

# ELECTION JUDGES' MANUAL

## 2020 Presidential Election

### Howard County Board of Elections

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## 1.1 Important Changes for the 2020 Presidential Elections

For the 2020 Presidential Elections, there are some important changes to the voting process.

- The voting judge issuing a ballot to a voter must tell each voter:

*“You have two ways to mark your ballot – either by hand or with the electronic device. Which do you prefer?”*

- Make sure that at least five (5) voters use the ballot marking device during the day. If five (5) voters have not used the ballot marking device by 1:00 pm, direct voters to use the ballot marking device until five (5) voters have used it.
- Voters are now permitted to take their voted absentee ballot to an early voting center or polling place. Voted absentee ballots will have their own secure “Absentee Ballot Bag” (similar to the provisional ballot bag) that will be taken back to the Howard County Board of Elections at the end of voting hours each day of voting.
- Individuals who are not registered to vote may now register at their assigned polling place on election day.

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## 1.2 Election Judge’s Role

Your role as an election judge is to make sure elections are fair and accessible for all voters. You also protect the integrity of the election process.

You must perform all the duties assigned to you by the Howard County Board of Elections in accordance with federal and State law. You must perform your duties faithfully and diligently. You must also perform your duties without any kind of bias, prejudice, and partisanship.

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## 1.3 Election Dates & Voting Hours

*Presidential Primary:*

Early Voting - Thursday, April 16 through Thursday, April 23, 2020. Polls open at 10:00 a.m. and close at 8:00 p.m.

## 1.2 General Information

Election Day - Tuesday, April 28, 2020. Polls open at 7:00 a.m. and close at 8:00 p.m.

*Presidential General:*

Early Voting - Thursday, October 22 through Thursday, October 29, 2020. Polls open at 8:00 a.m. and close at 8:00 p.m.

Election Day - Tuesday, November 3, 2020. Polls open at 7:00 a.m. and close at 8:00 p.m.

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## **1.4 Arrival Time**

Election judges are expected to arrive at their assigned polling place no later than 6:00 a.m. on election day, and one (1) hour before the start of any day of early voting.

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## **1.5 Closing Time for the Polls**

All voters who are in line to be checked in at 8:00 p.m. are allowed to vote. Although the polls are officially closed at 8:00 p.m. (unless voting hours are extended by a court order), the polls may remain open past 8:00 p.m. Voters in line by 8:00 p.m. must be allowed to check in to cast their ballot.

Extended voting hours may be ordered. When this occurs, all election judges must continue to work. When the extended voting hours end, all voters who are in line by the time extended hours end will be allowed to vote.

See *Appendix 1 – Extended Voting Hours* for additional information.

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## **1.6 Important Contact Information**

Howard County Board of Elections: 410-313-5820

Normal office hours are 8:00 AM – 4:30 PM, Monday through Friday. However, several weeks before and after the election including early voting, hours will be extended. On election day, office hours will start at 5:30 AM and conclude late election night. Office hours will cover and coincide with the hours of early voting.

Cell phone number lists for technical support on election day will be provided at election supply pickup. Technical personnel for early voting will either be on site or contact numbers provided for immediate support.

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## 1.7 Your Contact Information

You must keep your contact information current with the Howard County Board of Elections. This includes your name, address, home phone number, work phone number, cell phone number, and email address.

If you have an unlisted number, please tell the Howard County Board of Elections. Phone numbers will only be released to the chief judges.

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## 1.8 Qualifications for Election Judges

Under Maryland law, you can be an election judge if you are:

- A registered voter in Maryland;
- Physically and mentally able to work at least a 15-hour day;
- Willing to work outside your home precinct;
- Able to sit and/or stand for an extended period; and
- Can speak, read, and write English.

Young people who are aged 16 or older may also be an election judge if:

- At least one parent or guardian gives permission; and
- They can show the Howard County Board of Elections that they meet all the requirements for an election judge.



Some positions require election judges to be able to lift boxes and other items weighing 10 to 25 lbs.

You cannot be an election judge if you are a:

- Candidate or currently hold a public or political office, including State and county political party central committees; or

## 1.4 General Information

- Chairman, campaign manager, or treasurer for a political or candidate committee.

In addition, family members of a candidate should generally not serve as election judges within the district in which the candidate is seeking election.



In most cases, election judges will be affiliated with one of Maryland's two major political parties, Democratic and Republican. While under oath as an election judge, you must remain nonpartisan at all times.

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## 1.9 Mandatory Training Class

The law requires you to attend a training class and to serve on the day(s) you are assigned to work. Training compensation for election day and early voting is dependent upon serving on election day and day(s) assigned for early voting.

### *1.9.1 Attendance*

If you have an emergency and cannot serve as an election judge on the day you are assigned, you must tell the Howard County Board of Elections right away so they can find someone else. Although we do not want a vacancy in the polling place on election day, DO NOT attempt to locate your own replacement.

### *1.9.2 Compensation*

Chief Judge- \$250/day

Voting Judge- \$195/day

Check-In Judge- \$195/day

Provisional Judge- \$195/day

Greeter Judge- \$175/day

Technical Judge - \$225/day

Training for Chief and Technical Judges - \$50

Training for all other judge types - \$35

General Election Refresher Training for ALL judges (if required) - \$30

Election judges will only receive training compensation for working both the primary and general elections. Compensation for training and election day work performed will be paid **8-10 weeks** after an election.

**DO NOT CALL THE HOWARD COUNTY BOARD OF ELECTIONS OR THE HOWARD COUNTY DEPARTMENT OF FINANCE REGARDING INFORMATION ON PAYMENT TIMING.**

Wages **are** taxable. You are required to pay federal and State income tax on the wages earned as an election judge. If income taxes are not withheld from your paycheck, then you are responsible for reporting your wages and your federal and State income taxes. You may receive a W-2 depending on how much you earn. Talk to a tax professional if you need more information.

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### **1.10 Election Judge Oath & Rules of Security Behavior**

All election judges must read and sign the *Election Judge Oath* and the *Rules of Security Behavior* before they begin working.

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### **1.11 Election Judge's Responsibilities**

As an election judge, you must:

- Go to an election judge training class scheduled by the Howard County Board of Elections.
- Read all the election materials you receive, including this manual.
- Read any updated information that you receive after training class and on election day.
- Work every day you are assigned.
- Be on time.
- Wear your name tag and Voter Assistance sticker or button at all times.
- Work together to make sure the polling place opens on time. Opening on time is required by law.
- Follow the instructions of the chief judges.
- Help with whatever needs to be done, no matter what you were originally assigned to do.

## **1.6 General Information**

- Work with the other election judges at your assigned polling place as a team to:
  - Maintain the integrity and confidentiality of the voting process;
  - Make sure the polling place is secure;
  - Make sure the voting equipment is secure, working properly, and available to all voters;
  - Make sure the voted and unvoted ballots are secure at all times;
  - Help reduce errors and omissions by voters;
  - Fill out election-related paperwork accurately;
  - Follow the instructions in this manual; and
  - Follow all other instructions provided by the Howard County Board of Elections.

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### 1.12 General Rules for All Election Judges

- **Do not wear campaign buttons, t-shirts, or other political items.** Election judges are not allowed to electioneer or campaign.
- **Do not talk about candidates or political issues** among your fellow election judges, voters, or with anyone inside the voting room and within the “No Electioneering Zone.”
- **Help all voters promptly and politely.** Watch for voters who need help.
- **Do not leave** the polling place at any time.
- **Do not smoke** inside the site or at the entrance to the polling place.



Check all local laws and ordinances regarding smoking at a governmental facility where a polling place is located.

- Dress comfortably and appropriately.

- Do not bring family members or friends with you to help. Only voters and people approved by the Howard County Board of Elections (for example, election judges, challengers and watchers, and staff) are allowed in the polling place.
- Keep conversations with family members, friends, and neighbors short. Stay focused on the voting process.
- **Remain at your work station at all times.** Only leave your work station when you are on an assigned break, using the restroom, helping a voter or following the directions of a chief judge.
- Refer questions from the media and challengers and watchers to chief judges. Chief judges should refer their questions to the Howard County Board of Elections or your assigned rover and write the details of what happened in the *Election Day Log*.
- **No electronic devices may be used in the polling place, except as authorized by the Howard County Board of Elections.** The Howard County Board of Elections may issue – or authorize – cell phones or computer equipment that may be used in the polling place. These electronic devices may only be used for election purposes.

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### 1.13 Tips for Election Judges

- Bring a sweater or jacket in case the polling place is cold.
- Bring enough food and drinks to last the entire day. Arrangements can be made for food and drinks to be delivered while working at your assigned polling location.
- Bring any medicine you may need, as you may not leave the polling place to get anything.
- Dress appropriately and comfortably. Business casual is suggested.

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### 1.14 Types of Election Judges

- **Chief Judges** - work as the SUPERVISORS OF THE POLLING PLACE ON ELECTION DAY. A Republican and Democrat are appointed for each polling place. Experienced judges are appointed as chief judges.

## 1.8 General Information

- **Provisional Judges** - manage the provisional voting process by providing a provisional ballot for a voter who is not eligible to vote a regular ballot. Judges are also responsible for completion of all the necessary paperwork associated with the provisional voting process.
- **Voting Judges** - set up voting equipment which includes scanning unit(s), ballot marking device(s) and voting booths. In addition to facilitating the voting process and maintaining the security of equipment, these judges will be responsible for the issuing of paper ballots.
- **Check-In Judges** - certify that a voter is eligible to vote a regular ballot by verifying voter's information located on the electronic pollbook and issuing the voter authority card (VAC).
- **Greeter Judges** - work at designated polling places to make sure voters know where to go while being sensitive to voters who are disabled and elderly voters.
- **Technical Judges**- in very large polling places, technical judges will be deployed to assist the chief judge with functions in the polling place.
- **Alternate Judges**- are on call between 6:00 a.m. and 8:00 p.m.

*Failure to serve when requested will cause the training fee to be forfeited.*

**ALL ELECTION JUDGES ARE EXPECTED TO COMPLETE OTHER DUTIES OR TASKS AS ASSIGNED BY CHIEF JUDGES.**

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### **1.15 Term of Office**

The term of office for an election judge is approximately two years and ends thirteen weeks before the 2022 Gubernatorial Primary Election. You are expected to serve as an election judge for all elections held during that period.

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### **1.16 Removal of an Election Judge**

On election day, you represent the Howard County Board of Elections. Each person who enters the polling place deserves your respect and

polite service. Always act in a professional way and keep a positive attitude. Support and help voters, even when things get difficult.

The Howard County Board of Elections shall immediately investigate all complaints about the fitness, qualification, or performance of an election judge. They shall also investigate all reports of harassment, sexual harassment, threatening behavior, or behavior that compromises the integrity and security of the election process.

The Howard County Board of Elections shall remove any election judge whom they decide is unfit, incompetent, or whose behavior is considered inappropriate or unprofessional. If you are removed from being an election judge, you may lose your wage and lose future chances to be an election judge.

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## 1.17 How You Can Vote

If you are assigned to work in a precinct that is not your home precinct, you must vote during early voting or by absentee ballot. If you choose to vote by absentee ballot, ask for an absentee ballot from the Howard County Board of Elections.

You may mail or deliver your voted ballot to the Howard County Board of Elections **before** election day. You may also take your completed absentee ballot to an early voting center or to a polling place. You cannot submit your voted ballot online or return it by email or fax. You are not allowed to leave your assigned polling place to deliver your ballot to the Howard County Board of Elections.

If you mail your ballot, the envelope must be postmarked on or before election day. It must be received by the Howard County Board of Elections by 10:00 a.m. on or before Friday, May 8, 2020 for the primary election or Friday, November 13, 2020 for the general election.

If you have any questions, please contact the Howard County Board of Elections.

## 1.10 General Information

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## 1.18 General Policies About Voters

### *1.18.1 Voter ID Policy*

If the voter is marked as “Show ID” in the electronic pollbook, then you should ask the voter to show ID. Otherwise, **do not** ask voters to show ID.

If a voter offers an ID, you may accept it, but the voter **must** verbally state his or her name, address, and month and day of birth.

If someone challenges a voter’s identity, tell a chief judge immediately.

### *1.18.2 Children Accompanying Voters*

Children who are 17 years of age or younger may go with a voter into the voting area. The child must stay with the voter and must not disturb or interrupt normal voting procedures.

Anyone who is 18 years of age or older must complete a *Voter Assistance Form* if he or she goes with a voter into the voting area.

### *1.18.3 Electronic Equipment in the Polling Place*

No one can use electronic devices inside the polling room. Prohibited devices include radios, televisions, cameras, cell phones, tablets, pagers, and computer equipment.

There are some exceptions to this rule:

- If both chief judges agree, members of the media may use cameras in a polling place and within the “No Electioneering Zone.” Members of the media must not interfere with the voting process and may not put the privacy of voters at risk.
- The Howard County Board of Elections may issue – or authorize – cell phones, pagers, or computer equipment that may be used by election judges or staff from the Howard County Board of Elections in the polling place. These electronic devices may only be used for election purposes.
- Law enforcement officers and emergency workers may also use electronic devices when they are doing their jobs.

Voters may bring printed materials into the polling place. This includes sample ballots, voter's guides from newspapers, and campaign literature. Voters may use electronic devices while waiting in line outside of the polling room.

#### *1.18.4 Line Management*

To help voters have a better experience while waiting in line:

- Have single lines leading to the check-in table, voting booths, ballot marking devices, and scanning units.
- Check with voters waiting in line to make sure voters are at the correct polling place and in the correct line.
- Give voters the opportunity to look at a sample ballot while in line.
- Provide voters instructions about the voting system and voting procedures.
- Allow voters to read literature, including information about candidates and ballot questions, while waiting in line inside or outside the polling room. Voters may read newspapers, books, fliers, pamphlets, etc.
- Allow voters to use electronic devices (cell phones, tablets, etc.) while waiting in line outside of the polling room.
- Inform voters about expected wait times while they are waiting in line. If there are any delays, explain them to the voter.

#### *1.18.5 Accommodating Voters in Line*

If a voter is unable to stand in line, ask another voter in line to hold his or her place. Allow the voter who needs accommodation to sit down until the placeholder reaches the check-in judge. Give a placeholder card to the voter and the other voter who is holding his or her place in line. The voter standing in line will alert the judges and show them the card when it is the voter's turn to vote. The cards are numbered in pairs to identify the voter who is waiting to vote.



Never ask a voter to provide proof of a disability. A voter's disability may not be visible.

## **1.12 General Information**

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## 2.1 Security Rules for All Election Judges

- Unauthorized collection, transmission, sharing, or disclosure of voter information is prohibited. These activities will result in immediate removal from office and possible civil and/or criminal penalties.
- Always wear the name tag and Voter Assistance sticker or button provided by the Howard County Board of Elections. Always carry your photo ID while working as an election judge.
- Do not deviate from the approved *Election Judges' Manual* or training without the written approval of the State Administrator of elections.
- Make sure that all paperwork is filled out as required.
- Report any security problems to the Howard County Board of Elections right away. Security problems include incomplete or missing paperwork, voided tamper tape, broken seals, unsecured facilities or voting equipment. Do not use voting equipment that has missing or damaged tamper tape or seals. Record all such events in the *Election Day Log*.
- Monitor and secure all election materials and equipment throughout the day.
- Report any suspicious, threatening, or harassing behavior to the Howard County Board of Elections office right away. Report any such behavior that occurs inside the polling place or within the "No Electioneering Zone." Record all such events in the *Election Day Log*.



If there is an emergency that is a threat to public safety, call 911 right away. Then, contact the Howard County Board of Elections.

- Do not allow any unauthorized person to touch the voting equipment. A voter is only allowed to touch his or her own voter authority card, ballot, or ballot activation card.

## 2.2 Security Rules and Awareness

- If you have a problem with the voting equipment, contact the Election Field Support (Rover) right away and record the event in the *Election Day Log*.
- Make sure all ballots, ballot activation cards, and voter authority cards are accounted for as required. Secure all voted ballots, unvoted ballots, spoiled ballots, and voter authority cards.
- Do not share confidential supervisor passwords with anyone. Keep supervisor passwords in a secure location until needed.
- Make sure all memory sticks and compact flash cards are placed in the clear zipper bag and returned to the Howard County Board of Elections. Return all other materials as instructed by the Howard County Board of Elections.



All election judges must read and sign both the *Election Judge Oath* and *Rules of Security Behavior* prior to serving.

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## 2.2 Equipment and Facility Security

Always follow security rules related to the equipment and facility. These rules include:

- Maintain physical security control over the voting equipment and electronic pollbooks. Follow procedures for securing the polling place.
- Protect and maintain control of the memory sticks, compact flash cards and ballots during the election process at all times.
- Make sure that the access compartments on the scanning units are secured before opening the polls and throughout the day.
- Look for any potential tampering or defacement of the voting equipment or electronic pollbooks. Report any problems to the chief judges right away. The chief judges must report problems to the Howard County Board of Elections.
- Make sure that all voting equipment and electronic pollbooks are secured at the end of election night.

## Security Rules and Awareness 2.3

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## 2.3 Chain of Custody

Chain of custody refers to the time-based record, or paper trail, of all the voting equipment and materials. The paper trail will show the custody, control, and transfer of voting equipment, memory sticks, voted and unvoted ballots, reports, forms, and other equipment and supplies.

It is important to make sure the voting materials are secure. If you are transporting memory sticks, keys, compact flash cards, ballot activation cards, and ballots, you must record the chain of custody, which means who had the material and when they had it. It is also important to maintain physical security control over the voting equipment. All reports and documentation must be completed and signed appropriately.

Chief judges from each precinct are responsible for removal of the compact flash cards from the pollbooks and the memory sticks from the scanning unit(s) and ballot marking device(s). Memory sticks are in the scanning unit(s) and ballot marking device(s) at the time of delivery to the polling places. When the polls close, the chief judges must remove the compact flash cards from ALL pollbooks, memory sticks from ALL scanning units and memory sticks from ALL ballot marking device(s). These items are to be placed inside the clear zipper bag for the polling place. The clear zipper bag containing memory sticks and compact flash cards shall be picked up and transported by a representative from the Howard County Board of Elections (HCBOE) to the main election office soon after the polls are closed. In addition, the HCBOE representative will be picking up the provisional ballot bag(s) and absentee ballot bag.

All voted ballots and other critical election items as outlined in Chapter 11 are to be returned to the HCBOE warehouse by a chief judge or other designated election judge. Election office staff at the warehouse will check in voted ballots and other critical election items. Receipts documenting the chain of custody of memory sticks, flash cards, provisional ballot bag(s) and absentee ballot bag will be issued to the polling place chief judges at the time of pickup. A chain of custody receipt for the voted ballots and other critical election items will be issued to the transporting election judge at the time of delivery to warehouse.

## 2.4 Security Rules and Awareness

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## 2.4 Maintaining Integrity of the Election Process

You have the responsibility to maintain the integrity of the election process in the following ways:

- Ask voters if they need help if they do not appear to be following the instructions you provided.
- Ask voters to remove personal items from the voting booths and check-in table when finished voting.
- Check the polling place to make sure a voter has not left personal items or campaign materials.
- Check the ballot marking devices, scanning units, and electronic pollbooks to make sure they are plugged in, charged, and that tamper tape and seals are undamaged and show no signs of tampering.
- Make sure voters do not leave the polling place with a ballot, ballot activation card, or voter authority card.

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### 3.1 General Guidelines: Voters with Special Needs



Voters with disabilities have the same rights as all other voters.

- Be polite and respectful.
- Do not underestimate people with disabilities.
- Do not put a time limit on voting.
- Always speak directly to the voter, not to the voter's helper, companion, or sign language interpreter.
- Offer help, but do not insist or be offended if your help is not accepted. The person may not want or need help but your offer will be appreciated.



Never insist on helping when a voter has not asked for help.

- Make sure there are signs to show the most accessible path to the polling place.
- Be aware of obstacles and hazards that could cause injury.
  - Tape down floor mats, rugs, and power cords securely or move them out of the way.
  - Keep floors as dry as possible.
- Make sure the ramps and doors that are accessible to wheelchairs are unlocked. Keep the paths clear.
- If necessary, be creative in how you help voters with disabilities. For example, **if a voter is unable to stand in line, ask another voter in line to hold his or her place.** Give a placeholder card to the voter and the other voter who is holding his or her place in line. The voter standing in line will alert the judges and show them the card when it is the voter's turn to vote. The cards are numbered in pairs to identify the voter who is waiting to vote. Let

### 3.2 Voters with Special Needs and Cross Cultural Communication

the voter who needs help sit down until the placeholder reaches the check-in judge.

- Be prepared to provide instructions on how to set up and use the ballot marking device.



Never ask a voter to provide proof of a disability. A voter's disability may not always show.

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### 3.2 Voters Asking for Instructions

If a voter asks for instructions on how to use voting equipment or about the voting process, election judges must provide the requested instructions. Election judges are **not allowed** to suggest how the voter should vote on any contest.

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### 3.3 Voters Asking for Help to Vote

- A voter may choose anyone to help him or her except:
  - The voter's employer or an agent of the voter's employer.
  - An officer or agent of the voter's union.
  - A person appointed as a challenger or watcher for this election.
  - A candidate who is on the voter's ballot.



Two election judges of different political parties can also help a voter.

- The helper must read and sign a *Voter Assistance Form*.
- The helper may only help the voter by:
  - Reading the instructions, ballot content, or the provisional ballot application.
  - Marking or casting the ballot, using the ballot marking device or filling out the provisional ballot application as directed by the voter. The helper must mark the ballot as directed by the voter.

- Helpers are **not allowed** to suggest how a voter should vote on any contest.

 The *Voter Assistance Form* must be filled out when a voter asks for help from another person or from two election judges of different political parties.

### 3.4 Completing the Voter Assistance Form

1. Fill out Part I of the *Voter Assistance Form*. This form can be found in back of the white Chief Judges’ Precinct and Information binder.
2. Ask the helper to fill out Part II of the *Voter Assistance Form*. If election judges are helping the voter, the election judges must fill out Part III of the form.
3. When completed, place forms in the Completed Forms folder located in the back of the Integrity Report and Payroll Binder.

**Figure 1 – Voter Assistance Form**

**State of Maryland** 

Voter Assistance Form

**Instructions:** Use this form if a voter has a disability or is unable to read or write English AND requests assistance with voting or completing a provisional ballot application. Assistance is limited to: (1) reading the voter instructions, ballot content, or the provisional ballot application; and (2) marking or casting the ballot, operating the voting equipment, or completing the provisional ballot application as directed by the voter.

**Part I – Completed by Election Judge**

Printed Name of Voter: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

The voter named above has requested assistance in voting and is being assisted by:

A person designated by the voter (Go to Part II) or  Two election judges (Go to Part III)

**Part II – Completed by Person Designated by Voter**

Printed Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

I affirm that:

1. I am not the voter's employer or agent of the voter's employer;
2. I am not an officer or agent of the voter's union;
3. I have not been appointed as a challenger or watcher for this election;
4. For a voter casting a provisional ballot, I am not a candidate who is on the voter's ballot;
5. The named voter asked me to assist with marking or casting the ballot or in completing a provisional ballot application;
6. I will assist the voter only by: (a) reading the voter the instructions, ballot content, or the provisional ballot application; or (b) marking or casting the ballot, operating the voting equipment, or completing the provisional ballot application as directed by the voter; and
7. I will not attempt to influence or suggest in any way how the voter should vote in any contest or question.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Part III – Completed by Election Judges Assisting Voter**

\_\_\_\_\_  
Signature – Election Judge

\_\_\_\_\_  
Party Affiliation

\_\_\_\_\_  
Signature – Election Judge

\_\_\_\_\_  
Party Affiliation

SBE 10-10 (Rev. 1/18)

## 3.4 Voters with Special Needs and Cross Cultural Communication

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### 3.5 Voters Who Cannot Sign Any Form(s)



Always ask the voter before you help.

- Do not assume a voter cannot sign his or her own name.
  - Follow regular check-in procedures and tell the voter when a signature is required. Let the voter tell you if he or she cannot sign his or her name.
  - If the voter is blind or has low vision, the voter may ask you to guide his or her hand to the place on the paper where he or she needs to sign. Never grab the voter's hand or pen or try to guide the voter's hand if the voter has not asked you to do so.
- If a voter **cannot** sign his or her voter authority card, *Voter Update Form*, or any other form(s), ask the voter to make an "X" or similar mark on the signature line. This mark can be used as that person's signature.
- When a voter is unable to make a mark, write the following statements on the back of the form the voter should sign:
  - On the voter authority card: "This voter is qualified to vote but is unable to sign his or her name."
  - On all other forms except the voter authority card: "This voter is unable to sign his or her name."
  - Sign your name and write the date under the statement.

---

### 3.6 Voters Who are Blind or Have Low Vision

- As soon as you come into contact with a voter who is blind or has low vision, tell the voter your name and that you are an election judge.
- Read any required information to the voter. Make sure you tell each voter that there are two ways to mark a ballot – either by hand or with the electronic device.

- If you are guiding a voter, offer your arm to the voter, rather than taking the voter's arm. Give the voter information that is obvious to voters who can see (such as stairs, obstacles, turning left, etc.).



Always ask the voter before helping or touching the voter. Never grab the voter's arm or try to guide the voter unless the voter asks for help.

- If a person uses a service animal, walk on the opposite side of the voter, away from the animal. Do not pet or distract a service animal without asking the owner first. Make sure others do not distract a service animal. Service animals are highly trained. They do not need any special care from anyone except their owner.



Service animals are allowed in all buildings.

- If a person uses a cane, walk on the opposite side of the voter, away from the cane. Do not touch or take the cane from the voter. Let the voter decide where to put the cane while voting. However, it is reasonable for you to tell the person if the cane may be a tripping hazard to others.
- Explain how the voter can get your attention if he or she needs help. Tell the voter when you are leaving.

---

### **3.7 Voters with Speech or Hearing Disabilities**

- A voter who cannot speak may choose to write down his or her information to give to the check-in judge. Check-in judges should have paper and pens available.
- Follow the voter's cues. Let the voter decide whether speaking, gesturing, or writing is the best way to communicate.
- If you can communicate with the voter by speaking, speak calmly, slowly, and directly to the voter. Use short, simple sentences. Ask one question at a time. Do not shout. Your facial expressions, gestures, and body movements will help the voter understand you.

### **3.6 Voters with Special Needs and Cross Cultural Communication**

- Do not speak for the voter or try to finish his or her sentences.
- If a voter does not understand a sentence, try again with different words. Do not just repeat the same sentence. If the voter is still having trouble, write the sentence down on paper.
- If you do not understand something the voter has said, ask the voter to say it again. Do not pretend that you understand. If you are still having trouble understanding, provide the voter with a pen and paper. Ask the voter to write down what he or she said.
- Talk directly to a person (for example, “What is your name?”). Do not talk to his or her helper (for example, “What is his name?”).

---

### **3.8 Voters with Physical Disabilities**

A voter with a physical disability may choose to vote while sitting in a wheelchair or a chair.

- Ask before pushing or touching a voter’s wheelchair or other equipment. A wheelchair or other equipment is part of the person’s personal space.
- Ask before helping. Grabbing someone’s elbow could throw the person off balance. A voter with a physical disability might need to lean on a door while opening it. You might cause the voter to fall if you open the door too quickly.

---

### **3.9 Voters with Cognitive Disabilities**

A voter with a cognitive disability may have trouble understanding, reading, writing, or communicating. The voter may choose to have someone help him or her while voting. Voters are always allowed to choose to have a helper. Do not ask about a voter’s cognitive ability.

- Be prepared to repeat what you say – either out loud or in writing.
- Allow extra time to understand the voter and to make sure that the voter understands you.

---

### **3.10 Tips for Cross-Cultural Communication**

As an election judge, you will help people of many different backgrounds, ethnicities, cultures, and language abilities. Be patient and helpful. Voting may be a new experience for some voters. Here are some effective communication tips.

- Be clear and keep it simple. Do not use slang or jargon.
- Pay attention to the non-verbal language of people who have a different cultural background. Also, be aware that others may not understand your own “body language.”
- Speak slowly. Allow pauses, and do not talk too much.
- Organize your thoughts. Be specific and explain things in order.
- Go over things a second time if needed. Check often to see if people understand.
- Do not embarrass the person when checking to see if they understand.
- Listen carefully and patiently.
- Write things down as well as talking. If English is a person’s second language, it may be easier to read English than to hear it.

## **3.8 Voters with Special Needs and Cross Cultural Communication**

## **Chapter 4 – People and Activities in the Polling Place**

4.1 Electioneering .....	4.2
4.2 Exit Polling .....	4.3
4.3 Challengers and Watchers .....	4.3
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## 4.1 Electioneering

Electioneering is any activity that supports an election campaign. Electioneering is illegal in the polling place. It is also illegal anywhere within 100 feet of the entrance and exit to the polling place. This is called the “No Electioneering Zone.” No electioneering or political activity may take place within the “No Electioneering Zone.” No campaign materials may be posted or handed out in this zone.

Election judges are not allowed to show support or oppose any campaign or political party while working at the polling place. You may not wear or display any political material. You may not share any political opinions while you are in the polling place or while performing the duties of an election judge.

“Electioneering” includes wearing clothing that supports or opposes a candidate, ballot issue, or political party.

Voters are allowed to wear clothing, buttons, or other items with a political message while they are voting. Voters who are wearing political messages are not allowed to linger in the polling place or within the “No Electioneering Zone” after voting.

All day, you should keep an eye on the activity outside the polling place. Tell anyone who is campaigning within the “No Electioneering Zone” to stay outside the marked boundary. If anyone refuses to stay outside the marked boundary, chief judges must call local law enforcement. Ask law officers to remove the person from the property. If voters leave political materials in the polling place, election judges must remove the materials right away.

Lawn signs or other campaign speech that is on private property are legal even inside the 100-foot zone. However, sometimes the election judge or the Howard County Board of Elections can show a reason why materials need to be removed to prevent voter confusion, harassment, or intimidation. Election judges may ask property owners to move their campaign signs to areas beyond 100 feet. If property owners do not agree, tell the Howard County Board of Elections.



If you have any questions, ask the chief judges.

## 4.2 People and Activities in the Polling Place

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## 4.2 Exit Polling

Organizations and individuals sometimes do “exit polling” to ask about how people voted. Exit polling is allowed within the “No Electioneering Zone” as long as the chief judges agree.

Persons conducting exit polling must:

- Stay outside the polling room.
- Not ask questions until after the voter has voted and left the polling room.
- Tell voters that they do not have to answer the questions.
- Not campaign within the “No Electioneering Zone.”



Chief judges should try to allow exit polling. However, chief judges must also maintain order in and around the polling place. They may have to limit activities that cause delays or interruptions. Chief judges may choose an area for exit polling outside the polling room. They may also limit the number of people for each organization, or they may limit the number of groups polling.

---

## 4.3 Challengers and Watchers

Maryland law allows selected individuals to serve as challengers and watchers. Challengers and watchers represent candidates and political parties or can support or oppose ballot issues. Official challengers and watchers are election observers who are allowed to observe all election day activities in the polling place.

To be an official challenger and watcher, a person must have a certificate filled out by any of the following:

- The State Board of Elections
- The Howard County Board of Elections
- A candidate (including filed write-in candidates)
- A political party

- Any other group of voters supporting or opposing a candidate, principle, or proposition on the ballot

Challengers and watchers have the right to:

- Challenge a voter's identity.
- Be in the polling room at least 1/2 hour before the polls open.
- Be in the polling room at any time when the polls are open.
- Be in the polling room during all the work of closing the polls. However, challengers and watchers must be inside the polling room **before** the polls close.
- Make a list of registered voters who have voted or individuals who have cast provisional ballots. They can take this list outside of the polling place.
- Stand where they can see and hear each voter as the voter checks in to vote. They should also be able to see the activities in the polling room. The chief judges will decide where challengers and watchers will stand. Chief judges do not have to put challengers and watchers right behind the check-in table. Challengers and watchers do not have to be able to see the screen of the electronic pollbooks.
- During the day, challengers and watchers may ask:
  - One of the chief judges to go with him or her to a scanning unit to check the tamper tape and see the public counter. They can only go near the scanning unit when it is not being used.
  - One of the check-in judges to allow him or her to see the number of voters who have been checked in to vote. This number is at the bottom center of the "Find Voters" screen of the electronic pollbook.



If the polling place is very busy, chief judges are allowed to ask challengers and watchers to wait. Chief judges should let challengers and watchers look at the scanning unit or electronic pollbook when the polling place is less busy.

## 4.4 People and Activities in the Polling Place

Except as described above, a challenger and watcher may not move about the polling place during voting hours. A challenger and watcher who wants to talk with a voter must do so outside the polling place and outside the “No Electioneering Zone.”

In addition, a challenger and watcher cannot attempt to:

- Find out how a voter voted or intends to vote.
- Talk with any voter in the polling room.
- Help any voter with voting.
- Interfere with the election process.
- Keep any voter from talking to an election judge.
- Physically touch an original election document.
- Use a cell phone, laptop, pager, or other electronic device in the polling place.



If challengers and watchers would keep the polling place from opening on time, the chief judges may ask the challengers and watchers to leave. More than half of the election judges at the polling place must agree.



Chief judges may remove any challenger or watcher who does not obey the rules listed above. Chief judges may also remove any challenger or watcher who interferes with the election judge’s work or who does not obey an order from an election judge.

Figure 1 – Challenger & Watcher Certificate

**State of Maryland**  
Challenger & Watcher Certificate

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**Part I – Instructions and Information**

**Instructions to Designating Candidate or Entity:** You may designate a Maryland registered voter as a challenger and watcher if you are: (a) a candidate; (b) a political party; or (c) any other group of voters supporting or opposing a candidate, principle, or proposition on the ballot. *(To be eligible, the group of voters must form a political committee under section 13-207 of the Election Law Article.)*

Before designating any individuals, please read the State Board of Elections' *Instructions and Information for Challengers, Watchers, and Other Election Observers* (available at [www.elections.state.md.us/get\\_involved/index.html](http://www.elections.state.md.us/get_involved/index.html)). Please provide the State Board's instructions to any individual you designated as a challenger and watcher.

**Instructions to Challenger and Watcher:** Please read the State Board of Elections' *Instructions and Information for Challengers, Watchers, and Other Election Observers* (available from your designating candidate or entity or at the website listed above). You must have this certificate when you are acting as a challenger or watcher; you will not be permitted to remain in the voting area without a signed certificate. Give an extra copy of this signed certificate to the election judges when you arrive at an early voting center or polling place.

As a challenger and watcher, you have the right to:

- Enter the voting area at least (but no later than) 30 minutes before voting hours begin;
- Enter or be present in the voting area at any time during voting hours;
- Remain in the voting area until all post-voting tasks have been completed and the election judges leave the voting area;
- Maintain a list of registered voters who have cast a ballot or individuals who have cast provisional ballots;
- Enter and leave the voting area to take outside information that identifies individuals who have cast ballots; and
- Be positioned near the election judges so that you may see and hear each voter as the voter checks in to vote.

You cannot attempt to: (a) determine how a voter voted or intends to vote; (b) talk with any voter in the voting area; (c) assist any voter in voting; (d) physically handle an original election document or equipment; (e) interfere with the election process or impede a voter's access to election judges; or (f) use a cell phone, laptop or other electronic equipment in a voting area.

You may be removed by an election judge if you do not follow an election judges' order or attempt a prohibited act.

**Part II – Certificate Designating Challenger and Watcher**

I/We certify that \_\_\_\_\_ has designated \_\_\_\_\_ a  
Name of Designating Candidate or Entity Name of Challenger/Watcher

registered voter, to act as a challenger or watcher for the  20\_\_ Primary Election OR  20\_\_ General Election.  
(check only one)

This individual will act in this capacity  on election day (complete Part A) and/or  during early voting (complete Part B).  
(check all that apply)

**Part A: I/We designate this individual as a Challenger or Watcher for the following precinct(s) on election day:**

District/Precinct or Ward/Precinct	Name of County or Baltimore City

**Part B: I/We designate this individual as a Challenger or Watcher on the following days and at the following early voting locations:**

Early Voting Dates	Name of Early Voting Center	Name of County or Baltimore City

\_\_\_\_\_  
Signature of Designating Candidate or Officer of Designating Entity

\_\_\_\_\_  
Office sought by Candidate

\_\_\_\_\_  
Date

SBE 10-312 Rev. 9/2011



The right of a person to vote may **ONLY** be challenged on the grounds of **identity**. The challenge must be made before the person is given a voter authority card, a ballot, or a ballot activation card.

#### 4.4 Voter Identity Challenges



This is a chief judge function only. A chief judge must follow all procedures for challenging a voter's identity.

The right of a person to vote may **ONLY** be challenged on the grounds of identity. The challenge must be made **before** the person is given a voter authority card, a ballot or a ballot activation card.

Anyone, whether official or not, is allowed to enter the polling room for the sole purpose of challenging the identity of other people trying to vote. An unofficial challenger must follow the same rules as an official challenger,

#### 4.6 People and Activities in the Polling Place

but a non-official challenger must leave the polling place as soon as the challenge is made. A majority of election judges may decide to limit the number of challengers in the polling place.

Election judges may also challenge the identity of a person trying to vote. If this happens, a chief judge must follow all the rules for challenging a voter's identity. Election judges are not required to leave the polling place after a challenge.

If a voter's identity is challenged:

1. Ask the voter for an acceptable form of ID.

**The following are acceptable forms of ID:**

- The person's voter registration card
- The person's social security card
- The person's valid Maryland driver's license or MVA ID Card
- Any ID card issued by the federal, State, or local government
- Any employee ID card that contains their photograph and is issued by the employer
- A copy of a current bill, bank statement, government check, paycheck, or other government document that shows the name and current address

 The person's social security card is an acceptable form of ID for a challenged voter. A social security card is not an acceptable form of ID for a voter whose "status" is "pending" ("Pend1" or "Pend2") in the electronic pollbook.

2. If the voter presents an acceptable form of ID, tell the voter to return to the check-in line to continue the check-in process.

3. If the voter cannot present an acceptable form of ID:

- The challenger and challenged voter must each complete their part of the *Affidavit for Challenger & Challenged Voter* form. The chief judge must watch the challenger and challenged voter sign the affidavit. The chief judge may provide extra information in Part III

of the form. The form can be found in white Chief Judges' Precinct and Information binder.

- Have the voter return to the check-in line to be checked in as a provisional voter. Use provisional reason code #8 "Identity challenged and cannot provide acceptable form of ID").
  - Take the voter to the provisional ballot judge.
  - Tell the provisional ballot judge to attach the *Affidavit* to the outside of the voter's provisional ballot envelope.
4. If election judges believe a challenger or watcher is making challenges that are not supported by actual information about the voter's identity, call the Howard County Board of Elections office for help.
  5. The chief judge should write the details of the challenge in the *Election Day Log*.

---

#### **4.5 Individuals Dressed or Equipped as Officials**

Special rules apply to people who are wearing clothes or equipment that make them appear as they are performing an official government function. No one can wear clothes or equipment that might give such an impression unless they have an official job in the election.

Clothes or equipment that may make someone appear they are performing an official government function include:

- Wearing a public or private law enforcement or security guard uniform.
- Wearing an armband.
- Carrying or displaying a gun or badge.



There are exceptions. Law enforcement officers, military personnel, or security guards who are on duty, traveling to or from duty, or who are performing an official government function may vote while wearing a uniform and/or carrying or displaying a gun or badge.

## **4.8 People and Activities in the Polling Place**

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## 4.6 Polling Place Evaluators

The Maryland State Board of Elections or the Howard County Board of Elections may send people to visit polling places without advance notice. These evaluators will check to see how well the election judges are following the rules. They will check the election judges' general performance.

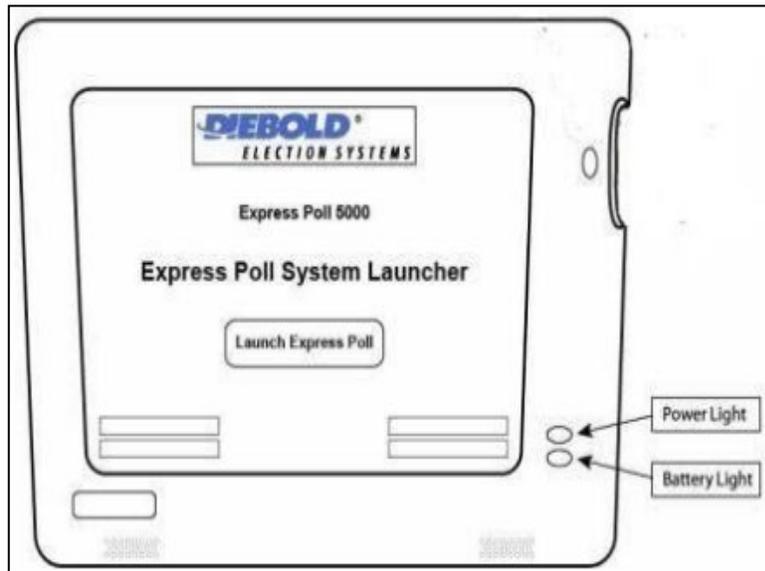
Evaluators use a *Polling Place Evaluation Form* when visiting polling places. During the visit, evaluators may speak with election judges and inspect reports. Evaluators are not allowed to slow down or interrupt the voting process.

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## 10.1 Introduction to the Electronic Pollbook

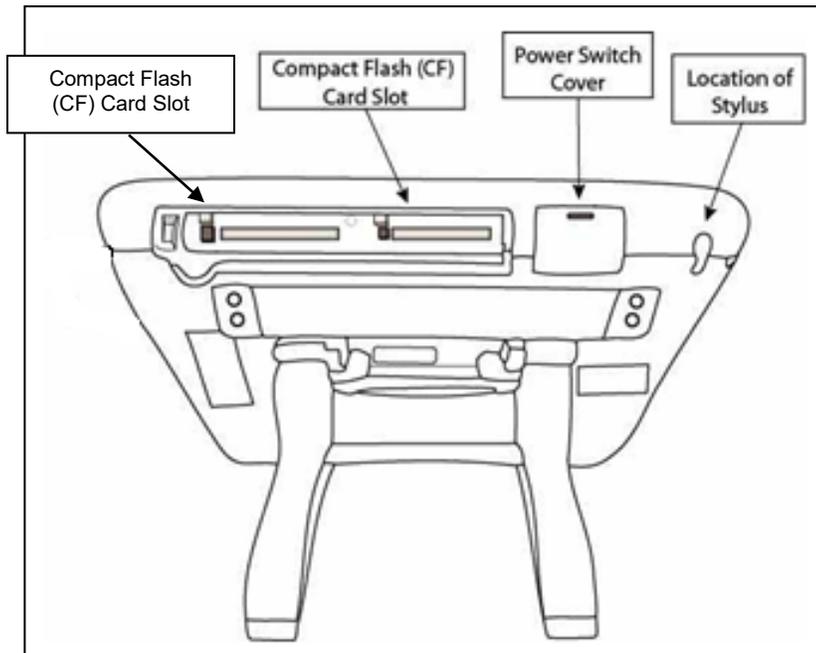
Figure 1 - Front of the Electronic Pollbook



The **Power Light** is green when the unit is in use.

The **Battery Light** will flash green when the unit is plugged in and is charging. The light is off when there is no power.

Figure 2 - Top of the Electronic Pollbook



The **Compact Flash (CF) Card Slot** contains a compact flash card. This card stores election information and a list of eligible voters. The protective cover for the Compact Flash Card Slot must remain closed and sealed during an election.

The **Power Switch Cover** can be opened to use the on/off power switch.

The **Stylus** is pen-shaped and has a hard point. It is stored in the top of the unit. It must be used to navigate the electronic pollbook. Use the stylus to "touch" commands on the screen.

## 10.2 Electronic Pollbook

## 10.2 Unpacking the Electronic Pollbooks

1. Make sure the outer lock number on each case matches the number in column 1 of the *Electronic Pollbook Integrity Report*.

Figure 3 - Outer lock number and the Electronic Pollbook Integrity Report



Electronic Pollbook Integrity Report										State of Maryland	
2018 Gubernatorial Primary Election										Date: 6/26/2018	
County: <u>Howard</u>											
Dist/Prc: <u>01-08 ELKRIDGE ELEMENTARY SCHOOL-CAFETERIA</u>											
Combined District/Precinct (s): <u>01-17</u>											
<b>JUDGES MUST: Complete ALL Grey Areas</b> 1. Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open. 2. Complete the "Opening" section. 3. During: Verify and record information if you have to remove the inner seal during the day. 4. Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form. 5. Complete the "Closing" section. 6. Have Chief Judges sign this form AFTER the polls close.											
Pollbook ID Numbers	OPENING				DURING			CLOSING		Reattached Original Lock # (applied to storage case at closing).	
	Outer Lock # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If inner red seal was removed during day please record reason here. Use page back, if necessary.		New Red Seal #	2 CF Cards removed from pollbook			
	VERIFY ✓	VERIFY ✓	VERIFY ✓	DEM	REP	RECORD	RECORD	VERIFY ✓	RECORD		
1	5181	0050239						YES		5181	
2	5210	0049753						YES		5210	
3	5199	0050054						YES		5199	
4	5366	0037207						YES		5366	

To the best of our knowledge the information on this report is true and correct. The Electronic Pollbook CF Cards were removed at the close of the polls and packed in clear zipper bag for delivery to HCBQE by Rover/ Closer.

\_\_\_\_\_  
 REPUBLICAN CHIEF JUDGE

\_\_\_\_\_  
 2 DEMOCRATIC CHIEF JUDGE

Revised 12/1/17

2. Remove the outer lock using the blue key attached to the blue lanyard. Reattach lock to case when pollbook has been removed.
3. Open the two latches.
4. Take the electronic pollbook and power cord from the case.



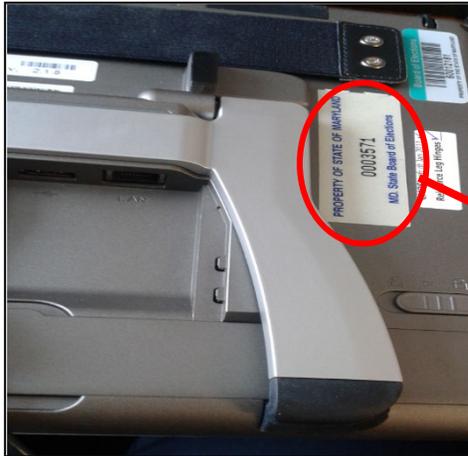
Do not grab the electronic pollbook by its legs! Use the elastic strap on the electronic pollbook.

Figure 4 - Elastic Strap of the Electronic Pollbook



- Make sure the state asset tag number on the back of each electronic pollbook matches the numbers in column 2 of the *Electronic Pollbook Integrity Report*.

Figure 5 - State Asset Tag Number and Electronic Pollbook Integrity Report



**Electronic Pollbook Integrity Report**  
2018 Gubernatorial Primary Election

County: Howard State of Maryland  
Dist/Prc: 01-08 ELKRIDGE ELEMENTARY SCHOOL-CAFETERIA Date: 6/26/2018  
Combined District/Precinct(s): 01-17

**JUDGES MUST: Complete ALL Grey Areas**  
 1. Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open.  
 2. Complete the "Opening" section.  
 3. During: Verify and record information if you have to remove the inner seal during the day.  
 4. Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form.  
 5. Complete the "Closing" section.  
 6. Have Chief Judges sign this form AFTER the polls close.

Pollbook ID Numbers	OPENING				DURING			CLOSING	
	Outer Lock # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If inner red seal was removed during day please record reason here. Use page back, if necessary.	New Red Seal #	2 CF Cards removed from pollbook	Reattached Original Lock # (applied to storage case at closing)	
	VERIFY	VERIFY	VERIFY	DEM	REP	RECORD	RECORD	VERIFY	RECORD
1	5181	0050239						YES	5181
2	5210	0049753						YES	5210
3	5199	0050054						YES	5199
4	5366	0037207						YES	5366

To the best of our knowledge the information on this report is true and correct. The Electronic Pollbook CF Cards were removed at the close of the polls and packed in clear zipper bag for delivery to HCBQE by Rover/Closer.

\_\_\_\_\_  
REPUBLICAN CHIEF JUDGE

2

\_\_\_\_\_  
DEMOCRATIC CHIEF JUDGE

Revised 12/1/17

- Make sure the red seal number on the top of each electronic pollbook is not broken. Make sure the number matches the numbers in column 3 of the *Electronic Pollbook Integrity Report*.

Figure 6 - Inner Seal and the Electronic Pollbook Integrity Report



**Electronic Pollbook Integrity Report**  
2018 Gubernatorial Primary Election

County: Howard State of Maryland  
Dist/Prc: 01-08 ELKRIDGE ELEMENTARY SCHOOL-CAFETERIA Date: 6/26/2018  
Combined District/Precinct(s): 01-17

**JUDGES MUST: Complete ALL Grey Areas**  
 1. Opening: Print and sign the opening Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form before polls open.  
 2. Complete the "Opening" section.  
 3. During: Verify and record information if you have to remove the inner seal during the day.  
 4. Closing: Print and sign the Ballot Counts Report and Voter Counts Report from each pollbook and attach them to this form.  
 5. Complete the "Closing" section.  
 6. Have Chief Judges sign this form AFTER the polls close.

Pollbook ID Numbers	OPENING				DURING			CLOSING	
	Outer Lock # (on outside of storage case)	State Asset Tag # (on back of pollbook)	Red Seal # (on top lid of pollbook)	Verify inner seal was intact when polls opened (initial)	If inner red seal was removed during day please record reason here. Use page back, if necessary.	New Red Seal #	2 CF Cards removed from pollbook	Reattached Original Lock # (applied to storage case at closing)	
	VERIFY	VERIFY	VERIFY	DEM	REP	RECORD	RECORD	VERIFY	RECORD
1	5181	0050239						YES	5181
2	5210	0049753						YES	5210
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\_\_\_\_\_  
REPUBLICAN CHIEF JUDGE

2

\_\_\_\_\_  
DEMOCRATIC CHIEF JUDGE

Revised 12/1/17

7. Make sure the Power Switch on the top is turned OFF.

**Figure 7 - Power Switch on Top of the Electronic Pollbook**



8. Insert the power cord (marked with yellow tape) into the first connection slot marked with PWR. Plug the other end into a power source. **Do NOT turn on the power switch yet!**

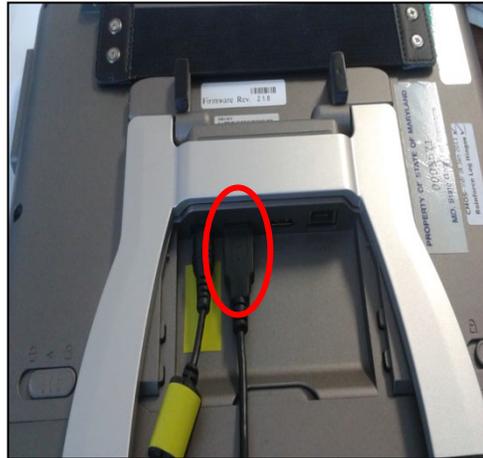
**Figure 8 - Power Cord (Marked with Yellow Tape) of the Electronic Pollbook**



Your polling place may have a Universal Power Source (UPS) unit. If so, plug the electronic pollbook into the UPS as directed by the local board of elections.

9. Take the printer's USB cable from the printer case. Plug the larger end into one of the two USB ports located on the back of the electronic pollbook. It does not matter which USB port you use.

**Figure 9 - One of the Two USB Ports on the Back of the Electronic Pollbook**



10. Plug one end of the printer's power cord (marked with blue tape) into the printer. Plug the other end into a power source.



The printer end of the power cord is bent 90 degrees (elbow shaped). DO NOT connect an electronic pollbook power cord (marked with yellow tape) to the printer. It will cause severe damage to the printer.

11. Plug the smaller end of the USB cable into the printer.

**Figure 10 - Smaller End of the USB Cable in the Printer**



12. Repeat steps 2 through 11 for all electronic pollbooks.

## 10.6 Electronic Pollbook



There should be one printer for each electronic pollbook. If there are any printers missing, tell the Howard County Board of Elections right away.

## 10.3 Checking the Electronic Pollbooks

1. Turn the power switch to ON. DO NOT NETWORK THE POLLBOOKS YET.

**Figure 11 - Power Switch on the Top of the Electronic Pollbook**



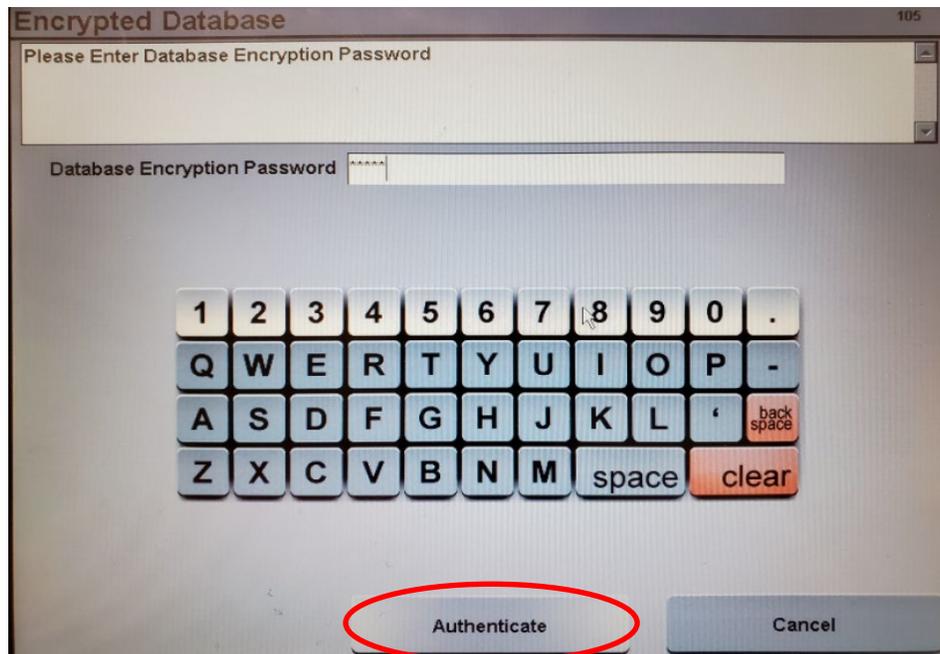
2. When the electronic pollbook switch is ON, the “Launch” screen will appear.
  - Make sure the date and time is correct. If the date or time is incorrect, tell a chief judge right away. The chief judge will ask for technical support.
  - If the date and time is correct, tap the “Launch” button with the stylus.

**Figure 12 – Date & Time and the "Launch" Button on the Electronic Pollbook**



3. Enter database encryption password when prompted by pollbook. A chief judge will announce encryption code to all check-in judges stationed at pollbooks, so this can be performed as a team.

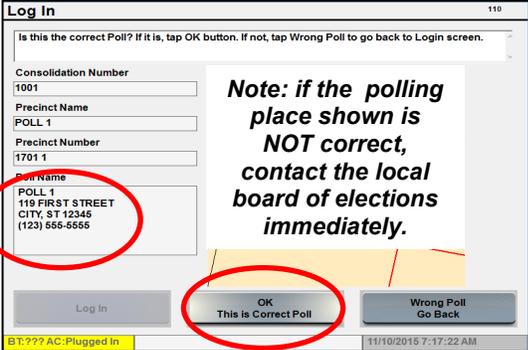
**Figure 12a – Enter Database Encryption Code and Tap the Authenticate Button**



4. Tap the "Authenticate" button on pollbook.

5. At the Log In screen make sure the poll name on the left side of the screen is correct. **At the Monday pre-election meeting, pollbooks would be powered off at this point.** During pre-election morning set up, follow above steps 1 – 5 starting on page 10.7 and continue to when pollbooks are ready to check-in voters. 
6. During pre-election morning set up, tap the “OK This is Correct Poll” button at the bottom of the screen.

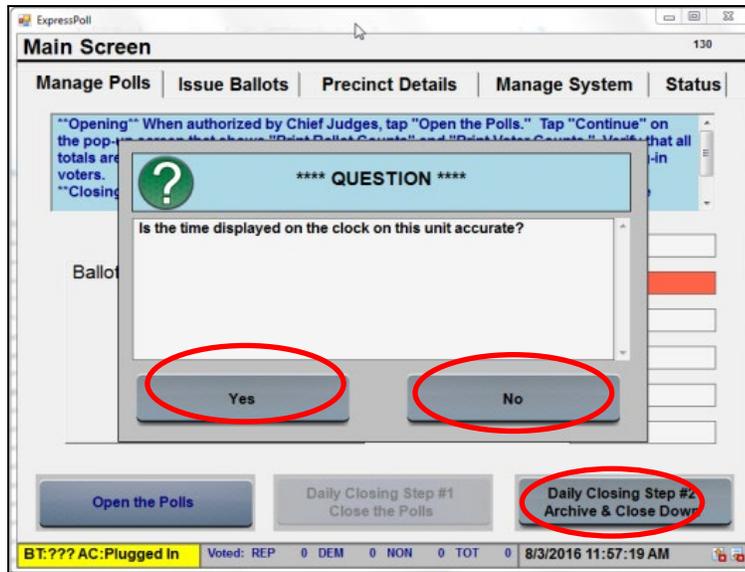
**Figure 13 - Poll Name on the Left Side of the Screen and "OK This is Correct Poll" Button on the Electronic Pollbook**



If the polling place shown is not correct, tell a chief judge right away. The chief judge will tell the Howard County Board of Elections immediately.

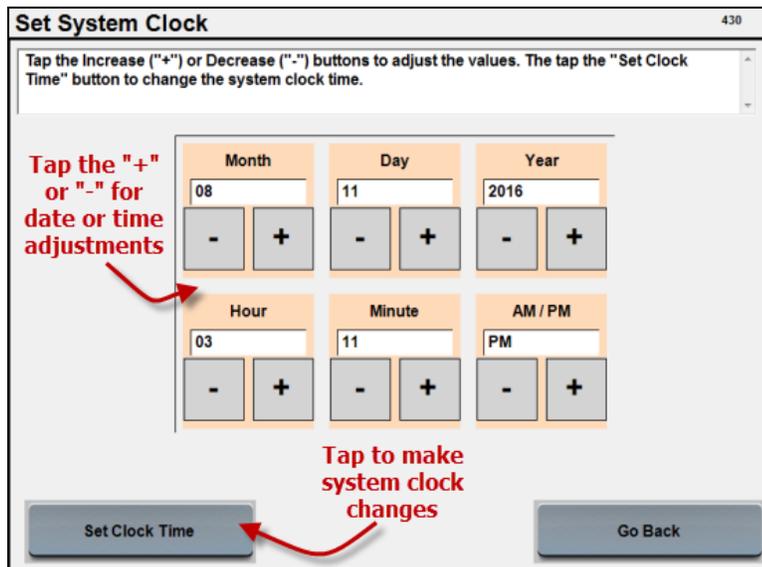
7. Select “Yes” or “No” when you are asked to check that the time in the bottom right corner matches the correct time.
- If “No” is selected, go to step 5.
  - If “Yes” is selected, go to step 6.

Figure 14 - "No" and "Yes" Buttons and Date & Time on the Electronic Pollbook



8. Change the date and time by tapping "+" or "-". Tap "Set Clock Time" to save changes.

Figure 15 - Changing the Date and Time on the Electronic Pollbook



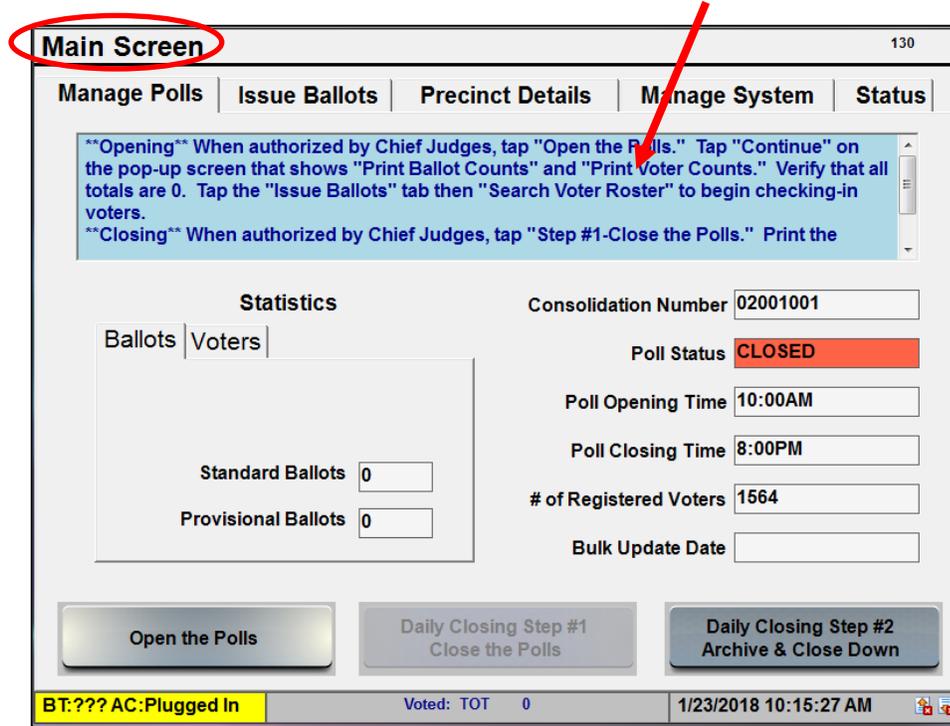
9. The "Main Screen" will appear with the "Manage Polls" tab at the top of the screen. The Poll Status will be "Closed."



Almost everything you will need to know about using the electronic pollbook is in the onscreen instructions. Please read them!

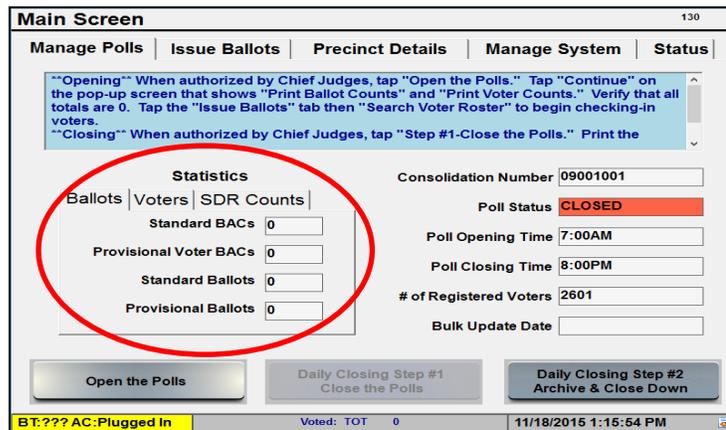
## 10.10 Electronic Pollbook

Figure 16 - "Main Screen" and Onscreen Instructions on the Electronic Pollbook



10. Tap the "Ballots" and "Voters" tabs under the "Statistics" to make sure that all the numbers are zero. Be sure to check both tabs under "Statistics" for zeroes before networking the electronic pollbooks.

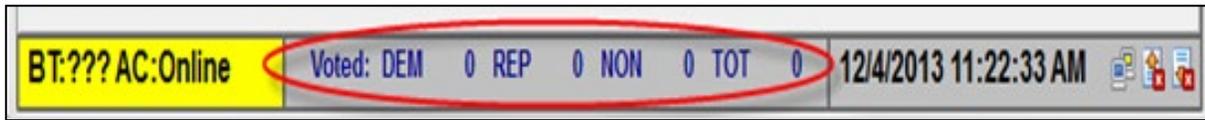
Figure 17 - "Ballots" and "Voters" Statistics are Zero on the Electronic Pollbook



 Tell a chief judge right away if any of these numbers are not zero. Do not network the electronic pollbooks if any number is not zero.

11. Make sure that the totals at the bottom of the screen are zero.

- For the primary election:



- For the general election:



Alert a chief judge immediately if any of these numbers are not zero. Do not network the electronic pollbooks if any number is not zero.

12. Repeat steps 1 through 9 for all electronic pollbooks.

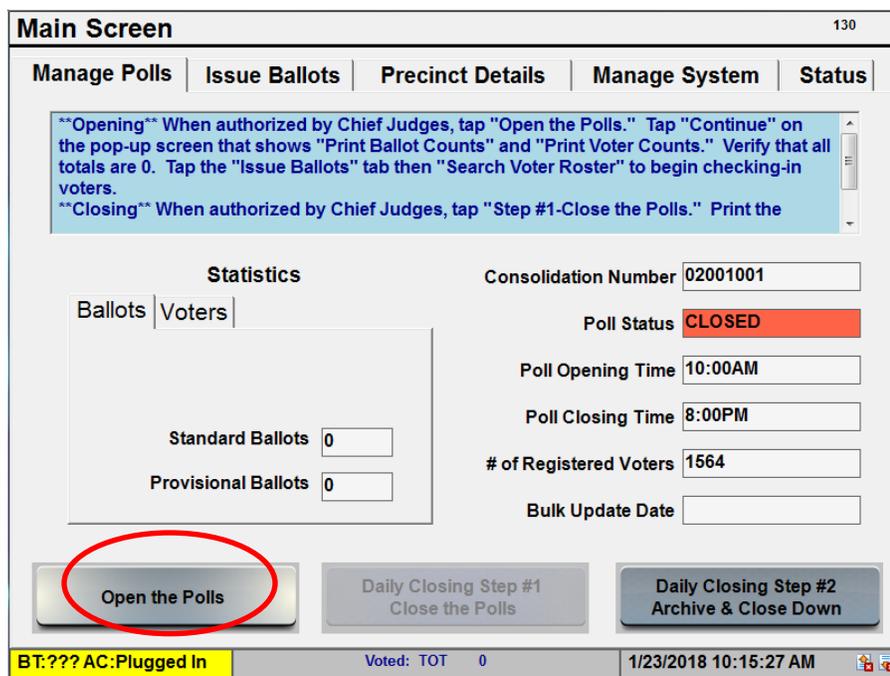
## 10.4 Opening the Polls

Do not check-in voters before 7:00 a.m.

You can do steps 1 through 4 before 7:00 a.m. Follow these steps for each electronic pollbook.

1. Tap the "Open the Polls" button

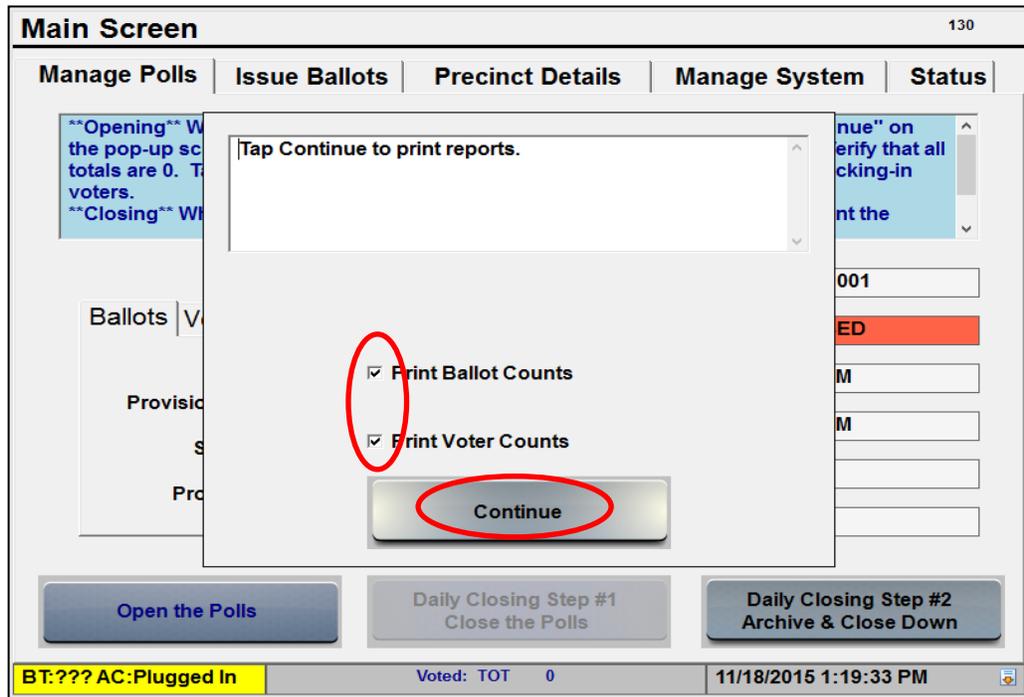
Figure 18 - "Open the Polls" Button on the Electronic Pollbook



## 10.12 Electronic Pollbook

2. Make sure the Print Ballot Counts and Print Voter Counts boxes have check marks in the pop-up menu.

Figure 19 - Checkmarks in the "Print Ballot Counts" and "Print Voter Counts" Boxes on the Electronic Pollbook



3. Tap "Continue" to print the Ballot Counts and Voter Counts reports. Two reports will print.
4. Make sure all totals on the Consolidated Voter Counts Report and Consolidated Ballot Counts Report are zero. Tell a chief judge right away if the totals are not zero.

Figure 20 - Zeroes on the Consolidated Voter Counts Report and Consolidated Ballot Counts Report

Consolidated Voter Counts Report  
 Consolidation: # 09EV01 EPB Number: 035979  
 Poll Description: Charles County Board of Elections  
 Report Date and Time: 11/17/2015 09:52:54

Party	Total	Reg	Provisional
REP	0	0	0
DEM	0	0	0
GRN	0	0	0
LIB	0	0	0
UNA	0	0	0
OTH	0	0	0
TOT	0	0	0

DEM Judge \_\_\_\_\_  
 REP Judge \_\_\_\_\_

Consolidated Ballot Counts Report  
 Consolidation: # 20005001 EPB Number: 999  
 Poll Description: 05-1 Mt Vernon Fire Dept  
 Report Date: 11/17/2015 1:06:31

	TOT	DEM	REP	NON
Issued	0	0	0	0
Reiss	0	0	0	0
Canc	0	0	0	0
Net	0	0	0	0
Prov Issued	0	0	0	0
Prov Reiss	0	0	0	0
Prov Canc	0	0	0	0
Net Prov	0	0	0	0
Net Ballots	0	0	0	0

DEM Judge \_\_\_\_\_  
 REP Judge \_\_\_\_\_

5. The “Poll Status” will change from red to green. It will say “OPENED.”

Figure 21 - Poll Status Says "OPENED" and Shaded Green

The screenshot shows the 'Main Screen' of an electronic pollbook system. At the top, there are navigation tabs: 'Manage Polls', 'Issue Ballots', 'Precinct Details', 'Manage System', and 'Status'. Below the tabs is a blue instruction box with text about opening and closing the polls. The main area is divided into 'Statistics' and a form section. The 'Statistics' section has tabs for 'Ballots' and 'Voters', with 'Ballots' selected. It shows 'Standard Ballots' and 'Provisional Ballots' both at 0. The form section includes fields for 'Consolidation Number' (02001001), 'Poll Status' (OPENED, circled in red), 'Poll Opening Time' (10:00AM), 'Poll Closing Time' (8:00PM), '# of Registered Voters' (1564), and 'Bulk Update Date'. At the bottom, there are three buttons: 'Open the Polls', 'Daily Closing Step #1 Close the Polls', and 'Daily Closing Step #2 Archive & Close Down'. The status bar at the very bottom shows 'BT:??? AC:Plugged In', 'Voted: TOT 0', and the date/time '1/23/2018 10:24:44 AM'.

6. Repeat steps 1 through 5 for all electronic pollbooks.

## 10.5 Networking the Electronic Pollbooks

### 10.5.1 Networking for Same Day Registration

The Howard County Board of Elections will train election judges to make sure the networking is completed for same day registration.

Additional instructions to network the electronic pollbooks for same day registration on election day are included in the Same Day Registration manual.



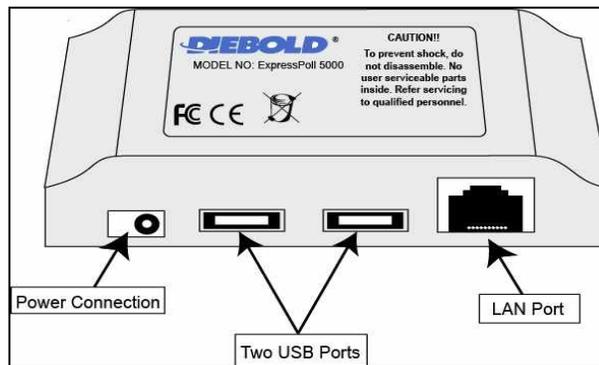
Do not network the electronic pollbooks until after:

- All electronic pollbooks have been turned on individually.
- The “Statistics” on the “Main Screen” are verified as zeroes for the “Ballots” and “Voter” tabs.
- The *Consolidated Voter Counts Report* and *Consolidated Ballot Counts Report* are printed on **each** electronic pollbook.

The back of the electronic pollbook has four ports. From left to right:

- Power connection
- Two USB ports for the printer. For the designated pollbook used for same day registration, one USB port will be used to connect the barcode scanner.
- LAN port that connects all the electronic pollbooks in the same polling place together

**Figure 22 - Four Ports on the Back of the Electronic Pollbook**



All cable connectors will only fit in the ports in one way. If the plug does not fit in the port easily, ask for help. Put in the USB plug with the USB icon facing up. Put the LAN plug with the locking tab facing up.

**Figure 23 - Connections on the Back of the Electronic Pollbook with Barcode Scanner**



USB port to be used for barcode scanner on designated same day registration pollbook



## 10.5.2 Networking Electronic Pollbooks to the Modem

1. Turn all electronic pollbooks **OFF** before connecting the network cables.

**Figure 24 - Power Button on the Top of the Electronic Pollbook**



2. The modem (or wireless router) equipment connects all electronic pollbooks within the polling place. The modem will allow all electronic pollbooks to synchronize data in the polling place and with the State server for same day registration.

**Figure 25 - Modem (Wireless Router) Used to Connect the Electronic Pollbooks**



Modem front with installed antennae

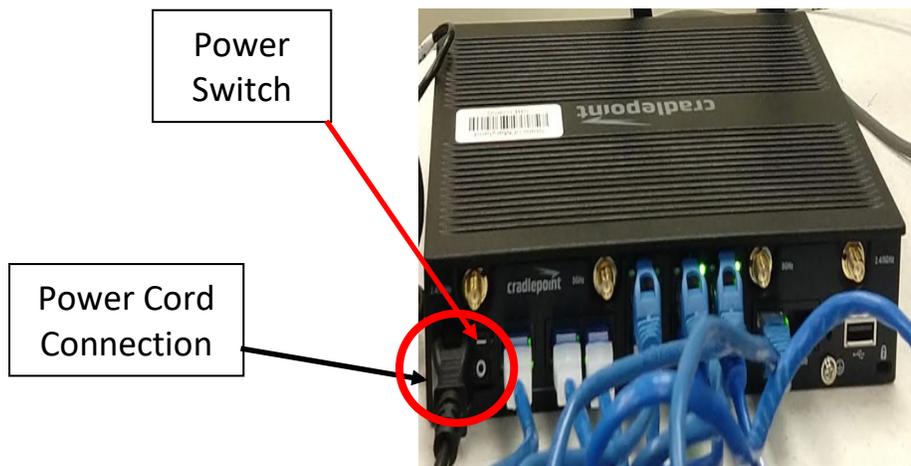


Modem back with cable and power connections

## 10.16 Electronic Pollbook

3. Plug the modem's power cord into the first socket in the back of the modem and turn the power switch to the on position.

**Figure 26 - First Socket on the Back of the Modem**



4. Plug the power cord plug into the power strip.
5. Plug one end of a blue or grey CAT-5 cable into the LAN port of an electronic pollbook.

**Figure 27 - LAN Port on the Back of the Electronic Pollbook**



6. Plug the other end of the CAT-5 cable into any port in the modem.  
There will be 10 available ports on back of modem.

**Figure 28 - Ports on the Back of the Modem**



7. Repeat steps 1 through 6 for each electronic pollbook.
8. Turn each electronic pollbook ON one at a time. Wait until the “Launch” screen appears before turning on the next electronic pollbook.

**Figure 29 - Power Switch on the Top of the Electronic Pollbook**

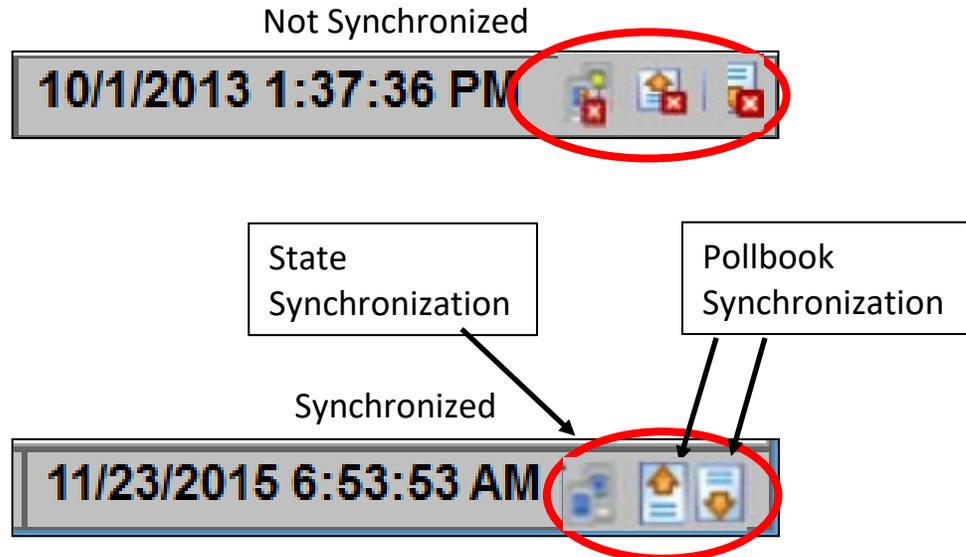


9. Move on to the “Checking Synchronization” section of this chapter.

## **10.18 Electronic Pollbook**

## 10.6 Checking Synchronization

Make sure that the electronic pollbooks are synchronized with other electronic pollbooks in the polling place as well as State server. Look at the 3 icons in the lower right corner of the screen.



If the electronic pollbooks are not synchronized, make sure that all connections between the electronic pollbooks and the modem are plugged in. If the electronic pollbooks will not synchronize, tell a chief judge right away. The chief judge will ask for technical help. The third icon from the left indicates synchronization with the State server. This will take approximately 2 to 4 minutes to connect with State server once all pollbooks and modem are powered on and connected. For problems with synchronization with State server, the chief judge should seek technical help.

Every so often during the day, check the totals for “Voted” at the bottom of the screen. Make sure all the totals on all the electronic pollbooks are the same.



If the electronic pollbooks are not synchronized, make sure that all connections between the electronic pollbooks and the modem are plugged in. If the electronic pollbooks will not synchronize or the connection to the State server fails, tell a chief judge right away. The chief judge will ask for technical help.

---

## 10.7 Entering and Clearing Data in the Pollbook

The electronic pollbook accepts only letters A-Z for name lookup. Do not use spaces, hyphens or apostrophes. The voter's name will print correctly (including apostrophes) on the voter authority card.

- Tap the "back space" key to delete one or more letters.
- Tap the "clear" key to delete an entire field.
- Tap the "Clear ALL" button to clear all search fields.

---

## 10.8 Finding Voters in the Electronic Pollbook



Check-in judges are **not allowed to ask for ID**. Judges may accept ID if **offered** by a voter. Judges **must ask** the voter to say his or her name, address, and month and day of birth.

1. Tap the "Issue Ballots" tab at the top of the screen.

Figure 30 - "Issue Ballots" Tab on the Main Screen of the Electronic Pollbook

**Main Screen** 130

Manage Polls | **Issue Ballots** | Precinct Details | Manage System | Status

\*\*Opening\*\* When authorized by Chief Judges, tap "Open the Polls." Tap "Continue" on the pop-up screen that shows "Print Ballot Counts" and "Print Voter Counts." Verify that all totals are 0. Tap the "Issue Ballots" tab then "Search Voter Roster" to begin checking-in voters.  
\*\*Closing\*\* When authorized by Chief Judges, tap "Step #1-Close the Polls." Print the

**Statistics**

Ballots | Voters |

Standard Ballots 0

Provisional Ballots 0

Consolidation Number 02001001

Poll Status **OPENED**

Poll Opening Time 10:00AM

Poll Closing Time 8:00PM

# of Registered Voters 1564

Bulk Update Date

Open the Polls

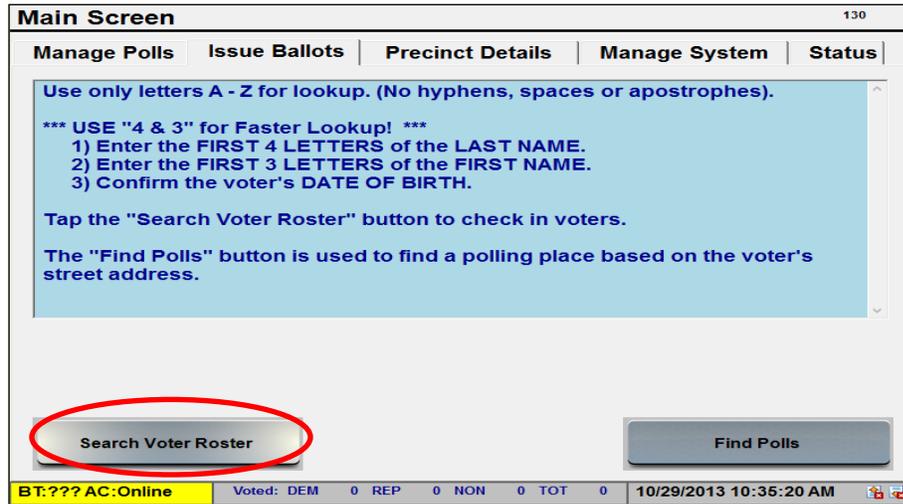
Daily Closing Step #1  
Close the Polls

Daily Closing Step #2  
Archive & Close Down

BT:??? AC:Plugged In Voted: TOT 0 1/23/2018 10:24:44 AM

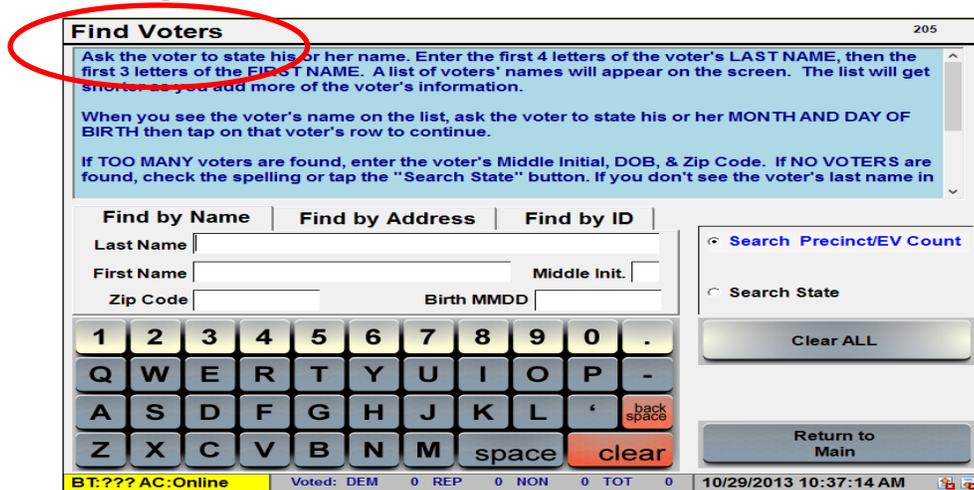
2. Tap the "Search Voter Roster" button on the bottom left of the "Issue Ballots" screen.

Figure 31 - "Search Voter Roster" Button on the Main Screen of the Electronic Pollbook



3. The "Find Voters" screen appears next. You are ready to check-in voters.

Figure 32 - "Find Voters" Screen on the Electronic Pollbook



4. Ask "What is your name?"



Use the **4-3 method** by entering only the first 4 letters of the voter's last name and the first 3 letters of the voter's first name.

- Repeat the voter’s name.
- On the “Find Voter’s” screen, touch the “Last Name” field box. Then type in the first 4 letters of the voter’s last name. Note: Do not use apostrophes or hyphens. For example, O’Neal should be entered ONEA, El-Habib should be entered as ELHA, etc.
- Touch the “First Name” field box. Then enter the first 3 letters of the voter’s first name. The list of names will get shorter as you add letters.

**Figure 33 - Last Name & First Name Field Boxes on the Electronic Pollbook**

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	03/01 /1802	Active	None	REP

Find by Name | Find by Address | Find by ID

Last Name | LINC | Middle Init. |

First Name | ABR | Birth MMDD | 03/01 |

Zip Code | |

1 voters found.

Search Precinct/EV Count

Search State (add mi)

Clear ALL

Return to Main

BT:?? AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 1 | 10/1/2013 1:26:06 PM



If a scroll bar appears on the right side indicating a long list of names, then you may need to narrow down the search. Tap the “Middle Init” field box and tap the first letter of the voter’s middle name. If the voter has no middle name, use the “space” key to enter a blank space in the “Middle Init” box.

You may also narrow the voter search by entering the voter’s zip code or month and day of birth. This can only be done after at least one letter has been entered for the voter’s last and first name fields.

5. Ask **“What is your month and day of birth?”** Make sure the month and day match the date shown in the DOB field.

Figure 34 - DOB Field on the Electronic Pollbook

Find Voters						
Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arunde	03/01 /1802	Active	None	REP

CONFIRM

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: LINC  
 First Name: ABR | Middle Init.:  
 Zip Code: | Birth MMDD: 03/01

Search Precinct/EV Count  
 Search State (add mi)

Clear ALL

Return to Main

BT:??? AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 1 | 10/1/2013 1:26:06 PM

 Confirm the voter’s month and day of birth to make sure you see the correct voter. Be careful to not confuse father and son, mother and daughter, father and daughter, etc.

6. If you found the information for the right voter, go to the section called *“Checking in Voters.”*
7. If you cannot find the voter’s name in the precinct roster:
  - Make sure you entered the voter’s name without punctuation (apostrophes, hyphens, etc).
  - Enter the voter’s date of birth (use the MMDD format). For example, August 2 would be entered as 0802.
  - Check all possible variations of spelling for the name or ask the voter to spell his or her name.
  - Search the State roster (see the *“Finding Voters in the State Roster”* section below).
  - Search for the voter by his or her address (see the *“Finding Voters by Street Address”* section below).

## 10.9 Finding Voters in the State Roster

If you cannot find a voter's name in the precinct roster and have verified the correct spelling, tap the "Search State" button to widen the search.

Figure 35 - "Search State" Button on the Electronic Pollbook

**Find Voters** 205

\*\*\* Voter NOT FOUND in Precinct \*\*\*.  
Search the state for this voter:  
1) Make sure that the "4 & 3" letters are entered correctly (first 4 letters of last name, first 3 letters of first name)  
2) Enter Date Of Birth  
3) Enter Middle Initial  
4) Tap the "Search State" button.  
If voter is still NOT FOUND, try "Find by Address"

Find by Name | Find by Address | Find by ID

Last Name ZZZZ  
First Name ZZZ Middle Init. X  
Zip Code 20201 Birth MMDD 09/19

Search Precinct/EV Count  
Search State  
Clear ALL  
Return to Main

BT:?? AC:Online Voted: DEM 0 REP 0 NON 0 TOT 0 10/1/2013 3:21:43 PM

If there are too many voters found in the State, enter more letters of the last and first names to narrow the search.



When searching for a common name (Jane Smith, Mary Williams, James Johnson, etc.), the best way to narrow the search is to add the voter's **middle initial, date of birth, and/or zip code.**



To use the middle initial to search for a voter with no middle name, you must use the "space" key to enter a blank space in the "Middle Init" box.

## 10.10 Finding Voters by Street Address

If you cannot find a voter's name after checking for various spellings, tap the "Find by Address" tab. Enter the voter's house number and street name.

Figure 36 - "Find by Address" Tab on the Electronic Pollbook

The screenshot shows the 'Find Voters' interface. At the top, there are instructions: 'Find a voter using a street address: 1) Enter the Street name. Note: If street name has a direction (N, S, E, W, NE, NW, SE, SW) the abbreviated direction MUST be included (with no period). Example: If voter lives on South Main Street, enter "S MAIN" 2) Enter the House Number'. Below the instructions are three tabs: 'Find by Name', 'Find by Address' (circled in red), and 'Find by ID'. The 'Find by Address' section contains input fields for 'House #', 'Street' (with a hint 'Tap here to enter data'), 'Apt.', and 'Zip Code'. A numeric keypad and a QWERTY keyboard are visible at the bottom. On the right side, there are buttons for 'Search Precinct/EV Count', 'Search State (add mi)', 'Clear ALL', and 'Return to Main'. The status bar at the bottom shows 'BT:??? AC:Plugged In', 'Voted: TOT 2', and '1/14/2016 2:59:01 PM'.

Figure 37 - "House #" and "Street" Fields on the Electronic Pollbook

The screenshot shows the 'Find Voters' interface with search results. The 'Find by Address' tab is selected and highlighted with a red circle. The search results table is as follows:

Name	Address	County	DOB	Status	Issued	Party
Harrison	9 Main St	Anne	09/14	Active	ABS	UNA
William Henry	Anytown 12345	Arundel	/1952		Issued	

Below the table, the 'Find by Address' section shows 'House #' (circled in red) with the value '9' and 'Street' with the value 'MAIN'. The status bar at the bottom shows 'BT:??? AC:Plugged In', 'Voted: TOT 0', and '10/1/2013 3:41:21 PM'.



The "Find by Address" lookup always searches the entire state. *There will be a long pause after the first letter is entered upon searching.*

If voter's street name includes a directional, type "N" for "North," "S" for "South," etc. DO NOT put a period after the abbreviation.

Do not type the street type – such as "Street" or "Avenue."

Select the voter's name on the "Find Voters" screen to continue checking in the voter.

---

## 10.11 Voter Not Found in the Electronic Pollbook

If you cannot find the voter's name in the electronic pollbook, tell a chief judge right away. If necessary, a chief judge may call the Howard County Board of Elections at 410-313-5820 for a voter not found in pollbook searches for further confirmation. For a voter not found in the pollbook and without the required same day registration documents; i.e. driver's license, the chief judge will explain the voting options to the voter.



If the voter cannot be found in the electronic pollbook and doesn't have the required documents for same day registration then the voter may only be issued a provisional ballot.

If the voter is registered to vote and is at the correct precinct for the voter's address, all contests on the provisional ballot will be counted.

If the voter is not at the correct precinct, the voter can choose to go to the correct precinct.

If the voter is registered to vote and is not at the correct precinct for the voter's address, only the contests the voter is eligible to vote for will be counted.

If voter is not registered and is at the incorrect precinct, the voter can choose to go to correct precinct. If voter chooses to go through the same day registration process as demonstrated in training and documented in the *Same Day Registration Manual*, voter can only vote a provisional ballot. Only the contests the voter is eligible to vote for **may be** counted.

If a voter is not registered and is not pre-qualified but in the correct precinct as shown on pollbook then voter may only vote a provisional

## 10.26 Electronic Pollbook

ballot. The voter may go through the same day registration process as demonstrated in training and documented in the *Same Day Registration Manual*. The provisional ballot **may be** counted in full.

If a voter is not registered and is pre-qualified as shown on pollbook then voter may go through the same day registration process as demonstrated in training and documented in the *Same Day Registration Manual*. Voter will be registered and may vote a regular ballot.

---

## 10.12 Voter is Registered in Another Precinct

The voter can choose to go to his or her correct precinct to vote. Or, the voter can stay and vote a provisional ballot.

- If the voter chooses to go to the correct precinct, every contest will be counted.
- If the voter chooses to stay and vote a provisional ballot, only the contests the voter is eligible to vote for will be counted. **Use provisional code 1.**



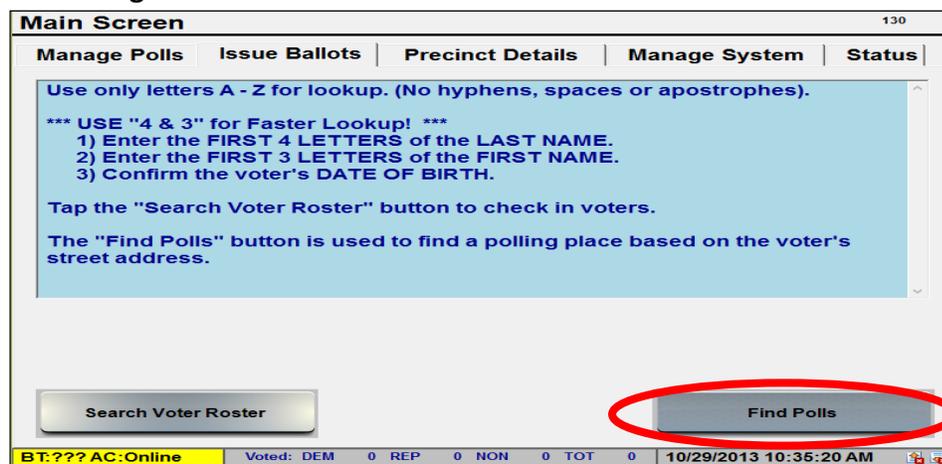
The electronic pollbook will find a voter's assigned polling place based on the voter's registered address. See the "Find a Voter's Correct Polling Place" section in this chapter.

---

## 10.13 Finding a Voter's Correct Polling Place

1. Tap "Find Polls" under the "Issue Ballots" tab on the Main Screen.

Figure 38 - "Find Polls" Screen on the Electronic Pollbook



2. Enter the voter's current address. Start with just the street name.

**Figure 39 - Entering the Voter's Address on the Electronic Pollbook**

The screenshot shows a software interface titled "Find the correct Polling Place for a Street Address" with a page number "380" in the top right corner. The interface is divided into a light blue instruction box and a data entry section. The instruction box contains the following text: "Find the polling place for a street address:", "1) Enter the Street name", "Note: If street name has a direction (N, S, E, W, NE, NW, SE, SW) the abbreviated direction MUST be included (with no period). Example: If voter lives on South Main Street, enter 'S MAIN'", and "2) Enter the House Number". Below the instructions are input fields for "House #", "Street" (with a placeholder "Tap here to enter data"), "Apt", and "Zip Code". A red oval highlights the "House #" field. Below the input fields is a virtual keyboard with numeric keys (1-0), letters (QWERTYUIOP, ASDFGHJKL, ZXCVBNM), and function keys like "back space", "clear", "Clear", and "Go Back to Find Voters". At the bottom of the screen, a status bar displays "BT:???:AC:Plugged In", "Voted: TOT 0", and the date/time "11/19/2015 1:36:34 PM".



If the street name includes a direction, the street name must be preceded by the directional abbreviation (N, S, E, W, etc.). Do not put periods after the abbreviation. Do not enter a street type (St, Rd, Ave, Ct, etc.) after the street name.



For numbered streets, first try numbers (not spelled out.) Try "2ND" for 2<sup>nd</sup> Street or 2<sup>nd</sup> Avenue, "5TH" for 5<sup>th</sup> Ave. If the street is not found, try spelling out the street. For example, try: "FOURTH" for 4<sup>th</sup> Street or 4<sup>th</sup> Avenue, "W FIFTH" for West 5<sup>th</sup> Street.

- All address ranges that match the search criteria will be displayed. Enter the house number and zip code to narrow the search. Tap the row to display the polling place details.

Figure 40 - Address Search Result on the Electronic Pollbook

**Find the correct Polling Place for a Street Address** 380

Street	House No.	Apt No.	Side	Precinct
Main Ave SW Glen Burnie 21061	2 to 320		B	002-007-1
Main St Prince Frederick 20778	00 to 1328		B	002-004-1
Main St Grantsville 21536	00 to 724		B	003-001-1
Main St Deer Park 21550	00 to 535		B	010-000-1

24 Streets Found

House #  ?

Street  Apt.

Zip Code

1 2 3 4 5 6 7 8 9 0 .

Q W E R T Y U I O P -

A S D F G H J K L ' back space

Z X C V B N M space clear

Clear

Go Back to Find Voters

BT: ??? AC: Plugged In Voted: TOT 0 11/19/2015 1:20:56 PM

Figure 41 - Poll Name and Address on the Electronic Pollbook

Consolidation Number

Consolidation Description

**Poll Name and Address**

**Richard Henry Lee Elementary School**  
400 A Street SW  
Glen Burnie MD 21061

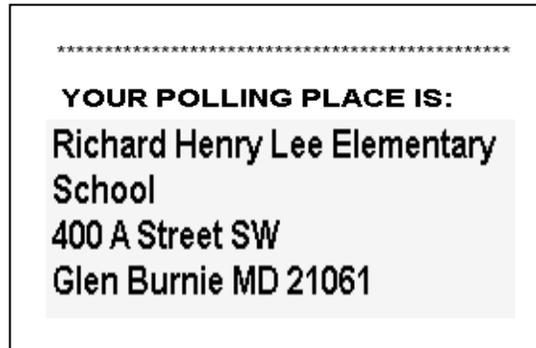
[Print Information](#)

Go Back

BT: ??? AC: Plugged In Voted: TOT 0 11/19/2015 1:22:31 PM

4. Tap the "Print Information" button for a paper print-out of the polling place name and address that can be given to the voter. The map will not print.

Figure 42 - Polling Place Name and Address for the Voter



5. Tap "Go Back," then tap "Go Back to Find Voters" to return to the Main Screen to continue checking in voters.

## 10.14 Checking in Voters

1. Once you have located the voter's name, tap anywhere in that voter's row on the screen to open the "Voter Record" screen. The "Voter Details" tab will be open.

Figure 43 - Voter's Row on the "Find Voter's" Screen on the Electronic Pollbook

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	03/01 /1802	Active	None	REP

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: LINC | First Name: ABR | Middle Init. | Birth MMDD: 03/01 | Zip Code: |

Search Precinct/EV Count  
Search State (add mi)

Clear ALL

Return to Main

BT:???:AC:Online | Voted: DEM 0 REP 0 NON 0 TOT 1 | 10/1/2013 1:26:06 PM

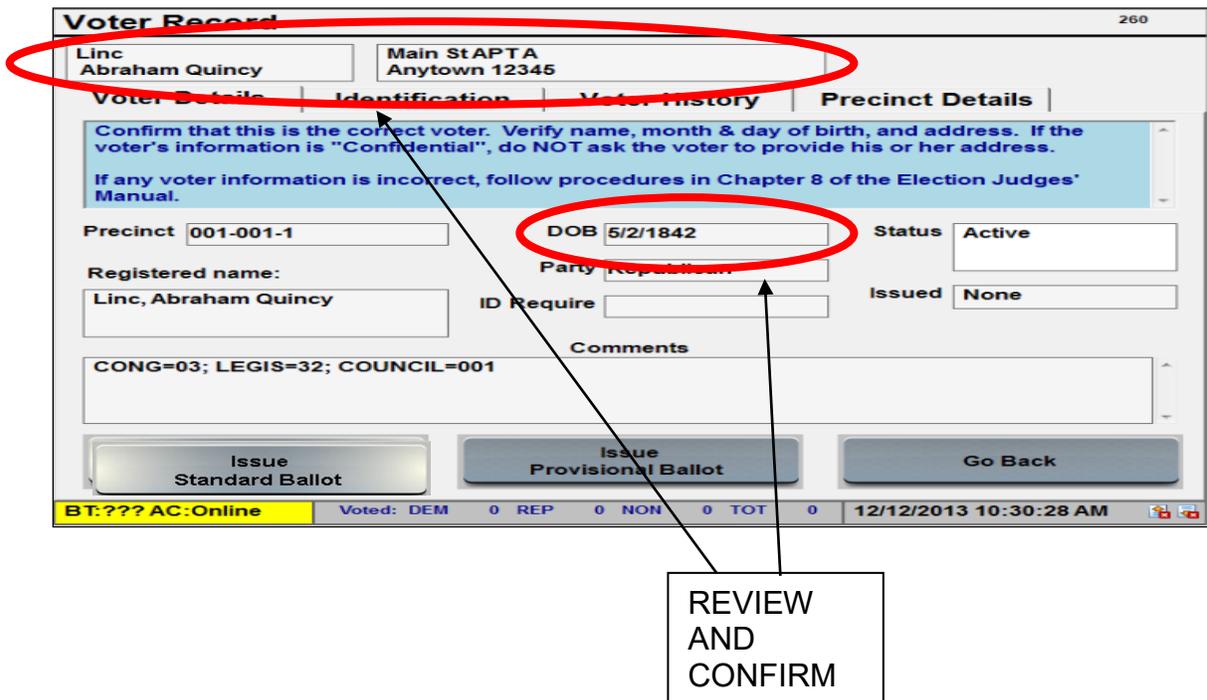
2. Ask **“What is your address?”** Compare the voter’s response with what is shown in “Voter Details.” If the voter’s response is **the same** as what is shown at the top of the screen, go to step #3.

 If the voter’s address is different than what is shown in the electronic pollbook, see item #1 of the “Special Situations” section of this chapter.

 If the voter’s address is marked “Confidential,” the voter’s address will not appear in the electronic pollbook. **Do not ask the voter to verify his or her address.** Continue the check-in process.

3. Check the information on the screen to confirm that you have the correct voter. When you are sure you have the correct voter, go to step #4 (if this is a primary election) or step #5 (if this is a general election). Tap the “Go Back” button if you have selected the wrong voter.

Figure 44 - Check Voter's Information on the Electronic Pollbook



4. If this is a primary election: Quietly ask “*What is your party affiliation?*” If the voter’s response is the same as what is shown in the “Party” box, go to step #5.



Sometimes, the voter might claim a different party affiliation than is shown on the electronic pollbook, or the voter wants to vote another party’s ballot, or the voter does not have a ballot for this election. If any of those are true, see item #2 of the “Special Situations” section of this chapter.

Figure 45 - Checking the Voter's Party Affiliation on the Electronic Pollbook

Voter Record		260
Linc Abraham Quincy	Main St APT A Anytown 12345	
Voter Details	Identification	Voter History
Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form.		
Precinct	DOB	Status
001-001-1	05/02/1842	Active
Registered name:	Party	Issued
	Republican	None
ID Required		
Comments		
CONG=03; LEGIS=32; COUNCIL=001		
Issue Standard Ballot	Issue Provisional Ballot	Go Back
BT:??? AC:Plugged In	Voted: TOT 0	1/23/2018 10:30:56 AM

5. Review the "Status" box in "Voter Details." If the status shows "Active" or "Inactive", go to step #6.

Figure 46 - "Active" Status on the Electronic Pollbook

The screenshot shows the "Voter Record" interface for a voter named Abraham Quincy. The voter's address is Main St APT A, Anytown 12345. The "Voter Details" tab is selected, and the "Status" is "Active", which is circled in red. Other fields include Precinct (001-001-1), DOB (05/02/1842), VRN (3), Party (Republican), and Issued (None). The "ID Required" field is blank. The "Comments" field contains "CONG=03; LEGIS=32; COUNCIL=001". At the bottom, there are buttons for "Issue Standard Ballot", "Issue Provisional Ballot", and "Go Back". The status bar at the bottom shows "BT:?? AC:Plugged In", "Voted: TOT 0", and the date/time "1/23/2018 10:30:56 AM".



If the voter's status is "Pend1", "Pend2", "ABS Issued", or "Voted Early", see item #3 of the "Special Situations" section of this chapter.



If the voter's status is "Inactive" and the "ID Require" box is blank, see item #4 of the "Special Situations" section of this chapter.



If the voter's status is "Active" or "Inactive" and the "ID Require" box is "Show ID", see item #6 of the "Special Situations" section of this chapter.

6. Review the “Issued” box in “Voter Details.” If the status shows “None” or is blank, **go to step #7.**

**Figure 47 - "None" Issued Status on the Electronic Pollbook**

The screenshot shows the 'Voter Record' interface for Abraham Quincy. The 'Issued' field is circled in red and contains the value 'None'. Other fields include Precinct (001-001-1), DOB (05/02/1842), Status (Active), VRN (3), Party (Republican), and Registered name (blank). A blue instruction box at the top reads: 'Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form.' The bottom status bar shows 'BT:??? AC:Plugged In', 'Voted: TOT 0', and '1/23/2018 10:30:56 AM'.

Linc Abraham Quincy		Main St APTA Anytown 12345	
Voter Details	Identification	Voter History	Precinct Details
Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is "Confidential", Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form.			
Precinct	001-001-1	DOB	05/02/1842
		VRN	3
Registered name:		Party	Republican
		ID Required	
		Status	Active
		Issued	None
Comments CONG=03; LEGIS=32; COUNCIL=001			
Issue Standard Ballot		Issue Provisional Ballot	
Go Back			
BT:??? AC:Plugged In		Voted: TOT 0	
1/23/2018 10:30:56 AM			



If the voter’s “Issued” box is “Reg Issued” or “PROV”, see item #5 of the “Special Situations” section of this chapter.

7. Review the "ID Required" box in "Voter Details". If the "ID Required" box is blank, tap the "Issue Standard Ballot" button and go to Step #8.

Figure 48 - "ID Required" Box is Blank on the Electronic Pollbook

The screenshot displays the "Voter Record" interface for Abraham Quincy. The voter's name is "Abraham Quincy" and the address is "Main St APT A Anytown 12345". The "Voter Details" tab is selected. A blue instruction box states: "Confirm that this is the correct voter. Check the voter's NAME, ADDRESS, and DOB. If the voter's information is 'Confidential', Do NOT ask the voter to state his or her address. If any voter information is incorrect, give the voter a Voter Update Form." The voter's information includes: Precinct 001-001-1, DOB 05/02/1842, Status Active, VRN 3, Registered name (blank), Party Republican, Issued None, and ID Required (blank). The "ID Required" field is circled in red. Below the form is a "Comments" section with the text "CONG=03; LEGIS=32; COUNCIL=001". At the bottom, three buttons are visible: "Issue Standard Ballot" (circled in red), "Issue Provisional Ballot", and "Go Back". The status bar at the bottom shows "BT: ??? AC: Plugged In", "Voted: TOT 0", and the date/time "1/23/2018 10:30:56 AM".



If the voter's "Status" is "Active" or "Inactive" and the "ID Require" box is "Show ID", see item #6 of the "Special Situations" section of this chapter.

Figure 49 - Status, ID Required, Issued and What to Do Chart

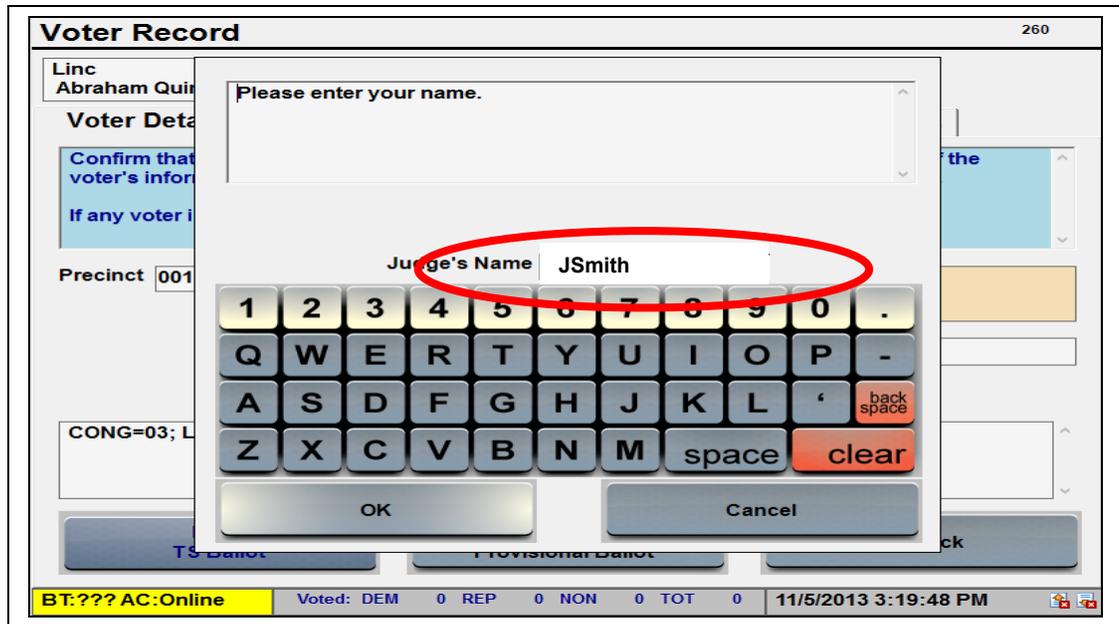
Status	ID Required	Issued	What to do
Active	Blank	None or Blank	Issue Standard Ballot
Active	Show ID	None or Blank	Go to #6 of "Special Situations"
Active	Blank or Show ID	Reg Issued or Prov	Go to #5 of "Special Situations"
Inactive	Blank	None or Blank	Go to #4 of "Special Situations"
Inactive	Show ID	None or Blank	Go to #6 of "Special Situations"
Inactive	Blank or Show ID	Reg Issued or Prov	Go to #5 of "Special Situations"
Pend1			Go to #3 of "Special Situations"
Pend2			Go to #3 of "Special Situations"
ABS Issued			Go to #3 of "Special Situations"
Voted Early			Go to #3 of "Special Situations"

8. Enter your name if prompted.



The first time you try to issue a ballot, you will be prompted to enter your name. Type in the first initial of your first name and then your last name with no spaces. You will not have to enter your name or initials to issue ballots again unless the judge's name on the electronic pollbook is reset. See the "Reset Judge's Name" section of this chapter for more information.

Figure 50 - Entering Judge's Name on the Electronic Pollbook



9. A voter authority card will print.
10. Ask the voter to check the printed information and sign the voter authority card.

Figure 51 - Voter Authority Card

**VOTER AUTHORITY CARD**  
**Presidential General Election 2012**

Linc. Abraham Quincy  
 Main St APT A. Anytown 12345  
 DOB: 5/2/1842  
 ID#: 3                      Party: **Republican**  
 DIST/PREC: 001-001-1. CONG=03; LEGIS=32; COUNCIL=001  
 EPB Number: 018797  
 Ballot Style: **2**  
 Issued: 12/16/2013 09:45:03 Issued By: ABIGAIL G  
 Reason: 0

**IMPORTANT**  
 If your address or other information has changed, please request the Voter Update Form from an election judge.

Please sign in the space below.

-----  
 Voter Signature

✓ Check-in Judge Initials: \_\_\_\_\_

✓ Ballot Issuing Judge: \_\_\_\_\_ Voting Judge \_\_\_\_\_

D DO NOT REMOVE THIS CARD FROM THE POLLING PLACE.  
 \* \*\*\*\*\*

Ask voter to review information.

Voter signs here if information is correct.

Check-in judge initials here.



If you checked in the wrong voter and have already printed a voter authority card, tell a chief judge right away.

11. Initial the voter authority card.
12. Direct the voter to the ballot issuance table with the voter authority card in their hand.
13. The voting judge at the ballot issuance table will inform each voter:  
*"You have two ways to mark your ballot – either by hand or with the electronic device. Which do you prefer?"*
14. The ballot issuing judge initials the voter authority card on the "Ballot Issuing Judge" line **before** giving the voter his or her paper ballot.
15. The voting judge will give the voter the paper ballot, privacy sleeve, and voter authority card and direct the voter to a voting booth. In the pollbook, voter will now be marked as "Reg Issued" in the "Issued" column on the "Find Voters" screen.

Figure 52 - "Reg Issued" Status on the Electronic Pollbook

Name	Address	County	DOB	Status	Issued	Party
Linc Abraham Quincy	Main St APT A Anytown 12345	Anne Arundel	05/02 /1842	Active	REG Issued	RE

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: LINC | First Name: | Middle Init: | Zip Code: | Birth MMDD: |

Search Precinct/EV Count | Search State (add mi)

Clear ALL | Return to Main

BT:?? AC:Plugged In | Voted: TOT 2 | 11/19/2015 3:25:30 PM



The “Voted:” counts on the status bar will increase by one for each voter who is issued a ballot. Counts shown are the number of voters, not ballots. A “re-issued” ballot will not increase the count. Party counts are based on the ballot issued party.

---

## 10.15 Issuing a Provisional Ballot

Sometimes the electronic pollbook will not let you issue a regular ballot to a voter. Instead, the electronic pollbook only lets you issue a provisional ballot. For example, voters with “pending” status or voters not in their registered precinct must vote a provisional ballot.

There are also sometimes when the electronic pollbook will let you issue a regular ballot to a voter, but the voter should be issued a provisional ballot instead. One example is a voter that has “Active (or Inactive) – show ID.” Another example is a voter whose identity is challenged by a challenger or watcher, if the voter cannot show acceptable identification. Voters during extended hours must also vote a provisional ballot. If a voter claims a different party affiliation than what is showing in the electronic pollbook during a primary election, the voter must vote a provisional ballot.



If a voter cannot be found in the electronic pollbook, the voter must vote by provisional ballot.

**UNDER CHIEF JUDGE SUPERVISION**, once it has been determined that the voter should be issued a provisional ballot, the steps are:

1. Voter must be qualified as a provisional voter by a chief judge.
2. Check the voter’s information on the “Voter Details” tab in the “Voter Record” screen.
3. Tap “Issue Provisional Ballot” button.

Figure 53 - "Issue Provisional Ballot" Button on the Electronic Pollbook

The screenshot shows the 'Voter Record' interface for Adams, John Quincy. The voter's address is 10 Main St, Anytown 12345. The status is 'Voted Early'. The 'Issue Provisional Ballot' button is circled in red. The status bar at the bottom shows 'Voted: DEM 0 REP 0 NON 0 TOT 0' and the time '12/12/2013 12:13:03 PM'.

Voter Details		Identification		Voter History		Precinct Details	
This voter is flagged as "Voted Early." If the voter wants to cast a ballot now, he or she must vote by provisional ballot. Enter "4" on the "Enter Provisional Reason" screen.							
Precinct	001-001-1	DOB	3/16/1800	Status	Voted Early		
Registered name:	Adams, John Quincy		Party	Democrat	Issued	None	
ID Require							
Comments CONG=03; LEGIS=32; COUNCIL=001							
Issue Provisional Ballot				Go Back			
BT:?? AC:Online		Voted: DEM 0 REP 0 NON 0 TOT 0		12/12/2013 12:13:03 PM			

4. The "Select Ballot" screen will appear. Tap "Select Ballot Reason" to open a drop-down menu of reason codes for why the voter must vote a provisional ballot. Choose the correct code for that voter.

Figure 54 - "Select Ballot Reason" Dropdown Menu on the Electronic Pollbook

The screenshot shows the 'Select Ballot' interface. The voter's name is Lincoln, Abraham Quincy and the precinct is 001-001-1. The ballot style is 2. The 'Select Ballot Reason' dropdown menu is circled in red. The status bar at the bottom shows 'Voted: TOT 3' and the time '1/14/2016 3:14:49 PM'.

Verify Voter's PRECINCT 001-001-1		Select PARTY Non-Partisan Democrat Republican			
Voter Name	Lincoln, Abraham Quincy	Precinct	001-001-1		
Ballot Style	2	=Panel Ball			
Select Ballot Reason	Click dropdown to select reason				
Select Paper Ballot		Cancel No Ballot Issued			
BT:?? AC:Plugged In		Voted: TOT 3		1/14/2016 3:14:49 PM	



The voter's current information is highlighted in blue.



Carefully choose the correct provisional ballot reason code. It is very important to enter the correct reason code.

5. The "Select Paper Ballot" button will become available after a provisional ballot reason code is selected.



Tapping the "Cancel No Ballot Issued" button will return you to the "Find Voters" screen.

6. Tap the "Select Paper Ballot" button.

Figure 55 - "Select Paper Ballot" Button on the Electronic Pollbook

**Select Ballot** 310

Verify voter's Precinct. Select the appropriate reason code from the drop down. Then tap "Issue Provisional".

Verify Voter's PRECINCT 001-001-1	Select PARTY Non-Partisan
	Democrat
	Republican

Voter Name  Precinct

Ballot Style  =Panel Ball

Select Ballot Reason

BT:??? AC:Plugged In Voted: TOT 3 1/14/2016 3:17:16 PM

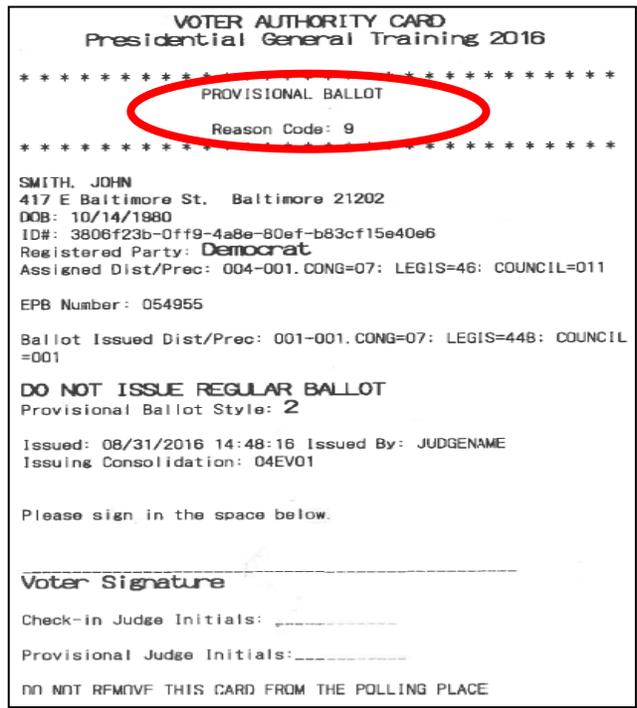
The voter authority card will print. Initial it. Have the voter review and sign it. Contact a chief judge to escort the voter to the provisional voting area.

7. The electronic pollbook will return to the “Find Voters” screen.



The reason code will print on the voter authority card. The provisional judge needs to write the same reason code on the voter’s provisional ballot application.

**Figure 56 - Provisional Ballot and Reason Code Printed on the Voter Authority Card**



8. A chief judge must escort the provisional voter from the check-in table to the provisional judge.

9. The voter will now be marked as “PROV” in the “Issued” column on the “Find Voters” screen.

Figure 57 - "PROV" Issued Status on the Electronic Pollbook

Find Voters							205
Name	Address	County	DOB	Status	Issued	Party	
Adams John Quincy	10 Main St Anytown 12345	Anne Arundel	10/20 /1922	Voted Early	PROV	O TH	

1 voters found.

Find by Name | Find by Address | Find by ID

Last Name: ADAM  
 First Name: JOHN | Middle Init. [Q]  
 Zip Code: | Birth MMDD: |

Search Precinct/EV Count  
 Search State

Clear ALL

Return to Main

BT:??? AC:Online | Voted: DEM 0 REP 1 NON 1 TOT 2 | 10/18/2013 11:46:31 AM

## 10.16 Special Situations

The electronic pollbook has been set up so that a check-in judge can issue either a regular ballot or a provisional ballot. Sometimes the electronic pollbook will allow only a provisional ballot to be issued to a voter. Most of the time, the instructions in the top section of the screen will tell you what to do.

### 10.16.1 Voter Moved

If the voter's current address is different than the address shown in the electronic pollbook, **ask the voter WHEN he or she moved to the current address.**

- If the voter moved **within 21 days of election day**, give the voter a *Voter Update Form*. If the voter fills out the *Voter Update Form* and signs it, give the voter a regular ballot. If the voter refuses to fill out and sign the *Voter Update Form*, then give the voter a provisional ballot. See the "Issuing a Provisional Ballot" section of this chapter.
- If the voter moved **more than 21 days before election day**, the voter must be issued a provisional ballot. The provisional ballot application will update the voter's information. **No *Voter Update Form* is needed.**



If the voter moved more than 21 days before election day, the voter must use a provisional ballot. The provisional ballot application will serve to update the voter's information and no *Voter Update Form* is needed.

**"21 Day" dates for the 2020 elections:**

**Primary Election** – If the voter moved on or before April 7, 2020, the voter must vote a provisional ballot.

**General Election** – If the voter moved on or before October 13, 2020, the voter must vote a provisional ballot.

*10.16.2 Voter Claims a Different Party Affiliation or Whose Party Does Not Have a Ballot (Primary Election Only)*

Some voters claim a party affiliation that is different than what is shown in the electronic pollbook. Or, voters may want to vote a ballot that is not for the party shown in the electronic pollbook. Some voters belong to a party that does not have a ballot for the primary election.

If a voter insists on voting a ballot for a party that is different from the party affiliation shown in the electronic pollbook, they must vote a provisional ballot. Or, if the voter's party does not have a ballot for the primary election, the voter must vote a provisional ballot. **Use provisional code 3 for both situations.**

*10.16.3 Voter's Status is "Pend1", "Pend2", "ABS Issued", or "Voted Early"*

**Pend 1:** The voter may only be issued a provisional ballot. The voter's driver's license number or the last four digits of his or her security number could not be verified. **Use provisional code 6.**

- The voter can show acceptable ID now. Or, the voter can show acceptable ID to the Howard County Board of Elections before the canvassing of provisional ballots. Canvassing of provisional ballots begins on the 2<sup>nd</sup> Wednesday after the election. If the voter does not show acceptable ID by the deadline, the voter's ballot will not be counted.

## 10.44 Electronic Pollbook

Figure 58 - "Pend 1" Status on the Electronic Pollbook

The screenshot shows the 'Voter Record' interface for James Madison. At the top, the name 'Madison James' and address '7 Main St Anytown 12345' are displayed. Below this are tabs for 'Voter Details', 'Identification', 'Voter History', and 'Precinct Details'. A prominent red message states: 'This voter can only vote a Provisional Ballot. This voter must show a form of ID to the Provisional Ballot Judge. Use reason code 6'. The voter's details include Precinct '001-001-1', DOB '4/25/1940', Status 'Pend1', Registered name 'Madison, James', Party 'Green', and Issued 'None'. A 'Comments' field contains 'CONG=03; LEGIS=32; COUNCIL=001'. At the bottom, there are two buttons: 'Issue Provisional Ballot' and 'Go Back'. The status 'Pend1' and the 'Issue Provisional Ballot' button are circled in red. The footer shows 'BT:???:AC:Online', voting counts for DEM, REP, NON, TOT, and the date/time '12/12/2013 12:11:41 PM'.

**Pend2:** The voter may only be issued a provisional ballot. The voter's driver's license number or the last four digits of his or her social security number was not provided by the voter during registration. Use provisional code 7.

- The provisional ballot will be counted if:
  - The voter provides a Maryland driver's license or the last four digits of the voter's social security number; and
  - The Howard County Board of Elections can confirm the voter's information.
- If the voter does not provide the required ID information, or if the information cannot be confirmed by the Howard County Board of Elections before the end of the canvassing period, then the voter will not be registered to vote and the ballot will not be counted.
- If the voter has never been issued a Maryland driver's license or a social security number, the voter will be registered to vote and the ballot may be counted.

Figure 59 - "Pend 2" Status and "Need DL#-SSN#" on the Electronic Pollbook

Voter Record		260
Monroe James	8 Main St Anytown 12345	
Voter Details	Identification	Voter History
<b>This voter can only vote a Provisional Ballot. This voter must provide a Driver's License # or Social Security # on the Provisional Ballot Application.</b> <b>Use reason code 7</b>		
Precinct 001-001-1	DOB 3/18/1901	Status <b>Pend2</b>
Registered name: Monroe, James	Party Libertarian	Issued None
	<b>ID Require Need DL#-SSN#</b>	
Comments CONG=03; LEGIS=32; COUNCIL=001		
Issue Provisional Ballot		Go Back
BT:?? AC:Online	Voted: DEM 0 REP 0 NON 0 TOT 0	12/12/2013 12:12:12 PM

**ABS Issued:** The voter may only be issued a provisional ballot. The voter has already been issued an absentee ballot. Use provisional code 4.

Figure 60 - "ABS Issued" Status on the Electronic Pollbook

Voter Record		260
Harrison William Henry	9 Main St Anytown 12345	
Voter Details	Identification	Voter History
<b>This voter has been issued an absentee ballot. If the voter wants to cast a ballot now, he or she must vote by provisional ballot.</b> <b>Enter "4" on the "Enter Provisional Reason" screen.</b>		
Precinct 001-001-1	DOB 2/16/1819	Status <b>Active ABS Issued</b>
Registered name: Harrison, William Henry	Party Unaffiliated	Issued None
	ID Require	
Comments CONG=03; LEGIS=32; COUNCIL=001		
Issue Provisional Ballot		Go Back
BT:?? AC:Online	Voted: DEM 0 REP 0 NON 0 TOT 0	12/12/2013 12:12:41 PM

**Voted Early:** The voter may only be issued a provisional ballot. The voter has already voted during early voting. Use provisional code 4.

Figure 61 - "Voted Early" Status on the Electronic Pollbook

The screenshot shows the 'Voter Record' page for Adams, John Quincy. The voter's status is 'Voted Early', highlighted in a red box. A message box states: 'This voter is flagged as "Voted Early." If the voter wants to cast a ballot now, he or she must vote by provisional ballot. Enter "4" on the "Enter Provisional Reason" screen.' The voter's details include Precinct 001-001-1, DOB 3/16/1800, Registered name Adams, John Quincy, Party Other Parties, and Issued None. The 'ID Required' field is blank. The status field is circled in red. The bottom status bar shows 'BT:??? AC:Online', 'Voted: DEM 0 REP 0 NON 0 TOT 0', and the date/time 12/12/2013 12:13:03 PM.

10.16.4 Inactive Status Voters ("ID Required" box is blank)

Figure 62 - "Inactive" Status and "ID Required" Field is Blank on the Electronic Pollbook

The screenshot shows the 'Voter Record' page for Jefferson, Thomas. The voter's status is 'Inactive', highlighted in a red box. A message box states: 'This voter is "Inactive." Issue a standard ballot if: The voter's address is correct, or'. The voter's details include Precinct 001-001-1, DOB 08/20/1830, Registered name Jefferson, Thomas, Party Democrat, and Issued None. The 'ID Required' field is blank and circled in red. The status field is also circled in red. The bottom status bar shows 'BT:??? AC:Plugged In', 'Voted: TOT 2', and the date/time 11/19/2015 4:14:10 PM.

Issue a regular ballot, not a provisional ballot, to Inactive Status voters when:

- The voter did not move and signs the Affirmation of Residency for Inactive Voter. The affirmation is automatically printed on the voter authority card for “Inactive” status voters when a regular ballot is issued.
- The voter moved within 21 days of election day. The voter must complete a *Voter Update Form* and must sign the Affirmation of Residency for Inactive Voter on the voter authority card.

**Figure 63 - Affirmation of Residency for Inactive Voter on the Voter Authority Card**

**Affirmation of Residency for Inactive Voters**

VOTER AUTHORITY CARD  
2017 City of Annapolis Primary Election

Jefferson, Thomas  
5 Main St. Anytown 12345  
DOB: 8/20/1830  
ID#: 9  
Party: DEM  
WARD: 001-001-1, CONG=03; LEGIS=32; COUNCIL=001  
EPB Number: 007189

Ballot Style:

Issued: 02/18/2017 16:02:27 Issued By: JOHN S  
Issuing Consolidation: 02001001  
Reason: 0

**\*\*AFFIRMATION OF RESIDENCY FOR INACTIVE VOTER\*\***  
I hereby affirm, under penalty of perjury, that the address printed above or the address I provided on the Voter Update Form is my current residence address. Please sign in the space below.

\_\_\_\_\_  
Voter Signature

Check-In Judge Initials: \_\_\_\_\_

Ballot Issuing Judge: \_\_\_\_\_ Voting Judge: \_\_\_\_\_

DO NOT REMOVE THIS CARD FROM THE POLLING PLACE.  
\*\*\*\*\*

 If the voter refuses to sign the affirmation of residency, tell a chief judge right away.

Give Inactive Status voters a provisional ballot when:

- The voter moved more than 21 days prior to election day. **Use provisional code 2.**



The Affirmation of Residency will not print on the voter authority card for provisional voters.

#### 10.16.5 “Issued” Box is “Reg Issued” or “PROV”

The pollbook shows that the voter has been previously issued a ballot. Inform the voter that he or she is marked as having already been issued a ballot.

Reg Issued:

- If it can be confirmed that the voter’s ballot has not been cast, a regular ballot, not a provisional ballot, may be reissued by a chief judge. See *Chapter 5 – Chief Judges* for instructions. **Only chief judges can reissue a ballot.**
- If the ballot has been cast, or it is uncertain if the ballot has been cast, the voter may only be issued a provisional ballot. **Use provisional code 4.**

PROV: Provisional ballot issued:

- A voter who is checking-in and has status “Prov”, and if the voter insists that he or she has not voted or attempted to vote, **only a chief judge may issue the provisional ballot** (a supervisor password is required).



If the voter insists that he or she has not voted or tried to vote, tell a chief judge right away. The chief judge can contact the Howard County Board of Elections for additional instructions.



If voters make a mistake while voting their ballot, they do not need to be checked-in on the electronic pollbook again to receive a replacement ballot. This is true whether voters vote a regular ballot or a provisional ballot. See instructions for spoiled ballots.

### 10.16.6 ID Required – Show ID (Active or Inactive)

If an “Active” or “Inactive” voter is listed as “Show ID,” ask the voter for ID.

- If the voter presents acceptable ID (see the chart below), then issue the voter a regular ballot. A *Voter Update Form* must be completed to record this information.
- If the voter does not present an acceptable ID, issue the voter a provisional ballot. **Use provisional code 5.**

Figure 64 - "Inactive - ID required" Status on the Electronic Pollbook

**Voter Record** 260

Adams John | 6 Main St Anytown 12345

Voter Details | Identification | Voter History | Precinct Details

**This voter is "Inactive – ID Required."**  
If the voter presents acceptable ID, a **Voter Update Form** must be completed to record the ID information.  
Issue a **TS** ballot if:

Precinct: 001-001-1 | DOB: 06/15/1901 | Status: **Inactive-IDrequired**

Registered name: | Party: **Republican** | REG Issued: None

**ID Required** | Show ID

Comments: CONG=03; LEGIS=32; COUNCIL=001

Issue Standard Ballot (ID was Provided) | **=== No ID === Issue Provisional** | Go Back

BT:??? AC:Plugged In | Voted: TOT 1 | 11/20/2015 11:33:02 AM

## 10.17 Standards for Acceptable Forms of ID

<p>A “current” <b>photo ID</b> is an ID that has not expired</p> <p>A “current” <b>non-photo ID</b> is dated within 3 months of election day</p>	<p>Does the voter’s <b>name</b> on the ID have to match the electronic pollbook or the new name on the <i>Voter Update Form</i>?</p>	<p>Does the voter’s <b>address</b> on the ID have to match the electronic pollbook or the new address on the <i>Voter Update Form</i>?</p>
A current Maryland driver’s license	Yes	No
A current MVA-issued photo ID card	Yes	No
A current student photo ID card	Yes	No
A current employee photo ID card	Yes	No
A current military photo ID card	Yes	No
A current passport	Yes	No
Other current State or federal-issued photo ID card	Yes	No
A current utility bill [gas, electricity, water, waste, cable, telephone (land line or cell phone)]	Yes	Yes
A current bank statement	Yes	Yes
A current government check	Yes	Yes
A current paycheck	Yes	Yes
Other current government document	Yes	Yes

---

## 10.18 Standards for Unacceptable Forms of ID

An <b>out-of-state</b> driver's license	<b>Not Acceptable</b>
An <b>expired</b> photo ID card	<b>Not Acceptable</b>
Any non-photo ID that is <b>more</b> than 3 months old	<b>Not Acceptable</b>
A <b>membership</b> card (Sam's Club, gym...)	<b>Not Acceptable</b>
A Voter Notification Card	<b>Not Acceptable</b>
A Social Security Card	<b>Not Acceptable</b>
Any non-photo ID with an address that does <b>NOT</b> match the electronic pollbook or the new address on the <i>Voter Update Form</i>	<b>Not Acceptable</b>

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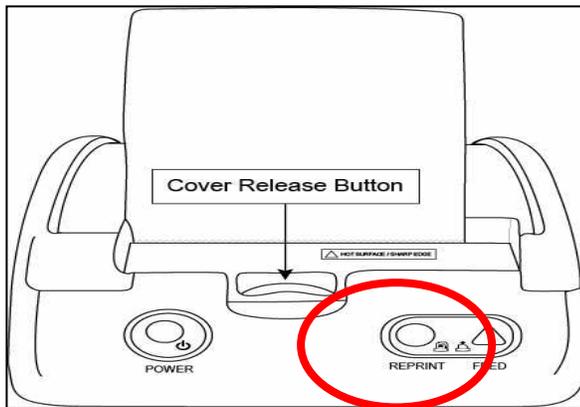
## 10.19 Reprinting a Voter Authority Card

If the printer paper tears or jams as the voter authority card is being printed, use the printer "Reprint" button to reprint the same voter authority card:

1. Press the green "Feed" button on the printer and carefully remove the torn or jammed paper; and
2. Press the blue "Reprint" button to print another copy of the voter's voter authority card.

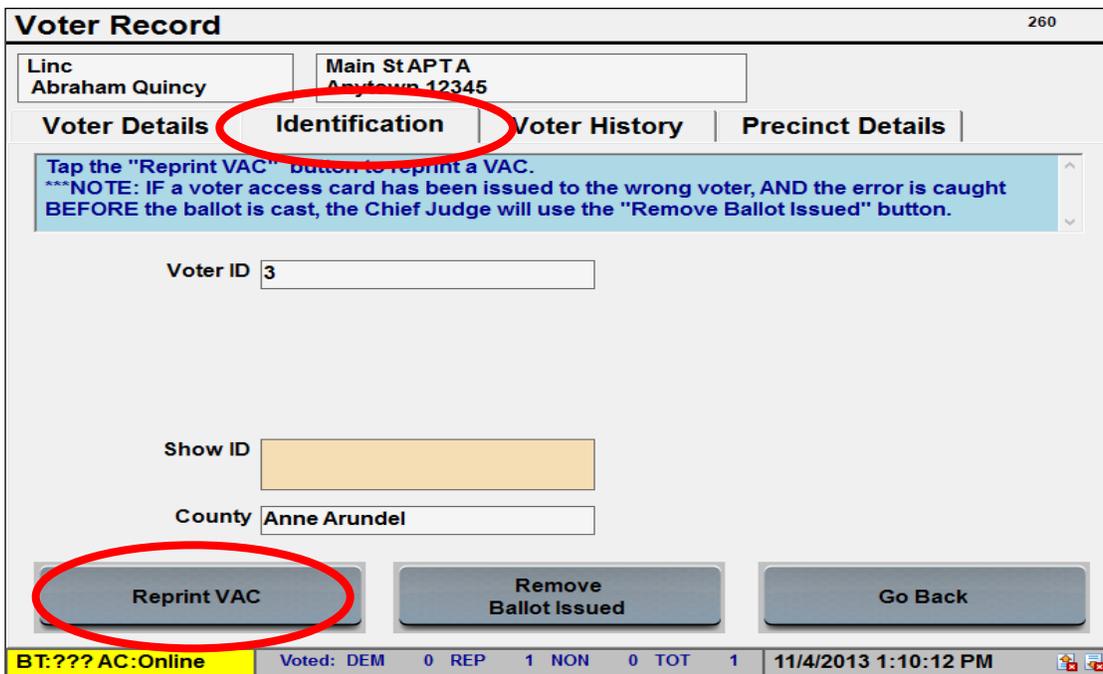
## 10.52 Electronic Pollbook

Figure 65 - "Reprint" Button on the Printer



3. If another voter authority card does not print when the "Reprint" button is pressed, use the electronic pollbook to reprint a voter authority card for any voter who has been issued a ballot.
  - From the Voter Record screen, tap on the "Identification" tab at the top.
  - Tap on the "Reprint VAC" button in the lower left corner.

Figure 66 – "Identification" Tab and "Reprint VAC" Button on the Electronic Pollbook



## 10.20 Resetting the Judge's Name

The **first time** you try to issue a ballot, you will be prompted to enter your name. Type in your first initial of your first name and then your last name with no spaces and tap "OK" to continue. You will not have to enter your name or initials to issue ballots again unless the judge's name on the electronic pollbook has been reset. The judge's name should be reset any time that a new check-in judge begins to use that electronic pollbook.

To reset the judge's name:

1. Tap "Return to Main" from the "Find Voters Screen."

Figure 67 - "Return to Main" Button on the Electronic Pollbook

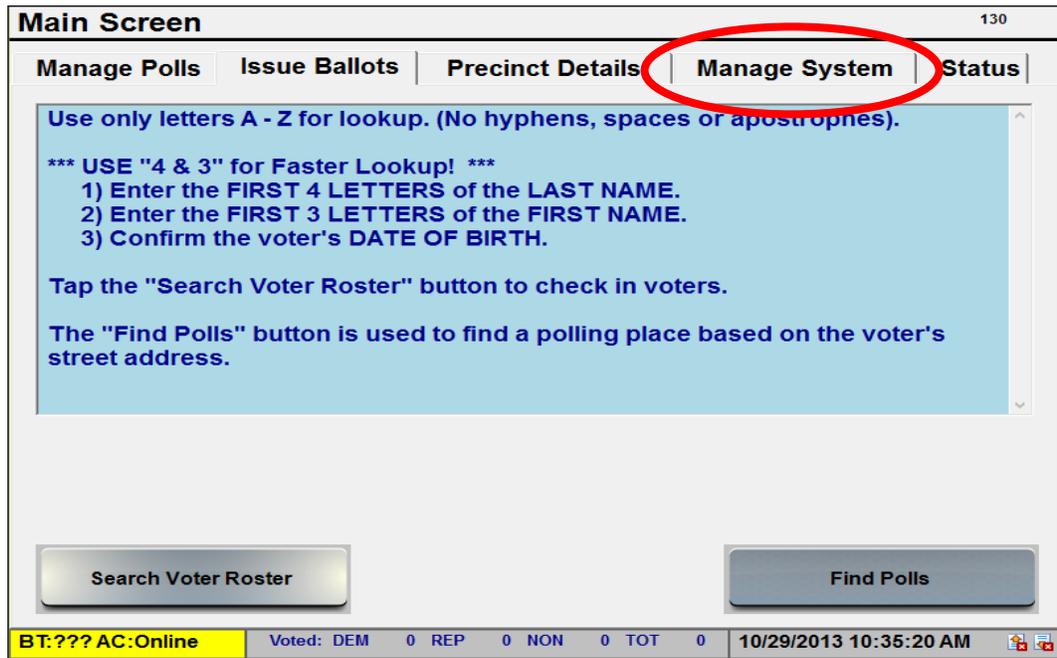
The screenshot shows the 'Find Voters' interface. At the top, there are instructions: 'Ask the voter to state his or her name. Enter the first 4 letters of the voter's LAST NAME, then the first 3 letters of the FIRST NAME. A list of voters' names will appear on the screen. The list will get shorter as you add more of the voter's information.' Below this, it says: 'When you see the voter's name on the list, ask the voter to state his or her MONTH AND DAY OF BIRTH then tap on that voter's row to continue.' A third instruction reads: 'If TOO MANY voters are found, enter the voter's Middle Initial, DOB, & Zip Code. If NO VOTERS are found, check the spelling or tap the "Search State" button. If you don't see the voter's last name in'.

Search options are: 'Find by Name', 'Find by Address', and 'Find by ID'. Input fields include: 'Last Name', 'First Name', 'Middle Init.', 'Zip Code', and 'Birth MMDD'. There are radio buttons for 'Search Precinct/EV Count' (selected) and 'Search State'. A 'Clear ALL' button is present. A keyboard is shown at the bottom. A red circle highlights the 'Return to Main' button.

At the bottom of the screen, there is a status bar with the following information: 'BT:??? AC:Online', 'Voted: DEM 0 REP 0 NON 0 TOT 0', and '10/29/2013 10:37:14 AM'.

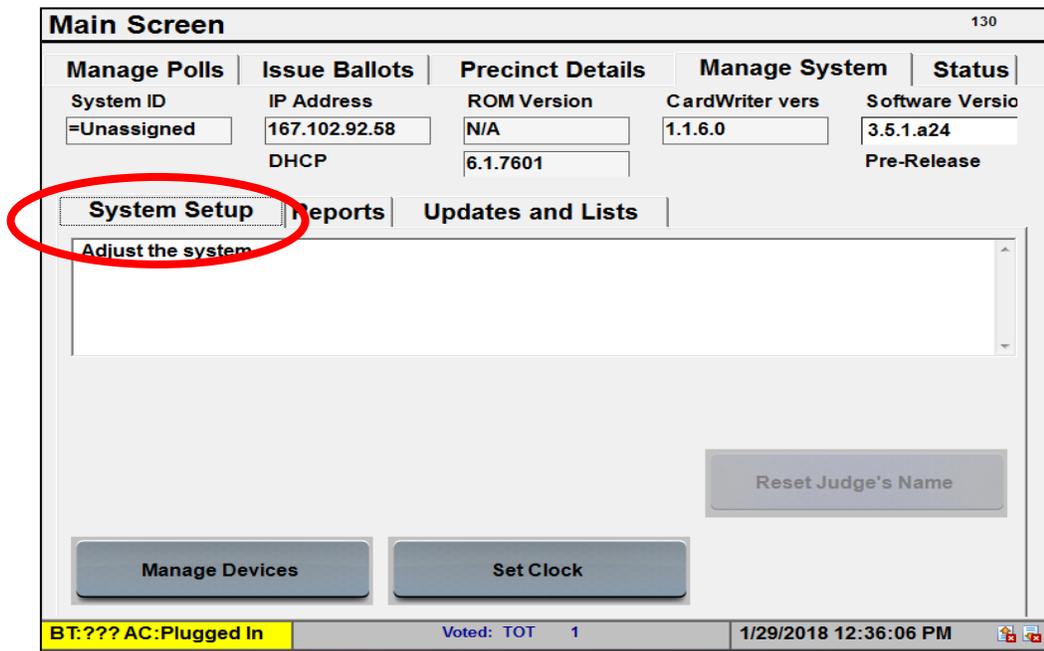
2. Tap the "Manage System" tab.

Figure 68 - "Manage System" Tab on the Electronic Pollbook



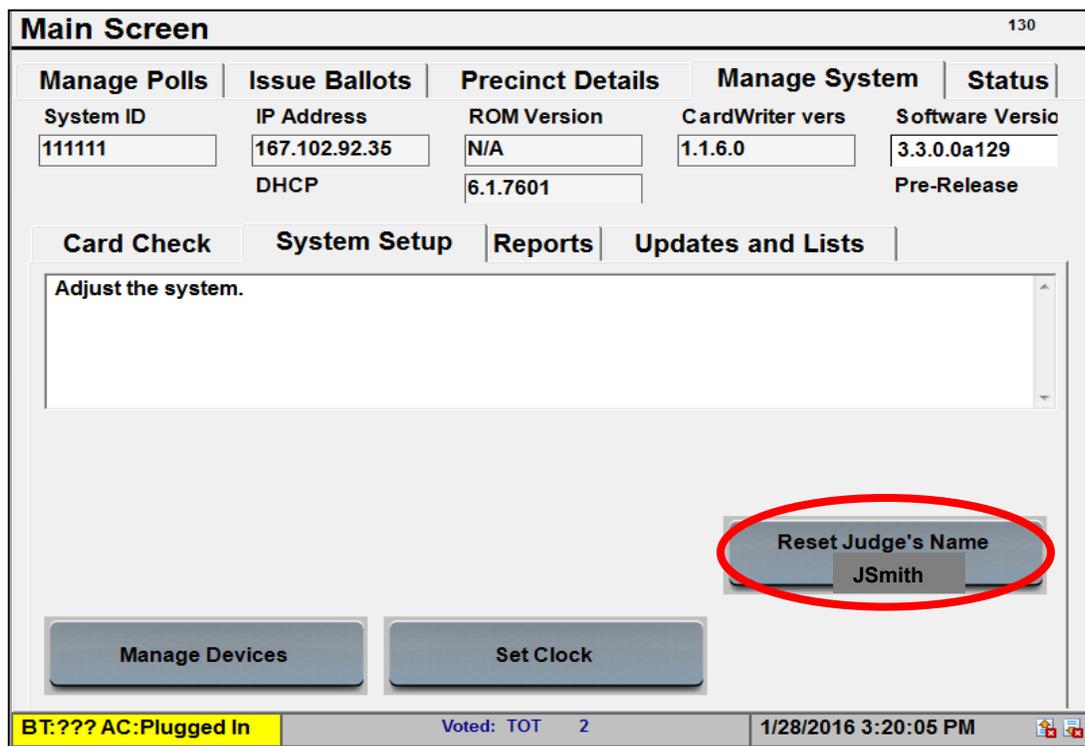
3. Tap the "System Setup" tab.

Figure 69 - "System Setup" Tab on the Electronic Pollbook



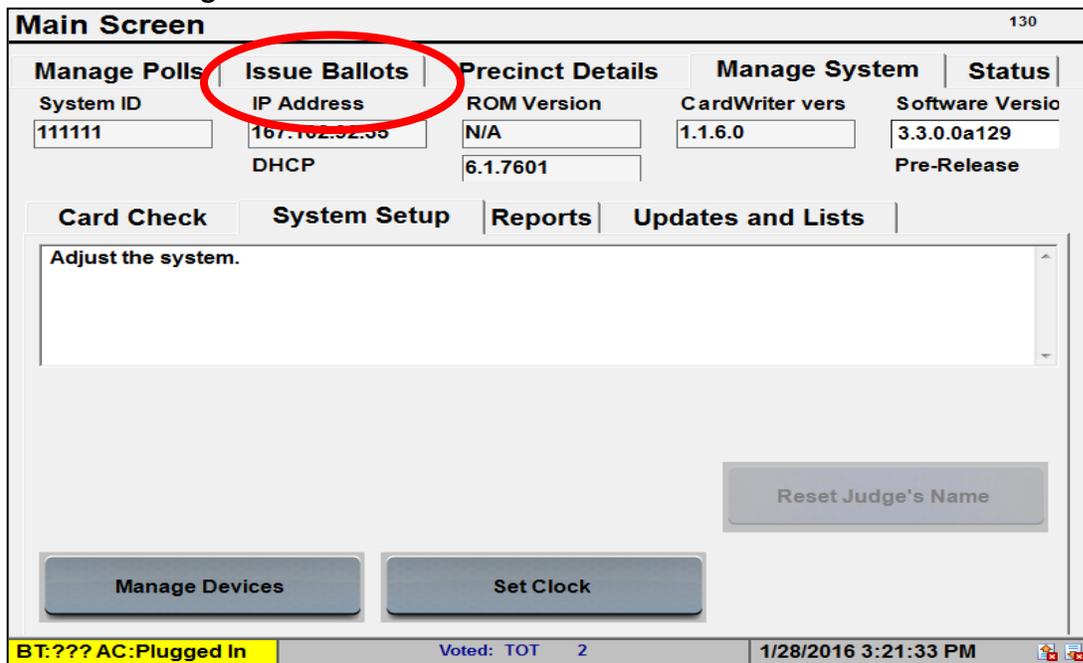
4. Tap the "Reset Judge's Name" button.

Figure 70 - "Reset Judge's Name" Button on the Electronic Pollbook



5. The election judge's name in the electronic pollbook will be reset. Tap "Issue Ballots" tab to continue to issue ballots. The election judge will be prompted to enter his or her first initial and then his or her last name with no spaces before the next ballot can be issued.

Figure 71 - "Issue Ballots" Tab on the Electronic Pollbook



## 10.21 Ending the Election

At the end of the day, give all the required numbers about voter counts to the chief judges. Then, when the chief judge tells you to shut down the electronic pollbooks, follow these steps:

1. Return to the "Main Screen" and tap the "Manage Polls" tab.
2. Tap on the "Daily Closing Step #1 Close the Polls" button at the bottom center of the screen. A pop-up screen will appear.

Figure 72 - "Manage Polls" Tab and "Daily Closing Step #1 Close the Polls" Button on the Electronic Pollbook

**Main Screen** 130

**Manage Polls** | Issue Ballots | Precinct Details | Manage System | Status

**\*\*Opening\*\*** When authorized by Chief Judges, tap "Open the Polls." Tap "Continue" on the pop-up screen that shows "Print Ballot Counts" and "Print Voter Counts." Verify that all totals are 0. Tap the "Issue Ballots" tab then "Search Voter Roster" to begin checking-in voters.  
**\*\*Closing\*\*** When authorized by Chief Judges, tap "Step #1-Close the Polls." Print the

**Statistics**

Ballots | Voters

Standard Ballots 0  
Provisional Ballots 0

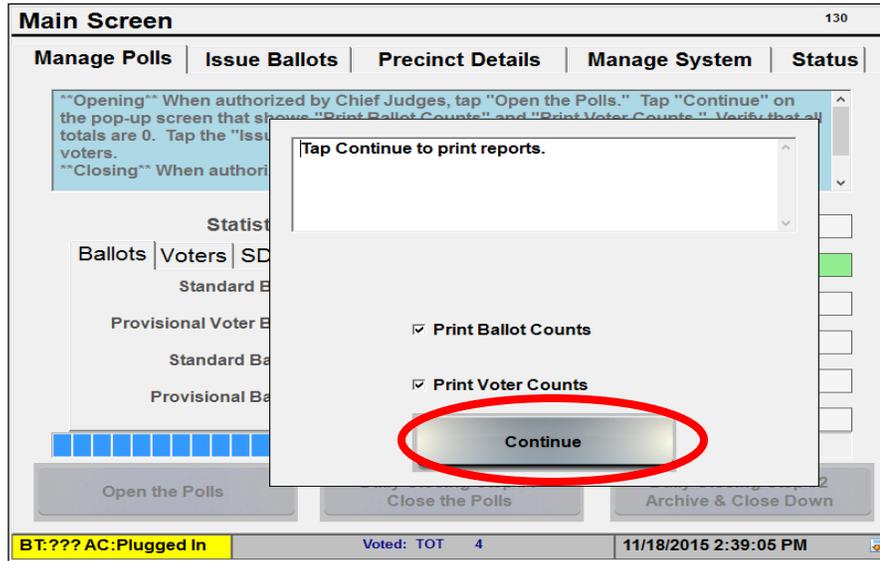
Consolidation Number 02001001  
Poll Status **OPENED**  
Poll Opening Time 10:00AM  
Poll Closing Time 8:00PM  
# of Registered Voters 1564  
Bulk Update Date

Open the Polls | **Daily Closing Step #1 Close the Polls** | Daily Closing Step #2 Archive & Close Down

BT:??? AC:Plugged In Voted: TOT 0 1/23/2018 10:24:44 AM

3. Tap the "Continue" button to print the Ballots Counts and Voter Counts reports.

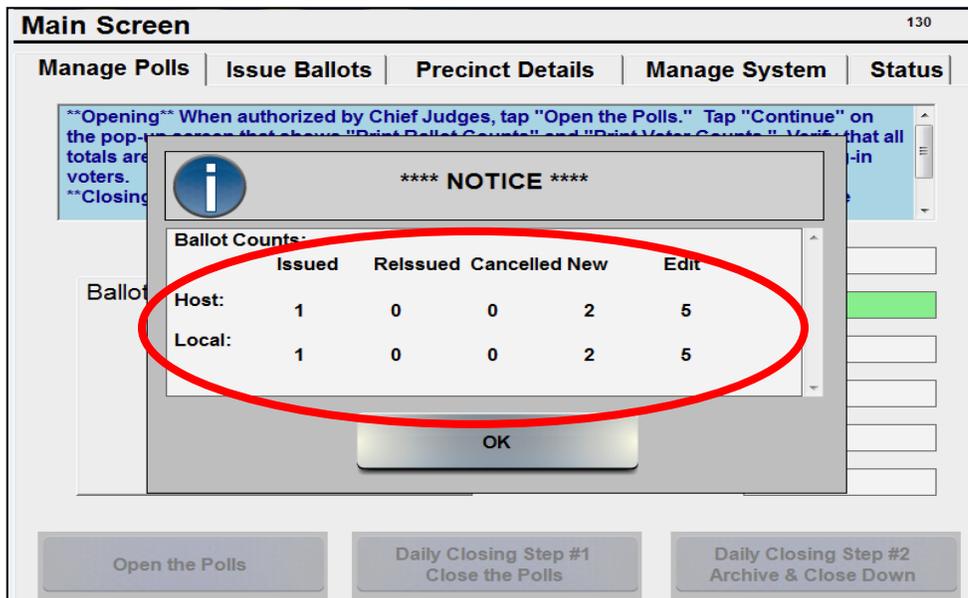
**Figure 73 - "Continue" Button to Print Reports on the Electronic Pollbook**



**!** After the "Continue" button is tapped, the "Poll Status" changes from "Opened" to "Closed".

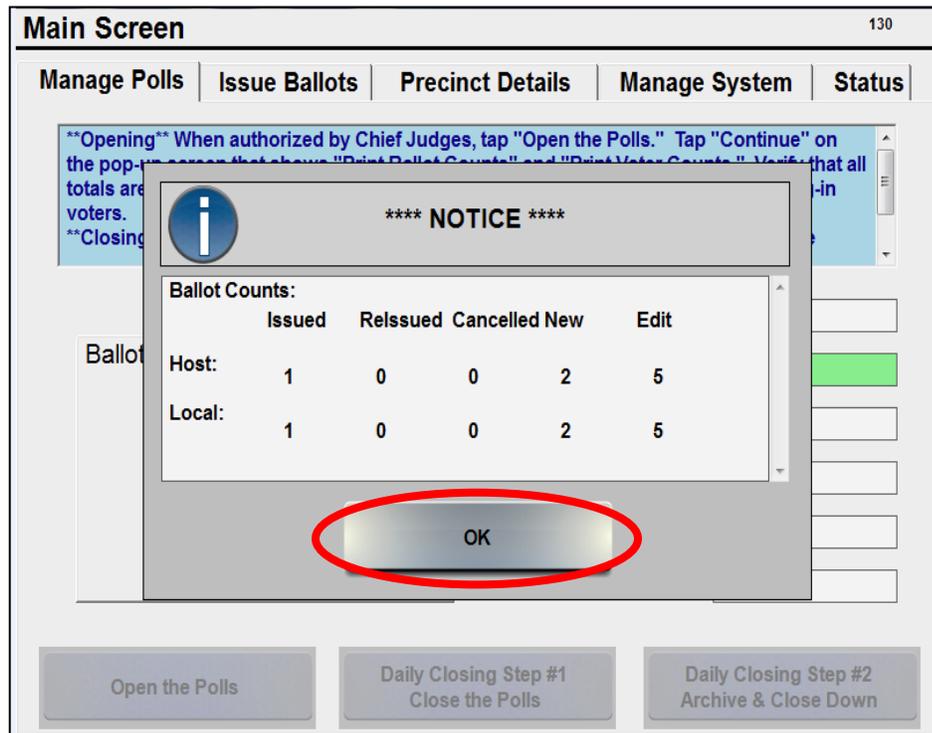
4. Check that the "Host:" totals match the "Local:" totals on the electronic pollbook. If the totals do not match, tell the chief judge right away.

**Figure 74 - "Yes" Button to Continue Closing the Polls on the Electronic Pollbook**



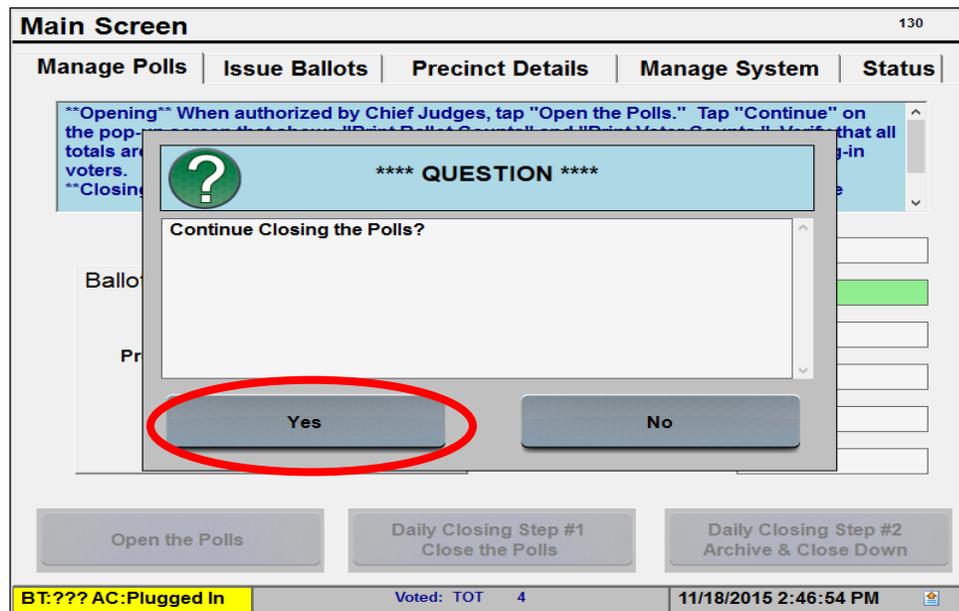
5. If the totals match, tap the "OK" button.

Figure 75 - "Daily Closing Step #2 Archive & Close Down" Button on the Electronic Pollbook



6. Tap "Yes" at the "Continue Closing the Polls?" prompt.

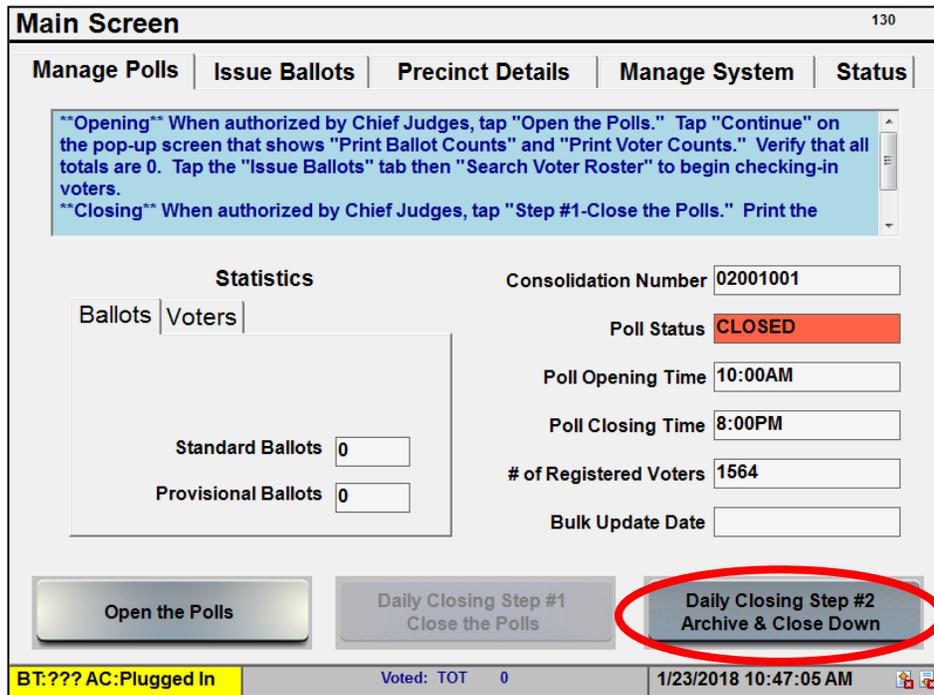
Figure 76 - "Yes" Button at the Question Prompt on the Electronic Pollbook



After the "Continue" button is tapped, the "Poll Status" changes from "Opened" to "Closed."

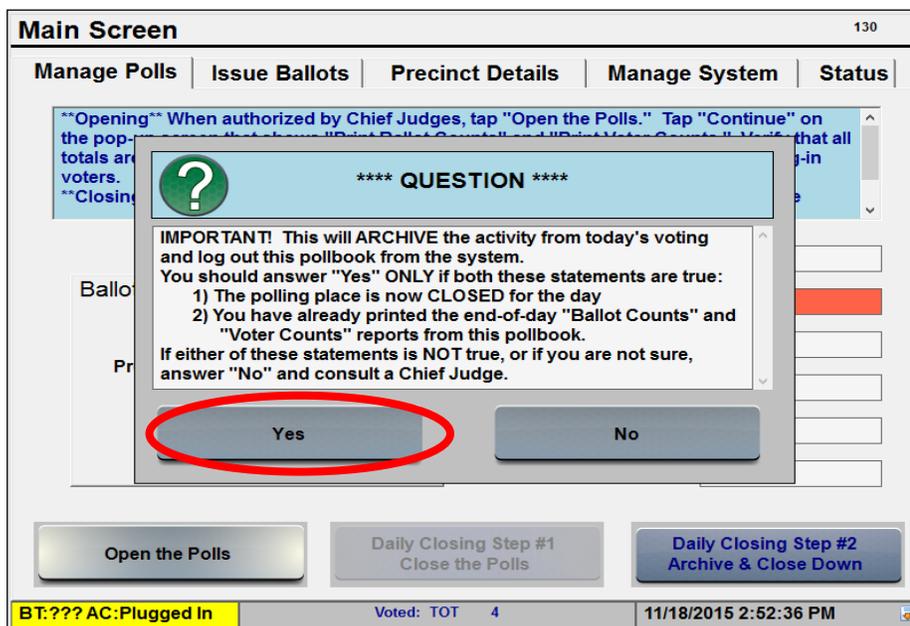
7. Tap the "Daily Closing Step #2 Archive & Close Down" button.

Figure 77 - "Daily Closing Step #2 Archive & Close Down" Button on the Electronic Pollbook



8. If the polling place is closed for the day, **and** if the end of day Ballot Counts and Voter Counts reports have been printed, tap the "Yes" button at the "Question" prompt.

Figure 78 - "Yes" Button at the Question Prompt on the Electronic Pollbook



9. The electronic pollbook will return to the “Launch” screen. Turn the power switch to OFF.

**Figure 79 - "Launch" Screen on the Electronic Pollbook**

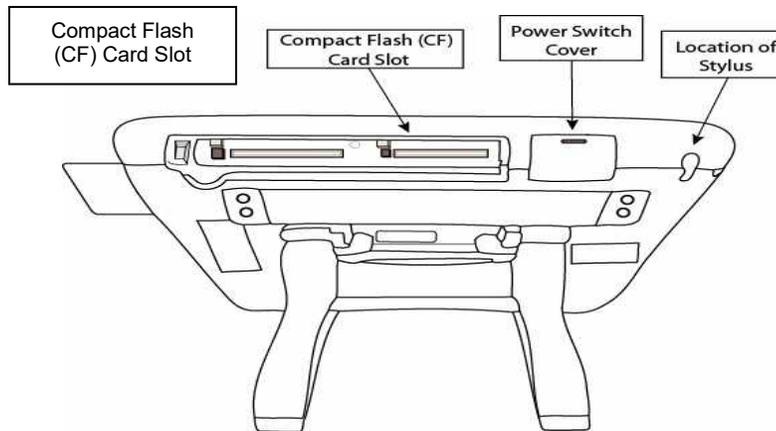


**Figure 80 - Power Switch on the Top of the Electronic Pollbook**



10. Remove the two compact flash (CF) cards from each electronic pollbook:
- Break the inner seal, remove the top lid and place the seal in the clear zipper bag.
  - Remove the two compact flash cards (press the small black button beside each) and place in the clear zipper bag for the polling place. There will be 2 compact flash cards removed per pollbook at your polling place
  - Replace the lid on the top of the electronic pollbook.

**Figure 81 - Compact Flash (CF) Card Slot on the Top of the Electronic Pollbook**



- Chief judges must sign the *Consolidated Ballot Counts Report* and the *Consolidated Voter Counts Report*.

**Figure 82 - Consolidated Ballot Counts Report from the Electronic Pollbook**

<b>Consolidated Ballot Counts Report</b>				
Poll Description: 05-1 Mt Vernon Fire Dept				
Report Date: 04/12/2010 14:49:00				
	TOT	DEM	REP	NON
Issued	303	149	110	44
Reiss	- 3	- 1	- 2	- 0
Canc	- 10	- 3	- 6	- 1
<b>Net</b>	<b>290</b>	<b>145</b>	<b>102</b>	<b>43</b>
Prov Issued	19	8	3	8
Prov Reiss	- 1	- 0	- 0	- 1
Prov Canc	- 1	- 1	- 0	- 0
<b>Net Prov</b>	<b>17</b>	<b>7</b>	<b>3</b>	<b>7</b>
<b>Net Ballots</b>	<b>307</b>	<b>152</b>	<b>105</b>	<b>50</b>
DEM Judge _____				
REP Judge _____				



Reissued and cancelled ballots are **subtracted** from “Issued” ballots to get the total regular and provisional ballots. This total is called **“Net Ballots.”**



The total (“TOT”) of the *Consolidated Voter Counts Report* should equal “Net Ballots” on the *Consolidated Ballot Counts Report*.

Figure 83 - Consolidated Voter Counts Report from the Electronic Pollbook

<b>Consolidated Voter Counts Report</b>			
Consolidation: # 20005001		EPB Number: 999	
Poll Description: 05-1 Mt Vernon Fire Dept			
Report Date and Time: 04/12/2010 16:58:56			
*****			
Party	Total	Reg.	Prov
DEM	152	146	7
REP	105	102	3
NON	50	43	7
TOT	307	290	17
*****			
_____			
DEM Judge			
_____			
REP Judge			

12. Attach the *Consolidated Voter Counts Report* and the *Consolidated Ballot Counts Report* to the *Electronic Pollbook Integrity Report*.
13. Give the *Electronic Pollbook Integrity Report* (with the attached reports) to the chief judges.

---

## 10.22 Packing the Electronic Pollbooks and Printers

1. Store the stylus in its slot at the top of each electronic pollbook.
2. Disconnect all cables and cords.
3. Check-in judges must verify that the inner seal number (the original red seal that was removed to retrieve 2 compact flash cards) of each electronic pollbook matches the number from the beginning of the day on the *Electronic Pollbook Integrity Report*.
4. Pack the electronic pollbooks in their respective cases along with power pack and cords.
5. Reattach original blue lock to the case for each packed pollbook. Record the new outer seal numbers on *Electronic Pollbook Integrity Report* (this number will be the same as when pollbook cases were originally opened the previous evening).
6. Both chief judges must sign the *Electronic Pollbook Integrity Report* where indicated.

7. Pack all printers, power cords, USB cords and network cables within printer case(s). Pack printer case(s), pollbook cases, barcode scanner and networking device within grey tote(s) as originally found. Pack printer case and any extra pollbook cases in the blue/red bags if provided. Don't forget to pack the sign totem on the bottom of grey tote.
8. Follow packing picture posted within transfer cart(s) as a guide for packing ALL voting equipment including the grey totes.

## **Appendix 1 – Extended Voting Hours**

A.1 Extended Voting Hours Generally .....	A1.2
A.2 During Extended Voting Hours.....	A1.2
A.3 Checking-in Extended Hours Voters .....	A1.3
A.4 Issuing Regular Ballots to Voters.....	A1.3
A.5 Provisional Ballot Voters .....	A1.4
A.6 Other Duties During Extended Voting Hours.....	A1.5
A.7 After Extended Voting Hours .....	A1.5

## A.1 Extended Voting Hours Generally

If a court has ordered extended voting hours, the Howard County Board of Elections will notify the chief judges. Do not open the extended hours envelope unless you have been instructed to do so by the Howard County Board of Elections.

- All voters in line at 8:00 p.m. are not affected by the extended hours order. Those voters must be allowed to vote using the regular voting procedures.
- The Howard County Board of Elections will call the chief judges if they are to open the extended hours envelope. The chief judges will follow the instructions for extended hours.
- **Scanning units cannot be used during extended voting hours.** When the last voter in line at 8:00 p.m. votes, **stop** using the scanning units.
  - Voters who would have voted a regular ballot, not a provisional ballot, will put their voted ballots in an extended hours envelope.
  - Voters who would have voted a provisional ballot during normal voting hours still vote a provisional ballot. Those voters will complete a provisional ballot application that is marked with an “E”.

---

## A.2 During Extended Voting Hours

- Allow voters to enter the polling place to vote.
- Keep all signs posted during extended voting hours.
- Continue to use the electronic pollbook to check in voters who arrive during extended voting hours.



All voters must be checked-in as provisional voters.

- Voters may request to use the ballot marking device during extended voting hours.

## A1.2 Extended Voting Hours

- All voters in line when extended hours end must be allowed to vote. Voters arriving after extended voting hours cannot vote.

---

### A.3 Checking-in Extended Hours Voters

- Issue a provisional ballot on the electronic pollbook using provisional reason code **10**.
  - **Change of Address:** If the voter says that his or her address has changed, give the voter a *Voter Update Form*. Tell the voter to complete the change of address section on the *Voter Update Form*.
    - If the voter signs the *Voter Update Form*, use provisional reason code **10**.
    - If the voter does not sign the *Voter Update Form*, use provisional reason code **2**.
- When the voter authority card prints, the check-in judge will write “E” on the voter authority card.

---

### A.4 Issuing Regular Ballots to Voters

An election judge will:

- Get an extended hours envelope and a regular ballot or a ballot activation card.
- Write on the envelope the voter’s name, birth date, and voter ID number.
- Direct voter to affirm oath by signing and dating below the preprinted oath where indicated on envelope. Follow all other instructions issued by the Howard County Board of Elections.
- Give the voter the completed extended hours envelope and regular ballot or ballot activation card.

- Get the voter's voter authority card. Make sure there is an "E" written on the voter authority card. Put the voter authority card in the extended hours voter authority card envelope.
  - Tell the voter to:
    - Vote the regular ballot or the ballot activation card;
    - Put the voted ballot into the extended hours envelope and seal the envelope;
    - Sign the oath located on the envelope; and
    - Put the sealed extended hours envelope into the orange provisional ballot transfer bag.
  - Direct the voter to a designated area to complete the ballot.
- 

## **A.5 Provisional Ballot Voters**

If the voter would have been required to vote a provisional ballot during regular voting hours, follow normal procedures to issue a provisional ballot on the electronic pollbook. Enter the applicable provisional reason code (codes 1 through 9 or 11 and 12). Do not use code 10 for these voters.

If the voter would have voted a provisional ballot during regular voting hours, the provisional judge will:

- Get the voter's voter authority card. Make sure there is an "E" written on the voter authority card. Put the voter authority card in the extended hours voter authority card envelope.
- Give the voter a provisional ballot application marked with an "E" and tell the voter to complete the front of the application.
- Make sure the voter signs the provisional application.
- Fill out the "Election Judge" section on the back of the provisional ballot application.
- Tell the voter to:

## **A1.4 Extended Voting Hours**

- Vote the regular ballot or the ballot activation card;
- Put the voted ballot into the provisional ballot envelope; and
- Seal the envelope.
- Give the voter a provisional ballot.
- Tell the voter where to vote the provisional ballot; and
- Tell the voter to put the sealed provisional ballot envelope into the orange provisional ballot transfer bag.

---

## **A.6 Other Duties During Extended Voting Hours**

The chief judge may end the election on the scanning units if it does not interfere with extended hours voting.

If the chief judge decides to end the election on the scanning units, see *Chapter 11 – Scanning Unit* for more information.

- Totals reports with the results must be signed, grouped together, and placed in a secure location. Once extended voting hours are over, post the reports from the scanning units so that the results are visible.
- Challengers and watchers may observe the ending of the election process on the scanning units. If any observers watch the printing of the totals reports, ask the observers to respect that voters are still voting during extended hours.

Other judges may begin to pack miscellaneous supplies that are not needed during extended voting hours.

---

## **A.7 After Extended Voting Hours**

- Follow the normal ending the election and closing procedures for the scanning units, ballot marking devices, and electronic pollbooks.
- All election judges perform the normal closing procedures.

## **Appendix 2 – Voting Equipment Troubleshooting**

2.1 Overview .....	A2.2
2.2 Electronic Pollbook Printer – Changing the Paper .....	A2.2
2.3 Electronic Pollbook Troubleshooting .....	A2.4
2.3.1 <i>Screen Freezes</i> .....	A2.4
2.3.2 <i>Synchronization Issues</i> .....	A2.4
2.3.3 <i>Fatal Error Messages</i> .....	A2.5
2.3.4 <i>Printer Error Messages</i> .....	A2.5
2.4 Scanning Unit Troubleshooting .....	A2.5
2.4.1 <i>Scanning Unit will NOT Scan Ballots</i> .....	A2.5
2.4.2 <i>Scanning Unit Ballot Jams – Overview</i> .....	A2.7
2.4.3 <i>Scanning Unit Ballot Jam – Ballot Counted</i> .....	A2.8
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2.5 Ballot Marking Device Troubleshooting .....	A2.14

## 2.1 Overview

The most commonly experienced issues with the voting equipment; i.e. scanning units, pollbooks (and printers), ballot marking devices is described in this chapter, together with possible solutions. It's always important for the chief judges or assigned rover to record the issue with as much detail as possible including equipment unit numbers in the judge's *Election Day Log* or the rover's incident report. If circumstances and time permit, malfunctioning equipment will be replaced as soon as possible. Any problem events with voting equipment requiring the removal of security seals must be documented either on the respective equipment's integrity report or the *Tamper Tape/Security Seal Removal Report*.

## 2.2 Electronic Pollbook Printer – Changing the Paper

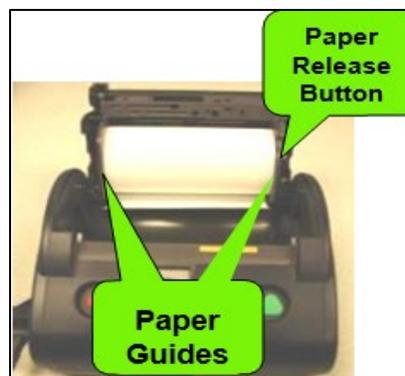
1. Each polling place will be provided extra rolls of paper for use when having to replace the printer paper. Extra rolls will be in the grey tote.
2. When red streak marks appear on pollbook printer paper, take the following steps to replace the paper roll:
  - Push up the cover release button to open printer cover

**Figure 1 – Cover Release Button on Printer Cover**



- Open printer cover and press the paper release tab on right side.

**Figure 2 – Paper Release Tab on Printer Roll Carriage**



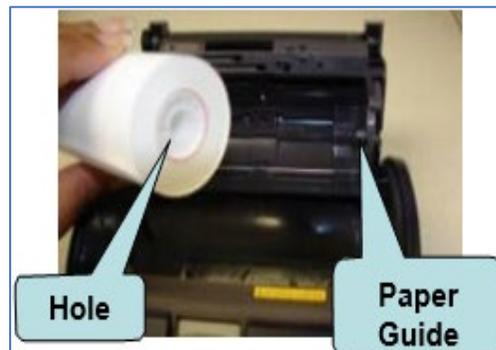
- Slide the paper release tab forward and gently slide the paper guides apart with your thumbs. Remove the empty roll.

**Figure 3 – Pressing the Paper Release Tab for Removing the Paper Roll**



- Place the holes of the new paper roll over spindles on paper guides. Make sure the paper feeds from the bottom.

**Figure 4 – Installing New Paper Roll**



- Slide the paper release tab forward and gently slide the paper guides together.

**Figure 5 – Pressing the Paper Release Tab to Install New Paper Roll**



- Pull the paper through the printer's opening and close the cover. Press the green triangle button to ensure the paper is feeding properly.

**Figure 6 – Pressing the Green Paper Feed Button**



## **2.3 Electronic Pollbook Troubleshooting**

### *2.3.1 Screen Freezes*

A pollbook with no activity on the screen, such as an hour glass, or is unresponsive to touch from the stylus for at least 30 seconds must be rebooted; i.e. powered off then on again. If the pollbook is unresponsive to the touch and has an animated hourglass, then wait at least one minute. If there is no change then reboot the pollbook.

### *2.3.2 Synchronization Issues*

Refer to *Chapter 10 – Electronic Pollbook* (pages 10.17 – 10.18) for checking with pollbook synchronization. Follow the below steps to correct a pollbook(s) that will not synchronize:

1. Check for secure cable connections to the back of pollbook(s) and modem.
2. Check power connections to each piece of equipment; i.e. modem.
3. Try plugging cable into a different port on modem.
4. When voting lines permit, reboot the pollbook(s) not synchronizing.
5. Contact rover to investigate and replace cable(s) or modem if necessary.

If the pollbook(s) has not synchronized by poll closing, reboot the pollbook after last voter has voted and prior to performing Daily Closing Steps #'s 1 and 2 on ALL pollbooks. Wait five minutes after

rebooting for synchronization. If this is not successful, close the affected pollbook(s).

### ***2.3.3 Fatal Error Messages***

When a pollbook produces a message on the screen indicating a “Fatal Error”, record message in *Election Day Log* and reboot the pollbook. Inform your assigned rover for continued “Fatal Error” messages with the same pollbook.

### ***2.3.4 Printer Error Messages***

For a message showing “the printer is not connected or powered up” perform the following steps:

1. Verify printer is receiving power by checking for indicator lights and that the power cord connections are secure.
2. Verify USB cable connections at pollbook and printer are tight and secure.
3. If message does not disappear switch USB connection on back of pollbook to other USB port.
4. If message continues to appear when checking in voters, inform your assigned rover who can replace the USB or power cords.

For all other issues regarding the pollbooks call your assigned rover.

## **2.4 Scanning Unit Troubleshooting**

The below described procedures with scanning unit(s) must be performed by a bipartisan team of judges.

### ***2.4.1 Scanning Unit will NOT Scan Ballots***

If it is determined with absolute certainty scanning unit will not accept ballots and polling place has only one unit then follow these steps for using emergency ballot bin:

1. Notify your assigned rover immediately.
2. Remove padlock attached to the emergency ballot compartment. Use flat silver key on red lanyard to open lock on bin.

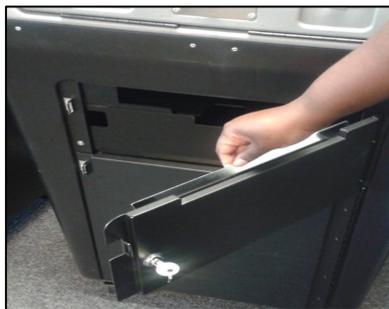
**Figure 7 – Remove Lock from Emergency Ballot Compartment**

Lock attached to emergency ballot bin. Record removal in *Tamper Tape/Security Seal Removal Report*



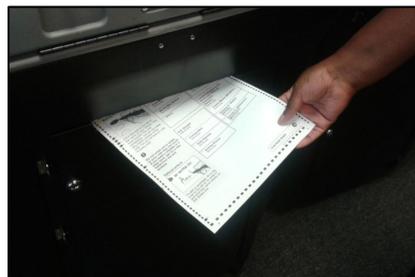
3. Flip the flat metal flap on the Emergency Ballot Compartment down so that when the door is closed, there is a slot to allow voters to put ballots into the bin.

**Figure 8 – Preparing Emergency Ballot Compartment to Receive Ballots**



4. Close and lock bin door. Reattach padlock to door and record event in *Tamper Tape and Security Seal Removal Report*. Instruct voters to place (cast) their ballots into the open slot of the emergency ballot bin.

**Figure 9 – Emergency Ballot Compartment Ready to Receive Ballots**



5. Rover in the presence of chief judges will reboot scanning unit once they arrive. Continue using emergency ballot bin until scanning unit can scan ballots or unit has been replaced.

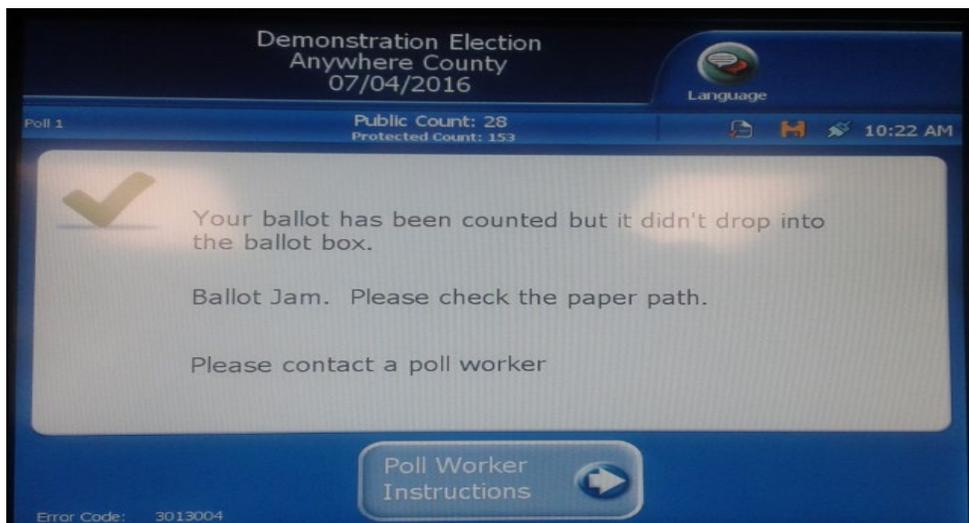
6. Follow procedures outlined in *Chapter 11 – Scanning Unit* pages 11.26 to 11.27 on scanning voted ballots placed in emergency ballot bin or follow the instructions specified by rover.
7. Once the malfunctioning scanning unit can scan ballots, open emergency ballot bin, flip metal flap to closed position and relock bin. Record this event in *Tamper Tape/Security Seal Removal Report*.
8. For polling places having more than one scanning unit, voters must scan their ballots at the functioning unit(s). Rover will reboot the malfunctioning scanning unit once they arrive. Continue using working scanning unit(s) until the malfunctioning one is repaired or replaced (if required).

#### 2.4.2 Scanning Unit Ballot Jams – Overview

When the scanning unit has a ballot jam (regular ballots or ballot activation cards), there will be one of two messages that will appear on screen with a series of beeps:

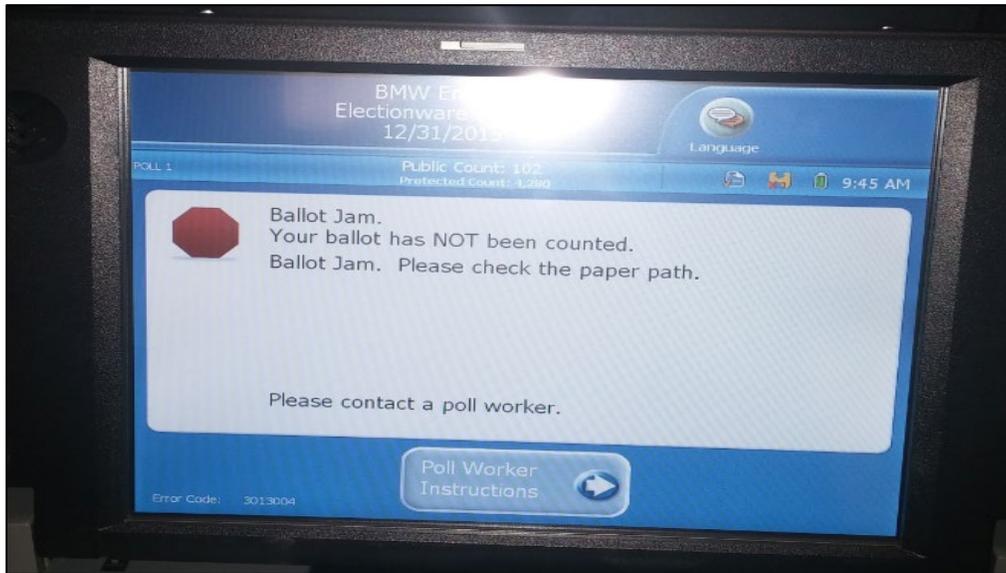
- **“Your ballot has been counted but it didn’t drop into the ballot box. Ballot Jam. Please check the paper path. Please contact a poll worker.”**

Figure 10 – “Ballot has been counted...” Screen on Scanning Unit



- **“Ballot Jam. Your ballot has NOT been counted. Ballot Jam. Please check the paper path. Please contact a poll worker.”**

**Figure 11 – “Ballot has NOT been counted...” Screen on Scanning Unit**

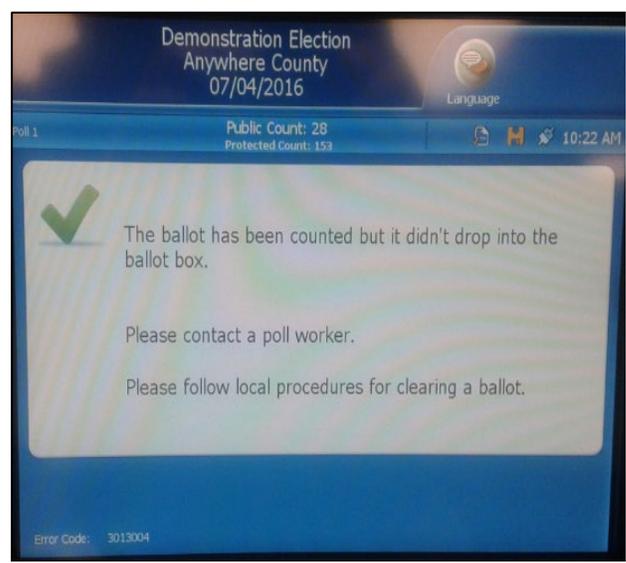
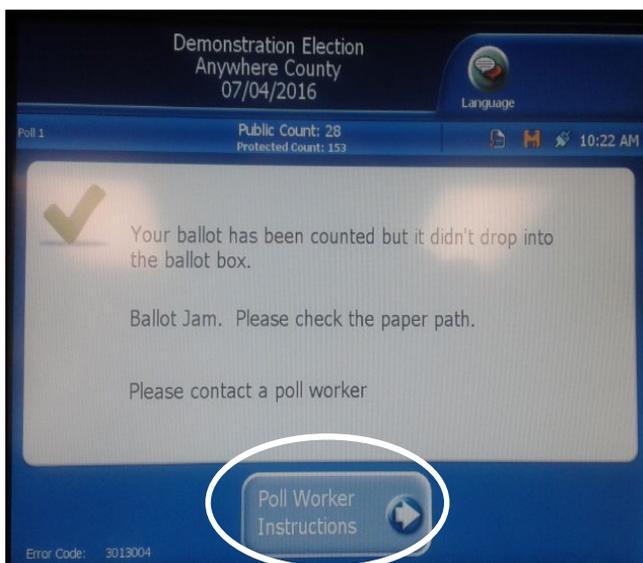


In both cases, the ballot jams must be cleared before voting can continue on that scanning unit. The difference between the two messages dictates what procedures are followed when the jammed ballot is retrieved. Always inform your assigned rover and then follow the below procedures based on the message indicated on screen.

### *2.4.3 Scanning Unit Ballot Jam – Ballot Counted*

1. Press the “Poll Worker Instructions” button indicated on screen. The message in the right picture will appear.

**Figure 12 – “Poll Worker Instructions” Screen on Scanning Unit**



2. Using the flat silver key on red lanyard, unlock the padded holding bar in front of the scanning unit. The locking mechanism is located at the front right in the recessed area next to scanner.

**Figure 13 – Unlocking the Padded Holding Bar on Scanning Unit**



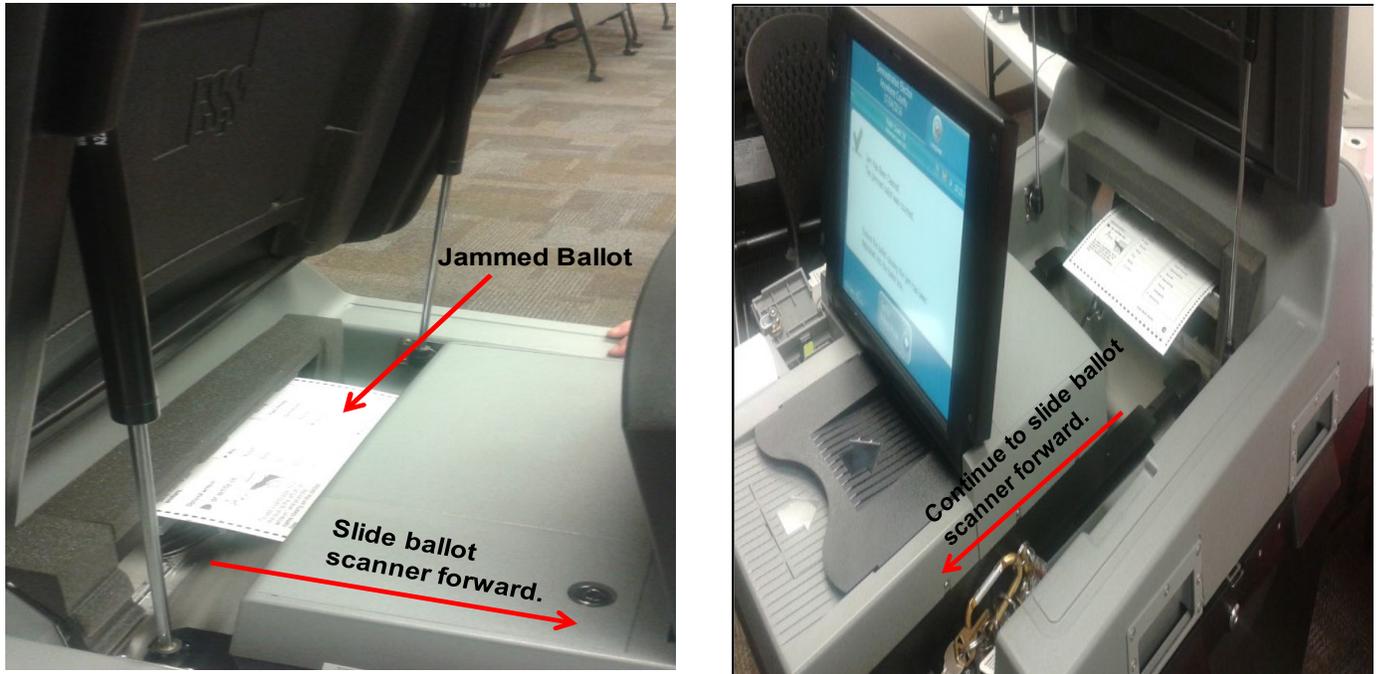
3. Pull down the padded holding bar in front of scanning unit.

**Figure 14 – Padded Holding Bar in Down Position**



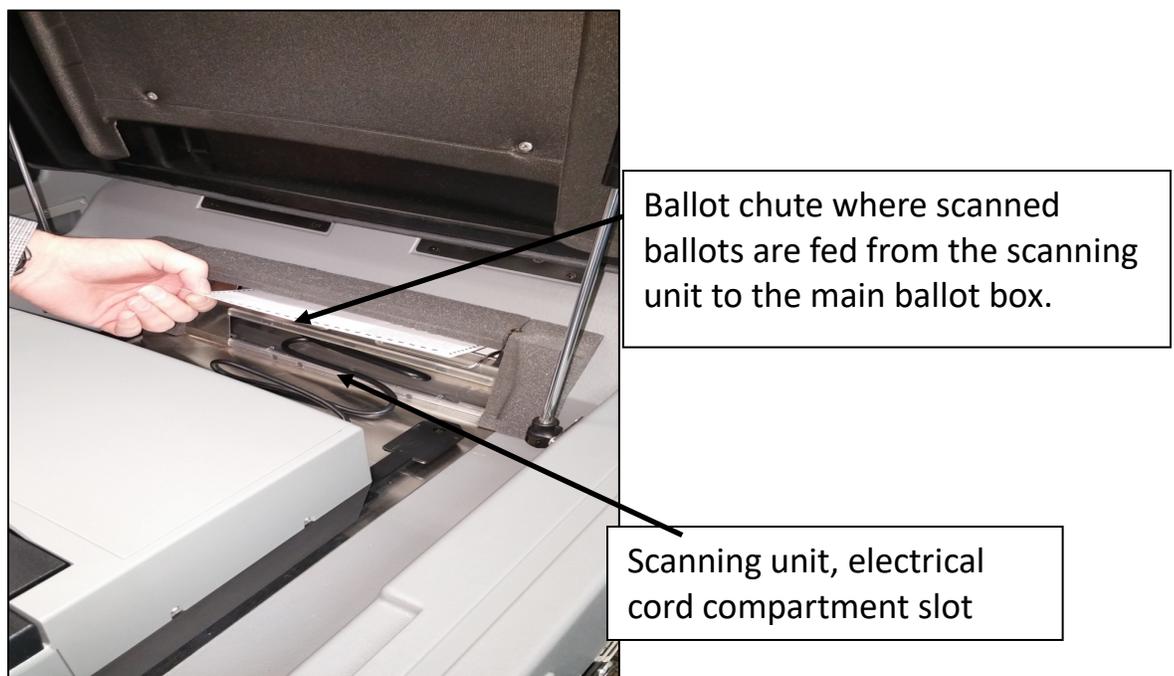
4. **CAREFULLY** slide ballot scanner forward to reveal ballot jam. Continue to slide scanner forward allowing enough space (approximately 10 inches) to remove jammed ballot from insertion point at back of ballot box. **DO NOT SLIDE BALLOT SCANNER COMPLETELY OFF BALLOT BOX!**

Figure 15 – Sliding Scanning Unit Forward to Reveal and Remove a Ballot Jam



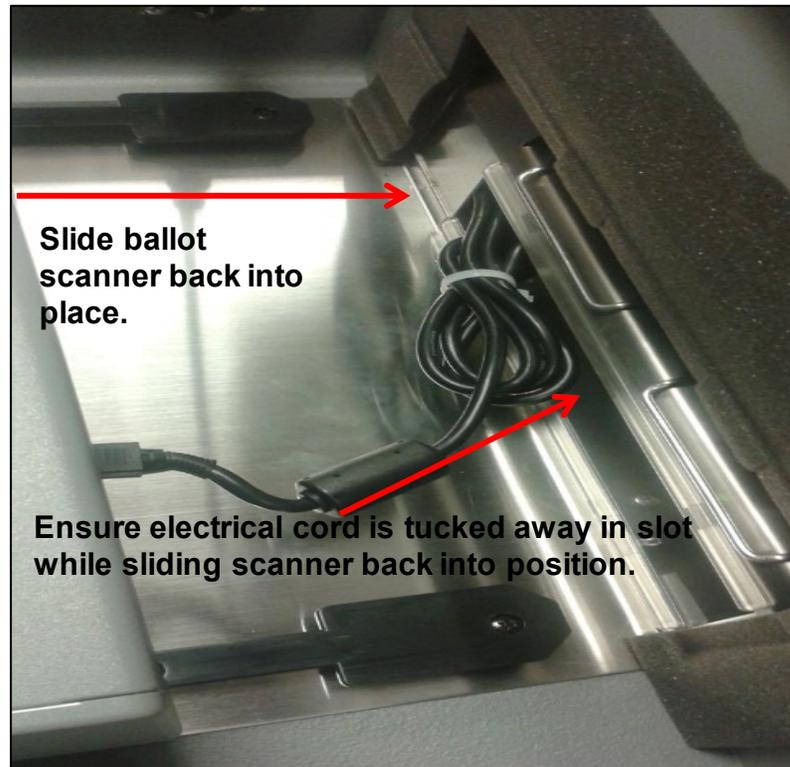
5. Reinsert ballot into the top ballot chute so that it drops into the main ballot box as it has already been counted.

Figure 16 – Reinserting “Counted” Ballot into Scanning Unit Ballot Chute



6. After the jammed ballot has been cleared and dropped into the main ballot box, slide scanner back into place being careful to ensure that the electrical cord is tucked away in its slot.

**Figure 17 – Sliding Scanning Unit Back in Place Ensuring Electrical Cord is Tucked Away in Slot**



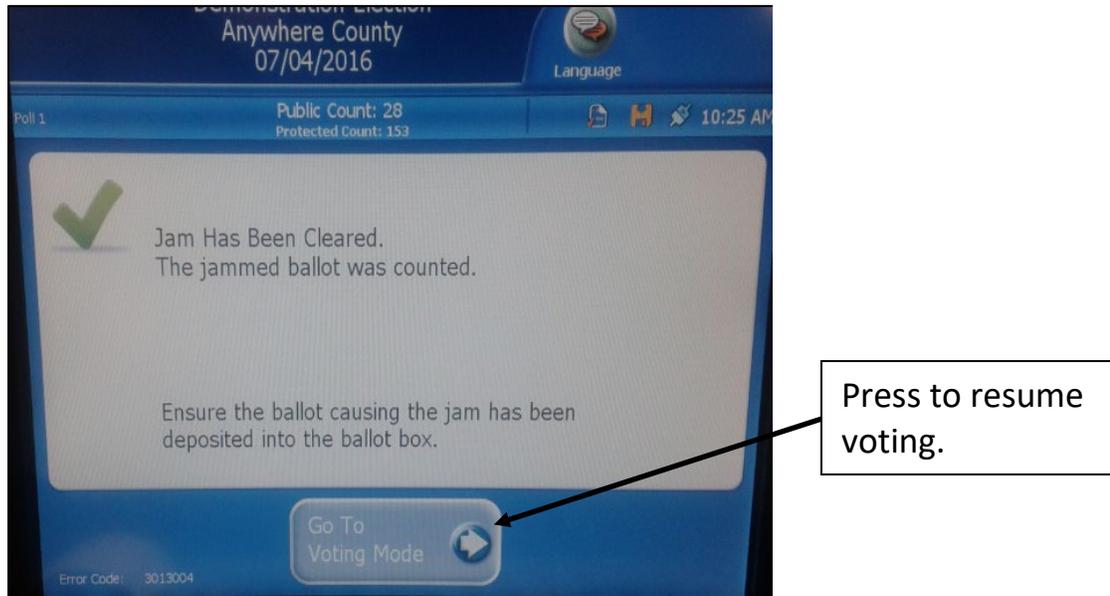
7. Lock the padded holder bar back into place.

**Figure 18 – Locking Padded Bar with Scanning Unit Back into Place**



- When jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.

**Figure 19 – Scanning Unit Screen After Ballot Jam has been Cleared**

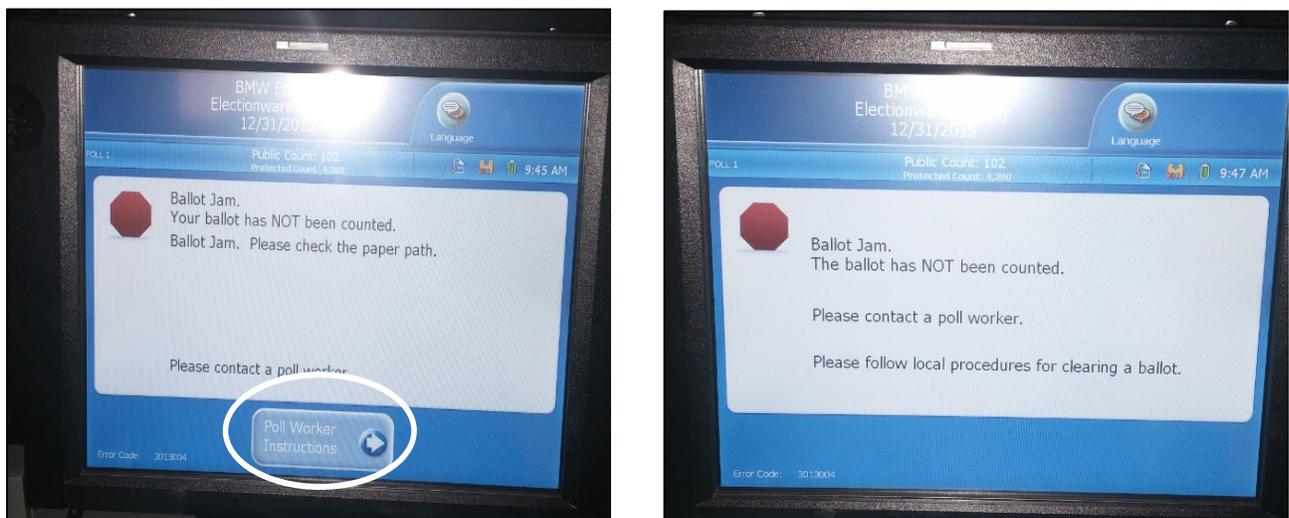


- Record the incident in *Election Day Log*

#### 2.4.4 Scanning Unit Ballot Jam – Ballot NOT Counted

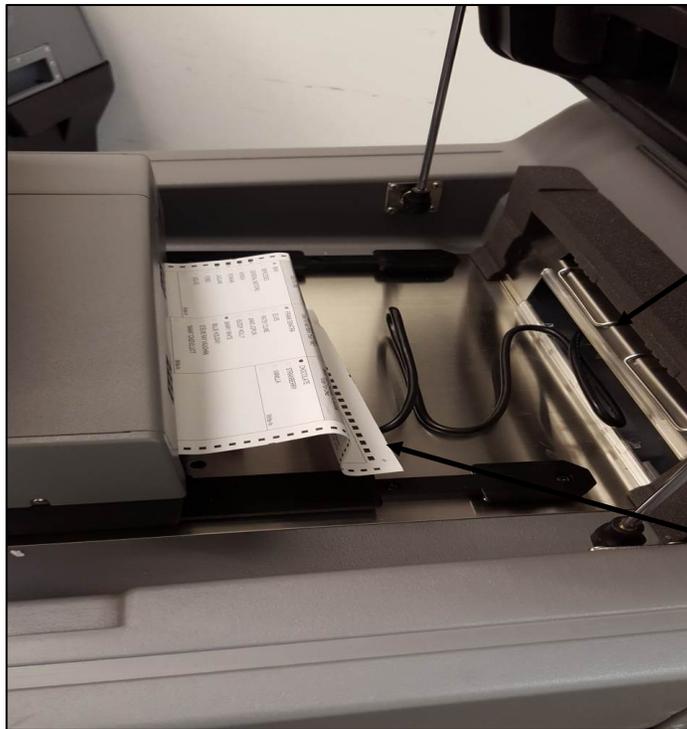
- Press the “Poll Worker Instructions” button indicated on the screen. The message in the right picture will appear.

**Figure 20 – “Ballot Jam Your ballot has NOT been counted...” Scanning Unit Screen**



2. Follow the described steps listed in the above section on pages A2.9 and A2.10 (steps 2-4) to expose the ballot jam within scanning unit.
3. Remove the jammed ballot from scanning unit. Ballot will most likely be jammed directly in the back of scanning unit.

**Figure 21 – Removing Ballot Jam for Ballot NOT Counted. DO NOT DROP DOWN THE BALLOT CHUTE!**

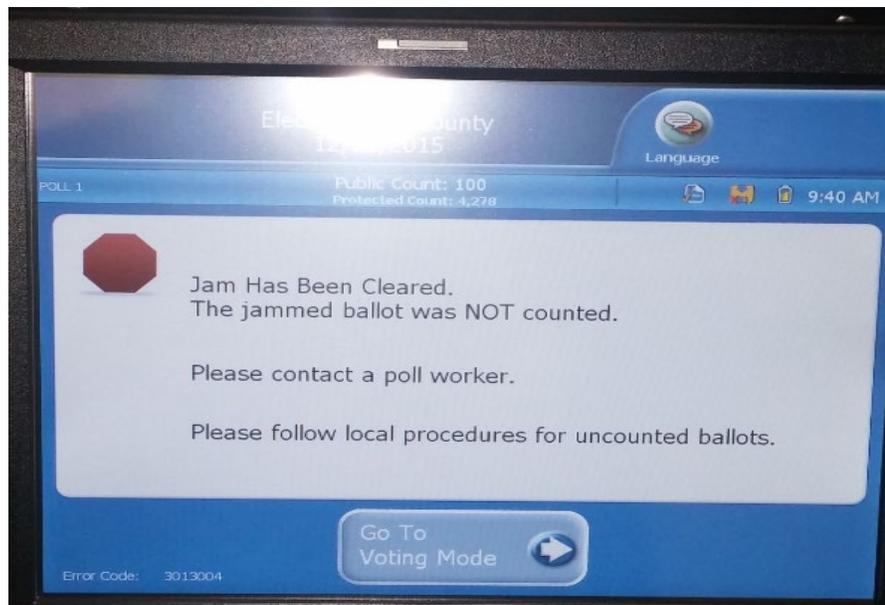


Because ballot was not counted, DO NOT drop ballot through ballot chute.

Remove jammed ballot. Follow procedures for spoiling the removed ballot and providing voter a replacement ballot.

5. Follow the procedures for spoiling ballot and providing voter a replacement ballot if needed. DO NOT DROP THE BALLOT THROUGH BALLOT CHUTE WHEN THE SCANNING UNIT BACK HAS BEEN EXPOSED.
6. Follow steps on pages A2.11 (steps 6 and 7) to slide and lock the scanning unit back into place for a resumption of voting.
7. When the jam is cleared the below screen appears. Press the “Go To Voting Mode” button which will be indicated on scanning unit screen once ballot jam has been cleared.

**Figure 22 – Jam Cleared Screen on Scanning Unit – Ballot NOT Counted**



8. Record the incident in *Election Day Log*.

## **2.5 Ballot Marking Device Troubleshooting**

For ALL situations in which the ballot marking device malfunctions including ballot activation card jams, inform your assigned rover immediately. Follow the procedures detailed in *Chapter 3 – Voter Assistance and Cross Cultural Communication* for helping a voter that may require voting assistance. Rover will either repair or replace the malfunctioning unit. Record the incident in *Election Day Log*.

## Glossary

**Absentee Voter:** A voter who has chosen not to vote in a polling place or at an early voting center. The voter receives a paper ballot and can mail or return the voted ballot by the close of election day.

**Archiving:** A process that saves the day's activities on the electronic pollbook's compact flash card.

**Audio Ballot:** The ballot that can be heard by a voter while using a headset that is connected to a ballot marking device.

**Ballot Activation Card (BAC):** A card issued to a voter to be inserted into a ballot marking device. The BAC activates the ballot marking device so the voter can make selections and print a ballot.

**Ballot Box:** Locked storage compartment where scanned ballots are deposited after the ballots have been inserted into the scanning unit.

**(Consolidated) Ballot Counts Report:** A report run from the electronic pollbook prior to opening and closing the polls that shows the number of ballots issued during the day.

**Ballot Marking Device (BMD):** A device that enables a voter, including a voter with a disability, the ability to cast his or her vote independently. Any voter who asks to vote using the BMD should be allowed to do so.

**Ballot Transfer Bin:** Blue plastic case with two flaps and a black handle that is located inside the ballot box. This device is used to transport, collect, and store ballots securely.

**Blank Ballot:** A ballot in which a voter has made no selections. The scanning unit will initially caution a voter that the ballot is blank. The voter has the option of having the ballot returned to mark selections or casting the blank ballot.

**Cast Ballot Button:** This touchscreen button is located on the scanning unit's help screen. The voter has the option to press this button after inserting a ballot into the scanning unit and the screen indicates that there are over-voted contests on the ballot (or a blank ballot). The voter should be made aware that all selections in an over-voted contest on the ballot will not be counted.

**Chain of Custody:** The chronological documentation, or paper trail, showing the custody, control, and transfer of voting equipment, memory sticks, voted and unvoted ballots, reports, forms, and other equipment and supplies.

**Challengers & Watchers (also “Poll Watcher”):** Registered voters designated by a candidate, political party, or other group to be in a polling place or early voting center for the purpose of observing an election.

**Closing Summary Report:** A report completed by the chief judges after ending the election that summarizes the data from each scanning unit, electronic pollbook, provisional ballots, and voter authority cards.

**Compact Flash Card (CF Card):** A device used in the electronic pollbook for storing a list of eligible voters.

**Configuration Report:** A report printed by the scanning unit when the scanning unit is powered on before the first Zero Report is printed.

**Contest:** Candidates run against each other for a particular office.

**Contingency Plan:** The materials and instructions used in the polling place or early voting center in case of an emergency.

**Early Voting:** A period of time prior to Election Day in which voters can cast their ballots.

**Electioneering:** Includes wearing hats or clothing supporting or opposing a political candidate or issue. Also includes the distribution of political literature, posters, banners, buttons, or otherwise soliciting votes. Electioneering is prohibited inside the polling place and within the “No Electioneering Zone”. Voters are allowed to wear political hats or clothing with political messages and may carry political literature with them inside the polling place, but may not otherwise electioneer (i.e., solicit votes from voters) while inside the polling place or within the “No Electioneering Zone.” Voters may not distribute or leave political literature inside the polling place.

**Electronic Pollbook:** A device that contains an electronic list of all registered voters and is used to check-in voters.

**Emergency Ballot Compartment:** The locked compartment located in the top of the ballot box of the scanning unit. Used to store ballots if the scanning unit malfunctions.

**Ending the Election:** The process performed on a scanning unit after the precinct closes to print closing reports and to shut down the scanning unit.

**Exit Polling:** The process used to interview voters leaving the polling place or early voting center. This activity may take place inside the “No Electioneering Zone” but not inside the voting area.

**Extended Hours Voting:** A court order that extends regular voting hours.

**Fleeing Voter:** A voter who leaves the polling place without casting a ballot. The chief judge must be notified of this situation immediately when it happens in order to keep a record of these occurrences.

**High Contrast Text:** An option on a ballot marking device that changes the screen content to black and white for the benefit of voters with low vision.

**Hub:** A device that connects to the electronic pollbooks with cables and allows them to synchronize data. Used when more than two pollbooks are being used in a polling place.

**Inactive Voter:** A voter is listed as “Inactive” because the voter has not responded to two mailings at the address on file with the local board of elections or has not responded to certain confirmation mailings.

**Keypad:** A keypad that is used for making ballot selections while using the audio ballot component of a ballot marking device. The keypad allows voters to select candidates, move around the ballot, vote for write-in candidates during a general election, and mark a ballot.

**Large or Magnified Text:** An option on a ballot marking device that increases the size of ballot text for the benefit of voters with low vision.

**Memory Stick:** Portable memory device used in voting equipment to store election information and results.

**No Electioneering Zone:** Marked boundary where electioneering is not allowed.

**Overvoting:** Selecting more than the allowable number of candidates in a contest.

**Power Indicator Light for Electronic Pollbooks:** Power light in the lower right corner of the electronic pollbook flashes green when the pollbook is plugged into electrical power and charging.

**Precinct Register:** A list containing the names of all the registered voters in a particular precinct or county.

**Privacy Screen:** The screen attached to the table where the ballot marking devices sits. A privacy screen or booths may also be used in the provisional voting area. In addition, privacy screens will be used at the scanning units.

**Privacy Sleeve:** Folder used to cover the ballot selections made by a voter. Provisional voters use an orange privacy sleeve.

**Protected Count:** The total number of ballots cast on an scanning unit since the date of manufacture.

**Provisional Ballot:** A paper ballot issued to a voter claiming to be properly registered and whose qualification or entitlement to vote cannot be established by the election judge.

**Provisional Ballot Voting Booth:** A voting booth that allows for privacy while voting a provisional ballot.

**Provisional Ballot Transfer Bag:** An orange canvass bag with a black strap that contains and secures voted provisional ballots.

**Public Count:** The total number of ballots cast on each scanning unit during the election.

**Results Report from the Scanning Unit:** A report showing the number of votes for each contest as recorded on the scanning unit.

**Scanning Unit:** A paper ballot scanner and tabulator designed for use at the polling place and early voting center.

**Security Seal:** A device used to lock voting equipment compartments and to verify that the compartments have remained locked until the security seals were removed.

**Serial Number on the Memory Stick:** The memory stick's serial number printed on its label (usually near the barcode).

**Spoiled Ballot:** A ballot on which the voter made a mistake or is otherwise damaged (because of extra marks, creases, etc.) such that a scanning unit will not accept it.

**State Asset Tag Number on the Electronic Pollbook:** The electronic pollbook's State Asset Tag Number that is identified on a label on the external surface. The asset number may also be printed on a tag attached to the electronic pollbook's storage case.

**Stylus:** A pen-shaped instrument used to tap on the screen of the electronic pollbook to make selections.

**Summary Page:** The summary screen shown on the ballot marking device touchscreen that gives the voter the opportunity to review selections prior to printing a ballot.

**Tamper Tape:** An adhesive strip with a unique number that is used to verify that voting equipment compartments, doors, windows, etc. have not been opened after the tamper tape was affixed. Tamper tape will show the word "Void" when there is an attempt to remove it after it has been affixed.

**Touchscreen:** The screen on the ballot marking device which allows a voter to make selections by pressing directly on the screen.

**Undervoting:** Voting for fewer than the number of selections allowed in a contest. All selections made in an undervoted contest will be counted. The scanning unit will not alert a voter who inserts a ballot with undervoted contests.

**Voting Booth:** Used by voters to ensure privacy while voting their ballot.

**Voter Authority Card (VAC):** A document printed from an electronic pollbook that contains certain voter information.

**(Consolidated) Voter Counts Report:** A report printed from the electronic pollbook prior to opening and closing the polls that shows the number of voters checked-in during the day. This report may also be printed during the day, as needed.

**Write-In Vote:** During a general election only, a voter has an option to vote for an individual whose name does not appear on the official ballot.

**Zero Report:** A report that is printed by the scanning unit before the polls are opened that verifies that no votes have been cast on the scanning unit prior to opening the polls.