

POLL PAD PROCEDURE GUIDE

COMPREHENSIVE ELECTION OFFICER MANUAL DETAILING THE POLL PAD APPLICATION

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Election Officers

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Poll Pad Guide

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Knowledge

Apple iPad



Introducing Fairfax County's Next-Gen Pollbook



65%

POLL PAD

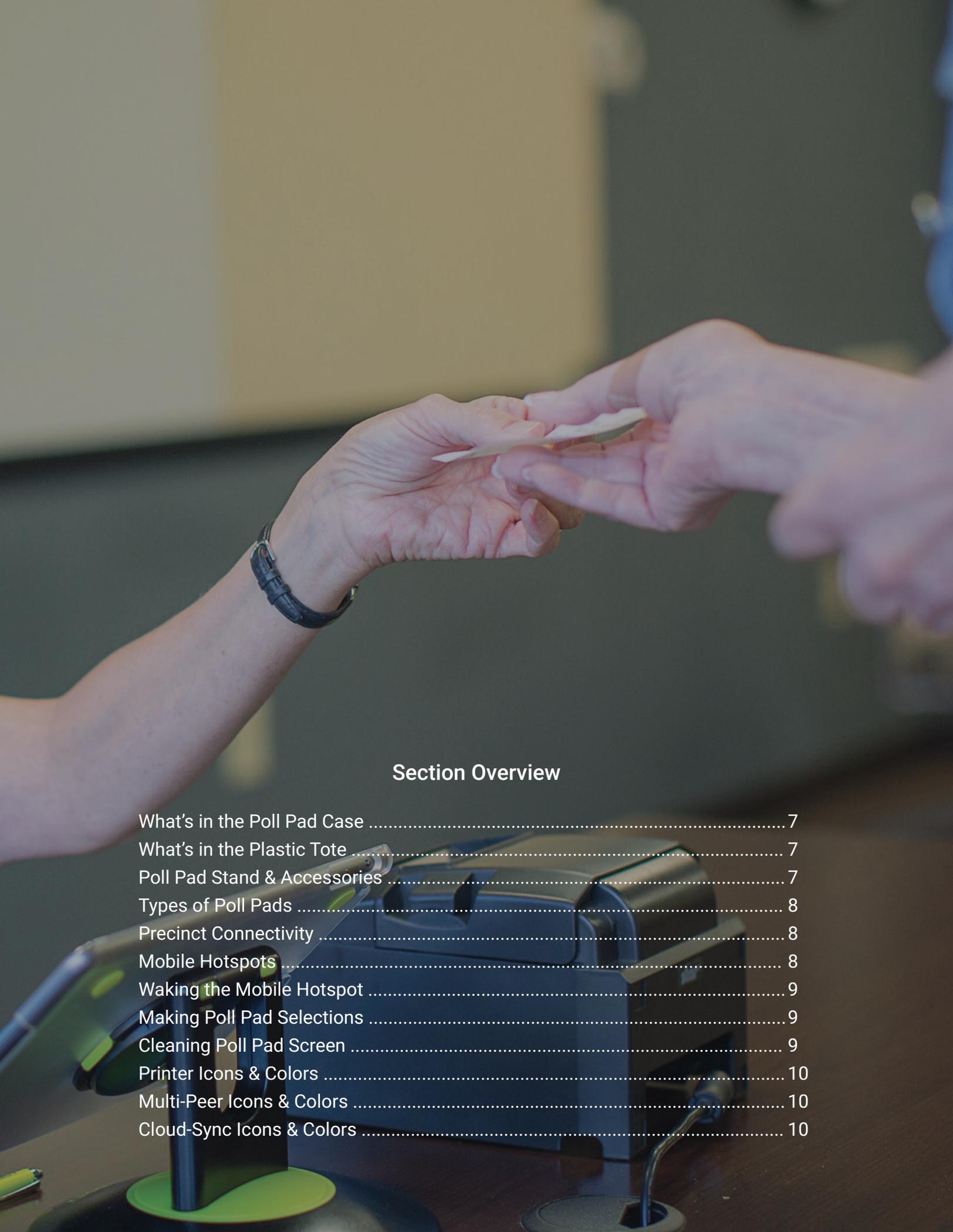
Touch icon below to begin



Pollpad

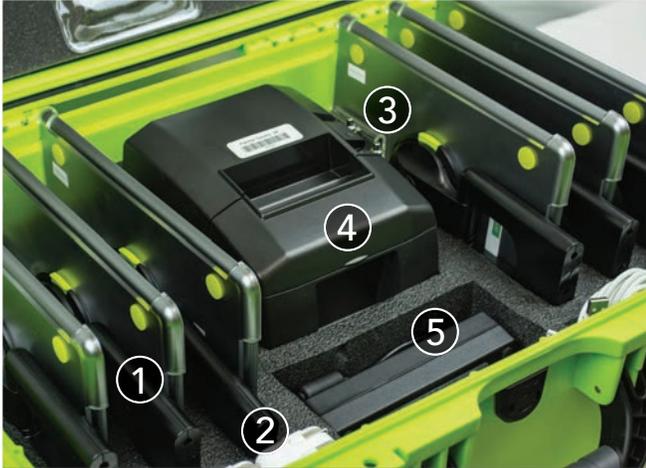
A woman with short, wavy blonde hair and glasses is shown from the chest up. She is wearing a light blue short-sleeved button-down shirt and a thin necklace. She is looking slightly to her right with a gentle smile. Her hands are clasped in front of her on a dark desk. A blue pen and a yellow highlighter are visible on the desk to her right. The background is softly blurred, showing green foliage. The overall lighting is bright and even.

UNDERSTANDING THE BASICS



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WHAT'S IN THE POLL PAD CASE?

- ① Poll Pad & Attachment
- ② Power Cube & Cord
- ③ Poll Pad Stylus & Cloth
- ④ Star Micronics Printer
- ⑤ Printer Power Cord
- ⑥ Mobile Hotspot & Cord



WHAT'S IN THE PLASTIC TOTE?

- ① Poll Pad Base
- ② Photo ID Holder
- ③ Power Strips

The number of Poll Pad Bases and Photo ID Holders your precinct receives is based on the number of Poll Pads. All you have to do is count the number of Poll Pads in the case and compare them to the number of Poll Pad Bases and Photo ID Holders in the tote. If the numbers match, your precinct has received all of its supplies.



POLL PAD STAND & ACCESSORIES

- ① Poll Pad Base
- ② Swivel Attachment
- ③ Poll Pad & Plastic Shell
- ④ Stylus Holder
- ⑤ Photo ID Holder
- ⑥ iSync Drive





PRECINCT CONNECTIVITY

Inside of the Poll Pad Case is an index card listing the number of Poll Pads assigned to your precinct and the wireless setup of the polling place. If the index card reads “AT&T/Verizon Hotspot,” the case contains a Mobile Hotspot (MiFi) that needs to be turned on for use on Election Day. If the index card instead reads “Wireless Enabled,” the precinct contains an internal network that has been pre-configured for election-specific use. No hotspot is provided.



ADMIN POLL PAD



ELECTION OFFICER POLL PAD

TYPES OF POLL PADS

Inside of the Poll Pad Case are two different types of Poll Pads: 1) Administrator Poll Pad and 2) Election Officer Poll Pad. Every precinct receives one Admin Poll Pad, which is identified by an Admin label on the front of the device, while the number of Election Officer Poll Pads provided is based on the needs of the precinct.

Since both types of Poll Pads are uniquely configured, it is important to distribute these devices accordingly during the opening process, with a precinct administrator, such as the Chief or Assistant Chief Officer, receiving the Admin Poll Pad, and Check-In Officers receiving the Poll Pads designated for Election Officer use.



AT&T HOTSPOT



VERIZON HOTSPOT

MOBILE HOTSPOTS

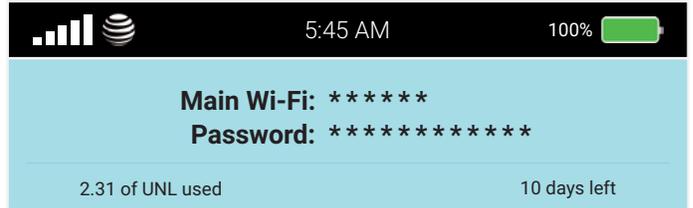
Mobile Hotspot precincts either receive an AT&T or Verizon-enabled device, depending on which carrier provides the most reliable signal strength for the polling place. While each device has its own unique characteristics, the only differences you need to be mindful of are the color of the hotspot and how to use the device.

The AT&T hotspot is white and has a fully functional touchscreen, just like the Poll Pad. The Verizon hotspot is black and is controlled by manually selecting the three buttons on the front of the device.



WAKING THE MOBILE HOTSPOT

Due to the Mobile Hotspot's settings, the screen is configured to lock and turn black after about 15 seconds of inactivity. If you need to check the hotspot's signal strength or battery percentage during the day, tap the **Power** button on the top of the device to wake it.



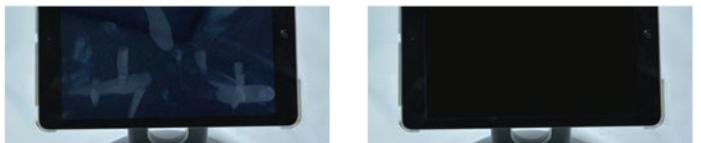
MAKING POLL PAD SELECTIONS

Each precinct is provided with one stylus per Poll Pad. While the stylus is designed to work in conjunction with the Poll Pad, you may find it easier to use your finger when completing onscreen functions. In either case, both methods are acceptable.



CLEANING POLL PAD SCREEN

Irrespective of which method you use to make onscreen selections, the Poll Pad screen will likely accumulate smudges throughout the day, making it difficult to view election-specific content. When this occurs, all you have to do is remove the microfiber cloth from the Poll Pad Case and use it to clean the screen to your desired viewing preference.





PRINTER ICONS & COLORS



Admin Poll Pad

Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.



Admin Poll Pad

Poll Pad recognizes the printer and is currently in the process of pairing with the device.



Admin Poll Pad

Poll Pad is not paired with the printer. Select the **printer** icon, followed by **Pair and Connect**.



Election Officer Poll Pad

Poll Pad is not associated with the precinct's printer. This is the standard setup for Election Officer Poll Pads.



MULTI-PEER ICONS & COLORS



Admin & Election Officer Poll Pad

Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.



Admin & Election Officer Poll Pad

The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.



Admin & Election Officer Poll Pad

Poll Pad recognizes the presence of other precinct Poll Pads but is not connected or synchronizing with these units.



Admin & Election Officer Poll Pad

The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. **Contact Tech Command.**



CLOUD-SYNC ICONS & COLORS



Admin & Election Officer Poll Pad

Poll Pad is currently connected and synchronizing with the central election database. **This feature is not active.**



Admin & Election Officer Poll Pad

Poll Pad is in the process of connecting to the central election database. **This feature is not active.**



Admin & Election Officer Poll Pad

Poll Pad is currently disconnected and not synchronizing with the central election database. **This feature is not active.**



Admin & Election Officer Poll Pad

Poll Pad is not associated with the central election database. **This feature is active and present on every precinct Poll Pad.**

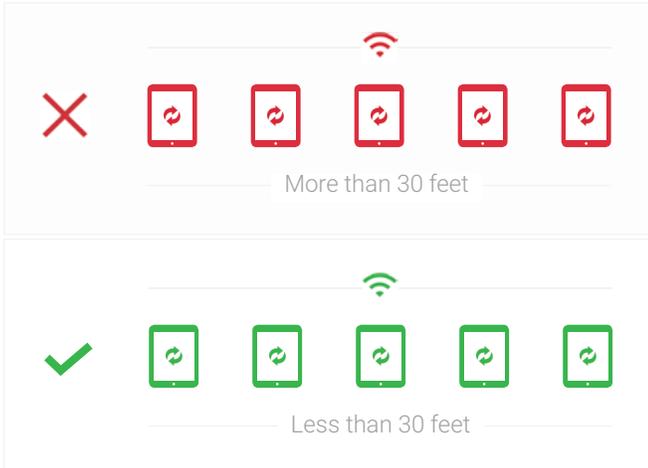
A woman with short blonde hair, wearing a light blue short-sleeved button-down shirt, is shown in profile from the chest up. She is sitting at a dark desk, looking towards the right side of the frame. Her right arm is extended towards a computer monitor, which is partially visible on the right edge. The background is a plain, light-colored wall. The overall lighting is soft and even.

QUICK TIPS & ACTIONS



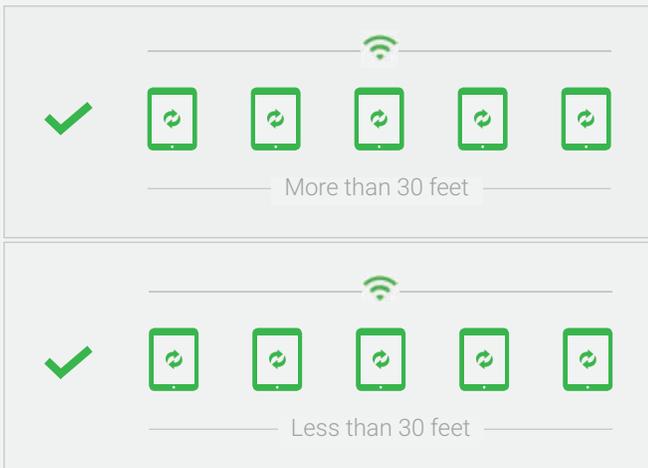
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MIFI PRECINCTS: POLL PAD SYNC

Let's face it, wireless technology has its quirks. To ensure that the Poll Pads are properly talking to one another, assess your precinct's layout and try to setup the Poll Pads and Mobile Hotspot within a 30 foot radius. Please be mindful that this setup also includes the Admin Poll Pad. If you are unable to setup the Poll Pads within this radius, the check-in counts may not synchronize consistently throughout the day.



WiFi PRECINCTS: POLL PAD SYNC

Precincts with an internal wireless network have a little more flexibility than those provided with a Mobile Hotspot. Since the wireless profile associated with the network allows for a broader range of connectivity, you can setup the Poll Pads within a radius that exceeds 30 feet.

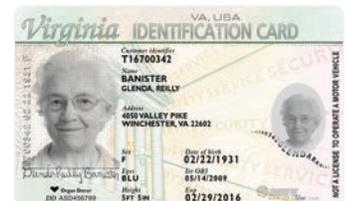
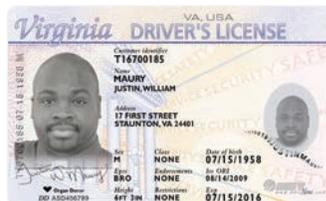
This means that the Admin Poll Pad can reside in an area of the polling room that allows precinct administrators and non-standard voters additional space. If the Poll Pad setup exceeds a 30 foot radius, make sure the pathway to the check-in table maintains a logical and consistent flow for voters.



WHAT ID'S CAN BE SCANNED?

Since the barcode on a Virginia photo ID contains individual-specific information, the Poll Pad is only able to scan two types of photo ID.

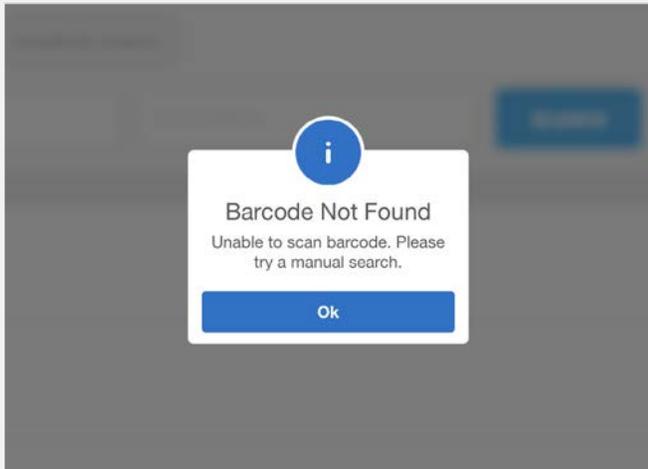
- ① Virginia Driver's License
- ② Virginia Photo ID Card





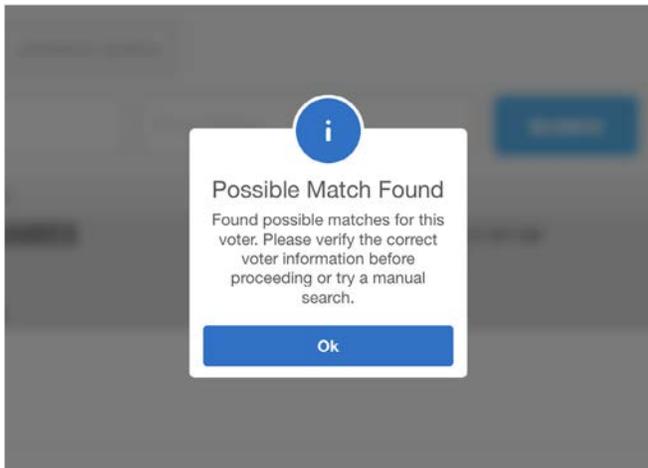
BARCODE SCANNING

Before scanning a voter's photo ID, take into account the placement of the Poll Pad in relation to the lighting inside of the polling room. If the Poll Pad is located directly under an overhead light or next to a window, the light may create an excessive glare or shadow effect that can hinder the Poll Pad from accurately scanning the voter's photo ID. If this occurs, adjust the Poll Pad by tilting the device slightly forward or backward until the glare or shadow disappears.



BARCODE NOT FOUND

When a voter's photo ID is unable to be scanned, the Poll Pad returns a message that reads "Barcode Not Found." This can happen when the Poll Pad's camera is unable to accurately identify the barcode on the voter's photo ID (could be due to a lighting or shadowing issue) or if a non-scannable form of photo ID, such as that issued by a University, is used. If you notice this message, touch **OK**, then lookup the voter using the **Manual Entry** option.



POSSIBLE MATCH FOUND

When the Poll Pad scans the voter's photo ID, the application analyzes multiple strings of information that are separate from the ID's inventory control number. If the Poll Pad finds more than one match within these information strings, it flags and displays the voter as a potential match. This can happen when the information on the voter's photo ID differs from his or her registration record. For instance, if a voter updates his or her information with the DMV and receives a Change of Address card, as opposed to a new photo ID. If you notice this message, press **OK**, then select the appropriate voter from the search results.



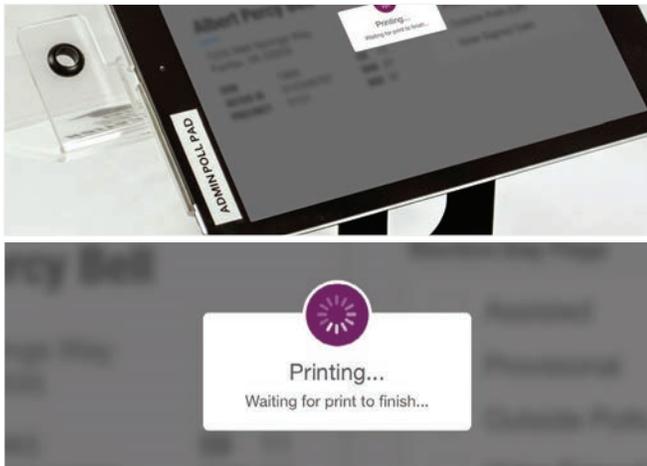
RETURN TO SEARCH RESULTS

Let's face it, in the midst of checking in hundreds/thousands of voters on Election Day, its expected that, at some point, you will accidentally select the wrong voter's record. Don't worry if this occurs, as all you need to do is simply select the **Go Back** option in the top right corner of the screen to return to the search results.



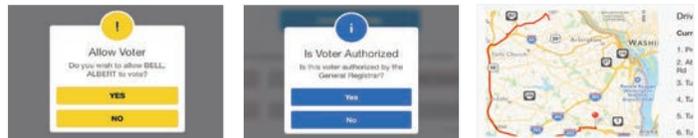
ELECTION DAY FLAGS

- ✔ **Assisted**
Admin & Election Officer Poll Pad
 Select this flag if the voter requests assistance with voting his or her ballot.
- ✔ **Outside Polls (OP)**
Admin & Election Officer Poll Pad
 Select this flag if the voter requests to vote outside of the polling place.
- ✔ **Voter Signed Oath**
Admin & Election Officer Poll Pad
 Select this flag if the voter is listed as inactive or if he or she has to be added to the Poll Pad.
- ✘ **Provisional**
Admin & Election Officer Poll Pad
Do not select this flag unless instructed to do so by the Office of Elections.



POLL PAD PRINTING

The Admin Poll Pad is designed to print a receipt for checked-in voters and those who are in the wrong precinct. After a voter is checked-in on the Admin Poll Pad, place the receipt in **Envelope #8**. By doing so, the Office of Elections has a paper record to reference. Voters that are in the wrong precinct should instead be given the receipt as it contains directions to their polling place.





VOTER CHECK-IN UPDATES

Throughout the day, the Poll Pads will perform a series of local updates. While this may occur at unexpected intervals, don't be alarmed when this popup displays. This popup is completely normal and is necessary to ensure that all Poll Pads have processed the correct information.

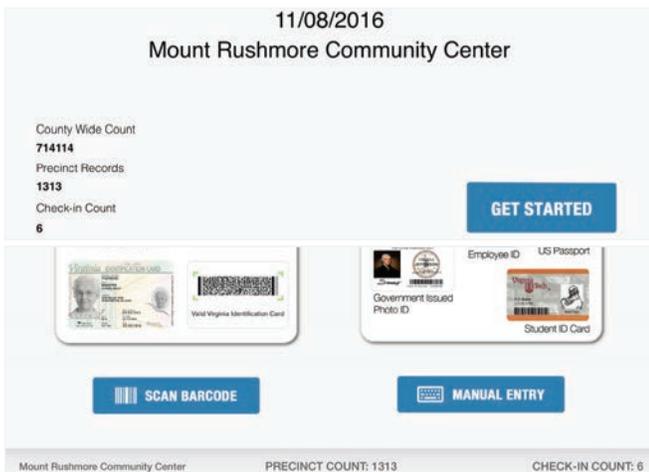
Unfortunately, you will be unable to check-in any voters when these local updates are taking place. If a voter is at the check-in table when this occurs, ask he or she to wait for the updates to finish or ask another officer if they can process the voter. Don't worry, as this popup will not display if you have started the check-in process.



SUMMARY REPORT

We know you're eager to find out the total check-in counts for your precinct. We also understand the level of frustration that's involved with having to add the check-in counts for every Poll Pad together.

To ensure that your precinct's check-in counts are as close to accurate as possible, try to minimize your use of the summary report throughout the day. When you leave this report open on the Poll Pad, the device will not update, and as a result, the precinct counts will be inaccurate.



VERIFY & RECORD CHECK-INS

When determining the total number of check-ins for the precinct, you need to refer to each individual Poll Pad and add the check-in counts together. The check-in counts for each Poll Pad can be found in one of two places: 1) in the bottom left corner of the Home screen and 2) in the bottom right corner of the Search screen.



A blurred background image of a desk. In the center, there is a bright green plastic storage bin with a black handle. To the right, a portion of a tablet or smartphone is visible, showing a white screen with some text. The desk surface is dark wood. The overall image is out of focus, with the text overlaid in the center.

OPENING PROCEDURES



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1. VERIFY POLL PAD SUPPLIES



1 REMOVE CASE & TOTE

Setting up the Poll Pad is not only quick, but it is also easy. To start, simply remove the Poll Pad Case and Plastic Tote from the voting machine cart, and place each container on top of the check-in table.

Note: Each container is unique, both in color and in size. The Poll Pad Case is green with an industrial grade plastic shell, and the Plastic Tote is grey and resembles a standard bin.



2 VERIFY CASE SEAL

Place the Poll Pad Case on its base, then verify the green numbered seal securing the case matches what is listed on **Envelope #7**. After verifying the seal matches, cut the seal and place it inside of the envelope.



3 OPEN CASE LID

To unlock the Poll Pad Case, press down on the grey buttons securing the case lid, then lift the black latches up and out to open the lid and expose the contents of the case.



4 VERIFY CASE CONTENTS

Inside of the Poll Pad Case is an index card listing the number of Poll Pads and peripherals assigned to your precinct. Count the number of Poll Pads and corresponding supplies and verify they match what is listed on the index card.



5 VERIFY WIRELESS PROFILE

In addition to the number of Poll Pads and precinct supplies, the index card, inside of the Poll Pad Case, also lists the wireless set up of the polling place.

If the index card reads "AT&T/Verizon Hotspot," follow the steps listed in **section two** of the opening procedures. If the index card instead reads "Wireless Enabled," your precinct has a wireless network, for which no hotspot is provided.



6 VERIFY TOTE CONTENTS

To open the Plastic Tote, lift up on both lids and extend them outward so that the contents of the tote are visible. Count the number of Poll Pad Bases and Photo ID Holders and verify they match the number of Poll Pads.

Note: Unlike the Poll Pad Case, the Plastic Tote does not contain an index card listing its contents.

2. MOBILE HOTSPOT SETUP



1 WHO HAS THIS DEVICE?

We're glad you asked. Refer to the index card in the Poll Pad Case to determine if your precinct has a Mobile Hotspot. If the index card reads "AT&T/Verizon Hotspot," **follow each of these steps in this section.**



2 REMOVE SUPPLIES

Start by removing the Mobile Hotspot, as well as the Power Cord and Power Adapter from the Poll Pad Case, then place each of these items on top of the check-in table.

Note: Irrespective of whether your precinct is provided with an AT&T or Verizon-enabled hotspot, the set up for both of these devices is the same.



3 PLUG IN POWER CORD

Plug the Power Adapter into an AC outlet. Plug the USB end of the Power Cord into the adapter, then plug the opposite end of the cord into the **Power Connection** port on the bottom of the Mobile Hotspot.

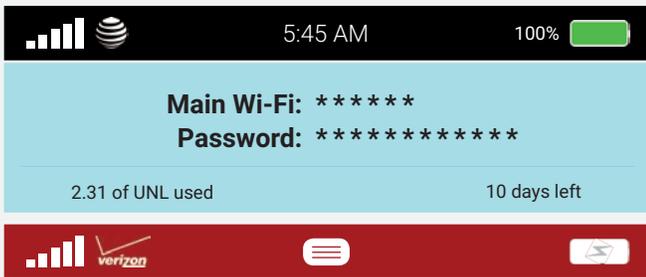




4 POWER ON DEVICE

Hold the **Power** button down until the AT&T/Verizon logo displays onscreen. Try to be patient as it can take up to a minute for the Mobile Hotspot to power on and initialize.

Note: If the hotspot does not turn on within five seconds, verify the Power Cord/Adapter are connected.



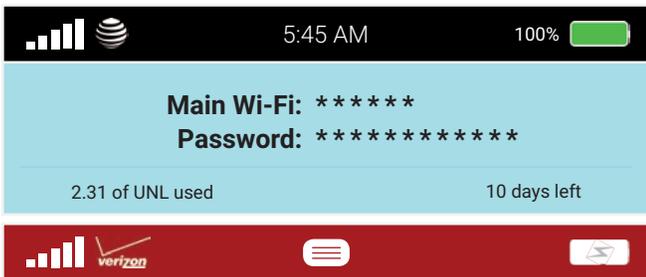
Data usage cycle ends 11/30/2016



5 VERIFY SIGNAL STRENGTH

In the top left corner of the screen, verify the signal strength has at least **two bars of service**.

Note: If the signal strength shows less than two bars of service, move the Mobile Hotspot to another area of the room, while keeping the device within 30 feet of the Poll Pads.



Data usage cycle ends 11/30/2016



6 VERIFY BATTERY

In the top right corner of the Mobile Hotspot screen, verify the battery indicator shows that the device is charging.

Note: The screen turns black after about 15 seconds of inactivity. If you need to check the signal strength or battery during the day, tap the **Power** button to wake the device.



3. ASSEMBLE POLL PAD STAND & PRINTER



1 REMOVE SUPPLIES

Now that you've accounted for the Poll Pad and its supplies, remove the Poll Pad Base from the Plastic Tote and the Poll Pad from the Poll Pad Case, then place each of these items on top of the check-in table.

Note: Remember to place the Admin Poll Pad to the side, since it's configured differently than the other Poll Pads.



2 ROTATE POLL PAD

Rotate the Poll Pad so that it rests horizontally with the Home button and Swivel Attachment facing the right. Use your left hand to firmly hold the Poll Pad in place, then use your right hand to adjust the attachment downward until it locks into place.



3 CONNECT POLL PAD

Insert the Swivel Attachment into the Poll Pad Base, then use the opening on the attachment to gently push down on the Poll Pad until it is firmly connected to the base.



4 ATTACH PHOTO ID HOLDER

Remove the Photo ID Holder from the Plastic Tote, and attach it to the back of the Poll Pad. Remove the stylus from the Poll Pad Case, and insert it into the circular opening on the Photo ID Holder.

Note: The Photo ID Holder may not attach at first. If this happens, gently guide the holder into place by sliding it left-to-right.



5 ASSEMBLE PRINTER

Remove the Printer and Power Cord from the Poll Pad Case and place them on top of the chief's table. Plug the Power Cord into an AC outlet, then plug the other end of the cord into the **Power Connection** port on back of the printer.

Note: The Power Cord is similar to that of the ExpressVote. Remember that the cord is firmly connected to the unit once you hear a click.



6 TURN ON PRINTER

After the Printer is plugged into a power source, it should turn on automatically. Verify the power indicator on front of the unit is green, then press **Feed** to ensure that the printer paper is positioned properly.

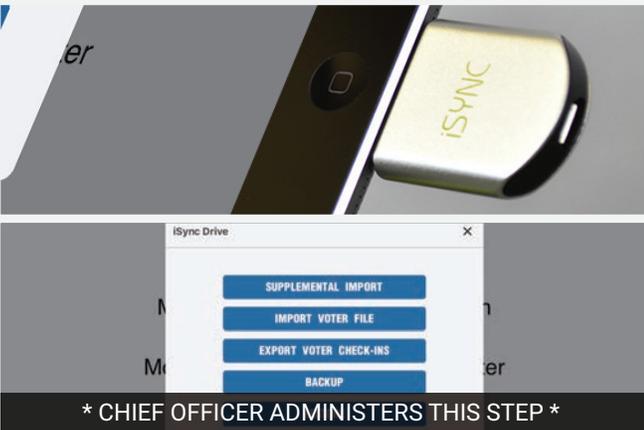
Note: If the printer does not power on automatically, turn it on using the **On/Off** switch located on the left side of the device.

4. UPLOAD ELECTION FILE



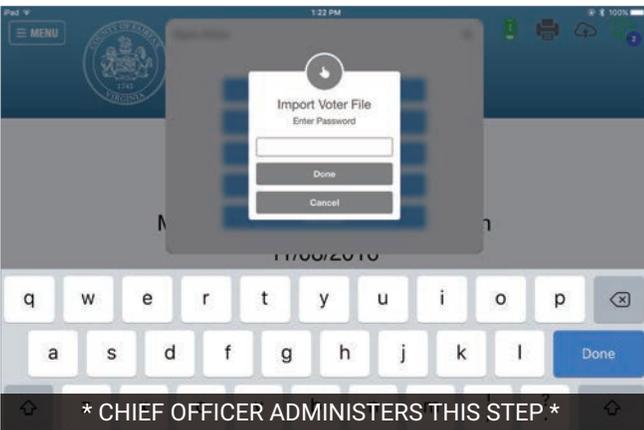
1 POWER ON DEVICE

Press the **Sleep/Wake** button on the side of the Poll Pad until the Apple logo displays onscreen. As the Poll Pad initializes, the screen shifts from a black screen to a blue one with a spinning icon. After the Fairfax County homepage displays, verify a **WiFi** icon appears in the top left corner of the screen.



2 PLUG IN ISYNC DRIVE

To upload the current election file, plug the iSync Drive into the Lightning Connector on the side of the Poll Pad. After a second or two, a popup displays onscreen. Touch **Import Voter File** from the list of options to start the upload process.

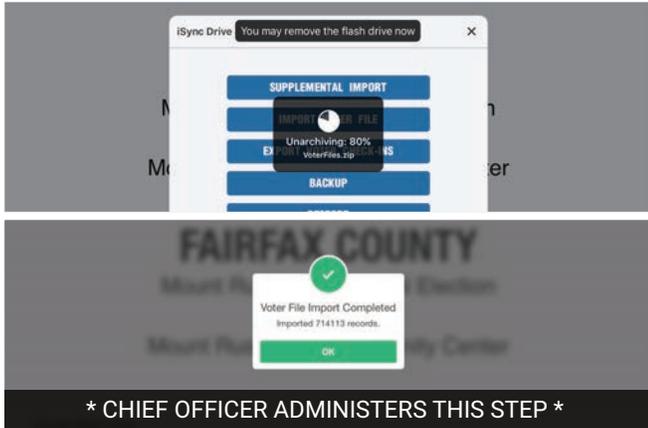


3 ENTER PASSWORD

Use the onscreen keyboard to enter the **IMPORT Password** provided by the Office of Elections, then touch **Done**.

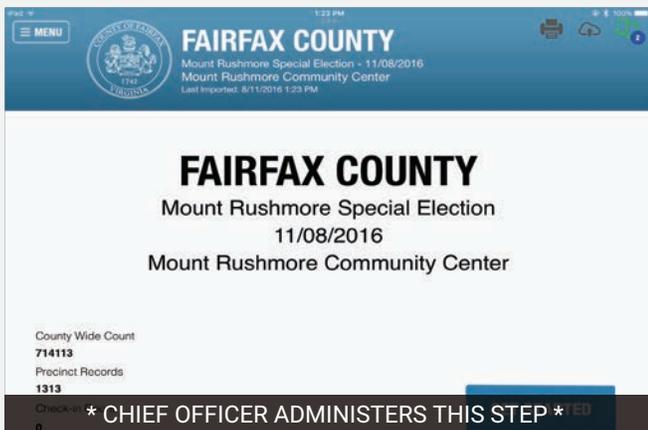
Note: Your precinct only receives one iSync Drive. Remember to use this device to upload the election data file on every Poll Pad, including the Admin Poll Pad.





4 IMPORT ELECTION DATA

After entering the Password, a summary of the import status displays onscreen. Try to be patient as it can take up to 30 seconds to import the election file. Once the import process is complete, touch **OK**, then remove the iSync Drive from the Lightning Connector and secure it until after the polls close.



5 VERIFY IMPORT STATUS

At the top of the Home screen, verify the **Last Imported** field displays the current election date and time.

Note: If the field shows a date earlier than Election Day, import the election data file again by repeating steps 2-4.



6 PLUG IN POWER CUBE

Remove the Power Cube and Cable from the Poll Pad Case, then plug the cube into an AC outlet. Plug the USB end of the cable into the cube, then plug the opposite end of the cable into the Lightning Connector on the Poll Pad. In the top right corner of the Home screen, verify the battery indicator turns green and a **Charge** icon appears to the right of it.



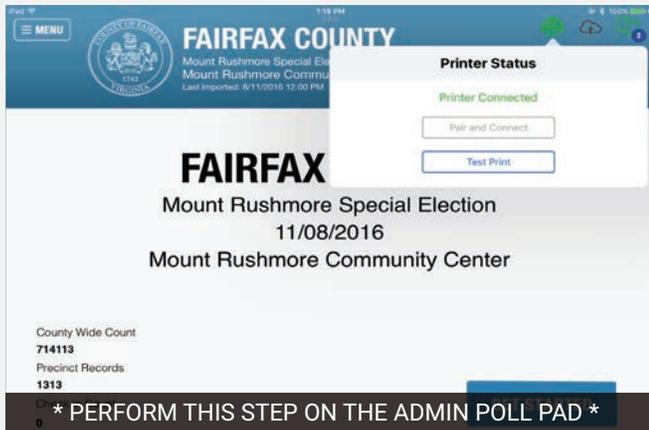
4. UPLOAD ELECTION FILE



7 PRINTER ICON IS GREEN

On the Admin Poll Pad, verify the **Printer** icon in the top right corner of the Home screen is **Green**. If the icon is green, the printer is paired to the Poll Pad.

Note: The Printer icon on every Poll Pad, except for the Admin Poll Pad, is grey, since they are not paired with a printer.



8 TEST PRINT

Touch the **Printer** icon, followed by **Test Print**. After the Printer prints, touch the **area of the screen** to the left or right of the popup to return to the Home screen.

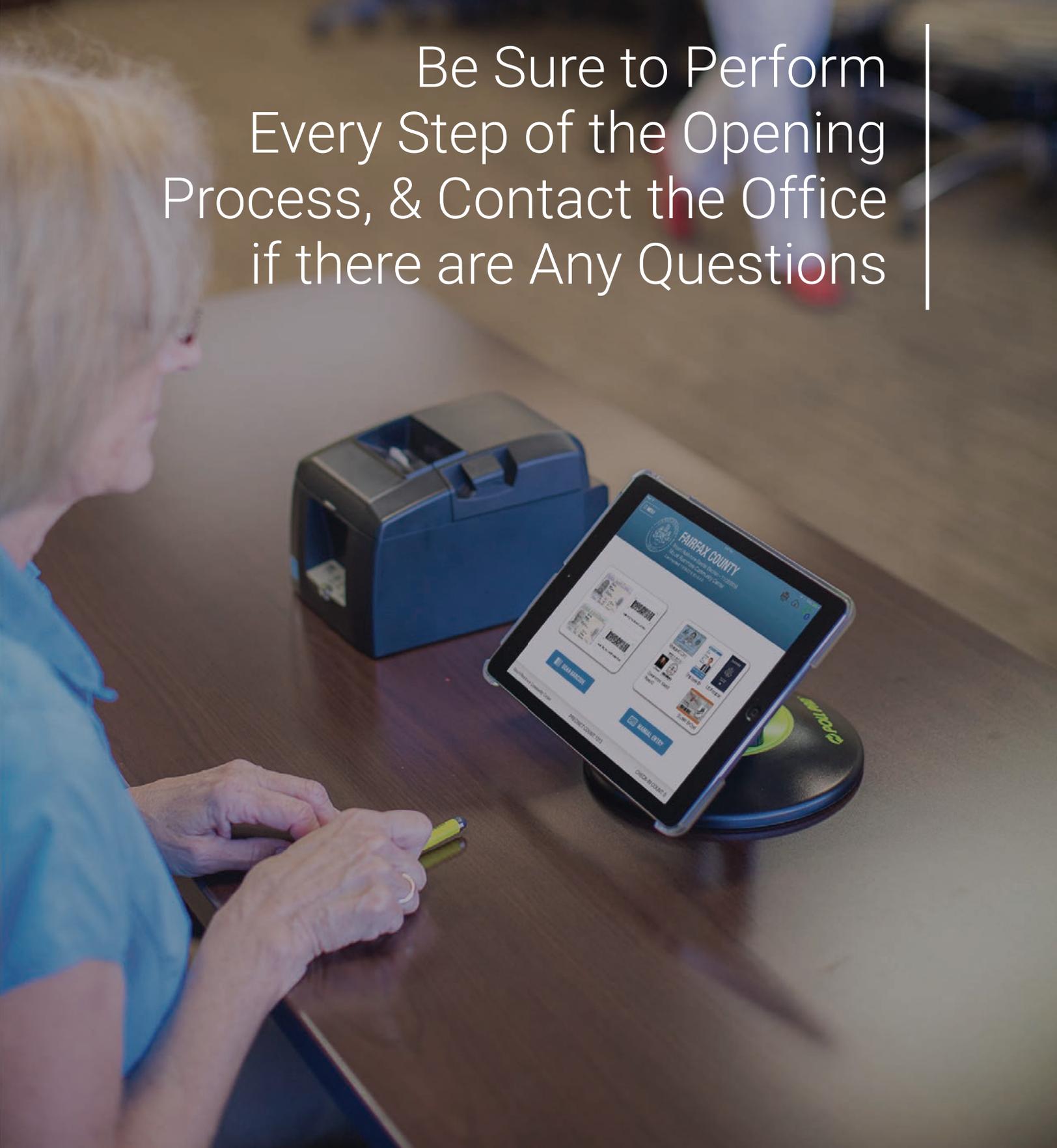


9 READY FOR ACTION

At 6:00 a.m., touch **Get Started**. Good job! The Poll Pad is now ready to check-in and process voters.

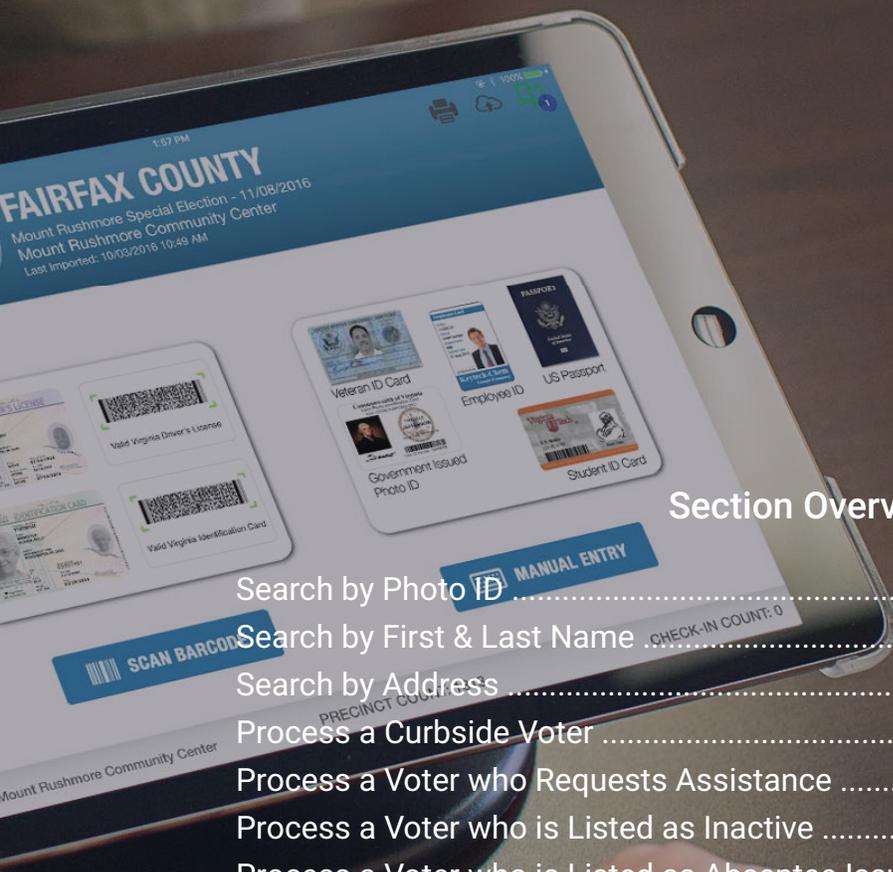


Be Sure to Perform
Every Step of the Opening
Process, & Contact the Office
if there are Any Questions



PROCESSING VOTERS





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1. SEARCH BY PHOTO ID



① WHAT CAN BE SCANNED?

We're glad you asked. Since the barcode on a photo ID has individual-specific information, your precinct's Poll Pad is only able to scan two types of photo IDs.

- ① Virginia Driver's License
- ② Virginia Photo ID Card

Note: If for some reason the ID does not scan, adjust the angle of the Poll Pad and try again or find the voter using his or her first and last name.



② VERIFY VOTER'S INFO

Ask the voter to provide his or her first and last name, current residential address, and an acceptable form of photo ID. After verifying the voter's photo ID is valid, start the check-in process by touching **Scan Barcode**.



③ SCAN VOTER'S PHOTO ID

A live image of the Photo ID Holder displays onscreen. Have the voter place his or her photo ID (with the barcode facing the camera) onto the holder.

Note: If the camera is unable to scan the voter's photo ID or if the ID is not placed onto the holder within five seconds, the Poll Pad will revert to the Voter Lookup screen. If this occurs, find the voter using the manual search method.



4 CONFIRM CHECK-IN

After the barcode is recognized, the Poll Worker Confirmation screen displays. Repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.



5 YOU'RE DONE

Good Job! You successfully processed the voter. Hand him or her their ballot, then touch anywhere on the screen to check-in other voters.

Note: If you do not touch the screen within three seconds, the Poll Pad does the work for you and automatically returns to the Verification screen.

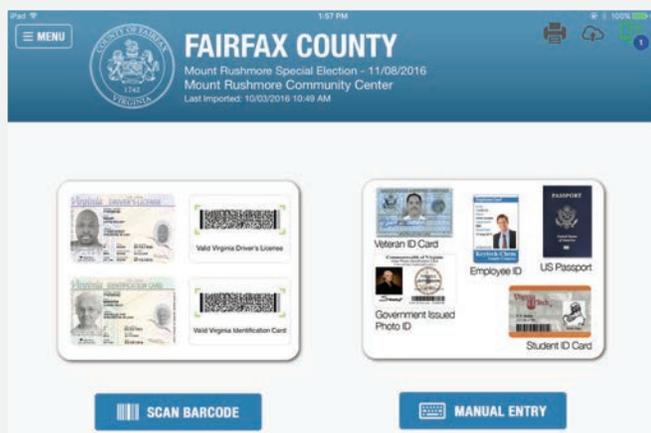
2. SEARCH BY FIRST & LAST NAME



1 WHY SEARCH BY NAME?

We're glad you asked. Since not every voter has a photo ID that can be scanned, in some instances, you'll have to locate the voter using his or her first and last name. Outlined below is a list of select photo IDs the Poll Pad is unable to scan.

- ① Student Photo ID Card ③ Military Photo ID Card
- ② Employee Photo ID Card ④ Virginia Photo ID Card



2 VERIFY VOTER'S INFO

Ask the voter to provide his or her first and last name, current residential address, and an acceptable form of photo ID. After verifying the voter's photo ID is valid, start the check-in process by touching **Manual Entry**.



3 ENTER VOTER'S NAME

Use the onscreen keyboard to enter the **first few letters** of the voter's first and last name, then touch **Search**.

Note: If you make a mistake, don't worry, just touch the **Reset** icon  to clear the field and start over.





4 SELECT VOTER'S RECORD

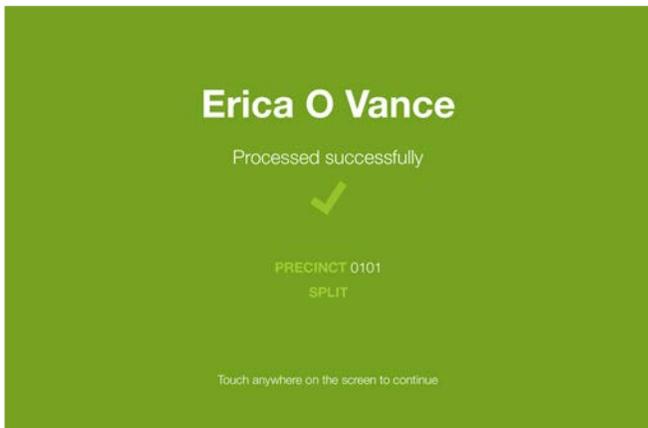
Every record matching the search criteria displays onscreen. Locate the voter's record, and verify it does not contain any exceptions, then select the voter by touching **his or her record**.

Note: Search results show both in-precinct and out of precinct voters. In-precinct voters display in white, and out of precinct voter's display is grey with an indicator that reads "Wrong Precinct."



5 CONFIRM CHECK-IN

After selecting the voter's record, the Poll Worker Confirmation screen displays. Repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.

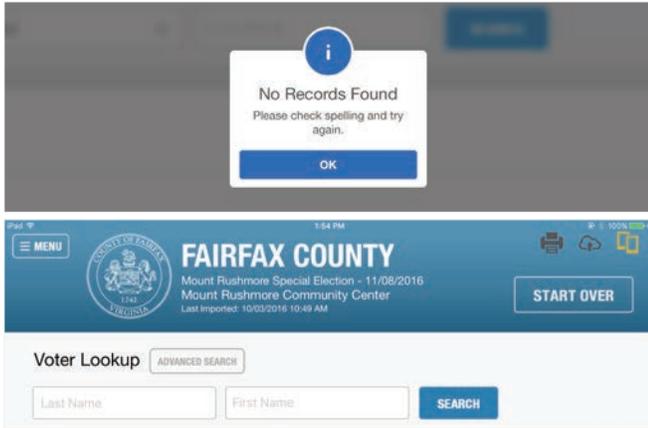


6 YOU'RE DONE

Good Job! You successfully processed the voter. Hand him or her their ballot, then touch anywhere on the screen to check-in other voters.

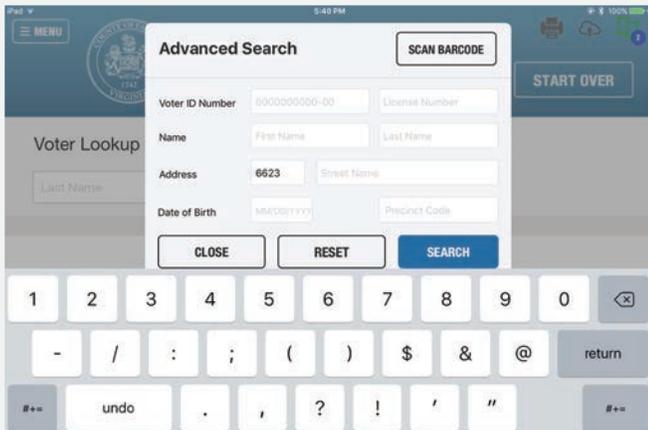
Note: If you do not touch the screen within three seconds, the Poll Pad does the work for you and automatically returns to the Verification screen.

3. SEARCH BY ADDRESS



1 WHY SEARCH BY ADDRESS?

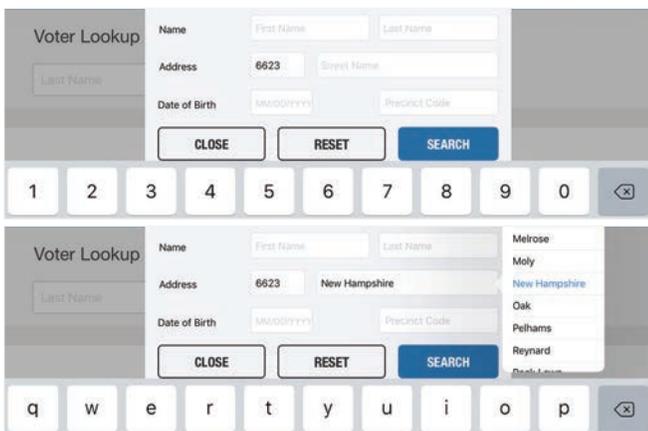
In some cases, a voter's photo ID cannot be scanned and he or she is unable to be found when searching by their name. When a voter's record is not found, a popup message displays onscreen confirming there were "No Records Found." To locate a voter by his or her address, touch **OK**, followed by **Advanced Search**.



2 ENTER VOTER'S HOUSE

Touch **House #** to enable the field, then use the onscreen keyboard to enter the voter's house number.

Note: If the voter lives in an apartment, you do not need to enter the apartment number. This number will display on the address portion of the voter's record.

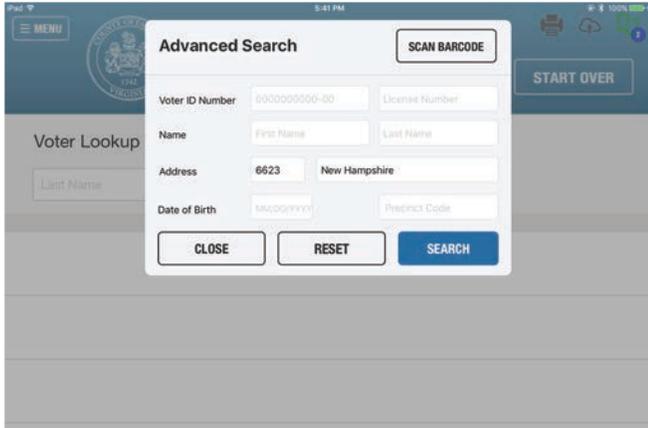


3 SELECT STREET NAME

Touch **Street Name** to enable the field, then use your finger or stylus to scroll through the list of streets. Select the appropriate street by touching the **Street Name**.

Note: You can also use the onscreen keyboard to enter the street name. As you enter characters, the list narrows.





4 SEARCH FOR STREET NAME

After selecting the street name, touch the **area of the screen** to the left or right of the Advanced Search function to hide the keyboard, then touch **Search**.

Note: You can also touch the **Data Entry** icon  at the bottom left corner of the keyboard to hide it.



5 SELECT VOTER'S RECORD

Every record matching the search criteria displays onscreen. Locate the voter's record, and verify it does not contain any exceptions, then select the voter by touching **his or her record**.

Note: If there is a discrepancy, such as the voter's first or last name is misspelled, mark the **Voter Referral Worksheet** and send the voter to the Chief's table. If there is no discrepancy, continue as follows.



6 CONFIRM CHECK-IN

After selecting the voter's record, the Poll Worker Confirmation screen displays. Repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.



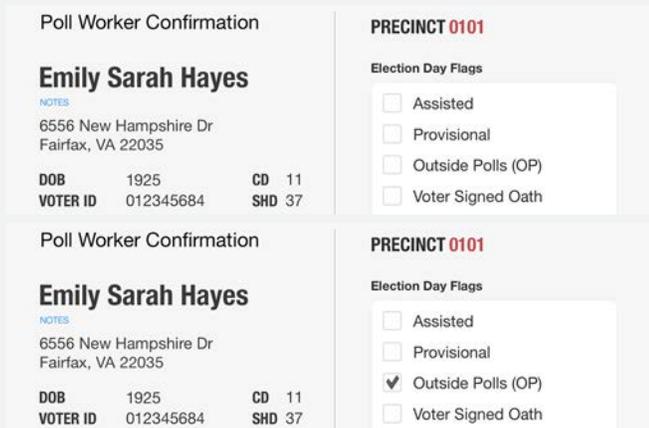
4. CURBSIDE VOTER



1 LOOKUP VOTER

Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions, and verify it does not contain any exceptions.

Note: If a voter requests to vote curbside, do not check him or her in until an Election Officer exits the polling place and returns with the voter's information.



2 MARK OP FLAG

After selecting the voter's record, the Poll Worker Confirmation screen displays. Under the Election Day Flags section, touch the box next to **Outside Polls (OP)** to enable the flag.



3 CONFIRM CHECK-IN

After selecting the Outside Polls (OP) flag, repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.



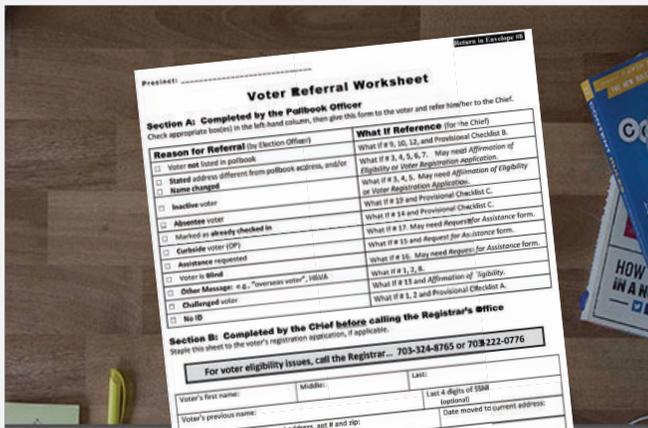
5. VOTER REQUESTS ASSISTANCE



1 LOOKUP VOTER

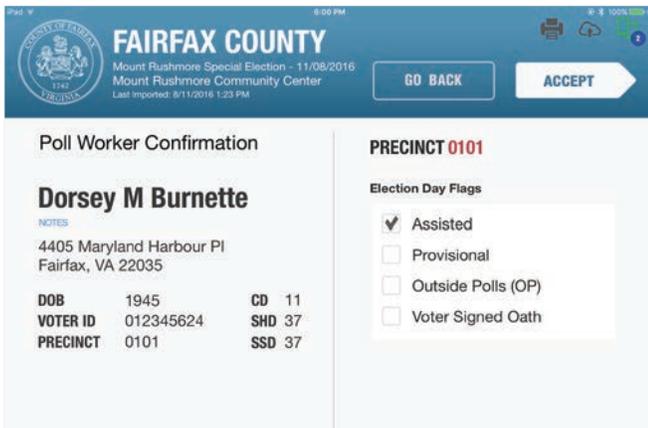
Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions, and verify it does not contain any exceptions.

Note: A voter may be accompanied by and receive assistance from another person of his or her choosing, however, certain exceptions apply. Refer to your precinct manual for a list of who is eligible and who is not eligible to assist a voter.



2 SEND VOTER TO CHIEF

Check the "assistance" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer. Continue checking in other voters until the voter and his or her assistant return to the check-in station.



3 MARK ASSISTED FLAG

After selecting the voter's record, the Poll Worker Confirmation screen displays. Under the Election Day Flags section, touch the box next to **Assisted** to enable the flag. Repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.



6. VOTER LISTED AS INACTIVE



1 LOOKUP VOTER

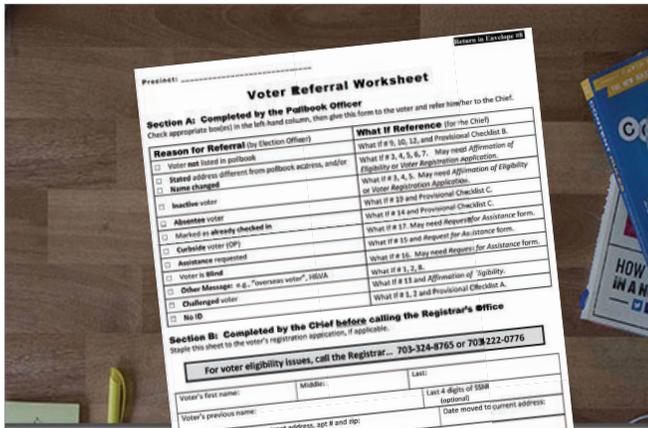
Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions.

Note: A voter is marked as inactive because he or she did not respond to a confirmation notice mailing related to a change of address.



2 LOCATE VOTER'S RECORD

Every record matching the search criteria displays onscreen. You notice the voter's record is highlighted in red and contains an exception that reads "Inactive."



3 SEND VOTER TO CHIEF

Check the "inactive" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer. Continue checking in other voters until the voter returns to the check-in station.

Poll Worker Confirmation		PRECINCT 0101
Donald Omar King		Election Day Flags
<small>NOTES</small> 3216 Connecticut Landing Way Fairfax, VA 22035		<input type="checkbox"/> Assisted <input type="checkbox"/> Provisional <input type="checkbox"/> Outside Polls (OP) <input type="checkbox"/> Voter Signed Oath
DOB 1982	CD 11	
VOTER ID 012345706	SHD 37	

Poll Worker Confirmation		PRECINCT 0101
Donald Omar King		Election Day Flags
<small>NOTES</small> 3216 Connecticut Landing Way Fairfax, VA 22035		<input type="checkbox"/> Assisted <input type="checkbox"/> Provisional <input type="checkbox"/> Outside Polls (OP) <input checked="" type="checkbox"/> Voter Signed Oath
DOB 1982	CD 11	
VOTER ID 012345706	SHD 37	

4 MARK SIGNED OATH FLAG

After selecting the voter's record, the Poll Worker Confirmation screen displays. Under the Election Day Flags section, touch the box next to **Voter Signed Oath** to enable the flag.

Voter Signed Oath

iPad
6:14 PM

FAIRFAX COUNTY

Mount Rushmore Special Election - 11/08/2016
Mount Rushmore Community Center
Last Imported: 8/11/2016 1:23 PM

GO BACK
ACCEPT

Poll Worker Confirmation		PRECINCT 0101
Donald Omar King		Election Day Flags
<small>NOTES</small> 3216 Connecticut Landing Way Fairfax, VA 22035		<input type="checkbox"/> Assisted <input type="checkbox"/> Provisional <input type="checkbox"/> Outside Polls (OP) <input checked="" type="checkbox"/> Voter Signed Oath
DOB 1982	CD 11	
VOTER ID 012345706	SHD 37	
PRECINCT 0101	SSD 37	

5 CONFIRM CHECK-IN

After selecting the Voter Signed Oath flag, repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.

ACCEPT

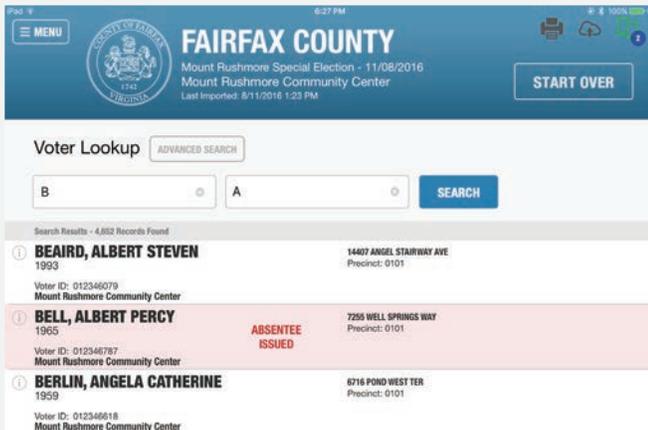
7. ABSENTEE - ISSUED OR UNMARKED



1 LOOKUP VOTER

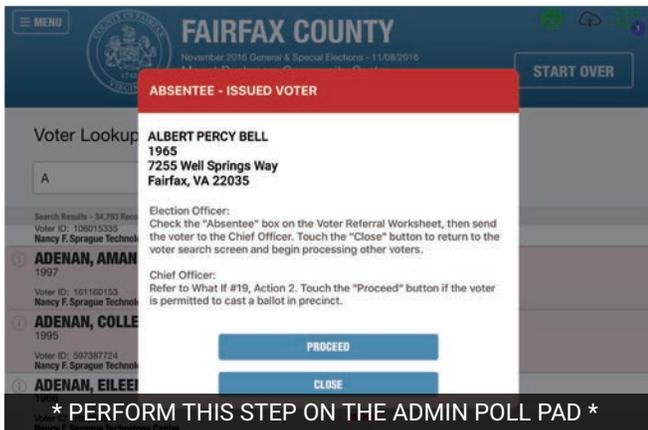
Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions.

Note: Whether an absentee voter can cast a ballot in-precinct depends on the absentee ballot status and whether he or she has the absentee ballot with them.



2 LOCATE VOTER'S RECORD

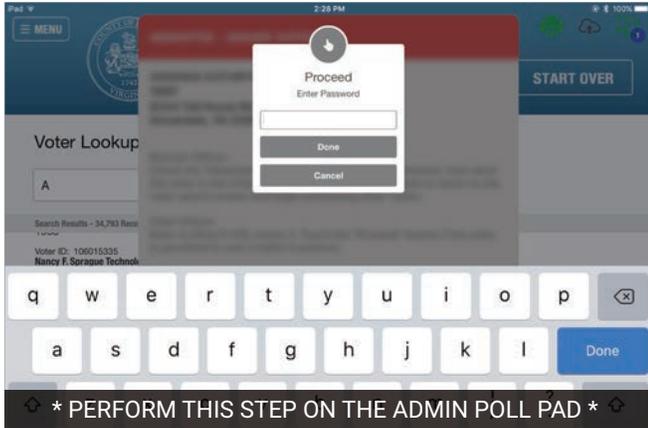
Voter's record is highlighted in red and contains an exception that reads "Absentee Issued/Unmarked." Select the voter's record and follow the instructions: check the "absentee" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer.



3 PROCESS VOTER - STEP ONE

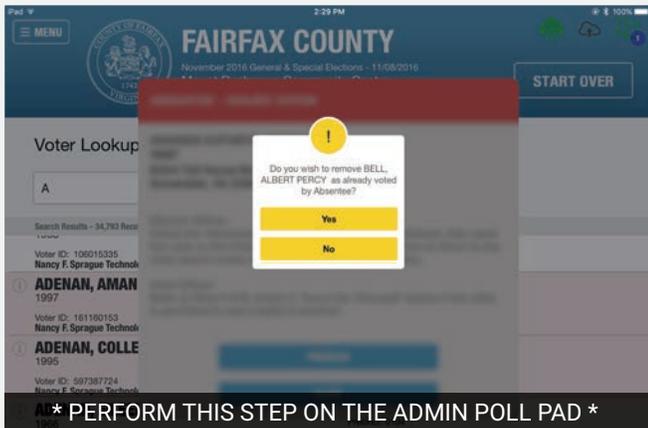
If the voter is eligible to cast a ballot, find the voter and select his or her's record. Upon touching the voter's record, a prompt menu displays onscreen. Touch **Proceed** to start the check-in process.





4 PROCESS VOTER - STEP TWO

Use the onscreen keyboard to enter the **ADMIN Password** provided by the Office of Elections, then touch **Done**.



5 PROCESS VOTER - STEP THREE

A popup message displays onscreen asking if you “wish to remove the voter as having already voted by absentee?” Touch **Yes**.



6 CONFIRM CHECK-IN

After removing the absentee status from the voter’s record, repeat, audibly, the voter’s first and last name and current residential address, then touch **Accept**.

Note: Place the printed receipt in **Envelope #8**.



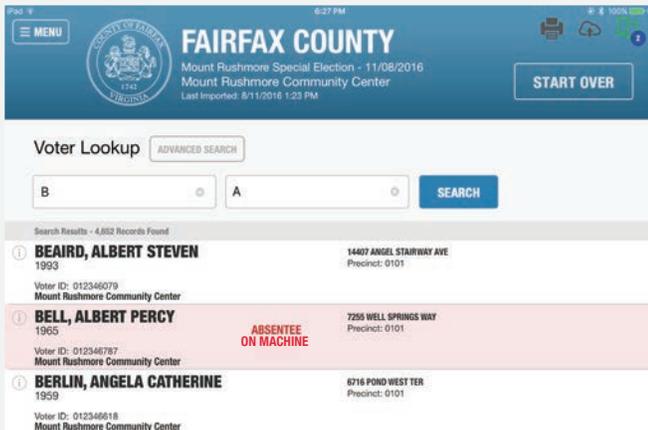
8. ABSENTEE - MARKED OR ON MACHINE



1 LOOKUP VOTER

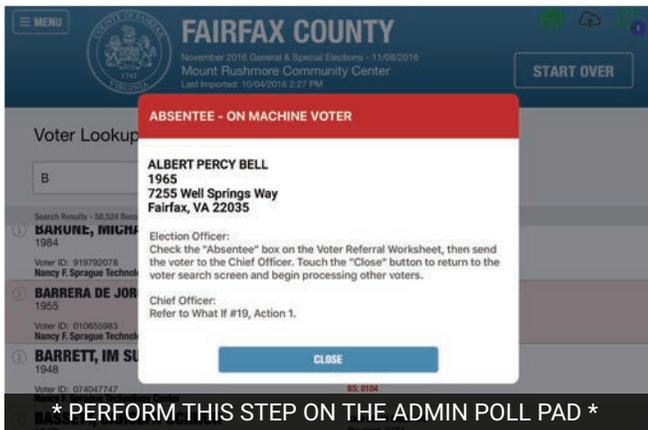
Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions.

Note: Whether an absentee voter can cast a ballot in-precinct depends on the absentee ballot status and whether he or she has the absentee ballot with them.



2 LOCATE VOTER'S RECORD

Voter's record is highlighted in red and contains an exception that reads "Absentee Marked/On Machine." Select the voter's record and follow the instructions: check the "absentee" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer.

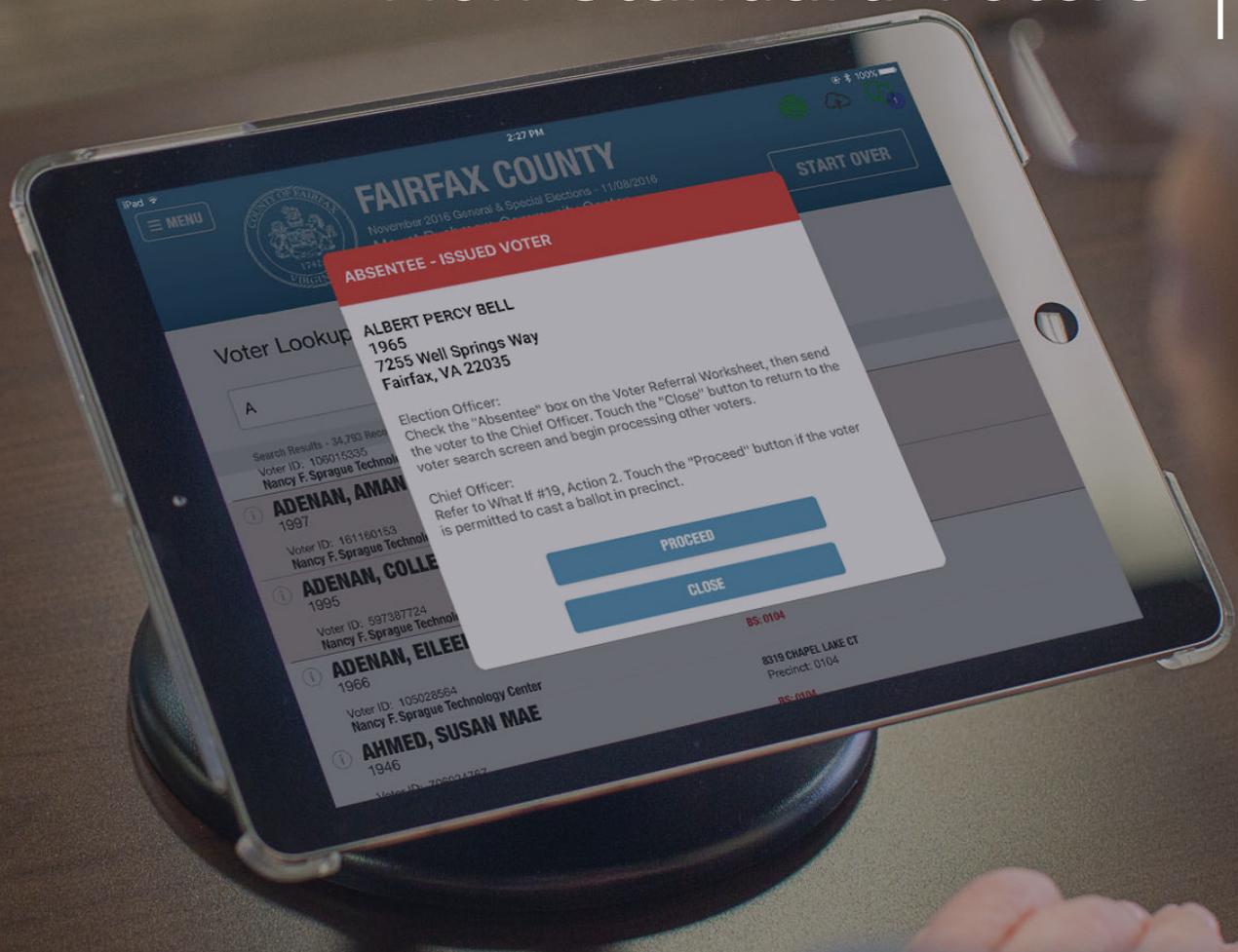


3 CLOSE PROMPT

Since the voter is not eligible to cast a regular ballot in precinct, Election Officers are unable to process the voter on the Poll Pad. Touch **Close** to return to the Voter Search screen.



Refer to the What If's When Handling Absentee & Other Non-Standard Voters



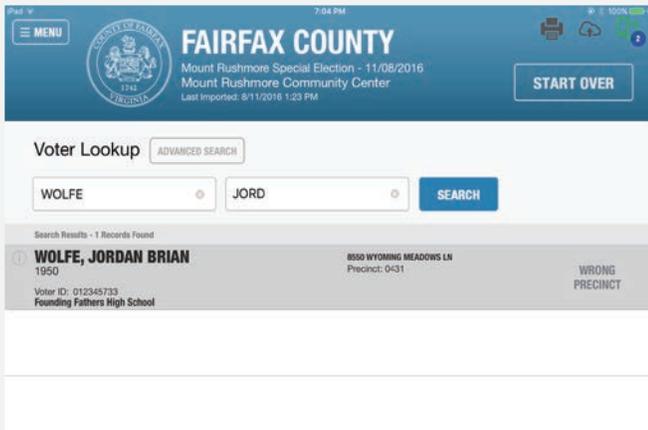
9. VOTER IS IN THE WRONG PRECINCT



1 LOOKUP VOTER

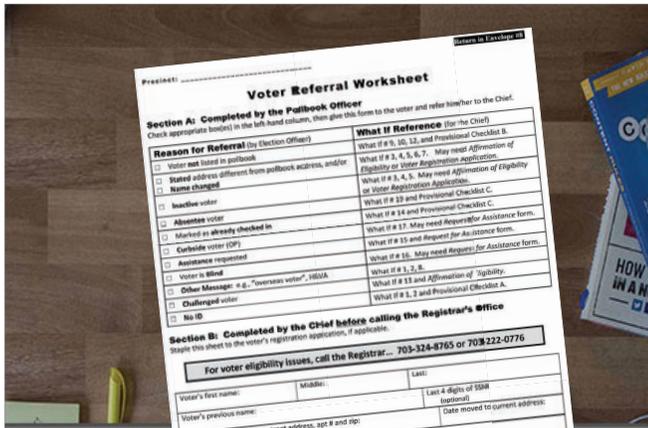
Lookup the voter's record using either the **Search by Photo ID** or **Search by Name** instructions.

Note: In some instances, a voter may arrive at the polls who is registered to vote in a different precinct. The Chief Officer is responsible for confirming the voter's eligibility to vote with the Office of Elections.



2 LOCATE VOTER'S RECORD

Every record matching the search criteria displays onscreen. The voter's record is highlighted in grey and contains an exception that reads "Wrong Precinct."



3 SEND VOTER TO CHIEF

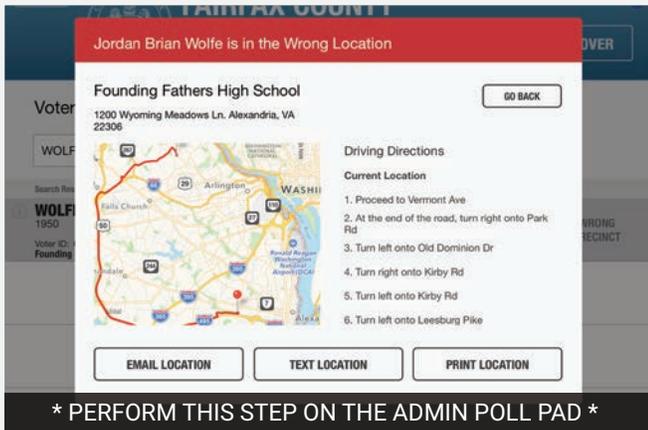
Check the "address" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer. Continue checking in other voters.

Note: When and where the voter moved are both important in determining his or her eligibility to cast a ballot. The Chief Officer should refer to the What If's and contact the Office of Elections for guidance, as needed.



4 SELECT VOTER'S RECORD

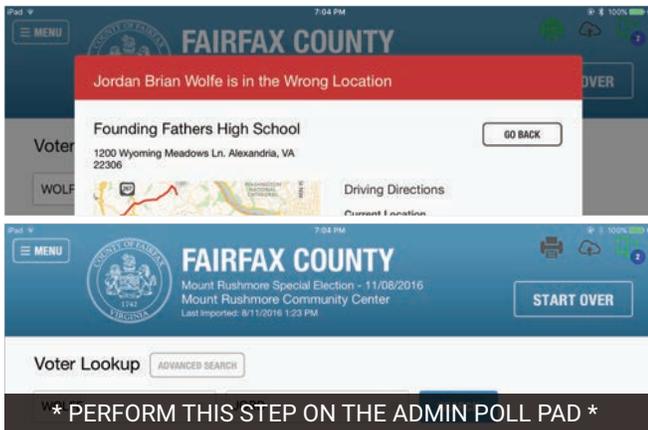
If the voter is eligible to vote in the precinct in which he or she is registered, locate the voter's record, then select the voter by touching **his or her record**.



5 PRINT DIRECTIONS

After selecting the voter's record, a map and directions to his or her polling place display onscreen. Touch **Print Location** to print directions for the voter.

Note: Do not touch **Email Location** or **Text Location**, as the use of these functions will be made available in the future.

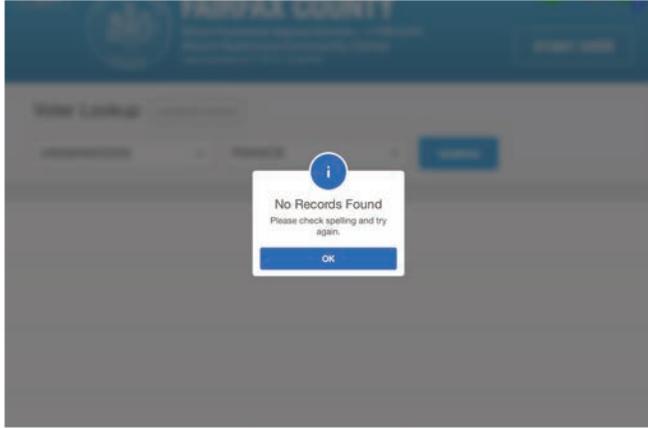


6 YOU'RE DONE

Hand the voter directions to his or her polling place, then touch **Go Back**, followed by **Start Over**, to clear the search results.

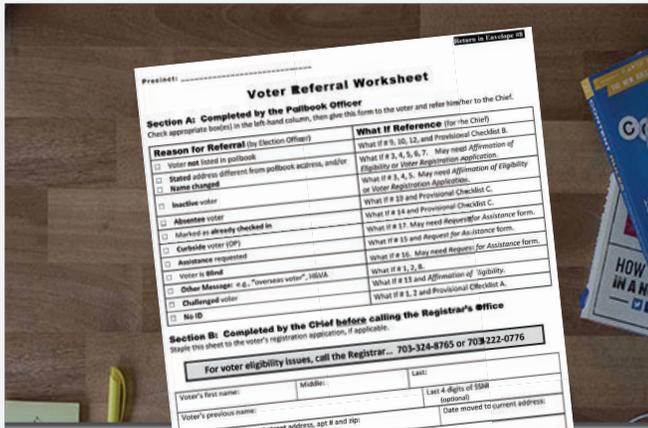


10. ADD VOTER TO POLL PAD



① VOTER NOT FOUND

When a voter's record is not found, a popup message displays onscreen confirming there were "No Records Found." To start the process for adding a voter to the Poll Pad, touch **OK**.



② SEND VOTER TO CHIEF

Check the "voter not listed in pollbook" box on the **Voter Referral Worksheet**, then send the voter to the Chief Officer. Continue checking in other voters.

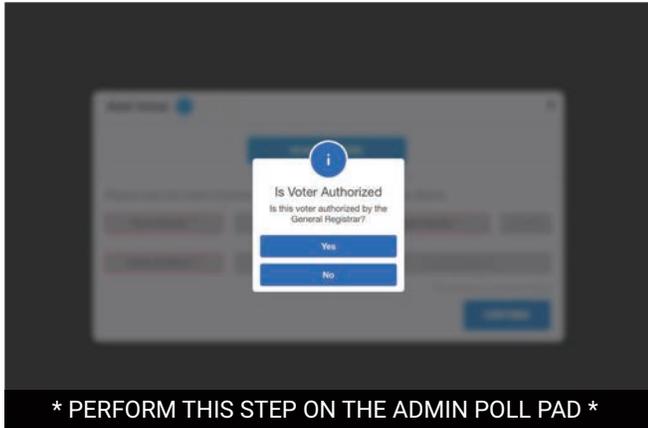


③ SELECT ADD VOTER

On the Admin Poll Pad, touch **Menu**, followed by **Add Voter**.

Note: A voter can be added to the Poll Pad if 1) you are unable to find him or her using both a name and address search, and 2) you have received **authorization from the Office of Elections**.

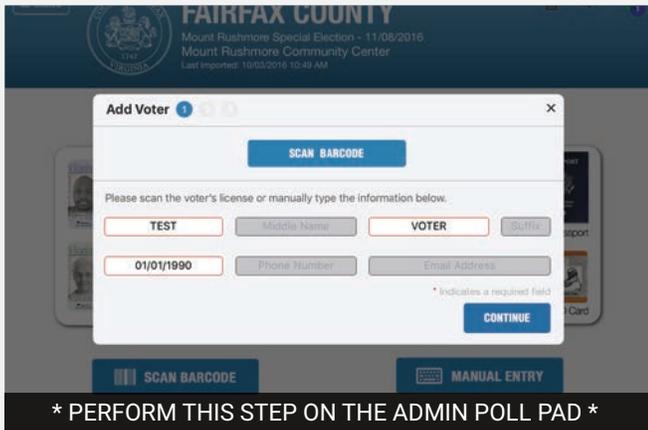




* PERFORM THIS STEP ON THE ADMIN POLL PAD *

4 CONFIRM AUTHORIZATION

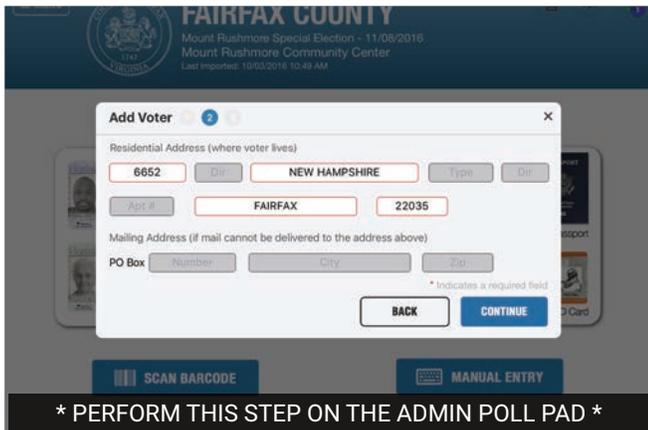
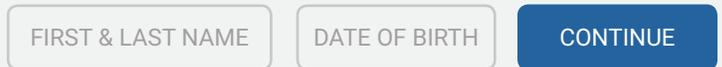
A popup displays onscreen asking “Is the voter authorized by the General Registrar?” If you have received authorization from the Office of Elections to add the voter, touch **Yes**.



* PERFORM THIS STEP ON THE ADMIN POLL PAD *

5 ADD VOTER - PAGE ONE

Use the onscreen keyboard to enter the voter's **First and Last Name**, and the date picker to enter the voter's **Date of Birth**, then touch **Continue**.



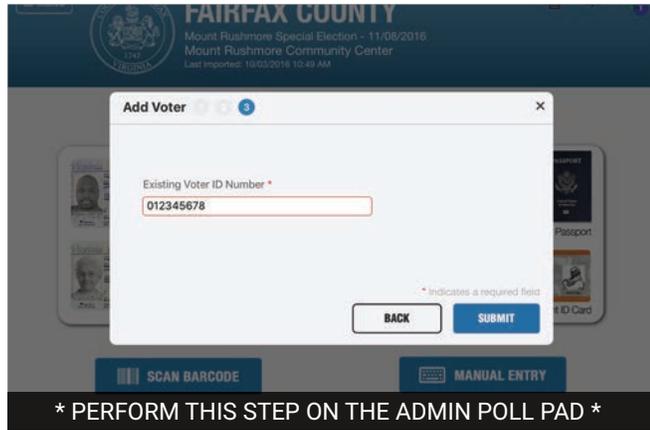
* PERFORM THIS STEP ON THE ADMIN POLL PAD *

6 ADD VOTER - PAGE TWO

Use the onscreen keyboard to enter the voter's **House #, Street Name, City, and Zip Code**, then touch **Continue**.



10. ADD VOTER TO POLL PAD

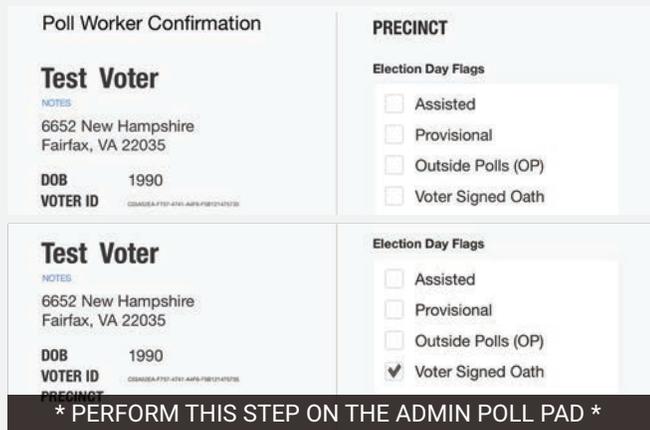


7 ADD VOTER - PAGE THREE

Touch **Existing Voter ID Number** to enable the field, then use the onscreen keyboard to enter the voter's nine-digit **Voter ID #**. After you have entered this number, touch **Submit**.

EXISTING VOTER ID #

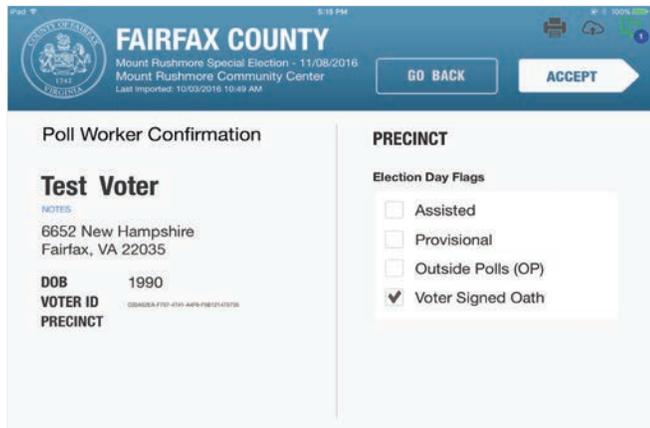
SUBMIT



8 MARK SIGNED OATH FLAG

After selecting the voter's record, the Poll Worker Confirmation screen displays. Under the Election Day Flags section, touch the box next to **Voter Signed Oath** to enable the flag.

Voter Signed Oath



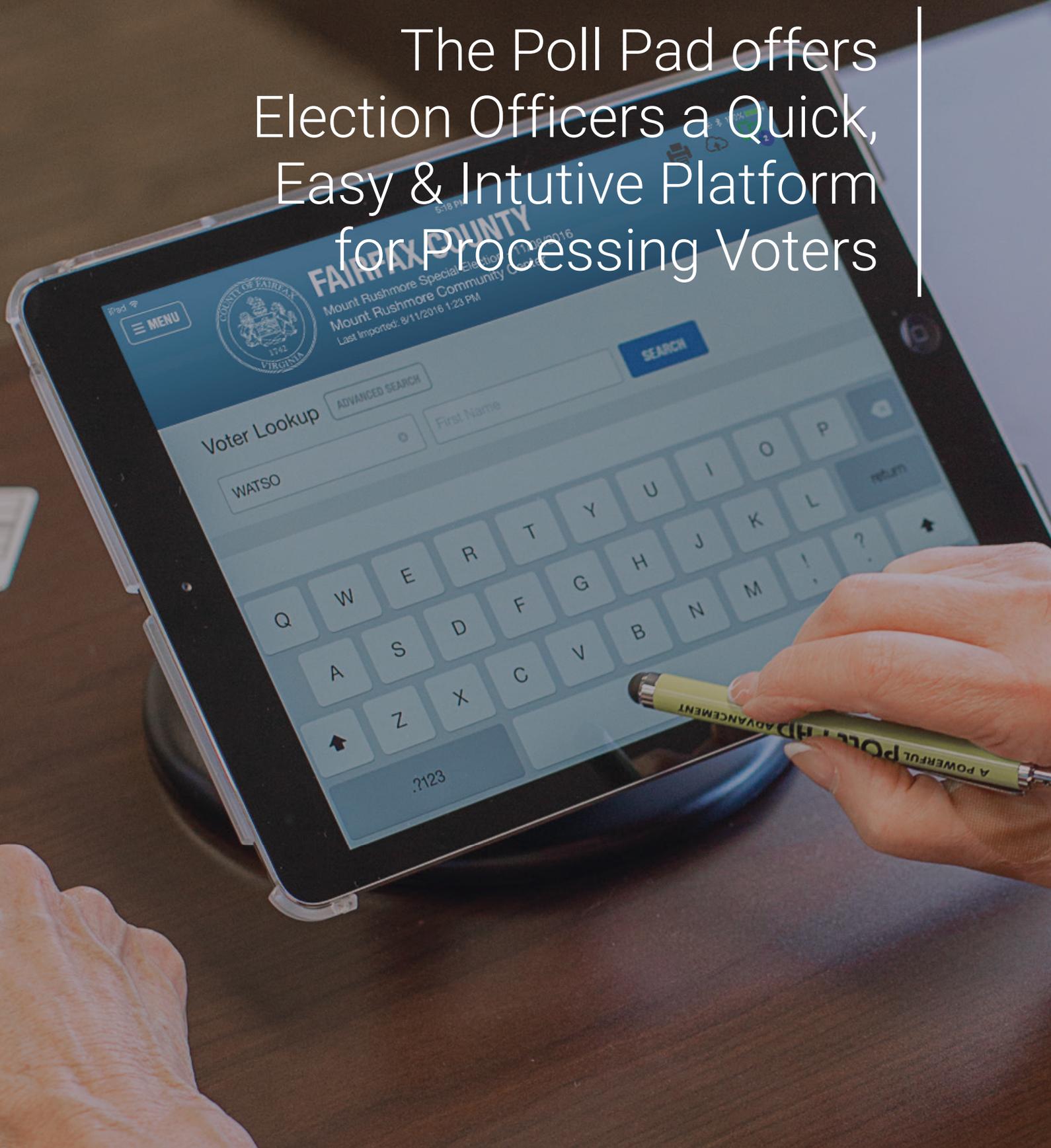
9 CONFIRM CHECK-IN

After selecting the Voter Signed Oath flag, repeat, audibly, the voter's first and last name and current residential address, then touch **Accept**.

Note: Place the printed receipt and Affirmation of Eligibility form in **Envelope #8**.

ACCEPT

The Poll Pad offers Election Officers a Quick, Easy & Intuitive Platform for Processing Voters



A person is holding a bright green ballot box. The box has a logo with two circular arrows and the text 'POL' and 'innovative election solutions'. A tag on the handle reads 'KNOW LINK' and 'POLLPAD SL'. The person is wearing a white jacket, light-colored pants, and white sneakers with blue accents. In the background, there is a potted tree and a blue wall.

CLOSING PROCEDURES



Section Overview

Export Voter Check-Ins	53
Secure Poll Pad Supplies	55

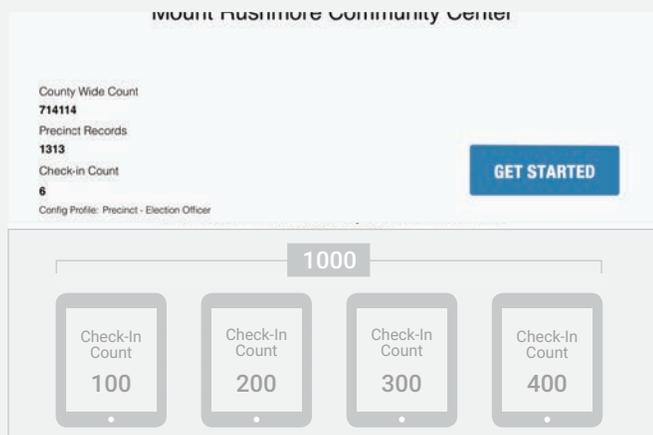
1. EXPORT VOTER CHECK-INS



1 GO TO HOME SCREEN

Once the last voter casts his or her ballot and exits the polling place, touch **Menu**, followed by **Home**.

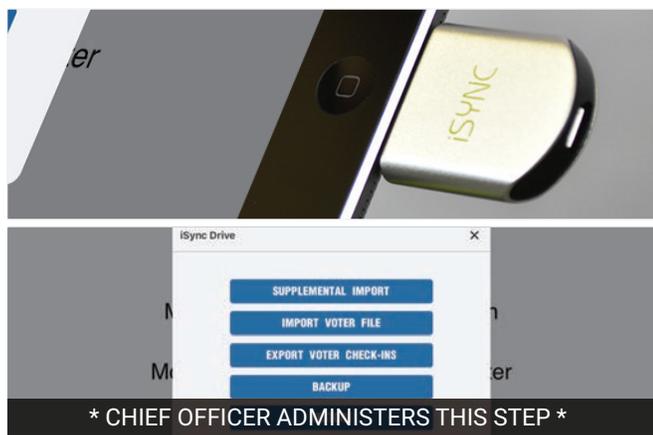
Note: Remember that even though the polls close at 7:00 p.m., all voters who are in line by this time are permitted to vote.



2 VERIFY & RECORD CHECK-INS

Verify the Check-In Count on every Poll Pad, then record the total number of check-ins on the **Poll Pad Certification Sheet**.

Note: To verify the total number of curbside voters, use the Admin Poll Pad, then touch **Menu**, followed by **Summary Report**. Refer to the **Outside Polls** field, and record the total number of curbside voters on the **Certification Sheet**.

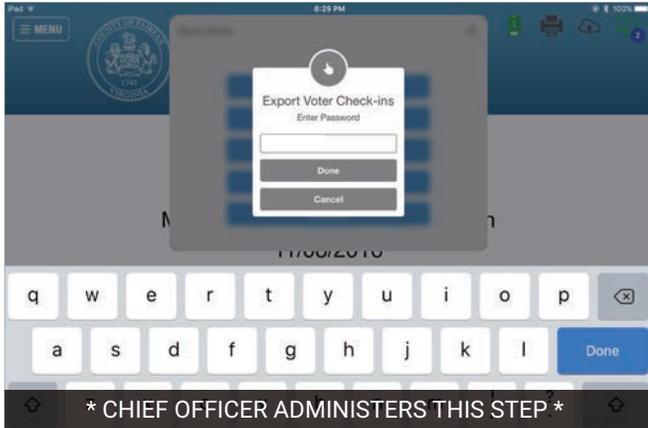


3 PLUG IN ISYNC DRIVE

Plug the iSync Drive into the Lightning Connector. After a second or two, a popup displays onscreen. Touch **Export Voter Check-Ins** from the list of options.

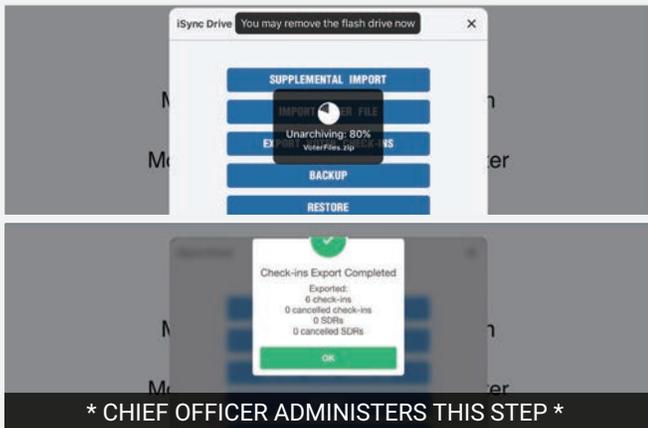
Note: The export process needs to be performed on **EVERY** Poll Pad used on Election Day, including the Admin Poll Pad.





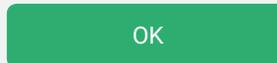
4 ENTER PASSWORD

Use the onscreen keyboard to enter the **ADMIN Password** provided by the Office of Elections, then touch **Done**.



5 EXPORT VOTER CHECK-INS

After entering the Password, a summary of the export status displays onscreen. Once the export process is complete, touch **OK**, then remove the iSync Drive from the Lightning Connector and secure it in **Envelope #2**.



6 TURN OFF POLL PAD

Hold down the **Sleep/Wake** and **Home** buttons simultaneously until the Poll Pad screen turns black.

2. SECURE POLL PAD SUPPLIES



① PACK POLL PAD CASE

Disassemble the Poll Pad and return the supplies to the Poll Pad Case. Close the lid and secure it with a red numbered seal, then record the seal number on **Envelope #7**.

- ① Poll Pad & Attachment
- ② Power Cube & Cord
- ③ Poll Pad Stylus & Cloth
- ④ Star Micronics Printer
- ⑤ Printer Power Cord
- ⑥ Mobile Hotspot & Cord



② PACK PLASTIC TOTE

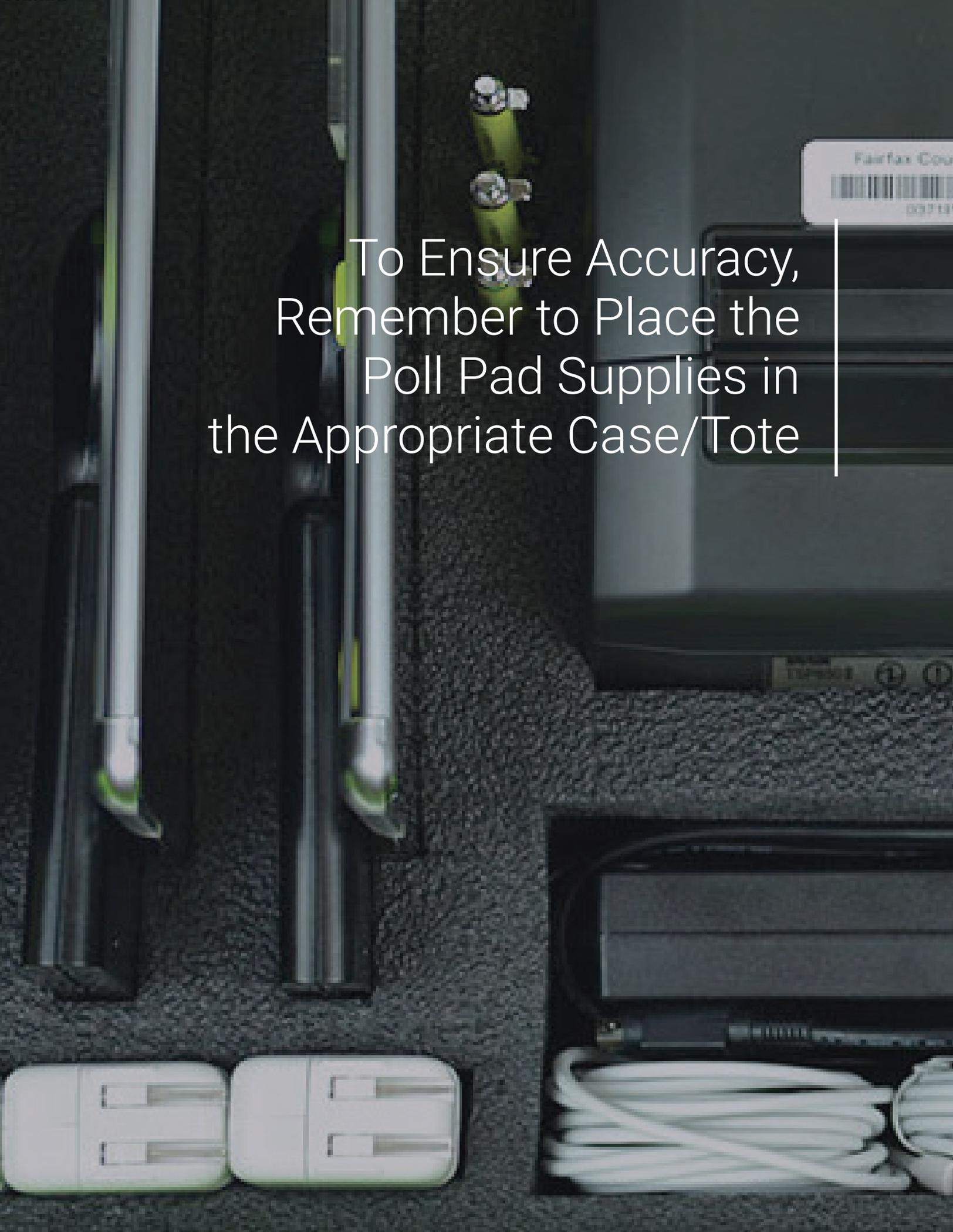
Disassemble the Poll Pad and return the following items to the Plastic Tote:

- ① Poll Pad Base
- ② Photo ID Holder
- ③ Power Strips



③ RETURN SUPPLIES

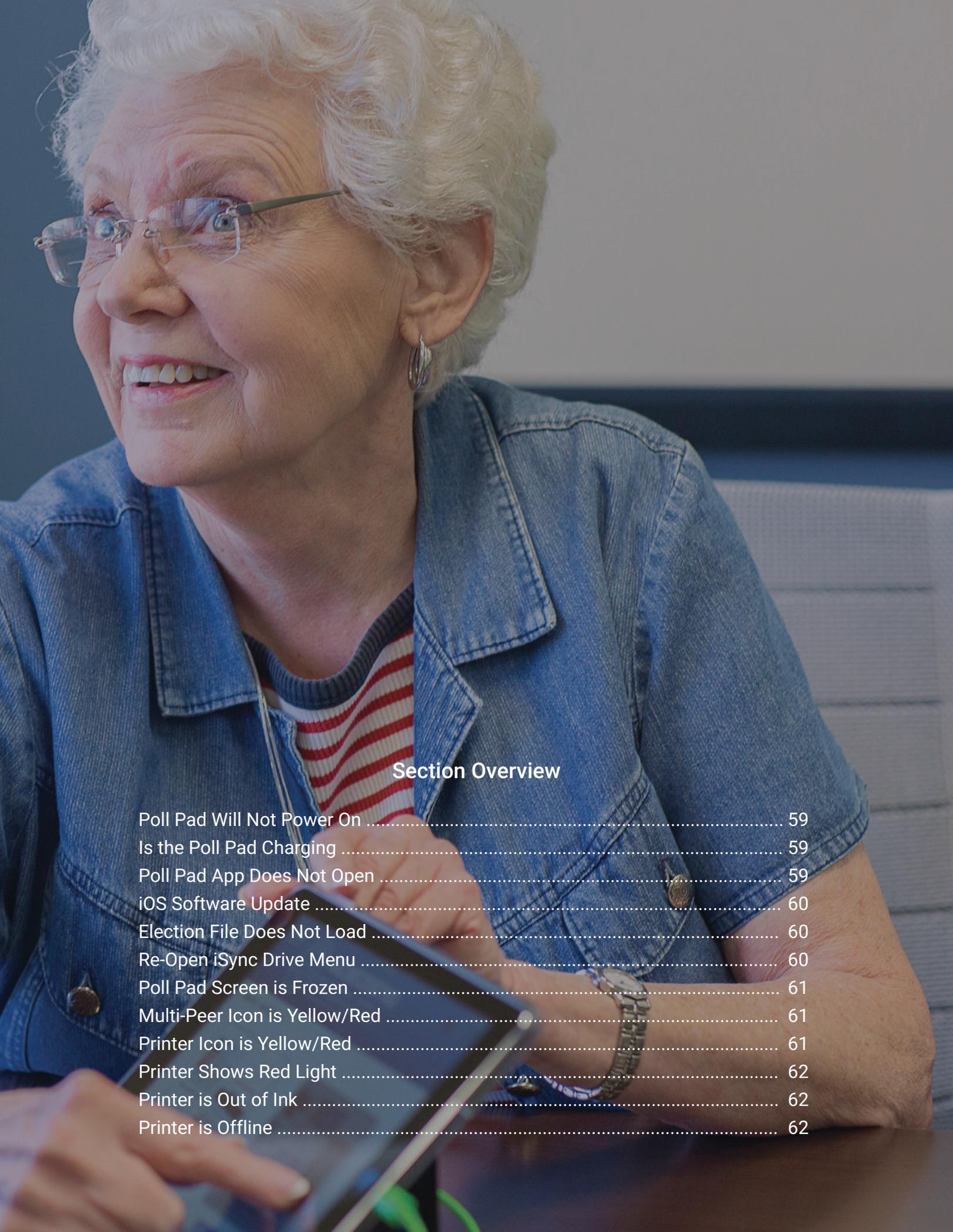
The Poll Pad Case and Plastic Tote are returned to the Office of Elections in two different ways. The tote is returned to the Office in the voting machine cart, whereas the case is brought back to the office on election night, along with other precinct supplies.



To Ensure Accuracy,
Remember to Place the
Poll Pad Supplies in
the Appropriate Case/Tote

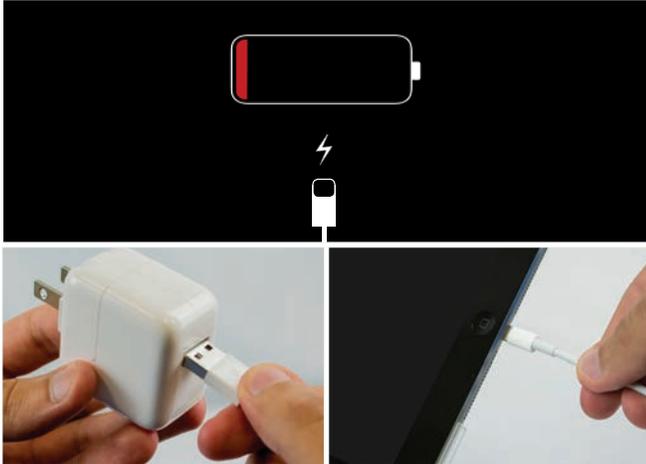
A person wearing a blue short-sleeved shirt is shown from the side, holding a document or card. The document features a small portrait of a person. The person's arm is extended towards the right. In the lower right corner, another person's hand is visible, wearing a gold and silver bracelet. The background is a dark, solid color.

TROUBLE SHOOTING



Section Overview

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Printer Icon is Yellow/Red	61
Printer Shows Red Light	62
Printer is Out of Ink	62
Printer is Offline	62



POLL PAD WILL NOT POWER ON

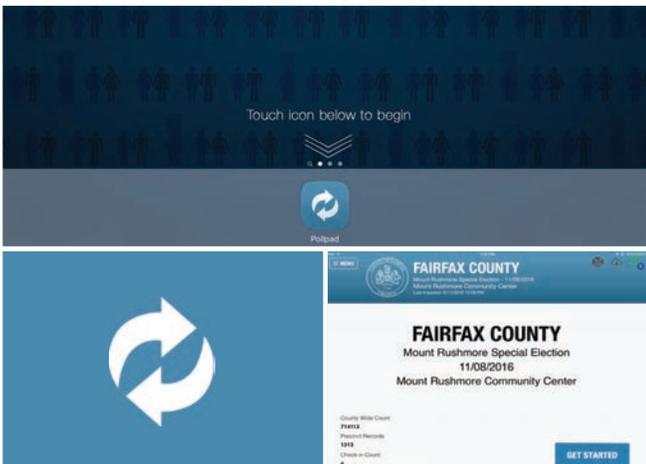
- ① Plug power cube into an AC wall outlet
- ② Plug USB end of power cable into power cube
- ③ Plug power cable into Lightning Connector on Poll Pad
- ④ Wait about five minutes for the Poll Pad to charge
- ⑤ Once there is sufficient charge, the Poll Pad will auto power on
- ⑥ Resume normal operations



IS THE POLL PAD CHARGING?

In the top right corner of the Poll Pad Home Screen, verify that the battery indicator is green and that a **Charge** icon appears next to the indicator. If the battery indicator is not green or a **Charge** icon does not appear, verify the following:

- ① Power cable is properly connected to the Poll Pad
- ② Power cube is plugged into the surge protector
- ③ Surge protector is plugged into an AC wall outlet
- ④ Power switch on the surge protector is set to the **on** position



POLL PAD APP DOES NOT OPEN

- ① Verify the system Home Screen displays on the Poll Pad
- ② Touch the Poll Pad App at the bottom of the Home Screen
- ③ Poll Pad initializes - a blue screen with spinning icon displays
- ④ Verify the Fairfax County homepage displays onscreen

While you are able to fix this problem without technical guidance, contact Technical Command, at your earliest convenience, to report the occurrence of this issue.



IOS SOFTWARE UPDATE

DO NOT perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

- ① Touch **Later** from the list of onscreen options
- ② Press the **Home** button and verify Poll Pad app remains open

While you are able to fix this problem without technical guidance, contact Technical Command, at your earliest convenience, to report the occurrence of this issue.



ELECTION FILE DOES NOT LOAD

If the **Last Imported** field at the top of the Home screen does not display the current election date and time, or if the **County-Wide Count** displays “No Records,” import the election data file again by performing the following steps:

- ① Plug iSync Drive into Lightning Connector
- ② Touch **Import Voter File**, then enter **IMPORT** password
- ③ Once the import process is complete, touch **OK**
- ④ Verify the Last Imported field shows the current date and time



RE-OPEN ISYNC DRIVE MENU

If you accidentally press the “x” in the top right corner of the iSync Drive Menu before performing the import or export process, you can re-open the menu by performing the following steps:

- ① Remove, then plug iSync Drive into Lightning Connector; or
- ② Touch the **USB** icon in the top right corner of the screen



POLL PAD SCREEN IS FROZEN

- 1 Tap the **Sleep/Wake** button twice to refresh the screen

If the Poll Pad screen is still frozen, perform the following steps:

- 2 Record the check-in count for the frozen Poll Pad
- 3 Hold down the **Sleep/Wake** and **Home** buttons simultaneously
- 4 Release both buttons once the **Apple** logo displays onscreen
- 5 After Poll Pad opens, verify the check-in count is unchanged



MULTI-PEER ICON IS YELLOW/RED

A yellow/red multi-peer icon indicates that the Poll Pad is currently not connected or synchronizing with the other precinct Poll Pads. To start the re-sync process, perform the following steps:

- 1 Verify there is a Wi-Fi icon in the top left corner of the screen
- 2 Touch the **Multi-Peer** icon, followed by **Stop Syncing**
- 3 Let the Poll Pad sit for five seconds, then touch **Start Syncing**
- 4 Verify all other Poll Pads are listed under **Connected Devices**



PRINTER ICON IS YELLOW/RED

A red printer icon indicates that the Poll Pad is not paired with the printer. Re-associate the Poll Pad with the printer by performing the following steps:

- 1 Touch the **Printer** icon, followed by **Pair and Connect**
- 2 Touch **Star Micronics** from the Accessory Menu
- 3 Once paired, touch **Test Print**. Place receipt in **Envelope #8**

If the steps listed above do not work, contact Technical Command for additional guidance.



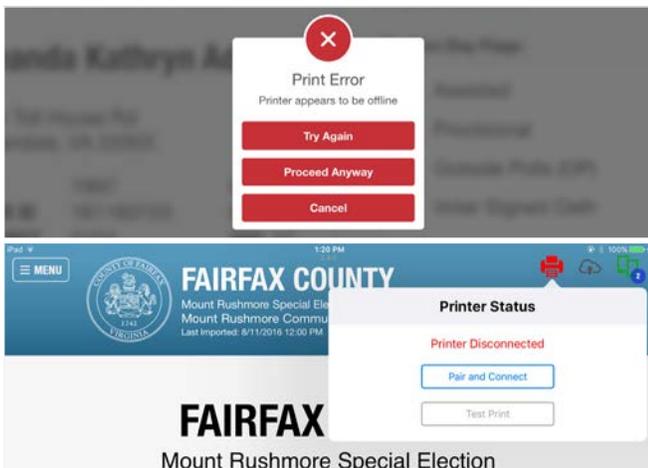
PRINTER SHOWS RED LIGHT

- ① Lift the printer cover upward to access the paper roll
- ② Remove the paper roll to clear any possible jams
- ③ Place the paper roll back inside of the compartment
- ④ Close the printer cover and verify the error indicator is not red
- ⑤ Press **Feed** to ensure printer paper is positioned properly



PRINTER IS OUT OF INK

- ① Lift the printer cover upward to access the paper roll
- ② Remove the paper roll and tighten the paper as needed
- ③ Place the paper roll back inside of the compartment
- ④ Verify the paper roll feeds through the printer from the bottom
- ⑤ Press **Feed** to ensure printer paper is positioned properly



PRINTER IS OFFLINE

If you're processing a voter and receive a message indicating that the printer is offline, perform the following steps:

- ① Touch **Try Again**
- ② If the printer fails to print, touch **Proceed Anyway**
- ③ Touch the **Printer** icon, followed by **Pair and Connect**
- ④ Touch **Star Micronics** from the Accessory Menu
- ⑤ Once paired, touch **Test Print**. Place receipt in **Envelope #8**



POLL PAD VIDEO NOW AVAILABLE ON YOUTUBE

www.fairfaxcounty.gov/elections/eotraining.htm



