

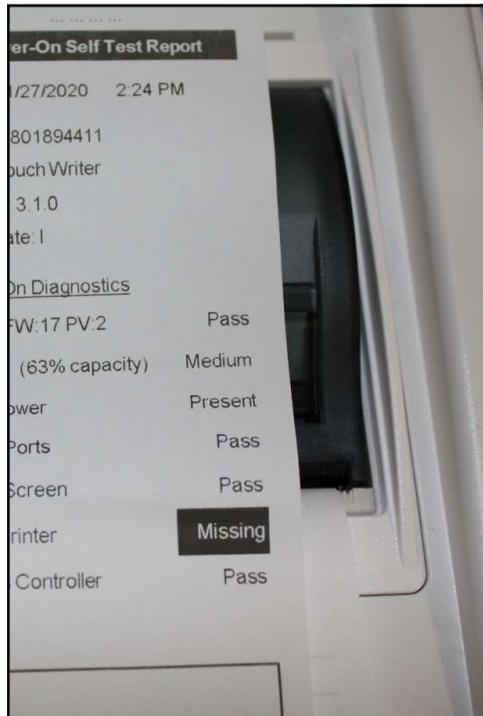
Vote Center Training

1

Game Plan for This Section

- Component is Missing
- Paper Jam
- Problems with the V-Drive
- Voter Status
- Signature Mismatch
- Fleeing Voters
- Handling Emergencies

2



Component Is Missing

- When the machine boots up in the morning, you might find that one of the components is Missing.
- Most likely, this is a connectivity problem between the Verity equipment and the Oki printer.
- Shut down the machine.
- Before you turn it back on, make sure that everything is plugged in.
- Confirm that the Oki printer is full of ballot stock and not in sleep mode.
- Once everything looks connected and stocked, turn the Verity equipment back on.

3

Paper Jam

- Verify whether the ballot was counted—if it was, the screen will show an American flag. If not, you will see an error message.
- Lift or tilt the Scanner so that the voter can see the underside of the machine. Do not look at or touch the ballot unless the voter asks you to do so.
- Ask the voter to carefully remove the ballot from the bottom of the Scanner, using both hands.
- If the ballot was counted, have the voter drop the ballot into the black box (do NOT rescan and do NOT use the Auxiliary bin).
- If the ballot was not counted, ask the voter to check for any rips or tears on the ballot. If there are none, then the voter may re-scan the ballot.
- If the ballot is damaged, spoil that ballot and re-issue the voter a new ballot.



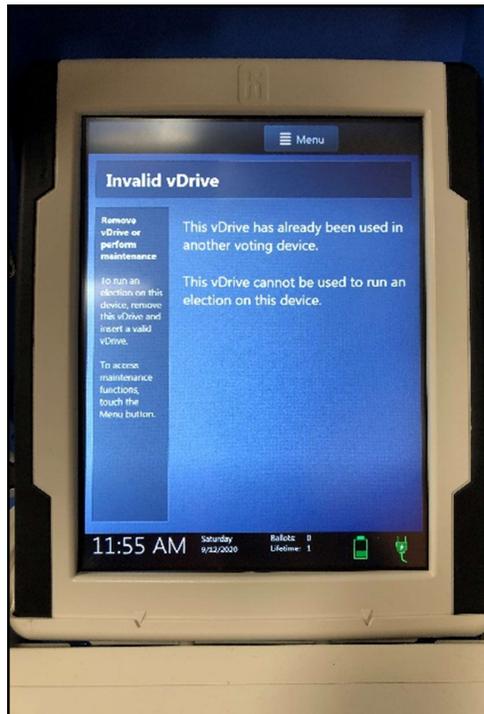
4



Problems with V-Drive

- If you boot up Verity and it gives you the message "No V-Drive Found," it means that the machine will not be able to serve voters
- Check whether the Red Sticker Seal is broken
- Call the Elections Warehouse ASAP. Describe the problem and request a new piece of voting equipment.

5



Problems with V-Drive

- If you boot up Verity and it gives you the message "Invalid V-Drive," call the Elections Warehouse.
- Read the message from the screen so Staff can follow up appropriately.

6

Voter Status

Pop Quiz!

The voter approaches the Check In Table and says, "Hello, I'd like to register to vote." They hand you a CVR they got from the Floor Assistant. It's completely filled in—this voter obviously knows how to follow directions.

You look up the voter's name and there's a bunch of results. Some of the voters are "Active," some are "Inactive," some are "Cancelled," and one is "Fatal pending."

What do you do?



7

Voter Status

Check for accuracy (spelling, correct fields)

Check the date of birth

Check the residential address

Know how to process this voter

- **Active** → be careful—this is a frequent voter; make sure you have the right file
- **Cancelled** → CVR
- **Fatal Pending** → CVR
- **Inactive** → no CVR or Provisional required if address is same



8

Signature Mismatch

- You should not encounter this problem very often
- Signatures change over time
- CVR will allow the Elections Office to review and, in the majority of cases, update the voter's signature on file
- Let the voter know that their signature doesn't match and hand them a CVR envelope; have the voter fill it in completely
- Issue a provisional ballot in Panorama

9

Fleeing Voters

A voter who signs the roster but does not vote is a fleeing voter.

If the voter left behind a paper ballot, take the voter's unfinished ballot back to the Check In Table and spoil the ballot. Follow the instructions for spoiled ballots.

If the voter failed to cast a ballot on the Touch Writer

- Press the blue poll worker button on the back of the Touch Writer
- Enter the poll worker code, found on your badge; tap "Accept"
- Select "Spoil current ballot"
- Select "Yes, spoil ballot"
- Select "OK"

10

Handling Emergencies

Vacating the Vote Center in a Life-Threatening Emergency

- If any emergency situation occurs, **call 911 first if the situation requires it, and then the Elections Office.**
- If circumstances require you to choose between the election and human life, choose human life.
- If you must abandon the Vote Center, be sure that everyone in the Vote Center leaves with you.
- If there's time, break the Red Sticker Seal on the Scanner, open the V-Drive compartment door and take the black stick out of the machine. Then break open the ballot box and take all ballots with you.
- Everything else can be left behind.

11

Handling Emergencies

Other Life-Threatening Emergencies

- You will be provided with a list of emergency phone numbers.
- Always prioritize safety.
- Never take a dangerous situation into your own hands.
- Let the Elections Office know your situation as soon as possible.

12

Handling Emergencies

Non-Life-Threatening Emergencies

If the situation is an emergency but not life threatening (e.g., Vote Center is locked or without power), as long as there are ballots and a roster, voting can take place.

All vote centers will have back up power generation available. Your Vote Center Manager will be briefed before the vote center opens.

If you are locked out and have no access to supplies, please re-direct voters. Call the Elections Office.

Remember that power outages will render Oki Printers useless.

If any or all the voting machines are not working, simply hand the voter a pre-printed ballot. If the Touch Writer works, the voter may use it. You will need to refer to Panorama or the master street index to determine the voter's CP.

If the ballot scanner is not working, have the voters drop their ballots in the Auxiliary bin, which is a small slot on the top of the black ballot box. Those ballots will be counted at the Elections Office.