POLL PAD OFFICER

OVERVIEW OF THIS ROLE	CONTENTS OF THIS BINDER:

The POLL PAD OFFICER(s) primary role is to:
 	
• Check voters in using paper or electronic pollbooks
• Review Acceptable ID of the voter and ensures all voters are registered to vote and marks them as having voted & issues a ballot.
• Resolve voter eligibility/registration status issues by working with the chief officer and Director of Elections/General Registrar.
• Fully familiar with Provisional Ballot use. Under certain circumstances they may offer a provisional ballot but should bring any issues to the attention of the Chief or Asst. Chief officer.
	Inside Front Cover:
	
	Election Specific Instructions
	
	Tab 1 Poll Pad Officer Instructions
	    o Poll Pad Officer Overview
	    o Quick-Start Instructions
	    o Poll Pad Reminders
	    o Provisional Ballots Notes
	Tab 2: Voter Identification
	    o Acceptable Identification list
	    o Unacceptable ID
	Tab 3: Virginia Poll Pad Guide
	Tab 4: Emergency Procedures
	Inside Back Cover
	
	Relevant Forms

PRIMARY ELECTIONS:Voter Registration in Virginia does not request nor require a party designation. Primary Elections can be for one specific party, or a "dual" party primary. In a dual primary, there will be different ballots for each (2) party. This is essentially two separate elections.

IF the event of a Primary Election, an addendum to these instructions, providing specific policies & procedures for that election, will be placed in the front pocket of this binder

POLL PAD OFFICER

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ELECTION OFFICER INSTRUCTIONS

POLL PAD OFFICER INSTRUCTIONS

OVERVIEW:

Northumberland County uses an electronic pollbook – the Poll Pad -- manufactured by KNOWiNK of St. Louis MO. Paper Poll Books serve as backup.

The Poll Pad is an Apple iPad modified by KNOWiNK with high-level security procedures.

The Poll Pads are set up for each election by the Registrar using KNOWiNK's ePulse by downloading the current Northumberland County registered voter data from the State Dept of Election's Electoral Registration Information System.

Poll Pads contain all registered voters in the County, but since Poll Pads are designated as assigned to different precincts, only the voters in the Poll Pad's assigned precinct are shown clearly. Voters registered in all other precincts are in grey.

Voters can be checked in manually by the Poll Pad operator by entering the voter's name, or more automatically, by scanning the bar code on voter's Voter Registration Card or Virginia Driver's License.

Complete Poll Pad operations are covered in the *Poll Pad Operations and Training Manual*, which follows in this binder.

ELECTION OFFICER INSTRUCTIONS

POLL PAD OFFICER INSTRUCTIONS

QUICK-START INSTRUCTIONS

- Unpack and set up the Poll Pad – full instructions follow.

- Connect the printer.

- Ideally, plug the Poll Pad & printer directly into the wall. Power difficulties have been seen using too many or too long an extension cord and/or power strips.

- DO NOT connect multiple Poll Pads and printers into the same chord or power strip – this could limit the amount of power to each.

- Turn on the Poll Pad and printer.

- Poll Pads will turn on using their internal battery. Look in the far upper right corner of the screen for the battery icon and confirm you are using wall power instead of battery power, When plugged in there should be a lightning bolt across the battery.

Processing voters. (See sample dialogue next page)

- Poll Pad Officers can set the tone of the voters' experience – Be welcoming, friendly and supportive of making this a positive experience.

- Acceptable Identification – see the included listings.

- Scanning ability: The bar code on the reverse of a VA Drivers License can be scanned. Page 13 of the Poll Pad manual explains this.

- Ballot "ticket": As the case may be, when the Poll Pad printer produces the ticket: Hand to the voter & instruct them to the next station, that being the Ballot Officer table to receive their ballot.

- If your location does not have a "Ballots table," issue the voter their ballot directly.

Closing the polls –

- <u>PRINT POLL PAD REPORT FIRST</u>, then reverse previous steps to re-pack your Poll Pad and its printer in the green case.

ELECTION OFFICER INSTRUCTIONS

POLL PAD OFFICER INSTRUCTIONS

VOTER CHECK-IN PROCESS **SAMPLE** DIALOGUE

When checking in voters, you should:

Officer: Greet the voter and ASK for them to state their Full Name and Current Residential address.

Voter: Responds clearly -

Officer: Repeat the voters full name for the benefit of any" poll watcher" to hear.

Officer: ASK voter to provide acceptable form of identification

Voter: Provides acceptable identification.

If the voter does not provide acceptable identification

Officer: Ask if the voter wishes to sign an Identification Confirmation Statement?

If they do not wish to sign statement, they may vote provisionally. See your Chief.

NOTE: If discrepancies exist in Name, address, or identification, the Chief Officer should be consulted to assist and remediate.

Officer: When the voter's identification is accepted and they are identified in the Poll Pad, clicking submit will return a "ticket" printed from the Poll Pad printer.

Officer: Give that "ticket" to the voter and direct the voter to the Ballots table for ballot to be issued.

Officer If no ballot station is being used, and you are issuing ballots, , exchange the "ticket" for an appropriate unmarked ballot.

ELECTION OFFICER INSTRUCTIONS

POLL PAD OFFICER INSTRUCTIONS

POLL PAD REMINDERS......

➢ There is an on and off switch on the top right-hand corner or your IPAD. Press once to turn your Poll Pad on.

➢ Check your Poll Pad icon (upper right corner) several times a day to ensure the battery icon is green in color and has the number one (1) beside it indicating they are communicating.

➢ If prompted for a password it is "flowers".

➢ It is not necessary to perform a test print before beginning.

➢ A red light on your printer usually means you are low on paper.

➢ If the camera will not pick up a bar code, it is likely there is glare on the bar code from light. Try shielding it to cut the glare. If it still does not work, just enter the voter manually.

➢ Once the receipt prints, hand it to the voter, who will hand it to the Ballot Officer to receive their ballot. Place the receipts in the plastic bin provided.

➢ The Poll Pad displays a number at the top of the display which is the number of voters checked in on your Poll Pad. This number is not collective (multiple Poll Pads), but when you print your summary report from either printer it will be cumulative.

➢ To get your summary report, look to the left top side of the screen and choose the menu. You will see a page with 9 colorful circles. Choose the white circle "Summary Report", then choose "Print".

➢ Also remember – DO NOT turn your Poll Pad off BEFORE you print the required report.

➢ And do not forget the on and off switch on the top right-hand corner or your IPAD. ONLY after your report is printed, turn your Poll Pad off.

➢ See next page about Provisional Ballots.

POLL PAD OFFICER INSTRUCTIONS

A WORD ABOUT PROVISIONAL BALLOT VOTING:

Voting using a "Provisional Vote" can be a means to allow select voters the opportunity to vote when otherwise they may not be able to.

Determination of under what circumstances to offer a voter a Provisional ballot is ALWAYS made by the Precinct Chief or Assistant Chief in concert with the General Registrar.

As a Poll Pad Officer, you may be confronted with some of those situations. Complete reading of, and familiarity with, the current **What If** document will assist in identifying those circumstances. To best prepare for your Election duty:

- Please read the What If document. A copy will be available in the Polling Place.
- ALWAYS, when a question of voter eligibility, or being in the proper voting location, consult with your Chief or Assistant Chief Officer.

Following as a quick reference reminder are the "reason codes" used in classifying Provisional Ballots.

§24.2-653

Provisional Reason Codes

	Same Day Registration (or not on pollbook)
1	Voter **not on the pollbook** and: • is unregistered and otherwise qualified to register using Same Day Registration; • is a resident of the precinct or has been since the November general election last year; or, • has been a resident of the precinct for the last two federal elections, is now a resident of the county or city, and current residence is in the same congressional district as this precinct.

	Non-Same Day Registration
3	Voter is **voting after hours** due to court order.
4	Voter **applied for an absentee ballot, but does not have the ballot with them.**
5	Voter **is shown in the pollbook as already having voted.**
6	**Other** (any reason not captured in the other codes).
7	Voter **did not show required ID and did not sign a statement swearing to their identity.**

Examples of Acceptable Voter ID
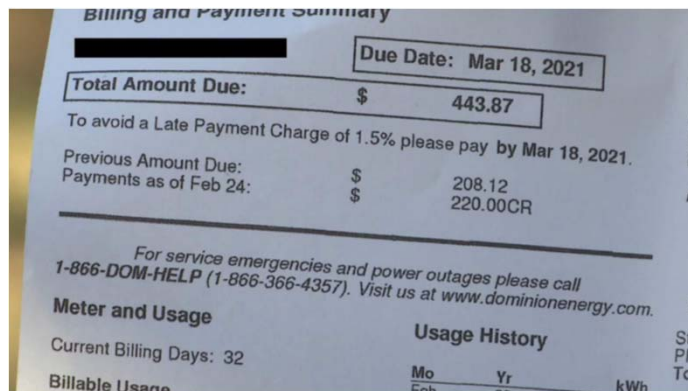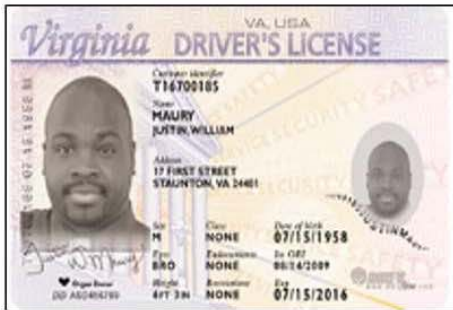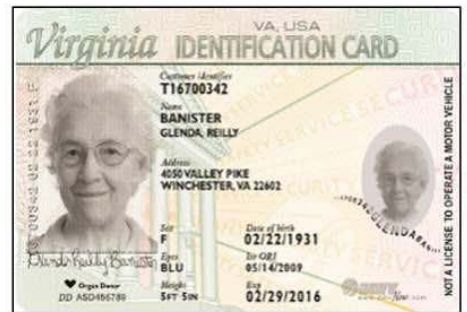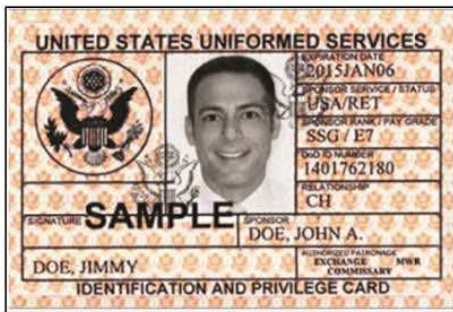
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FACILITIED BREAKOUT - HANDOUT #2

★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

Voter Identification

All voters casting a ballot in-person will be asked to show one form of identification. Any voter who does not present acceptable identification may instead sign a statement, subject to felony penalties, that they are the named registered voter who they claim to be. Any voter who does **not** present acceptable identification or sign this statement **must** vote a provisional ballot.

Identification	Is Accepted?
Virginia driver's license	Yes, may be current or expired.
Virginia DMV-issued ID card	Yes, may be current or expired.
Valid employee ID card, containing a photograph, issued by voter's employer in ordinary course of business (public or private employer)	Yes
U.S. Military ID	Yes
Valid student ID issued by a public or private high school or institution of higher education located in Virginia	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid student ID, containing a photograph, issued by a public or private institution of higher education located in the U.S.	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid U.S. passport or passport card	Yes
Government-issued ID card from a federal, Virginia, or local political subdivision	Yes
Voter ID card issued by the Department of Elections	Yes
Voter confirmation documents	Yes
Valid tribal enrollment or other tribal ID	Yes, if issued by one of the 11 tribes recognized by Virginia.**
Nursing home resident ID	Yes, if issued by a government facility.
Current utility bill, bank statement, government check, or paycheck containing the name and address of the voter	Yes. The document cannot be more than 12 months old. Acceptable in physical or electronic form.
Any other current government document containing the name and address of the voter	Yes. Acceptable in physical or electronic form.
Signed ID Confirmation Statement	Yes
Out-of-state driver's license	No
Student ID from a high school located outside of Virginia	No
Membership card from private organization displaying a photograph	No
Credit card displaying a photograph	No
Virginia Driver Privilege card (limited-duration license, permit or special identification card)	No. Nearly identical in appearance to driver's license or DMV-issued ID card. Front of card will display "9" under restrictions; back will state that the restriction is "Limited duration."

*"Valid" means the document is genuine and is not expired for more than twelve months, except for a Virginia driver's license or DMV-issued ID card, for which the expiration date should not be considered when determining its validity.

**The eleven recognized tribes are: Cheroenhaka (Nottoway), Chickahominy, Chickahominy Eastern Division, Mattaponi, Monacan, Nansemond, Nottoway, Pamunkey, Patawomeck, Rappahannock, and Upper Mattaponi. (https://www.commonwealth.virginia.gov/virginia-indians/state-recognized-tribes/)

Virginia Code § 24.2-643(B)

Rev. 8/2023

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ELECTION OFFICER TRAINING

Unacceptable ID

Elsewhere, we have provided guidance on acceptable forms of identification[1] which voters may present. Please give your attention to other forms of identification which are UNACCEPTABLE in the State of Virginia.

A voter <u>cannot</u> be given a ballot when providing …

- An out-of-state driver's license – current or expired.

- A Student ID from a high school located outside of Virginia

- Membership card from private organization- even w/photograph

- Credit or Debit card displaying a photograph

- Virginia Driver Privilege Card and Identification Privilege Card

These are currently listed on the bottom of the Acceptable forms of ID on the Department of Elections advisory available elsewhere.

The last item listed, Driver Privilege Cards, are issued ONLY to nonUS Citizens, are NOT ACCEPTABLE for Voter identification, and discussed more fully on the next page..

1   Virginia Dept. of Elections Directive and Va. Code   § 24.2-643(B) Rev. 8/2023. The referenced document available in the Poll Book Binder.

ELECTION OFFICER TRAINING

Virginia offers a Driver Privilege Card which IS NOT acceptable as voter identification. (§ 46.2-328.3. Driver privilege cards and permits)

This form of identification is intended for some individuals unable to receive a standard or REAL ID driver's license in Virginia because they 1). are non-U.S. citizens; 2). do not meet Virginia's legal presence requirements; 3). have reported income from Virginia sources, or be claimed as a dependent on a Virginia tax return in the last 12 months.

See the example below.
In the upper right corner of the ID you will see the words "Federal Limits Apply" and the Restrictions section in the center bottom of the ID shows a "9" - See the red circles below.

POLL PAD®

ELECTION DAY POLLWORKER GUIDE

SETUP | TROUBLESHOOTING | CLOSING
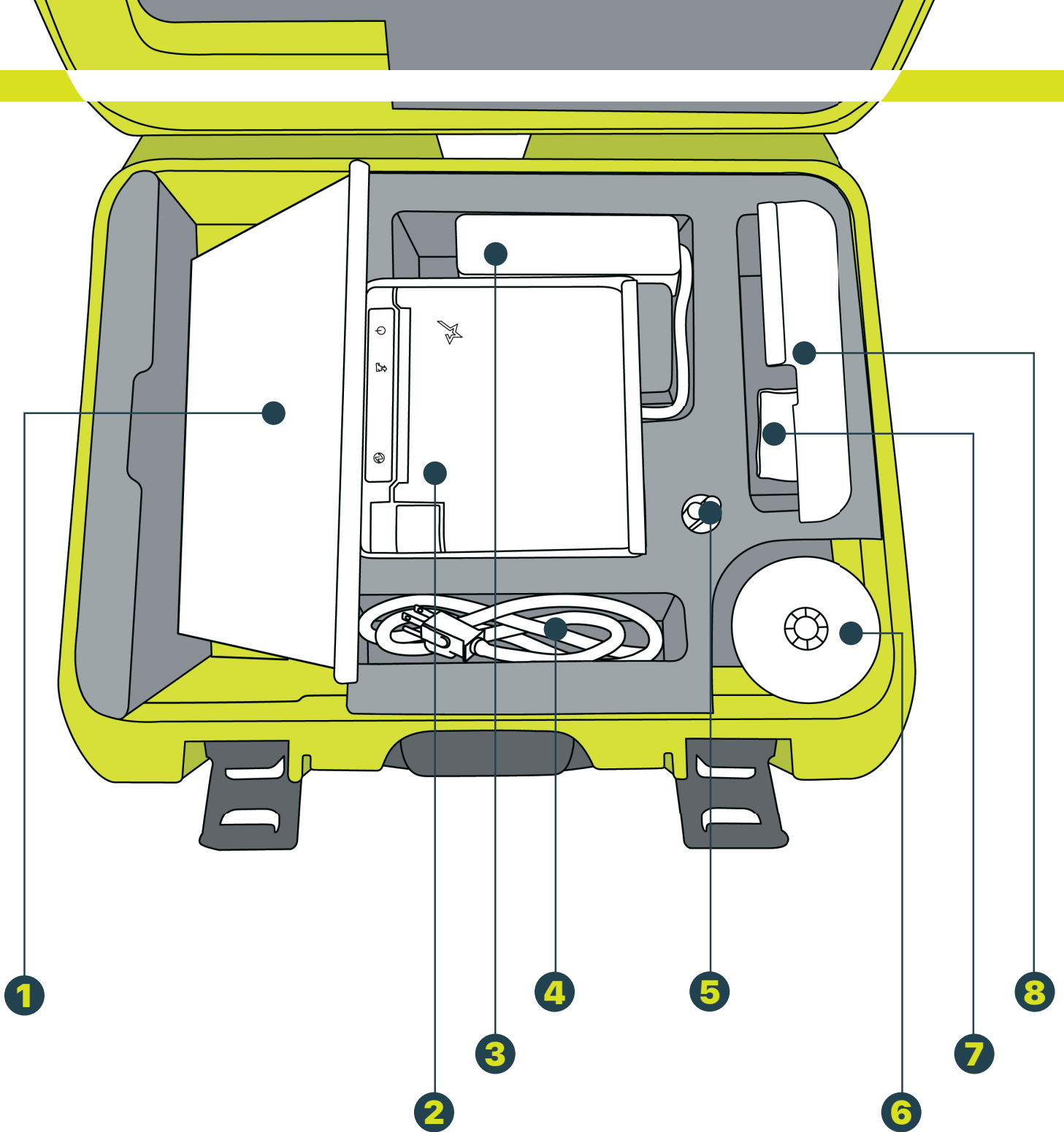
MEET

POLL PAD®

1 **POLL PAD**
Attached to the kiosk.

2 **PRINTER**
Attached to the kiosk.

3 **POWER ADAPTER**
Attached to the kiosk.

4 **POWER CORD**

5 **STYLUS**

6 **EXTRA PRINTER PAPER**

7 **CLEANING CLOTH**

8 **ID TRAY**

OPENING PROCEDURES

OPENING PROCEDURES | **POLL PAD SET UP | HARDWARE**
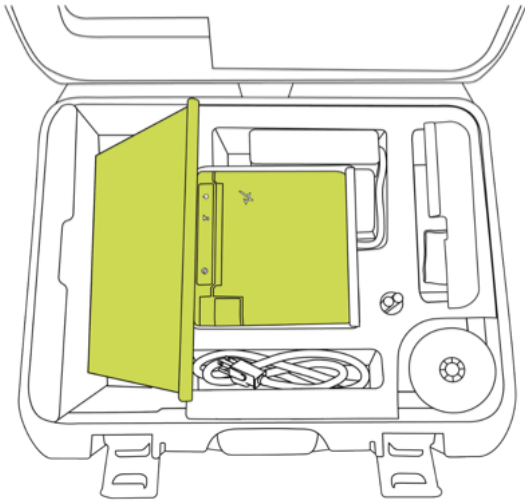
1. LOCATE THE POLL PAD CASE

Open the Poll Pad case.

Remove the printer/kiosk stand, AC adapter, and power cord.
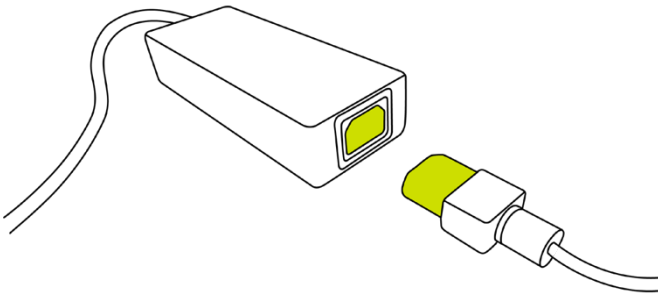
2. CONNECT THE ADAPTER

Securely plug the AC adapter power cord into the AC adapter inlet.
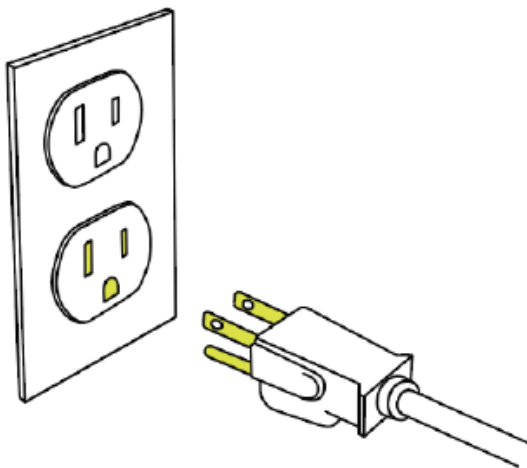
3. PLUG PRINTER INTO OUTLET

Ensure your check-in table is close to an electrical outlet or use an extension cord to plug the printer's power cord into an electrical outlet.
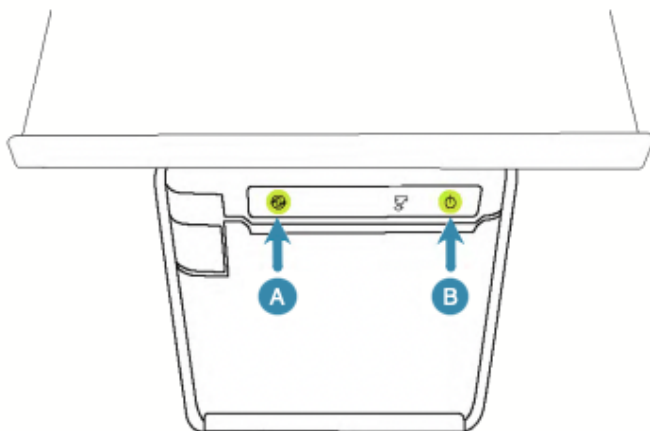
4. POWER PRINTER ON

A A blue light indicates the printer is powered on.

B If there is no blue light press the power button.

If you still don't see a blue power light on the front panel, check the power cord connection and ensure the wall outlet has power.
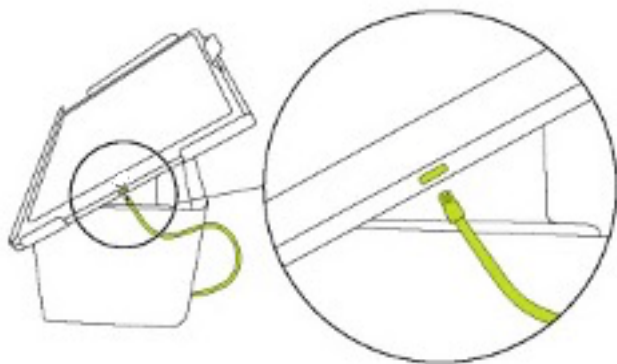
5. INSERT THE POWER CORD

Insert the charging cable into the charging port located on the right side of the Poll Pad.

The Poll Pad should automatically power on.
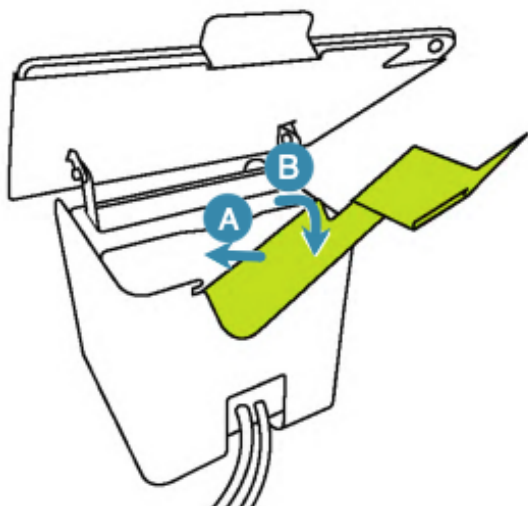
6. ATTACH THE SCANNING TRAY

A Slide the tray under the notch on the back side of the printer.

B Rotate the other side of the tray down to fit into the printer base.

KN⬤WiNK
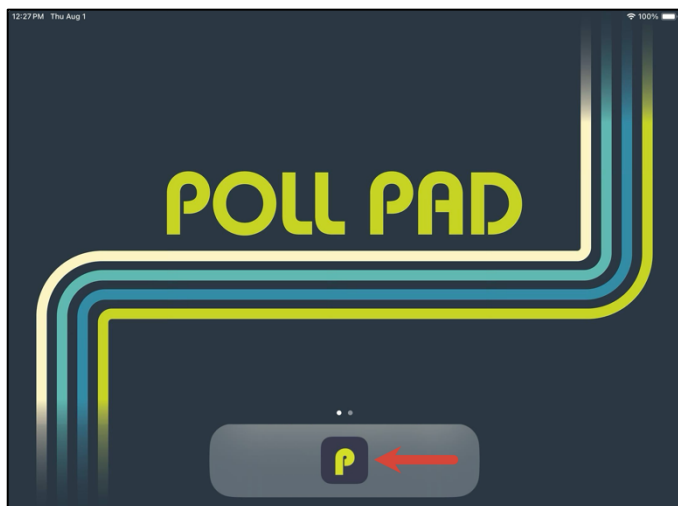
7. LAUNCH THE APPLICATION

If the application has not automatically opened, tap the Poll Pad icon.

The Poll Pad Home Screen appears.
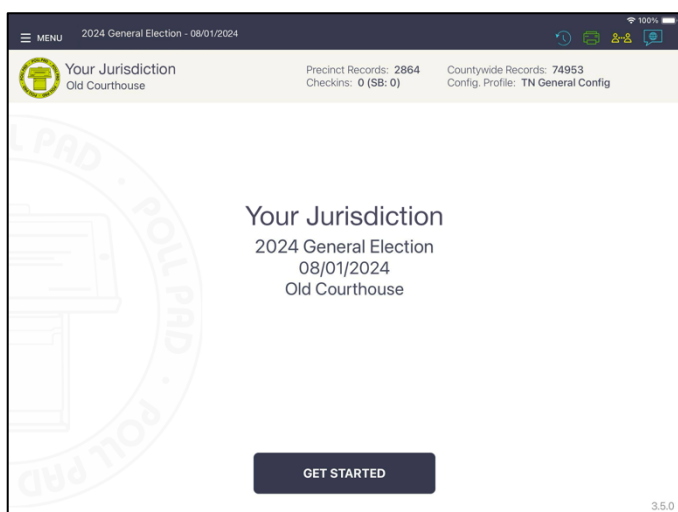
8. HOME SCREEN CHECKLIST

Confirm the following information is correct:

- Name of Jurisdiction
- Election Name and Date
- Polling Place Name
- Checkins = 0
- Battery life is close to full (90% or greater)
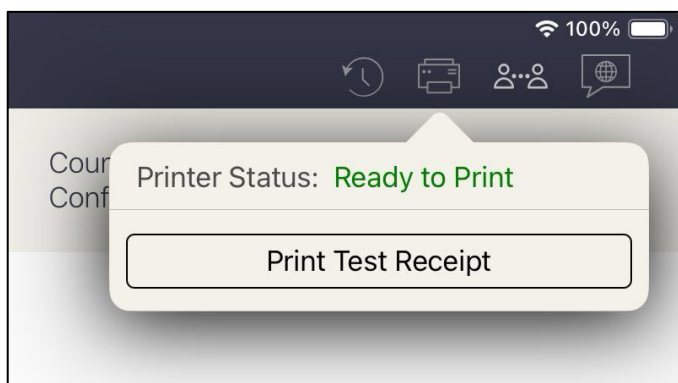
9. TEST PRINTER CONNECTION

Tap the green printer icon and select **Print Test Receipt**.

A sample receipt prints.

OPENING PROCEDURES | **POLL PAD ICONS**

PRINTER ICON COLOR KEY

The Poll Pad is paired with the printer. Receipts and directions will print.

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

Poll Pad is not paired with the printer. Tap the printer icon and select **Pair and Connect**.

CLOUD SYNC COLOR KEY

Poll Pad is connected and synchronizing with ePulse.

Poll Pad is in the process of connecting to ePulse.

Poll Pad is disconnected and not synchronizing with ePulse, but will continue to work and check in voters. Contact your Election Authority.

PEER-TO-PEER ICON COLOR KEY

Poll Pad is connected and synchronized with the other precinct Poll Pads.

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

Poll Pad recognizes the other precinct Poll Pads but is not connected or synchronizing with those devices.

Poll Pad is disconnected and is not synchronizing with the other precinct Poll Pads, but will continue to work and check in voters. Contact your Election Authority.
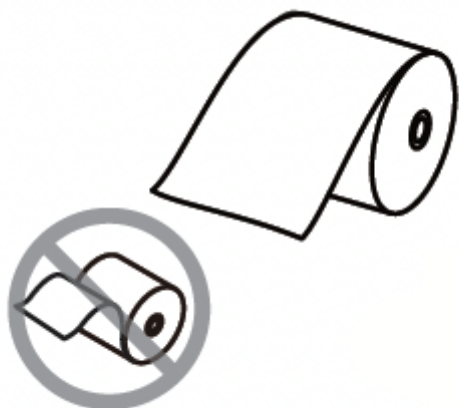
OPENING PROCEDURES | **CHANGING THE PAPER ROLL**
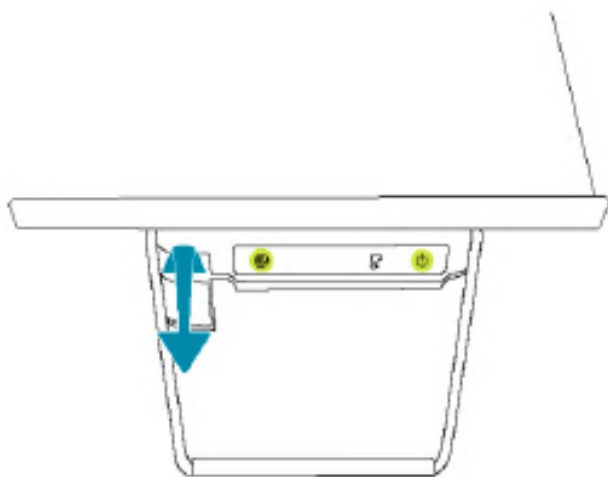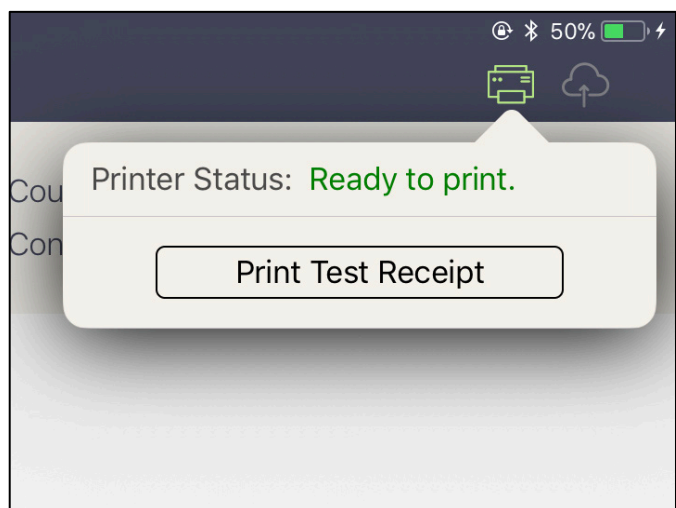
1. OPEN THE PRINTER DOOR

Open the front of the printer by pulling the lever down as indicated in the graphic.

NOTE: Remove the empty paper roll core before loading a new paper roll.

2. INSERT PAPER ROLL

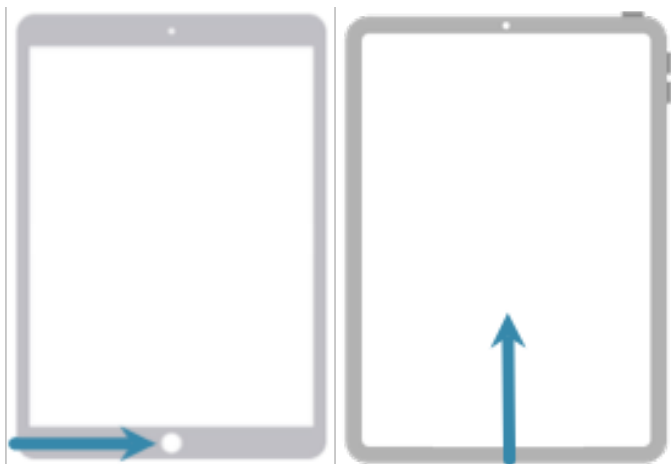Reload paper with the paper flap toward you, feeding from the top of the roll.

3. TEST PRINTER CONNECTION

Tap the green printer icon on the Poll Pad and select **Print Test Receipt**.

A sample receipt prints.

Printer Status: Ready to print.

Print Test Receipt

TROUBLESHOOTING

OPENING PROCEDURES | **PRINTER CONNECTION TROUBLESHOOTING**
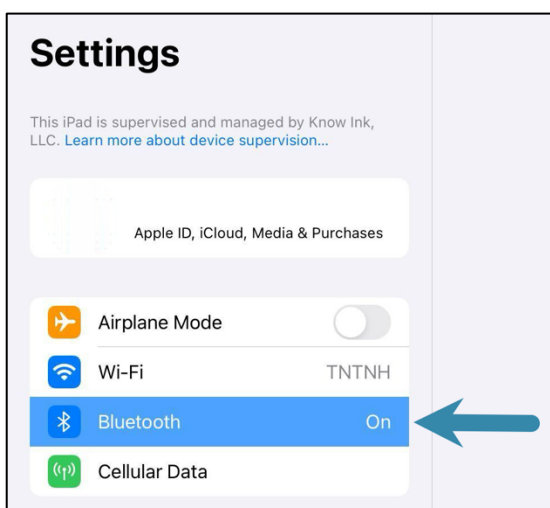
1. GO TO THE HOME SCREEN

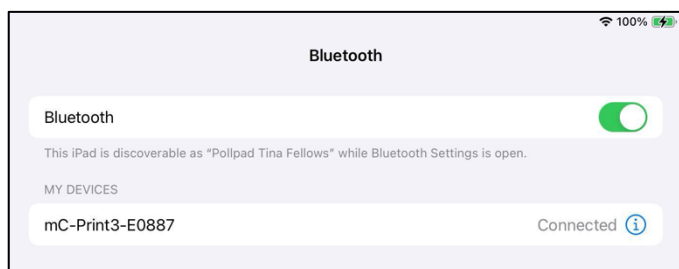If the power light on the printer is on and the printer is still not connected to the Poll Pad, follow these steps:

Return to the iPad home screen.

  a. On 6th – 9th generation iPads, press the Home button.

  b. On 10th generation iPads, swipe up from the bottom edge of the screen.

2. OPEN BLUETOOTH SETTINGS

Tap the *Settings* icon, and select **Bluetooth** from the left navigation menu.

3. CHECK PRINTER CONNECTION

Look for the printer under *MY DEVICES*. It should be named something similar to mC-Print3-XXXXX

- If it says *Not Connected*, tap on the name of the printer to connect.

- If it says *Connected* return to the Home screen and relaunch the Poll Pad app to verify the printer icon is green.

KN●WiNK
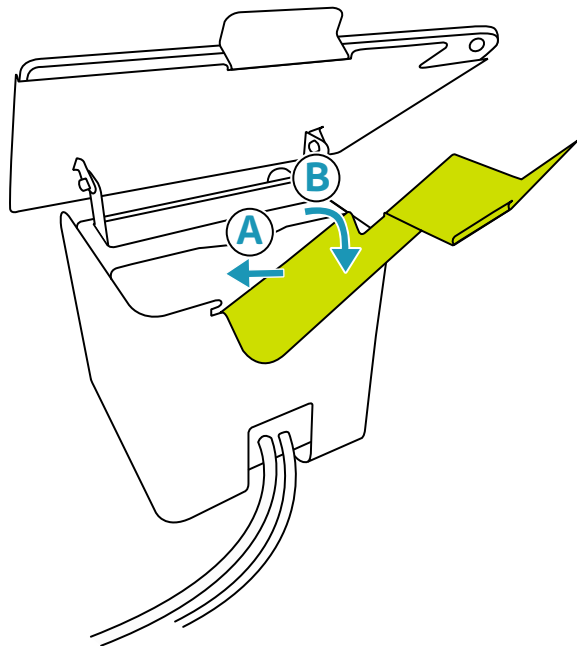
SCANNING

The Poll Pad uses the camera on the back of the iPad to scan the barcode on the back of a voter's ID. The Poll Pad scanning tray is designed to hold the ID at the optimal angle to scan the barcode.

- If the barcode will not scan ensure the ID tray is connected to the Poll Pad stand correctly as shown in the *Hardware Setup* section of this guide.

- Eliminate any environmental issues such as a glare on the ID from the lights above the Poll Pad which is common around fluorescent lights

- If a Poll Pad will not scan the barcode and the above has been checked, try a force restart of the Poll Pad.
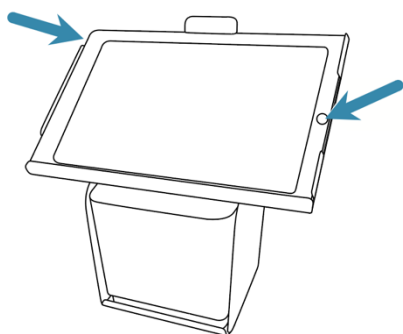
FORCE RESTART 6th – 9th GEN iPAD

If a 6th- 9th generation iPad isn't responding, press and hold the top button and the Home button at the same time. When the Apple logo appears, release both buttons.
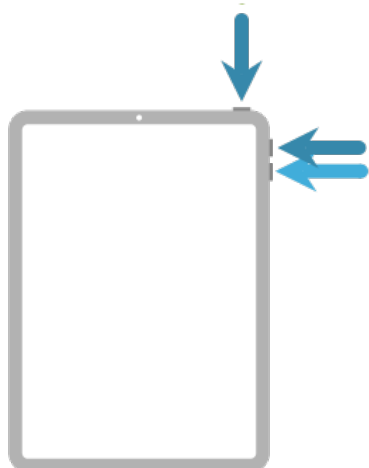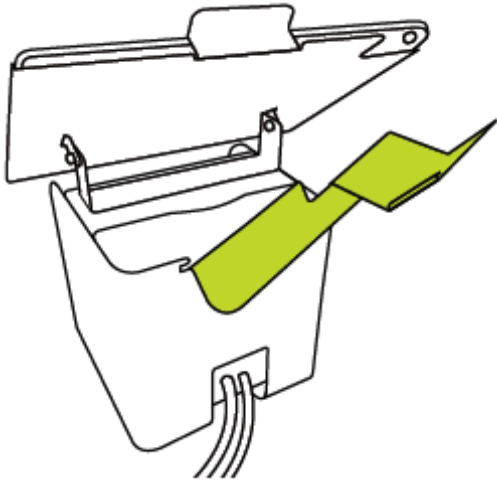

FORCE RESTART 10th GEN iPAD

If a 10th generation iPad isn't responding, press and quickly release the volume up button, press and quickly release the volume down button, then press and hold the top button. When the Apple logo appears, release the button.
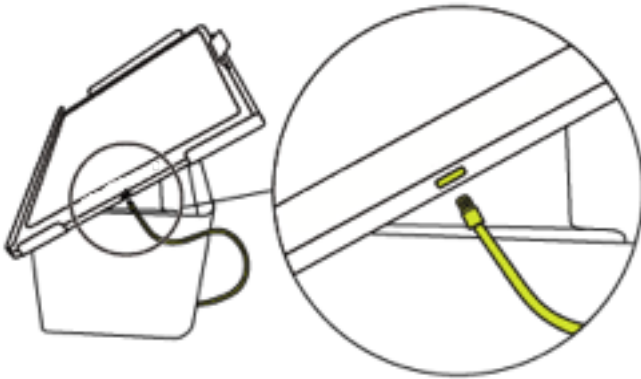
CLOSING PROCEDURES
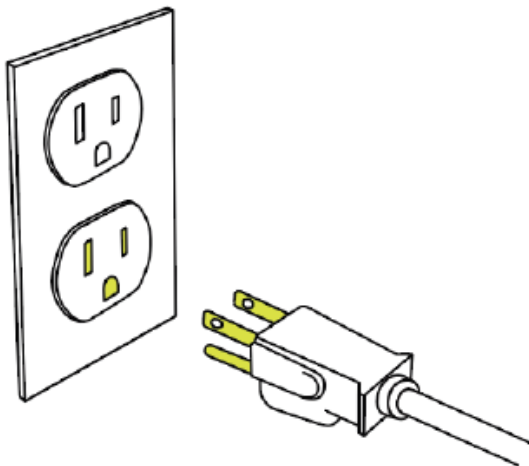
CLOSING PROCEDURES | **SECURE POLL PAD**

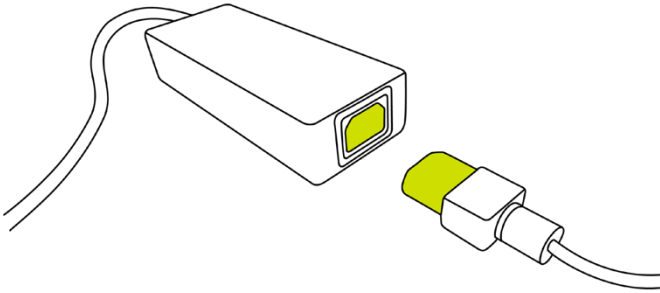## 1. REMOVE THE SCANNING TRAY

2. UNPLUG THE POLL PAD

3. UNPLUG THE PRINTER FROM THE OUTLET

KNOWiNK

4. UNPLUG THE POWER ADAPTER

5. PUT THE KIOSK IN THE CASE

a. Place the kiosk back into green case.

b. Replace both foam inserts on top of the Poll Pad as indicated.
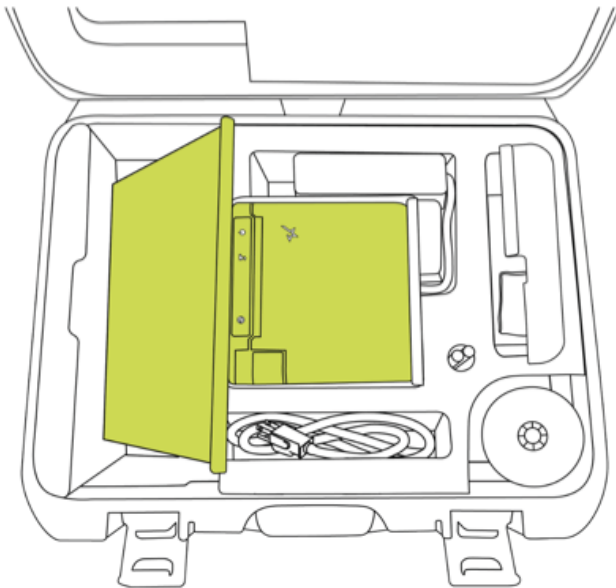
6. PACK THE ACCESSORIES

Accessories may include styluses, cleaning cloth, or printer paper rolls.

KNOWiNK

POLL PAD®

ELECTION DAY POLLWORKER GUIDE

SETUP | TROUBLESHOOTING | CLOSING

EMERGENCY PROCEDURES

(Not Location Specific)

1) **YOUR PRIORITYIES**

   a) Safety of Personnel and Voters

   b) Security of the Ballots and Equipment

   c) Personal property and supplies

2) **LOSS OF POWER**

   a) Continue Voting. Pollbooks and scanners will continue to operate for up to four hours, the printer will not.

   b) Call the Registrar's Office at 580-4655.

   c) The Board members will contact the appropriate emergency service to have a generator and necessary electric cables delivered.

   <mark>**DO NOT TURN THE Poll Pads, SCANNER OR TOUCH WRITER OFF.**</mark>
   <mark>**Doing so will cancel all reporting functions**</mark>

3) **ABANDONMENT OF POLLING SITE**

   a) The person closest to the door will restrict entrance and direct all voters outside escorting them a safe distance from the building.   Tell voters that the precinct has been temporarily closed.

   b) Ask all voters holding ballots to wait outside and they will be able to vote their ballots, once the equipment is outside.

4) **Specific Role Responsibilities:**

   a) Pollbook/Poll Pad Operators: Unplug and carry equipment/book outside. Do not accept any additional voters until a temporary site has been set up or the polling site has been moved to its emergency location.

   b) The Ballot Officer: Collect and carry out all unused ballots.

   c) The Equipment Officer: With the assistance of the Facilities Officer and any available persons, unplug the scanner and carry it and the ballot box outside.   DO NOT "CLOSE" THE POLLS.

   d) The Chief Officer will collect all Provisional, void and spoiled ballots and a cell phone and carry them outside.

   e) Ensure all people have evacuated to a safe distance from the building and the staff is providing collective oversight of all equipment and ballots.

   f) The Chief will call:

   i) 911 in case of fire or a medical emergency.

   ii) The Registrar's Office and explain the situation.

   iii)   The contact for the alternative polling site.

Registrar's Office (804) 580-4655