The Hart Voting System Election Day Desk Reference

System Version 6.2

HART intercivic™

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Product Number 6400-114 6.2A
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D E S K R E F E R E N C E

what is the Hart Voting System?

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

eScan

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

eSlate with Verifiable Ballot Option (eSlate VBO)

Voters cast electronic ballots on the eSlate voting machine by turning a rotary SELECT wheel and pressing the ENTER button. Before casting the ballot, voters have the opportunity to verify their selections on a printed paper record. eSlate voting machines are connected to the JBC in series.

Disabled Access Unit with Verifiable Ballot Option (DAU eSlate VBO)

Disabled Access Units are specially modified eSlate voting machines that allow voters with disabilities to vote privately and independently. DAU eSlates include audio ballot readers with headphones for voters with visual impairments; and DAU eSlates can accept adaptive devices for voters with mobility impairments.

Judge's Booth Controller (JBC)

The JBC is the control unit for the eSlate system. Poll workers use the JBC to issue electronic ballots to voters, and it also serves as an electronic ballot box to store Cast Vote Records.

D E S K R E F E R E N C E

CHECKLIST

supplies and layout

general

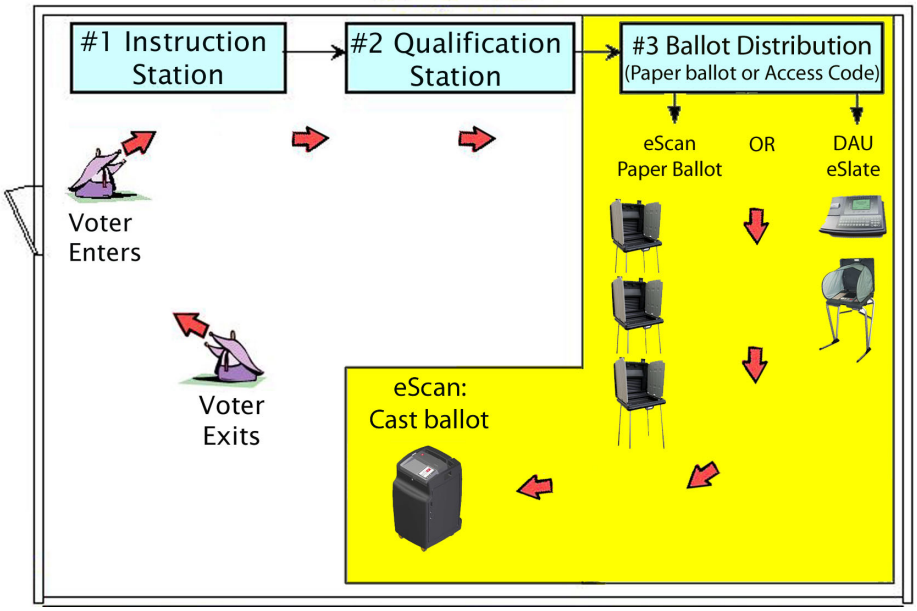
- ☐ Polling Place Layout and Traffic Flow Plan, if available

voter instruction

- ☐ Sample ballots, if available
- ☐ Demonstration eSlate, if available
- ☐ Voter Instruction Flyers
- ☐ Voter Instruction Script
- ☐ Voter Instruction Placards
- ☐ Voter Instruction Video, if available

logs & envelopes

- ☐ **Reconciliation Log**
- ☐ **Spoiled Ballot Log**
- ☐ Appropriate Envelopes



Sample Polling Place Layout with the Hart Voting System

D E S K R E F E R E N C E

eSlate Operations

D E S K R E F E R E N C E

setting up: JBC and eSlates

1. Place the Judge's Booth Controller (JBC), its black power cable, and the JBC cable (gray) on a table near an electrical outlet. **Do not connect the JBC to any power source yet.** (If using a voter registration computer, set it up and connect it to the JBC "Modem" port.)

2. Plug one end of the JBC cable into the "Booth Out" port on the back of the JBC and tighten the thumbscrews. (This may have already been completed at the warehouse.)

3. Arrange the voting booth cases in the polling place. Disabled Access Unit (DAU) booths are identified with a red stripe near the handle. If using more than one booth in the polling place, place the DAU booth at the end of the row.

4. Set up the legs of each booth. See the instructions found on the brace of each booth.

5. Use two people to turn each booth upright. **Be sure that each booth's feet are extended.**

6. Stand in front of each booth and release the locks located on either side of the handle. Raise the lid and press on the brace to lock the lid upright. Repeat for all booths, if applicable.

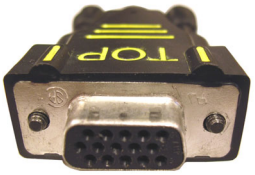
7. Plug the black end of the JBC cable into the back of the first booth. Tighten the thumbscrews.

8. If using more than one booth in the polling place, stand in front of the first booth and open the storage compartment above the eSlate. Run the eSlate cable out of the booth and connect it to the back of the next booth in the row. Repeat for all booths, if applicable.

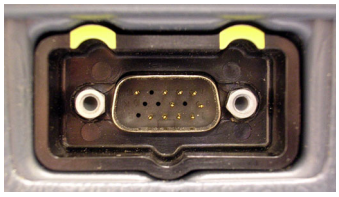
9. Unfold the fabric privacy screens. See following pages for setup steps.

10. Proceed to the "Opening Polls" sequence.

The eSlate Polling Place



Cable end



Booth socket

The cable-to-booth connection fits only one way. Please do not force.

D E S K R E F E R E N C E

setting up: eSlate booths

Match the steps with the numbers on the picture to set up the eSlate booth.

1. Release the three Velcro straps.

2. Position the LEFT BACK leg:
   a) Grasp the leg (do not grasp leg brace).
   b) Press and hold the button down.
   c) Raise the leg.
   d) Slide the leg out.
   e) Align arrows to lock the button.

3. Position the RIGHT BACK leg (same as left back leg).

4. Lock the leg braces together (fit the button into the hole).

5. Position the FRONT legs (same as back legs).

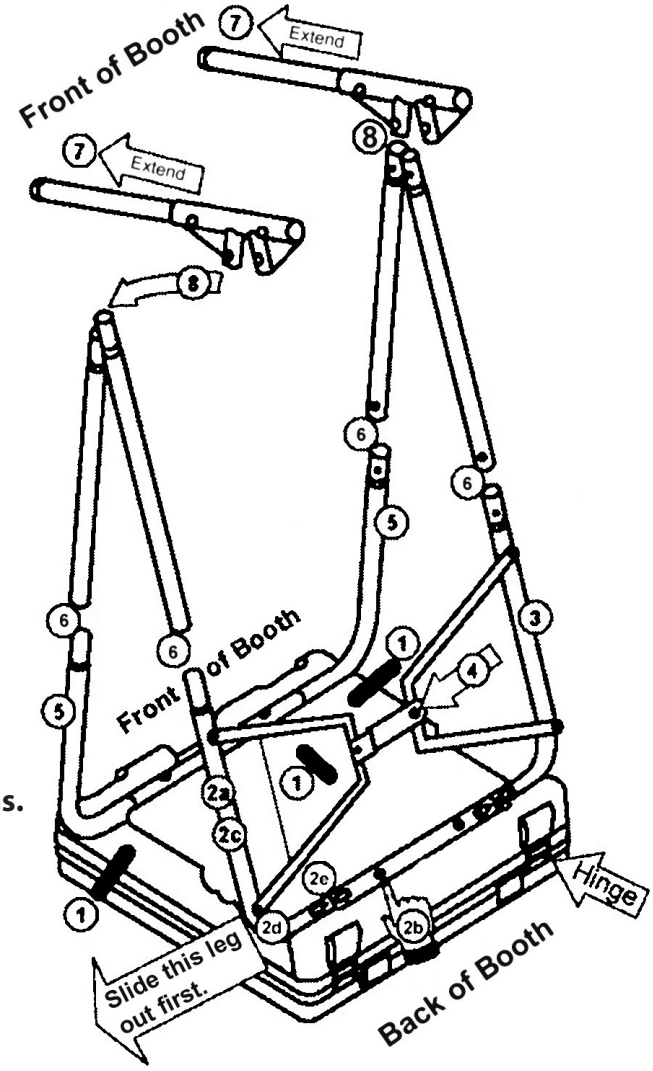
6. Lock the straight tubes in place.

7. **Extend the foot tubes and lock their buttons.**

8. Lock the feet onto the straight tubes.
   The foot tubes extend toward the front of the booth where the handle and latches are located.

9. Turn the booth over so that it is standing up. Unlatch and lift the top of the booth.

10. Assemble the privacy screen. If the booth has a fabric privacy screen, follow the assembly instructions on the tag attached to the screen. If the booth has plastic privacy wings, insert them into the notches on the sides of the booth.

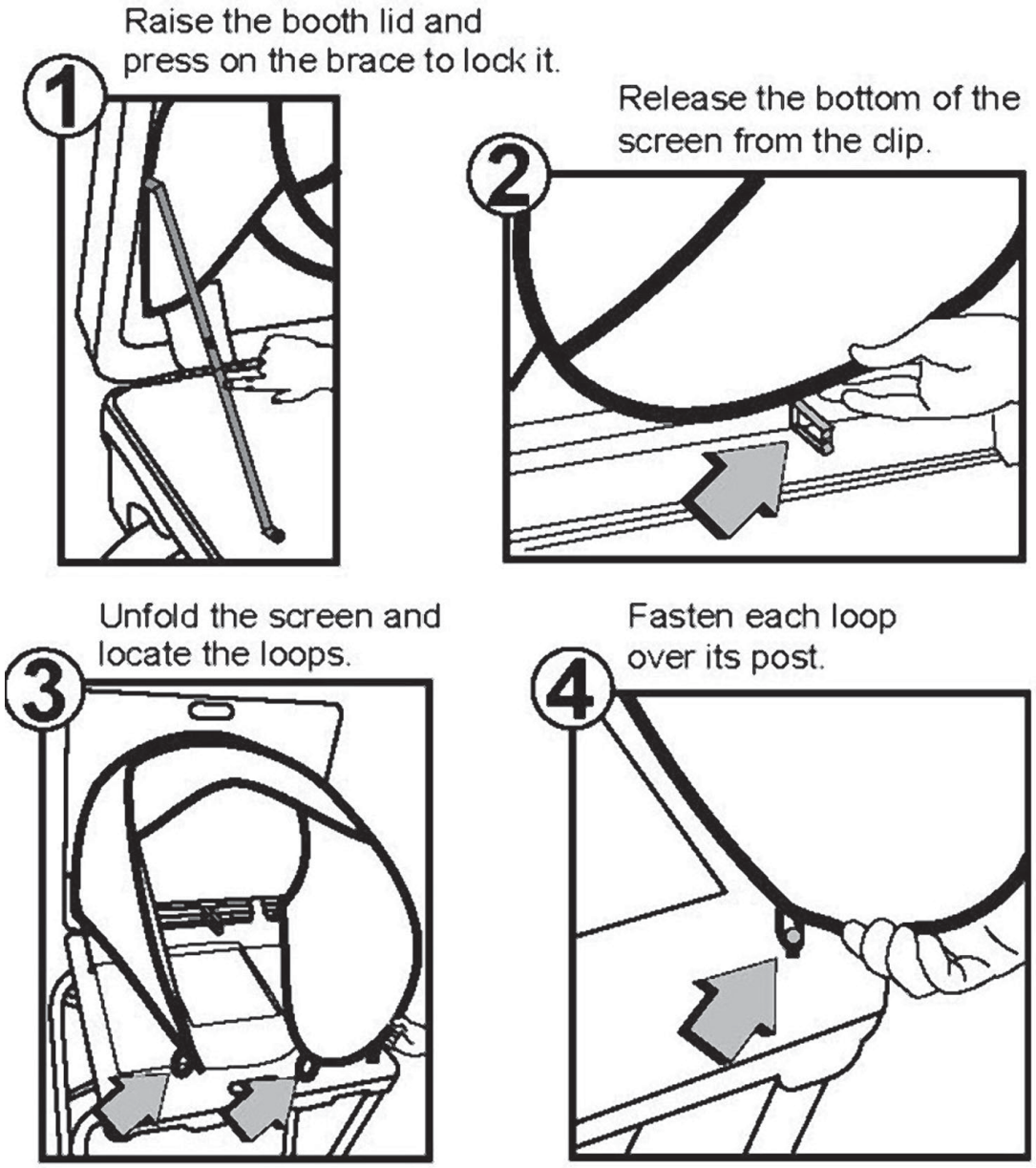


foot tube not extended

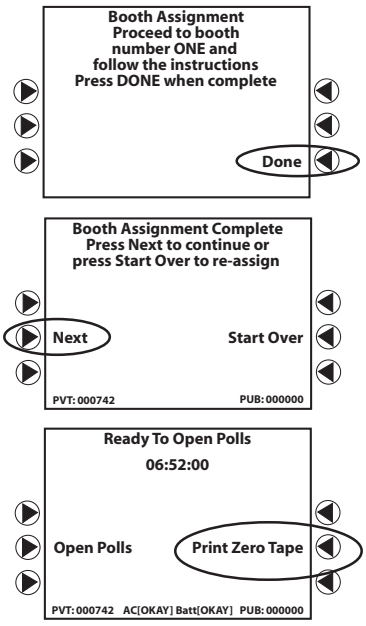
foot tube extended

setting up: eSlate booths

Follow these steps to set up the fabric privacy screen.



opening polls for election day



1. If not already connected, connect the JBC battery key. A "JBC Initialized" report prints. Leave the report on the JBC; it will be filed at the end of Opening Polls.

2. Connect the JBC to AC power by inserting the power cord into the back of the JBC and plugging the cord into a power outlet. If using a power strip, make sure it is turned on.

3. ***Connect each eSlate VBO's printer unit to AC power:***
   - ▶ Insert each printer's power cord into the power "brick."
   - ▶ Lift the booth's storage compartment cover and insert the round end of the power cord into the power port immediately above the printer.
   - ▶ Plug each printer's power cord into a power outlet. If using a power strip, make sure it is turned on.

4. On each eSlate screen, check the eSlate VBO printer's power supply **(PRN)** and **Printer Status**. *Both must indicate* **[OKAY].** If the eSlate displays a VBO printer error code, consult the *Troubleshooting Guide* before proceeding.

5. Assign booth numbers. Go to the first eSlate and press **ENTER** to assign that booth as number 1. Go to the second eSlate and press **ENTER** to assign that booth as number 2. Continue until all booths have been assigned, and return to the JBC.

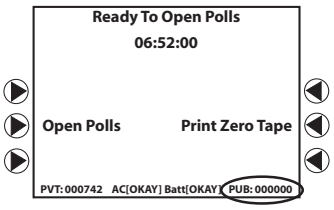
6. Notice the booth status lights on the JBC. Press the ◀ next to **Done** when you have finished assigning booth numbers. If you have 12 eSlates connected, this screen will not appear.

7. Press the ▶ next to **Next** and the JBC prints a *Network Configuration Report*. Leave the report on the JBC; it will be filed at the end of Opening Polls.

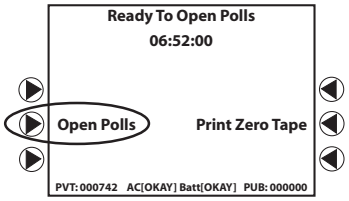
8. Press the ◀ next to **Print Zero Tape**. If applicable, election officials may sign the zero tape on the lines provided. Check the report to verify your polling place and/or precincts. Leave the *Zero Tape Report* on the JBC; it will be filed at the end of Opening Polls.

continued on next page ⇨

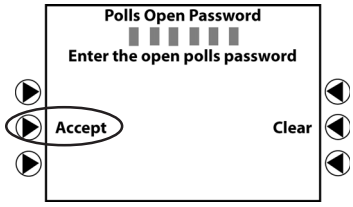
opening polls for election day



9. Enter the JBC Public Count in the **Reconciliation Log.**

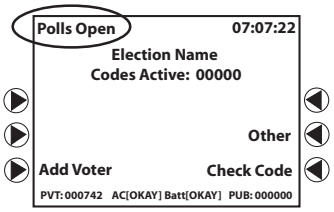


10. Check the time. Press the ▶ next to **Open Polls**.

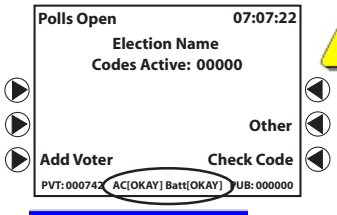


11. Enter the **Open Polls Password**. Press the ▶ next to **Accept**.

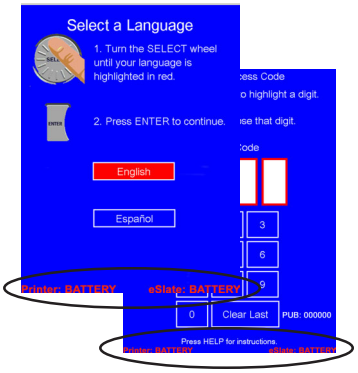
12. Tear off the Open Polls reports and file in the appropriate envelope.



13. Verify that the JBC displays the **Polls Open Menu**.



14. **Check the JBC AC and battery power** by viewing the power status at the bottom of the JBC screen. Both should indicate **[OKAY]**.



15. On eSlates with battery packs, look for **BATTERY** indicators in the lower left and right corners of the Language or Access Code page. **BATTERY** indicators for ***both*** the printer and the eSlate voting machine should appear, indicating that the backup batteries are properly connected and available, if necessary.

You are ready to add voters.

D E S K R E F E R E N C E

eSlate voter instructions

eSlate voters have a variety of options to mark and enter choices:

- *Voters without mobility impairments, including voters who are blind*, use the **SELECT** wheel and **ENTER** button (with headphones, if necessary)

- *Voters with mobility impairments* may use tactile input switches or a sip-and-puff device

<u>All</u> voters follow these steps:

1. Select your language (if a multilingual ballot is available).

2. Enter your ACCESS CODE, or have an assistant enter the ACCESS CODE.

3. Navigate the highlight bar to see or hear choices on the ballot, and enter your choices. Repeat for each contest.

4. *Read the Ballot Summary Page carefully, or* **Review Ballot** by returning to the first page. After reviewing your choices, select **CAST BALLOT** to proceed to verification.

5. *Read or listen to the Paper Verification Page carefully*. Only *after* reviewing the printed verification, select **Accept Page** to confirm your choices.

6. After you have verified and accepted all printed pages, select **CAST BALLOT** to finish voting.

You have finished voting when the waving American flag is displayed, or when the audio indicates that your vote has been recorded.

verifying and casting the ballot

To cast the ballot, press the CAST BALLOT button *only* after you have made and verified all desired choices.

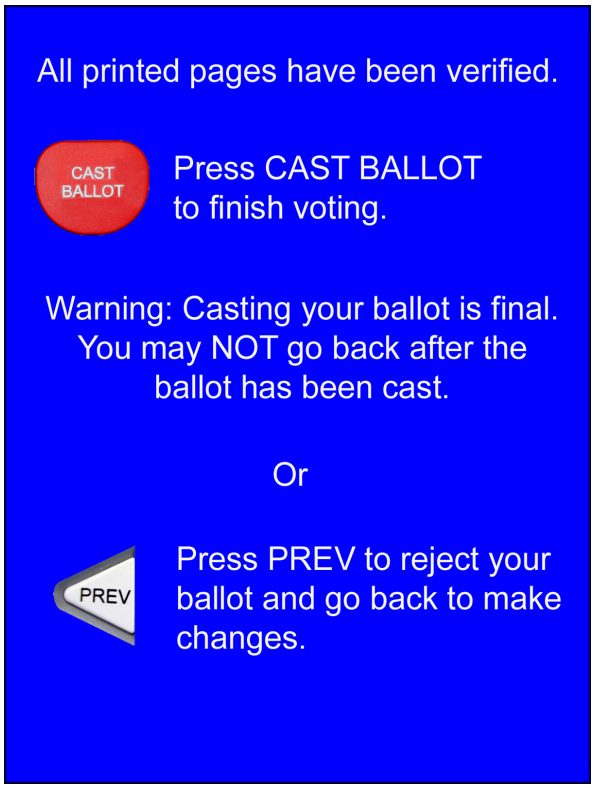
After reviewing choices on the *Ballot Summary Page*, the ***Paper Verification Page*** appears:

- Verify your choices on the printer and turn the **SELECT** wheel to highlight **Accept Page** to proceed or **Reject Page** to go back and make changes; then press **ENTER** to mark your choice.
- You may reject a ballot only a limited number of times. After the final rejection, you may make further changes to the ballot, but you may NOT reject it again.

After verifying all printed pages:

Pressing the CAST BALLOT button after you have verified all printed pages completes the voting process and records the ballot.

- The Paper Verification Page *always* appears before the ballot is recorded, so that voters may review choices and make changes, if desired.
- Voters may change their choices at any time *before* pressing the CAST BALLOT button from the final verification page.
- The waving American flag shows that the ballot has been recorded.



other features for voters

- Press **HELP** once for an on-screen help message. Press **HELP** twice for help from a poll worker.
- Use **PREV** or **NEXT** to move between pages of the ballot.
- Voters do not need to vote in all contests, if they choose not to.
- Voters may cast a blank ballot, if they choose to. The eSlate displays a warning page to alert voters if they are about to cast a blank ballot.
- Cancel a choice by highlighting the choice with the **SELECT** wheel and then press **ENTER**.
- Change a choice by turning the **SELECT** wheel to your new choice and then press **ENTER**.
- Change a choice from the BALLOT SUMMARY by turning the **SELECT** wheel to highlight the contest you wish to change and then press **ENTER**. You will go back to that contest.

Ballots in your area **may** contain these additional features:

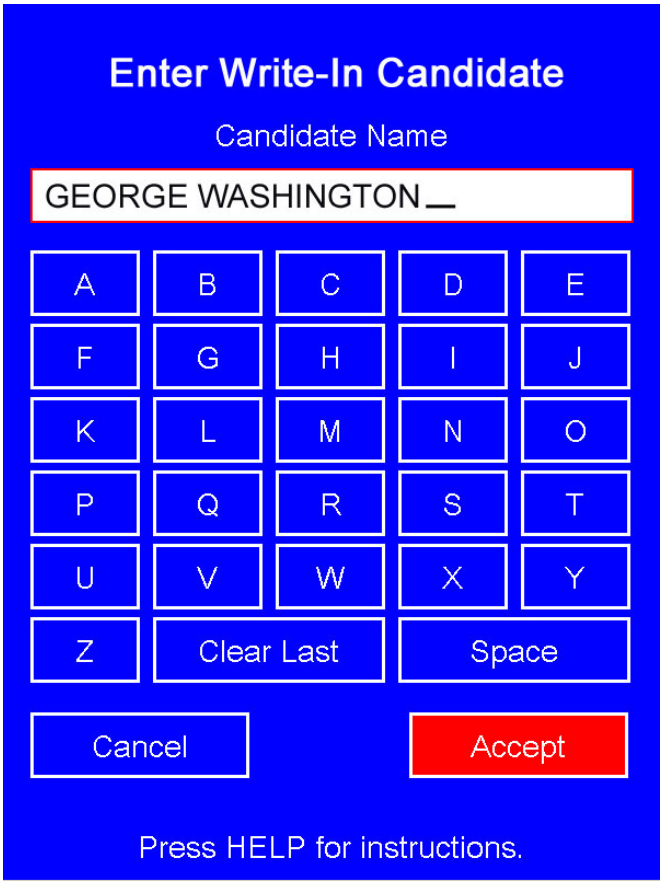
- In multi-page ballot summaries, turn the **SELECT** wheel, or press **NEXT**, to move to the final page and then press **CAST BALLOT**.
- The availability of a write-in option depends on state and local guidelines. To vote for a write-in, if a **Write-In** option is available, turn the **SELECT** wheel to the **Write-In** option and press **ENTER**. Turn the **SELECT** wheel and press **ENTER** to spell out the name of the candidate you wish to write in. Turn the **SELECT** wheel to highlight **Accept** and then press **ENTER**.
- The availability of a straight party option depends on state and local guidelines. If a **Straight Party** option is available, and you make a selection in that contest, you may use the **NEXT** button to move through the pages of the ballot after choosing your party.

write-in feature

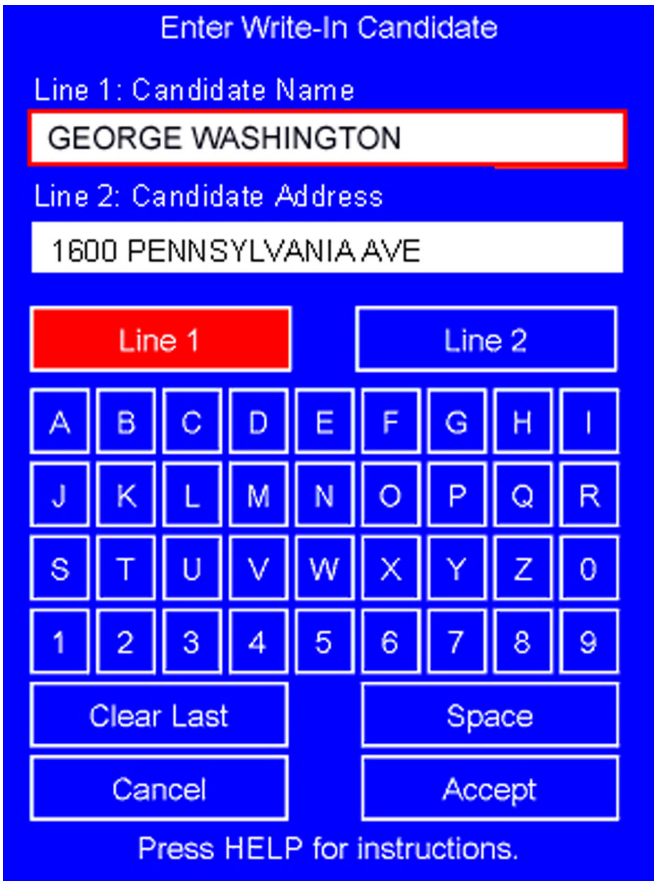
To vote for a write-in, if a **Write-In** option is available:

- Turn the **SELECT** wheel to the **Write-In** option and press **ENTER**.
- Turn the **SELECT** wheel and press **ENTER** to spell out the name of the candidate you wish to write in. The cursor indicates your place in the text box.
- Turn the **SELECT** wheel to highlight **Accept** and press **ENTER**.
- Other choices are **Clear Last** to go back a space, **Space** to skip a space, and **Cancel** to return to the ballot without entering a choice.
- If your jurisdiction also requires you to enter an address for the candidate you wish to write in, turn the **SELECT** wheel to highlight **Line 2** and press **ENTER** to spell out the candidate's address.

Write-In page for jurisdictions that require candidate name only

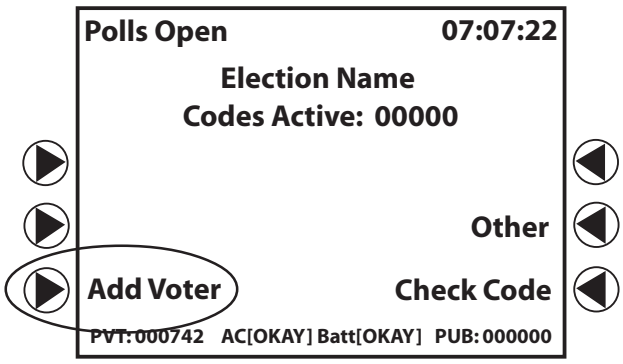


Write-In page for jurisdictions that require candidate name and address



adding voters from the JBC

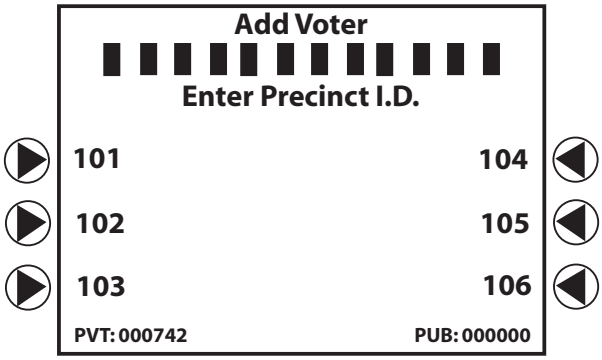
"Adding a voter" to generate an ACCESS CODE is similar to issuing the proper ballot style for the voter's precinct.



Follow these steps to add a voter after . . .

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

1. To add a new voter to the system, on the JBC **Polls Open** screen, press the ▶ next to **Add Voter.**



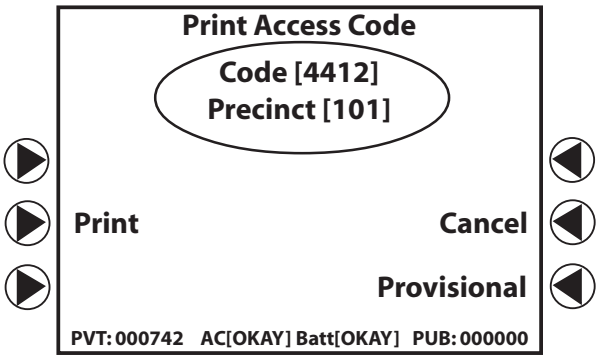
2. If applicable, select the voter's precinct I.D. on the JBC screen. (On JBCs with only one precinct, the precinct I.D. screen will not appear; continue to Step 3).

   To select the voter's precinct I.D., use the ▶ or ◀ button next to the correct precinct I.D. on the JBC screen, or use the keypad to enter the voter's precinct I.D.

The JBC screen displays a maximum of six precinct I.D.s at a time. If you do not see the precinct you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of precinct I.D.s until you find the desired precinct.

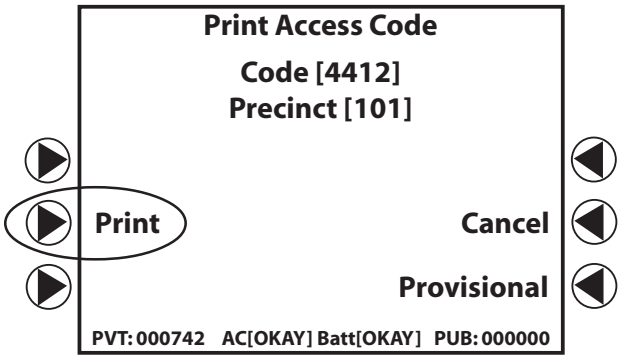
To ensure that the voter receives an ACCESS CODE with the correct ballot style, you *MUST* correctly select a voter's precinct I.D. from the JBC. If you cannot find the voter's precinct I.D., call the Elections Office or help desk.

adding voters from the JBC



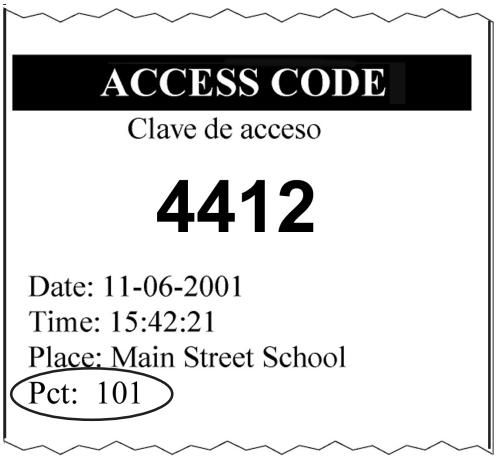
3. Note that the JBC screen displays the ACCESS CODE and precinct prior to printing.

In the event that the JBC printer is disabled, simply hand-write the ACCESS CODE displayed onto any piece of paper before continuing to Step 4.



4. Press the ▶ next to **Print.** The JBC prints a slip of paper with the ACCESS CODE.

Only print an ACCESS CODE if there is an open booth.



5. Verify the voter's precinct I.D. on the ACCESS CODE slip. Give the ACCESS CODE to the voter, and instruct the voter to go to any open booth. The JBC screen returns to the **Polls Open Menu**.

helping voters

Along the top of the JBC are lights, numbered 1-12. Each light corresponds to an eSlate booth to inform you of its status. These lights must be monitored while voters are in booths.

When the booth is **open,** the light is GREEN.

When the booth is **in use**, the light is RED.

When a voter needs **help**, the light flashes GREEN and RED.

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

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

To Help A Voter:

1. Go to the booth where a voter has requested help, or for which a flashing light appears.
2. Stand beside the privacy screen, to protect the voter's secret ballot.
3. Ask the voter how you may assist him or her.
4. Ask appropriate questions to learn what part of the voting process the voter needs help with (e.g., "What page is visible?" ACCESS CODE page, ballot, summary page, etc.)
5. If necessary, ask the voter to press **ENTER** on the blue Help page to return to the voting process.
6. If a white ballot page is visible, a voter may press **HELP** twice to "mask" the ballot with the blue Help page.
7. **ALWAYS** ask for the voter's ***explicit*** permission before seeing the ballot or touching the voter's eSlate machine.
8. Follow state and local guidelines to complete appropriate assistance forms, if required.

adding provisional voters

1. Follow state and local guidelines for adding a voter with a retrievable provisional ballot.

2. On the JBC **Polls Open Menu**, press the ▶ next to **Add Voter**.

3. If applicable, select the voter's precinct I.D. and/or party affiliation. (See "Adding voters from the JBC.")

4. On the next screen you see, press the ◀ next to **Provisional** (bottom right-hand side of the screen).

5. The JBC asks if you are sure you want to make this code provisional. Press the ▶ next to **YES**.

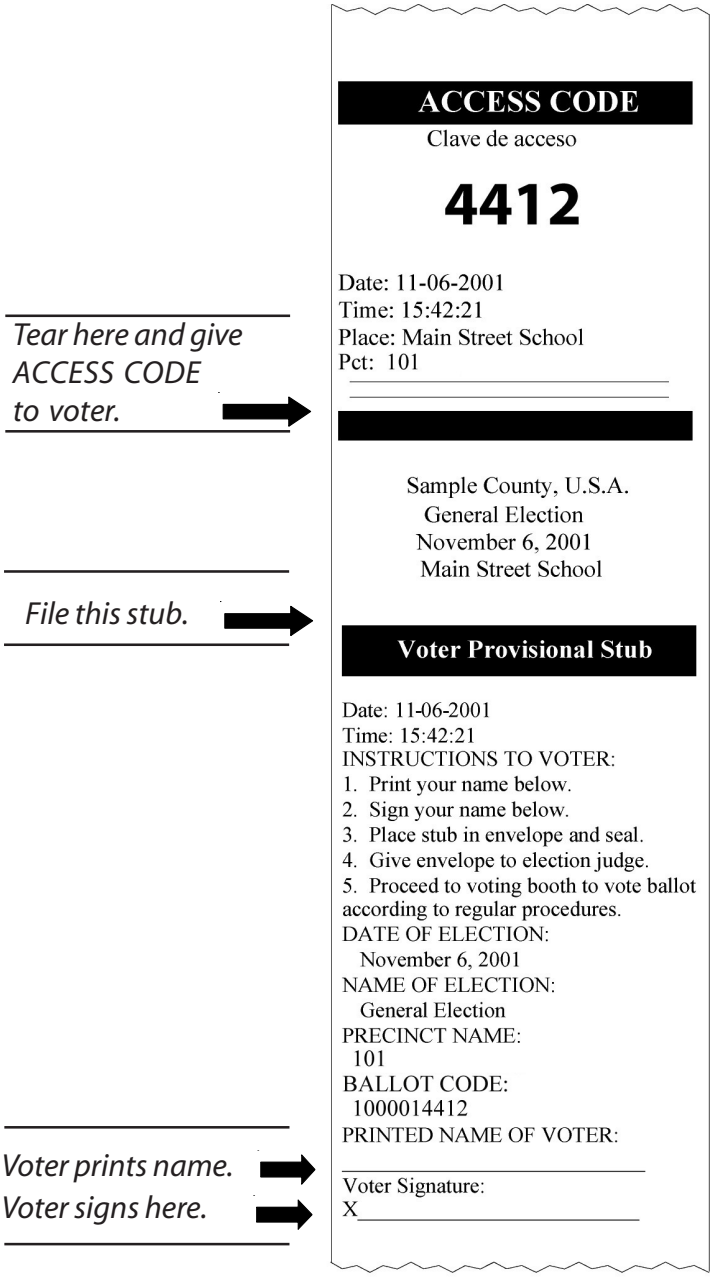
6. Note that the JBC screen displays the ACCESS CODE and ballot code prior to printing. Press the ▶ next to **Print,** and the *Voter Provisional Stub* prints.

7. Tear off the ACCESS CODE from the *Voter Provisional Stub*.

8. Ask the voter to print and sign his/her name on the stub and return it to you.

9. File the stub and give the voter the ACCESS CODE.

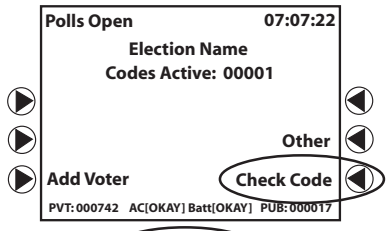
10. Complete any documentation required by the local Elections Office.

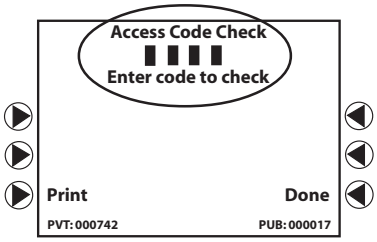


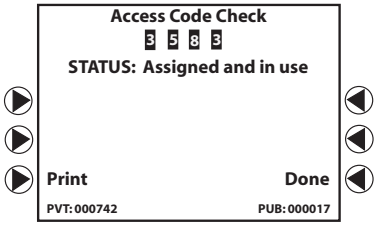
checking an access code

Check Code allows you to check the status of an ACCESS CODE. The status of a code may be:

- *Not assigned* — Code was not printed from the current JBC.
- *Assigned and in use* — Code is associated with a ballot currently active on an eSlate.
- *Assigned and expired* — Code was not entered into an eSlate within time limit.
- *Assigned and cast* — Code is associated with a ballot recorded in the electronic ballot box.
- *Assigned and canceled* — Code is associated with a booth that was canceled prior to casting the ballot.
- *Assigned and open* — Code is "live," and it has not yet been entered into an eSlate.





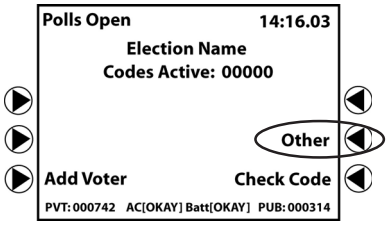


To check an ACCESS CODE:

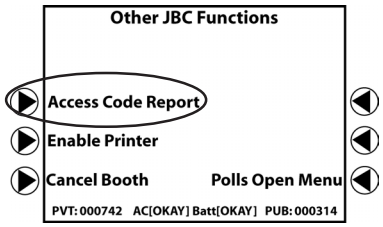
1. On the JBC **Polls Open** screen, press the ◀ next to **Check Code**.
2. On the **Access Code Check** screen, use the keypad to type in the ACCESS CODE.
3. The status of the ACCESS CODE appears on the screen.
4. If necessary, press the ▶ next to **Print** to print.
5. Press the ◀ next to **Done**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

printing an access code report

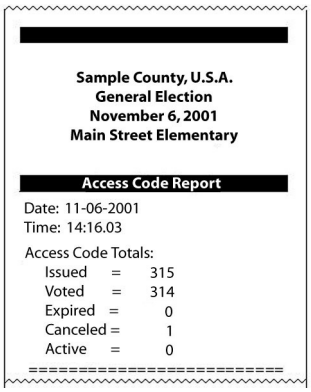
To print an *Access Code Report* during the day:



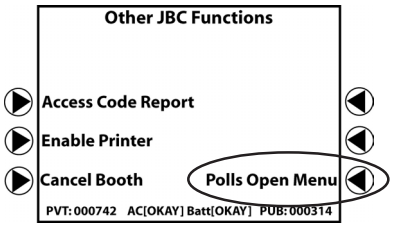
1. On the **JBC Polls Open Menu**, press the ◀ next to **Other.**



2. Press the ▶ next to **Access Code Report.**



3. The JBC prints the *Access Code Report*.



4. Press the ◀ next to **Polls Open Menu.**

canceling a booth

Cancel a booth if:

- A voter gets the wrong ballot style or language.
- A voter is using an eSlate unit, but needs a DAU eSlate feature.
- A voter walks away from the booth with an active ballot, without pressing **CAST BALLOT**. Refer to Elections Office guidelines for this situation.

1. On the JBC **Polls Open Menu**, press the ◀ next to **Other**.
2. Press the ▶ next to **Cancel Booth** on the next screen.
3. Enter the number of the booth you wish to cancel (e.g., 01, 02, 03) on the **Cancel Booth** screen.
4. Go to that booth and press **ENTER** on the eSlate.
5. Return to the JBC and press the ▶ next to **Continue**.
6. Press the ◀ next to **Polls Open Menu.**
7. Record the cancellation on the **Canceled Booth Log.**
8. If applicable, follow state and local guidelines to issue a replacement ballot.

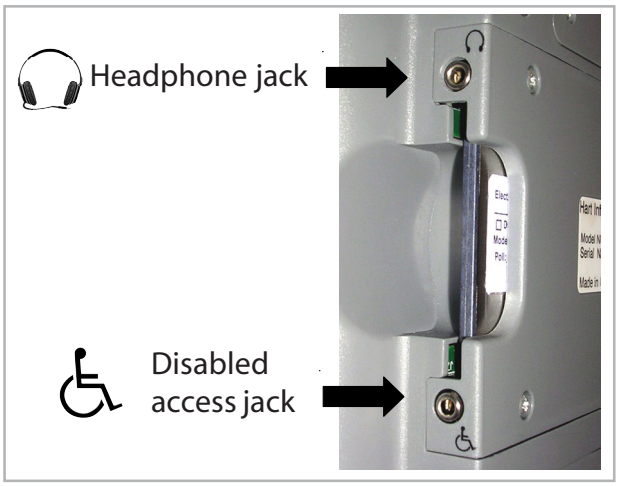
voter using headphones or tactile input switches

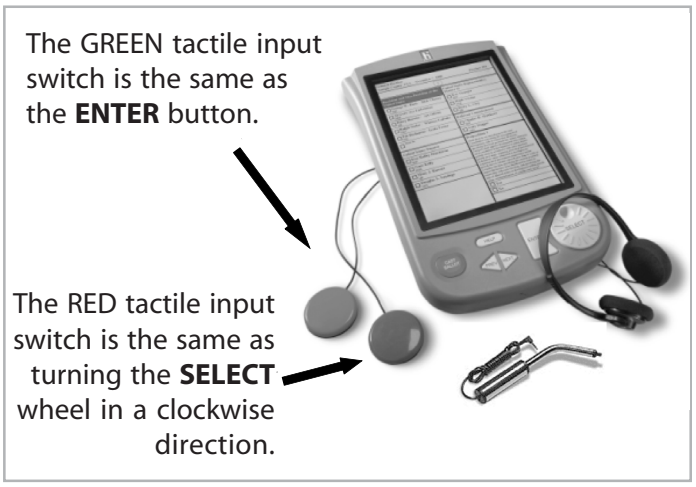
HEADPHONES

- The headphones are ideal for voters who may have trouble reading the ballot.
- The headphones have a volume control built into the wiring.
- Sliding the volume control lever up produces louder audio, down produces quieter audio.
- Orient blind or visually impaired voters to the eSlate **SELECT** wheel and **ENTER** button.
- If necessary, read the ACCESS CODE to the voter, allowing the voter to enter the code independently and begin voting.

TACTILE INPUT SWITCHES

- The tactile input switches are designed for voters who have mobility impairments.
- Check to make sure that the tactile input switches are plugged in to the correct jack. The disabled access jack has a wheelchair symbol next to it.
- A voter using the tactile input switches on the ballot's final contest will not see a BALLOT SUMMARY page; instead, the voter has the option to **Review Ballot** by navigating through the contests.
- For visually impaired voters who need headphones and tactile input switches, a poll worker will need to orient the voter to the switches with left-right directions.
- A voter's personal "sip-and-puff" device can plug into the disabled access jack in place of the tactile input switches. "Sipping" is similar to turning the **SELECT** wheel in a clockwise direction; "puffing" is similar to the **ENTER** button.





D E S K R E F E R E N C E

curbside voting

Only the last eSlate in a row can be used curbside.
Make sure the ballot is displayed BEFORE disconnecting the eSlate booth.

1. When a voter needs to use the curbside voting feature, make sure you:

   a. Ask for the voter's I.D.

   b. Ask for the voter's preferred language.

   c. Ask if the voter needs tactile input switches ("buddy buttons") and/or headphones.

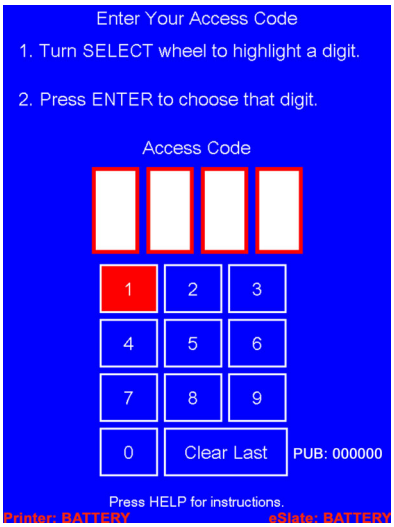
   d. Qualify the voter and print an ACCESS CODE, as usual.

2. Enter the voter's language choice into the last eSlate in the row, if applicable.

3. Check for eSlate and VBO printer battery power:
   - Look for the word **BATTERY** in the lower left and right hand corners of the eSlate's language or ACCESS CODE page.
   - If **BATTERY** does not appear in both corners, install batteries before proceeding.

4. **Enter the voter's ACCESS CODE into the last eSlate in the row.**

- **Remember to enter the voter's ACCESS CODE to display the ballot.**
- **Make sure the ballot is displayed *before* disconnecting the booth.**



D E S K R E F E R E N C E

curbside voting

5. When the ballot appears, disconnect the last eSlate booth in the row from the JBC and/or daisy chain:
   a. Loosen the cable's thumbscrews *from the rear of the booth.*
   b. Pull the booth cable free.

Enable the ballot BEFORE disconnecting cable from rear of booth

6. Disconnect the eSlate printer from AC power by removing the power cord from the booth's AC power port.

7. Have two poll workers carry the eSlate booth to the voter and tell the voter how to use the eSlate.
   - To finish voting, the voter presses **CAST BALLOT** after all printed pages have been verified and accepted.

8. When the waving American flag and the "Reconnect to system" message appear, return the eSlate booth to the polling place. **To record the vote, the eSlate must be reconnected to the JBC and/or daisy chain.**

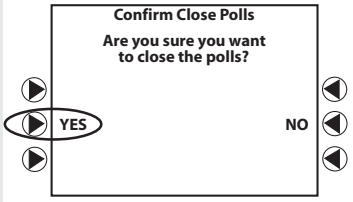
9. Connect the eSlate printer to AC power by lifting the storage compartment cover and inserting the power cord into the power port immediately above the printer unit.

10. Reconnect the eSlate to the JBC and/or daisy chain by inserting the booth cable into the rear of the last booth. Look for the "Thank you" page with the waving American flag, indicating that the vote has been recorded. The booth is now available for the next voter.

closing the polls: election day

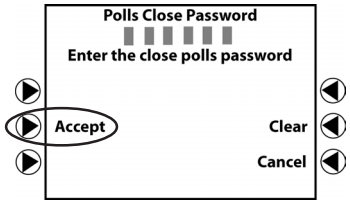
1. Wait for all voters in the polling place to finish voting.

2. On the JBC, press **CLOSE POLLS**. It is located below the JBC screen.

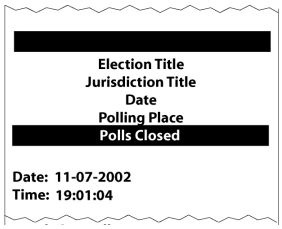


3. The JBC confirms that you want to close the polls.

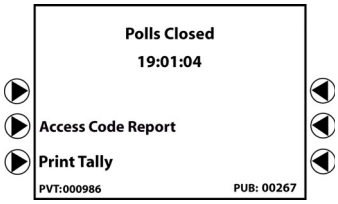
   Press the ▶ next to **YES**.



4. Follow the prompts on the JBC screen to enter the **Close Polls Password**. Press the ▶ next to **ACCEPT**.



5. A "Polls Closed" report prints. Leave this on the JBC to be filed with the other Close Polls reports.



6. Are you authorized to select the **PRINT TALLY** option, if available on the JBC screen?

   - If **NO**…
     Proceed to Step 8.

   - If **YES**…
     Continue with Step 7.

Select **PRINT TALLY** **only** if *specifically* instructed to do so by your local Elections Office.

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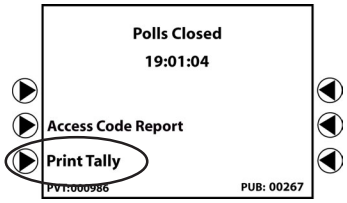
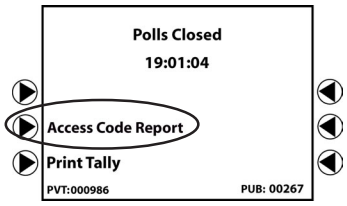
closing the polls: election day

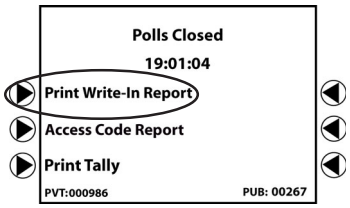


7. Press the ▶ next to **Print Tally.** Tear off the Close Polls reports.

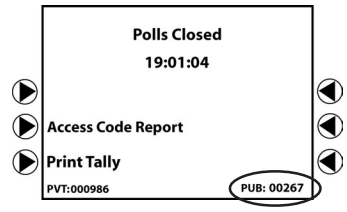
   Repeat as necessary to print additional copies of Tally report, in accordance with state and local guidelines.



8. Press the ▶ next to **Access Code Report** and tear off the report.



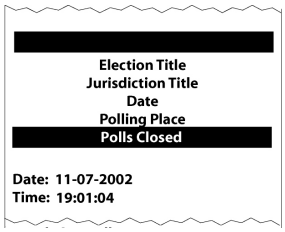
9. Press the ▶ next to **Print Write-In Report**, if applicable, and tear off the report.



10. Check the end-of-day Public Count **(PUB)** and use your report(s) to complete the **Reconciliation Log.**

11. File reports in the appropriate envelope.

12. Press the ▶ next to the bottom-left option on the JBC screen.
    Leave this copy of the final report on the JBC.



13. Check that you have all Election Day reports:
    - Open Polls Reports filed
    - Close Polls Reports filed
    - Final report left on the JBC

14. Unplug the JBC's battery key and black AC power cable.

disconnecting & packing equipment

At the end of each day during early voting:

1. After disconnecting all equipment from all power sources:
   - Disconnect the JBC cable from the first eSlate booth.
   - Coil the JBC cable and power cable and set them to the side of the JBC.
   - Secure the JBC.
2. Secure the entire room where the eSlates are located, or secure the individual eSlates as directed by the Elections Office.
3. **Typically, MBBs and DAU audio cards remain inside their respective equipment. Do not remove the MBB or DAU audio card unless specifically instructed to do so.**

At the end of the final day of early voting and at the end of election day:

1. After disconnecting all equipment from all power sources:
   - Disconnect the JBC cable from the first eSlate booth.
   - Coil the JBC cable and power cable and set them to the side of the JBC.
   - Leave the JBC sealed.
   - Match the JBC serial number to the JBC box serial number, and pack the JBC in its box. The JBC will be transported to the Counting Station, as directed by the Elections Office.
2. **Typically, MBBs and DAU audio cards remain inside their respective equipment. Do not remove the MBB or DAU audio card unless specifically instructed to do so.**

   If the JBC's MBB was removed to be consolidated with eScan results, place the MBB in an MBB Transfer Envelope and follow local procedures to transfer it to the Counting Station, as directed by the Elections Office.
3. Disconnect each eSlate printer from AC power.
4. Disconnect each booth cable.
5. Pack the headphones, tactile input switches, booth cable, and AC power cord into the booth storage compartment.
6. Disassemble each booth's fabric privacy screen by releasing it from its posts, curling the screen, and fastening it with the plastic clip. Lower the booth top and secure the latches.
7. Turn the booth over and disassemble the booth legs in reverse order.
8. Prepare appropriate envelopes, logs, and all other paperwork for transport to the Counting Station as directed by the Elections Office.

troubleshooting guide

Aborted access codes

If all power fails

Call the Elections Office or Help Desk if power fails. An *Aborted Access Codes Report* prints when power returns.

▷ Find the voters with aborted ACCESS CODES, and print new ACCESS CODES for them.

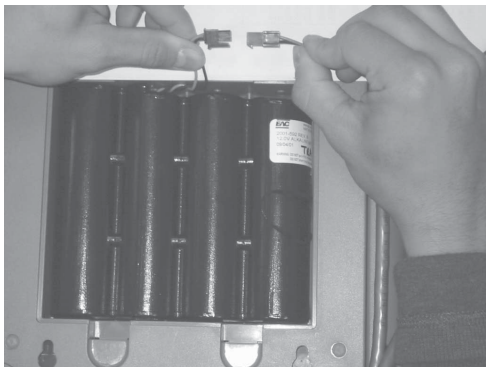
▷ File *Aborted Access Codes Reports* in the appropriate envelope.

If backup power engages for all or part of the system

▷ An *Aborted Access Codes Report* does not print.

Battery operations

If you are directed to connect a new eSlate battery pack



▷ Locate and open the battery door on the back of the eSlate.

▷ Insert the battery pack with the plug in the upper right-hand corner.

▷ Line up the colored wires and connect the battery pack into its plug, and then slip the wires into the slot on the battery pack.

▷ Close the door and continue with eSlate setup.

▷ If the eSlate batteries are working correctly, **Battery** will appear in the lower right-hand corner of the language or access code page.

If the batteries are not working, **call the Elections Office or Help Desk.**

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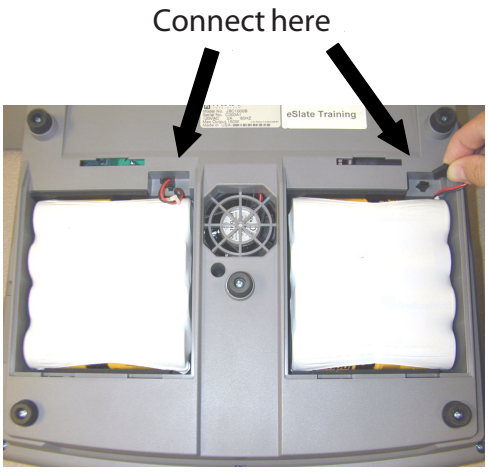
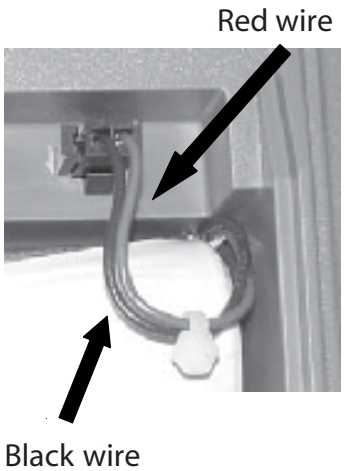
troubleshooting guide

Battery operations (cont.)

If you are directed to connect new JBC battery packs





- ▷ Carefully turn over the JBC on a soft surface so that you can access the battery compartments.
- ▷ Open both battery compartments.
- ▷ Connect the JBC battery packs to the JBC so that the black wire is to the left and the red wire is to the right.
- ▷ Close the battery compartments and return the JBC to its upright position.
- ▷ Plug in the JBC battery key.
- ▷ If the JBC is not connected to AC power, the JBC will power on if the batteries are connected correctly.
- ▷ If the JBC is connected to AC power, the power status on the JBC screen will indicate **BATT[OKAY]** if the batteries are connected, and **BATT[NONE]** if they are not working correctly.

⚠ If the batteries are not working, **call the Elections Office or Help Desk.**

continued on next page ⇨

troubleshooting guide

Battery operations (cont.)

Battery shutoff when closing polls

▷ JBC and eSlate battery power is automatically shut off after a short period of time once the **CLOSE POLLS** button is pushed at the end of the day. There is no need to disconnect the eSlate batteries or the JBC battery key.

If the JBC is running on battery power only and the battery shuts off before all close polls reports are printed

Election Day

▷ Disconnect the JBC battery key.

▷ Turn the JBC over on a soft surface, open the battery compartments on the back of the JBC, and unplug both battery connections.

▷ Wait a minute, and reconnect the battery connections. Close the battery compartments.

▷ On the JBC, press the ▶ next to **Print Tally.**

Early Voting

▷ Disconnect the JBC battery key.

▷ Turn the JBC over on a soft surface, open the battery compartments on the back of the JBC, and unplug both battery connections.

▷ Wait a minute, and reconnect the battery connections. Close the battery compartments.

▷ On the JBC, press the ◀ next to **Done.**

▷ Press the ▶ next to **Next.**

▷ Press **CLOSE POLLS.**

▷ Press the ▶ next to **Suspend Report.**

continued on next page ⇨

troubleshooting guide

Battery operations (cont.)

When an eSlate battery does not work

▷ Open the battery compartment on the back of the eSlate and check connections.

⚠ If the batteries still do not work, **call the Elections Office or Help Desk.**

When a JBC battery does not work

▷ Disconnect and reconnect the JBC battery key.

▷ Turn the JBC over on a soft surface, open the battery compartment on the back of the JBC and check connections.

⚠ If the batteries still do not work, **call the Elections Office or Help Desk.**

CLOSE POLLS button

If someone has pushed the CLOSE POLLS button before closing time

▷ If you are still able to, respond to the JBC prompt, "Are you sure you want to close polls?" by pressing the ◀ next to **NO** and continue normal operations.

▷ If you are on the **Close Polls Password** screen, press the ◀ next to **Cancel** and you will return to the **Polls Open Menu**.

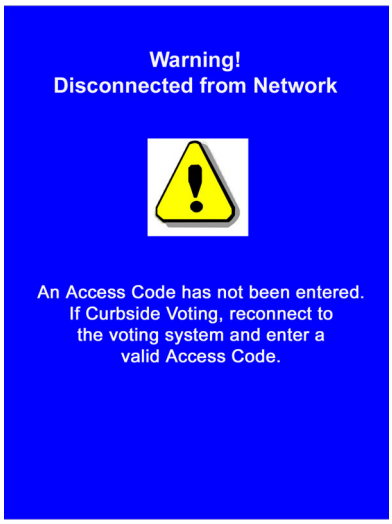
⚠ If you see the **Polls Closed** screen before closing time and it is Election Day, **call the Elections Office or Help Desk.**

▷ If you see the **Polls Suspended** screen and it is an Early Voting day, disconnect the JBC from all power sources (battery key and AC), power the JBC back on and assign eSlate booth numbers. Enter the **Polls Open Password** and press **Accept**.

troubleshooting guide

Curbside eSlate errors

If the curbside eSlate was disconnected before entering the voter's ACCESS CODE



- ▷ The eSlate displays a warning indicating that the curbside unit has been disconnected from the network without first entering a valid ACCESS CODE.
- ▷ Reconnect the eSlate to the daisy chain by inserting the booth cable into the rear of the booth.
- ▷ Wait for the Select Language or Access Code Page to reappear.
- ▷ Enter a valid ACCESS CODEinto the curbside unit.
- ▷ **After** the ballot is visible, disconnect the curbside unit from the daisy chain and take it to the voter.

If the curbside eSlate was disconnected before entering the voter's ACCESS CODE and the eSlate does not respond after reconnecting to the daisy chain

- ▷ Wait until all voters currently on eSlates have finished voting.
- ⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- ▷ Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- ▷ Assign booth numbers to the eSlates.
- ▷ Enter the **Polls Open Password** and press **Accept.**
- ▷ Re-enter the ACCESS CODE into the curbside unit.
- ▷ **After** the ballot is visible, disconnect the curbside unit from the daisy chain and take it to the voter.

troubleshooting guide

Curbside eSlate errors (cont.)

If the screen goes blank when the curbside eSlate unit is disconnected from the daisy chain

- Turn the eSlate unit over and check the battery connection.
- Check that the battery backup is working by pressing **CAST BALLOT** and **ENTER**. If it is not working, replace the battery. Curbside eSlate units **must** have battery power.
- Plug the curbside eSlate back into the daisy chain.
- Wait until all voters currently on eSlates have finished voting.

Do not close polls. Unplug the JBC from all power sources (battery key and AC).

- Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- Assign booth numbers to the eSlates.
- Enter the **Polls Open Password** and press **Accept**.
- Re-issue the voter a new ACCESS CODE. Enter the ACCESS CODE into the curbside unit.
- Disconnect the curbside unit from the daisy chain and take it to the voter.

troubleshooting guide

DAU audio card errors

If a DAU audio card error occurs

▷ Make sure that the DAU audio card is in the slot, and then push on it to make sure it is fully engaged.

If a DAU audio card is missing

▷ Make sure that the eSlate in question is supposed to be used as a DAU eSlate. DAU eSlates can function without the DAU audio card, but sound will not be available.

If you need to insert a DAU audio card

▷ Firmly push the card until it snaps in place and is secure.

This end goes into the DAU eSlate. ➡

If the headphones have no sound

▷ Turn the **SELECT** wheel on the DAU eSlate to test whether the headphones produce sound.

▷ Check the volume level on the headphones.

▷ If there is no sound, wait until all voters currently on eSlates have finished voting.

⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).

▷ Plug the JBC back into all power sources (battery key and AC). File any reports in the appropriate envelope.

▷ Assign booth numbers to the eSlates.

▷ Enter the **Polls Open Password** and press **Accept**.

▷ Test the sound again.

troubleshooting guide

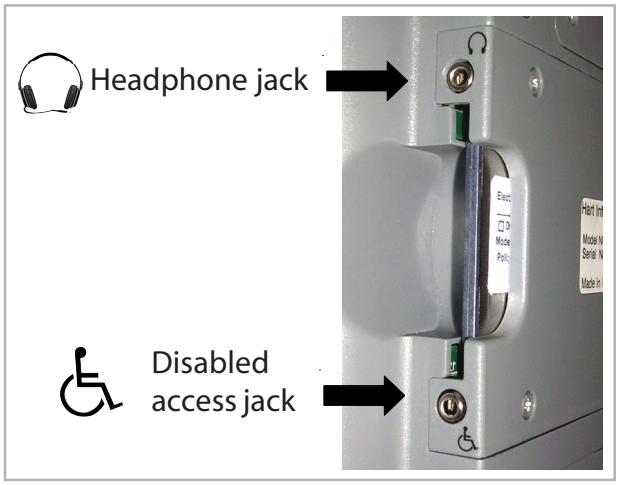
DAU audio card removal

Only perform this procedure if you have been directed to remove the DAU audio card.

- Grasp the DAU audio card between your fingers and pull.
- The DAU audio card slides out with some resistance.

DAU headphones or tactile input switches do not work

If the headphones or tactile input switches do not work



- Push on the DAU audio card to make sure it is fully engaged.
- Check to make sure that the headphones and tactile input switches are plugged in to the correct jacks. The headphones jack has a picture of a pair of headphones next to it. The disabled access jack has a wheelchair symbol next to it.
- Push the plugs to make sure they are fully inserted into the jacks.
- If the tactile input switches have a "Y" connector, check the "Y" connection to make sure that the jacks and plugs are completely connected.
- If there is no response from the headphones and/or tactile input switches, try a different set.
- If there is still no response, wait until all voters currently on eSlates have finished voting.

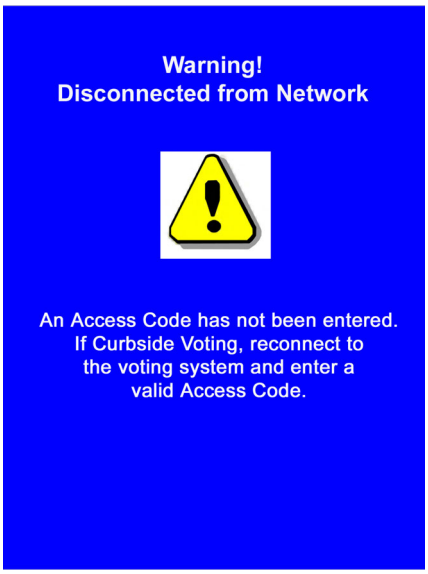
Do not close polls. Unplug the JBC from all power sources (battery key and AC).

- Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- Assign booth numbers to the eSlates.
- Enter the **Polls Open Password** and press **Accept**.
- Test the headphones or tactile input switches again.

troubleshooting guide

Disconnection from network

If the eSlate displays, "Warning! Disconnected from Network"



- ▷ The eSlate displays a warning message if the unit is disconnected from the daisy chain without first having a curbside ballot enabled.
- ▷ Reconnect the eSlate to the daisy chain by inserting the booth cable into the rear of the booth.
- ▷ Lift the storage compartment cover above the eSlate and confirm that the pigtail is also firmly connected into the top of the eSlate unit.
- ▷ Wait for the Select Language or Access Code Page to reappear.
- ▷ Continue processing voters. If you wish to issue a curbside ballot, follow the steps under *Curbside Voting*.

If the eSlate does not respond after reconnecting to the daisy chain

- ▷ Wait until all voters currently on eSlates have finished voting.

⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).

- ▷ Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- ▷ Assign booth numbers to the eSlates.
- ▷ Enter the **Polls Open Password** and press **Accept.**
- ▷ Confirm that the Select Language or Access Code Page appears on all eSlates in the daisy chain.
- ▷ Continue processing voters. If you wish to issue a curbside ballot, follow the steps under *Curbside Voting*.

troubleshooting guide

eSlate or DAU eSlate does not work

eSlates are "Unavailable" Polls opened without assigning booths

Do not close polls. Unplug the JBC from all power sources (battery key and AC).

- Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- Assign booth numbers to the eSlates, making sure to press **ENTER** on each eSlate unit to assign the unit a booth number.
- Enter the **Polls Open Password** and press **Accept**.

If the eSlate is not working

- Find out what the voter at that eSlate was trying to do. It may be that the voter is confused.
- Check the JBC booth status lights for the eSlate that has quit working. If the light is OFF, the eSlate is out of service in the daisy chain.
- Check the cable connections to and from the booth.
- Check the booth status lights on the JBC again.
- If the eSlate is still not functioning correctly, wait until all voters currently on eSlates have finished voting.

Do not close polls. Unplug the JBC from all power sources (battery key and AC).

- Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- Assign booth numbers to the eSlates.
- Enter the **Polls Open Password** and press **Accept**.
- If booths were disabled while voters were voting, print new ACCESS CODES for voters whose ACCESS CODES were canceled or aborted.

If the eSlate is still non-functional, **call the Elections Office or help desk.**

continued on next page ⇨

troubleshooting guide

eSlate or DAU eSlate does not work

If the eSlate shows an internal alert

- ▷ Wait until all voters currently on eSlates have finished voting.
- ⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- ▷ On the eSlate with the internal alert, disconnect and reconnect the battery pack.
- ▷ Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- ▷ Assign booth numbers to the eSlates.
- ▷ Enter the **Polls Open Password** and press **Accept**.
- ⚠ If the eSlate still shows an internal alert, **call the Elections Office or Help Desk.**

Extra access codes

If a JBC operator generates extra ACCESS CODES

- ▷ If a JBC operator generates extra ACCESS CODES, they must not be entered into an eSlate. The following steps ensure that any extra ACCESS CODES printed will expire, and also document the reason an extra ACCESS CODE was printed.
- ▷ On the back of the extra ACCESS CODE, write a note explaining what happened.
- ▷ File the ACCESS CODE in the appropriate envelope.
- ▷ Print a correct ACCESS CODE for the voter, if needed.

troubleshooting guide

JBC does not work

If the JBC is not working

- Ensure that the JBC operator is clear about procedural steps. If necessary, return to the Polls Open Menu and begin again.
- Note any error messages that appear on the JBC screen.
- **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- Disconnect and reconnect the JBC cable from the "Booth Out" port on the JBC.
- Turn the JBC over on a soft surface, open the two battery compartments on the back of the JBC and check connections.
- Reconnect the JBC battery key.
- Confirm that the AC power cord is plugged into the back of the JBC, and into a working outlet. If using a power strip, confirm that the power strip is turned on.

If the JBC is still non-functional, **call the Elections Office or Help Desk.**

troubleshooting guide

Invalid Card

If the JBC screen displays an "Invalid Card" message

Call the Elections office or Help Desk and report the invalid card. The JBC or MBB must be replaced with equipment that has the proper security configuration.

MBB error

If the JBC screen displays an MBB error

- Wait until all voters currently on eSlates have finished voting.
- **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- Assign booth numbers to the eSlates.
- Enter the **Polls Open Password** and press **Accept**.
- If you still get an MBB error, **call the Elections office or Help Desk.**

MBB removal

To remove the MBB

- **Only remove the MBB if your instructions specifically call for this. Otherwise, bring the entire JBC to the substation or central counting facility.**
- Break the wire security seal securing the MBB slot on the right-hand side of the JBC.
- Grasp the end of the MBB and pull firmly.
- Follow local procedures for transporting the MBB to a substation or central counting station.

troubleshooting guide

Password error

If you get an error on a JBC password screen

- ▷ The JBC automatically clears passwords entered incorrectly.
- ▷ Try re-entering the password again.
- ⚠ If you still get an error message, **call the Elections Office or Help Desk.**

Power fails

If power fails

- ⚠ **Call the Elections Office or help desk** and report the power failure. Ask voters to stay at the booths with their ACCESS CODES.
- ▷ If you have backup battery power, the equipment connected to batteries will operate as usual.

If only some eSlate units have backup battery power

When AC Power Returns

- ▷ Wait until all voters currently on eSlates have finished voting.
- ⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- ▷ Plug the JBC back into all power sources (battery key and AC). File any reports that print in the appropriate envelope.
- ▷ Assign booth numbers to the eSlates.
- ▷ Enter the **Polls Open Password** and press **Accept**.

If the polling place has no battery backup

- ▷ An *Aborted Access Codes Report* prints when AC power returns.
- ▷ Access codes for any ballots successfully cast despite the power outage will appear on the *Recovered Access Code Report*.
- ▷ Assign eSlate booth numbers, find voters with **aborted** codes, and print new ACCESS CODES for them. File the *Aborted Access Codes Report* in the appropriate envelope.

troubleshooting guide

Power status on the JBC

Power status is displayed on the Polls Open screen

- **AC [OKAY]** --The JBC is plugged in and the outlet is working correctly.
- **AC [NONE]** --The JBC is not plugged into the outlet or the outlet is not working correctly.
- **BATT [OKAY]** --The JBC has batteries and the batteries are working correctly.
- **BATT [NONE]** --The JBC does not have batteries or the batteries are not working correctly.

Power status on the eSlate

Power status on the language or ACCESS CODE page

- **Battery** -- The eSlate has a battery pack and it is working correctly.
- If nothing appears, either the eSlate does not have a battery pack or the battery pack is not working correctly.

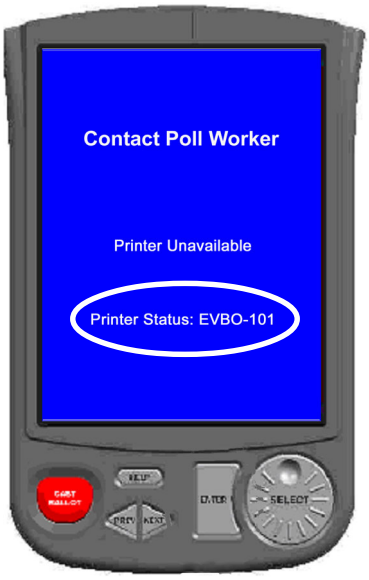
Power status on the Response Test page

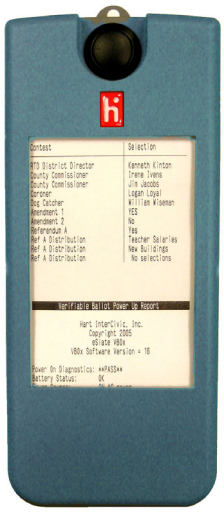
- **Battery [OKAY]** --The eSlate has batteries and the batteries are working correctly.
- **Battery [NONE]** --The eSlate does not have batteries or the batteries are not working correctly.

troubleshooting guide

Printer, eSlate VBO

Below is a list of eSlate printer error codes that may appear on the eSlate. If one of these error codes is displayed, **contact the Elections Office or Help Desk** for further assistance.





EVBO-101 Battery low. The printer has less than 10 minutes of continuous print time remaining on the battery currently powering the printer. *Contact the Elections Office to have the printer replaced.*

EVBO-102 Paper low. The paper has reached the low paper mark. *Contact the Elections Office to have the printer replaced.*

EVBO-103 Communication error. There has been no communication with the printer for the last 15 seconds. Check the connections (see following page for instructions).

EVBO-104 Paper jam. *Contact the Elections Office to have the printer replaced.*

EVBO-105 Paper out. There is no paper in the eSlate printer. *Contact the Elections Office to have the printer replaced.*

EVBO - 200 Internal communication error. There is a communication problem within the eSlate printer. Check the connections (see following page) and restart the system. *If the problem persists, contact the Elections Office to have the printer replaced.*

EVBO-201 Paper locking mechanism error. The paper locking mechanism is not engaged. *Contact the Elections Office to have the printer replaced.*

EVBO-202 Printer head over temperature error. The printer head is excessively hot. Disconnect the printer from AC power by pulling the power cord from the power port. Wait 5-10 minutes before using the printer again.

EVBO-203 General error. *Contact the Elections Office to have the printer replaced.*

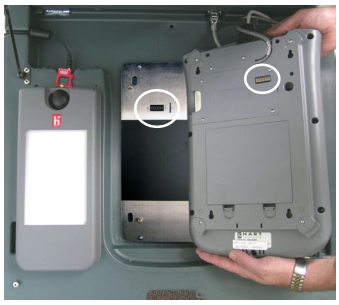
troubleshooting guide

Printer, eSlate VBO

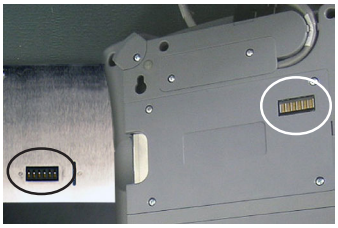
To check the connection to the eSlate printer

Grasp lower and top edge of eSlate machine

Slide machine upward to free it from its mounting pegs



Turn eSlate over and examine contact points on eSlate and on booth



Contact points on booth and on eSlate must be aligned when eSlate is in booth

- ▷ Check the VBO printer's AC power connection at the power port, the power "brick," and the outlet or power strip.
- ▷ Grasp the lower edge and top edge of the eSlate voting machine and slide the machine upward to unlock it from its mounting pegs inside the booth.
- ▷ Pull the eSlate machine toward you to free it from its mounting pegs.
- ▷ Gently turn over the eSlate so that the back of the machine is visible. Be careful not to lay the eSlate on any sharp edges, or on the gold contact points, to prevent the screen from being scratched.
- ▷ Closely examine the gold contact points on the booth's metal backplate and on the back of the eSlate to ensure that the contacts are clean and that no damage is visible. If necessary, gently wipe and/or straighten the contact points.
- ▷ To reinstall the eSlate in its booth and ensure a good connection, carefully place the eSlate on its four mounting pegs and then slide the unit downward to lock it into place.
- ▷ The eSlate is correctly aligned when the lower edge of the voting machine rests against the bottom edge of the depression in the booth. A properly aligned eSlate is also on a plane level with the booth, and its storage compartment lid can be closed without hitting the top edge of the eSlate.
- ▷ If a communication error persists, try using your hands to apply pressure to the eSlate unit to ensure that it is pressing against the gold contact points inside the booth.

troubleshooting guide

Printer, JBC

Printer error -- Add Paper to Printer

▷ See instructions for changing paper on next page.

Printer error -- Move Printer Lever

▷ Open the printer cover.

▷ Check to make certain the feed lever is **DOWN**.

▷ Replace the cover and press the ▶ next to **Continue.**

Printer error -- Check Printer

▷ Check the feed lever and the paper roll.

If the printer is disabled and you want to enable it

▷ Press the ◀ next to **Other** on the JBC **Polls Open Menu**, and then press the ▶ next to **Enable Printer**.

If the printer is out of service

⚠ If the printer still does not work, **call the Elections Office or Help Desk.**

▷ Make certain you have pen and paper handy, as you will have to write down ACCESS CODES to give to voters until the JBC can be replaced.

▷ Press the ▶ next to **Disable Print**.

▷ The JBC screen returns to the **Polls Open Menu**.

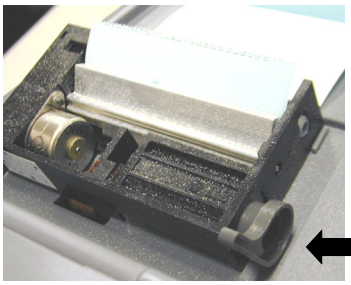
▷ When you add a voter, the ACCESS CODE will appear on the JBC screen. Write down the code for the voter on a slip of paper. To continue, you will still need to press the ▶ next to **Print** for each ACCESS CODE, although the printer is disabled.

continued on next page ⇨

troubleshooting guide

Printer, JBC (cont.)

To change the printer paper



Printer tape rolls out from the bottom

- ▷ Open the lid to the printer by pressing on the tab on the back of the lid and lifting. Before removing the old roll, notice how the spindle is inserted through the paper roll and observe the routing of the paper under the rubber roller.
- ▷ On the right-hand side of the printer compartment, there is a feed lever. In order for the printer to print, it must be **DOWN**. In order to change the paper, you must lift it **UP**. Lift the lever.
- ▷ Take the old paper off the spindle (like changing paper towels) and insert the spindle into the new roll of paper. Gently peel the free end of the paper off the roll and insert the new roll into its place in the printer compartment so that the roll feeds from the bottom. The spindle tips go into the slots (see picture at left).
- ▷ Slip the free end of the paper under the rubber roller and turn the roller by hand to feed the paper through.
- ▷ After you get enough paper fed through (around the rubber roller and past the silver shield) pull some extra paper out, and thread this through the slot on the printer cover so that you have some lead when you close the lid.
- ▷ Push the feed lever **DOWN** and close the lid. You are ready to print.

troubleshooting guide

Reports, printing

If you must print additional copies of the Tally or Access Code Report

- ▷ From the JBC **Polls Closed** Screen, press the ▶ next to **Print Tally** or **Access Code Report**.
- ▷ If you must restart the JBC to print reports after the polls are closed, follow the JBC prompt to enter the **Polls Close Password** and press the ▶ next to **Accept** before printing reports.

Restarting the system

If you must restart the JBC to correct a system problem

- ▷ Wait until all voters currently on eSlates have finished voting.
- ⚠ **Do not close polls.** Unplug the JBC from all power sources (battery key and AC).
- ▷ Plug the JBC back into all power sources (battery key and AC).
- ▷ Assign booth numbers to the eSlates.
- ▷ Enter the **Polls Open Password** and press **Accept**.
- ▷ If applicable, file the "Aborted Access Codes " report in the appropriate envelope.
- ▷ File any other reports that print in the appropriate envelope.
- ▷ Print new ACCESS CODES for voters who had codes aborted or canceled.
- ▷ Continue normal operations.

Screen on eSlate or JBC is dark

If the eSlate or JBC is used in direct sunlight, the display may darken

- ▷ Move the equipment to a shaded or indoor area. The darkening effect will diminish completely in a few minutes.
- ▷ If the screen contrast does not return to normal, check that the battery pack is connected correctly. Undue heat may be the result of a battery pack that is incorrectly connected with reversed polarity.

troubleshooting guide

Verifiable Ballot Option (VBO)

▷ See ***Printer, eSlate VBO***

Voter enters the wrong language choice

If the voter is on the ACCESS CODE page

▷ The voter can use **PREV** to go back and change the language choice.

If the voter is on a ballot page

▷ Cancel the booth (a process similar to spoiling a ballot). On the JBC **Polls Open Menu**, press the ◀ next to **Other**, and then press the ▶ next to **Cancel Booth.**

▷ Record the cancellation on the **Canceled Booth Log.**

▷ After canceling the booth, issue the voter a new ACCESS CODE.

Voter gets the wrong ballot style

If a voter claims to have the wrong ballot displayed on the eSlate

▷ Confirm that the voter has the wrong ballot style.

▷ Cancel the booth (a process similar to spoiling a ballot). On the JBC **Polls Open Menu**, press the ◀ next to **Other**, and then press the ▶ next to **Cancel Booth.**

▷ Record the cancellation on the **Canceled Booth Log.**

▷ Issue the voter a new ACCESS CODE, taking special care to verify the voter's precinct I.D.

troubleshooting guide

Voter needs DAU features

If the voter is on the language or ACCESS CODE page of the eSlate

▷ The voter can use **PREV** to go back, relocate to a DAU booth, and then resume as usual.

If a voter needs DAU features, but has already entered the ACCESS CODE and the ballot is displayed on the eSlate

▷ Cancel the booth. This is a "Spoiled Ballot". On the JBC **Polls Open Menu**, press the ◀ next to **Other**, and then press the ▶ next to **Cancel Booth.**

▷ Record the cancellation on the **Canceled Booth Log.**

▷ Issue the voter a new ACCESS CODE and direct him or her to a DAU booth.

Voter's precinct I.D. on JBC

To display a voter's precinct I.D. on the JBC

▷ After you have pressed the ▶ next to **Add Voter**, select the voter's I.D. by pressing the ▶ or ◀ next to the precinct I.D. on the screen, or use the keypad to enter all digits of the voter's precinct I.D.

▷ The JBC screen displays a maximum of six precinct I.D.s at a time. If you do not see the precinct you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of precinct I.D.s until you find the desired precinct I.D.

⚠ If you cannot find the voter's precinct I.D., **call the Elections Office or help desk.**

▷ On JBCs with only one assigned precinct, the precinct I.D. screen will not be displayed on the JBC.

troubleshooting guide

Voter registration computer does not work

If a voter registration computer connected to the JBC stops working

Call the Elections Office or help desk.

- Qualify voters manually, and get their precinct I.D.
- You must manually print out ACCESS CODES for each voter.
- On the JBC **Polls Open Menu**, press the ▶ next to **Add Voter**.
- If applicable, select the voter's precinct I.D. by pressing the ▶ or ◀ next to the precinct I.D. on the screen, or use the keypad to enter all digits of the voter's precinct I.D.
- The JBC screen displays a maximum of six precinct I.D.s at a time. If you do not see the precinct you are looking for, use the ▲ or ▼ arrows on the JBC keypad to scroll through additional pages of precinct I.D.s until you find the desired precinct I.D.

On JBCs with only one assigned precinct, the precinct I.D. screen will not be displayed on the JBC.

- Press the ▶ next to **Print**.

Voter requests a "receipt"

For most purposes, a voter's ACCESS CODE slip is adequate proof that the individual voted.

- JBC operators may use the "Check Code" function to display the status of an ACCESS CODE.

notes

eScan Operations

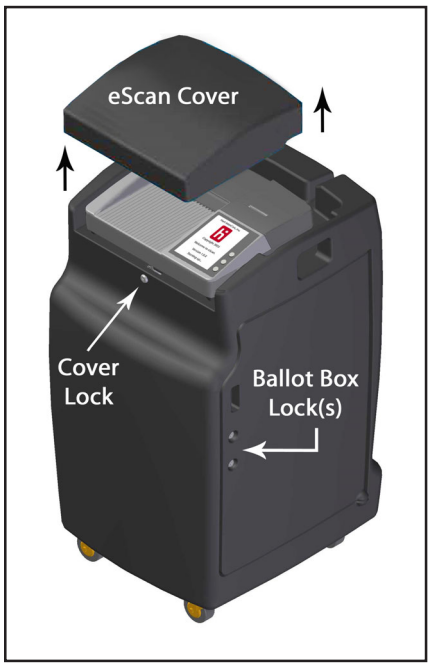
D E S K R E F E R E N C E

setting up: eScan

1. Roll the eScan ballot box to its desired location in the polling place.
   - The eScan must be located close to an AC power outlet.
   - When placing the eScan in the polling place, consider traffic flow and privacy for voters as they cast ballots.
   - When the eScan ballot box is in its desired location, lock the wheels to prevent the device from rolling, if applicable.
2. Unlock the eScan cover. Be sure to store eScan keys in a secure location.
3. Remove the eScan cover and store it in a safe place.

Do NOT place the eScan cover inside the ballot box, as it may interfere with cast ballots as they drop into the ballot box.

4. Unlock the ballot box door and remove the power supply and any other items that may be stored in the eScan ballot box. Be sure to remove both the AC power cord and the power "brick."
5. Configure the emergency ballot slot in accordance with local procedures. Remove the emergency ballot receptacle and confirm that the metal plate covering the emergency ballot slot is in the position (open or closed) specified by the local elections office. (See "Emergency Ballot Slot" in the *Troubleshooting Guide* for details.)
6. Reinsert the emergency ballot receptacle by sliding it onto its rails.
7. Close the ballot box door and lock it securely. Be sure to store the ballot box keys in a secure location.
8. Proceed to the "Opening Polls" sequence.



Right Front View

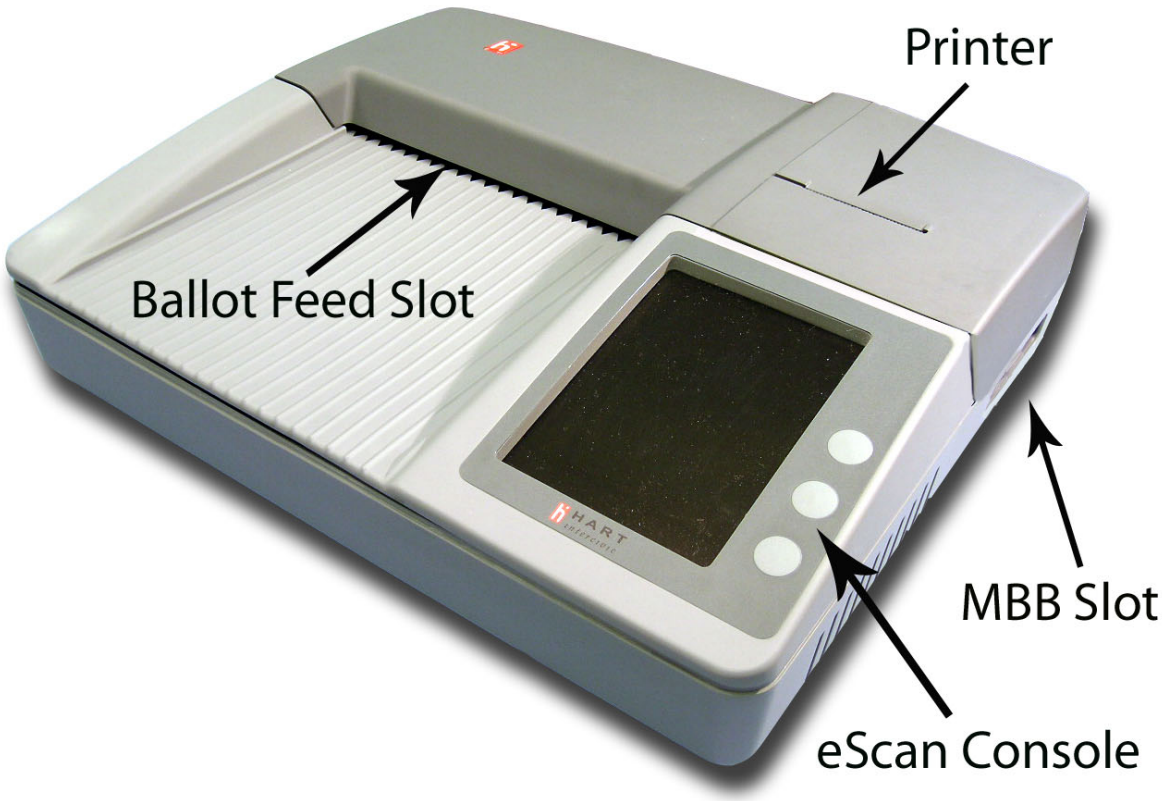
Left Front View

setting up: eScan booths

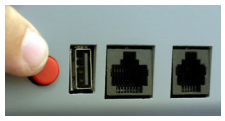
Follow the steps below to set up eScan voting booths.

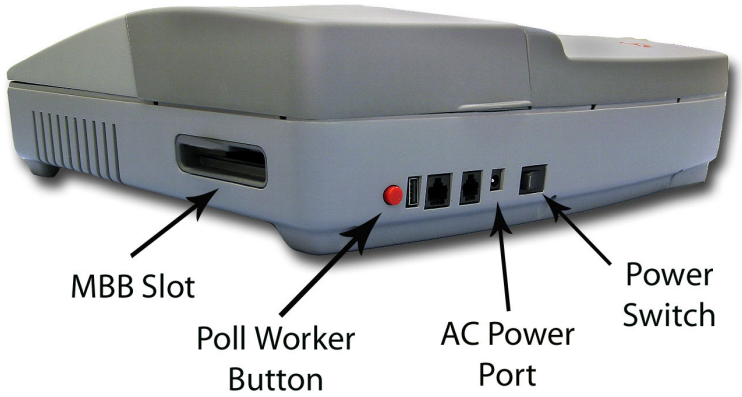
1. Release the plastic latches on the front edge of the voting booth case.
2. Lift the lid and ensure that the support hinges are fully locked in place.
3. Lift the plastic panels that hold the telescopic legs in place.
4. Remove the telescopic legs from their storage space.
5. Close the lid on the voting booth case and secure it shut with the plastic latches.
6. Extend each of the four telescopic legs, ensuring that each is firmly locked in place.
7. Place the voting booth case on the ground, with the four leg holes facing upward.
8. Firmly press the four telescopic legs into the four holes on the voting booth case.
9. Turn the voting booth upright, ensuring that the four legs remain in place.
10. Release the plastic latches on the front edge of the voting booth case.
11. Lift the lid and ensure that the support hinges are fully locked in place.
12. Lift the plastic privacy panels on each side of the voting booth and insert them into the notches on the underside of the lid.

parts of the eScan



Poll Worker Button

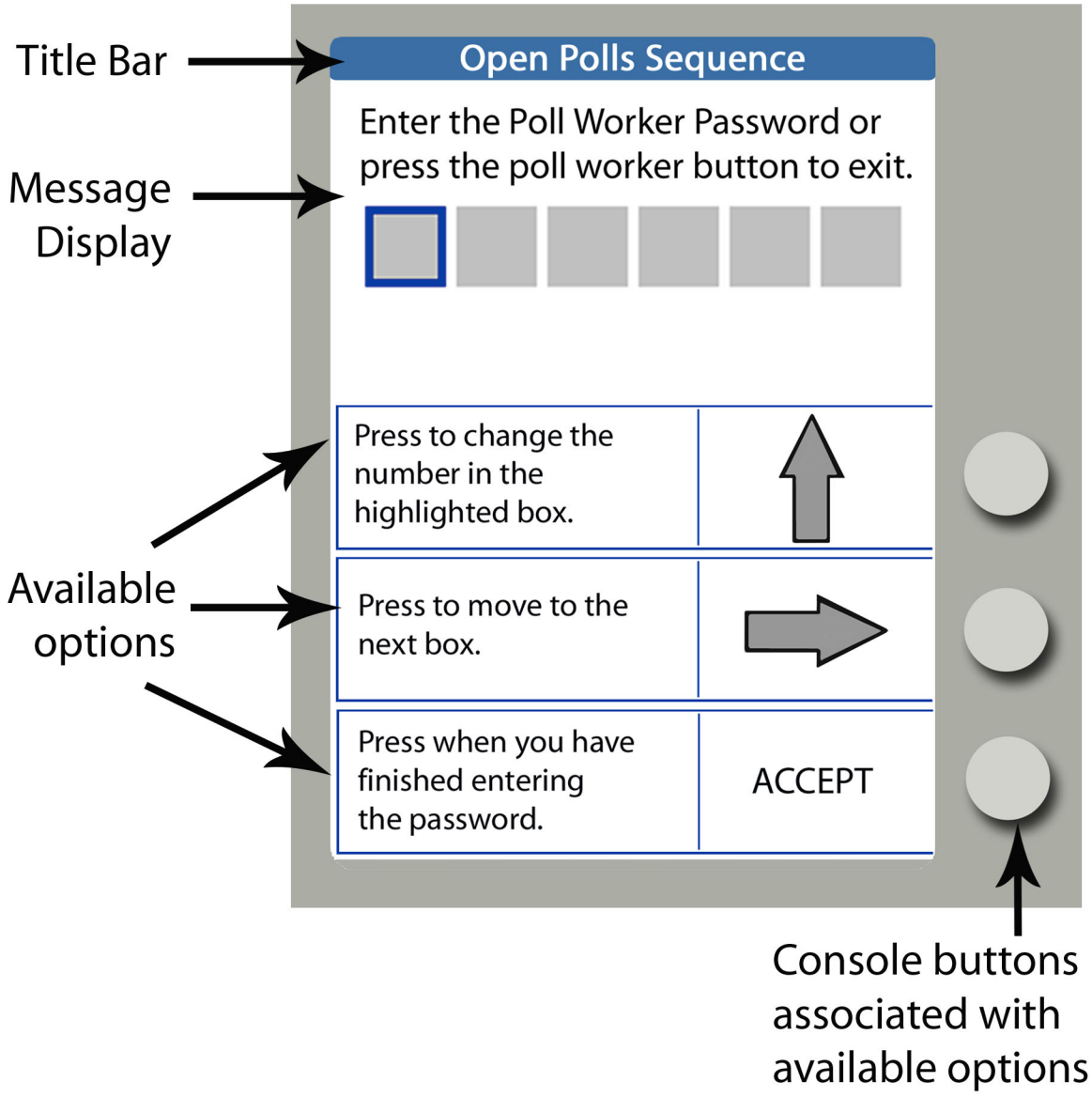




The Poll Worker Button is located on the back panel of the eScan device. Press this button to access Poll Worker functions.

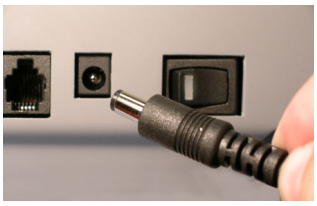
eScan console

The eScan is menu-driven. After reading the message display, press the button next to the option you wish to select.



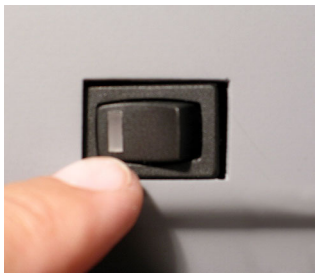
opening polls for election day

1. Insert the power cord into the AC power "brick."

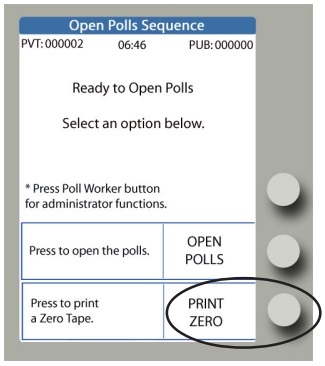


2. Insert the round end of the power cord into the back of the eScan.

3. Plug the power cord into a power outlet. If using a power strip, make sure it is turned on.



4. Press the power switch on the eScan to ON.
   After approximately 30 seconds, the eScan splash screen appears on the console and the *eScan Powerup* report is printed.



5. The eScan displays the **Ready to Open Polls** screen.

   Press the button next to **PRINT ZERO.** Check the *Zero Tape Report* to verify your polling place and/or precincts. Leave the *Zero Tape Report* on the eScan; it will be filed at the end of Opening Polls.

continued on next page ⇨

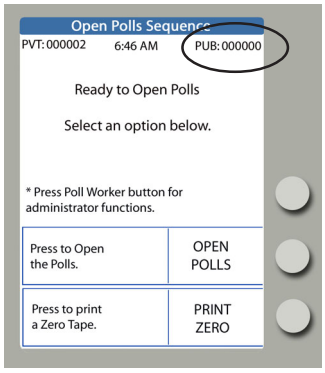
How To Enter Numbers for a Password

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

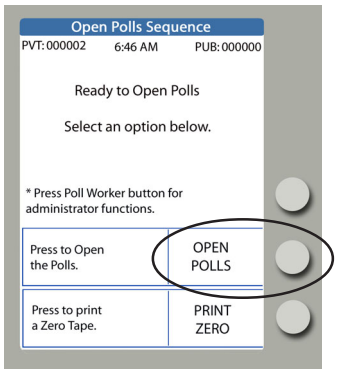
Confidential and Proprietary

LD predelimed

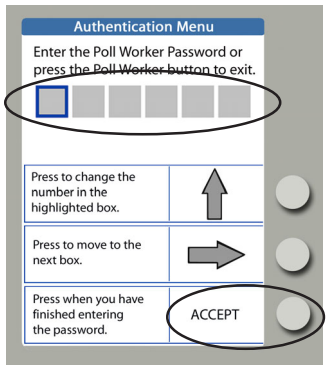
opening polls for election day



6. Enter the eScan Public Count in the **Reconciliation Log**.

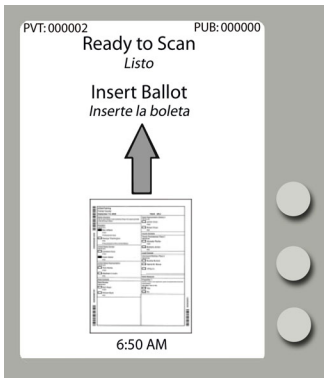


7. Check the time. Press the button next to **OPEN POLLS.**



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

9. Tear off the *Polls Open* reports and file in the appropriate envelope.



10. The eScan displays the **Ready to Scan** screen.

    The eScan is ready to scan voters' ballots.

eScan voter instructions

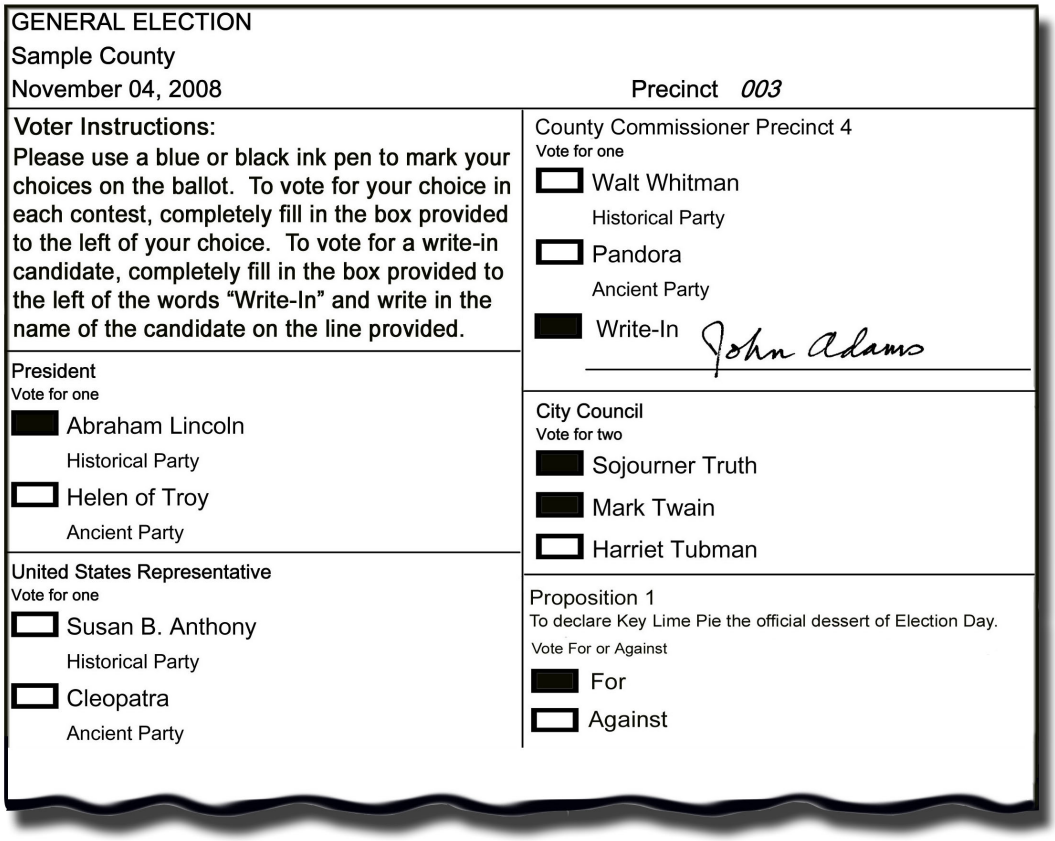
Before each voter gets to a voting booth, explain how to properly mark ballots.

1. Please use black or blue pen to mark your ballot.

2. To vote for your choice in each contest, completely fill in the box to the left of your choice. Make the mark clear and distinct.

3. If more than the allowable number of marks are placed on the ballot for a given contest, the vote will not be counted for that contest.

4. To vote for a write-in candidate, if applicable, completely fill in the box to the left of the words "Write-In" **and** write the candidate's name on the adjacent line.



GENERAL ELECTION
Sample County
November 04, 2008
Precinct *003*

Voter Instructions:
Please use a blue or black ink pen to mark your choices on the ballot. To vote for your choice in each contest, completely fill in the box provided to the left of your choice. To vote for a write-in candidate, completely fill in the box provided to the left of the words "Write-In" and write in the name of the candidate on the line provided.

President
Vote for one
Abraham Lincoln
Historical Party
Helen of Troy
Ancient Party

United States Representative
Vote for one
Susan B. Anthony
Historical Party
Cleopatra
Ancient Party

County Commissioner Precinct 4
Vote for one
Walt Whitman
Historical Party
Pandora
Ancient Party
Write-In John Adams

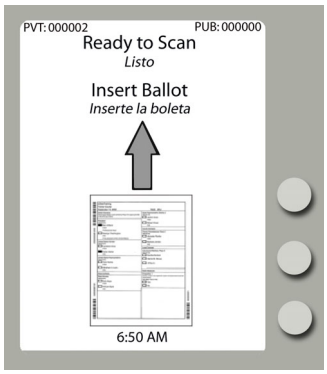
City Council
Vote for two
Sojourner Truth
Mark Twain
Harriet Tubman

Proposition 1
To declare Key Lime Pie the official dessert of Election Day.
Vote For or Against
For
Against

helping eScan voters

1. Go to the booth where a voter has requested help.
2. Stand beside the privacy screen, to protect the voter's secret ballot.
3. Ask the voter how you may assist him or her.
4. Ask appropriate questions to learn what part of the voting process the voter needs help with.
5. **ALWAYS** ask for the voter's ***explicit*** permission before seeing the ballot.
6. Follow state and local guidelines to complete appropriate assistance forms, if required.

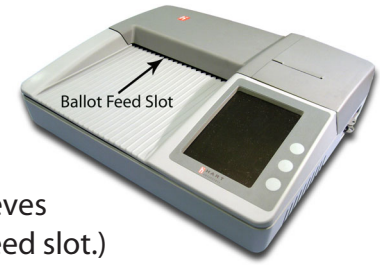
scanning and casting a ballot

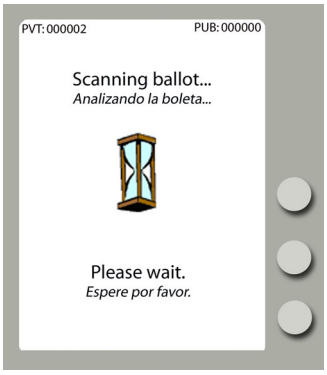


1. The eScan displays **Ready to Scan** when the machine is available for the next ballot.

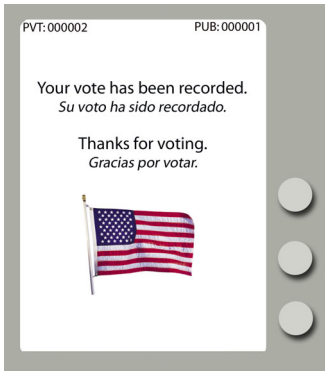
2. Insert the ballot into the ballot feed slot. The eScan scans ballots inserted in any orientation.

   (If available, voters may use privacy sleeves while inserting ballots into the ballot feed slot.)





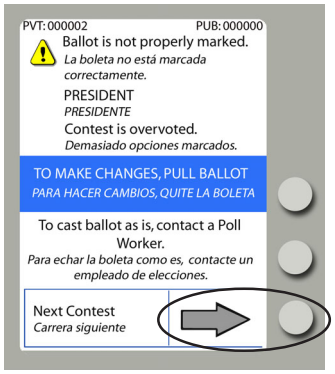
3. Wait while the **Scanning Ballot...** message is displayed.



4. Respond to any Voter Instruction messages.

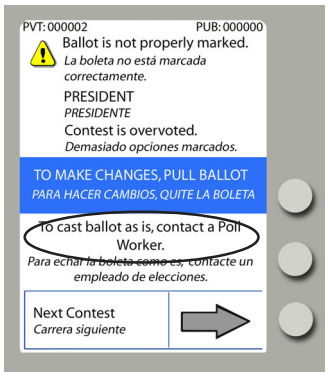
   - If the ballot is *properly marked*, eScan accepts the ballot and displays the waving American flag to indicate that the ballot has been recorded.

scanning and casting a ballot



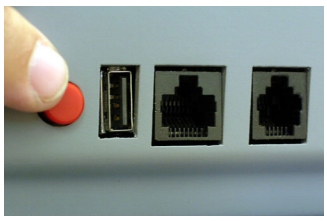
5. (Continued) Respond to any Voter Instruction messages.
   - If the ballot has *improperly marked contests*, information screens appear for each contest that requires attention.

6. To see information about the next contest not properly marked, the voter may select **Next Contest**.
   - Repeat step 5 to see information about additional mismarked contests, as desired.



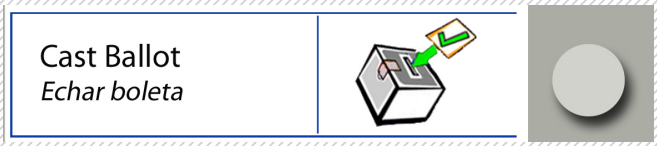
7. To cast the ballot as-is, the voter must request assistance from a Poll Worker.

8. Poll workers should confirm that the voter wishes to cast the ballot as-is by asking, **"Are you sure you want to cast your ballot?"**



9. To override the eScan and accept the voter's ballot, poll workers must press the Poll Worker Button on the rear of the eScan.

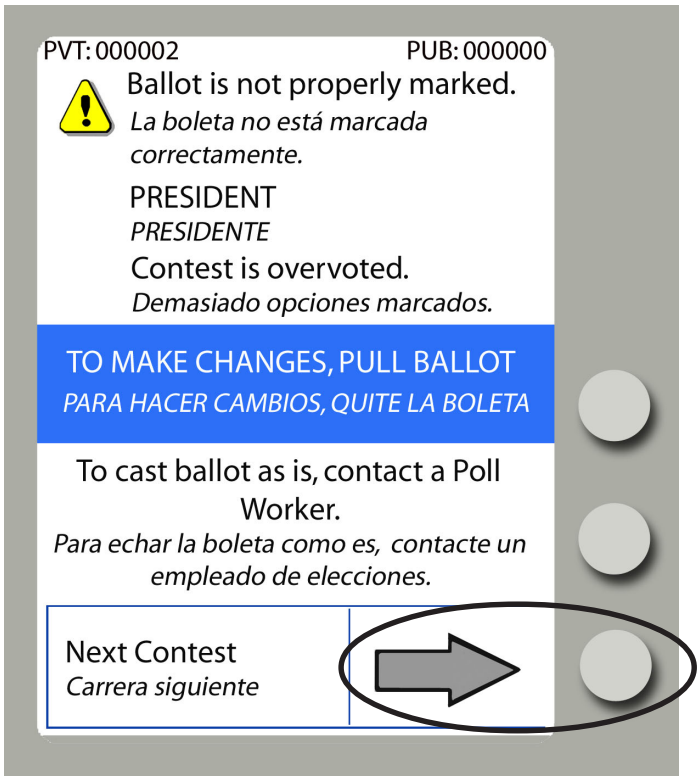
10. The eScan displays the waving American flag, indicating that the ballot has been accepted and recorded.

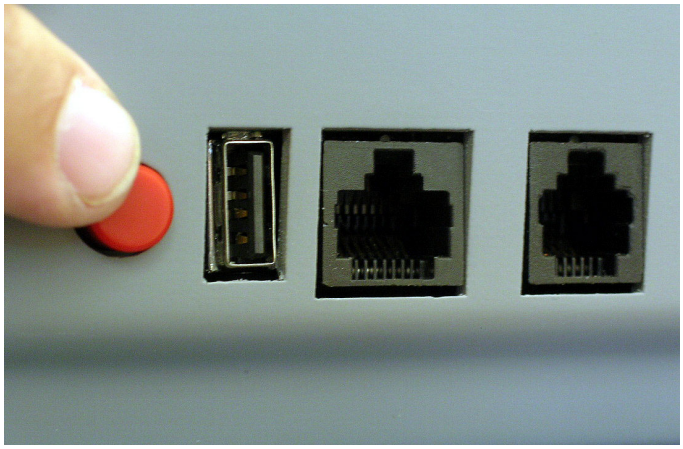


NOTE: In some jurisdictions, voters may have the option to select **Cast Ballot** to cast the ballot as-is, without Poll Worker assistance. **Selecting *Cast Ballot* drops the ballot into the ballot box and records the vote as-is!**

D E S K R E F E R E N C E

helping eScan voters: improper marks





1. When a voter scans a ballot, if the ballot has *improperly marked contests*, information screens appear for each contest that requires attention.

2. Identify the contest name and the type of improper mark(s) on that contest.

   - *Overvote*: Too many options marked.
   - *Undervote*: Too few options marked.
   - *Blank ballot*: No options are marked on the entire ballot.

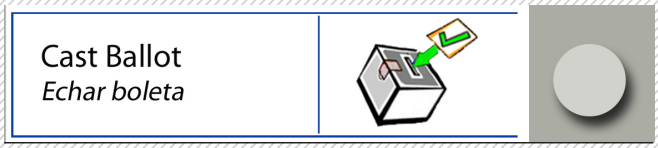
3. To make changes, the voter may remove his or her ballot from the eScan and obtain a new ballot from a poll worker.

4. To see information about the next contest not properly marked, the voter may select **Next Contest**.

5. To cast the ballot as-is, the voter may request assistance from a Poll Worker at any time.

6. Poll workers should confirm that the voter wishes to cast the ballot as-is by asking, **"Are you sure you want to cast your ballot?"**

7. To override the eScan and accept the voter's ballot, press the Poll Worker Button on the rear of the eScan. The waving American flag shows that the vote is recorded.



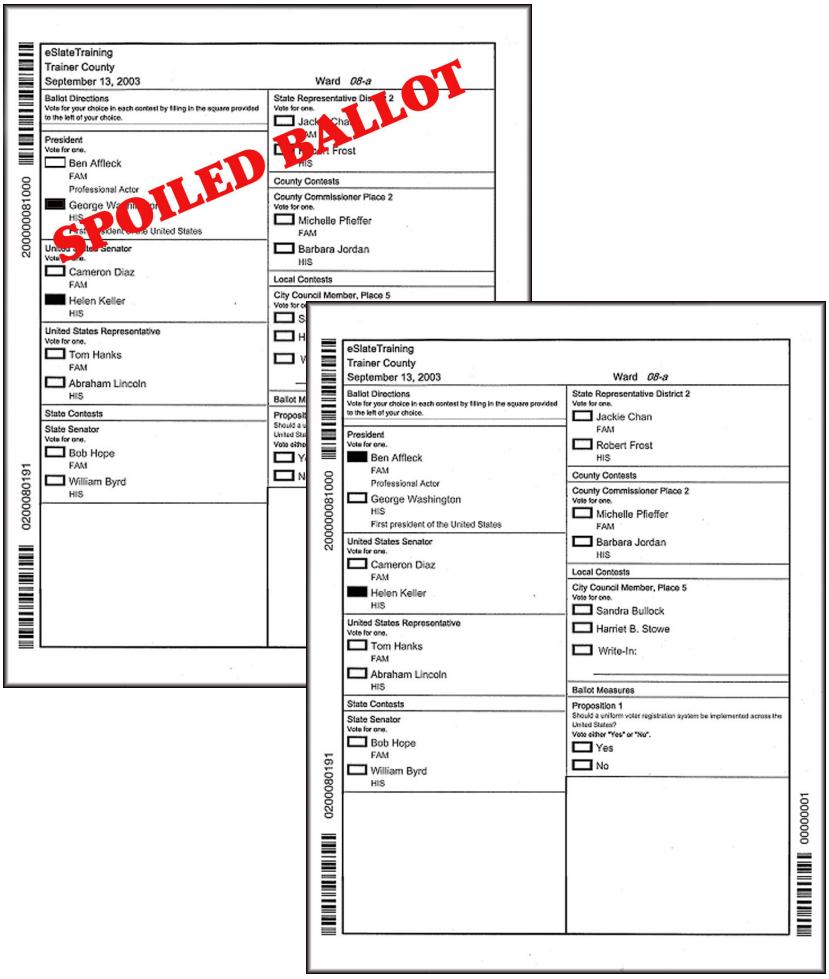
NOTE: In some jurisdictions, voters may have the option to select **Cast Ballot** to cast the ballot as-is, without Poll Worker assistance. **Selecting *Cast Ballot* drops the ballot into the ballot box and records the vote as-is!**

spoiling a ballot

Spoil a ballot if:

- The voter receives the wrong ballot style.
- The voter receives a ballot in the wrong language.
- The voter wishes to make changes to a ballot marked previously.

Follow state and local guidelines to issue a replacement ballot.



notes

closing polls: getting started

Check your local procedures

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

Follow the steps in the appropriate section

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

Sample County
General Election
November 11, 2008
Senior Recreation Center

Detail Report

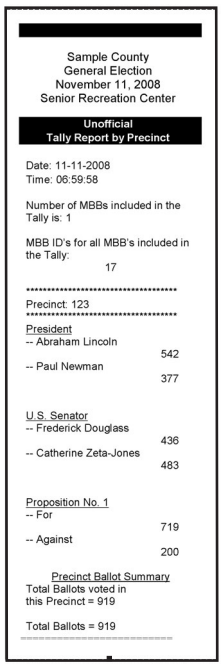
Date: 11-11-2008
Time: 6:59:58

Precinct	DAILY	TOTAL
123	919	919
Total	919	919

Option #1

closing polls with detail report

The *Detail Report* includes only a summary of the total number of ballots cast per precinct. The report includes no unofficial totals. The *Detail Report* can be printed on all eScan devices after the close of polls.



Sample County
General Election
November 11, 2008
Senior Recreation Center

Unofficial Tally Report by Precinct

Date: 11-11-2008
Time: 06:59:58

Number of MBBs included in the Tally is: 1

MBB ID's for all MBB's included in the Tally:
17

****
Precinct: 123
****

President
-- Abraham Lincoln 542
-- Paul Newman 377

U.S. Senator
-- Frederick Douglass 436
-- Catherine Zeta-Jones 483

Proposition No. 1
-- For 719
-- Against 200

Precinct Ballot Summary
Total Ballots voted in this Precinct = 919

Total Ballots = 919

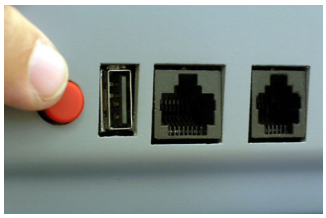
Option #2

closing polls **with Tally report**

The *Tally Report* includes unofficial totals on a precinct-specific basis. The option to print this report after the close of polls will appear only if your jurisdiction has configured the eScan in this manner. Press the button next to **PRINT TALLY** *only* if you are authorized to do so.

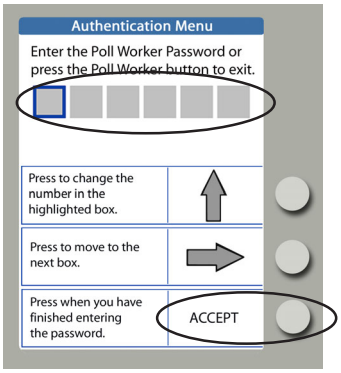
closing polls with detail report

Note: These steps do not include printing an Unofficial Tally report. Before proceeding, see "Closing Polls: getting started" and confirm that your jurisdiction does not print a Tally report at the polling place.

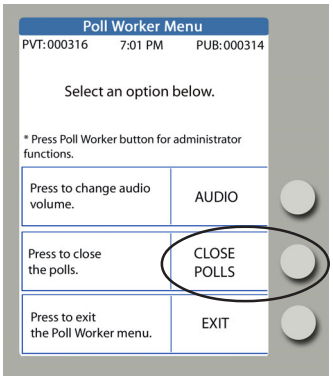


1. Wait for all voters in the polling place to finish voting.

2. While the Ready to Scan screen is displayed, press the Poll Worker Button on the back of the eScan.



3. Enter the **Poll Worker Password** and press the button next to **ACCEPT**. Note: passwords always have six numbers.



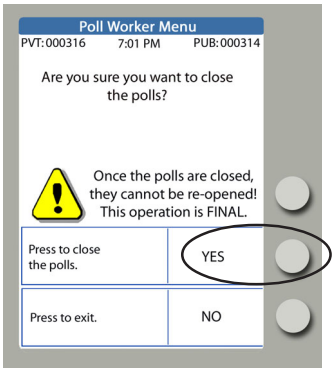
4. Press the button next to **CLOSE POLLS**.

continued on next page ⇨

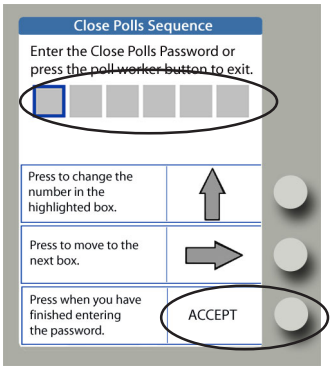
How To Enter Numbers for a Password

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

closing polls with detail report



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

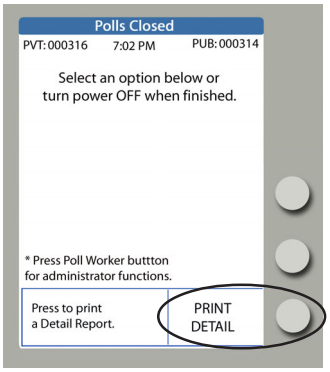


6. Enter the **Close Polls Password** and press the button next to **ACCEPT.**
   Note: passwords always have six numbers.

   The *Polls Closed* report prints. Leave this on the eScan to be filed with other end of day reports.

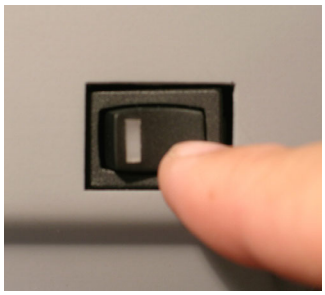
7. Enter the Public Count in the **Reconciliation Log.**

8. Press the button next to **PRINT DETAIL** and file reports in the appropriate envelope. Repeat as necessary to print additional copies of the report in accordance with state and local guidelines.



9. Press the button next to **PRINT DETAIL** again.
   Leave this copy of the *Detail Report* on the eScan.

10. Check that you have all Election Day reports:
    - *Polls Open* reports filed
    - *Polls Closed* reports filed
    - *Detail Report* left on the eScan



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

12. Unplug the eScan's black AC power cable.

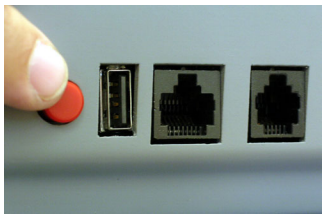
13. Unlock the eScan ballot box and place voted ballots into a transfer case, in accordance with state and local guidelines.

14. Follow local procedures to transport the eScan and/or MBBs to the Counting Station, as directed by the Elections Office.

15. Prepare appropriate envelopes, logs, and all other paperwork for transport to the Counting Station, as directed by the Elections Office.

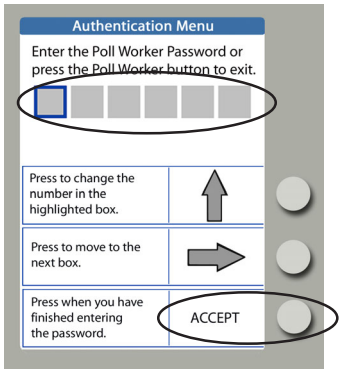
closing polls with Tally report

Note: Before proceeding with these steps, see "Closing polls: getting started" and confirm that you are authorized to print an Unofficial Tally Report in your jurisdiction.

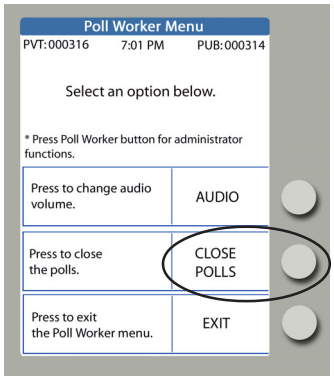


1. Wait for all voters in the polling place to finish voting.

2. While the Ready to Scan screen is displayed, press the Poll Worker Button on the back of the eScan.



3. Enter the **Poll Worker Password** and press the button next to **ACCEPT**. Note: passwords always have six numbers.



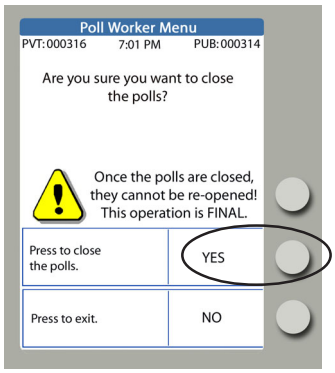
4. Press the button next to **CLOSE POLLS**.

continued on next page ⇨

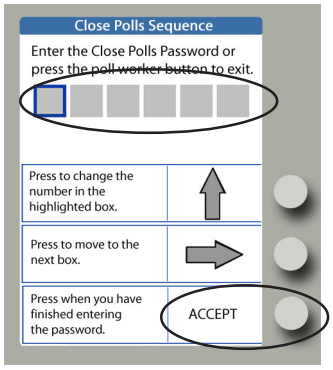
How To Enter Numbers for a Password

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

closing polls with Tally Report

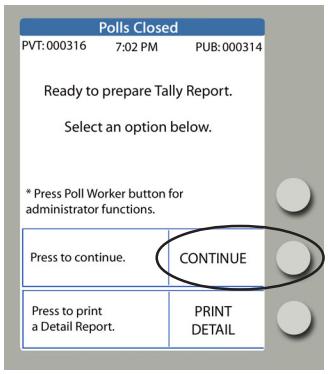


5. The eScan confirms that you want to close polls. Press the button next to **YES**.

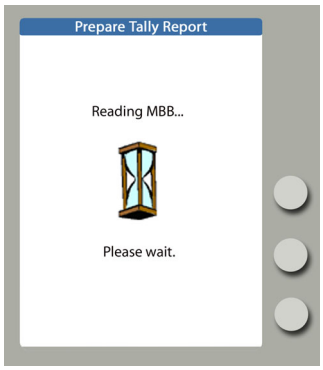


6. Enter the **Close Polls Password** and press the button next to **ACCEPT.** Note: passwords always have six numbers.

   The *Polls Closed* report prints. Leave this on the eScan to be filed with other end of day reports.



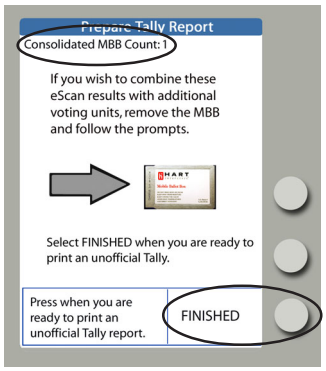
7. Press the button next to **CONTINUE**.



8. Wait while the eScan reads the MBB.

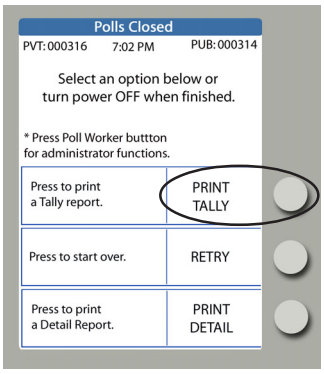
continued on next page ⇨

closing polls with Tally Report

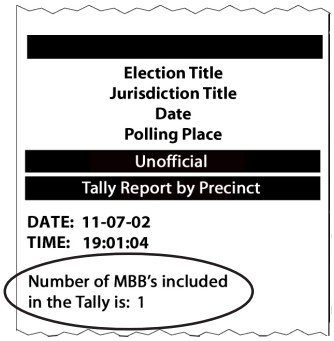


9. Press the button next to **FINISHED** to prepare an unofficial Tally with results from the current eScan only.

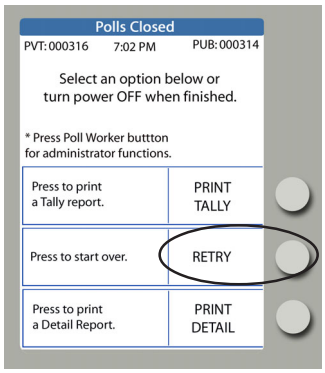
   (Note: Consolidated MBB Count = 1)



10. Press the button next to **PRINT TALLY**.
    - Repeat as necessary to print additional copies of the Tally report, in accordance with state and local guidelines.



11. Do you wish to consolidate eScan results with additional voting devices and print a combined unofficial Tally report? (Optional)
    - If **NO**…
      Proceed to Step 18.
    - If **YES**…
      Continue with Step 12.

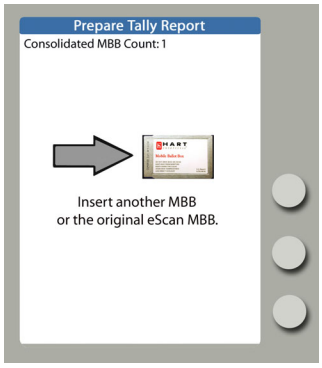


12. Press the button next to **RETRY** and wait while eScan reads the MBB.

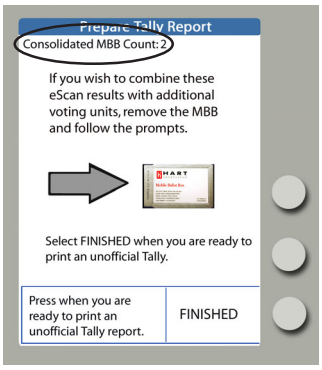
continued on next page ⇨

closing polls with Tally Report

13. The "If you wish to combine..." page is displayed. Press the eject button near the MBB slot on the right side of the eScan and remove the eScan MBB card. If not already labeled, mark the eScan MBB as "original MBB."



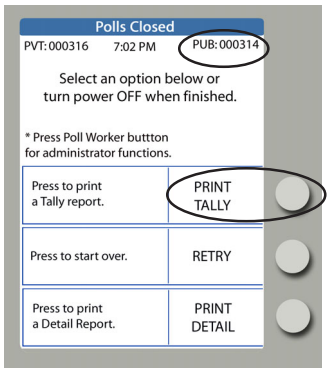
14. Follow the eScan prompt to insert an MBB from another voting device, and wait while eScan reads the MBB.



15. After the MBB is read, eScan returns to the "combine results" page. (Note: Consolidated MBB count has increased.)

- *To combine results from additional voting devices*, repeat steps 13 and 14.
- *If there are no additional MBBs*, press the button next to **FINISHED**.

16. Follow the prompts to re-insert the original eScan MBB.

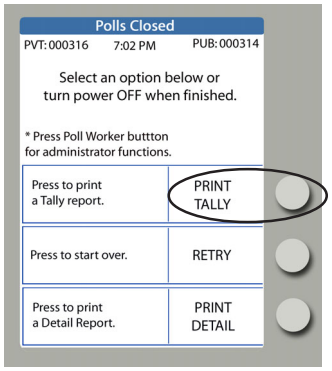


17. Press the button next to **PRINT TALLY**. eScan prints a combined Tally.
    - Repeat as necessary to print additional copies of the combined Tally report, in accordance with state and local guidelines.

18. Enter the Public Count in the **Reconciliation Log** and file reports in the appropriate envelope.

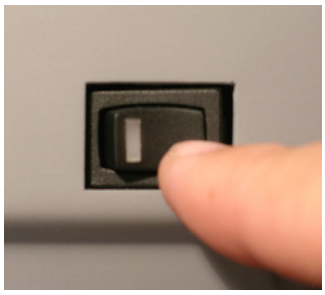
continued on next page ⇨

closing polls with Tally Report



19. Press the button next to **PRINT TALLY** again.
    Leave this copy of the Tally report on the eScan.

20. Check that you have all Election Day reports:
    - *Polls Open* reports filed
    - *Polls Closed* reports filed
    - *Tally* report left on the eScan



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

22. Unplug the eScan's black AC power cable.

23. Unlock the eScan ballot box and place voted ballots into a transfer case, in accordance with state and local guidelines.

24. Follow local procedures to transport the eScan and/or MBBs to the Counting Station, as directed by the Elections Office.

25. Prepare appropriate envelopes, logs, and all other paperwork for transport to the Counting Station, as directed by the Elections Office.

disconnecting & packing eScan

At the end of each day during early voting:

1. Disconnect the eScan from all power sources.
2. Confirm that the eScan ballot box is securely locked.
3. Secure the entire room where the eScan is located, or secure the individual eScan as directed by the Elections Office.
4. **Typically, MBBs remain inside their respective equipment.**

   Do not remove the MBB unless specifically instructed to do so.

At the end of the final day of early voting and at the end of election day:

1. Disconnect the eScan from all power sources.
2. Unlock the eScan ballot box and place voted ballots into a transfer case, in accordance with state and local guidelines.
3. Follow local procedures to remove the MBB from the eScan and place it in an MBB transfer envelope. The MBB transfer envelope will be transported to the Counting Station, as directed by the Elections Office.
4. Disassemble eScan booths.
5. Prepare appropriate envelopes, logs, and all other paperwork for transport to the Counting Station, as directed by the Elections Office.

eScan troubleshooting guide

Below is a list of MBB-related error codes that may appear on the eScan. If one of these error codes is displayed, **contact the Elections Office or Help Desk** for further assistance. *In many instances, it may be necessary to replace the MBB or the eScan.*

MBB Configuration Errors

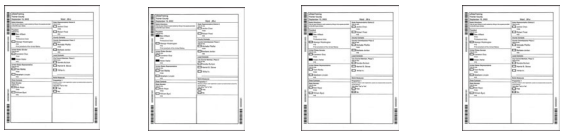
ESN-100 MBB is corrupt.
ESN-101 MBB is not for this device.
ESN-102 MBB is for Demonstration eSlate only.
ESN-103 MBB is for audio only.
ESN-104 MBB is invalid. Signing key mismatch.
ESN-105 MBB is invalid. Card is not formatted for eScan.
ESN-106 MBB is invalid. MBB is not for this election.
ESN-107 MBB is invalid. MBB mode is incorrect.
ESN-108 MBB is invalid. MBB is not for this polling place.
ESN-109 MBB has already been added.
ESN-110 MBB has been removed.
ESN-111 eScan contains cast votes.
ESN-112 MBB contains cast votes.
ESN-113 eScan audit log not cleared.
ESN-114 MBB audit log not cleared.
ESN-115 eScan audit log full.
ESN-116 MBB audit log full.
ESN-117 eScan audit logs not completely erased.
ESN-118 MBB audit logs not completely erased.
ESN-119 MBB not for this eScan. Card has already been opened.

Other Error Messages

ESN-300 Power On Self-Test failure.
ESN-301 No signing key found.
ESN-302 eScan passwords not found.
ESN-303 Serial number not found.

eScan troubleshooting guide

Below is a list of ballot-related error codes that may appear on the eScan. In many instances, it may be possible to re-scan the ballot or spoil it and issue a new one. If errors persist, **contact the Elections Office or Help Desk** for further assistance.



Ballot-Related Errors

ESN-200 Ballot failed to scan properly. Bad box. *(eScan could not locate one or more option boxes.)*
▷Try re-scanning the ballot. If error persists, spoil the ballot and issue the voter a new one.

ESN-201 Ballot failed to scan properly. Bad form. *(eScan could not read barcodes.)*
▷Try re-scanning the ballot. If error persists, spoil the ballot and issue the voter a new one.

ESN-202 Ballot failed to scan properly. Non-linear. *(The ballot is skewed.)*
▷Try re-scanning the ballot, with the footer inserted first.

ESN-203 Ballot failed to scan properly. Bad image data. *(The scanner did not send a complete image.)*
▷Try re-scanning the ballot. If error persists, spoil the ballot and issue the voter a new one.

ESN-204 Ballot failed to scan properly. Test mode not allowed. *(The ballot is a test mode ballot.)*
▷Spoil the ballot and follow local procedures.

ESN-205 Ballot failed to scan properly. Election mode not allowed. *(The system is in test mode only.)*
▷Scan the correct ballot type. For a Logic and Accuracy Test, use Test mode ballots only.

ESN-207 Ballot failed to scan properly. Sample ballot not allowed. *(The ballot is a sample ballot only.)*
▷Sample ballots will not scan. Follow local procedures.

ESN-208 Ballot failed to scan properly. Bad polling place. *(The ballot is not for this polling place.)*
▷Spoil the ballot. Follow local procedures.

ESN-209 Ballot failed to scan properly. Bad election ID. *(The ballot is not associated with the current election.)*
▷Spoil the ballot. Follow local procedures.

ESN-210 Ballot failed to scan properly. Duplicate serial numbers. *(The ballot has already been scanned.)*
▷Confiscate and quarantine the ballot. Follow local procedures.

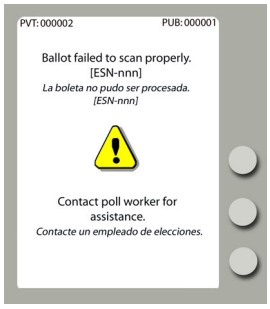
ESN-211 Ballot failed to scan properly. Multiple feed. *(More than one ballot is being scanned at the same time.)*
▷Separate ballots and scan them individually. If any are damaged, spoil the ballot(s) and issue the voter a new one.

ESN-212 Paper jam.
▷See *Paper Jam* for details on how to clear the scanner path.

eScan troubleshooting guide

Ballot failed to scan properly

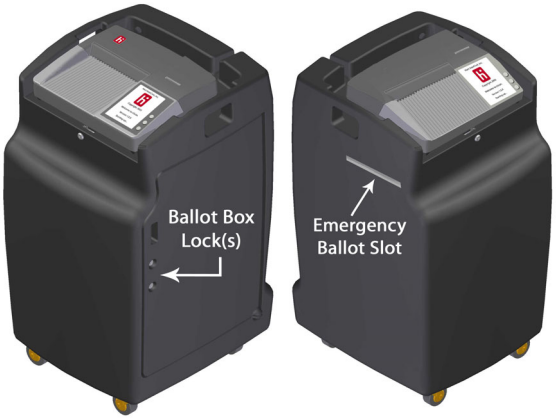
If the eScan displays the message, "Ballot failed to scan properly"



- ▷ Read the eScan screen to identify the error code, which is listed in the format, "[ESN-nnn]."
- ▷ Consult the list of "Ballot-Related Errors" at the beginning of this *Troubleshooting Guide* to learn more details about error codes and actions.
- ▷ If applicable, re-scan or spoil the ballot.
- ⚠ If the error persists, **call the Elections Office or help desk.**

Emergency Ballot Slot

If you must use the emergency ballot slot



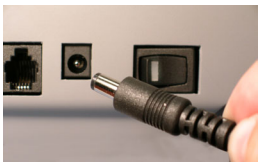
⚠ *If you must use the emergency ballot slot, notify the Elections Office or Help Desk!*

- ▷ Unlock the eScan ballot box.
- ▷ Open the door on the right side of the eScan.
- ▷ Remove the emergency ballot receptacle by sliding it out from its rails.
- ▷ To *open* the emergency slot, turn the handwheel counterclockwise and slide the metal cover downward.
- ▷ To *close* the emergency slot, slide the metal cover upward and turn the handwheel clockwise to secure it in place.
- ▷ Reinsert the emergency ballot receptacle by sliding it onto its rails.
- ▷ Lock the eScan ballot box.
- ▷ If the emergency ballot receptacle contains voted ballots at the close of polls, follow local procedures to transfer ballots to a secure container so that they can be processed later.

eScan troubleshooting guide

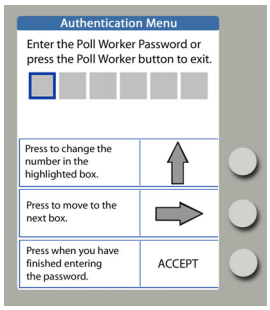
eScan does not work

If the eScan will not power on



- Check all power connections to the eScan, including:
  - AC power to rear of eScan
  - AC power connection to the power "brick"
  - AC power connection to wall outlet
  - Surge protector: if using a surge protector with a power switch, make sure it is turned ON.

If the eScan shows an alert message



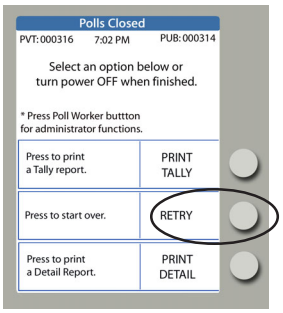
- Press the power switch to the OFF position.
- Wait 30 seconds.
- Press the power switch to the ON position.
- Follow the prompt to enter the required password.

If the eScan is still non-functional, use the emergency slot on the ballot box and **call the Elections Office or help desk.**

eScan troubleshooting guide

Incomplete MBB consolidation

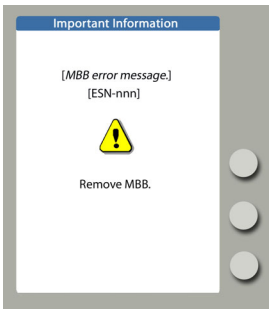
If you print an unofficial election day Tally report that does not include MBBs from all voting devices that you wish to include



- ▷ From the **Polls Closed** screen, press the button next to **RETRY**.
- ▷ When the **Prepare Tally Report** page is displayed, follow prompts to remove the MBB and insert MBBs from other voting devices.
- ▷ Re-insert the original eScan MBB.
- ▷ Press the button next to **FINISHED**.
- ▷ Press the button next to **PRINT TALLY.**

MBB error

If the eScan screen displays an MBB error message



- ▷ Read the eScan screen to identify the error code, which is listed in the format, "[ESN-nnn]."
- ▷ Consult the list of "MBB Configuration Errors" at the beginning of this *Troubleshooting Guide* to learn more details about error codes and actions.

Call the Elections Office or help desk.

eScan troubleshooting guide

MBB removal

To remove the MBB

Only remove the MBB if your instructions specifically call for this.

- Break the wire security seal securing the MBB slot on the right-hand side of the eScan.
- Press the MBB eject button.
- Grasp the end of the MBB and pull firmly.
- Follow local procedures for transporting the MBB to a substation or central counting station.

Paper jam

If a ballot causes a paper jam in the scanner path

Lift external cover first

Lift internal cover second

- Lift the external scanner cover.
- Lift the internal scanner cover.
- Remove all pieces of paper, taking care not to touch any glass surfaces in the scanner path.
- Using a pressurized air canister, blow the scanner path clear of small paper debris.
- Replace the scanner covers.
- If the voter's ballot is damaged, spoil the ballot and issue another.
- Re-scan the original ballot (if not damaged) or scan the replacement ballot.

If the problem persists, **call the Elections Office or help desk.**

eScan troubleshooting guide

Password is invalid

If you get an error after entering a password

- Press the button next to **CONTINUE**.
- Repeat the steps for the task you are trying to accomplish. (It may be necessary to press the Poll Worker button on the rear of the eScan to begin again.)
- Follow eScan prompts to re-enter the password.

If you still get an error message, **call the Elections Office or help desk.**

Polls closed too early

If the screen indicates "It is too early to close the polls"

- Press the button next to **EXIT** and continue normal operations.

If the screen asks, "Are you sure you want to close the polls?"

- Press the button next to **NO** and continue normal operations.

If the screen asks for the Close Polls Password

- Press the red Poll Worker button on the rear of the eScan to return to the Poll Worker Menu.
- Press the button next to **EXIT** to return to the **Ready to Scan Ballot** screen.

If it is election day and the screen indicates "Polls Closed"

You will not be able to re-start the eScan. **Call the Elections Office or help desk**.

continued on next page ⇨

eScan troubleshooting guide

Polls closed too early (continued)

If it is an Early Voting day and you the screen indicates, "Polls have been suspended"

- Press the eScan power switch to the OFF position.
- Wait 30 seconds.
- Press the eScan power switch to the ON position.
- Enter the required password and press the button next to **ACCEPT**.
- When the eScan displays the **Ready to Scan** screen, continue processing voters.

Power fails

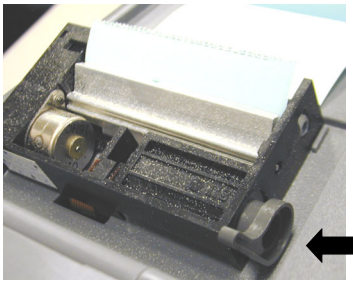
If power fails

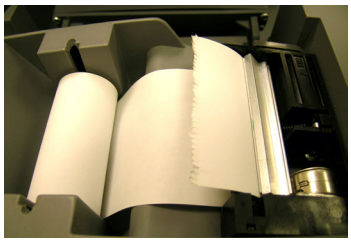
- Check all power connections to the eScan, including:
  - AC power to rear of eScan
  - AC power connection to the power "brick"
  - AC power connection to wall outlet
  - Surge protector: if using a surge protector with a power switch, make sure it is turned ON.
- If all power to the polling facility fails, **call the Elections Office or help desk** and report the power failure.
- Unplug the eScan from the wall outlet, in order to avoid a power surge to the device when power returns.
- Have voters use the emergency slot in the eScan ballot box until power returns. (See "Emergency Ballot Slot.")
- File tapes printed upon restart in the appropriate envelope.

eScan troubleshooting guide

Printer error

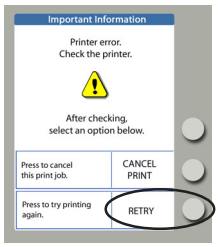
If the eScan displays a "Printer error" message





Printer tape rolls out from the bottom

- ▷ Open the printer cover.
- ▷ Check the paper path:
  - ▷ Verify that the paper passes freely through the slot in the printer cover.
  - ▷ Verify that the paper is routed under the rubber roller and past the silver shield.
  - ▷ Verify that the print feed lever is the DOWN position.
- ▷ Close the printer cover.
- ▷ Press the button next to **RETRY**.

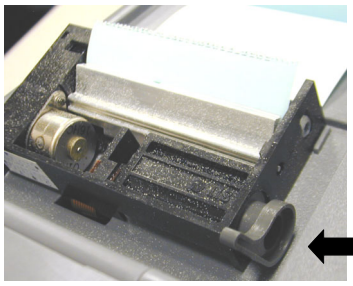


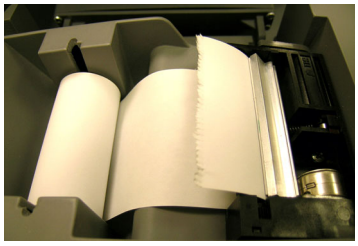
If the printer error persists, press the button next to **CANCEL PRINT** and **call the Elections Office or help desk** to report the problem.

eScan troubleshooting guide

Printer paper, changing

To change the printer paper





Printer tape rolls out from the bottom

- ▷ Open the lid to the printer compartment. Before removing the old roll, notice how the spindle is inserted through the paper roll and observe the routing of the paper under the rubber roller.
- ▷ On the right-hand side of the printer compartment, there is a feed lever. In order for the printer to print, it must be **DOWN**. In order to change the paper, you must lift it **UP**. Lift the lever.
- ▷ Take the old paper off the spindle (like changing paper towels) and insert the spindle into the new roll of paper. Gently peel the free end of the paper off the roll and insert the new roll into its place in the printer compartment so that the roll feeds from the bottom. The spindle tips go into the slots (see picture at left).
- ▷ Slip the free end of the paper under the rubber roller and turn the roller by hand to feed the paper through.
- ▷ After you get enough paper fed through (around the rubber roller and past the silver shield) pull some extra paper out, and thread this through the slot on the printer cover so that you have some lead when you close the lid.
- ▷ Push the feed lever **DOWN** and close the lid. You are ready to print.

eScan troubleshooting guide

Reports, printing

To print a *Detail Report* for Early Voting

▷ From the **Polls Suspended** screen, press the button next to **PRINT DETAIL**.

To print a *Detail Report* or *Tally Report* for Election Day

▷ From the **Ready to Prepare Tally** screen, press the button next to **PRINT DETAIL.**

▷ From the **Polls Closed...Select an Option** screen, press the button next to **PRINT TALLY** or **PRINT DETAIL** and follow the prompts. (Select **RETRY** only if attempting to consolidate MBB results.)

If you must restart the eScan in order to print reports after polls are closed or suspended

In Early Voting mode:

▷ After restarting, enter the Poll Worker password and press the button next to **ACCEPT**.

▷ When the **Ready to Scan** screen is displayed, press the Poll Worker button on the rear of the eScan to access the Poll Worker Menu.

▷ Enter the Poll Worker password and press the button next to **ACCEPT**.

▷ Press the button next to **SUSPEND**.

▷ Press the button next to **YES** to confirm that you want to suspend the polls.

▷ Enter the Suspend Polls password and press the button next to **ACCEPT**.

▷ From the "polls have been suspended" screen, press the button next to **PRINT DETAIL.**

continued on next page ⇨

eScan troubleshooting guide

Reports, printing (continued)

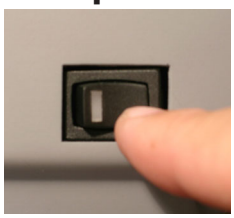
If you must restart the eScan in order to print reports after polls are closed or suspended

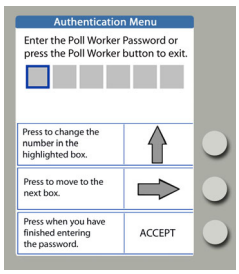
On Election Day:

- ▷ After restarting, enter the Close Polls password and press the button next to **ACCEPT**.
- ▷ When the **Ready to Prepare Tally Report** screen is displayed, press the button next to **CONTINUE**.
- ▷ Press the button next to **FINISHED** to prepare an unofficial Tally report from the current eScan only.
- ▷ Press the button next to **PRINT TALLY** or **PRINT DETAIL.**
- ▷ After printing, if you wish to consolidate eScan results with additional voting devices and print a combined unofficial Tally report, press the button next to **RETRY** and follow the prompts to read additional MBBs.

Restarting the eScan

If you must restart the eScan to correct a system problem





⚠ **Do not close polls.** Make certain that all voters currently voting have access to the emergency ballot slot on the eScan ballot box.

- ▷ Press the eScan power switch to the OFF position.
- ▷ Wait 30 seconds.
- ▷ Press the eScan power switch to the ON position.
- ▷ Enter the required password and press the button next to **ACCEPT**.
- ▷ File all tapes that print in the appropriate envelope.
- ▷ When the eScan displays the **Ready to Scan** screen, continue processing voters.

eScan troubleshooting guide

Screen on eScan is dark

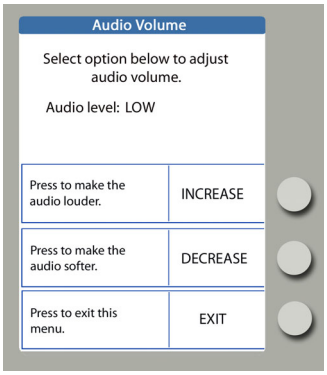
If the eScan is used in direct sunlight, the screen may turn dark

- Move the eScan to a shaded or indoor area. The darkening effect will diminish completely in a few minutes.
- Voters may use the emergency ballot slot in the eScan ballot box while troubleshooting steps are taking place.

If the screen contrast does not return to normal, **call the Elections Office or help desk** and request replacement equipment.

Volume, audio

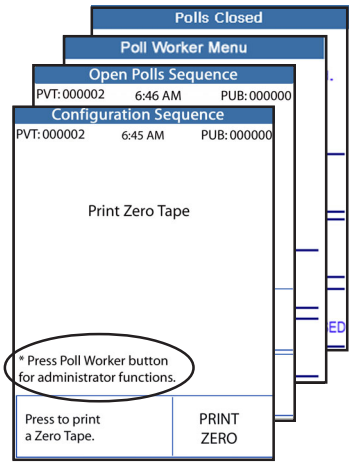
If you wish to adjust the audio volume



- While the **Ready to Scan** screen is displayed, press the Poll Worker Button on the back of the eScan.
- Enter the Poll Worker Password and press the button next to **ACCEPT**.
- Press the button next to **AUDIO**.
- Press the button next to **INCREASE** or **DECREASE** to adjut the audio volume.
- The current audio setting is displayed at the top of the screen.
- When you are finished, press the button next to **EXIT**.
- Press the button next to **EXIT** again to return to the **Ready to Scan** screen.

notes

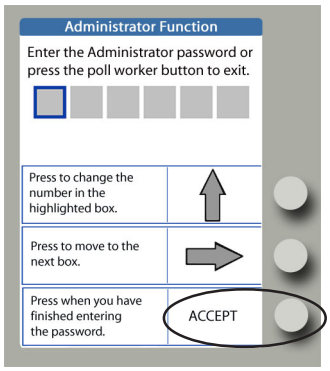
administrator functions



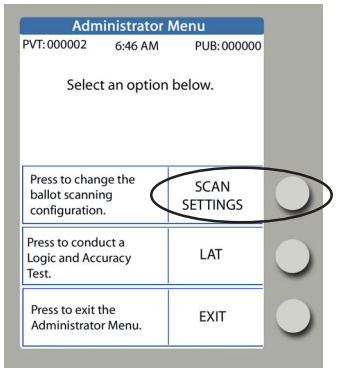
1. ***General Information***
   a. Administrator functions may be accessed by pressing the Poll Worker Button while any one of four sceens is displayed:

      - *Print Zero Tape* (Configuration Sequence)
      - *Ready to Open Polls* (Open Polls Sequence)
      - *Poll Worker Menu*
      - *Polls Closed*

      On each screen, a note in the lower left-hand corner indicates the availability of administrator functions.



   b. Enter the **Administrator Password** and press the button next to **ACCEPT**.

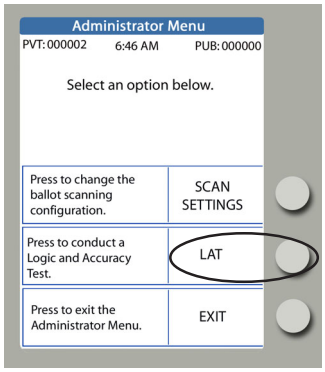


2. ***To Configure Ballot Scanning***
   a. Press the Poll Worker Button from the *Print Zero Tape*, *Ready to Open Polls*, or *Poll Worker Menu* screen.
   b. Press the button next to **SCAN SETTINGS**.
   c. Press the button next to **CHANGE SETTING** to toggle between "scan with default restrictions" or "accept all ballots." The current setting is displayed on-screen.
   d. Press the button next to **EXIT** when you are finished.

How To Enter Numbers for a Password

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

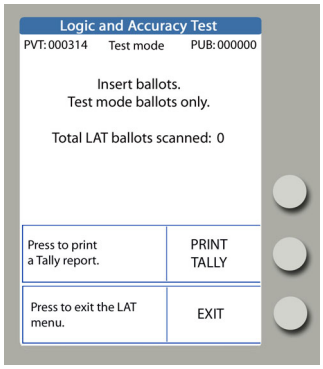
administrator functions



3. ***To run a Logic and Accuracy Test (LAT)***

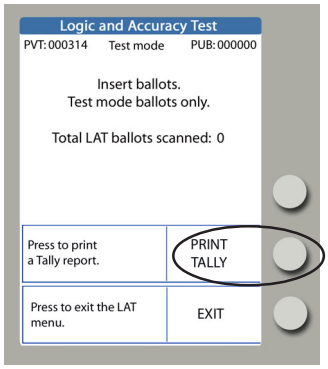
   a. Press the Poll Worker Button from the *Print Zero Tape*, *Ready to Open Polls*, *Poll Worker Menu*, or *Polls Closed* screen.

   b. Press the button next to **LAT**.



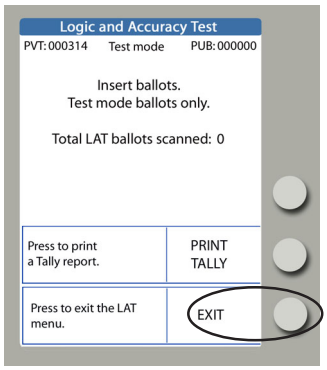
   c. Follow the prompts to insert ballots for LAT.

      - As LAT ballots are scanned and accepted, only the Private Count increases; the Public Count does not.
      - Cast Vote Records from LAT ballots are *not* stored in eScan memory.



   d. When all LAT ballots have been scanned, press the button next to **PRINT TALLY**.

   e. Follow local and state guidelines to complete LAT documentation.

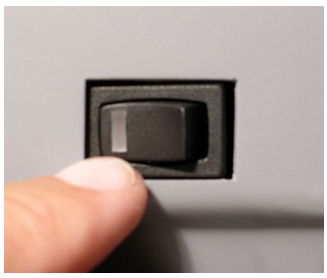


   f. Press the button next to **EXIT**.

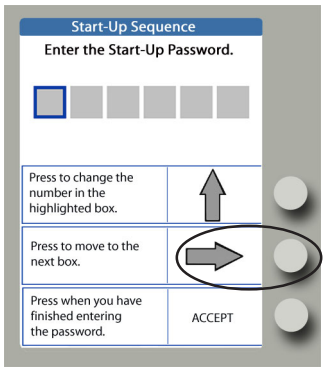
opening polls for absentee voting

1. Insert the power cord into the AC power "brick."

2. Insert the round end of the power cord into the back of the eScan.
3. Plug the power cord into a power outlet. If using a power strip, make sure it is turned on.



4. Press the power switch on the eScan to ON.
   After approximately 30 seconds, the eScan splash screen appears on the console and the *eScan Powerup* report prints.



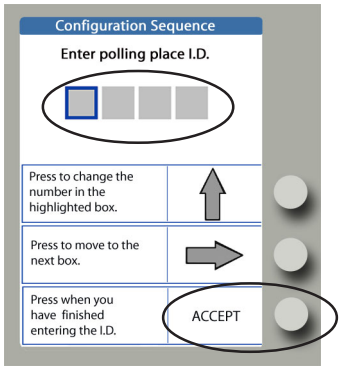
5. Enter the **Start-Up Password** and press the button next to **ACCEPT**.
   Note: passwords always have six numbers.

continued on next page ⇨

How To Enter Numbers for a Password or Polling Place I.D.

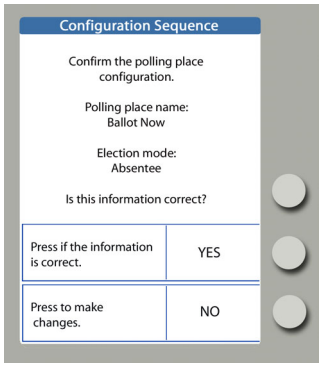
1. Press the console button next to the ⇧ up arrow as often as necessary to display the first number you want to enter.
2. Press the console button next to the ⇨ right arrow to advance to the next entry position.
3. Press the console button next to the ⇧ up arrow as often as necessary to display the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

opening polls for absentee voting



6. Enter the **Polling Place I.D f**or absentee voting (Ballot Now) and press the button next to **ACCEPT.**

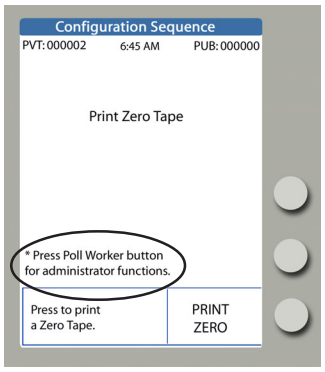
   Note: polling place I.D.s may have between one and four numbers.



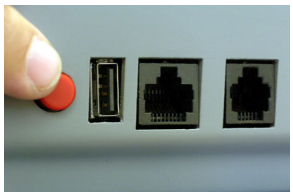
7. Confirm the polling place configuration. Respond to the eScan prompt, **"Is this information correct?"**

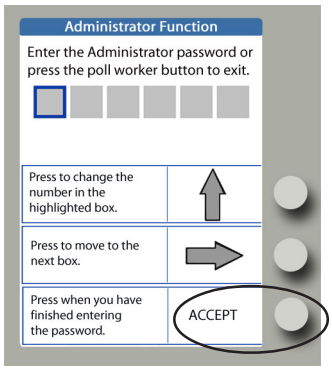
   - **YES** if correct.
   - **NO** if the polling place name is incorrect, or if you chose the wrong voting event.

   The eScan prints an *Election Identification Report*. Leave this report on the eScan; it will be filed at the end of Opening Polls.



8. From the **Print Zero Tape** screen, press the Poll Worker Button to access Administrator functions.

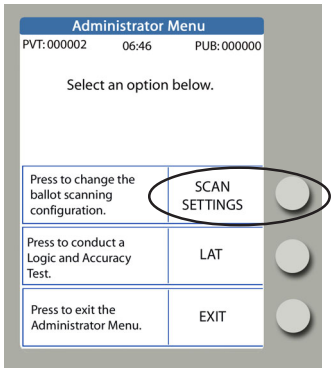




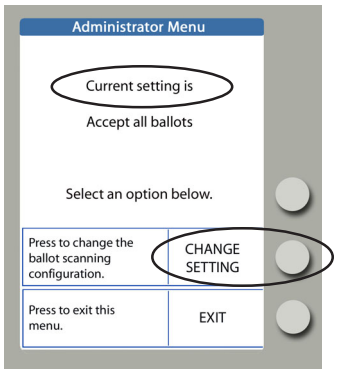
9. Enter the **Administrator Password** and press the button next to **ACCEPT**.

continued on next page ⇨

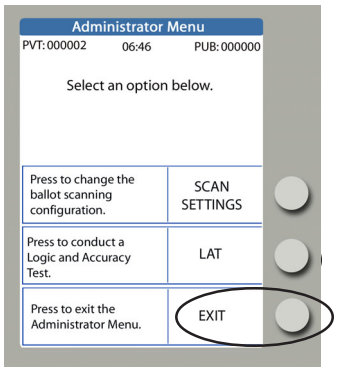
opening polls for absentee voting



10. From the Administrator Menu, press the button next to **SCAN SETTINGS**.



11. Press the button next to **CHANGE SETTING** to select *Accept all ballots* or *Scan with default restrictions*.
    - ***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 counted, per eScan's analysis.
    - ***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.



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

13. Press the button next to **EXIT** to exit the Administrator Menu.

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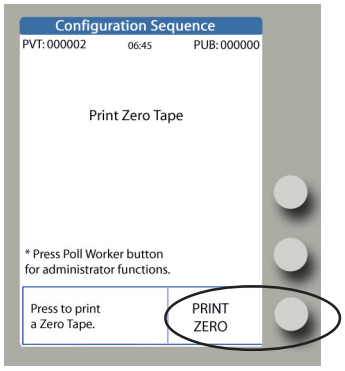
How To Enter Numbers for a Password

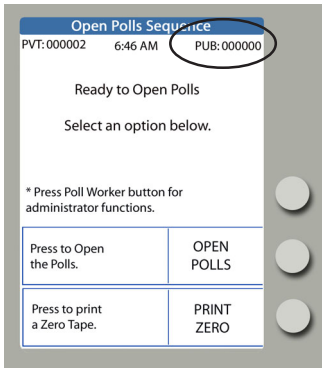
1. Press the console button next to the ⇧ up arrow as often as necessary to display the first number you want to enter.
2. Press the console button next to the ⇨ right arrow to advance to the next entry position.
3. Press the console button next to the ⇧ up arrow as often as necessary to display the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

Confidential and Proprietary

opening polls for absentee voting

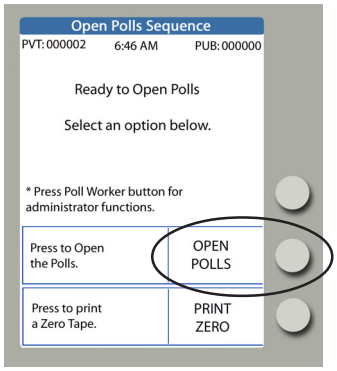


14. Press the button next to **PRINT ZERO.** Check the *Zero Tape Report* to verify your polling place and/or precincts. Leave the *Zero Tape Report* on the eScan; it will be filed at the end of Opening Polls.

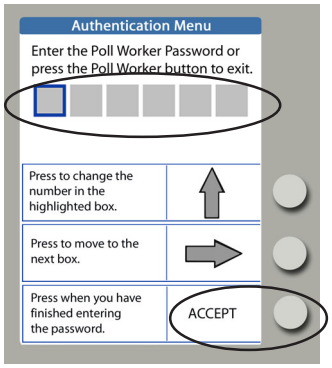


15. The eScan displays the **Ready to Open Polls** screen.

    Enter the eScan Public Count in the **Reconciliation Log**.



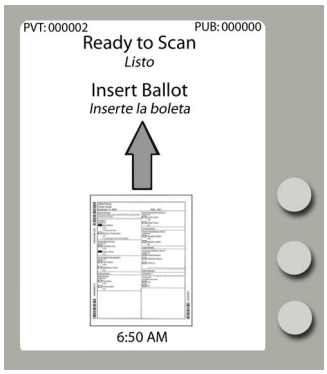
16. Check the time. Press the button next to **OPEN POLLS.**



17. Enter the **Poll Worker Password** and press the button next to **ACCEPT.**
18. Tear off the Open Polls reports and file in the appropriate envelope.
19. The eScan displays the **Ready to Scan** screen.

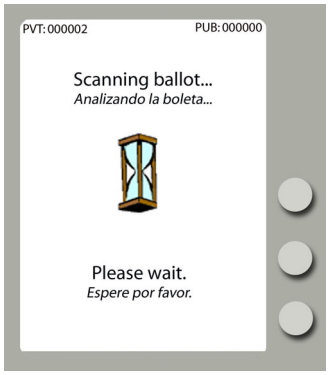
    The eScan is ready to scan voters' ballots.

scanning and casting absentee ballots

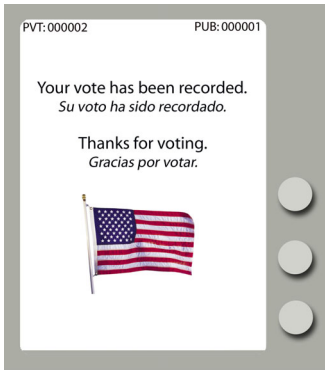


1. Prior to scanning, absentee ballots may be sorted into batches with various voter intent issues, in accordance with state and local guidelines. The eScan displays **Ready to Scan** when the machine is available for scanning.

2. Insert the ballot into the ballot feed slot. The eScan scans ballots inserted in any orientation.

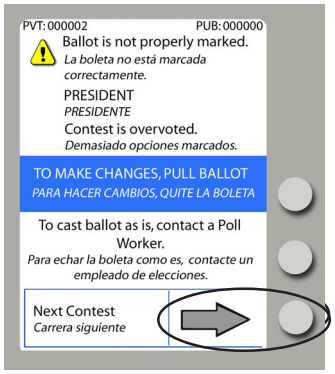


3. Wait while the **Scanning Ballot...** message is displayed.



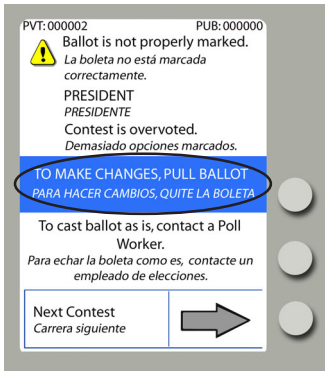
4. If the ballot is *properly marked*, or if eScan is configured to *accept all ballots*, regardless of mismarks, eScan displays the waving American flag to indicate that the ballot has been recorded.

scanning and casting absentee ballots



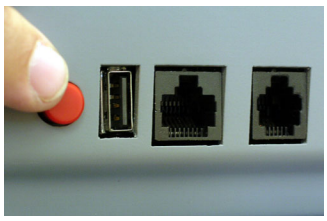
5. If eScan is configured to *scan with default restrictions*, improperly marked ballots are rejected and information screens appear for each contest that requires attention. In this way, a Ballot Board, for example, may review each mismarked ballot to determine the voter's intent.

6. To see information about the next contest not properly marked, the user may select **Next Contest**.
   - Repeat step 6 to see information about additional mismarked contests, as desired.



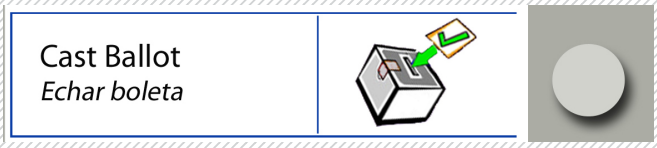
7. If desired, remove mismarked ballots for review, in accordance with state and local guidelines.

   - If applicable, duplicate the voter's intent on a replacement ballot, and scan the replacement ballot to record the vote. Be sure to log the spoiled ballot and its replacment.



   - Alternatively, to confirm eScan's analysis of improper marks after review, re-scan the original improperly marked ballot and press the Poll Worker Button on the rear of the eScan to cast the ballot as-is.

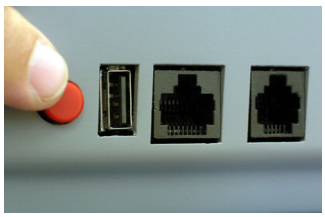
8. The eScan displays the waving American flag, indicating that the ballot has been accepted and recorded.



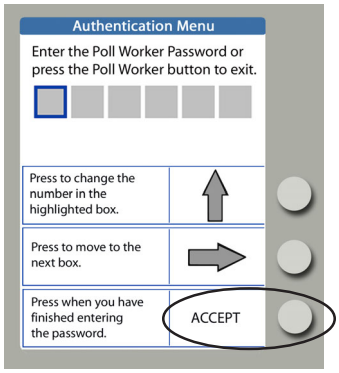
NOTE: In some jurisdictions, users may have the option to select **Cast Ballot** on the eScan console to cast the ballot as-is. **Selecting *Cast Ballot* drops the ballot into the ballot box and records the vote immediately.**

D E S K R E F E R E N C E

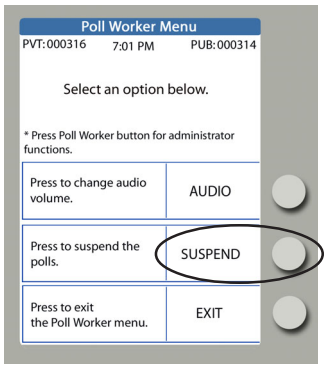
suspending polls for absentee voting



1. When you are finished scanning for the day and the **Ready to Scan** screen is displayed, press the Poll Worker Button on the back of the eScan.



2. Enter the Poll Worker Password and press the button next to **ACCEPT**. Note: passwords always have six numbers.



3. Press the button next to **SUSPEND** .

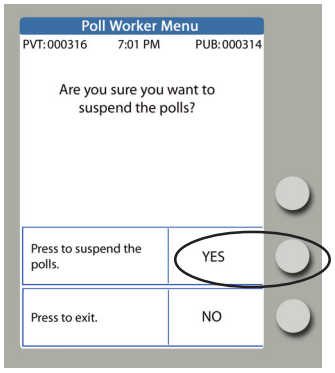
continued on next page ⇨

How To Enter Numbers for a Password

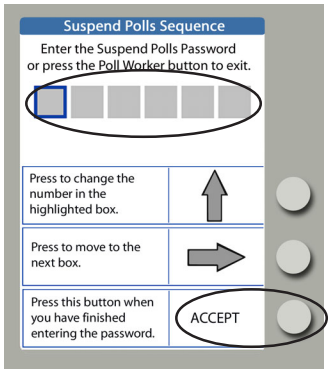
1. Press the console button next to the ⇧ up arrow as often as necessary to display the first number you want to enter.
2. Press the console button next to the ⇨ right arrow to advance to the next entry position.
3. Press the console button next to the ⇧ up arrow as often as necessary to display the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

D E S K R E F E R E N C E

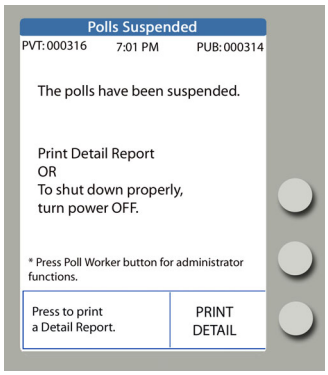
suspending polls for absentee voting



4. The eScan confirms that you want to suspend polls. Press the button next to **YES**.



5. Enter the **Suspend Polls Password** and press the button next to **ACCEPT.** Note: passwords always have six numbers.

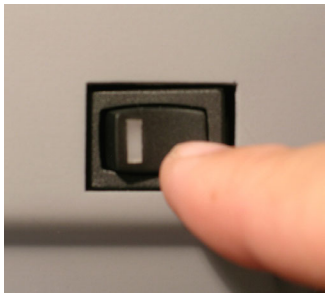


6. The eScan prints a *Polls Suspended Report*. Tear off the report.

7. Complete the **Reconciliation Log** and file the *Polls Suspended Report* in the appropriate envelope.

8. Press the button next to **PRINT DETAIL** to print copies of the report in accordance with state and local guidelines**.**

9. Press the button next to **PRINT DETAIL** again and leave a copy of the "Daily Detail Report" on the eScan.

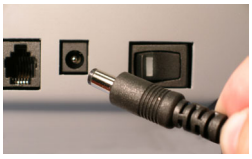


10. To shut down properly, turn the eScan power switch OFF.

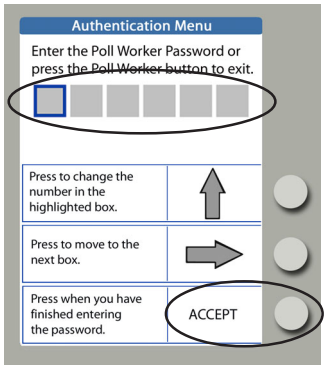
11. If this is the last day of Absentee processing, disconnect and pack all equipment. Refer to *Disconnecting & Packing Equipment* for further details.

re-opening polls for absentee voting

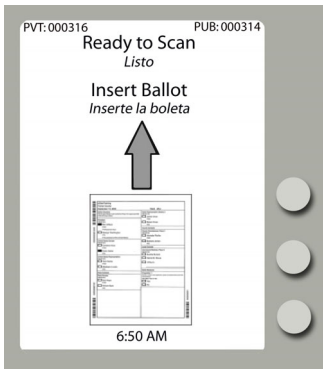
1. Insert the power cord into the AC power "brick."



2. Insert the round end of the power cord into the back of the eScan.
3. Plug the power cord into a power outlet. If using a power strip, make sure it is turned on.



4. Press the power switch on the eScan to ON. After the eScan splash screen appears , the eScan prints *eScan Powerup* and *Election Identification* reports; leave these on the eScan, as they will be filed at the end of re-opening polls.
5. Enter the **Poll Worker Password** and press the button next to **ACCEPT.**
6. Tear off the *Polls Open* reports and enter the eScan Public Count in the **Reconciliation Log**.



7. File *Polls Open* reports in the appropriate evelope.
8. The eScan displays the **Ready to Scan** screen.

   The eScan is ready to scan voters' ballots.

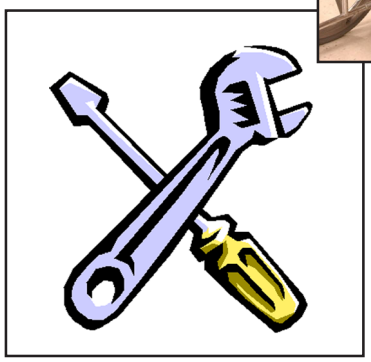
How To Enter Numbers for a Password

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

D E S K R E F E R E N C E

appendices

- ensuring polling place security
- Hart VS security features
- guide to serving voters with disabilities
- frequently asked questions
- glossary



ensuring polling place security

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

Secure access to the physical facility

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

Equipment delivery

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

- The delivery person or company (or in some cases the supervising Poll Worker) should provide documentation with the eSlate or eScan device serial numbers, ballot box seal numbers and identification for each voting location where equipment has been delivered.
- A list of persons involved in equipment delivery should be maintained by the jurisdiction election officer.
- Polling places should be in locked buildings or locations that are capable of monitoring secure storage of voting equipment.

ensuring polling place security

Secure access to the Hart Voting System

The JBC, eScan and Ballot Box

Maintain strict control over the JBC and eScan at all times. Treat the JBC with the same sensitivity that you apply to the eScan's secure ballot box containing paper ballots.

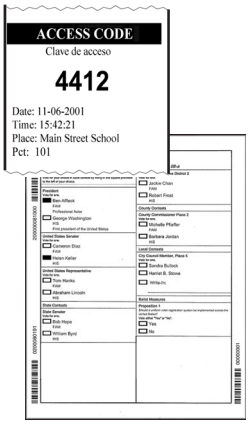
Prior to early voting or election day, the JBC should be maintained under the chief election officer's close physical control at all times. Do not leave the JBC or eScan unattended at any time (e.g., in an automobile, an unlocked room, etc.) . Do not break or remove the wire ballot box seal from the JBC or eScan, except in strict accordance with close polls procedures.

At the end of Election Day, follow local procedures to transport the JBC , eScan, and/or MBBs, as well as ballot transfer cases, from the voting location to the jurisdiction elections office by a sworn election official or a sworn law enforcement officer.

If the eSlate or eScan is used for early voting, establish procedures to secure the JBC, eSlate booths, and eScan each evening after suspending polls. eSlate booths may be sealed and/or locked, and eScan booths may remain assembled.

Mobile Ballot Boxes (MBBs)

MBB cards must be secured. MBBs should be stored within the JBC or eScan MBB compartment, under a tamperproof ballot seal. JBC and eScan serial numbers, as well as ballot seal numbers, should be recorded so that deployed equipment can be physically authenticated at the polling place.



Access Codes and Paper Ballots

Only issue Access Codes or paper ballots when booths are available for use. In order to prevent Access Codes or paper ballots from being misplaced or fraudulently passed to others, voters should not stand in line with Access Codes or ballots.

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

In all instances where a voter could potentially be re-issued a new Access Code or ballot, be sure that the voter has been properly qualified and follow state and local procedures governing the re-issuance of ballots.

ensuring polling place security

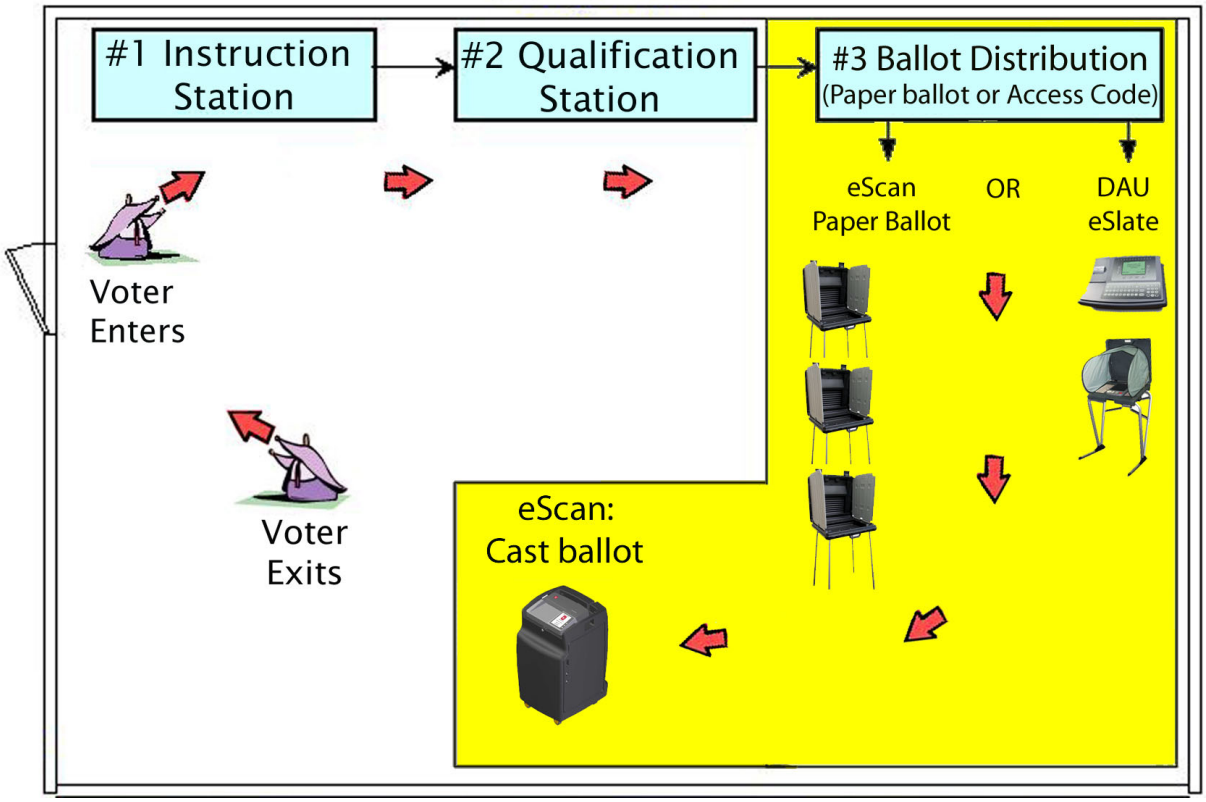
Secure access to the Hart Voting System (cont.)

The Voting Area

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

If the Hart Voting System is used for early voting, establish procedures to secure the JBC, eSlates and eScan each evening after suspending polls. eSlate booths may be sealed and/or locked, and eScan booths may be left assembled.

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



Sample Polling Place Layout

Hart Voting System security features

Digital Encryption Protects Ballot Data

With the Hart Voting System, election administrators create encrypted signing keys to protect the integrity of the election database, ballot definitions, and cast vote records. Unique signing keys are transferred to flash memory cards (Mobile Ballot Boxes, or MBBs) containing the election database, thereby creating a means to authenticate MBBs at critical points in the election process. Only a user with an encryption device containing the matching signing key may access secure functions in the Hart Voting System. In addition to having the encryption device, the authorized user must also know its password in order to perform secure functions.

Multiple Memory Storage Protects Cast Ballots

Cast Vote Records are saved on MBBs, as well as on Judge's Booth Controllers (JBCs), eSlates, and eScan devices. Originals of all marked paper ballots are also stored in a secure ballot box. In this way, each cast ballot is stored in at least three redundant places, to provide extra backup. The integrity of Cast Vote Records is not affected by power outages, power spikes, magnets, or rough handling.

Self-Contained Components Ensure Integrity

The Hart Voting System is self-contained and cannot be accessed from external sources. The software applications used to generate ballots which can be cast and tabulated have no external network access that would allow intrusion. The eSlate or eScan system in each polling location is also a closed system, with no external network access that would allow tampering. Finally, data cannot be altered or changed. The database structure is proprietary and can only be read or written to by the proprietary software, subject to the encryption protocols described above.

Audit Logs Provide Transparency

JBCs, eSlates and eScan devices maintain complete electronic audit logs of all events that occur during the voting process. From the time that the a piece of equipment is powered on until it is powered off, entries are made to the audit log. Any event or activity that changes the system is recorded, along with a time and date stamp. The audit log includes the time and date that each ballot was cast (but not the Cast Vote Record). All audit log entries are saved in flash memory, and are not affected by power outages, power spikes, magnets, or rough handling.

guide to serving voters with disabilities

General Considerations

Putting People First

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

Awareness, Respect and Acceptance

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

Use Appropriate Language

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

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

Adapted from New York University, Steinhardt School of Education

guide to serving voters with disabilities

Conversation Etiquette

- When speaking to a person with a disability, look at and speak directly to that person, rather than through a companion or sign language interpreter.
- Relax. Feel free to use accepted, common expressions such as "See you later," or "Did you hear about that?"
- To get the attention of a person with a hearing impairment, tap the person on the shoulder or wave your hand to get his/her attention; speak directly to the person without raising your voice; keep hands away from your mouth.
- Offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- Identify yourself and others who may be with you when interacting with a person who is blind or visually impaired. For example, "On my right is Jane Smith."
- Identify the person to whom you are speaking, especially when conversing in a group.
- Do not shout at a person with a hearing impairment. Shouting distorts sounds accepted through hearing aids and it inhibits lip reading.
- Do not shout at a person who is blind or visually impaired; he or she can hear you!
- Wait until an offer of assistance is accepted, then listen to or ask for instructions on how to help. Ask questions of the individual you are assisting when you are unsure of what to do.
- Remember that service animals are working, and you should not interact with them as you would with a pet.
- Listen attentively when you are talking with a person who has difficulty speaking. Be patient and wait for the person to finish; ask questions that require short answers; repeat what you have understood and allow the person to respond.
- Place yourself at eye level with a person who uses a wheelchair or crutches to facilitate communication.

Provided by the Texas Governor's Committee on People with Disabilities.
www.governor.state.tx.us

guide to serving voters with disabilities

Voter assistance

- Check to see that the accessible path of travel from the parking space to the polling machines is unobstructed by locked doors, furniture, etc.
- Allow the voter with a disability to choose the accommodations he or she requires to vote (machine, reader, curbside voting, etc.).
- Assist persons with visual impairments in signing the poll book by placing a card or signature guide along the line.
- Allow persons with visual impairments to take your arm when assisting them to a new location.
- Orient individuals to voting devices by giving detailed verbal instructions. Be patient. If voters continue to have difficulty, ask if they would like for you to "show" them using their hands. Be sure to release their hands periodically so they can "explore" the layout of the device.
- If you are not using the eSlate voting system and the voter asks you to read the ballot, communicate all of the information on the ballot, and be sure to respect the voter's privacy. Follow local procedures to sign "Voter Assistance" forms.
- Move obstructions that block the path of travel — re-evaluate as the polling place becomes more crowded.
- When giving voter instructions, offer all voters the choice of an audio ballot on the DAU eSlate.

frequently asked questions

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

What is the purpose of the bar codes and/or serial numbers on the paper ballot?
Bar codes allow the eScan device to properly read the ballot, including the precinct ID and the ballot style. The bar codes also uniquely identify each ballot with an anonymous serial number so that all ballots can be verified as authentic, thereby reducing fraud. The bar codes cannot be used to connect a ballot with a specific voter, thereby ensuring voter privacy. The eScan system remains anonymous because no voter information is entered into the eScan or recorded on ballots.

How does the electronic voting machine differ from a touch screen? The voter uses a rotary **SELECT** wheel to navigate through the ballot and highlight his or her selections. This interface was chosen because it is more accurate and durable than touch screens and because voters who are blind or have other impairments find the differently shaped buttons and the rotary **SELECT** wheel easy to identify and use.

How do I know that the electronic voting system records my ballot the same way that I mark it? There are several ways to check your ballot. When you finish voting, the voting machine will display a Ballot Summary Page, allowing you to double-check your selections before casting the ballot. The voting machine also prints a paper record of your choices, which you must verify and accept before the ballot is cast. In this way, your choices are recorded in two independent places--electronically and on paper--and you confirm that the voting record accurately reflects your ballot as you marked it.

What if I change my mind or make a mistake before I have cast my ballot?
If you are using eSlate to vote, to change a choice, turn the **SELECT** wheel to highlight the new option you want to vote for, and then press **ENTER**. The earlier choice is erased, and the new choice is marked.

To make changes to your paper ballot, simply pull the ballot out of the eScan ballot feed slot. To correct contests with too few options marked, completely fill in the boxes next to your selection(s). To correct a ballot with too many options marked (overvotes), contact a poll worker to spoil your ballot and obtain a new one.

On both eSlate and eScan, once the waving American flag is displayed, the ballot is recorded and cannot be changed.

frequently asked questions

Can I change my ballot choices at any time? Voters using eSlate may change their choices at any time before the red **CAST BALLOT** button is pressed from the final paper verification page. A Ballot Summary Page and a Paper Verification Page always appear before the ballot is recorded, so voters may review choices and make changes, if desired. However, pressing the **CAST BALLOT** button after all printed pages have been verified completes the voting process and records the ballot, at which time the waving American flag is displayed. Once the waving American flag is displayed, the ballot is recorded and cannot be changed.

A voter using eScan can pull his or her marked ballot from the eScan if the ballot is not marked properly. After pulling the ballot, simply notify a poll worker that you wish to spoil your ballot and obtain a new one.

What if I accidentally vote more than the number of options allowed in a contest? Will my vote be discarded? If you are voting on eSlate, your vote will not be discarded because overvoting, or casting more than the permitted number of options in a contest, is not possible with the electronic machine. You will be able to review your ballot on the **BALLOT SUMMARY** page before you push the **CAST BALLOT** button to confirm that you have made the selections you desire.

If you are voting a paper ballot with eScan, the eScan will not accept your overvoted ballot without first displaying a message to inform you that too many options have been marked. When the message is displayed, you may pull the ballot out of the eScan ballot feed slot to spoil your ballot and obtain a new one. Alternatively, you may choose to cast the ballot as-is, although no options will be counted in those contests with too many marks.

Why can't I take a copy of my printed ballot record with me when I leave the polling place? Voters have the opportunity to review ballot choices through a secure window viewer before records are retained by Elections Officials for safekeeping and recount purposes. If voters removed copies of paper records from the polling place, it would disallow the possibility of accurate recounts and may create possibilities for election fraud.

How do I know my voting choices are private and that my selections will not be revealed? If you are voting on eSlate, after qualification you will be given an anonymous, randomly generated four-digit **Access Code** that enables the electronic machine to display the correct ballot for your precinct. The only purpose of the **Access Code** is to enable the correct ballot style; it is not associated with you, or with your ballot selections. With no information about you in the electronic voting system, there is no way to trace or tamper with your private voting selections.

If you are voting a paper ballot with eScan, you may use a privacy sleeve to hide your ballot as you cast it, and all voted ballots are stored out of sight in a locked ballot box.

frequently asked questions

In the past, I always had assistance when voting. Will I still be able to have someone help me with this system? Yes. The eSlate has a **HELP** button to request personal assistance from a poll worker, or on-screen guidance. There will also be voter instruction materials available to familiarize you with the voting machine before you enter the voting booth. The voting system also accommodates accessories so that persons with disabilities can vote with minimal assistance. The voter may always choose how much assistance he or she needs.

How is the paper verification system accessible to voters who are blind or visually impaired? eSlate Disabled Access Units are equipped with audio ballot readers so that voters who are blind or visually impaired may listen through headphones to a spoken record of the voter's ballot choices on the printed verification page.

How are write-in votes recorded? Write-in votes are recorded as options the voter has selected. The local jurisdiction matches those choices with qualified write-in candiate names and allocates one vote per valid write-in choice on the ballot. Depending on state and local guidelines, a write-in vote consists of both a completed option box indicating a write-in choice AND the written candidate name associated with that option box.

If power fails or if there is some other electronic failure will my voted ballot be lost?
No. Once you have pressed the eSlate's **CAST BALLOT** button or inserted your paper ballot into the eScan and the waving American flag is displayed, your voted ballot is stored in three separate places. In the unlikely event that the system fails, all data is protected in memory and cannot be lost, even in case of a power outage. The eSlate system also has a battery backup that immediately engages if an electrical failure should occur, and eScan has an emergency ballot slot available in case the eScan loses power.

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

What if a recount is necessary?
The voting system provides Elections Officials with Cast Vote Records of voting selections on eSlate machines and eScan paper ballots. If a recount is necessary, Elections Officials will compare paper records against the original, electronically-generated tabulation reports, in accordance with local, state, and federal guidelines.

Hart Voting System glossary

Abandoned Ballot	A ballot that the voter did not cast into the ballot box before leaving the polling place.
Absentee Ballot	An official ballot issued to a voter who will be "absent" from the polling place on Election Day.
Absentee Voting	A voting method by which people can cast their ballots without going to the polling place on Election Day. Early Voting is sometimes referred to as "Absentee-in-person," and by-mail voting is sometimes referred to as "Absentee-by-mail."
ACCESS CODE	A four-digit number given to each voter from the JBC. The ACCESS CODE tells the eSlate system which ballot style (precinct) to display to the voter.
"Access Code Report"	A JBC report that is printed on-demand. It lists the number of ACCESS CODES issued, voted, expired, canceled, and active.
"Access Code Summary"	A JBC report that is printed with the "Tally" report when polls are closed on Election Day. It lists the number of ACCESS CODES issued, voted, expired, and canceled.
Americans With Disabilities Act	A 1990 federal act, Pubic Law 101-336, that established comprehensive standards for the treatment of persons with disabilities in employment, public accommodations, and other programs, including those operated by state and local governments.
Audio card	The PC card that contains the audio prompt recordings for an election and that can be used in a DAU eSlate. Formerly called a "DAU Card".
Audit Log, Audit Trail, Audit Report	Recorded information that allows elections officials to view the steps that occurred on the equipment included in an election to verify or reconstruct the steps followed, without compromising ballot or voter secrecy.
Ballot Box, eScan	A secure receptacle for the eScan that collects scanned paper ballots and that has an emergency compartment for temporary storage of voted ballots in case the eScan is disabled.
Ballot Box Security Seal	The seal attached to the MBB door in a JBC or eScan to secure the installed MBB.
Ballot Code	A unique number assigned to either a provisional ballot or an Early Voting retrievable ballot to enable swift retrieval of that ballot from the eSlate system's Tally application by election officials.
Ballot Key	The unique alphanumeric identifier associated with each VBO cast vote record. This identifier aids in reconciling votes in case of a manual recount.
Ballot Style	The specific ballot created by precinct and/or district assignments to contests. A ballot with a unique combination of contests to be used in an election.
Bar code	A printed horizontal strip of vertical bars of varying widths, groups of which represent decimal digits. In the Hart Voting System, bar codes are required in order for paper ballots to be correctly scanned.
Cast Vote Record (CVR)	An anonymous record of the contest options that a voter selected on his/her cast ballot. In the Hart VS, Cast Vote Records are stored in electronic format. One Cast Vote Record is equivalent to one ballot.
"Certified" Write-In	A candidate that has been certified by the Election Authority as being a valid write-in candidate for the election.
Challenge Ballot	Terminology and rules for "challenge ballots" or "challenge voters" vary by state. In general, this is a process whereby a voter's right to cast a ballot in a certain jurisdiction is challenged for various procedural reasons. If the challenge stands, the voter may usually vote provisionally.
Contest	A choice to be made on the ballot. A race. Contest types include offices, issues, referendums, propositions, and questions.
"Cumulative (ACCESS CODE) Summary"	A summary on the JBC "Suspend Report" or "Daily Detail Report" that lists the ACCESS CODES issued, voted, expired, and canceled for the entire session of Early Voting.
"Daily (ACCESS CODE) Summary"	A summary on the JBC "Suspend Report" and "Daily Detail Report" that lists the ACCESS CODES issued, voted, expired, and canceled for only the current day of Early Voting.
Daisy Chain	Items connected in a series. The eSlates are daisy chained, one to another, with the JBC plugging into the first in the row.
"(Daily) Detail Report"	A report that the JBC or eScan prints when the polls at an Early Voting site are suspended. This report identifies the number of ballots cast per precinct.
Demo Card	A special ATA memory card that contains both ballot and audio data for use in a Demonstration eSlate.

Hart Voting System glossary

Demonstration eSlate (Demo)	An eSlate set up for voter education purposes. The Demonstration eSlate has a black body and Disabled Access Unit functionality. It has a special card with both ballot and audio information. It is not connected to a JBC. The Demonstration eSlate will NOT record cast ballots. It is for demonstration purposes only. Also called a "Demo unit."
Disabled Access Unit™ (DAU)	An eSlate that includes accessory components so that disabled persons can vote independently and privately. DAU eSlates include a module that accepts audio cards so that voters can listen to the ballot with headphones. DAU eSlates also have jacks for tactile input switches or "sip-and-puff" devices so that voters with limited mobility have alternatives to the SELECT wheel.
Direct Record Electronic (DRE)	The election industry term for an electronic machine at which a voter can view, vote and cast a ballot.
Early Voting	In the Hart Voting System, the term for votes cast in-person prior to Election Day. Nomenclature for "Early Voting" varies from state to state (e.g., Absentee In-Person, Absentee Walk-In, etc.). Totals are not available from the eSlate precinct voting system during the Early Voting period (i.e. no JBC or eScan "Tally" report is available).
"Election Identification Report"	A report that the JBC or eScan prints when the polling place ID is selected. The report contains the current date and time, jurisdiction name, election name, election date, polling place, and number of precincts enabled.
eScan	Hart InterCivic's precinct paper ballot scanning device. A paper ballot printed from Ballot Now can be scanned and recorded on this device.
eSlate	Hart InterCivic's direct record electronic (DRE) voting device. An electronic ballot can be viewed, voted, and recorded on this device.
eSlate Precinct Voting System	Those components of the Hart Voting System that are required for election activities at individual polling places. Includes: JBC, eSlates, DAU eSlates, MBBs, and all accessories for polling place voting.
Flash Memory	Flash memory is reprogrammable, read only memory that is used in PC cards or MBBs. Flash Memory does not require continuous electric power to operate. It is a system that can store more data and work faster than a traditional floppy disk.
HAVA	Help America Vote Act. Signed into law October 2002. HAVA intends to assist states in the administration of federal elections and establishes "minimum standards for states and units of local governments with the responsibility for the administration of federal elections."
"Initialized Report" (Self-Test Report)	A report printed from the JBC or eScan any time the device is powered on. This report shows a timestamp, firmware version, and diagnostic test result. A self-diagnostic test is run on the system, and the result is indicated as "**PASS**" on the report.
Judge's Booth Controller (JBC)	The control unit of the eSlate system, through which a poll worker distributes electronic ballots to the eSlate and DAU eSlate.
Jurisdiction	A precinct or group of precincts managed by a single organization.
Logic and Accuracy Test (LAT)	In the context of an election, a test to check the accuracy of a piece of voting equipment. An LAT is accomplished by feeding test ballots for which the results are already known (i. e., a "test deck") through the ballot counting system and comparing the results with the expected results.
Mobile Ballot Box (MBB)	A PC card that holds all of the ballot information for the Hart Voting System. An MBB is placed in the JBC unit, and an MBB is used in the Ballot Now computer. Cast Vote Records are also stored on MBBs.
"Network Configuration Report"	A report printed on the JBC after booths are assigned. The report contains the serial number, software version, PUB count, and PVT count for the JBC and each eSlate unit.
Overvote	The generally prohibited practice of voting for more than the allotted number o f options for a given contest.
Party	A political party. For example, Democratic or Republican.
PC Card	A piece of hardware about the size of a credit card. It is an information storage device, similar in function to a floppy disk. It is also called a "PCMCIA" card. In the Hart Voting System, it is called a Mobile Ballot Box (MBB).
Polling Place	The location where voters physically go to vote. A single polling place, during early voting, can support multiple precincts.
"Polls Open Report"	A report printed by the JBC or eScan when the polls are opened. This report includes a timestamp showing the month, day, year, hour, minutes, and seconds.
Poll Worker Button	A button, located on the back panel of the eScan device, used to access poll worker and administrator functions.

D E S K R E F E R E N C E

Hart Voting System glossary

Precinct	A jurisdiction subdivision for election purposes.
Provisional Ballot	A ballot provided to individuals who claim that they are eligible to vote but whose eligibility cannot be confirmed when they present themselves to vote. Once voted, such ballots are not included in the tabulation until after the voter's eligibility is confirmed. In the Hart Voting System, a provisional ballot's CVR carries a ballot code so that it can be included or excluded in the tally after the voter's eligibility has been verified.
Provisional Ballot Stub	A report that prints below the Access Code when a provisional ballot is requested during the "Add Voter" procedure on the JBC. This stub includes the Ballot Code used for ballot retrieval during the tabulation process. The stub must be separated from the Access Code and kept for ballot tracking purposes for this unique type of ballot.
Provisional Voter	A voter whose eligibility is yet to be determined at a given polling place. A provisional voter is allowed to vote on a "provisional ballot" under conditions set by state election law. Because the voter is "provisional", his/her ballot must be retrievable by election officials under certain conditions that vary from state to state. Also called a "challenged voter".
PUB Count	A six-digit number, shown on the JBC and eScan's configuration report and Polls Open screen, and in the Ballot Now window, that indicates how many votes have been counted on that machine for the current election.
PVT Count	A six-digit number, shown on the JBC and eScan's configuration report and Polls Open screen, and in the Ballot Now window that indicates how many votes have been counted on that machine in its lifetime.
Replacement Ballot	A ballot that is designated by the election authority to be a replacement for a spoiled ballot.
Sample Ballot	A ballot printed as a sample of the real election ballot. Sample ballots contain a special barcode which prevents them from being included as a CVR in an MBB.
SELECT Wheel	The rotary wheel on the eSlate and DAU eSlate that allows a voter to navigate the ballot and highlight choices by turning the wheel. It is also called Rotary Select™ Navigation System.
Sip-and-Puff	A voter's personal input device that connects to the DAU eSlate in the disabled access jack. This enables disabled voters with extremely limited mobility to vote with a mouth-controlled device.
Split Precinct	The smallest division of a precinct for election purposes.
Spoiled Ballot	A ballot that has been rendered invalid by a voter who is still present at the polling place, making it necessary to give the voter a new ballot.
"Suspend Report"	A JBC or eScan report that automatically prints when polls are suspended in Early Voting. For the JBC, the report lists the PUB count and PVT count of the JBC and eSlate units, a Daily (ACCESS CODE) Summary, and a Cumulative (ACCESS CODE) Summary.
Tactile Input Switches	Also called "dual mode switches," "jelly switches," or "buddy buttons." Red and green "paddles" that enable voters with disabilities to vote without using the SELECT wheel and ENTER button on the eSlate. Voters without fine motor control use these. The RED tactile input switch allows voters to navigate through the ballot, similar to the SELECT wheel, while the GREEN switch is similar to the ENTER button that makes selections for you.
Tally Tape Report	An Election Day report that may be printed from the JBC or eScan after polls are closed. It includes the date, time, precinct, and a tally of votes for each contest (as well as an ACCESS CODE summary for the JBC). BOSS includes a setting for allowing, or disallowing, this report to be printed from the JBC or eScan after close of polls on Election Day.
Undervote	A vote for less than the total number of election contests listed on the ballot, or voting for fewer than the number of positions to be filled for a single contest.
UPS	Uninterruptible Power Supply.
VBO	Verifiable Ballot Option. The Hart Voting System printing device that can be connected to the eSlate voting machine inside the voting booth in order to print a paper record of each ballot cast on the eSlate.
VVPAT	Voter-verifiable Paper Audit Trail. Implemented in the Hart Voting System through the Verifiable Ballot Option (VBO) device.
Voter Registration Computer	An electronic poll book, sometimes known as a "thin client" or "VR computer".
Zero Tape Report	A JBC or eScan report that prints out when polls are opened on the first day of Early Voting and on Election Day. This report lists the timestamp, the number of precincts at the polling place, the contests and candidates on the ballot, and verifies that the number of votes for each candidate is zero.

notes

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