



VERITY®

**poll worker's
field guide**



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about this guide

the *Verity Poll Worker's Field Guide* is a condensed guide to polling place tasks using the Verity voting system. For more detailed information, see the *Verity Polling Place Operations Guide*.



poll worker's field guide



version 2.X

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Verity Controller *and* Verity Touch



Verity Controller and Verity Touch make up the Verity Direct Record Electronic (DRE) voting system. Using Verity Controller and Verity Touch, poll workers issue Access Codes with Verity Controller, which voters use to access, mark and cast digital ballots via a touch screen on a Verity Touch. Multiple Touch devices can be connected to a single Controller device. Verity Touch is compatible with **Verity Access**.



Verity Touch with Access provides voters with additional input options: a move wheel and select button, headphones, and tactile switch or sip-and-puff devices. The Verity Access can be docked within Verity Touch or held in hand.



In the Verity system, **vDrives** are used to transfer digital ballot styles from the Verity software to voting devices, and to transfer voted ballots to Verity software for tabulation. vDrives are inserted into a standard USB port; each Verity Controller has its own vDrive.

*For a detailed visual guide to the setup and operation of Verity Controller & Verity Touch, see the **Verity Polling Place Operations Guide: Controller & Touch**.*

setting up Verity Controller

1 Set the Verity Controller on top of a table near where you plan on setting up your Verity Touch device(s).

2 Unlock the case (if locked). Open the case and remove the power brick and power cord from the storage compartment. Close the compartment and case. ▶



3 Plug the power cord securely into the power brick (A), and then plug the power brick into the back of the Verity Controller (flat side up) (B). ▶

A



B



setting up Verity Controller, *continued*

4 Open the Verity Controller case and push the lid brace to lock it into place. ▶



5 Unlock (A), unlatch (B) and remove the tablet (C). ▶

A



B



C



setting up Verity Controller, *continued*

6 Seat the tablet in its cradle (A), tilt it back (B), and lock it in place (C). ▶

A



B



C



7 Verify the Controller device seals, per local procedure.

8 Plug the power cord into a power strip/wall outlet and press the red power button on the back of the Verity Controller to power it on. ▶



setting up Verity Touch

1 Assemble and position the Verity Touch booth according to your polling place layout plan. Set the Verity Touch on the booth and lock in place.

2 Unlock the case (if locked). Open the case and remove the power brick, power cord, and headphones (if applicable) from the storage compartment. Close the compartment and case. ▶



3 Plug the power cord securely into the power brick (A), and then plug the power brick into the back of the Verity Touch (flat side up) (B). ▶

A



B



4 Insert a booth connection cord into one of the available ports on the back of Verity Touch. Insert the other end of the cord into one of the available ports on the back of the Verity Controller. ▶



setting up Verity Touch, *continued*

5 Open the Verity Touch case and push the lid brace to lock it into place. ▶



6 Unlock (A), unlatch (B) and remove the tablet (C). ▶

(A)



(B)



(C)



setting up Verity Touch, *continued*

7 Seat the tablet in its cradle (A), tilt it back (B), and lock it in place (C). ▶

(A)



(B)



(C)



8 Verify the Verity Touch device seals, per local procedure. Attach privacy screens to booth after voting device is installed by inserting each screen into the notches on the sides of the booth top.

9 Plug the power cord into a power strip/wall outlet and press the red power button on the back of the Verity Touch to power it on. ▶

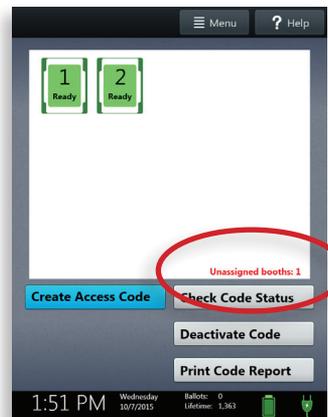


setting up Verity Touch, *continued***connecting additional Verity Touch devices**

- 1 Insert a booth connection cord into one of the available ports on the back of the new Verity Touch device.
- 2 Insert the other end of the booth connection cord into either:
 - a) the remaining available port on the back of the first Verity Touch, or
 - b) the remaining available port on the back of the Verity Controller.
- 3 Power on the second Verity Touch using the *red* power button on the back of the device.

unassigned booths on Controller

If Touch devices are connected to Controller, but not assigned a booth number, the number of unassigned booths will display in the bottom left of the Verity Controller screen. See the next page for instructions on assigning booth numbers.

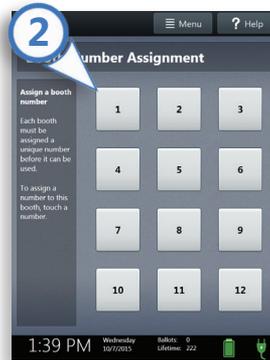


assigning booth numbers

Before they can be used for voting, each Touch device must be assigned a booth number. This allows polling place staff to monitor the status of each Touch booth using Verity Controller.

1 Set up all Verity Touch booths and devices and power on the Touch devices.

2 On a Touch, select the number on the screen that you would like to assign to that Touch booth. ►



3 Once assigned, the Touch will display the chosen number in green. You may change the booth number at this time by selecting Change this booth number. ►



4 Repeat steps 2-3 for all Touch booths.

NOTE: Each number may be assigned only once. If a number is already assigned to another booth, 'Used' will appear in place of that number on the screen.

Verity Controller *and* Touch orientation

screen orientation

When powered up for the first time on Election Day (or the first day of Early Voting), the Verity Controller should display the **Print Zero Report** screen. ▼



When power up is completed and booths are assigned, each Verity Touch device will display its booth number assignment. ▼



In addition to the date and time, the following appears at the bottom of the screen: ▼



- ▶ **Ballots:** The number of ballots scanned and cast on the Verity device for the current election; at the start of Election Day, or the start of the first day of Early Voting, this number should be zero.
- ▶ **Lifetime Count:** The number of ballots cast on the Verity device for the lifetime of the device (for all elections).
- ▶ **Battery and AC power indicators:** A green battery icon indicates the battery is connected; a green plug icon indicates AC power is connected. Specific battery power level can be found on the Power-On Self Test report.

Verity Controller and Touch orientation, *continued*

thermal printer operation

1 The thermal printer is located on the right-hand side of Verity Controller. ▶



2 To open the paper compartment: While standing in front of the device, pull the lever on the top of the printer cover towards you. ▶



3 To replace paper: Place the new paper roll into the printer as shown. Paper must roll out from the bottom. ▶



4 Close the printer cover. The paper must extend out from underneath the front edge of the cover. The white button can be used to advance the paper. ▶



Verity Controller *and Touch orientation, continued*

entering passcodes

- Passcodes are entered via the device touch screen.
- Passcodes must be 6 digits.
- Passcodes are determined by your local election office prior to the election.
- Selecting the yellow button to the right of the passcode field will delete the last character entered. Select **Cancel** to return to the previous screen.
- After entering the passcode, select **Accept** to proceed.

poll worker button

The blue poll worker button located on the back of Verity Touch is used for certain actions such as spoiling ballots.

The blue poll worker button on the back of Verity Controller is not used.



opening polls

You must open polls on the first day of Early Voting, and on Election Day. For instructions on reopening polls on the second or subsequent day of Early Voting, see page 19.

1 Setup and power on all devices. Confirm that you are running on AC power (see page 14).

2 On the *Verity Controller*, Select **Print Zero Report**.

NOTE: *If you are reopening polls during Early Voting (e.g. on the second day of Early Voting, or later), then you will not print a Zero report. See page 19.*



3 Wait while the Zero report prints on the Verity Controller's built-in thermal printer. Using the Zero report, check the following:

- ▶ Verify the ballot count total on the Zero report is ZERO and enter it in the Reconciliation Log.
- ▶ Verify that the precinct(s) and polling place on the report are correct.

**If these items are not correct,
contact your elections office**

opening polls, *continued*

4 Verify that the device clock in the bottom left corner of the Controller and Touch screens display the correct time.

**If the clock is not correct,
contact your elections office**

5 Select **Open the Polls**. You can also print a Configuration report, Precincts Enabled report, or a second copy of the Zero report, if your jurisdiction requires them. ▶

IMPORTANT: Once you open polls, you can no longer print a Zero report

6 Enter the Open Polls Code, and then select **Accept**. The Open Polls report will print. ▶

7 Wait while the Open Polls report prints. File the Zero and Open Polls reports according to local guidelines.



reopening polls *(Early Voting)*

1 To reopen polls during Early Voting, set up and power on the Verity Controller and Touch devices. When prompted, select **Open the Polls** on Verity Controller. ▶

NOTE: *When reopening polls during Early Voting, you will not print a Zero report.*

2 Enter the Open Polls Code, and then select **Accept**. The Open Polls report will print. ▶



3 Wait while the Open Polls report prints. File the Open Polls report according to local guidelines.

voting with Verity Controller *and* Touch

overview: Verity Controller and Touch

Using Verity Controller, poll workers will issue an Access Code, hand the printed Access Code to the voter, direct the voter to an open Verity Touch booth, and allow the voter to enter the Access Code and begin voting using Verity Touch. When they are finished voting, the voter will cast their ballot electronically on the Verity Touch.

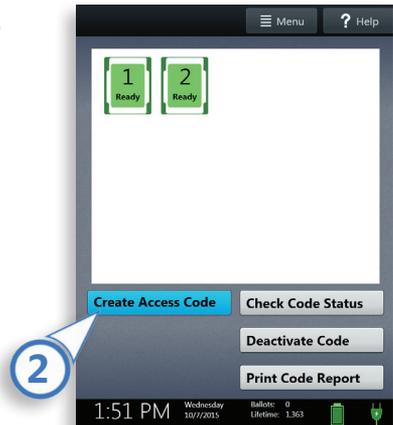
creating voter Access Codes

1 On Verity Controller, verify that there is an open Touch booth available (for information on monitoring Touch booths with Verity Controller, see page 31). ▶



The icon to the right indicates an open booth.

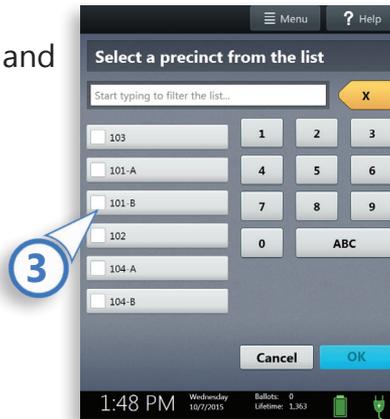
2 Select **Create Access Code**. ▶



voting with Verity Controller and Touch, *continued*

creating voter Access Codes, *continued*

3 Choose the correct precinct from the list, and then select **OK**. ▶



4 (*Primary Elections only*) Choose the correct political party from the list and select **OK**.

5 Confirm the precinct information displayed in the top left, and then select **Yes**, print the code. (To issue a provisional ballot, select **Mark as provisional**; for more information on provisional voting, see page 28). ▶



6 Wait while the Access Code prints on Verity Controller's built-in thermal printer. Hand the printed Access Code to the voter and direct them to the Verity Touch booth.

voting with Verity Controller *and* Touch, *continued*

using the Autoballot barcode scanner to issue ballots

If your jurisdiction has Verity Autoballot, you can use a barcode reader attached to the Verity Print to scan barcode labels produced by your electronic pollbook. When using Autoballot, you will scan the barcode, skipping steps 1-4 of the **printing ballots** section. For more information, see the *AutoBallot User Guide*.

voting with Verity Touch

1 Voter selects Language (if applicable). ▶

- If applicable, the voter will choose their language before entering their Access Code.
- Language applies to both Verity Touch instructions *and* the ballot.
- Language can be changed at any time by accessing the language menu (see page 25).

2 Voter enters their access code, and then selects **Accept**. ▶

- The voter can enter the access code using the touch screen, or the Verity Access (if available).

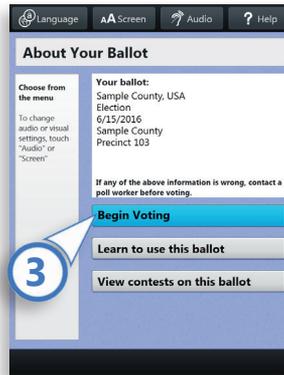


voting with Verity Controller and Touch, continued

voting with Verity Touch, continued

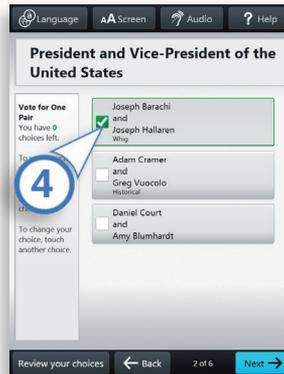
3 Voter selects **Begin Voting**.

- Voters can start voting (by selecting **Begin Voting**), learn how to use the ballot, or view a list of contests on the ballot.
- The Language (if applicable), Audio, and Screen settings and the Help button are also available.



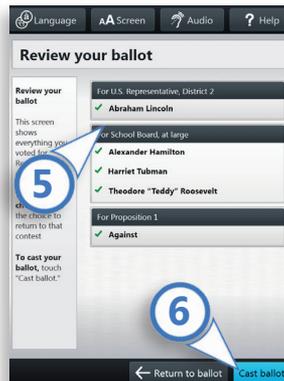
4 Voter makes choices using the touch screen (or Access device, if available).

- A selected choice will display a green box with check mark to the left of the choice.
- The voter can select **Review your choices** to review ballot choices.
- The **Next** button advances to the next contest on the ballot.



5 When the voter has reached the end of the ballot, the **Review your ballot** screen appears.

- Voter can select a specific contest to return to that contest on the ballot or select **Return to ballot** to go to the last contest visited.



6 After reviewing and confirming choices, the voter selects **Cast ballot** to cast their ballot.

voting with Verity Controller *and* Touch, *continued*

voting with Verity Touch, *continued*

7 Voter selects **Yes, cast my ballot.** ▶

8 The ballot has been cast when the voter sees the waving American flag. ▶



making write-in choices

- 1** To vote for a write-in candidate on the ballot (may not be available on all contests): On the page for that contest, the voter selects **“To enter a write in, touch here”**.
- 2** Voter types the name of the desired write-in, and then selects **Accept**.
- 3** The write-in will appear with a green box with check mark to its left, along with the write-in candidate name that the voter typed.

voting with Verity Controller and Touch, *continued*

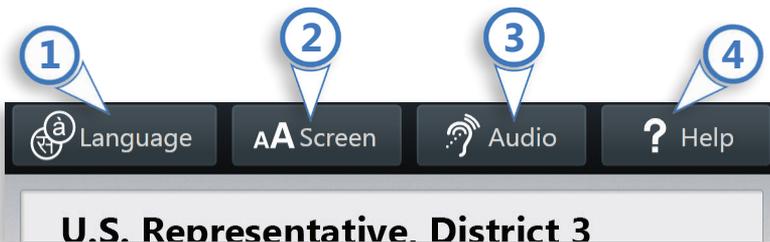
casting blank ballots

If the voter has marked no choices and selects the Cast ballot button, Verity Touch will ask the voter to confirm before casting the blank ballot.

Verity Touch help and features

Each Verity Touch is equipped with context-specific help text and settings that can be accessed from the touch screen. To exit help or settings screens and resume voting, select **Exit Help** or **Return to ballot** on the bottom right of the Help screen.

- 1 If multiple languages are available, a **Language Button** is located at the top left of the screen. Select this button to change the language of the instructions and ballot.
- 3 The **Screen Button** is at the top center left of the screen. Select this button to change the screen settings (contrast and text size) and to turn the screen off (if using headphones only).
- 2 The **Audio Button** is at the top center right of the screen. Select this button to change the audio settings (volume and speed) for the headphones.
- 4 The **Help Button** is at the top right of the screen. Select this button to see help text for the voting step currently underway.



voting with Verity Controller and Touch, *continued*

about Verity Access

Verity Access is an Audio-Tactile Interface (ATI) that allows voters with disabilities to vote privately and independently. Access includes headphones for voters with visual impairments, or others who want to hear the ballot. Verity Access is also compatible with tactile input switches and other inputs such as sip-and-puff devices. With Verity Access, a voter can:

- Navigate through a ballot with the Move wheel
- Make selections on a ballot with the Select button
- Use headphones (plugged into the top left side of the Verity Access).
- Use tactile switches, sip-and-puff, or any dual-switch stereo input devices (plugged into the top right side).

installing headphones and tactile switches *(Verity Touch with Access)*

1 Lift the Verity Access controller from its cradle.

2 Plug the headphones into the headphone jack on the top left of the Verity Access. ▶

3 Plug tactile switches, sip-and-puff, or any other dual-switch input device into the jack on the top right of the Verity Access. ▶



voting with Verity Controller and Touch, continued

spoiling a ballot on Verity Touch

The Spoil Ballot menu allows you to spoil (discard) the current ballot before it is cast.

1 Press the blue poll worker button on the back of the Verity Touch. ▶



2 Select Spoil Ballot. ▶

2



3 Enter the Poll Worker Code and select **Accept**. ▶



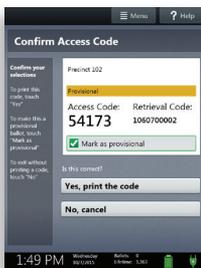
voting with Verity Controller *and Touch, continued*spoiling a ballot on Verity Touch, *continued*

- 4 Select Yes, spoil the ballot. ▶



- 5 Select OK. Fill out and file any paperwork required by your jurisdiction.

provisional ballots on Verity Touch



When issuing Access Codes on the Verity Controller, the poll worker may issue an electronic provisional ballot by selecting **Mark as provisional** on the Confirm Access Code screen. The electronic provisional ballot feature should *only* be used in jurisdictions that perform tabulation with Verity Count, as Verity Count is required to retrieve and include provisional ballots in the election results.

When issuing an electronic provisional ballot, the Access Code tape includes a unique ballot code and a space for the voter's signature. This code and signature must be filed for future reference by election officials.

voting with Verity Controller and Touch, *continued*

curbside voting with Verity Touch

The tablet of each Verity Touch device may be removed and used for curbside voting, if your jurisdiction allows this. To perform a curbside voting session with Verity Touch, follow the instructions below:

- 1** On Verity Controller, issue an Access Code for the curbside voter.
- 2** On the Verity Touch that will be used for curbside voting, enter the Language choice (if applicable) and Access Code.
- 3** Unlock the Touch tablet.
- 4** Tilt the tablet forward and remove the tablet from its base station.
- 5** Take the tablet to the voter and allow them to vote their ballot. When they have finished, the voter must select **Cast ballot**, and then **Yes, cast my ballot**. Verify that the screen displays the waving American flag. ▶



voting with Verity Controller and Touch, continued**curbside voting with Verity Touch, continued**

6 Return the tablet to its base station. Seat the tablet in its cradle and tilt it back. ▶



7 Lock the tablet in place. ▶



8 Once the Touch tablet is reconnected to its base station/booth, the curbside vote will automatically transfer to its Controller, and the Touch should return to the Enter Language or Enter Access Code screen. If the Touch tablet is unable to reconnect to its Controller, you will see an error message on the screen; follow the instructions on the screen to resolve the issue.

monitoring and managing Touch Devices with Verity Controller

On the main screen of Verity Controller, you can visually monitor the status of each Verity Touch booth connected to that controller. The status of each Touch booth is represented by a series of icons; these are described below.

NOTE: *If the number of icons shown on the screen does not match the number of expected booths, check connections and see page 12, unassigned booths on Controller.*

monitoring Verity Touch booths



Starting: This Touch voting booth is powering up.



Ready: This Touch voting booth is ready for a new voter.



In use: A voting session is underway at this Touch voting booth (a ballot is loaded).

monitoring & managing Touch devices with Verity Controller, *continued*

monitoring Verity Touch booths, *continued*



Help needed: The voter at this booth has requested poll worker assistance.



Alert: There is an error or issue with this Touch voting booth; Go to that Touch voting booth and follow the directions on the screen.



Not connected: This Touch tablet is no longer connected to its base station (for instance, it is being used for curbside voting).

accessing Verity Controller help

Verity Controller is equipped with built-in help text that can be accessed from the touch screen. The content of the Help screen will vary depending on the context.

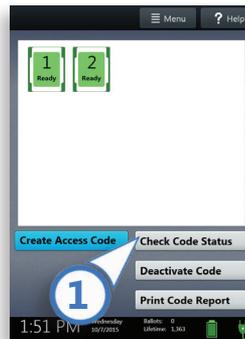
- 1** Select **Help** at the top right of the Verity Controller screen to access the Help screen.
- 2** To exit the help screen, select **Exit Help** on the bottom right of the screen.

monitoring & managing Touch devices with Verity Controller, *continued*

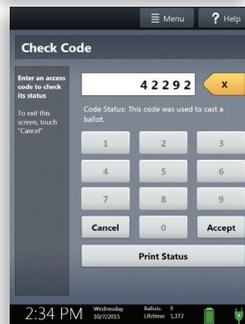
checking an Access Code

To check the status of an Access Code, follow the steps below:

1 On Verity Controller, select **Check Code Status**. ▶



2 Enter the code you wish to check using the touch screen, and then select **Accept**. ▶



3 The status of the code will display on the screen:

- This code was used to cast a ballot
- This code has been deactivated
- This code has expired
- This code has been spoiled
- This code has been issued and is ready for use

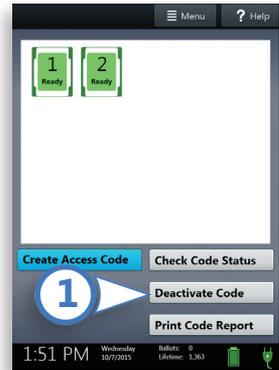
Ensure a voter is qualified and has not already voted before issuing a new Access Code.

monitoring & managing Touch devices with Verity Controller, *continued*

deactivating an Access Code

To deactivate an Access Code, follow the steps below:

1 On Verity Controller, select **Deactivate Code**. ▶



2 Enter the code you wish to deactivate using the touch screen, and then select **Accept**. ▶



3 If the code cannot be deactivated, a message will display explaining why. Select **Cancel** to return to the main screen.

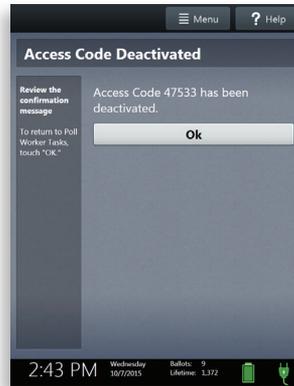
- This code was used to cast a ballot
- This code has already been deactivated
- This code has expired
- This code has been spoiled

monitoring & managing Touch devices with Verity Controller, *continued*

deactivating an Access Code, *continued*

4 If the code is successfully deactivated, select **OK**. ▶

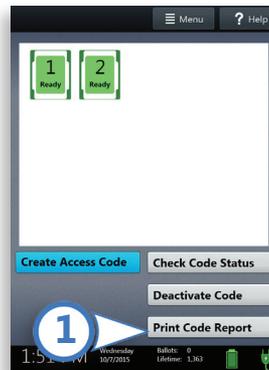
Ensure a voter is qualified and has not already voted before issuing a new Access Code.



printing Access Code reports

You can print an Access Code report on Verity Controller at any time. This report lists the number of Access Codes issued, grouped by status, and total number of ballots cast.

1 On Verity Controller, select **Print Code Report**. ▶



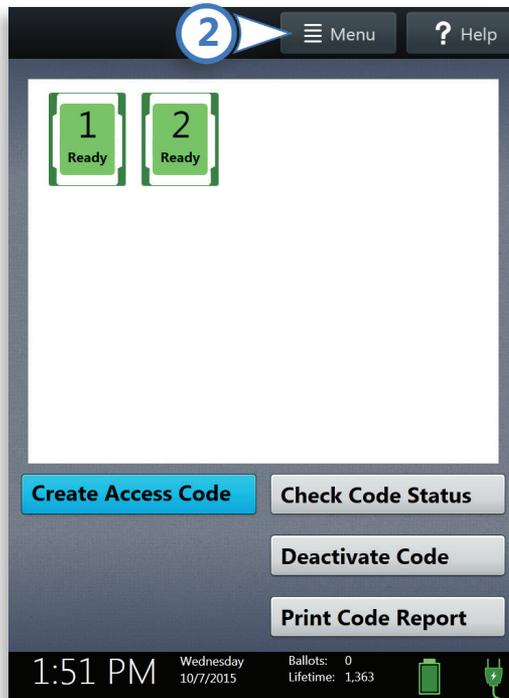
2 The Access Code report will print on Verity Controller's built-in thermal printer.

monitoring & managing Touch devices with Verity Controller, *continued*

resetting booth numbering

This menu allows election staff to reset booth numbering (if, for instance, device placement was reconfigured, or the booth numbering was assigned in error). To reset booth numbering:

- 1 Ensure that no voters are using the Verity Touch devices.
- 2 On Verity Controller, select **Menu** on the top of the screen. ▼



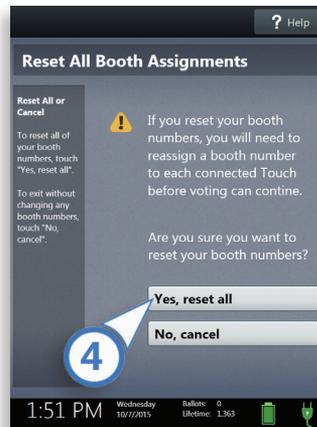
monitoring & managing Touch devices with Verity Controller, *continued*

resetting booth numbering, *continued*

3 Select **Reset Booth Numbering**.



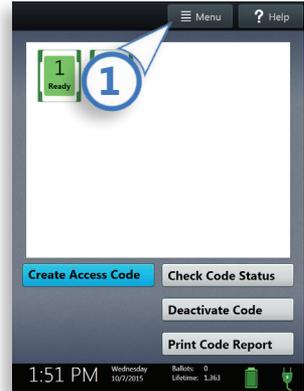
4 Select **Yes, reset all.** ▶



5 Reassign booth numbering (for instructions, see page 13).

suspending polls *(Early Voting)*

1 On Verity Controller, select **Menu** at the top of the screen. ▶



2 Select **Suspend Polls**. ▶



3 Enter the Suspend Polls Code and select **Accept**. A Suspend Polls report will automatically print. ▶



4 Wait while the Suspend Polls report prints.

suspending polls, *continued*

5 The polls are now suspended. Print and file reports available on the screen as required by your jurisdiction. The available reports may vary and are configured by the election officials in your jurisdiction. ▶



local reporting requirements

6 When you have finished printing reports, press the *red* power button on the back of Verity Controller to power it off. ▶



- ▶ Wait for Verity Controller to be completely powered down and showing a black screen if you will be unlocking the tablet and removing it from the cradle
- ▶ If stowing the tablet, make sure to lock it in with the key and pull the blue latch down to secure it in place.

suspending polls, *continued*

7 Press the red power button on the back of each Verity Touch device to power them down. ▶



- ▶ Wait for the Verity Touch device(s) to be completely powered down and showing a black screen if you will be unlocking the tablet and removing it from the cradle
- ▶ If stowing a tablet, make sure to lock it in with the key and pull the blue latch down to secure it in place.

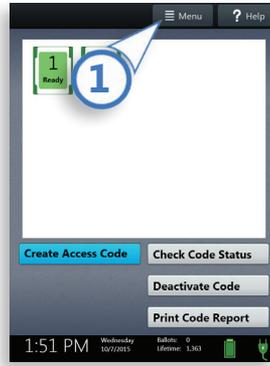
8 Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when transferring voting devices, vDrives, and/or Ballots to your central counting location. If you are leaving equipment in place, be sure to properly secure all equipment, preferably behind a locked door. You may use the space below to document local transfer procedures.

local procedures

closing polls *(Election Day)*

IMPORTANT: Wait until after the close polls time to close polls. Once polls are closed they cannot be reopened on that device.

1 On Verity Controller, select **Menu** at the top of the screen. ▶



2 Select **Close Polls**. ▶



3 Select **Yes**, close the polls. ▶

IMPORTANT: Once polls have been closed, they cannot be reopened on that device.



closing polls, *continued*

- 4** Enter the Close Polls Code and select **Accept**. ▶



- 5** Wait while the Close Polls report prints.

- 6** The polls are now closed. Print and file available reports as required by your jurisdiction. The available reports may vary and are configured by the election officials in your jurisdiction. ▶



local reporting requirements

closing polls, *continued*

7 Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when transferring equipment, vDrives, and/or ballots to your central counting location. If you are leaving equipment in place, be sure to properly secure all equipment, preferably behind a locked door. You can use the space below to document local transfer procedures.

local procedures



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