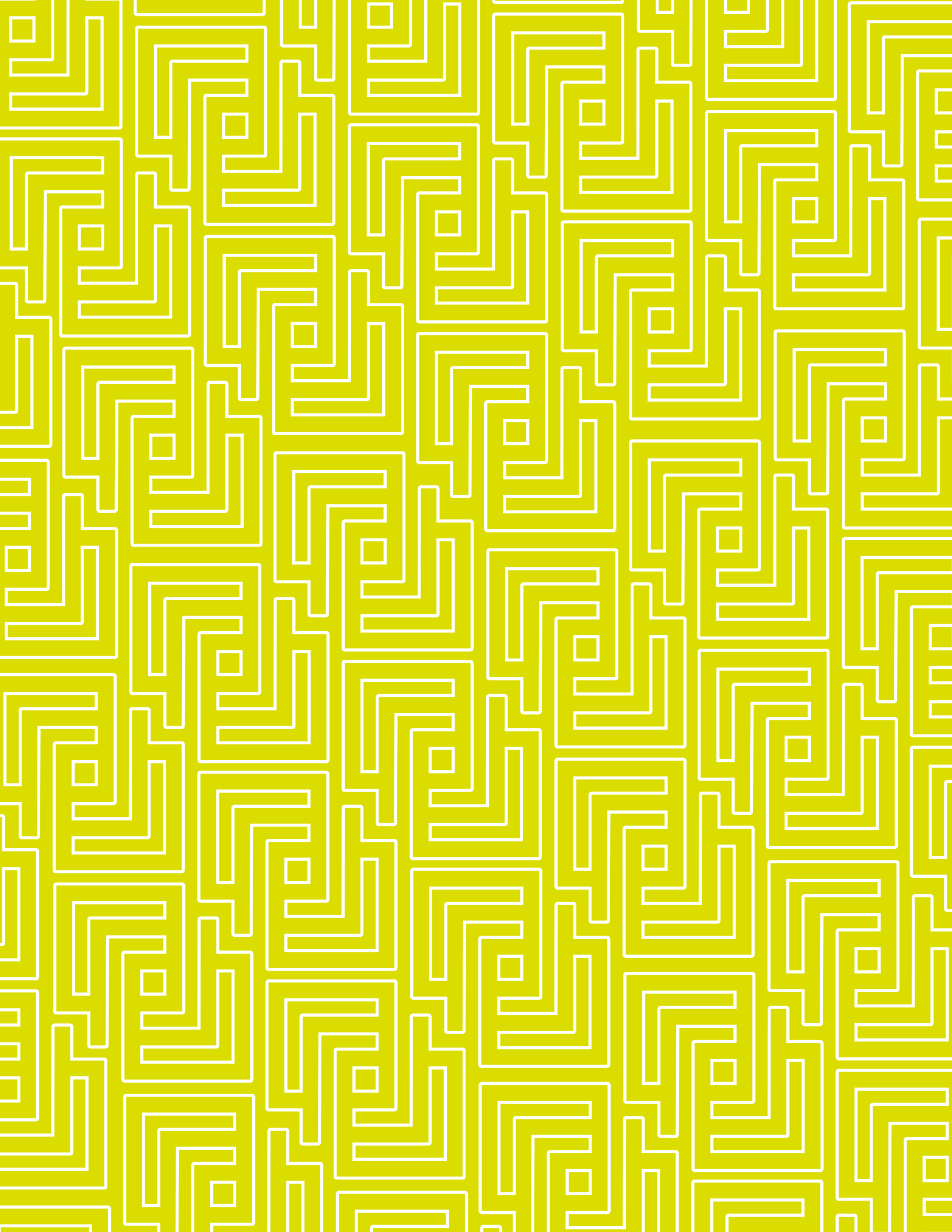


# POLL PAD

Election Day  
Poll Worker  
Training Manual

THE COUNTY OF ESSEX





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meet the

# POLL PAD<sup>®</sup>



**1** Power Button

**2** Home Button

**3** Poll Pad & Plastic Shell

**4** Stand Arm

**5** Poll Pad Base

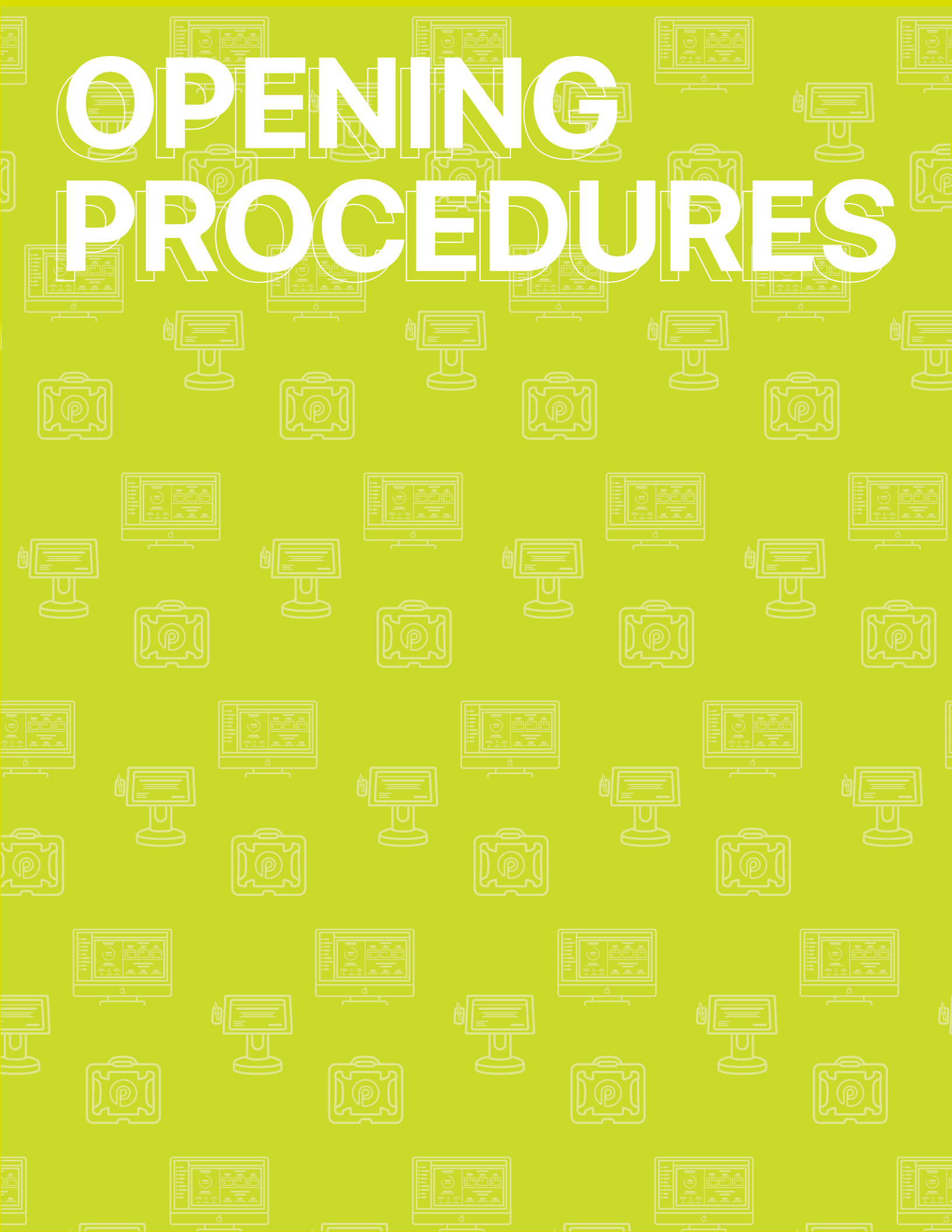
**6** Camera

**7** ID Tray



- ① Green Case
- ② Poll Pad
- ③ Poll Pad Base  
(stand arm located under base)
- ④ Lightning to  
USB Cable  
& USB Power  
Adapter
- ⑤ (2) Stylus
- ⑥ ID Tray
- ⑦ Printer & Cords  
(not used in this election)
- ⑧ Screen Cloth

# OPENING PROCEDURES





### 1 STAND ARM

To attach the stand arm to the Poll Pad shell, press the buttons on the side of the arm and place in circular opening. Release buttons and rotate the arm until it clicks.



### 2 CONNECT ARM TO BASE

Place stand arm into Poll Pad base. Once attached, rotate Poll Pad making sure the camera is on top, oriented in a landscape position.



### 3 ATTACH PHOTO ID TRAY

Attach the ID tray to the Poll Pad using the mounting clip. Once attached, insert stylus into the holding slot. Adjust the Poll Pad to a suitable angle.

## OPENING PROCEDURES | POLL PAD SETUP



### 4 POWER ON POLL PAD

Press the power button on the top left edge of the unit you see the Apple icon, then release. The Poll Pad will power on, and the Poll Pad application will launch automatically.

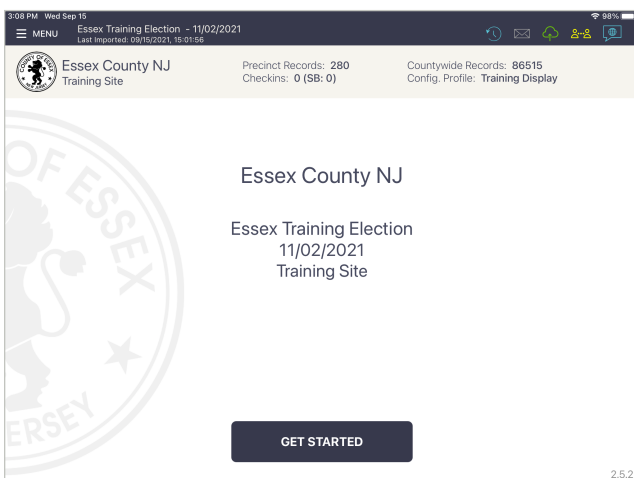
**NOTE:** Poll Pad will automatically power on if connected to AC power.



### 5 APPLICATION LAUNCHES

Press the application icon at the bottom of the screen.

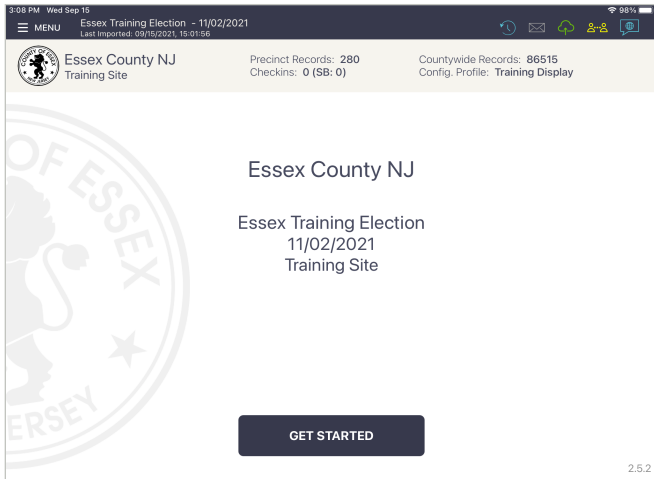
When the application launches, you will be directed to your county's homepage.



### 6 HOME SCREEN CHECKLIST

- Name of jurisdiction
- Election name and date
- **IMPORTANT:** Verify polling place is correct
- Checkin Count = 0
- Battery life is close to full (90% or greater)

# OPENING PROCEDURES | POLL PAD ICONS



## MULTI-PEER ICONS & COLORS



Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.



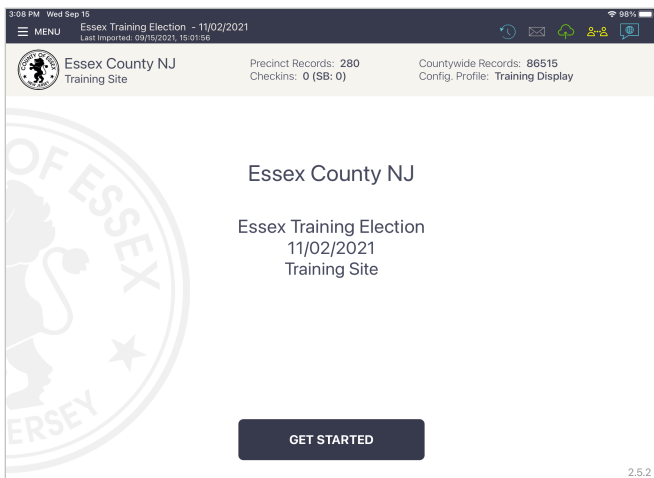
The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.



Poll Pad recognizes the presence of other precinct Poll Pads but is not connected or synchronizing with these units.



The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Poll Pad will continue to work and check in voters. Contact your Election Authority.



## CLOUD SYNC ICONS & COLORS



Poll Pad is currently connected and synchronizing with the central election database.



Poll Pad is in the process of connecting to the central election database.



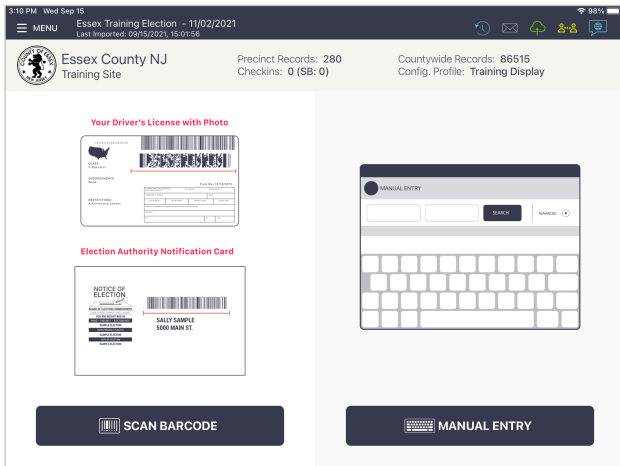
The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Poll Pad will continue to work and check in voters. Contact your Election Authority.

# PROCESSING VOTERS

# PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

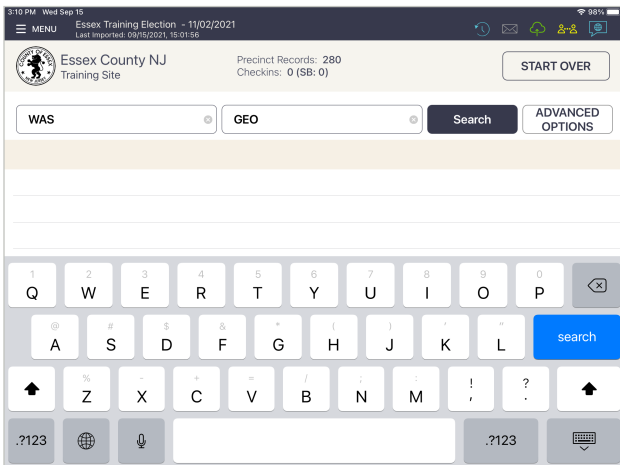
## 1 SEARCH BY NAME

Press **MANUAL ENTRY** to locate the voter by using their first and last name.



## 2 ENTER VOTER'S NAME

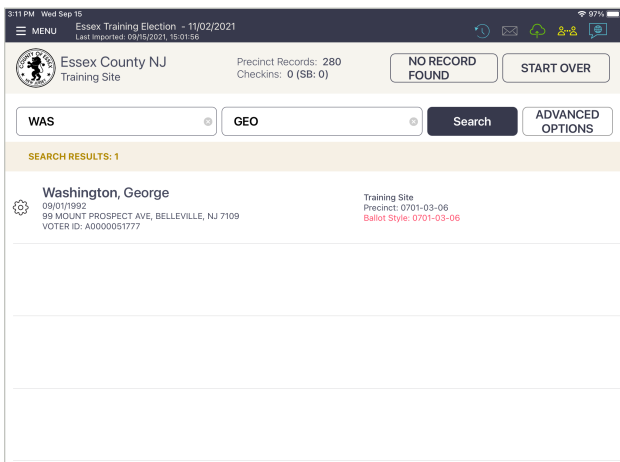
Use the on-screen keyboard to enter the first three (3) letters of the voter's last and first name, then press either **SEARCH** button.



## 3 SELECT VOTER'S RECORD

Records matching the search criteria display on-screen. Locate the voter's record and verify it does not contain any exceptions, then select the voter by pressing their record.

**NOTE:** Search results show both in and out of Election District voters. Out of Election District voters display in gray with an indicator that states **WRONG LOCATION**.



## PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

### 4 VOTER CONFIRMATION

The voter's information is displayed on-screen. Verify the information is correct. If so, press **ACCEPT**.

Essex County NJ Training Site

VOTER CONFIRMATION

GO BACK ACCEPT

Verify voter information and tap accept to continue

**George Washington**  
DOB: 09/01/1992  
99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109

Voter ID: A0000051777 Status: Active Precinct: 0701-03-06

Provisional

### 5 VOTER SIGNATURE

Rotate the Poll Pad to the voter to complete their oath and capture signature. Once complete, rotate back and press **DONE SIGNING**.

Essex County NJ Training Site

SIGNATURE CONFIRMATION

GO BACK DONE SIGNING

Have voter sign and select DONE SIGNING.

**George Washington**  
99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109  
Precinct: 0701-03-06 Split: -/-

CLEAR SIGNATURE

George Washington

### 6 POLL WORKER CONFIRMATION

Poll worker confirmation screen will appear. Poll worker to verify signature and confirm all information is correct. If correct, initial and press **SUBMIT**.

Essex County NJ Training Site

POLL WORKER CONFIRMATION

START OVER SUBMIT

CONFIRM THE VOTER'S INFORMATION

**George Washington**  
99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109  
Precinct: 0701-03-06 DOB: 09/01/1992  
Status: Active Voter ID: A0000051777

Ballot Style: 0701-03-06

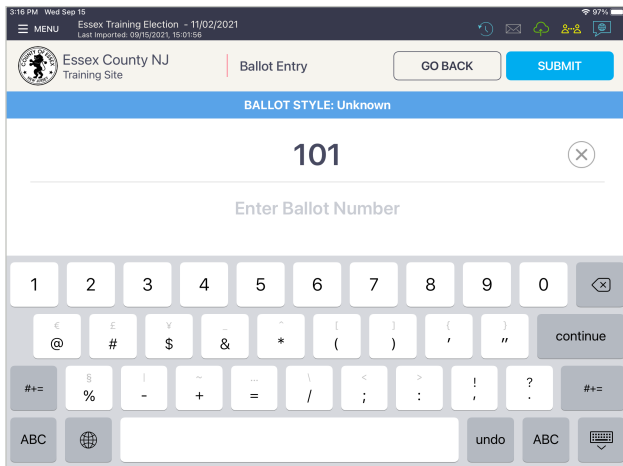
☐ Challenge Voter ☐ Assistance Required ☐ Curbside

Signature on File

Signature on Election Day

Initial PW

## PROCESSING VOTERS | SEARCH BY MANUAL ENTRY



### 7 ENTER VOTER AUTHORITY #

Touch the text field above the line to enter the voter authority number.



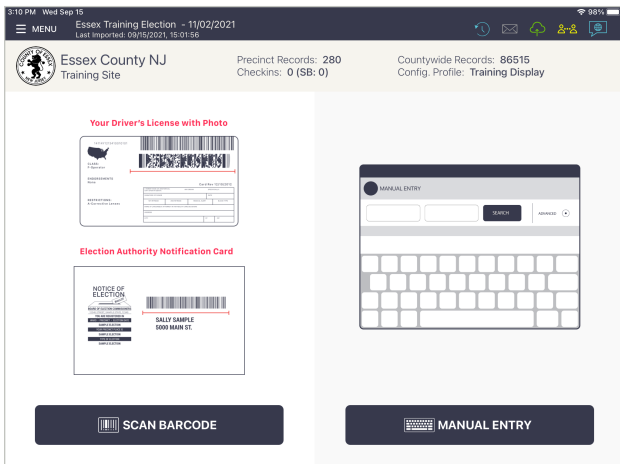
### 8 VOTER PROCESSED

Voter successfully processed. Follow polling place protocol to direct voter to next polling station.

# PROCESSING VOTERS | ID REQUIRED

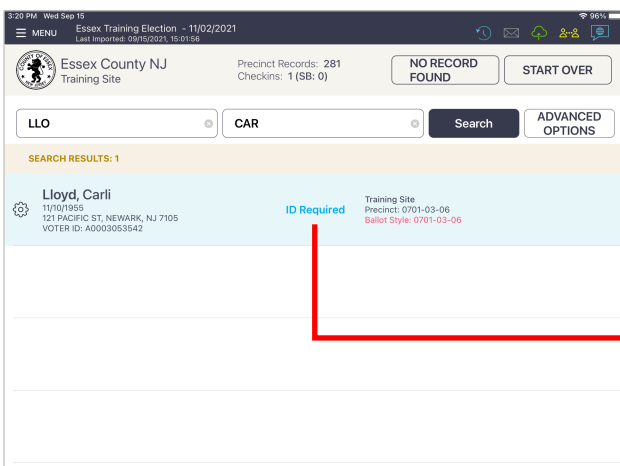
## 1 LOOK UP VOTER

Look up the voter's record using **MANUAL ENTRY**.



## 2 LOCATE VOTER'S RECORD

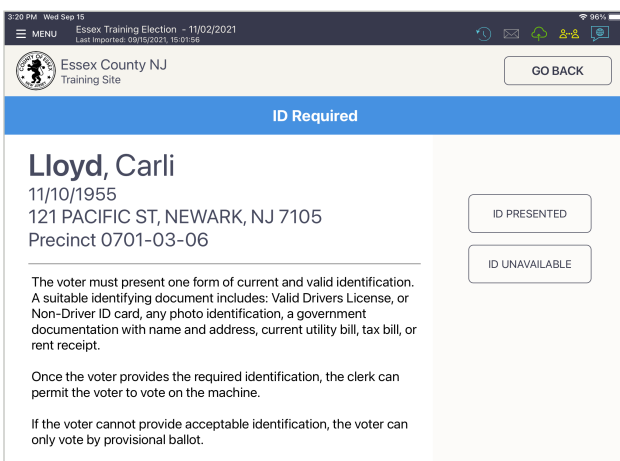
You will notice the voter record contains a status that reads "ID Required." Press voter record.



ID Required

## 3 FOLLOW PROMPT

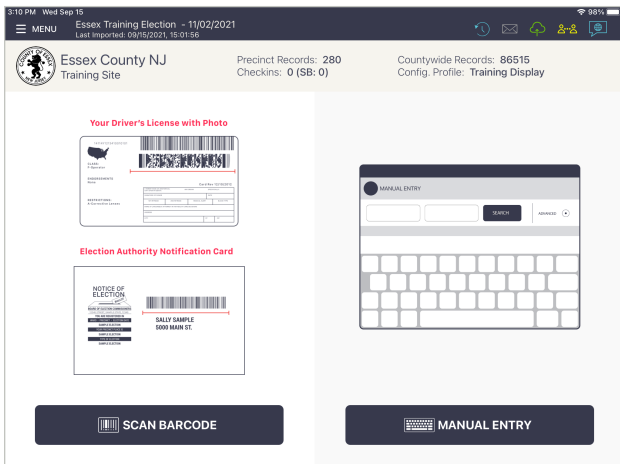
A prompt will appear. Follow the instructions on the screen.



# PROCESSING VOTERS | AFFIRM ADDRESS

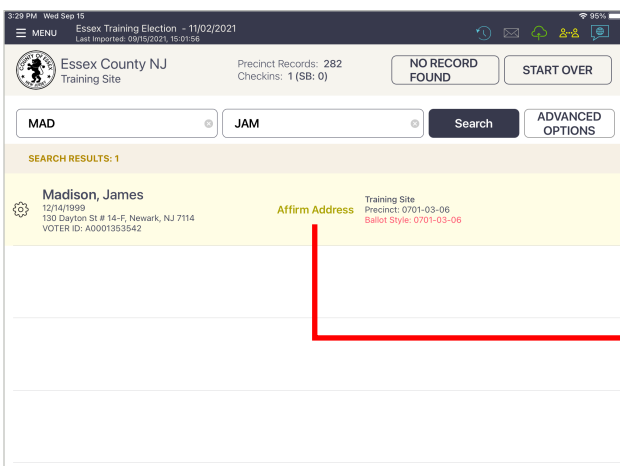
## 1 LOOK UP VOTER

Look up the voter's record using **MANUAL ENTRY**.



## 2 LOCATE VOTER'S RECORD

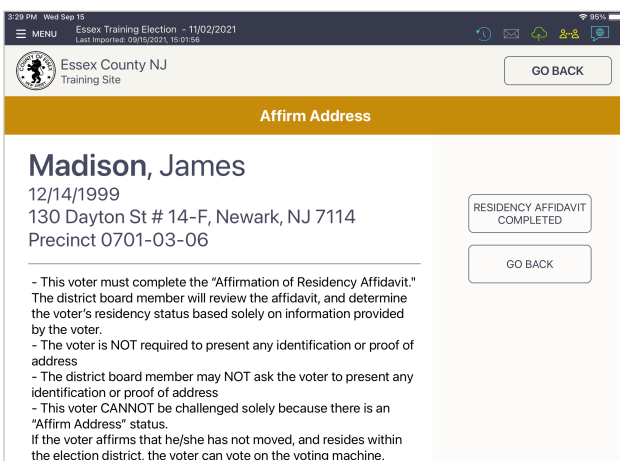
You will notice the voters record contains a status that reads "Affirm Address." Press voter record.



Affirm Address

## 3 FOLLOW PROMPT

A prompt will appear. Follow the instructions on the screen.



# PROCESSING VOTERS | WRONG LOCATION ELECTION DAY ONLY SCENARIO

## 1 LOOKUP VOTER

Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY**.

The screenshot shows the Essex County NJ Training Site interface. At the top, it displays 'Essex Training Election - 11/02/2021' and 'Last Imported: 09/15/2021, 15:01:56'. Below this, it shows 'Precinct Records: 280' and 'Checks: 0 (SB: 0)'. The main area has two sections: 'Your Driver's License with Photo' and 'Election Authority Notification Card'. At the bottom, there are two buttons: 'SCAN BARCODE' and 'MANUAL ENTRY'.

## 2 LOCATE VOTER'S RECORD

If the voter is at the wrong polling location, their record will be highlighted in gray and contain a status that states **Wrong Location**.

Press voter record.

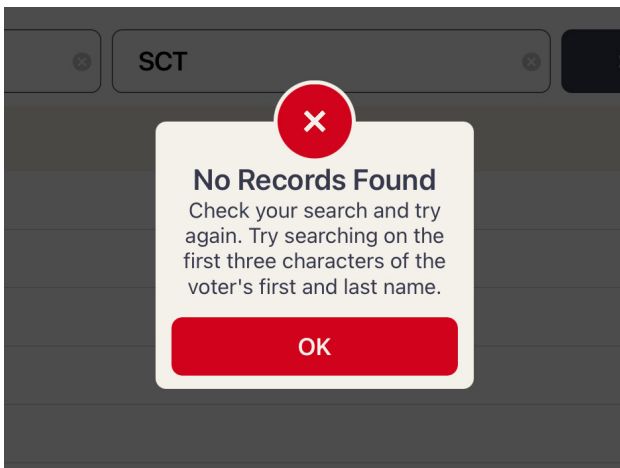
The screenshot shows the Essex County NJ Training Site interface with search results. The search criteria are 'JEF' and 'THO'. The results show 'Jefferson, Thomas' with details: '08/20/1988', '33 Johnson Ave Apt B, Newark, NJ 7108', and 'VOTER ID: A0000453933'. To the right, it says 'DONALD BRADLEY SENIOR CITIZEN BUILDING Precinct: 0714-South-25 Ballot Style: 0714-South-25'. A red line points from the 'Wrong Location' status to a button labeled 'Wrong Location'.

## 3 WRONG LOCATION

Select **MAP** to issue directions to the correct location or process the voter provisionally by selecting **PROVISIONAL**.

The screenshot shows the Essex County NJ Training Site interface with a red banner at the top that says 'Voter is at the Wrong Location'. Below this, it shows the voter's name 'Jefferson, Thomas' and details: '08/20/1988', '33 Johnson Ave Apt B, Newark, NJ 7108', and 'Precinct 0714-South-25'. There are two buttons: 'MAP' and 'PROVISIONAL'. Below the buttons, it says 'This Voter is registered to vote at a different location if they would like to be directed to the correct location please select MAP' and 'If they would like to vote a provisional ballot at this location select PROVISIONAL'.

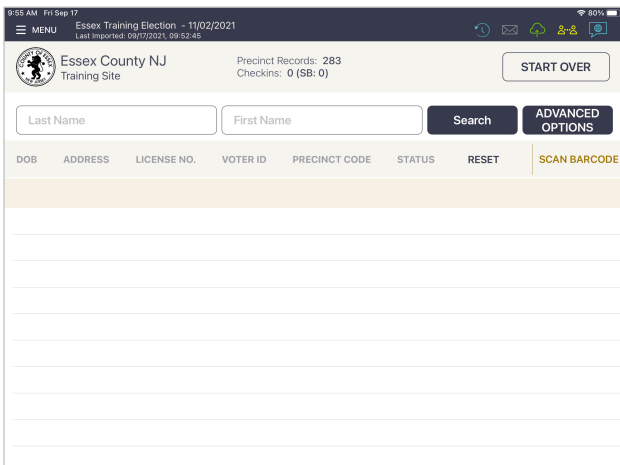
## PROCESSING VOTERS | **ADVANCED OPTIONS**



### 1 **VOTER NOT FOUND**

If Scan Barcode and Manual Entry have been used and the voter cannot be found, a pop-up displays: **No Records Found**.

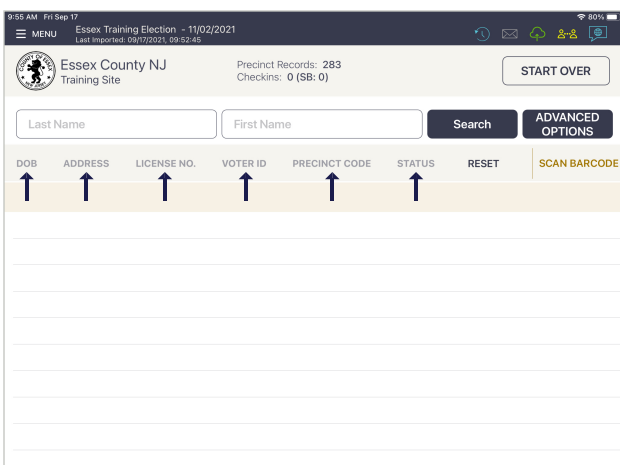
Press **Ok** to go back to Voter Lookup.



### 2 **ADVANCED SEARCH**

Once back on the voter lookup screen, press **ADVANCED OPTIONS**, and reset your search criteria.

**NOTE:** Clear name fields by pressing X in first and last name boxes before searching.



### 3 **SEARCH BY**

Look up voter by using **DOB (DATE OF BIRTH), ADDRESS, LICENSE NUMBER**, etc. Press **DONE** on the keyboard then press **SEARCH**.

If voter is found using Advanced Options, follow same protocol as scan barcode/manual entry to process voter.

## PROCESSING VOTERS | ADVANCED OPTIONS

### 4 SEARCH BY DOB

Enter voter's date of birth and select **Search**.

The screenshot shows the Essex County NJ Training Site interface. At the top, it displays 'Essex Training Election - 11/02/2021' and 'Last imported: 09/17/2021, 08:52:45'. Below this, there's a header with the Essex County NJ logo and 'Training Site'. To the right, it shows 'Precinct Records: 283' and 'Checks: 0 (SB: 0)'. A 'START OVER' button is in the top right. Below the header, there are input fields for 'Last Name' and 'First Name', a 'Search' button, and an 'ADVANCED OPTIONS' button. A tabbed interface is visible with tabs for 'DOB', 'ADDRESS', 'LICENSE NO.', 'VOTER ID', 'PRECINCT CODE', 'STATUS', and 'RESET'. The 'DOB' tab is selected. Below the tabs, there's a date picker showing '05 / 27 / 1976' with 'MONTH', 'DAY', and 'YEAR' labels. A 'CLEAR' button is to the right. Below the date picker, there's a list of search results, which is currently empty.

### 5 SEARCH BY ADDRESS

Enter the voter's house number and select the correct address.

The screenshot shows the address search screen. At the top, it says 'Enter the voter's address.' with a 'CLEAR' button. Below this, there's a text input field containing the number '25'. A dropdown menu is open, showing a list of addresses starting with '25': '25 HOLIDAY CT RIVER VALE, NJ 07675', '25 JEFFERSON ST UNIT 5B HACKENSACK, NJ 07601', '25 LILLIAN CT RAMSEY, NJ 07446', '25 LINCOLN AVE CLIFFSIDE PARK, NJ 07010', and '25 MONROE ST LODI, NJ 07644'. Below the list, there's a numeric keypad with digits 1-0, a backspace button, and a 'return' button. Below the keypad, there's a keyboard with letters, numbers, and symbols, including an 'undo' button and an 'ABC' button.

### 6 SELECT ADDRESS

Once the correct address is selected, press **Search**.

The screenshot shows the address selection screen. At the top, it displays 'Bergen County NJ, Training Election 2021 - 11/02/2021' and 'Last imported: 09/28/2021, 16:31:39'. Below this, there's a header with the Bergen County NJ logo and 'MEMORIAL SCHOOL GYM/ FRONT ENT.'. To the right, it shows 'Ward/District Records: 888' and 'Checks: 13'. A 'START OVER' button is in the top right. Below the header, there are input fields for 'Last Name' and 'First Name', a 'Search' button, and an 'ADVANCED OPTIONS' button. A tabbed interface is visible with tabs for 'DOB', 'ADDRESS', 'LICENSE NO.', 'VOTER ID', 'PRECINCT CODE', 'STATUS', and 'RESET'. The 'ADDRESS' tab is selected. Below the tabs, there's a text input field containing the address '25 HOLIDAY CT RIVER VALE, NJ 07675'. A 'CLEAR' button is to the right. Below the address field, there's a label 'ADDRESS\*'. Below the label, there's a list of search results, which is currently empty.

# PROCESSING VOTERS

## ASSISTANCE REQUIRED / CHALLENGE

The screenshot shows the 'POLL WORKER CONFIRMATION' screen for George Washington. The voter's information includes: 99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109, Precinct: 0701-03-06, DOB: 09/01/1992, Status: Active, and Voter ID: A0000051777. There are two signature boxes: 'Signature on File' (containing a handwritten signature) and 'Signature on Election Day' (empty). Below the signatures are two checkboxes: 'Challenge Voter' and 'Assistance Required', both with arrows pointing to them. To the right of these checkboxes is an 'Initial' box with a close button (X).

### 1 VOTER ASSISTANCE / CHALLENGE

If a voter requires assistance or is challenged, choose the correct box on the poll worker confirmation screen to the bottom left.

**NOTE:** For Assistance Required go to Step 2. For Challenge Voter go to Step 3.

The screenshot shows the 'Assistance Required' pop-up screen. It has a title bar with a close button (X) and a 'CONTINUE' button. The main text says 'Instruct the assistant to sign in the box below.' Below this is a 'CHOOSE REASON' dropdown menu and a 'CLEAR SIGNATURE' button. At the bottom, there is a large empty box for a signature and an 'Initial' box with a close button (X).

### 2 ASSISTANCE REQUIRED

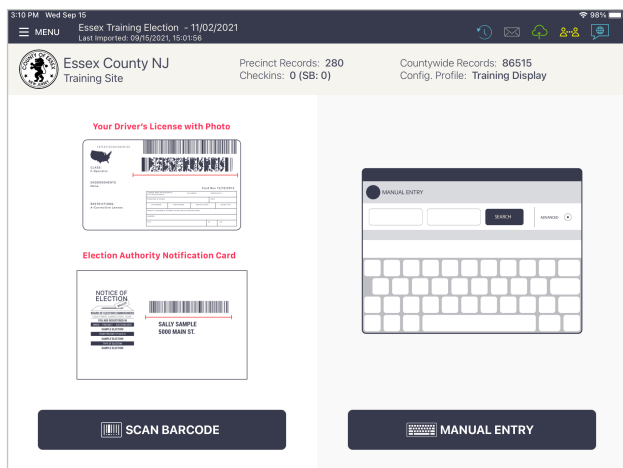
Capture the required information from the pop-up on the screen.

The screenshot shows the 'Challenge Report' pop-up screen. It has a title bar with a close button (X) and a 'CONTINUE' button. The main text says 'George Washington' followed by '09/01/1992 | A0000051777' and '99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109'. Below this is a 'CHALLENGE REASON' dropdown menu and a 'CLEAR SIGNATURE' button. At the bottom, there is a large empty box for a signature and an 'Initial' box with a close button (X).

### 3 VOTER IS CHALLENGED

Capture the required information from the pop-up on the screen.

# PROCESSING VOTERS | SEARCH BY SCANNING SAMPLE BALLOT OR ID



## 1 LOOK UP VOTER BY SCAN BARCODE

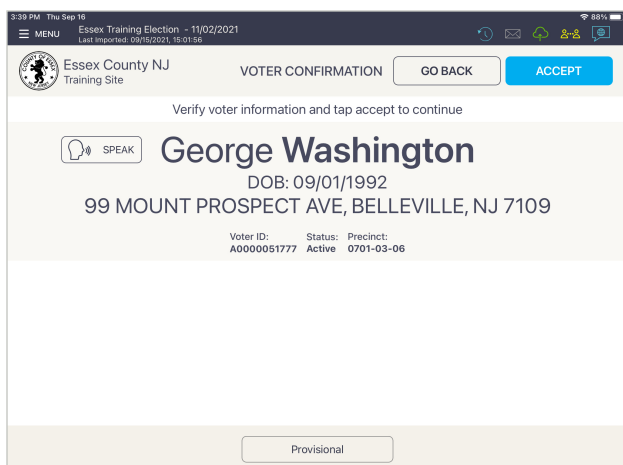
If the voter presents a sample ballot with a Voter ID # or driver's license, start the check-in process by touching **Scan Barcode**.



## 2 SCAN BARCODE

A live image of the Photo ID Tray displays on screen. Place the voter's sample ballot or license (with the barcode facing the camera) onto the ID Tray.

**NOTE:** If the camera is unable to scan the voter's barcode or if it is not placed onto the holder within five seconds, the Poll Pad will display "Barcode Not Found." If this occurs find the voter using the manual search method.



## 3 VERIFY VOTER'S INFORMATION

Verify information. If all is correct, press **ACCEPT** and continue the check-in process.

# PROCESSING VOTERS | CANCELLING A VOTER CHECKIN ADMINISTRATORS & TROUBLESHOOTERS ONLY

## 1 LOOK UP VOTER

Look up the voter's record using **MANUAL ENTRY**.

The screenshot shows the 'Essex Training Election' app interface. At the top, it displays 'Essex County NJ Training Site', 'Precinct Records: 283', and 'Checks: 1 (SB: 0)'. There are buttons for 'NO RECORD FOUND' and 'START OVER'. Below this, there are input fields for 'WAS' and 'GEO', a 'Search' button, and an 'ADVANCED OPTIONS' button. The 'SEARCH RESULTS: 1' section shows a result for 'Washington, George' with details: '09/01/1992', '99 MOUNT PROSPECT AVE, BELLEVILLE, NJ 7109', 'VOTER ID: A0000051777', 'Voted', 'Training Site', 'Precinct: 0701-03-06', 'Ballot Style: 0701-03-06', and 'CHK: 09/17/2021, 09:17:02'.

## 2 ENTER PASSWORD

Press the **settings icon** to prompt password entry.

The screenshot shows the same app interface as before, but with a 'password' entry prompt overlaid. The prompt has a text input field labeled 'password' and two buttons: 'Done' and 'Cancel'.

## 3 PASSWORD PROTECTED OPTIONS

Select **CANCEL VOTER CHECKIN**.

The screenshot shows the app interface with the search results for 'George Washington'. Below the search results, there are several buttons: 'Mark Voter Absentee' (with a dropdown arrow), 'REPRINT VOTER RECEIPTS', 'CANCEL VOTER CHECKIN', and 'SPOIL BALLOT'. An upward-pointing arrow is positioned below the 'CANCEL VOTER CHECKIN' button.

## PROCESSING VOTERS | CANCELLING A VOTER CHECKIN ADMINISTRATORS & TROUBLESHOOTERS ONLY

The screenshot shows a mobile application interface for "Step 1: Poll Worker Name and Reason". At the top, there's a title bar with a back arrow, the step title, and a close button. Below the title bar, the page is titled "Cancel Voter Check-In" with a "NEXT" button. The form contains a "Poll Worker Name" field with the text "Mike Smith Board Worker" and a "Type Details" field. A dropdown menu is open, showing the selected option "WRONG VOTER PROCESSED" and a list of other options: "Wrong Voter Processed", "Voter Left Without Voting", "Voted Voted Provisionally", "Voter Selected Wrong Party", and "Other".

### 4 PASSWORD PROTECTED OPTIONS

Poll worker should enter their name and select a cancellation reason from the drop-down menu.

The screenshot shows a mobile application interface for "Step 2: Review, Sign and Submit". At the top, there's a title bar with a back arrow, the step title, and a close button. Below the title bar, the page is titled "Cancel Voter Check-In" with a "SUBMIT" button. The form displays "Voter Information" (Washington, George - 09/01/1992, 151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643) and "Cancellation Reason" (Wrong Voter Processed). A "CLEAR SIGNATURE" button is visible. A large signature field contains the handwritten text "Mike Smith". At the bottom, there's a line for the "Election Judge Signature" with a small 'x' icon.

### 5 PASSWORD PROTECTED OPTIONS

Poll worker will sign their name, then press **SUBMIT**.

# CLOSING PROCEDURES



### 1 FOLD STAND ARM

After disconnecting hardware from the Poll Pad, place components back into carrying case. Once the stand arm has been removed from the Poll Pad and stand base, fold the stand arm backwards to fit in the case.

**NOTE:** Keep Poll Pad powered ON



### 2 POWER OFF POLL PAD

Turn off Poll Pad by holding the power button and the home button (pictured) simultaneously until the screen goes black. Place Poll Pad in the carrying case.



### 1 PACK POLL PAD CASE

Disassemble the Poll Pad and return the supplies to the Poll Pad case. Close the lid and secure.

- 1 Green Case
- 2 Poll Pad and Stand Arm
- 3 Poll Pad Base
- 4 Power Cube and Cord
- 5 (2) Stylus
- 6 Photo ID Tray
- 7 Poll Pad Screen Cloth
- 8 Printer (not used in this election)



### 2 RETURN SUPPLIES

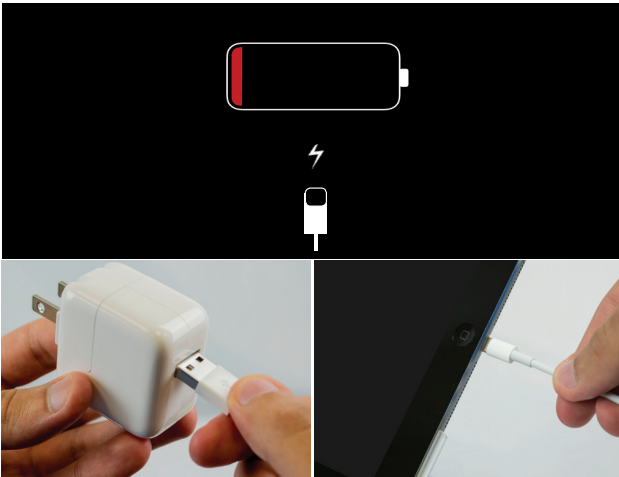
Return Poll Pad case to the Election's office on election night, along with other supplies.

**NOTE:** To ensure accuracy, remember to place the Poll Pad supplies in the appropriate case/tote.

# TROUBLESHOOTING

## TROUBLESHOOTING

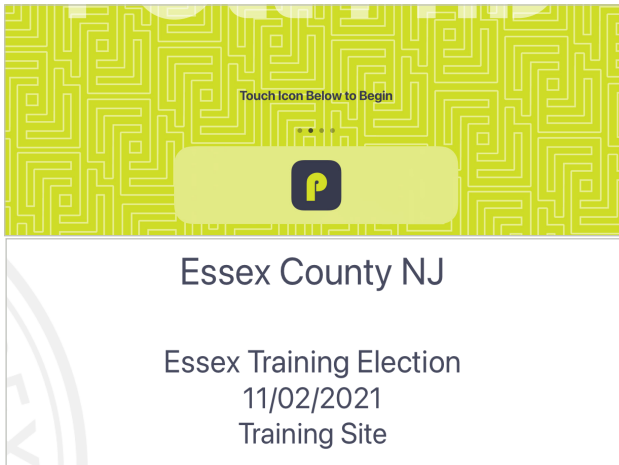
### CHARGING POLL PAD



- 1 Plug USB end of power cable into power cube.
- 2 Plug power cube into an AC wall outlet.
- 3 Plug power cable into Lightning Connector on Poll Pad.
- 4 Wait about five minutes for the Poll Pad to charge.
- 5 Once there is sufficient power, Poll Pad will auto power on.
- 6 Resume normal operations.

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

### OPENING POLL PAD

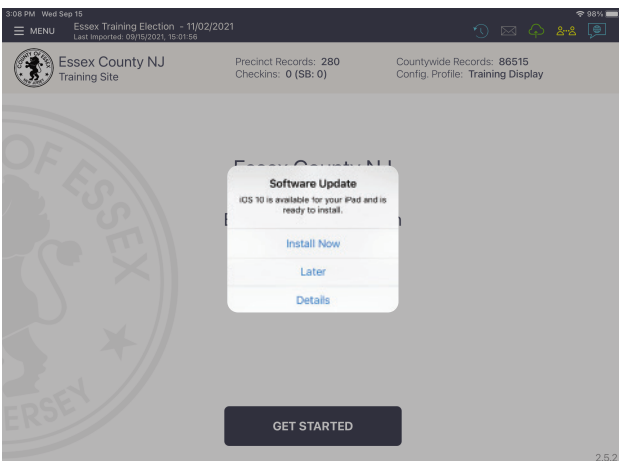


- 1 If application does not automatically launch when powered on, touch the Poll Pad app icon at the bottom of the Home Screen.
- 2 Verify the correct home page displays on-screen.

### iOS SOFTWARE UPDATE

**DO NOT** perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following:

- 1 From the list of on-screen options, select **Later**.
- 2 Press the **Home** button and verify Poll Pad app remains open.



## TROUBLESHOOTING



### POLL PAD SCREEN IS UNRESPONSIVE

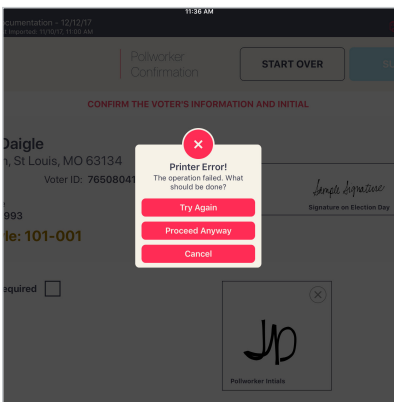
❶ Unplug unit from power source (electrical outlet, battery, etc.).

**If the Poll Pad screen is unresponsive, perform the following steps:**

❷ Hold down the **Sleep/Wake** and **Home** buttons simultaneously.

❸ Release both buttons once the Apple logo displays on screen.

❹ After application launches, return to previous activity.



### NOT PRINTING / STOPS PRINTING

❶ Make sure the printer is turned ON.

❷ Confirm the printer is plugged into outlet and cords are securely connected.

❸ Check paper is installed correctly.

❹ Confirm connection with Poll Pad (green icon).



### CHANGING PAPER

❶ Open printer.

❷ Reload paper with the paper flap toward you, feeding from the bottom/underneath roll.

❸ Close and press **Print Test Receipt**.

**SAMPLE POLL PAD GUIDE** | THE COUNTY OF ESSEX

