



Quick Tips for Poll Pads

1. Barcode Search

- a. If an ID has a barcode, place the ID on the ID clip with the barcode facing the iPad camera.
- b. Press the Scan Barcode button on the Poll Pad home screen.
- c. The Poll Pad should bring up the voter's record. You will want to check the information in the Poll Pad to confirm that the barcode search brought up the correct voter.

2. Manual Search

- a. Select Manual Entry
- b. Type the first 3 letters of the voter's last name and the first 3 letters of the first name.
 - i. If that does not work, select Advanced Search and select DOB.
 - ii. Type in the voter's DOB and select search.
 1. If you use this method, be very careful that you select the correct voter.
 - iii. If you still cannot locate the voter, refer the voter to the Poll Manager. The Poll Manager can call the elections office.

3. Creating a Card to use on ATI Ballot Marking Device if a Voter Wants to Use the Headphones and/or Braille Keypad

- a. Process the voter normally until you get to the screen that asks you to insert the voter access card.
- b. At this point, insert the voter access card.
- c. Check the AVS box.
- d. Select Create Card.
- e. Refer the voter to the BMD with the headphones and keypad connected.

4. How to Process Someone Who Requests Assistance from Another Person

- a. Process the voter normally until you get to the screen that asks for poll worker initials.
- b. Select the Assistance Required Box.
- c. Select a reason.
- d. Ask the person providing assistance to sign the oath and select Continue.
- e. Initial the poll worker box and continue processing the voter.

5. How to Spoil a Ballot

- a. Ask the voter to write "SPOILED" on the ballot. On a "Spoiled and Unaccompanied Ballot Recap Sheet" complete a row for each spoiled ballot.
- b. Look up the voter by scanning the voter's ID or by conducting a manual search.
- c. When you see the voter's record, it should say "Voted."
- d. Click the Settings Gear next to the voter's name.
- e. Type in the password. Password is in the Letter of Instructions which is in the Orange Binder.
- f. Select "Cancel Voter Check-in" from the dropdown menu.
- g. When asked if you want to spoil a ballot, select Yes.
- h. Select the ballot style and select Spoil Ballot.
- i. Type in the poll worker's name, and select reason from the drop-down menu. Select Next.
- j. The poll worker should sign on the following screen and select Submit.
- k. Check-in the voter again to issue a new voter access card.

6. What if a voter is flagged as being an Absentee voter?

- a. **If a voter requested a ballot by mail and has the ballot to surrender:**
 - i. Confirm that the ballot is contained in the envelope and mark "Spoiled" on the envelope.
 - ii. This ballot should be returned on Election Night to the county office.
 - iii. Continue through the voter certificate process with the voter and encode a voter card.
- b. **If a voter requested a ballot by mail and does not have the ballot with them at the polls:**
 - i. The ballot could be at their home, in the mail on the way to the voter, or on the way back to the county office.
 - ii. As long as the ballot has not been received back by the county office, the issued ballot can be cancelled so the voter can vote in person.
 - iii. Call the Registration office to determine whether or not the ballot has been received.

If you are unable to reach the Registration office the voter cannot voter electronically and must be processed as a Provisional Voter (code PR).

- iv. **If the ballot has been received and is considered "cast." Follow these steps:**
 1. Inform voter that their ballot has been received and their vote has been cast for the current election.
 2. If they have concerns, provide them with the name and phone number of the person at the county office that can assist them.
- v. **If the ballot has not been received back at the county office, then follow these steps:**
 1. The voter to complete the Affidavit form provided by the county office to cancel their Absentee by Mail ballot.
 2. Tap the Documentation Provided button.
 3. Continue through the voter certificate process with the voter and encode a voter card.
- c. **If the voter claims they did not request an Absentee by Mail ballot, provide the voter with the name and phone number of a contact person at the county office to assist them with the issue.**

7. Supplemental Voter – If a voter’s name cannot be found on the electronic Electors List on the Poll Pad but their name is found on the Supplemental List, the voter will mark a ballot on the BMD using the Manual Ballot Activation Process. A voter on the Supplemental List is a registered voter and entitled to vote electronically.

- a. On the paper Supplemental List in the EL (election) column write the poll worker’s initials.
- b. Write the voter’s name on the Number List of Voters.
- c. At the BMD, insert the Poll Worker card and enter the password.
- d. At the next screen press the Ballot Activation button.
- e. Enter the Ballot Activation Code. The Ballot Activation Code will be unique for each precinct.
- f. Press Enable AVS Controller to put a check mark in the box.
- g. Press the Activate button.
- h. Remove the Poll Worker card and allow the voter to vote in private. Neither the Poll Worker card nor a Voter Access card needs to be inserted for the voter to complete their voting session.

8. Voter not found

- a. If Scan Barcode and Manual Entry have been used to find a voter, and he or she is still not found, a pop-up will appear reading “No Records Found.”
- b. Press “OK” to go back to Voter Lookup.
- c. Once back on the Voter Lookup Screen, press the circle next to ADVANCED.
- d. Clear name fields by pressing x in first and last name boxes before then SEARCH.
- e. Searching or pressing Reset in the middle box.
- f. Lookup voter by using Date of Birth (DOB), press DONE then SEARCH.
- g. If voter is found using Advanced Search, follow same protocol as scan barcode/manual entry to process voter.

9. First Time Voter

- a. Read Prompt in its entirety.
- b. If voter provides an acceptable form of ID, press ID PROVIDED.
- c. Finish processing voter.
- d. If they are unable or unwilling to provide ID, select NO ID PROVIDED and direct voter to provisional station.

10. Potential Non-Citizen

- a. Read prompt in its entirety.
- b. If directed by Registration, press UPDATE VOTER STATUS.
- c. Otherwise, press CLOSE and issue the voter a challenged ballot.

11. Emergency Paper Ballots - If an emergency situation makes using the BMDs impossible, impracticable, or if emergency ballots are otherwise needed as determined by the Election Superintendent, the poll officer shall issue the voter an emergency paper ballot that is to be filled out with a pen after verifying the identity of the voter and that the person is a registered voter of the precinct. While the determination of an emergency situation is in the discretion of the election superintendent, the types of events that may be considered emergencies are power outages, malfunctions causing a sufficient number of BMDs to be unavailable for use, or waiting times longer than 30 minutes.

- a. The poll officer shall verify the identity of the voter and that the person is a registered voter of the precinct.

- b. On the poll pad, the poll officer will select “Emergency Ballot” instead of “Touchscreen,” and hit “submit” in order to finalize check-in of the voter. No voter access card is needed or created.
- c. The poll officer shall provide an emergency ballot to the voter that is to be filled out with a pen.
- d. The voter shall mark their ballot with a pen in an area that provides voter privacy.
- e. The voter shall scan their ballot in the scanner connected to the ballot box.
- f. Emergency ballots shall not be treated as provisional ballots, but instead shall be placed into the scanner in the same manner that printed ballots in the polling place are scanned.
- g. All unused emergency ballots shall be placed into a secure envelope and sealed such that the envelope cannot be opened without breaking such seal.