

opening procedures

Mobile Hotspot Precincts

Who has a Mobile Hotspot?

Refer to the supply card in the Poll Pad Case to see if the precinct has a Mobile Hotspot. If the card reads **AT&T** or **Verizon Hotspot**, follow the steps below.

Steps for setting up the Mobile Hotspot

Remove the Mobile Hotspot and its supplies from the Poll Pad Case. Plug the Power Cord into the Adapter, then plug the other end of the cord into the hotspot. Press the **Power** button. After the device powers on, **verify the signal shows at least 2 bars of service.**

Quick Tips & Actions



The **IMPORT** password is used to update the voter file, whereas the **CHIEF** password is used for all other Poll Pad functions.



Every precinct receives **one iSync Drive**. Use this device to **update the voter file on EVERY Poll Pad.**



Once the voter file has been updated, verify the **Last Imported field** (at the top of the Poll Pad) **displays the current date/time.**



Poll Pad syncing may go in/out during the day. To ensure this does not happen, **setup the Poll Pads within 30 ft. of one another.**

Troubleshooting

Poll Pad app does not launch

Verify the system home screen (a settings icon is in the top left corner) displays on the Poll Pad. If the lock screen appears instead, press the **Home** button to unlock the device. Touch the **Poll Pad app** at the bottom of the screen and wait for the app to load.

Poll Pad's voter file is outdated

An **Outdated Voter File** message displays when a Poll Pad's data file has not been updated. Press **OK**, then insert the iSync Drive and follow the steps for importing the voter file (steps 6-7).

Voter file failed to import

If the voter file fails to import precinct information (location, number of voters, etc.), reset the Poll Pad by holding the **Power** and **Home** buttons down until the screen turns black and an Apple logo appears. After the device resets, re-import the voter file.



Verify the green seal securing the Poll Pad Case matches the **Machine Certification Form**. Once verified, cut the seal and place it inside of the **#7 Orange Pouch**.



Unlock and open the Poll Pad Case, then verify (1) the contents of the case and (2) the wireless setup of the precinct matches what is listed on the case's supply card.



Open the Plastic Tote, then count the number of Poll Pad Bases and Photo ID Holders. Verify each of these items match the number of Poll Pads in the Poll Pad Case.



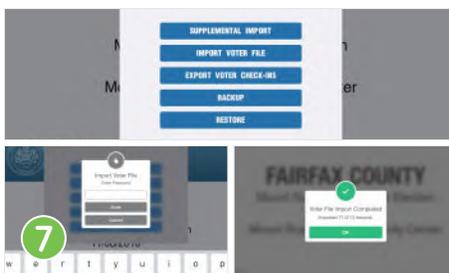
Remove the contents from the Poll Pad Case and Plastic Tote. Assemble each Poll Pad by inserting the Poll Pad Arm into the Base and attaching the Photo ID Holder to the back of the Poll Pad.



Remove the Printer and its supplies from the Poll Pad Case. Plug the Power Cord into the Adapter, then plug the cord into the Printer. Flip the power switch to **ON**, then press the **Feed** button.



On the Poll Pad, press and hold the **Power** button until the Apple logo appears. After the Poll Pad powers on and the app launches, insert the iSync Drive into the Lightning Connector.



Touch **Import Voter File** from the list of options. Use the onscreen keyboard to enter the **IMPORT Password**, then touch **Done**. Once the data import is complete, touch **OK** and remove the iSync Drive.



Remove the Power Cube and Cable from the Poll Pad Case. Assemble the cube, then plug the cable into the Lightning Connector. Verify the battery indicator turns green and a **Charge** icon appears.

REPEAT ON EVERY POLL PAD

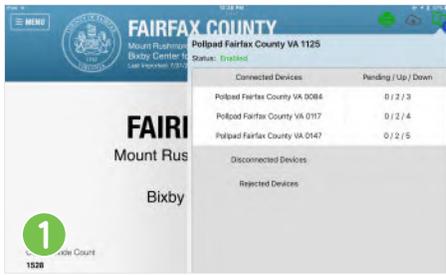


closing procedures

Summary Report Information

Precincts with split districts

Precincts that have more than one Congressional, Senate or Delegate district need to report check-ins and curbside voters by district type. If the precinct encompasses a split district, the Summary Report will automatically display each of these numbers in the correct format. **Follow the reporting criteria on the Poll Pad Certification Form.**



Use the Admin Poll Pad. Touch the **Sync** icon and verify (1) every Poll Pad (not including the Admin) is listed under "Connected Devices," and (2) the Pending column for every Poll Pad shows zero.



Use the Admin Poll Pad. Touch **Menu**, followed by **Summary Report**. Use this report to record the total number of check-ins and curbside voters on the **Poll Pad Certification Form**.

Poll Pad Synchronization

Pending: what do these numbers mean?

This column indicates **the number of transactions (check-ins, changes, etc.) that have NOT yet synced** with the Poll Pad.

Up: what do these numbers mean?

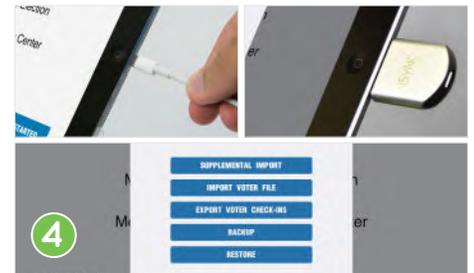
This column indicates **the number of transactions that have been uploaded** from the Poll Pad.

Down: what do these numbers mean?

This column indicates **the number of transactions the Poll Pad has downloaded**.



After you have completed the certification form, return each Poll Pad to the app's home screen by touching **Menu**, followed by **Home**.



Unplug the power cord, then insert the iSync Drive into the Lightning Connector. Touch **Export Voter Check-Ins** from the list of options.

REPEAT ON EVERY POLL PAD

Quick Tips & Actions



When a voter is checked-in on the Admin Poll Pad, a summary of the transaction is printed. **Place the ticket in Envelope #8.**



Voter check-ins are specific to each Poll Pad. Because of this, the **export process must be performed on EVERY** Poll Pad.

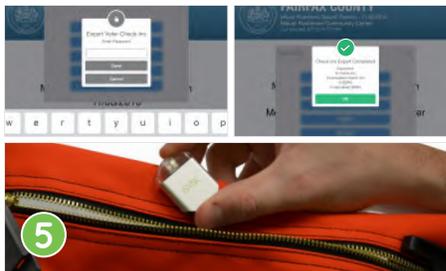
Troubleshooting

Summary Report results are not accurate

It is possible that a **Poll Pad has NOT yet synced**. Touch the **Sync** icon. If a Poll Pad is disconnected or the Pending column is not zero, locate the Poll Pad, then touch the **Sync** icon, followed by **Stop Syncing**. Wait 5 seconds, then touch **Start Syncing**. The Poll Pad should re-connect within 15 seconds.

Screen freezes when exporting voter check-ins

Remove the iSync Drive, then reset the Poll Pad by holding the **Power** and **Home** buttons down until the screen turns black and an Apple logo appears. After the device resets, re-insert the iSync Drive and repeat the steps for exporting voter check-ins (steps 4-5).



Use the onscreen keyboard to enter the **CHIEF Password**, then touch **Done**. Once the export has been completed on **EVERY** Poll Pad, remove the iSync Drive and place it in the **#7 Orange Pouch**.



Power off the Poll Pad by holding the **Power** and **Home** buttons down until the screen turns black. If the Apple logo appears, wait for the Poll Pad to reset, then try again.



Disassemble the Poll Pad and return the supplies to the appropriate case/tote. Secure the Poll Pad Case with a red seal, then record the seal number on the **Machine Certification Form**.



The Plastic Tote and Poll Pad Case are returned to the office in two different ways. The Plastic Tote is placed in the machine cart, whereas the **Poll Pad Case is returned to the office by the Chief**.