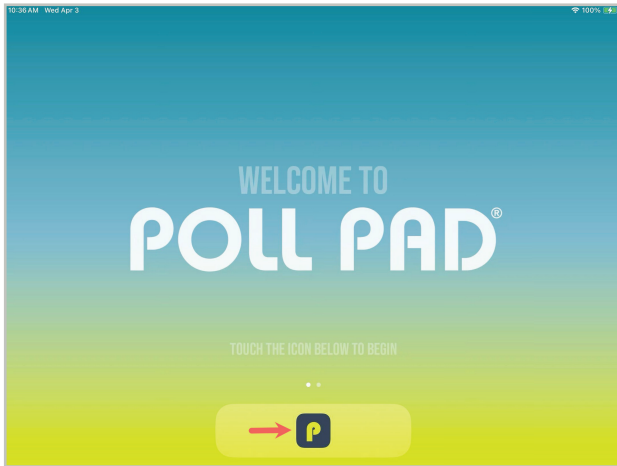


POLL PAD[®]

PROCESSING VOTERS

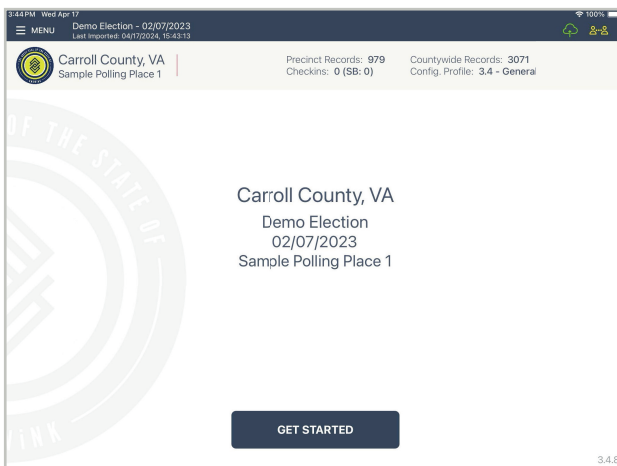
ELECTION DAY TRAINING MANUAL
COMMONWEALTH OF VIRGINIA



1 LAUNCH THE APPLICATION

Tap the Poll Pad icon to launch the application.

The application displays your county homepage.

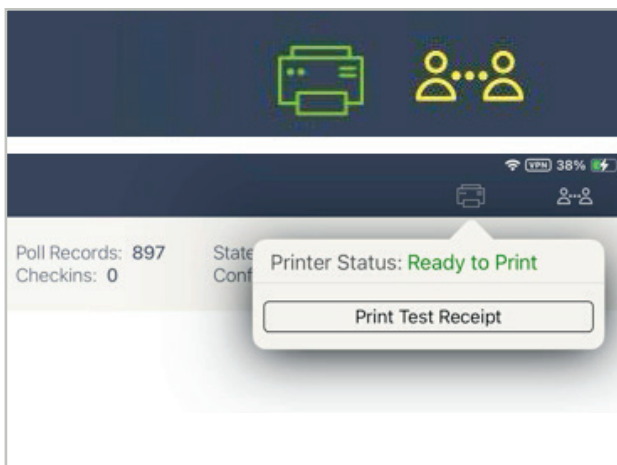


2 HOME SCREEN CHECKLIST

- Name of Jurisdiction
- Election Name and Date
- Polling Place Name

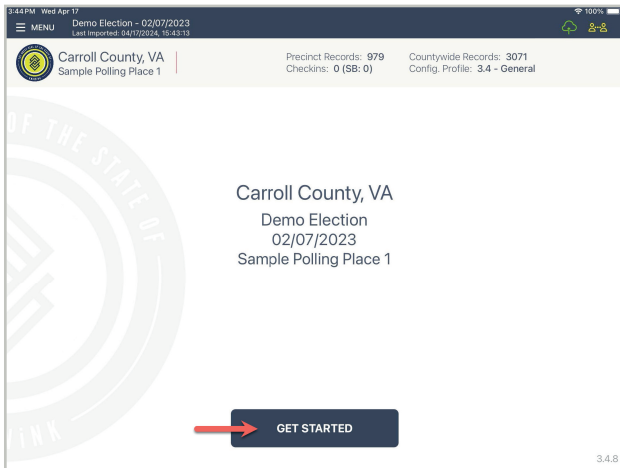
Important: Verify that the polling place is correct.

- Checkins = 0
- Battery life is close to full (90% or greater)



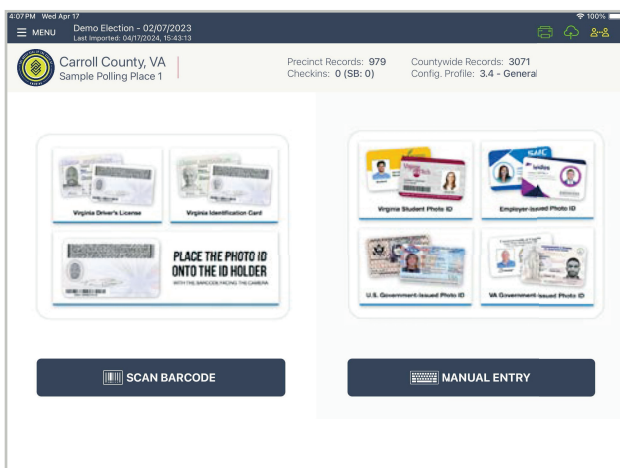
3 TEST PRINTER CONNECTION

- a. Confirm the printer icon on the Poll Pad is green.
- b. Check that the paper roll in the printer is sufficient for Election Day.
- c. Tap the printer icon to open the Printer Status and touch **PRINT TEST RECEIPT**.
- d. Confirm the receipt prints



1 VERIFY VOTER'S IDENTIFICATION

From the home screen, tap **GET STARTED** and ask the voter to provide a valid form of ID. Verify the voter's ID is valid before starting the check-in process.



2 SEARCH FOR THE VOTER

Once you have verified the voter's identification you can search for the voter by selecting one of the following options:

a. SCAN BARCODE

Choose scan barcode if the voter has presented a valid driver's license or state ID card.

b. MANUAL ENTRY

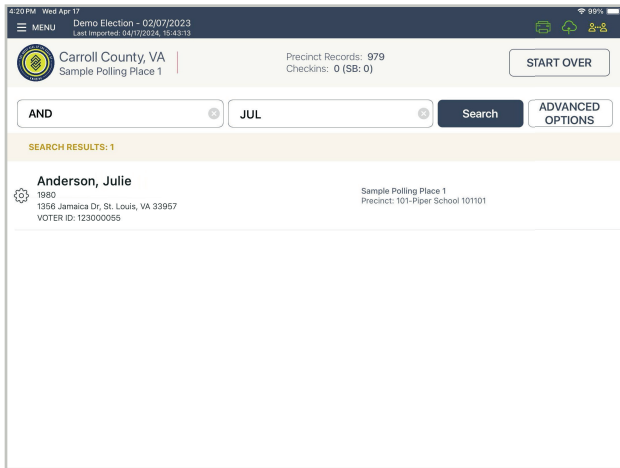
Choose manual entry to search by the voter's name.



2a SCAN BARCODE

If you selected **SCAN BARCODE**, place the ID with the barcode facing the camera onto the ID tray and tap **SCAN BARCODE**.

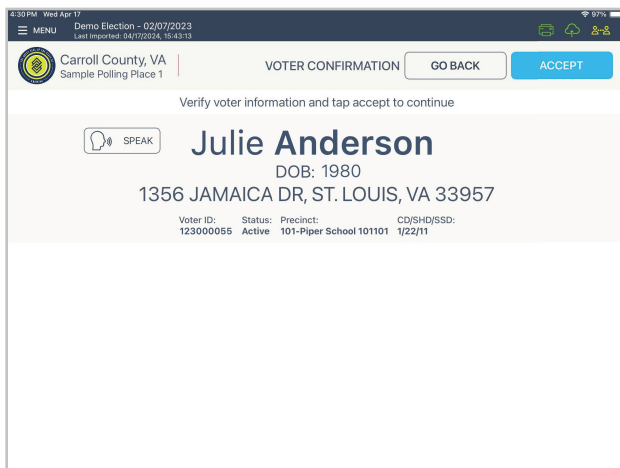
Once the barcode is recognized, the voter's information will appear on screen.



2b MANUAL ENTRY

If you selected MANUAL ENTRY, locate the voter's record by using the on-screen keyboard to enter the first three (3) letters of their last name and first name, and tap **SEARCH**.

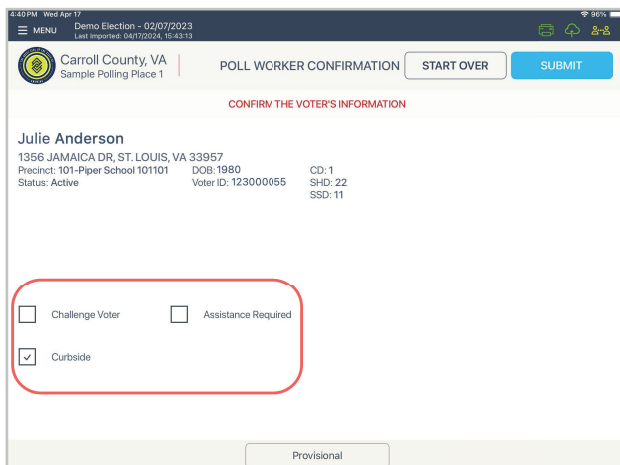
Matching records appear on the screen. Locate the voter's record and verify it does not contain any exceptions. Tap the record to select the correct voter.



3 VOTER CONFIRMATION

Confirm the correct voter is displayed and tap **ACCEPT**.

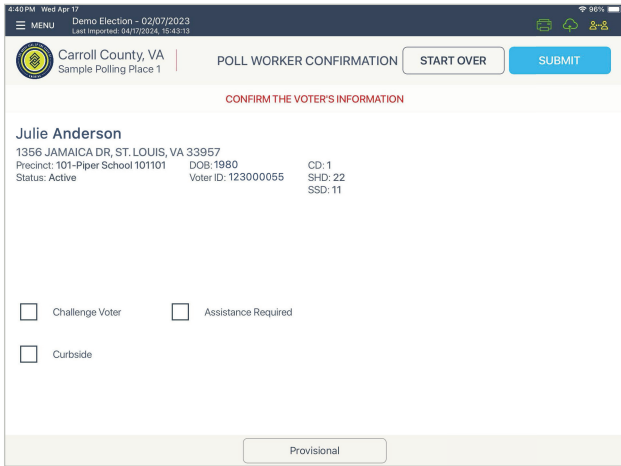
The Poll Worker Confirmation screen appears.



4 ADDITIONAL OPTIONS

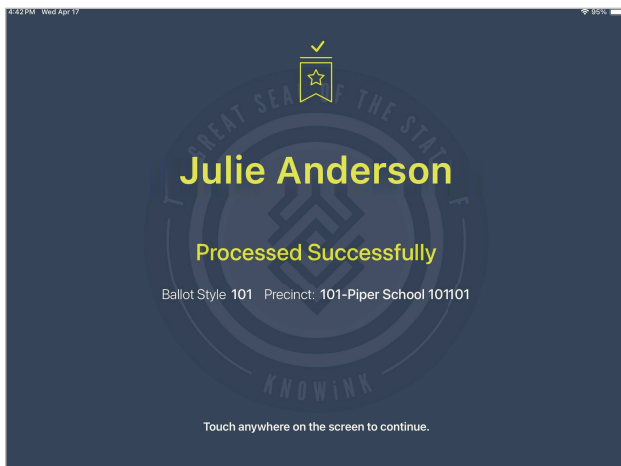
The following options are available on the Poll Worker Confirmation screen:

- If someone has challenged the voter's right to vote, select the Challenge Voter checkbox.
- If a voter requests to vote curbside, select the Curbside checkbox.
- If the voter requires assistance when voting, select the Assistance Required checkbox.



5 POLL WORKER CONFIRMATION

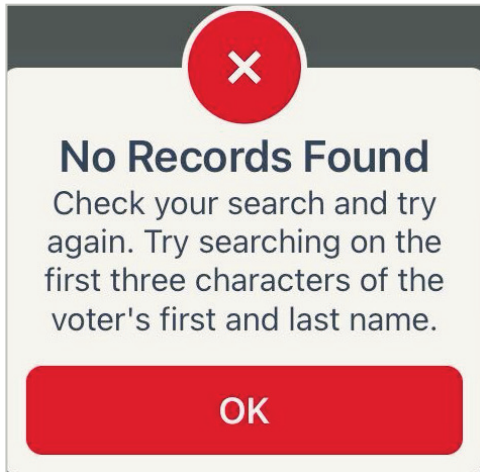
Confirm the information shown on the Poll Worker Confirmation screen is correct, and tap **SUBMIT**.



6 THE VOTER IS CHECKED IN

You have successfully processed the voter.

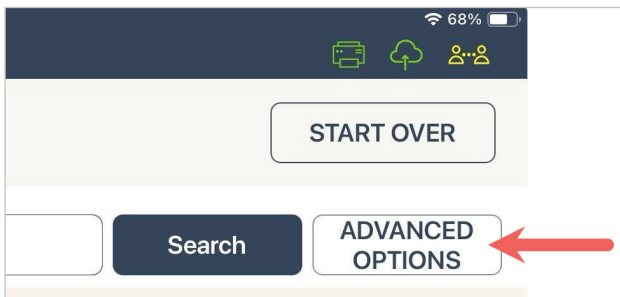
Hand them a ballot and direct them to the voting area.



1 VOTER NOT FOUND

If the voter isn't found by scanning their ID barcode or by manual entry, the No Records Found dialog appears.

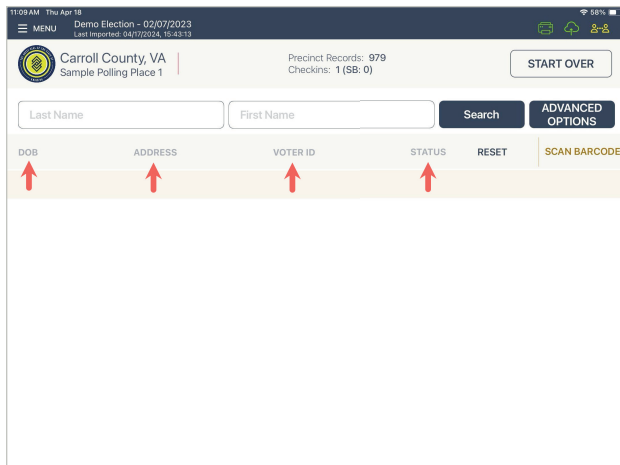
Tap **OK** to return to the voter search screen.



2 ADVANCED OPTIONS

If the voter is not found, you can search again by tapping **ADVANCED OPTIONS** and changing the search criteria.

To clear previous search criteria tap **RESET**.



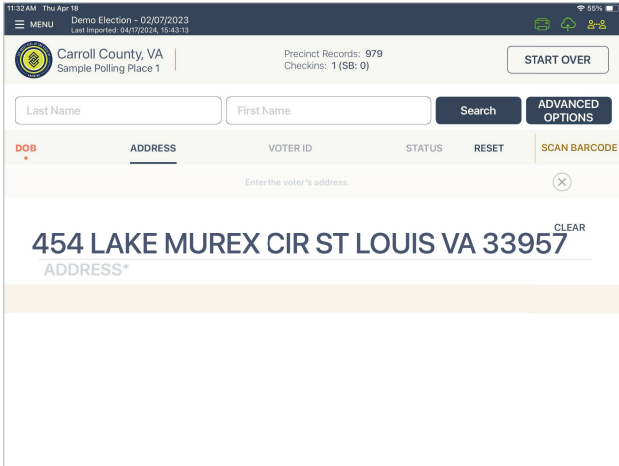
3 ADVANCED SEARCH

On the advanced search screen Tap one of the following tabs to search by that specific information:

- DOB
- ADDRESS
- VOTER ID
- STATUS

To clear selections tap **RESET**.

PROCESSING VOTERS | ADVANCED OPTIONS

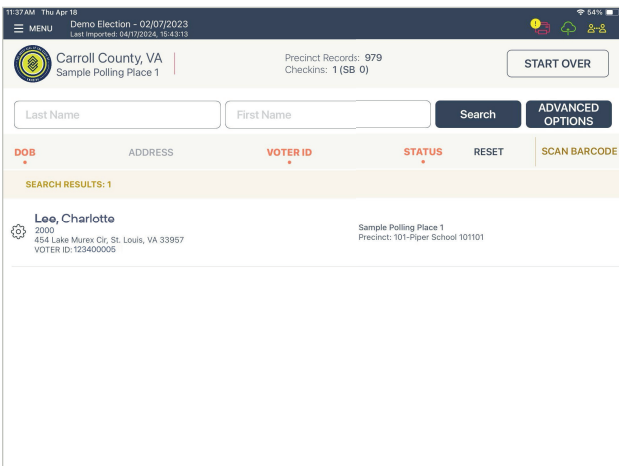


4 ENTER SEARCH CRITERIA

Tapping any of the tabs opens a search window. Enter your search criteria and tap the X to return to ADVANCED OPTIONS.

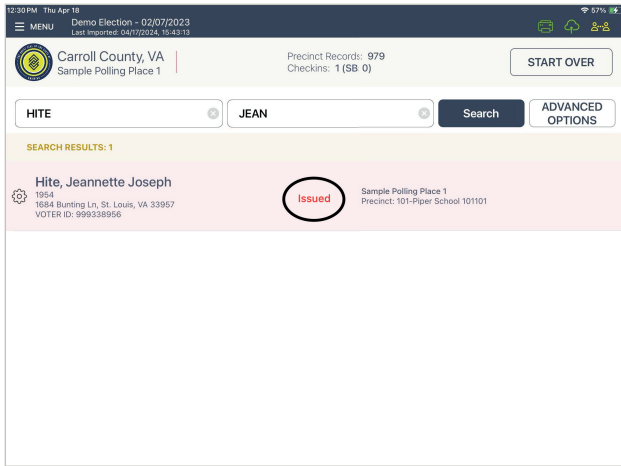
Continue to add criteria as needed and tap **SEARCH** when done.

Tabs that contain search criteria will display a red dot.



5 VOTER FOUND

If the voter is found using Advanced Options, follow the normal check-in procedure to process the voter.

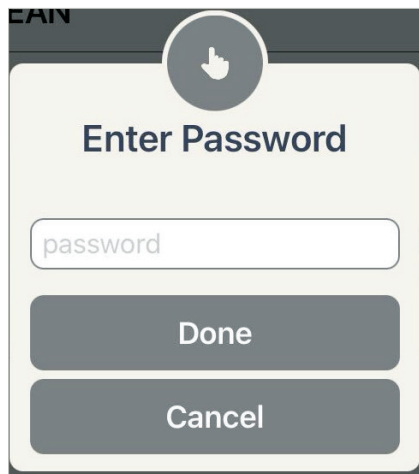


1 ABSENTEE ISSUED OR MARKED

If a voter has been sent a mail-in ballot, their record will be noted as Issued or if the board of elections has already received a ballot from the voter, their record will be noted as Marked.

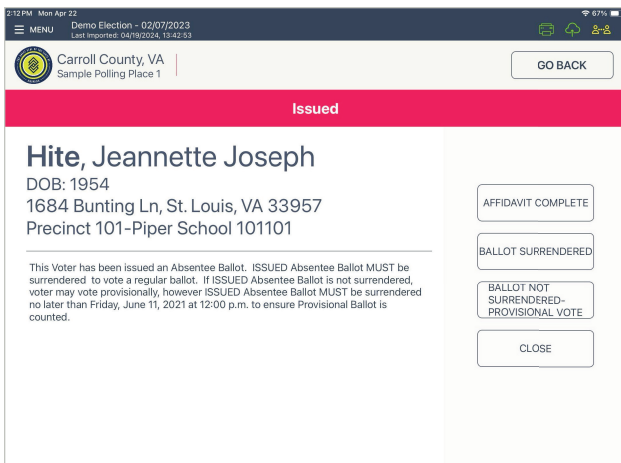
Tap the voter record to continue.

The Enter Password dialog appears.



2 ENTER PASSWORD

Enter your password and tap **DONE**.



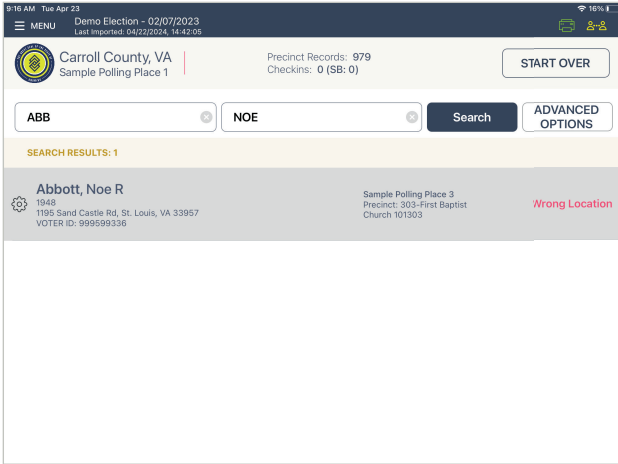
3 FOLLOW THE INSTRUCTIONS

The voter's full record is displayed and includes instructions on how to proceed.

Some voters will need to cast a provisional ballot.

To return to the voter search screen without processing the voter, tap **CLOSE**.

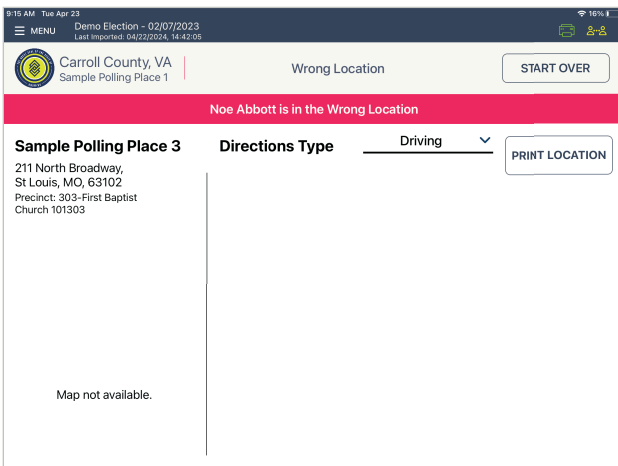
PROCESSING VOTERS | WRONG LOCATION



1 WRONG LOCATION

If a voter is not in the correct polling place their record will state Wrong Location.

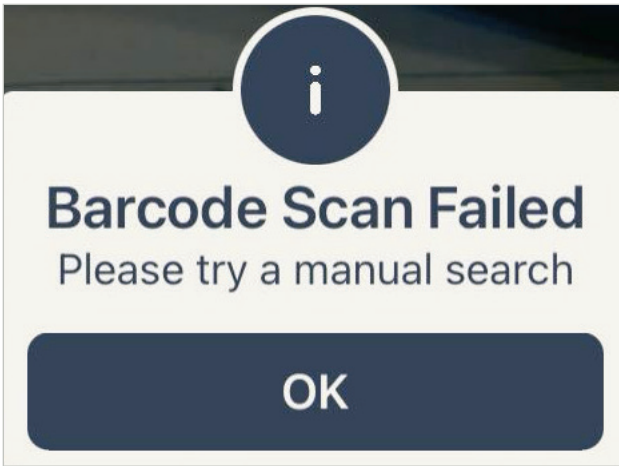
Tap on their record to find their correct polling place.



2 CORRECT POLLING LOCATION

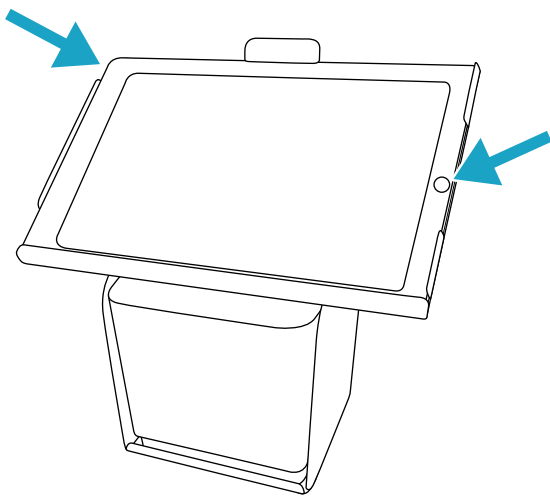
The voter's polling place appears in the left column.

Provide the polling place name and address to the voter.



BARCODE SCAN FAILED

If the camera is unable to scan the voter's ID or if the ID is not placed on the tray within five seconds, the Poll Pad will display the Barcode Not Found error. You will have to use the manual search method to check in the voter.



POLL PAD SCREEN UNRESPONSIVE

Unplug the device from the power source (electrical outlet, battery, etc.).

If the Poll Pad screen is still unresponsive, follow these steps:

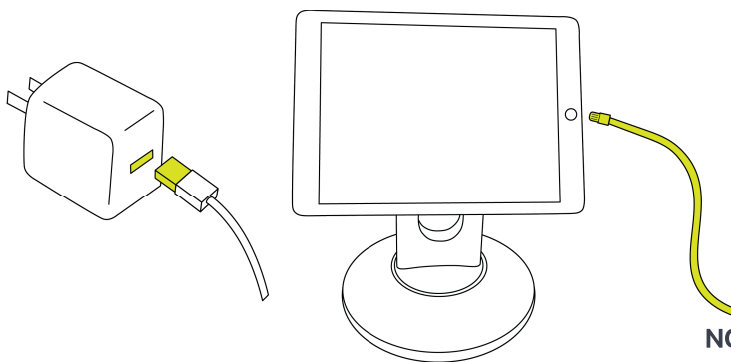
1. Hold down the Sleep/Wake and Home buttons simultaneously.
2. Release both buttons once the Apple logo displays on screen.

Once the application launches, return to previous activity.

CHARGING THE POLL PAD

1. Plug USB end of power cable into power cube.
2. Plug power cube into an AC wall outlet.
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 power, Poll Pad will automatically power on.
6. Resume normal operations.

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed.



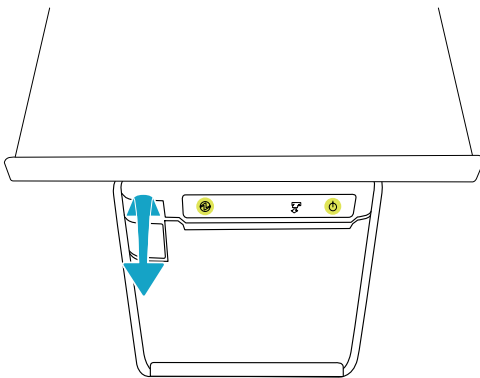


IOS SOFTWARE UPDATES

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

- Select **INSTALL LATER** from the on-screen options.

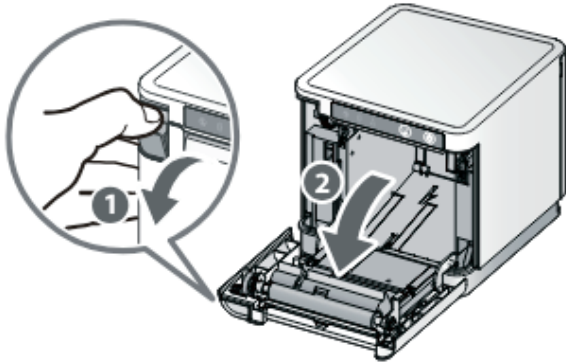
Press the Home button and verify the Poll Pad app remains open.



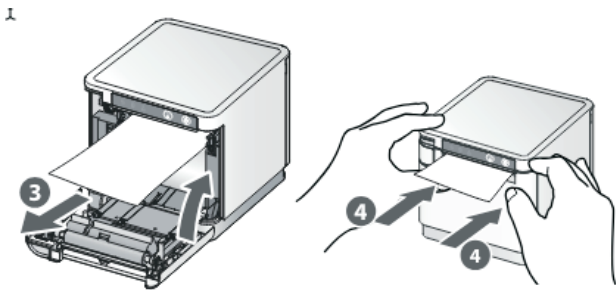
NOT PRINTING / STOPS PRINTING

1. Make sure the printer is turned ON.
2. Confirm the printer is plugged into outlet and the power cord is securely connected.
3. Check that the printer paper is installed correctly.

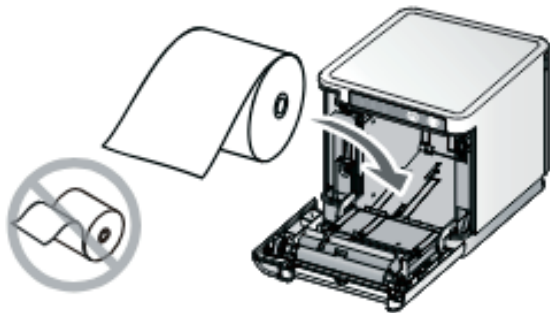
Confirm connection with Poll Pad (green printer icon).



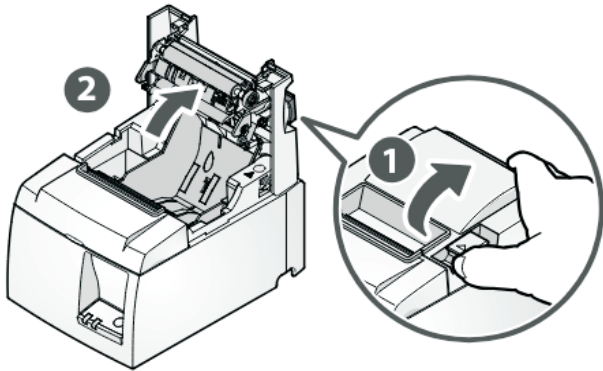
1. Pull down the lever.
2. Open the printer cover.



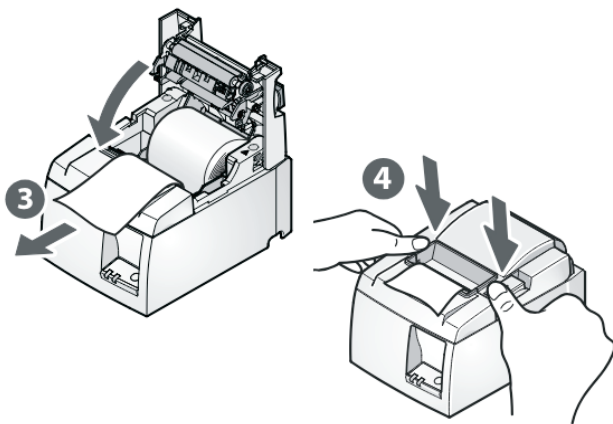
Insert the paper roll as shown in the illustration.



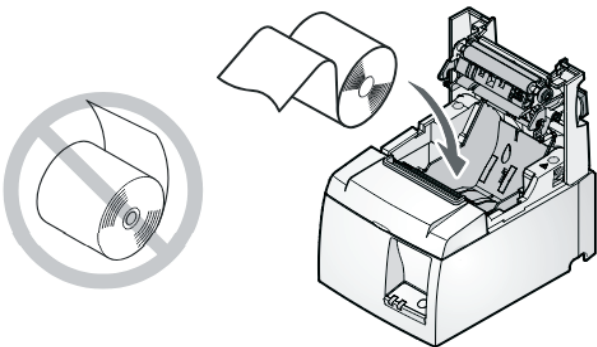
3. Pull the end of the paper roll out straight.
4. Use both hands to close the printer cover.



1. Push the opening lever.
2. Open the rear cover.



Insert the paper roll as shown in the illustration.



3. Pull the end of the paper roll out straight.
4. Push down both sides of the printer cover to close.