create a Tally database for Logic and Accuracy Testing.
11. Label the second database "LAT 2 *Election Name Election Date*" where the italicized text is replaced with the specific election information.
12. Click **Next**.
13. Depending on whether the reports should consolidate split precincts or not, click the box to the left of **Consolidate Precincts** under **Tabulation and Reporting Option**.
14. Click the arrows next to the date and time boxes to change the unofficial reporting and tabulation dates and times.
15. Click **Next**.
16. Click **Close** when the Wizard displays the message "You have successfully set up...."
17. Repeat steps 3 through 13 to create the LAT 3 database but in step 11, label this database "LAT 3 *Election Name Election Date*."

**C: Creating the Official Election Database**

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Click **New** under Election Management to create a new database.
4. Click **Next** when the Database Wizard appears.
5. Click **Browse** and navigate to the finalized BOSS database.
6. Click **Next**.
7. Click **Election Mode Tabulation** to create a Tally database for the OFFICIAL ELECTION.
8. Label the official live election database "Official Election 1 *Election Name Election Date*". Where the italicized text is replaced with the specific election information.
9. Click **Next**.
10. Depending on whether the reports should consolidate split precincts or not, click the box to the left of **Consolidate Precincts** under **Tabulation and Reporting Option**. The default is to have the box checked. If the reports should consolidate precincts, make sure there is a checkmark in the box. To make the checkmark appear or disappear, click the box.
11. Click the arrows next to the date and time boxes to change the unofficial reporting and tabulation dates and times. The Official Election reporting and tabulation times should reflect the interpretation of the election code. For example, if the interpretation of the election code stipulates tabulation and reporting must begin no earlier than 7pm on Election Night, change the date for tabulation and unofficial reporting for the election date to 7:00:00pm.
12. Click **Next**.
13. Click **Close** when the Wizard displays the message "You have successfully set up...."

**D: Setting up Certified Write-Ins (If Applicable)**

Once the write-in candidates have been certified, they can be entered into a Tally database at any time.

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password
3. Select the database in which to enter certified write-in candidates:
  - i. Click the name of the database to use,
  - ii. Click the **Select** button.
4. The screen changes automatically to the **Election Information** tab.
5. Click **Write-In Resolution** from either the left side or from the **View** menu.
6. To choose a contest that has a write-in candidate field, click the arrow button at the top of the screen next to the blank bar under **Select a Contest with Write-Ins:**. The bar lists only contests that have write-in options.
7. Highlight one of the available contests by running the pointer over it and click the contest.
8. Click **Add** under **Candidates/Aliases:**
9. Type the name of a certified candidate in that particular contest in the box next to **Candidate Name**.
10. If applicable, add an alias:
  - i. Click the blank box under **Alias Name**.
  - ii. Type the alias.
  - iii. Click **Add**.
11. Click **Save**.
12. Repeat steps 8 through 11 to add more certified candidates to that contest, if applicable.
13. Repeat steps 6 through 12 to add certified candidates to a different contest, if applicable.
14. To exit Tally, click **File** at the top left corner of the screen and then click **Exit**.

## Part 4: Logic and Accuracy Test #1

A Logic and Accuracy test (LAT) is a test of the current election database on the Hart Voting System. It is a test of the logic of tabulation; a vote for any option must tabulate to that option. A Logic and Accuracy test is *not* a functionality test. The timeframe for performing Logic and Accuracy tests is dictated by state and local guidelines. The LAT(s) should be performed before live Election mode ballots are issued.

The LAT tests the logic of the tabulation system-wide, including the following:

- Voting on devices
- Running device reports
- Tabulating the vote count in Tally
- Comparing device records, Tally application reports, and expected outcomes

When conducting the LAT, consider the following:

- The complete LAT should be performed with Test mode MBBs.
- Only Test mode ballots can be used when performing the complete LAT, as designed.
- The complete LAT is run identically to a live election, from the same BOSS database, but Ballot Now and Tally Test mode databases are separated from Election mode databases.
- The LAT is usually performed in Early Voting mode on the voting devices. This allows all precincts/ballot styles to be tested using a minimal amount of equipment.

Complete the following steps to perform the first LAT, i.e., the public test.

### ***A: Hand-Counting the Test Deck***

Hand tally the test deck of pre-voted paper ballots, taking overvotes into account. If you are a Service Bureau customer, Hart will provide the pre-voted ballots.

### ***B: Preparing the Equipment***

You must make sure each device being used in the LAT is reset and the eCM signing key is programmed (if applicable). Depending on the number of ballot styles being tested, you may use more than one eSlate or DAU eSlate.

#### **Resetting the JBC**

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Click on the circle to the left of **JBC Devices**.
5. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates "Insert MBB."<sup>5</sup> (In this procedure, you do not need to insert an MBB).<sup>5</sup>
8. Ensure that the volume level on the SERVO computer is audible.
9. Connect the other end of the reset cable to the printer port at the back of the JBC.
10. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the "ding," and then unplug the reset cable.
11. Click **Close**.

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<sup>5</sup> The JBC must be powered on in order to be reset or have the key programmed onto it.

## Resetting the eSlate or DAU

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Click on the circle to the left of **eSlate Devices**.
5. Confirm that box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in the side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Connect the other end of the reset cable to the printer port at the back of the JBC.
8. Connect the red end of the gray JBC cable into the “Booth Out” port on the back of the JBC.
9. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates “Insert MBB.” (In this procedure, you do not need to insert an MBB.)
10. Ensure that the volume level on the SERVO computer is audible.
11. Connect the black end of the gray JBC cable into the back of the first eSlate booth to be reset and wait 12 seconds for it to power on.
12. Check **Reset** and wait ten seconds after “ding” before disconnecting the cable.
13. Uncheck **Reset**.
14. Repeat steps 12 through 14 with the remaining eSlates.
15. After resetting all eSlates and DAUs, click **Close**.

## Programming the eCM Signing Key to the JBC (If Applicable)

1. Insert the eCM into a USB port in the computer.
2. In SERVO, click **Device**.
3. Click **Program Key**.
4. Click on the circle to the left of **JBC**.
5. Click **OK** on the pop-up screen “Warning...”
6. Enter the PIN for the eCM.
7. Click **OK**.
8. Connect the black reset/Quatech cable to the Quatech card in the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
9. Connect the other end of the reset cable to the printer port at the back of the JBC. When you hear the “ding,” wait ten seconds and then unplug the reset cable.
10. Click **Close**.

## Resetting the eScan

1. Ensure that the eScan is turned off.
2. Connect the red/orange crossover cable to the Ethernet port in the back of the laptop or desktop computer.
3. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
4. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
5. Enter the user ID and password.
6. Turn on the eScan.
7. Wait until the eScan screen is stable at “MBB Required. Insert MBB.”
8. Go to the **Device** menu and click **Backup and Reset**.
9. Click on the circle to the left of **eScan Devices**.
10. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
11. Ensure that the volume level on the SERVO computer is audible.
12. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the “ding,” and then unplug the red/orange crossover cable.

13. Verify that there is a full roll of paper in the printer or change the roll.
14. Turn off the eScan.
15. Click **Close**.

### **Programming the eCM Signing Key to the eScan (If Applicable)**

If you have a new eCM for this election that was sent to Hart to be reprogrammed, you must program its signing key to every eScan. This process also automatically resets the eScan.

1. Insert the eCM into a USB port in the computer.
2. Connect the red/orange crossover cable to the Ethernet port in the back of the computer.
3. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
4. Turn on the eScan.
5. Wait until the eScan screen is stable at “MBB Required. Insert MBB.” (In this procedure, you do not need to insert an MBB.)
6. In SERVO, go to the **Device** menu and click **Program Key**.
7. Click on the circle to the left of **eScan**.
8. Click **OK** on the pop-up screen “Warning...”
9. Type the eCM PIN when prompted.
10. Click **OK**.
11. Unplug the red/orange crossover cable.
12. Turn off the eScan.
13. Click **Close**.

## ***C: Voting on the Equipment***

### **Voting on the eSlate**

1. Insert the Test MBB into the JBC and the audio card into the DAU, with the Hart labels up and the connectors toward the devices.
2. Power on the JBC by plugging the black AC power cord into the back of the JBC and into the wall outlet.
3. Enter the Start-Up Password using the keypad on the right side of the JBC.
4. Press the arrow button next to **Accept**.
5. Enter an Early Voting Polling Place ID that has all ballot styles available. Refer to the BOSS “Polling Place List Summary” report for Early Voting.
6. Press the arrow button next to **Accept**.
7. Press the arrow button next to **Yes** because you are testing the devices in Early Voting mode.
8. Press the arrow button next to **Yes** if the polling place name on the screen is correct.<sup>6</sup>
9. Leave the “Election Identification” report on the JBC to file later with the other reports.
10. Go to the DAU and press the **ENTER** button.
11. Return to the JBC and press the arrow button next to **Done** to assign one booth.
12. Press the arrow button next to **Next**.
13. Leave the “Network Configuration” report on the JBC to file later with the other reports.
14. Press the arrow button next to **Print Zero Tape**.
15. Press the arrow button next to **Open Polls**.
16. Enter the Open Polls Password.
17. Press the arrow button next to **Accept**.

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<sup>6</sup> Press the arrow button next to **NO** if either the polling place name or the Election mode is incorrect so you can start over.

18. Use test deck to make corresponding votes on the eSlate. Vote at least one eSlate ballot on a DAU eSlate while listening to the audio.
  - i. Pull a paper ballot from the test deck
  - ii. Press the arrow button next to **Add Voter** to print out an Access Code.
  - iii. Press the arrow button next to the precinct that belongs to the ballot.<sup>7</sup>
  - iv. Press the arrow button next to the party that belongs to the ballot, if applicable.
  - v. Press the arrow button next to **Print**.
  - vi. Select a language on the DAU, if applicable.
  - vii. Enter the Access Code in the DAU.
  - viii. Vote the exact way the paper ballot is marked.
  - ix. Double check that the votes on the ballot summary pages and VBO paper match the test deck ballot exactly, if applicable.
  - x. Cast the ballot.
  - xi. Verify that the VBO printer prints a bar code and the “Ballot Accepted” message, and that the printed ballot scrolls out of view, if applicable.
  - xii. Verify that the eSlate displays the waving American flag after each ballot is cast.
19. After all LAT test deck ballots have been voted press the **Close Polls** button on the JBC.<sup>8</sup>
20. Press the arrow button next to **Yes** at the “Are you sure...” prompt.
21. Enter the Close Polls Password.
22. Press the arrow button next to **Accept**.
23. Print the JBC “Daily Detail” report.
24. Confirm that the JBC Public Count on the lower right side of the screen matches the number of ballots in the test deck.
25. File the JBC reports with the Zero Reports, Test Deck Ballots, eScan reports, and Tally Reports.
26. Unplug the power cord and remove the test MBB.
27. Remove the VBO box from the booth, remove the printouts, and file them with the other LAT documentation, if applicable.

### Voting on the eScan

1. Insert a Test mode MBB into the eScan with the Hart label up and the connectors toward the eScan.
2. Turn on the eScan.
3. The **Starting Up** screen appears briefly, and an “eScan Initialized” report prints.
4. Leave the “eScan Initialized” report on the device to file later with the other eScan reports.
5. Enter the Start-Up Password.
6. Enter an Early Voting Polling Place ID that has all ballot styles available. Refer to the BOSS “Polling Place List Summary” report for Early Voting.
7. Press the button next to **Accept**.
8. Respond to the eScan prompt to select the polling place type by pressing the button next to **Early Voting**.
9. Press the button next to **YES** if the polling place configuration is correct.
10. Leave the Election Identification report on the eScan to file later with the other reports.
11. Press the button next to **Print Zero**.
12. Press the button next to **Open Polls**.
13. Enter the Open Polls password.
14. Press the button next to **Accept**.
15. Scan the test deck paper ballots and respond to the eScan prompts.

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<sup>7</sup> On paper ballots, the precincts appear on the top right corner of the page.

<sup>8</sup> Make sure you are in the “Polls Open” menu before pressing “Close Polls.”

16. After scanning all test deck ballots, press the red poll worker button on the back of the eScan.
17. Enter the poll worker password.
18. Press the button next to **Accept**.
19. Press the button next to **Suspend**.
20. Press the button next to **Yes** at the “Are you sure...” prompt.
21. Enter the Close Polls password.
22. Press the button next to **Accept**.
23. Print the eScan “Daily Detail” report.
24. Confirm that the eScan Public Count in the top right corner of the screen (or on the suspend report) matches the number of test ballots scanned.
25. File the eScan reports with the Zero Reports, Test Deck Ballots, Tally Reports, JBC Reports, and other documentation.
26. Turn off the eScan and remove the MBB.

### ***D: Tabulating the Test Deck Votes and Comparing Reports***

4. Open Tally by double-clicking the **Tally** icon on the desktop.
4. Enter the user ID and password.
4. Select the correct LAT 1 Database.
  - i. Click the LAT 1 Database for the election.
  - ii. Click **Select**.
4. Print a Zero Report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.
  - iv. The **Cumulative Report Options** menu appears.
  - v. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
4. Click **OK**.
4. Click the printer icon in the upper left corner to print this report.<sup>9</sup>
4. Close the report by clicking **X** at the top right corner of the report screen.
4. Insert the eCM into the USB port in the Tally computer, if applicable.
4. Click the **Election Information** tab on the left side of the screen.
4. Read and tabulate the MBBs.
  - i. Insert the MBB into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - ii. Type the eCM PIN when prompted.<sup>10</sup>
  - iii. Click **OK**.
  - iv. Click **Start** under Tabulation.
  - v. After that card has been read and tabulated, eject it, and insert the next card until all cards have been read.
  - vi. Click **Stop** under Tabulation.
4. Print a cumulative report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.

<sup>9</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

<sup>10</sup> Tally requires the PIN when it reads the first card in a session.

- iv. The **Cumulative Report Options** menu appears.
- v. Click the white boxes to check or uncheck the available options:
  - A. Display Over/Under Votes
  - B. Combine Absentee/Early into Early Category
  - C. Display turn-out boxes
- 4. Click **OK**.
- 4. Click the printer icon in the upper left corner to print this report.<sup>11</sup>
- 4. Close the report by clicking **X** at the top right corner of the report screen.
- 4. Compare cumulative report to LAT hand count.
- 4. Label it "LAT1 Cumulative Report."
- 4. Place all LAT materials into LAT Envelope.
- 4. Label and secure the voted LAT MBBs for future LATs, if applicable.

### ***E: Resetting the Equipment***

In order to use the LAT equipment in a live election, you must reset it before sending it to a polling place.

#### **Resetting the JBC**

12. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
13. Enter the user ID and password.
14. Go to the **Device** menu and click **Backup and Reset**.
15. Click on the circle to the left of **JBC Devices**.
16. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
17. Connect the black reset/Quatech cable to the Quatech card in side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
18. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates "Insert MBB." (In this procedure, you do not need to insert an MBB).<sup>12</sup>
19. Ensure that the volume level on the SERVO computer is audible.
20. Connect the other end of the reset cable to the printer port at the back of the JBC.
21. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the "ding," and then unplug the reset cable.
22. Click **Close**.

#### **Resetting the eSlate or DAU**

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Click on the circle to the left of **eSlate Devices**.
5. Confirm that box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in the side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Connect the other end of the reset cable to the printer port at the back of the JBC.
8. Connect the red end of the gray JBC cable into the "Booth Out" port on the back of the JBC.
9. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC indicates "Insert MBB." (In this procedure, you do not need to insert an MBB.)

<sup>11</sup> To export the reports in different formats, click the envelope icon in the top left corner of the screen and choose the file format and location to be saved.

<sup>12</sup> The JBC must be powered on in order to be reset or have the key programmed onto it.

10. Ensure that the volume level on the SERVO computer is audible.
11. Connect the black end of the gray JBC cable into the back of the first eSlate booth to be reset and wait 12 seconds for it to power on.
12. Check **Reset** and wait ten seconds after “ding” before disconnecting the cable.
13. Uncheck **Reset**.
14. Repeat steps 12 through 14 with the remaining eSlates.
15. After resetting all eSlates and DAUs, click **Close**.

### Resetting the eScan

1. Ensure that the eScan is turned off.
2. Connect the red/orange crossover cable to the Ethernet port in the back of the laptop or desktop computer.
3. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
4. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
5. Enter the user ID and password.
6. Turn on the eScan.
7. Wait until the eScan screen is stable at “MBB Required. Insert MBB.”
8. Go to the **Device** menu and click **Backup and Reset**.
9. Click on the circle to the left of **eScan Devices**.
10. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
11. Ensure that the volume level on the SERVO computer is audible.
12. Click once on the box to the left of **Reset** under **Reset Device**. Wait ten seconds after you hear the “ding,” and then unplug the red/orange crossover cable.
13. Verify that there is a full roll of paper in the printer or change the roll.
14. Turn off the eScan.
15. Click **Close** and exit the SERVO application.

After resetting the equipment, place it in storage until you are ready to predefine it or deploy it to a polling place.

## Part 5: Predefining and Delivering Polling Place Equipment

### A: Predefining the Equipment

When you predefine equipment, you are committing a JBC or eScan to a specific polling place for either Early Voting or Election Day. You enter the polling place ID into the JBC and eScan in order for the devices to know the polling place where they belong. Label and keep logs for every device, and separate the Absentee, Early Voting, and Election Day equipment.

If the election office has enough equipment for spare/emergency replacement devices, do *not* predefine those devices. For spare/emergency devices, do not enter any polling place ID, but continue to fill out the same logs as the other equipment without the polling place name and ID. Keep spare equipment separate from predefined equipment.

#### Predefining the JBC for Early Voting or Election Day

1. Turn the JBC over onto a soft surface and open the battery doors.
2. Connect the JBC batteries by inserting the plug into the battery port, ensuring that the clip on the plug is aligned with the triangular nub on the port.
3. Close the battery door.
4. Fill out the Voting Device and MBB Tracking Log with the MBB ID numbers, Polling Place Name and ID, Device Serial Number, Device Seal Number, Installer's Initials, and Date Installed.
5. Insert an Election mode MBB into the JBC with the Hart label up and the connectors toward the JBC.
6. Plug the black battery key into the back of the JBC.
7. Plug in the AC power cord.
8. Confirm that the bottom of the screen says **AC [OKAY] BATT [OKAY]**.  
**(STOP HERE IF NOT PREDEFINING – i.e., for emergency equipment. Go to step 19.)**
9. Enter the Start-Up Password.
10. Press the arrow button next to **Accept**.
11. Enter the Polling Place ID. Refer to the BOSS Polling Place List Summary Report for Early Voting and Election Day.
12. Press the arrow button next to **Accept**.
13. Press the arrow button next to **Yes** if you are setting the JBC up for an Early Voting location. If you are setting the JBC up for Election Day, then press the arrow button next to **No**.
14. Press the arrow button next to **Yes** if the polling place name on the screen is correct.<sup>13</sup>  
**(STOP HERE IF NOT PRINTING THE ZERO TAPE AT THE WAREHOUSE.)**<sup>14</sup>
15. Leave the Election Identification report on the JBC to file later with the other reports.
16. Press the arrow button next to **Done** to assign no booths.
17. Press the arrow button next to **Next**.
18. Leave the Network Configuration report on the JBC to file later with the other reports.
19. Press the arrow button next to **Print Zero Tape**.  
**DO NOT OPEN POLLS!**
20. Disconnect the AC power cord and battery key.
21. Fill out the JBC and eSlate serial number log (one log for each polling place) with Election Name, Polling Place, the JBC serial number, the JBC seal number, and the eSlate and DAU serial numbers (if you have assigned them to a specific JBC already).

<sup>13</sup> Press the arrow button next to **NO** if either the polling place name or the Election mode is incorrect so you can start over.

<sup>14</sup> The Zero Tape is the tally of every candidate and option in every precinct and party in that polling place and can only be printed before opening polls. It is called the Zero Tape because it displays a zero next to every option proving that the devices have no votes on them at the beginning of the first day of Early Voting and Election Day.

22. Attach a ballot box security seal to the MBB door on the right side of the JBC.
23. Fill out the Ballot and Seal Certificates (one for each polling place) with the Polling Place Code, the Polling Place Name, the JBC serial number, the JBC seal number, and the initials of its installer.
24. (Optional) If you want to have the battery key plugged in before the poll workers receive the equipment:
  - i. Plug the black battery key into the back of the JBC.
  - ii. Hold down the **H**, **C**, and **V** buttons for five seconds to power off the battery.
25. Clean the screen with a cloth sprayed with a liquid glass cleaning spray. **Avoid ammonia-based formulas.**
26. Distribute JBCs to deployment area (specific to polling places and labeled per polling place).

### Predefining the eScan for Early Voting or Election Day

1. Note the MBB ID in the Voting Device and MBB Tracking Log.
  2. Ensure the eScan is turned off and insert an Election mode MBB into the eScan with the Hart label up and the connectors toward the eScan.
- (STOP HERE IF NOT PREDEFINING – i.e., for emergency equipment. Go to step 11.)**
3. Power on the eScan.
  4. The **Start Up Sequence** screen appears briefly, and an “eScan Initialized” report prints.
  5. Leave the “eScan Initialized” report on the device, to file later with the other eScan reports.
  6. Enter the Start-Up Password provided by the local Elections Office.<sup>15</sup>
  7. Press the button next to **Accept**.
  8. Enter the Polling Place I.D. Refer to the BOSS “Polling Place List Summary” report for Early Voting or Election Day.<sup>16</sup>
  9. Press the button next to **ACCEPT**.
  10. Respond to the eScan prompt to select the polling place type by pressing the button next to **ELECTION DAY OR EARLY VOTING**, if applicable.
  11. Press the button next to **YES** if the polling place configuration is correct.
- (STOP HERE IF NOT PRINTING THE ZERO TAPE AT THE WAREHOUSE. Turn the power off.)<sup>17</sup>**
12. Leave the “Election Identification” report on the eScan to file later with the other reports.
  13. Press the button next to **Print Zero**.
- DO NOT OPEN POLLS!**
14. Power off the eScan by pressing the power switch to the “OFF” position.
  15. Fill out the eScan serial number log (one log for each polling place) with the Election Name, Polling Place, the eScan serial number, and the eScan seal number.
  16. Attach a ballot box security seal to the MBB door on the right side of the eScan.
  17. Fill out the Ballot and Seal Certificates (one with JBC information for each polling place) with the eScan Serial Number, the eScan seal number and the initials of its installer.
  18. Clean the screen with a cloth sprayed with a liquid glass cleaning spray. **Avoid ammonia-based formulas.**

<sup>15</sup> Press the button next to the up arrow as often as necessary to display the first number you want to enter. Press the button next to the right arrow to advance to the next entry position. Press the button next to the up arrow as often as necessary to display the next number you want to enter. Repeat until all numbers are entered.

<sup>16</sup> If a jurisdiction is using the eScan for Early Voting By Mail/Absentee, the Polling Place ID is the usually the last in-person polling place ID number plus one.

<sup>17</sup> The Zero Tape is the tally of every candidate and option in every precinct and party in that polling place and can only be printed before opening polls. It is called the Zero Tape because it displays a zero next to every option proving that the devices have no votes on them at the beginning of the first day of Early Voting and Election Day.

19. Clean accessible parts of eScan scanner paper path with a pressurized air canister (“canned air”).
20. Distribute eScans to deployment area (specific to polling places and labeled per polling place).

### ***B: Delivering the Equipment***

After you have tested and predefined the equipment, begin preparing the system for delivery to the polls. The procedures to move the voting system vary by jurisdiction, so you must organize the process carefully to suit your needs.

- Work with other staff members to create a survey to be mailed to your polling locations far in advance of the election. Find out basic information such as availability of AC power, tables and chairs, phone, access during voting hours, and a contact person’s telephone number.
- Create a checklist of polling places and ALL items that are to be shipped to minimize shortage calls on Election Day.
- If you use a moving company to deliver your voting system, make arrangements in advance.
- Keep in mind that AC power must be available at the polls and you may need extension cords, power strips, and/or two-prong adapters for some polling places.
- Provide the mover with the list of polling locations and the equipment assigned to each.
- If there are locations with special delivery requirements, tell the mover in advance.
- If you have assigned the equipment as suggested previously, you should have everything needed for a polling place on one pallet.
- Maintain a spreadsheet showing the equipment numbers and the polling places to which they are assigned. Equipment serial numbers are located on the underside of all units.
- Keep logs of voting devices sent to each polling place. Track devices by their serial numbers. Also log the wire security seal number for each device.
- Determine what devices the poll workers will receive and return themselves.
- Determine who is going to set up and break down the equipment – poll workers, troubleshooters, etc.
- Determine how the equipment is going to be secured.
- Keep your facility organized. Move polling place equipment to the loading area in the reverse order it comes off the truck: first on, last off.

**Notes:**

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## Section III: Live Voting Events

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### Part 6: Absentee Voting

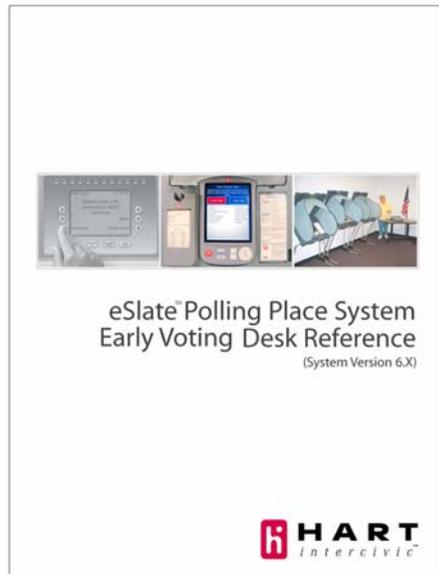
Collect the Absentee by-mail ballots and store them in a secure location. Plan how you will process Absentee ballots based on the number of ballots you expect to collect, the equipment available to you, and the amount of time you will have to do it.

## Part 7: Early Voting In-Person

### A: Delivering Early Voting Equipment

Deliver Early Voting equipment to the designated polling places.<sup>18</sup> Poll workers will open and suspend polls each day, leaving the equipment in a secure area overnight. When your jurisdiction's Early Voting period is complete, follow local transportation and delivery procedures when bringing the equipment back to central count.

For Early Voting polling place procedures, refer to the *eSlate Early Voting Desk Reference* or the *Hart Voting System Early Voting Desk Reference*.



### B: After Early Voting In-Person

1. Receive sealed devices, Reconciliation Logs, Canceled Booth Logs, and the appropriate envelopes from Early Voting sites no earlier than the close of Early Voting in person.
2. Verify access codes Voted/Ballots Cast on JBC or eScan tape (cumulative summary report from last day of Early Voting device tape left on device) matches the expected count, total number voters checked in (signatures). If tape was not left on device, power on and print tape.
3. If access codes Voted/Ballots Cast on the JBC or eScan report and total number of voters checked in does not match, reconcile using the daily device reports and the device Reconciliation Log from the polling place.
4. Record total access codes Voted/Ballots Cast (Cast Vote Records) on the MBB Transfer Envelope.
5. Record the number of Cast Vote Records in black permanent marker on each JBC or eScan device tape (pull extra tape through and mark).
6. Record total number of access codes Issued, Voted, Expired, and Canceled, and/or eScan Ballots Cast, on Ballot & Seal Certificate.
7. Verify security seal numbers from Device/MBB Tracking Log, and record seal numbers on Ballot & Seal Certificate; Collect signatures; Make a copy to go in the MBB Transfer Envelope, keep the original certificate with Early Voting Ballot Board records.

<sup>18</sup> This section assumes that eSlate or eScan voting devices will be used for Early Voting in-person. If hand-counted paper ballots are used instead, follow procedures similar to those for hand-counting absentee ballots, on the following page.

8. Break device security seal and remove MBB from device.
9. Place the MBB and broken device seal into the MBB Transfer Envelope.
10. Deliver the MBB Transfer Envelopes to Central Counting Station or secure in storage area until Election Day.
11. Store JBC, eScan, and eSlate equipment securely and separate from Election Day equipment until Election Day.

## Part 8: Absentee Ballot Processing

You can process absentee by-mail ballots in four ways:

- Count (i.e. tally, or tabulate) by hand
- Scan the paper ballots into an eScan set up for absentee by-mail ballots only
- Scan the paper ballots into an eScan that was used for in-person Early Voting
- Scan the paper ballots using Ballot Now software

To scan paper ballots using Ballot Now, refer to the *Ballot Now Training Manual*. The following sections describe procedures for hand-counted or eScan-processed absentee by-mail ballots.

### ***A: Hand-Counting Absentee By-Mail Ballots***

1. Verify and qualify absentee by-mail ballots.
2. Record the total number of absentee by-mail ballots.
3. Separate absentee by-mail ballots by precinct.
4. Tabulate absentee by-mail paper ballots. **Count overvotes and undervotes in every contest.**

### ***B: eScan Options for Absentee Ballots***

The following procedures include steps for processing absentee by-mail ballots with the eScan. These steps may be completed by a local ballot board.

Before proceeding to detailed procedures for absentee ballot processing, note that eScan can be configured in one of two ways:

- **Accept all ballots** means that eScan will display no instruction messages if scanned ballots contain mismarked contests. Overvotes, undervotes, and blank ballots will not be tabulated.
- **Scan with default restrictions** means that eScan will reject ballots and display instruction messages for mismarked contests, in accordance with ballot database programming. This setting makes it possible for a Ballot Board to review ballots as they are scanned to determine voter intent, for example.

If eScan rejects a ballot and displays an instruction message:

- To *confirm* eScan's analysis of improper marks and record the ballot as-is, follow the on-screen prompts, or press the poll worker button, depending on your election configuration.
- To resolve voter intent, remove the ballot and follow your state and local guidelines to duplicate the voter's intent on a replacement ballot, making sure to log the spoiled ballot and its replacement. Scan the replacement ballot to record the vote.

For more information about eScan configuration options, refer to the *Polling Place Desk Reference*.

### **C: Processing Absentee Ballots with the eScan**

Complete the following steps to process absentee by-mail ballots using the eScan *only* (not hand-counting).

1. Separate the ballots that are determined to have voter intent issues (e.g., an overvoted contest with a comment from the voter stating his/her intent) from the ballots that can be scanned immediately.
2. Resolve voter intent and duplicate intent on a replacement ballot, if applicable.
3. If using an eScan designated exclusively for absentee by-mail paper ballots:
  - i. Turn on the eScan.
  - ii. The **Starting Up** screen appears and an “eScan Initialized” report prints.
  - iii. Leave the “eScan Initialized” report on the eScan to file later with the other reports.
  - iv. Enter the Start-Up Password.
  - v. Enter the Polling Place ID for absentee voting (Ballot Now).
  - vi. Press the button next to **Accept**.
  - vii. Press the button next to **YES** if the polling place configuration is correct.
  - viii. Leave the “Election Identification” report on the eScan to file later with the other reports.
  - ix. On the **Print Zero Tape** screen, push the red poll worker button to access Administrator functions.
  - x. Enter the Administrator password.
  - xi. Press the button next to **Accept**.
  - xii. Press the button next to **Scan Settings**.
  - xiii. Press the button next to **Change Setting** to select **Accept all ballots** or **Scan with default restrictions**, in accordance with state and local guidelines.
  - xiv. Press the button next to **Exit**.
  - xv. Press the button next to **Exit** to exit the **Administrator** Menu.
  - xvi. Press the button next to **Print Zero**.
  - xvii. Press the button next to **Open Polls**.
  - xviii. Enter the Open Polls password.
  - xix. Press the button next to **Accept**.
  - xx. Enter the eScan Public Count into the Absentee Reconciliation Log.
  - xxi. Scan the absentee by-mail paper ballots, and respond to the eScan prompts.
  - xxii. After scanning all absentee by-mail ballots, press the red poll worker button on the back of the eScan.
  - xxiii. Enter the poll worker password.
  - xxiv. Press the button next to **Accept**.
  - xxv. Press the button next to **Suspend Polls**.
  - xxvi. Press the button next to **Yes** at the “Are you sure...” prompt.
  - xxvii. Enter the Suspend Polls password.
  - xxviii. Press the button next to **Accept**.
  - xxix. The eScan prints a “Polls Suspended” report. Tear off the report.
  - xxx. Complete the Reconciliation Log and file the Polls Suspended Report in the appropriate envelope.
  - xxxi. Press the button next to **Print Detail** to print copies of the report in accordance with state and local guidelines.
  - xxxii. Press the button next to **Print Detail** again and leave the report on the eScan.
  - xxxiii. Turn off the eScan.

4. If using an eScan that was used during in-person Early Voting to read absentee by-mail ballots:
  - i. Open polls as though it were another day of Early Voting.
  - ii. Scan ballots.
  - iii. Suspend polls as though it were the last day of Early Voting, including filling out the Reconciliation Log and filling reports.
  - iv. When tabulating MBBs in Tally, select the Combine Absentee/Early into Early Category checkbox.
5. After processing absentee ballots:
  - i. Remove the MBB from the eScan.
  - ii. File all eScan reports, including Polls Open, Polls Suspended, and Detail Reports, with Early Voting Ballot Board records..
  - iii. Reconcile the eScan Public Count and the total number of accepted ballots..
  - iv. Place MBB in an MBB Transfer Envelope along with a copy of the device reports; keep original copies of device reports with Early Voting Ballot Board records.
  - v. Deliver MBB Transfer Envelope to Central Counting Station or secure in the storage area until Election Day.
  - vi. Store the eScans securely and separate from Election Day equipment until Election Day.

## Part 9: (Optional) Logic and Accuracy Test #2

Some jurisdictions require a second and third Logic and Accuracy Test. The second test takes place on Election Day before tabulating the “live” election votes. The third test is performed at the end of Election Night after tabulating all election results to ensure that the test outcomes remain as expected.

The following steps are for the second LAT before tabulating “live” election votes, if applicable.

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Select correct LAT 2 Database.
  - i. Click the LAT 2 Database for the election.
  - ii. Click **Select**.
4. Print Zero Report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** window appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.
  - vii. Close the report by clicking **X** at the top right corner of the screen.
5. Insert the eCM into the USB port in the Tally computer, if applicable.
6. Click the **Election Information** tab on the left side of the screen.
7. Reread the voted LAT MBBs.
  - i. Insert the voted Test MBB(s) into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - ii. Type the eCM PIN when prompted.
  - iii. Click **OK**.
  - iv. Click **Start** under Tabulation.
  - v. After that card has been read and tabulated, eject it, and insert the next card until all cards have been read.
  - vi. Click **Stop** under Tabulation.
8. Print cumulative report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** window appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>19</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
9. Compare the cumulative report to the LAT hand count and/or LAT 1 Cumulative Report.
10. Label it “LAT 2 Cumulative Report.”
11. Place all LAT 2 materials into the LAT 2 Envelope.
12. Save the voted Test MBBs for LAT 3.

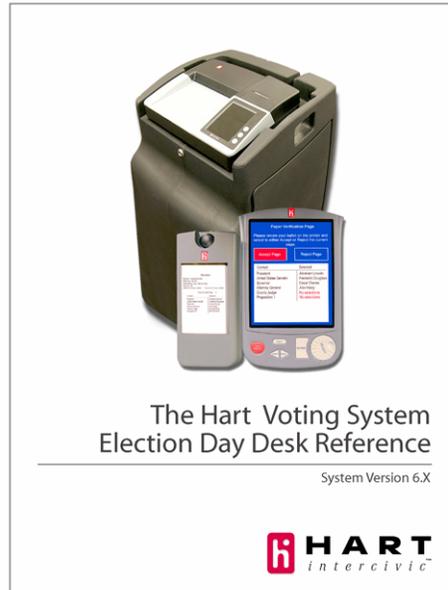
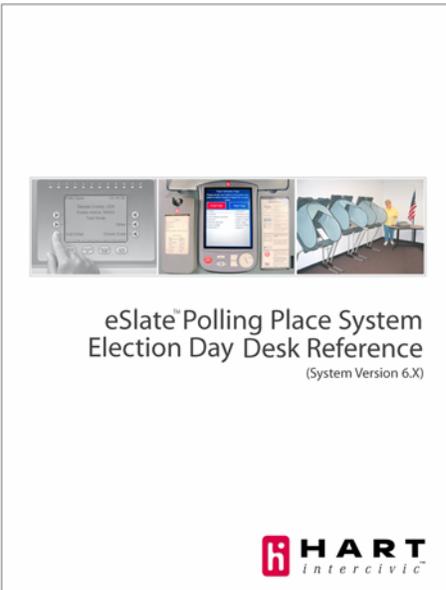
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<sup>19</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## Part 10: Election Day Voting

Deliver Election Day voting equipment to the designated polling places. Poll workers will open and close polls, and then deliver the equipment and appropriate paperwork to a central counting station. Follow local transportation and delivery procedures when bringing the equipment back to central count.

For Election Day polling place procedures, refer to the *eSlate Election Day Desk Reference* or the *Hart Voting System Election Day Desk Reference*.



**Notes:**

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## Section IV: Election Night Procedures

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### Part 11: Printing a Tally Zero Report Before Tabulation

Run a zero report for the live election database.

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Select correct Official Election Database.
  - i. Click the Official Election Database for the election.
  - ii. Click **Select**.
4. Print Zero Report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** menu appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>20</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.

<sup>20</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## Part 12: Tabulating Early Voting In-Person and By-Mail MBBs

Begin tabulating Early Voting results in accordance with your jurisdiction's election code.

2. Open Tally by double-clicking the **Tally** icon on the desktop.
3. Enter the user ID and password.
4. Select correct Official Election Database.
  - i. Click the Official Election Database for the election.
  - ii. Click **Select**.
5. Print Zero Report (last chance if you have not printed it already).
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.
  - iv. The **Cumulative Report Options** menu appears.
  - v. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - vi. Click **OK**.
  - vii. Click the printer icon in the upper left corner to print this report.<sup>21</sup>
  - viii. Close the report by clicking **X** at the top right corner of the report screen.
6. Insert the eCM into the USB port in the Tally computer, if applicable.
7. Click the **Election Information** tab on the left side of the screen.
8. Process Absentee and Early Voting MBBs.
  - i. Remove the Absentee or Early Voting MBB from the MBB Transfer Envelope.
  - ii. Insert the MBB(s) into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - iii. Type the eCM PIN when prompted.
  - iv. Click **OK**.
  - v. Click **Start** under Tabulation.
  - vi. After that card has been read and tabulated, eject it, and write "Tabulated" on the MBB label and MBB Transfer Envelope.
  - vii. Stack the Tabulated MBB Transfer Envelopes in "Tabulated" basket.
  - viii. Repeat steps until all Absentee and Early Voting MBBs have been read and tabulated.
  - ix. Click **Stop** under Tabulation.
9. Resolve write-ins (if applicable). There are two types of write-ins that can appear in the **Unresolved Write-in Votes** panel – eSlate and eScan.
  - i. Click **Write In Resolution** on the left side of the screen.
  - ii. Click **Next Unresolved** on the right side of the screen. The certified candidates you added earlier appear under **Candidates/Aliases**.
  - iii. Resolve eSlate write-ins.
    - A. Assign unresolved votes to certified write-in candidates.
      - a. Click the target candidate in the **Candidates/Aliases** panel.
      - b. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - c. Click the uppermost left-pointing arrow.
    - B. Assign unresolved write-ins to the **Rejected Write-In Votes** panel:
      - a. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - b. Click the lower left-pointing arrow.
    - C. Repeat until no unresolved eSlate write-ins remain.

<sup>21</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

- v. Resolve eScan write-ins. If **Image to Resolve** appears in the **Unresolved Write-in Votes** panel, complete the following steps.
  - A. Click the **Resolve Images** button at the lower right side of the screen.
  - B. Enter the name of the write-in candidate in the **Enter Write-in Data** field of the **Write-In Image Resolving - <contest name>** window, and click the **Assign** button *OR* click the name from the **Write-In Data Selection List**.
  - C. Click the **Close** button in the **Write-In Image Resolving - <contest name>** window. The name is added to the contest's **Unresolved Write-In Votes** list.
  - D. Resolve in the same manner as eSlate resolution.
9. Manual Vote Adjustments (if applicable) – Use this to enter any paper ballot totals that have not been scanned. This is usually used by jurisdictions that hand count the paper ballots and want to combine the results in Tally. You must separate the hand count totals by precinct and party.
  - i. Click **Options** at the top of the screen.
  - ii. Click **Vote Adjustments**.
  - iii. Click **Next**.
  - iv. Click the precinct.
  - v. Click the white box next to **Party** to highlight and select a party (if applicable).
  - vi. Click the white box next to **Source** to highlight and select the source of the ballots – **Absentee, Early Voting, or Election Day**.
  - vii. Click **Next**.
  - viii. Insert totals for options in every contest **including undervotes and overvotes**.<sup>22</sup>
  - ix. Click **Save**.
  - x. Click **Close**.
10. Print cumulative report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** window appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>23</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
11. Release Early Voting results.
12. Print any other reports.
13. Back up the Tally database using the procedure in *Part 16: Backing Up Files and Databases* on page 59.

<sup>22</sup> It is important to enter a number for every contest on the ballot so that Tally can accurately calculate the total number of ballots cast. Record undervotes and overvotes to reflect incomplete or improperly marked ballots. If a straight party contest appears on the ballot, *all* individual contests included in the straight party must also be manually adjusted to reflect the voter's party choice in those contests.

<sup>23</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## **Performing a Hand Count without Vote Adjustments**

Follow these steps if the jurisdiction is hand counting and not using Tally for manual vote adjustments:

1. Early Voting paper ballots are hand counted by precinct as per current procedure.
2. Early Voting DRE MBBs are read into Tally and the precinct report is printed.
3. Both sets of totals for each precinct are recorded on the EV MANUAL COUNT / EV TALLY REPORT MERGE FORM, by precinct, and merged together for an EV grand total for each candidate.
4. The EV grand total is transferred to the Master Return Sheet.

## Part 13: Receiving and Tabulating Election Day MBBs

### ***A: Receiving Election Day MBBs***

1. The poll worker enters the central count receiving area with JBC, eScans, paper ballot boxes, unused ballots, MBBs, voting booths with eSlates, VBOs, and/or supplies.
2. Using the JBC/eSlate and eScan Seal Verification Log, verify all serial and seal numbers on equipment and ballot boxes. Record the time and sign in the equipment.
3. Remove from supply boxes the JBC/eScan Reconciliation Log, appropriate envelopes, and Ballot and Seal Certificate (if not in JBC Box).
4. Verify that poll worker has placed a JBC and eScan Tally tape, Return Sheet (if applicable), and tally list in the appropriate envelope.
5. Verify that the poll worker has completed the Ballot and Seal Certificate. If not completed, have the poll worker sign and place the completed Ballot and Seal Certificate in the basket.
6. Verify that the poll worker completed the JBC/eScan Reconciliation Envelope. If not completed, have the poll worker complete before leaving. Reconcile any discrepancies at this time, verifying the number of signatures with total ballots cast – paper and electronic.
7. Break the equipment seal(s) and remove the MBB(s).
8. Complete an MBB Transfer Envelope label for each MBB.
9. Place each MBB with its appropriate seal in an MBB Transfer Envelope.
10. Once all paperwork has been verified the poll worker may exit.
11. Once the information has been appropriately verified and recorded, route the MBBs over to the Tally operator so that the election returns can be verified.
12. Take the JBC(s) and eScan(s) to the processing area for backup.

### ***B: Tabulating Election Day MBBs***

As time allows, the Tally operator can read and tabulate MBBs exactly like the Early and Absentee cards were read, tabulated, and resolved. Read and tabulate all cards until the last card has been read.

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Select correct Official Election Database.
  - i. Click the Official Election Database for the election.
  - ii. Click **Select**.
4. Ensure the eCM is in the Tally computer, if applicable.
5. Click the **Election Information** tab on the left side of the screen.
6. Process Election Day MBBs.
  - i. Remove the MBB from the MBB Transfer Envelope.
  - ii. Insert the MBB into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - iii. Type the eCM PIN when prompted.
  - iv. Click **OK**.
  - v. Click **Start** under Tabulation.
  - vi. After that card has been read and tabulated, eject it, and mark “Tabulated” on the MBB label and MBB Transfer Envelope.
  - vii. Stack the Tabulated MBB Transfer Envelopes in “Tabulated” basket.
  - viii. Repeat until all Election Day MBBs have been read and tabulated.
  - ix. Click **Stop** under Tabulation.
7. Resolve write-ins (if applicable). There are two types of write-ins that can appear in the **Unresolved Write-in Votes** panel – eSlate and eScan.
  - i. Click **Write In Resolution** on the left side of the screen.
  - ii. Click **Next Unresolved** on the right side of the screen. The certified candidates you added earlier appear under **Candidates/Aliases**.

- iii. Resolve eSlate write-ins.
    - A. Assign unresolved votes to certified write-in candidates.
      - a. Click the target candidate in the **Candidates/Aliases** panel.
      - b. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - c. Click the uppermost left-pointing arrow.
    - B. Assign unresolved write-ins to the **Rejected Write-In Votes** panel:
      - a. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - b. Click the lower left-pointing arrow.
    - C. Repeat until no unresolved eSlate write-ins remain.
  - v. Resolve eScan write-ins. If **Image to Resolve** appears in the **Unresolved Write-in Votes** panel, complete the following steps.
    - A. Click the **Resolve Images** button at the lower right side of the screen.
    - B. Enter the name of the write-in candidate in the **Enter Write-in Data** field of the **Write-In Image Resolving - <contest name>** window, and click the **Assign** button *OR* click the name from the **Write-In Data Selection List**.
    - C. Click the **Close** button in the **Write-In Image Resolving - <contest name>** window. The name is added to the contest's **Unresolved Write-In Votes** list.
    - D. Resolve in the same manner as eSlate resolution.
8. Manual Vote Adjustments (if applicable) – Use this to enter any paper ballot totals that have not been scanned. This is usually used by jurisdictions that hand count the paper ballots and want to combine the results in Tally. You must separate the hand count totals by precinct and party.
- i. Click **Options** at the top of the screen.
  - ii. Click **Vote Adjustments**.
  - iii. Click the precinct.
  - iv. Click the white box next to **Party** to highlight and select a party, if applicable.
  - v. Click the white box next to **Source** to highlight and select the source of the ballots – **Absentee, Early Voting, or Election Day**.
  - vi. Click **Next**.
  - vii. Insert totals for options in every contest **including undervotes and overvotes**<sup>24</sup>.
  - viii. Click **Save**.
  - ix. Click **Close**.
10. Print cumulative report.
- i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** menu appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>25</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
11. Release and report results.
12. Print any other reports.

<sup>24</sup> It is important to enter a number for every contest on the ballot so that Tally can accurately calculate the total number of ballots cast. Record undervotes and overvotes to reflect incomplete or improperly marked ballots. If a straight party contest appears on the ballot, *all* individual contests included in the straight party must also be manually adjusted to reflect the voter's party choice in those contests.

<sup>25</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## Performing a Hand Count without Vote Adjustments

If the jurisdiction is hand counting and not using Tally for manual vote adjustments:

1. Election Day paper ballots are hand counted in each precinct as per current procedure.
2. Election Day DRE totals are produced from the JBC Tally tape.
3. Both sets of totals are recorded on MANUAL TALLY / JBC TALLY TAPE MERGE FORM, and merged together for an ED grand total for each candidate.
4. Poll workers may call in their precinct's grand totals for each candidate, and/or deliver the Merge form to the Central Counting Station, as per current procedure.
5. Precinct totals from the polling places are recorded on the Master Return Sheet, as per current procedure.
6. Cumulative Early Voting and precinct Election Day results from the Master Return Sheet are totaled for each candidate, for a final grand total.
7. Totals from the precinct merge forms may be verified against total number of voters from the signature forms.
8. Election Day MBBs should be read into Tally:
  - i. Print a Precinct report to verify JBC Tally tape results.
  - ii. Check for any write-ins and resolve them.
  - iii. Audit combined Tally precinct turnout and hand count paper ballot turnout against sign-in sheets.

## Part 14: (Optional) Logic and Accuracy Test #3

Some jurisdictions require a second and third Logic and Accuracy Test. The third test takes place on Election Night after tabulating all of the “live” election votes to ensure that nothing has changed.

The following steps are for the third LAT after tabulating “live” election votes, if applicable.

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Select correct LAT 3 Database.
  - i. Click the LAT 3 Database for the election.
  - ii. Click **Select**.
4. Print Zero Report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.
  - iv. The **Cumulative Report Options** menu appears.
  - v. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - vi. Click **OK**.
  - vii. Click the printer icon in the upper left corner to print this report.<sup>26</sup>
  - viii. Close the report by clicking **X** at the top right corner of the report screen.
5. Insert the eCM into the USB port in the Tally computer, if applicable.
6. Click the **Election Information** tab on the left side of the screen.
7. Reread the voted LAT MBBs.
  - i. Insert the MBB(s) into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - ii. Type the eCM PIN.
  - iii. Click **OK**.
  - iv. Click **Start** under Tabulation.
  - v. After that card has been read and tabulated, eject it, and insert the next card until all cards have been read.
  - vi. Click **Stop** under Tabulation.
8. Print cumulative report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** window appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>26</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
9. Compare cumulative report to LAT hand count, LAT 1 reports, and LAT 2 reports.
10. Label it “LAT 3 Cumulative Report.”
11. Place all LAT 3 materials into the LAT 3 Envelope, including LAT MBBs.

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<sup>26</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## Part 15: Backing Up Equipment

### A: Adding an Event for Backup

Add at least two election events for each election to the SERVO database: Early Voting Backup in Election mode and Election Day Backup in Election mode. SERVO stores the information pulled from the devices' memories into one of these events.

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to **Event** and click **Add Event**.
4. Insert an unused SERVO Election mode MBB into the card reader.
5. Type a description of the election with Election Name, mode (Test or Election), and Source (Absentee, Early Voting, or Election Day) in the **Describe the Event** field of the **Add Event** window.
6. Click the white circle next to **Election Mode**.
7. Click the Election Source type – **Absentee Voting, Early Voting, or Election Day**.
8. Click **OK**.
9. Ensure that the eCM is inserted in the SERVO computer, if applicable.
10. Type the eCM PIN when prompted, if applicable.
11. Click **OK**.
12. Wait for the message “event successfully created” to appear in the bottom left corner of the **Add Event** window.
13. Click **Close**.
14. Repeat for each event – Absentee Voting, Early Voting, or Election Day.

### B: Backing Up the JBC and eScan in the Processing Area

Back up equipment as time allows on Election Night. Backing up JBCs and eScans as they are delivered can be the most effective way to manage time. Some jurisdictions prefer to back everything up at the end of the night, and others prefer to wait until the next day. When backing up, the JBCs and eScans must *not* have MBBs inserted.

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** menu and click **Backup and Reset**.
4. Select the event under which to back up devices by clicking the drop-down arrow and clicking the name of the event.
5. Back up the JBC.
  - i. Click once on the circle to the left of **JBC Devices**.
  - ii. Connect the black reset/Quatech cable to the Quatech card in the side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
  - iii. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC displays “Insert MBB.”
  - iv. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
  - v. Ensure that the volume level on the SERVO computer is audible.
  - vi. Connect the other end of the reset cable to the printer port at the back of the JBC.
  - vii. Click once on the box to the left of **Download Logs** under **Backup Data**. Wait ten seconds after you hear the “ding” to disconnect the cable from the JBC.
  - viii. Fill out the JBC/eSlate Serial Numbers Log with the Backup date and time.
  - ix. Put away the JBC with power cord and gray serial cable.
  - x. Repeat for all JBCs.

6. Back up the eScan.
  - i. Ensure that the eScan is turned off.
  - ii. Connect the red/orange crossover cable to the Ethernet port in the back of the laptop or desktop computer.
  - iii. Connect the other end of the red/orange crossover cable to the data port at the back of the eScan.
  - iv. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
  - v. Enter the user ID and password.
  - vi. Turn on the eScan.
  - vii. Wait until the screen is stable at “MBB Required. Insert MBB.”
  - viii. In SERVO, go to the **Device** menu and click **Backup and Reset**.
  - ix. Confirm that the box next to **Reset** under **Reset Device** is *unchecked*.
  - x. Click once on the circle to the left of **eScan Devices**.
  - xi. Ensure that the volume level on the SERVO computer is audible.
  - xii. Click once on the box to the left of **Download Logs** under **Backup Data**. Wait ten seconds after you hear the “ding” to disconnect the red/orange crossover cable.
  - xiii. Fill out the eScan Serial Numbers Log with the Backup date and time.
  - xiv. Turn off the eScan and put it away.
  - xv. Repeat for all eScans.

### ***C: Backing Up eSlates and DAUs***

You can use one JBC that is connected to the SERVO computer to back up all of the eSlates and DAUs. The JBC must *not* have an MBB inserted.

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Go to the **Device** and click **Backup and Reset**.
4. Click once on the circle to the left of **eSlate Devices**.
5. Confirm that box next to **Reset** under **Reset Device** is *unchecked*.
6. Connect the black reset/Quatech cable to the Quatech card in the side of the laptop, or connect the white/beige reset/parallel cable to the port in the back of the desktop computer.
7. Connect the other end of the reset cable to the printer port at the back of the JBC.
8. Connect the red end of the gray JBC cable into the “Booth Out” port on the back of the JBC.
9. Turn on the JBC by connecting the black AC power cord to the wall outlet and to the back of the JBC and wait until the JBC displays “Insert MBB.”
10. Ensure that the volume level on the SERVO computer is audible.
11. Connect the black end of the gray JBC cable into the back of the first eSlate booth to be backed up and wait 12 seconds for it to power on.
12. Check **Download Logs** under **Backup Data**, and wait ten seconds after you hear the “ding” before disconnecting the cable.
13. Uncheck **Download Logs**.
14. Repeat steps 12 through 14 for remaining eSlates.
15. After resetting all eSlates and DAUs, click **Close**.
16. Fill out the JBC/eSlate Serial Numbers Log with the Backup date and time.
17. Repeat for all DAUs and eSlates.
18. After backing up all eSlates and DAUs, close SERVO:
  - i. Click **Close** in the backup window.
  - ii. Click the **X** button at the top right corner of the screen to exit SERVO.

## Part 16: Backing Up Files and Databases

For accountability and data recovery purposes, you must back up Tally and SERVO reports and databases frequently. Hart recommends the following folder structure.

### **Tally Backups**

- 📁 **Tally Databases** – Use this folder to save backup copies of the Test and Election mode Tally databases. Store each LAT in its own folder, and on Election Night, back up the Tally database after processing each set of MBBs. For example:

- 📁 LAT 1

- Zero database (i.e., before cards have been read)
  - Final database, with LAT results

- 📁 Election

- Zero database
  - Reporting run #1 (e.g., at 7:30 p.m., “Tally.730pm.db”)
  - Reporting run #2...
  - Final database, after all MBBs have been read

- 📁 **Tally Reports** – Use this folder to save backup copies of important reports from the Test and Election mode Tally databases. Export reports from Tally in PDF format. For example:

- 📁 LAT 1

- Zero Cumulative Report
  - Final Cumulative Report
  - Tally Audit Report

- 📁 Election

- Zero Cumulative Report
  - Final Cumulative Report
  - Canvass Report
  - Tally Audit Report

### **SERVO Backups**

- 📁 **SERVO Databases** – Use this folder to save backup copies of the SERVO database any time you add or back up equipment. For example, make an archive copy of the SERVO database after backing up Early Voting equipment only, and make another copy after processing Election Day equipment.

Because the SERVO database is cumulatively updated and contains *all* election events, label backup SERVO folders with the date and time. For example:

- 📁 SERVO DB as of 11.08.07 430pm

### ***A: Creating Folders in Windows***

1. Right-click an empty area on the desktop.
2. Highlight **New**.
3. Click **Folder**.
4. Type a name for the folder, per the recommendations above.
5. Press the **Enter** key to finish.

### ***B: Backing Up Tally Databases***

1. Open Tally application by double-clicking the **Tally** icon.
2. Enter the user ID and password.
3. On the **Election Databases** tab, highlight the database to back up.
4. Click **Select**.
5. Click **Backup**.
6. Click the **plus sign** next to the name of the folder you created on your desktop for Tally databases. Repeat if necessary to reach sub-folders.
7. Click **OK**.

### ***C: Backing Up the SERVO Database***

Complete the following steps after adding devices or backing up voting equipment.

1. On the desktop, double-click **My Computer**.
2. Double-click **C:\**.
3. Double-click **Program Files**.
4. If no files appear, click **Show Files**.
5. Double-click **Hart InterCivic**.
6. Double-click **SERVO**.
7. Right-click the folder labeled **Database**.
8. Click **Copy**.
9. Navigate to the folder you created for "SERVO DB [date]" and double-click to open the folder.
10. Right-click inside the destination folder.
11. Click **Paste**.
12. Close the window after the database has been successfully pasted.

### ***D: Copying Backup Folders to CDs***

8. Insert a blank CD into the Tally or SERVO computer.
9. Right-click the folder to copy to CD.
10. Click **Copy**.
11. Double-click the **Sonic Digital Media** icon or other CD-recording software. (The icon may look like a CD.)
12. Click **Data Disc**.
13. Right-click in the window that opens.
14. Click **Paste**.
15. Click the red button. (It may say **Burn**.)
16. After the program finishes burning the CD, eject the disc.
13. Make more copies or exit the program.
14. Label the CD "Election Backups [date]."

**Notes:**

**Notes:**

## Section V: Post-Election Procedures

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### Part 17: Tallying Provisional Votes

1. Double-click the **Tally** icon on the desktop to open the program.
2. Enter the user ID and password.
3. Select the database in which to resolve provisional ballots.
  - i. Click the database name.
  - ii. Click **Select**.
4. Click **Provisional Ballots** on the left side of the screen.
5. Highlight the status cell of the provisional ballot to include.
6. Click the arrow.
7. Click **Included** to accept it.
8. Click the **Confirm** box for each ballot for which the status has been finalized.
9. If the provisional ballot is a paper ballot that has not been scanned, use Manual Vote Adjustments (if applicable). This is usually used by Jurisdictions that hand count the paper ballots and want to combine the results in Tally. The hand count totals must be separated by precinct and party.
  - i. Click **Options** at the top of the screen.
  - ii. Click **Vote Adjustments**
  - iii. Click the precinct.
  - iv. Click the white box next to **Party** to highlight and select a party, if applicable.
  - v. Click the white box next to **Source** to highlight and select the source of the ballots – **Absentee, Early Voting, or Election Day**.
  - vi. Click **Next**.
  - vii. Insert totals for options in every contest **including undervotes and overvotes**<sup>27</sup>.
  - viii. Click **Save**.
  - ix. Click **Close**.
10. Print reports including the “Provisional Ballot” report.
  - i. Click **Reporting** on the left side.
  - ii. Click **Ballot Status**.
  - iii. Click **Select**.
  - iv. When the **Ballot Status Options** window appears, select the Ballot Status or the Ballot Type (Provisional)
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
11. Back up the Tally database using the procedure in *Part 16: Backing Up Files and Databases* on page 59.

<sup>27</sup> It is important to enter a number for every contest on the ballot so that Tally can accurately calculate the total number of ballots cast. Record undervotes and overvotes to reflect incomplete or improperly marked ballots. If a straight party contest appears on the ballot, all individual contests included in the straight party must also be manually adjusted to reflect the voter’s party choice in those contests.

## Part 18: Resolving Write-In Votes

1. Resolve write-ins (if applicable). There are two types of write-ins that can appear in the **Unresolved Write-in Votes** panel – eSlate and eScan.
  - i. Click **Write-In Resolution** on the left side of the screen.
  - ii. Click **Next Unresolved** on the right side of the screen.
  - iii. The certified candidates you added earlier appear under **Candidates/Aliases**.
  - iv. Resolve eSlate write-ins.
    - A. Assign unresolved votes to certified write-in candidates.
      - a. Click the target candidate in the **Candidates/Aliases** panel.
      - b. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - c. Click the uppermost left-pointing arrow.
    - B. Assign unresolved write-ins to the **Rejected Write-In Votes** panel:
      - a. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - b. Click the lower left-pointing arrow.
    - C. Repeat until no unresolved eSlate write-ins remain.
  - v. Resolve eScan write-ins. If **Image to Resolve** appears in the **Unresolved Write-in Votes** panel, complete the following steps.
    - A. Click the **Resolve Images** button at the lower right side of the screen.
    - B. Enter the name of the write-in candidate in the **Enter Write-in Data** field of the **Write-In Image Resolving - <contest name>** window, and click the **Assign** button *OR* click the name from the **Write-In Data Selection List**.
    - C. Click the **Close** button in the **Write-In Image Resolving - <contest name>** window. The name is added to the contest's **Unresolved Write-In Votes** list.
    - D. Resolve in the same manner as eSlate resolution.
2. Print reports including the “Cumulative” and write-in reports.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**. The **Cumulative Report Options** window appears.
  - iv. Click the white boxes to check or uncheck the available options:
    - A. Display Over/Under Votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - v. Click **OK**.
  - vi. Click the printer icon in the upper left corner to print this report.<sup>28</sup>
  - vii. Close the report by clicking **X** at the top right corner of the report screen.
  - viii. On the **Reporting** tab, click the type of write-in report you want to view.
  - ix. Click the drop-down arrow and select the type of report you want to view.
  - x. Click **OK**.
  - xi. Click the printer icon in the upper left corner to print this report.<sup>28</sup>
  - xii. Close the report by clicking **X** at the top right corner of the report screen.
3. Back up the Tally database using the procedure in *Part 16: Backing Up Files and Databases* on page 59.

<sup>28</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

## Part 19: Finalizing the Tally Database

After all MBBs have been processed and the Tally database has been backed up, finalize the election in Tally. Before finalizing, you may want to read unvoted MBBs that were created as backups for the election in order to account for all MBBs. Finalizing can be completed before processing provisional ballots, write-ins, or vote adjustments if applicable. After finalizing, you *cannot* read any more MBBs into Tally.

1. Double-click the **Tally** icon on the desktop to open the program.
2. Enter the user ID and password.
3. Select the database to finalize.
  - i. Click the database name.
  - ii. Click **Select**.
4. Click **Election Information** on the left side.
5. Click **Finalize**.
6. Back up the finalized Tally database using the procedure in *Part 16: Backing Up Files and Databases* on page 59.

## Part 20: Performing a Recount

There are many ways to perform a recount with the Hart Voting System depending on your software package, but the following two recounts work with any Hart Voting System.

The manual recount involves printing out reports from SERVO that have cast vote records from the devices that were backed up and manually tabulating the results in a hand count. The other recount involves creating a new database in Tally and reading the MBBs into the new database.

### ***A: Manual Recount***

Complete the following steps only after you have backed up all of the election equipment to SERVO.

1. Open the SERVO application by double-clicking the **SERVO** icon on the SERVO computer.
2. Enter the user ID and password.
3. Click **Reports** at the top menu bar.
4. Click **Votes by Precinct**.
5. Click the box under **Event Selection**.
6. Click the event that is going through a recount.
7. Click the box under **Device Selection**.
8. Click the type of device from which to get CVRs first.
9. Click the party from which to get CVRs (if applicable).
10. To choose CVRs from multiple precincts, hold the **CTRL** button down while clicking the precincts to recount.
11. Click **OK**.
12. Click the printer icon in the upper left corner to print this report.
13. Close the report by clicking **X** at the top right corner of the report screen.
14. Repeat for each JBC and eScan (if applicable) in the precinct.
15. Manually tally each Cast Vote Record. Use a spreadsheet or paper form to keep track of votes.

### ***B: Direct Record Electronic (DRE) Recount***

After the original official Tally election database has been finalized, create a new election mode database called "Recount 1 <Election Name Election Date>".

1. Open Tally by double-clicking the **Tally** icon on the desktop.
2. Enter the user ID and password.
3. Create a new database:
  - i. Click **New** under **Election Management** to create a new database.
  - ii. Click **Next** when the **Database Wizard** appears.
  - iii. Navigate to the BOSS database.
  - iv. Click **Next**.
  - v. Click **Election Mode Tabulation** to create a Tally database for the RECOUNT.
  - vi. Label the recount database "Recount Full Tally <Election Name Election Date>".
  - vii. Click **Next**.
  - viii. Depending on whether the reports should consolidate split precincts or not, click the box to the left of **Consolidate Precincts** under **Tabulation and Reporting Option**.

- ix. Click the arrows next to the date and time boxes to change the unofficial reporting and tabulation dates and times. The official election reporting and tabulation times should reflect the interpretation of the election code. For example, if the interpretation of the election code stipulates tabulation and reporting must begin no earlier than 7pm on Election Night, change the date for tabulation and unofficial reporting for the election date to 7:00:00pm.
- x. Click **Next**.
- xi. Click **Close** when the Wizard displays the message “You have successfully set up...”
4. Select the database in which to enter certified write-in candidates:
  - i. Click the name of the database to use.
  - ii. Click the **Select** button.
5. The screen changes automatically to the **Election Information** tab.
6. Click **Write-In Resolution** from either the left side or from the **View** drop-down menu.
7. Click the arrow button next to the blank bar under **Select a Contest with Write-Ins**: to choose a contest that has a write-in candidate field. The bar lists only contests that have write-ins.
8. Highlight one of the available contests by running the pointer over it and click the contest.
9. Click **Add** under **Candidates/Aliases**:
10. Type the name of a certified candidate in that particular contest in the box next to **Candidate Name**.
11. If applicable, add an alias:
  - i. Click the blank box under **Alias Name**.
  - ii. Type the alias.
  - iii. Click **Add**.
  - iv. Click **Save**.
12. Repeat steps 9 through 11 to add more certified candidates to that contest, if applicable.
13. Repeat steps 7 through 12 to add certified candidates to a different contest, if applicable.
14. Run zero report for the recount database.
  - i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.
  - iv. The **Cumulative Report Options** menu appears.
  - v. Click the white boxes to check or uncheck the available options:
    - A. Show Over/Under votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - vi. Click **OK**.
  - vii. Click the printer icon in the upper left corner to print this report.<sup>29</sup>
  - viii. Close the report by clicking **X** at the top right corner of the report screen.
15. Ensure the eCM is in the Tally computer, if applicable.
16. Click the **Election Information** tab on the left side of the screen.
17. Reread all MBBs from election.
  - i. Remove the card from the MBB Transfer Envelope.
  - ii. Insert the MBB into the card reader with the Hart label face down and the connectors pointing toward the card reader.
  - iii. Type the eCM PIN when prompted.
  - iv. Click **OK**.
  - v. Click **Start** under Tabulation.

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<sup>29</sup> To export the reports in different formats, click the envelope icon in the top left corner of the report screen and choose the file format and location to be saved.

- vi. After that card has been read and tabulated, eject it, and mark “Tabulated” on the MBB label and MBB Transfer Envelope.
  - vii. Stack the tabulated MBB Transfer Envelopes in “Tabulated” basket.
  - viii. Repeat steps until all MBBs have been reread and tabulated.
  - ix. Click **Stop** under Tabulation.
18. Resolve write-ins (if applicable). There are two types of write-ins that can appear in the **Unresolved Write-in Votes** panel – eSlate and eScan.
- i. Click **Write In Resolution** on the left side of the screen.
  - ii. Click **Next Unresolved** on the right side of the screen.
  - iii. The certified candidates you added earlier appear under **Candidates/Aliases**.
  - iv. Resolve eSlate write-ins.
    - A. Assign unresolved votes to certified write-in candidates.
      - a. Click the target candidate in the **Candidates/Aliases** panel.
      - b. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - c. Click the uppermost left-pointing arrow.
    - B. Assign unresolved write-ins to the **Rejected Write-In Votes** panel:
      - a. Click the candidate name in the **Unresolved Write-in Votes** panel.
      - b. Click the lower left-pointing arrow.
      - c. Repeat until no unresolved eSlate write-ins remain.
  - vi. Resolve eScan write-ins. If **Image to Resolve** appears in the **Unresolved Write-in Votes** panel, complete the following steps.
    - A. Click the **Resolve Images** button at the lower right side of the screen.
    - B. Enter the name of the write-in candidate in the **Enter Write-in Data** field of the **Write-In Image Resolving - <contest name>** window, and click the **Assign** button *OR* click the name from the **Write-In Data Selection List**.
    - C. Click the **Close** button in the **Write-In Image Resolving - <contest name>** window. The name is added to the contest’s **Unresolved Write-In Votes** list.
    - D. Resolve in the same manner as eSlate resolution.
19. Manual Vote Adjustments (if applicable) – Use this to enter any paper ballot totals that have not been scanned. This is usually used by jurisdictions that hand-count the paper ballots and want to combine the results in Tally. The hand count totals must be separated by precinct and party.
- i. Click **Options** at the top of the screen.
  - ii. Click **Vote Adjustments**.
  - iii. Click the precinct.
  - iv. Click the white box next to **Party** to highlight and select a party, if applicable.
  - v. Click the white box next to **Source** to highlight and select the source of the ballots – **Absentee, Early Voting, or Election Day**.
  - vi. Click **Next**.
  - vii. Insert totals for options in every contest **including undervotes and overvotes**<sup>30</sup>.
  - viii. Click **Save**.
  - ix. Click **Close**.
20. Print cumulative report.
- i. Click **Reporting** on the left side.
  - ii. Click **Cumulative Report**.
  - iii. Click **Select**.
  - iv. The **Cumulative Report Options** window appears.

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<sup>30</sup> It is important to enter a number for every contest on the ballot so that Tally can accurately calculate the total number of ballots cast. Record undervotes and overvotes to reflect incomplete or improperly marked ballots. If a straight party contest appears on the ballot, *all* individual contests included in the straight party must also be manually adjusted to reflect the voter’s party choice in those contests.

- v. Click the white boxes to check or uncheck the available options:
    - A. Show Over/Under votes
    - B. Combine Absentee/Early into Early Category
    - C. Display turn-out boxes
  - vi. Click **OK**.
  - vii. Click the printer icon in the upper left corner to print this report.<sup>31</sup>
  - viii. Close the report by clicking **X** at the top right corner of the report screen.
21. Release and report results.
  22. Print any other reports.
  23. Exit Tally by clicking the **X** at the top right corner of the screen.
  24. Back up the new recount database:
    - i. Double-click the folder on the desktop called "Tally Databases."
    - ii. Right-click inside the window that appears.
    - iii. Highlight **New**.
    - iv. Click **Folder**.
    - v. Right-click the new folder.
    - vi. Click **Rename**.
    - vii. Type a name for the "Recount Election Backup Folder."
    - viii. Close the window.
    - ix. Open Tally application by double-clicking the **Tally** icon.
    - x. Enter the user ID and password.
    - xi. Highlight the database that should be backed up, which is the recount database.
    - xii. Click **Select**.
    - xiii. Click **Backup**.
    - xiv. Click the **plus sign** next to the name of the folder you created on your desktop with the election name and "Tally Databases."
    - xv. Click the folder you named for the Recount Election Backup folder.
    - xvi. Click **OK**.
    - xvii. Exit Tally.
    - xviii. Insert a blank CD into the Tally computer.
    - xix. Right-click the **Tally Databases** folder on your desktop.
    - xx. Click **Copy**.
    - xxi. Double-click the **Sonic Digital Media** icon or other CD-recording software. (The icon may look like a CD.)
    - xxii. Click **Data Disc**.
    - xxiii. Right-click in the window that opens.
    - xxiv. Click **Paste**.
    - xxv. Click the red button. (It may say **Burn**.)
    - xxvi. After the program finishes burning the CD, you can eject the disc.
    - xxvii. Exit the CD-recording program.
    - xxviii. Label the CD "Recount Full Tally <Election Name Election Date>."

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<sup>31</sup> To export the reports in different formats, click the envelope icon in the top left corner of the screen and choose the file format and location to be saved.

## **Part 21: Equipment Maintenance**

Election officials must regularly maintain the Hart Voting System equipment. At least yearly, the elections officials should perform functionality tests on all Hart Voting System devices to ensure that they continue to work properly. For maintenance and functionality testing instructions, refer to the *Hart Voting System Support Procedures Training Manual*.

**Notes:**

**Notes:**



