



Dear Election Official:

As part of our ongoing commitment to improve our overall customer satisfaction, we are pleased to announce the following updates to our online Customer Portal. The proven success of the portal has benefited both you the customer and ES&S in producing accurate and timely elections. If you are new to the customer portal please contact an Election Services Account Representative at [electionservices@essvote.com](mailto:electionservices@essvote.com) or call 877-377-8683 Option 6.

### **Online Form Updates**

The portal will reflect any changes that may have occurred in the last year. For example, Unity Online is no longer a viable product so you will not see that on the forms. Other enhancements include:

- ✓ The ability to sort contest and candidates with a Record Number.
- ✓ The Ballot Assignment Chart will now show the Split Name.
- ✓ The DS200 Form has been added.
- ✓ Separate Pronunciation Guide and Waiver.

### **Audio Only Customers**

Audio Only customers are required to follow the steps below.

- ✓ Complete the Pre Election Questionnaire (PEQ).
- ✓ Complete the Pronunciation Guide or Waiver on the portal.

Note: With the enhancement of a separate Pronunciation Guide and Waiver in the portal you now have a “One Stop” solution for providing a PEQ and Pronunciation Guide/Waiver. **New This Year** will also apply to Audio Only customers. (See below.)

### **Coding and Audio Customers**

With the enhancement of a separate Pronunciation Guide and Waiver you will no longer see phonetic line in the Contest & Candidates Form. A Forms Guide has been provided to aid you in using the Pronunciation Guide.

### **New This Year**

You now have the ability to receive downloads through our customer portal. This will replace WebEx or email you may have used in the past. The following are benefits of using the customer portal for transferring files.

- ✓ Secure Site.
- ✓ Time Saver - The customer portal is much faster than opening up a WebEx to view with your Election Services Associate.

*“Maintaining Voter Confidence. Enhancing the Voting Experience.”*

- ✓ Convenience – The customer portal will notify you via email when ES&S has uploaded a file to your account. At that point, you will have 10 calendar days to log in and download at your convenience.

Note: Downloads include: Ballot PDF's, election definitions, ERM, BOD and Audio files. You will receive an introductory email when you are added to this service. Contact an Election Services Account Representative for inquiries.

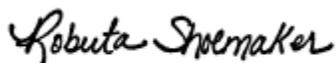
## Reminders

The following reminders are to ensure you are getting the most benefit out of using the customer portal.

- ✓ Forms Guide- There is a guide on each form page to explain each field of the form. You may print this guide or view at any time for your convenience.
- ✓ Election Status- By logging into the portal and selecting Election Status you can access the following:
  - Did ES&S receive your media? Look under the media section to know the exact number we have received and the date checked into our inventory. (PCMCIA cards, flashcards, PEB's etc.)
  - Where ES&S is at in the layout, coding and printing service processes.
  - Tracking #-Once we ship your media back to you, the Tracking # will be available. Click on the number to see where your package is in the delivery process.
- ✓ Username and Password- if you have forgotten/lost or need to request a new username and password email [electionservices@essvote.com](mailto:electionservices@essvote.com).
- ✓ Add an election date- We are aware of statewide election dates and those will automatically be added to the portal however for all other elections email [electionservices@essvote.com](mailto:electionservices@essvote.com).

We look forward to another successful election year and hope these improvements aid in our process. Should you have any questions regarding the customer portal or this letter contact an Election Services Account Representative at [electionservices@essvote.com](mailto:electionservices@essvote.com) or call 877-377-8683 Option 6.

Sincerely,



Roberta Shoemaker  
Vice President of Election Services