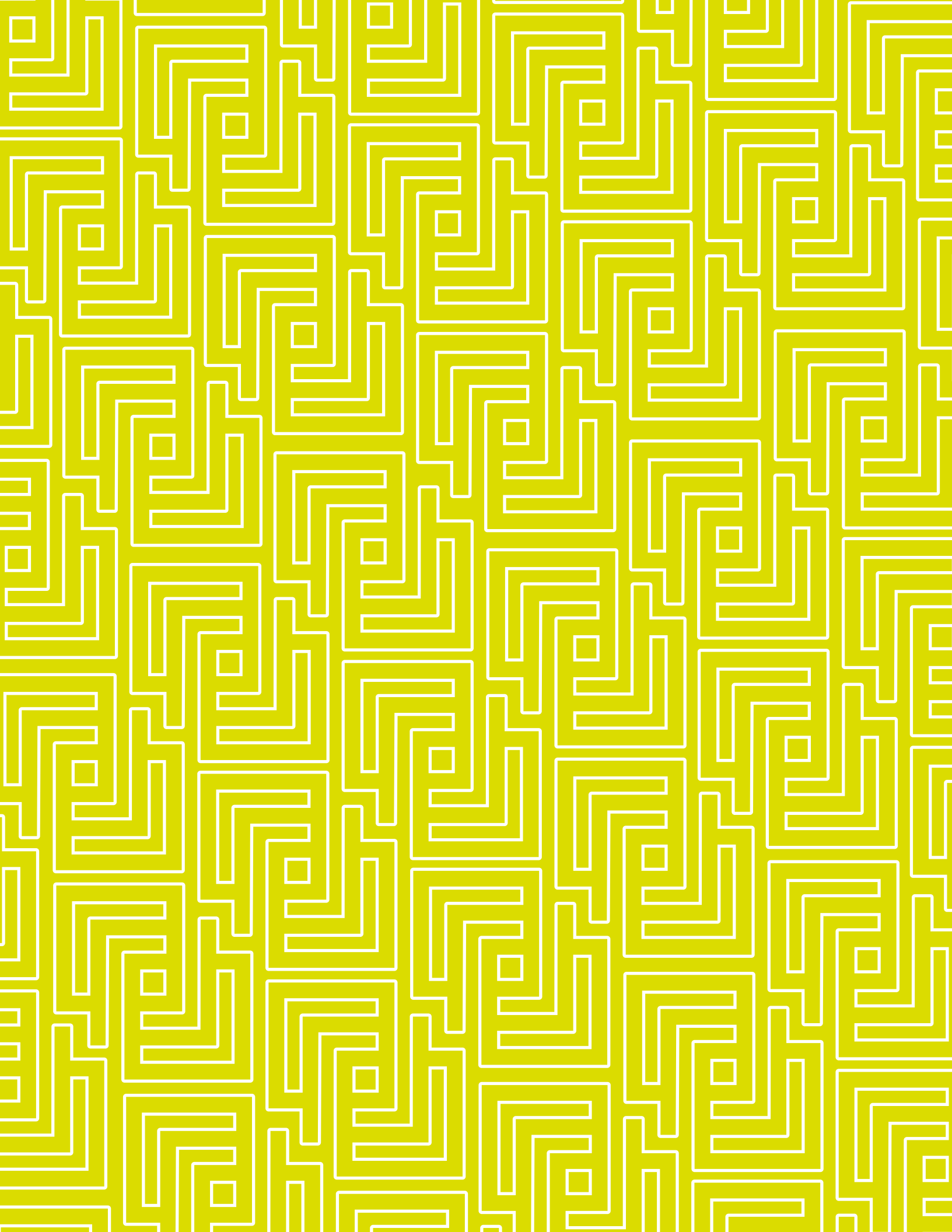
POLL PAD

Early Voting Poll Worker Training Manual

BERGEN COUNTY NEW JERSEY

KNOWiNK



POLL PAD®

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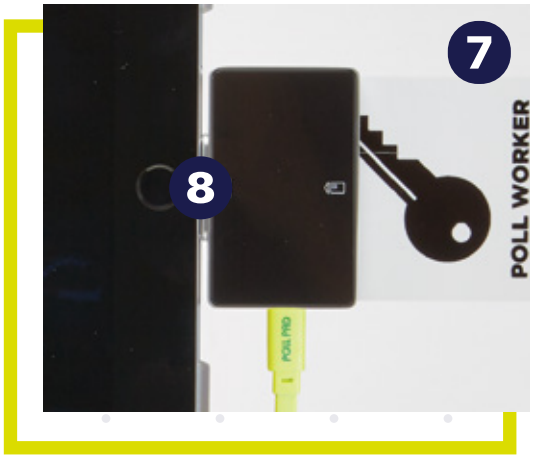
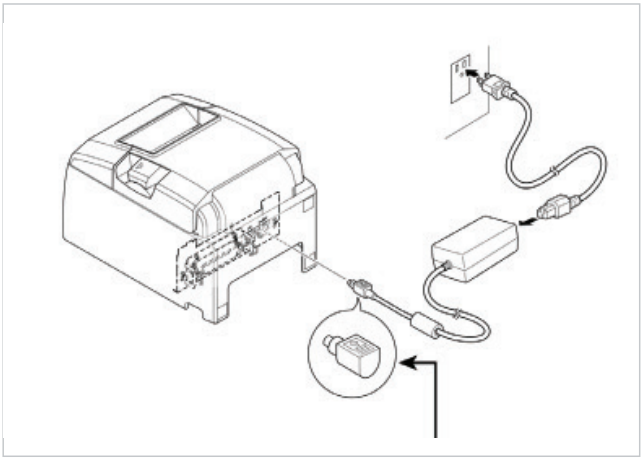
POLL PAD®



1 Power Button
2 Home Button
3 Poll Pad & Shell
4 Stand Arm
5 Poll Pad Base
6 Camera
7 Encoder
8 Lightning Port

1. **Green Case**
2. **Poll Pad**
3. **Poll Pad Base**
   (stand arm located under Poll Pad base)
4. **Lightning to USB Cable & USB Power Adapter**
5. **(2) Stylus**
6. **Encoder**
7. **Printer**
   (printer cords located under Poll Pad base)
8. **Screen Cloth**

OPENING PROCEDURES



1 LOCATE PRINTER

Open the transport case and remove printer, adapter, and power cord.

2 CONNECT TO POWER ADAPTER

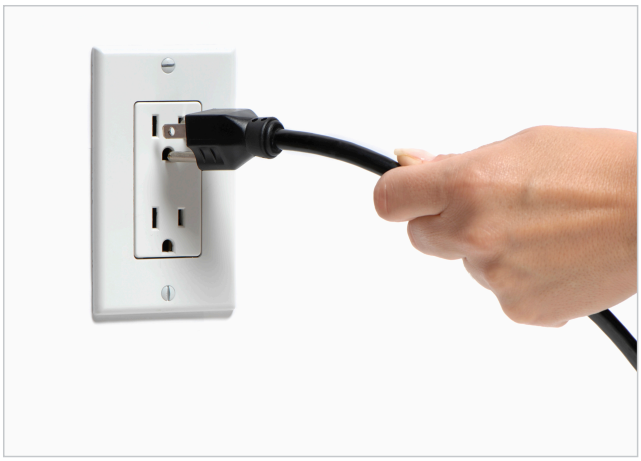
Connect the power cord to the power adapter.

NOTE: Ensure secure connection.

3 CONNECT TO PRINTER

Plug the connector into the back of the printer.

NOTE: Ensure secure connection.



4 PLUG PRINTER INTO OUTLET

Plug your printer into a wall outlet.

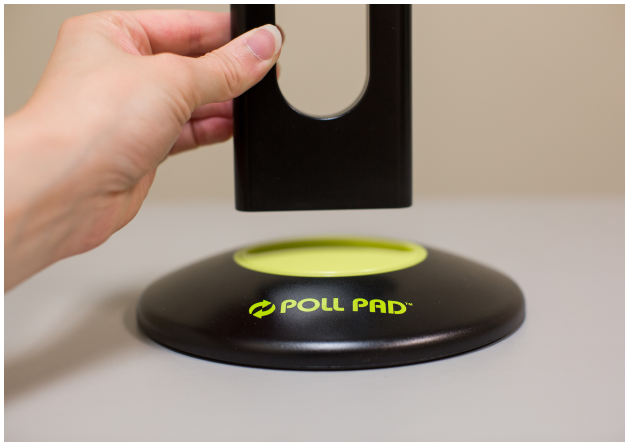
NOTE: Make sure your check-in table is close to the wall outlet or you have an extension cord available.

5 TURN PRINTER ON

The ON/OFF switch is located on the left side of the printer. If you do not see a green power light on the front panel, check the power cord connections and make sure the outlet has power.

6 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.



7 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.

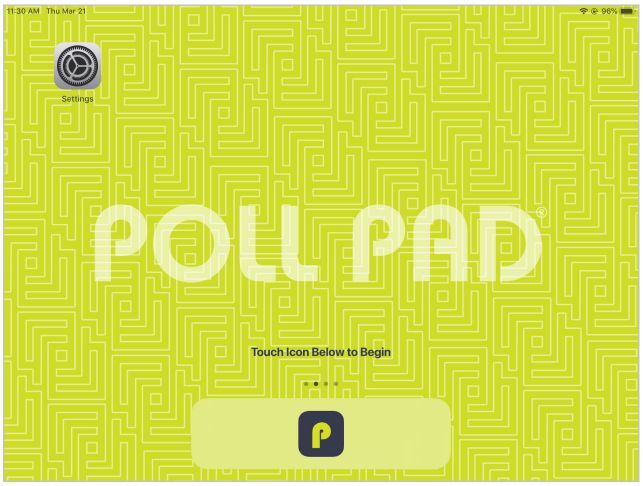
8 ATTACH PHOTO ID TRAY

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.

9 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 with launch automatically.

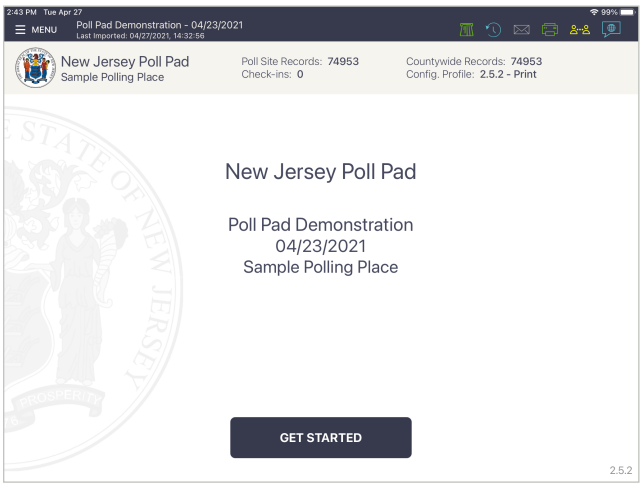
NOTE: Poll Pad will automatically power on if connected to AC power.



10 APPLICATION LAUNCHES

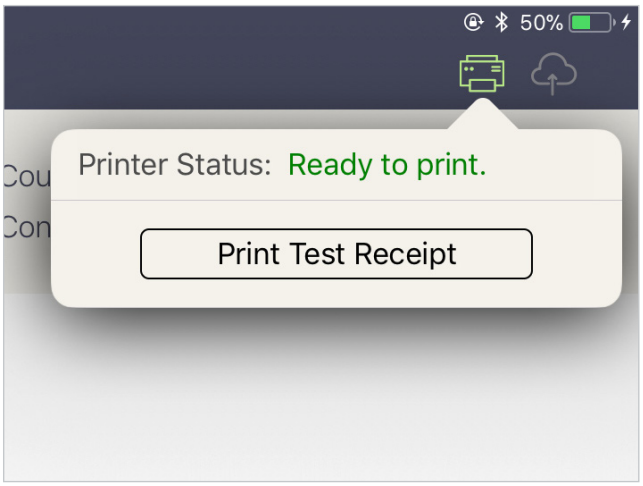
Press the application icon at the bottom of the screen.

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



11 HOME SCREEN CHECKLIST

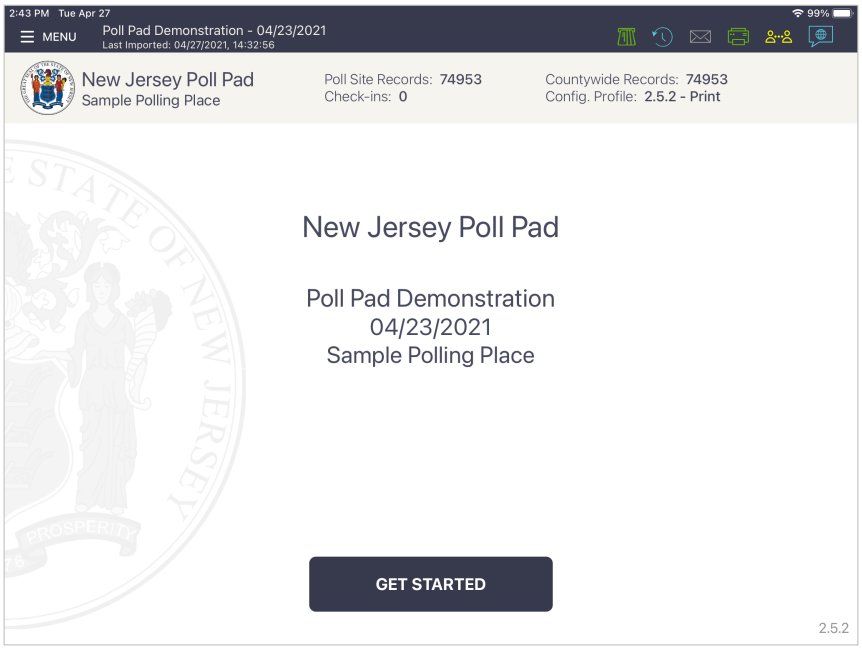
- Name of jurisdiction
- Election name and date
- IMPORTANT: Verify polling place is correct
- Checkin Count = 0
- Battery life is close to full (90% or greater)



12 CONNECT & TEST PRINT

A green printer icon on the Poll Pad means you are connected to the printer.

Press the green printer icon and select **Print Test Receipt** and a sample receipt will print. You are now ready to sign in and process voters.



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.

Poll Pad is currently disconnected and not synchronizing with the central election database. Poll Pad will continue to work and check-in voters. Contact your Election Authority.

PRINTER ICONS & COLORS

Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.

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

Poll Pad is not paired with the printer. Select the printer icon, followed by Pair and Connect.

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.

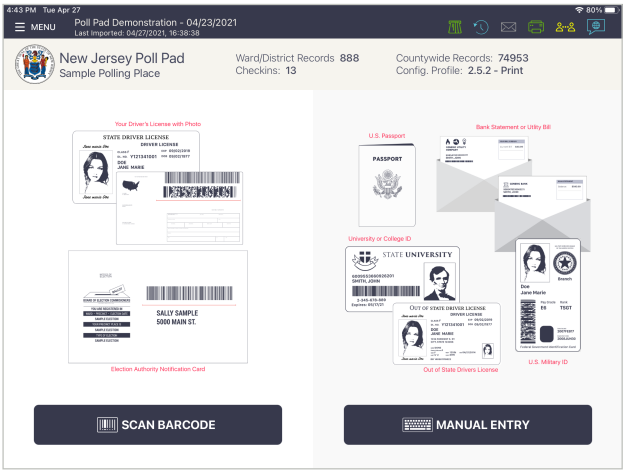
The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Contact Election Authority.

ENCODER ICONS & COLORS

Encoder is active and able to program cards.

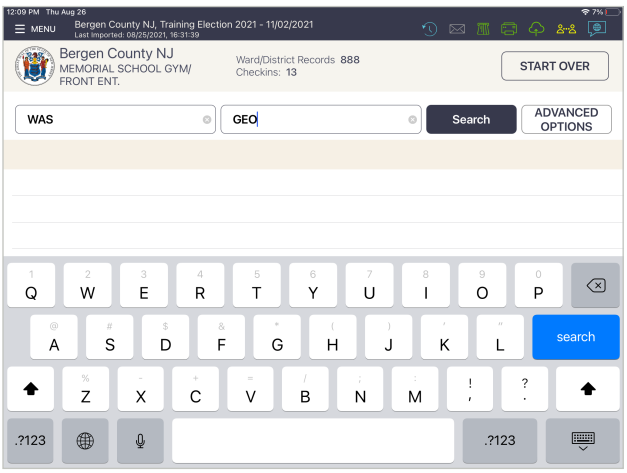
Encoder is not active. Remove and reinsert encoder.

PROCESSING VOTERS



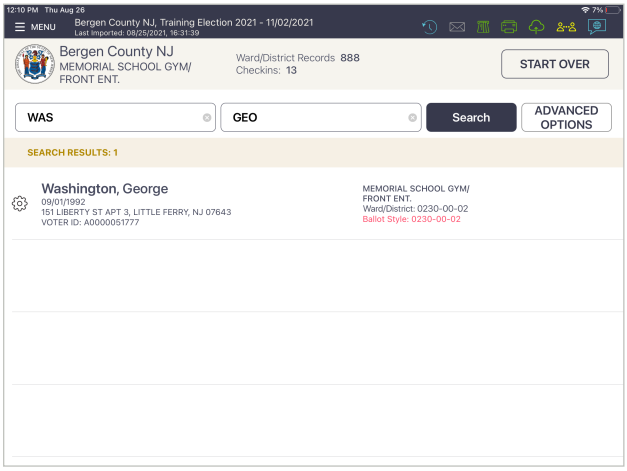
1 SEARCH BY NAME

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



2 ENTER VOTER'S NAME

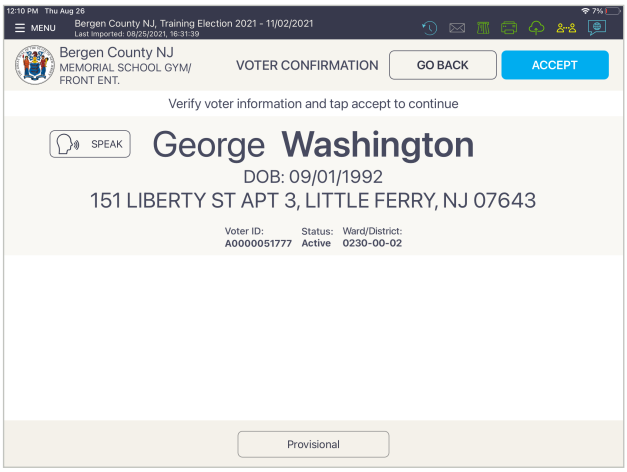
Use the on-screen keyboard to enter the first three (3) letters of the voter's last and first name, then press either **SEARCH** button.



3 SELECT VOTER'S RECORD

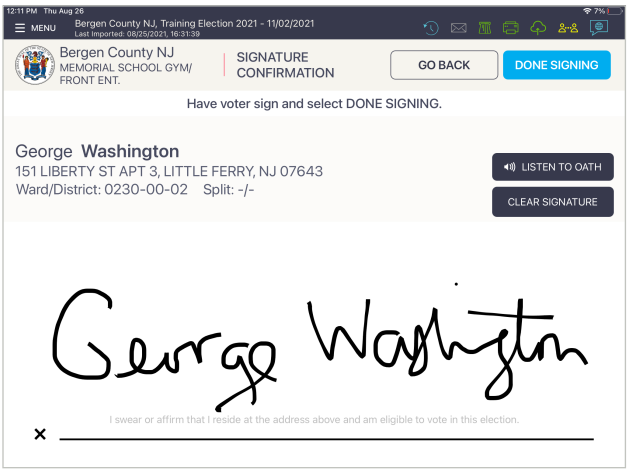
Records matching the search criteria display on-screen. Locate the voter's record and verify it does not contain any exceptions, then select the voter by pressing their record.

NOTE: Search results show both in and out of ward/district voters. Out of ward/district voters display in gray with an indicator that states **Wrong Ward/District**.



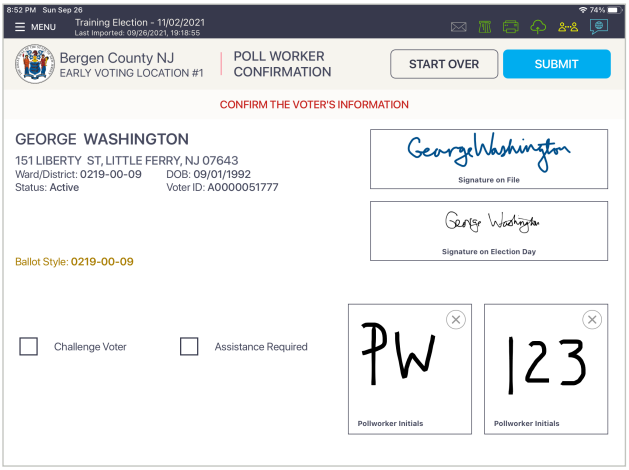
4 VOTER CONFIRMATION

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



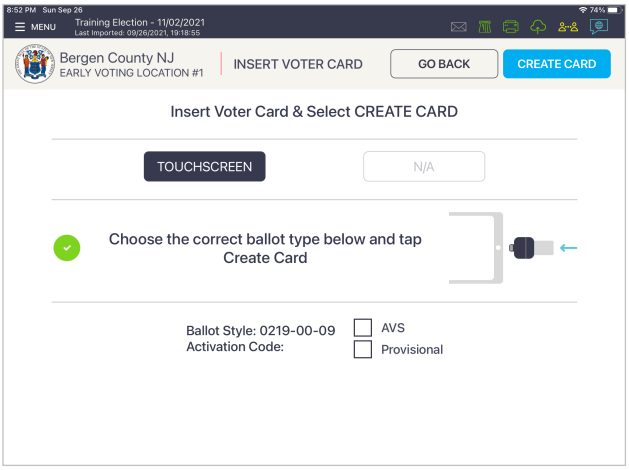
5 VOTER SIGNATURE

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



6 POLL WORKER CONFIRMATION

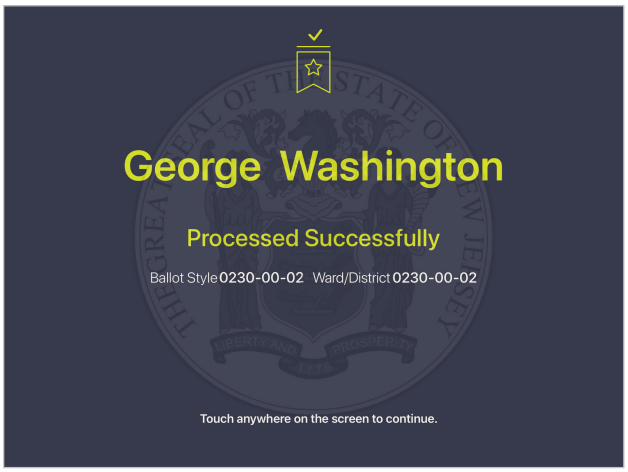
Poll worker confirmation screen will appear. Poll worker to verify signature and confirm all information is correct. If correct, **initial** (left box) and enter the **Voter Authority #** (right box) and press **SUBMIT**.



7 CREATE VOTER CARD

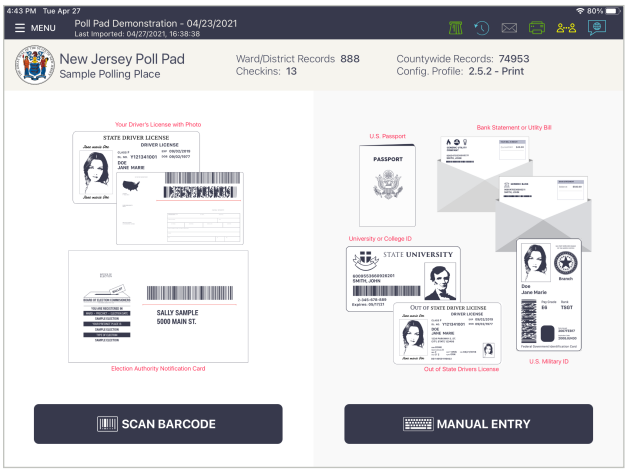
Poll worker should insert Voter Card and select **CREATE CARD**.

If the error "CARD CREATION FAILED!" appears at the bottom, pollworker should simply flip Voter Card over to the opposite side and re-insert.



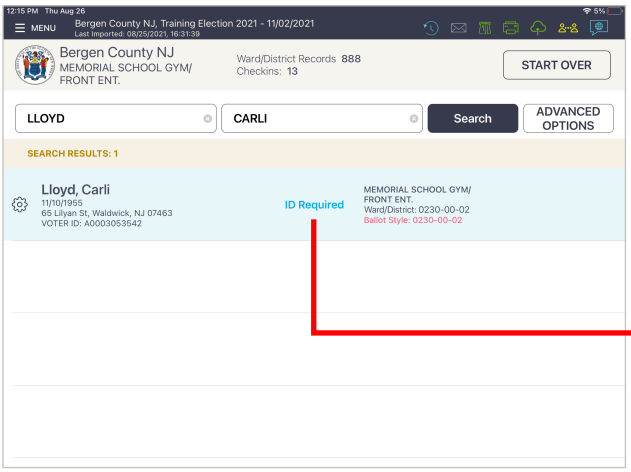
8 VOTER PROCESSED

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



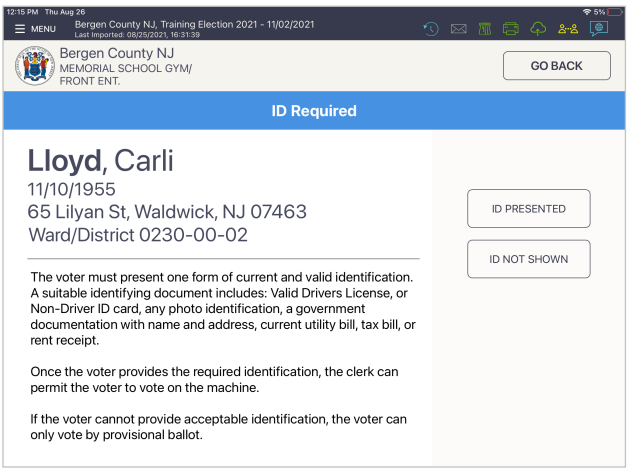
1 LOOK UP VOTER

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



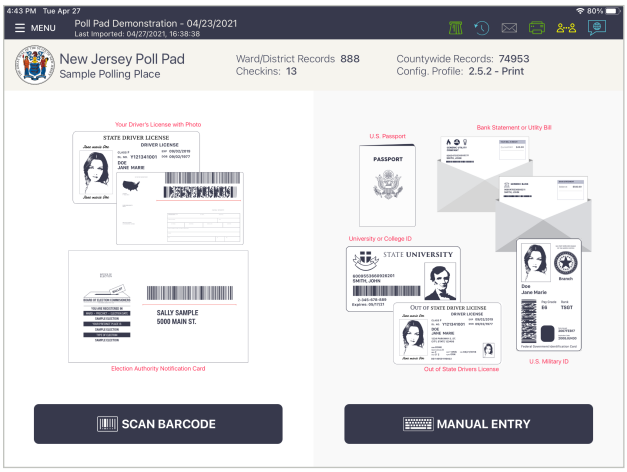
2 LOCATE VOTER'S RECORD

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



3 FOLLOW PROMPT

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



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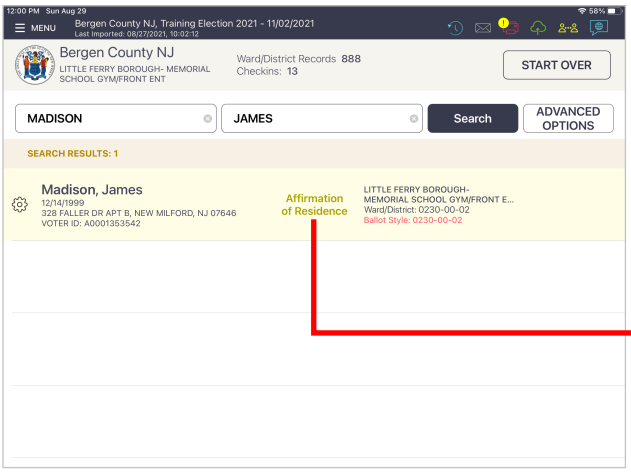
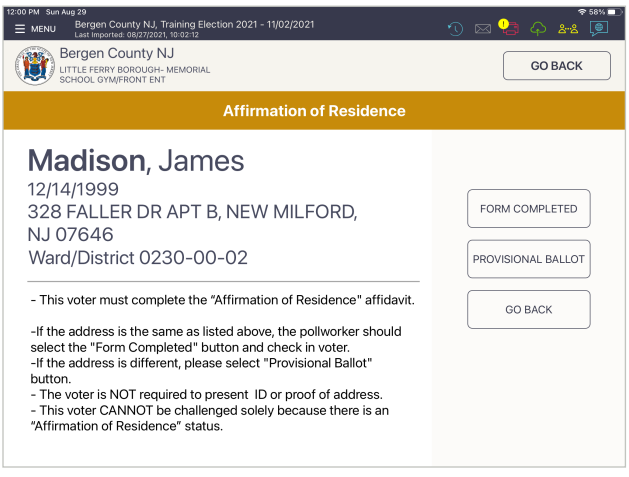


2 LOCATE VOTER'S RECORD

You will notice the voters record contains a status that reads "Affirmation of Residence." Press voter record.



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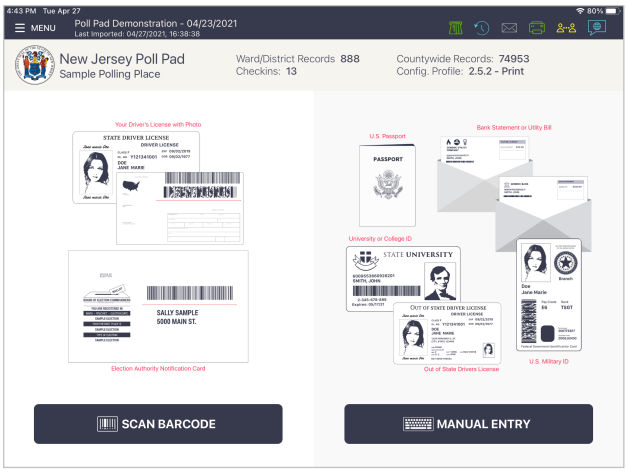

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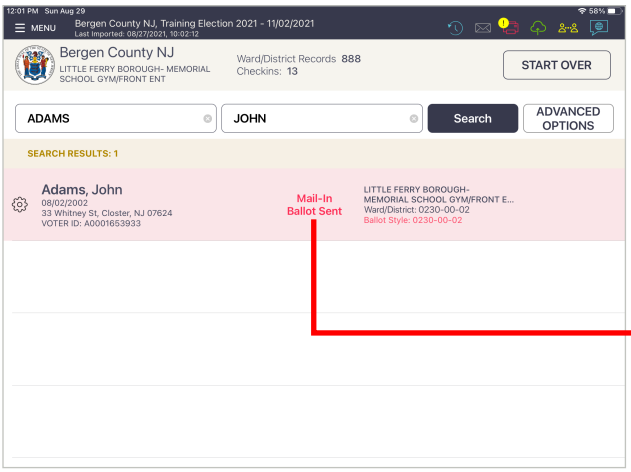
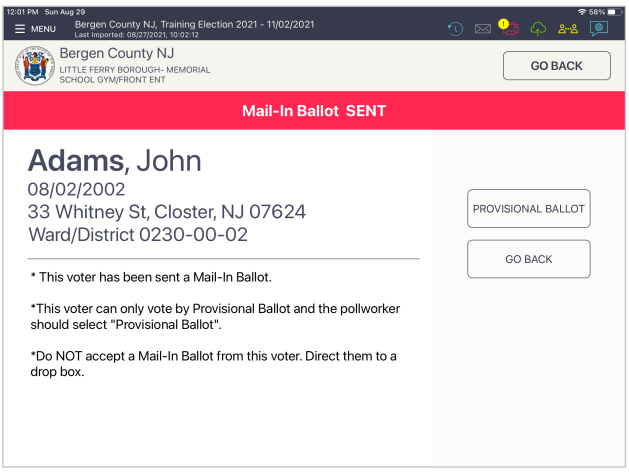


2 LOCATE VOTER'S RECORD

You will notice the voter record contains a status that reads "Vote By Mail." Press voter record.



3 FOLLOW PROMPT

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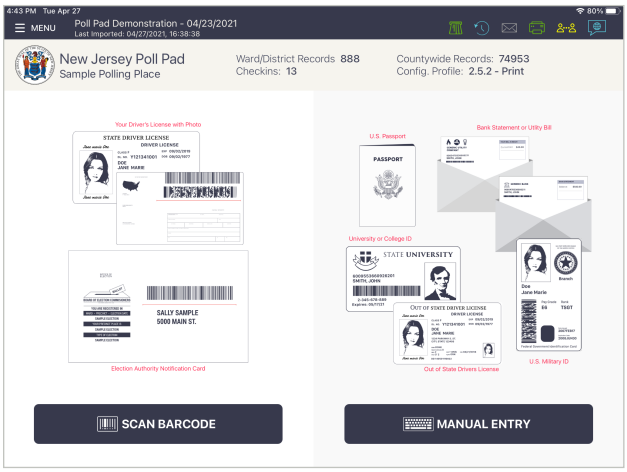

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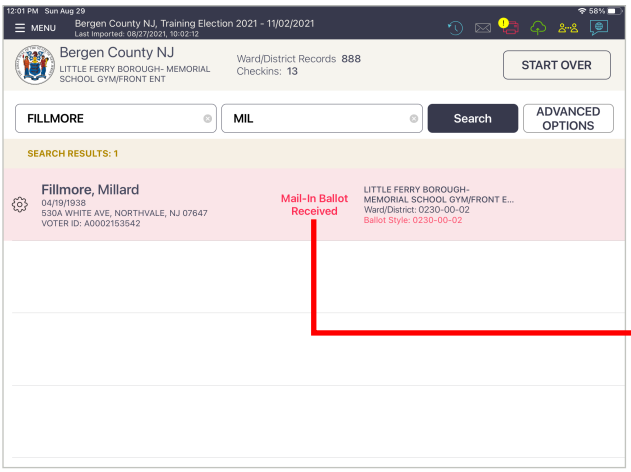

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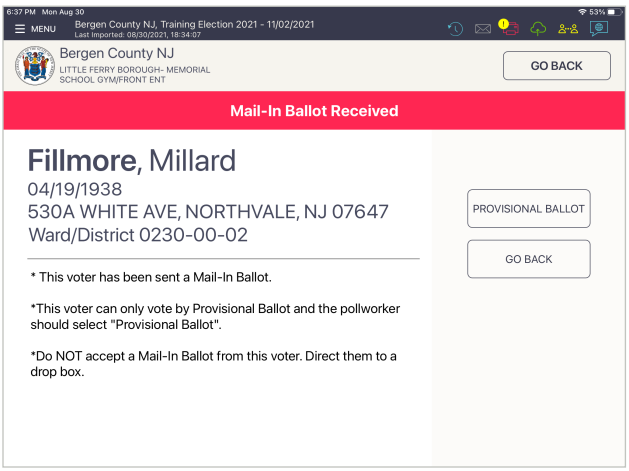
You will notice the voter record contains a status that reads "Vote By Mail." Press voter record.



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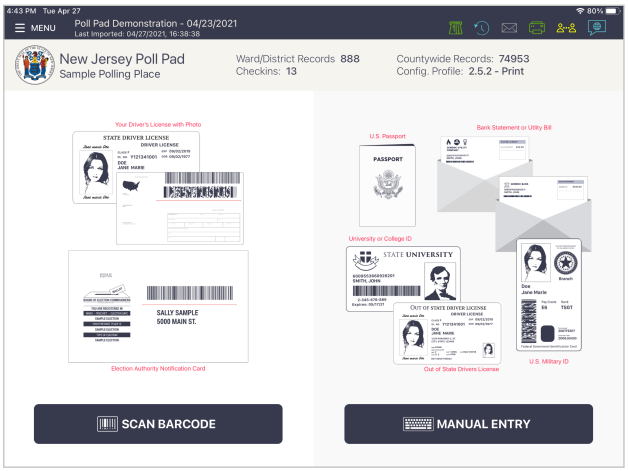
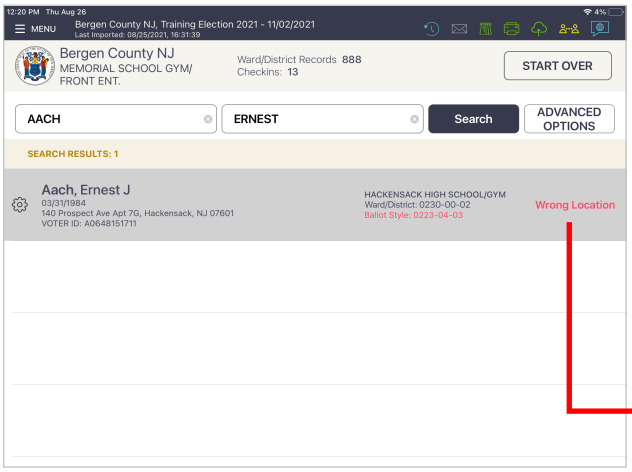


1 LOOKUP VOTER

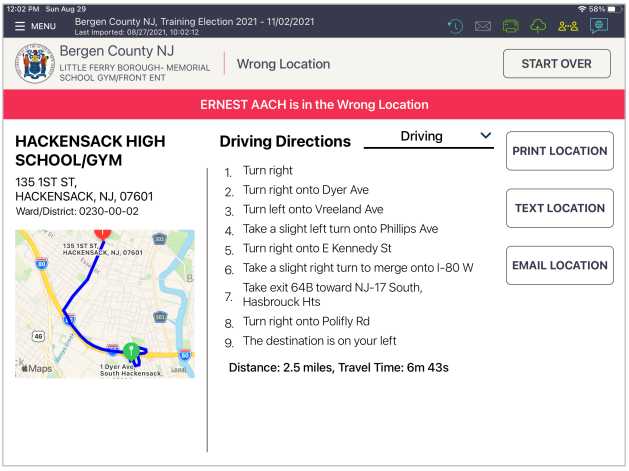
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY**.



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**.

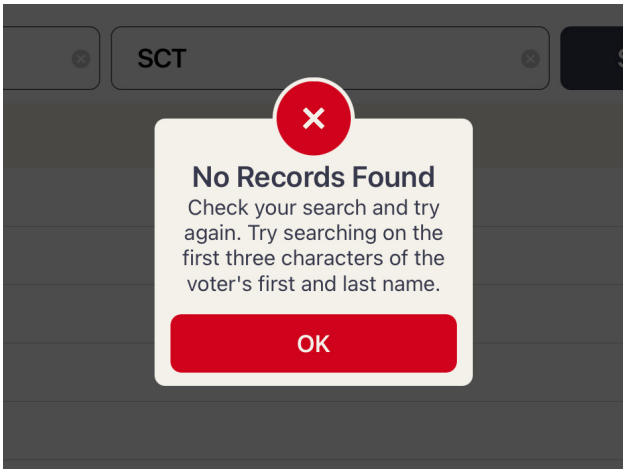
Press voter record.



3 PROVIDE DIRECTIONS

A map will appear with the correct polling location and address. Direct the voter to the correct polling location by text or print. Press **GO BACK** then **START OVER**.

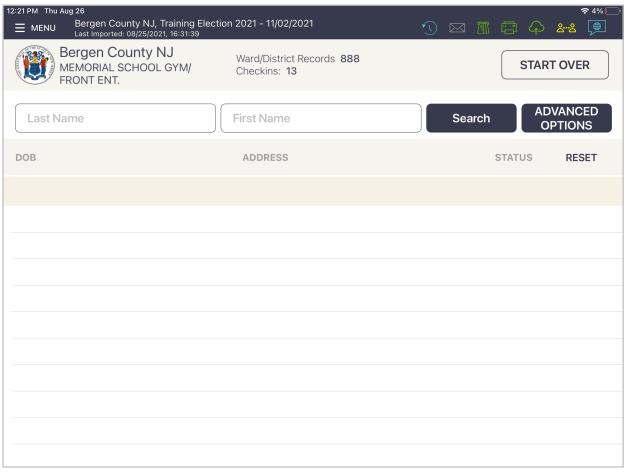
NOTE: Mapping and Text features are only available if using connectivity in polling location.



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**.

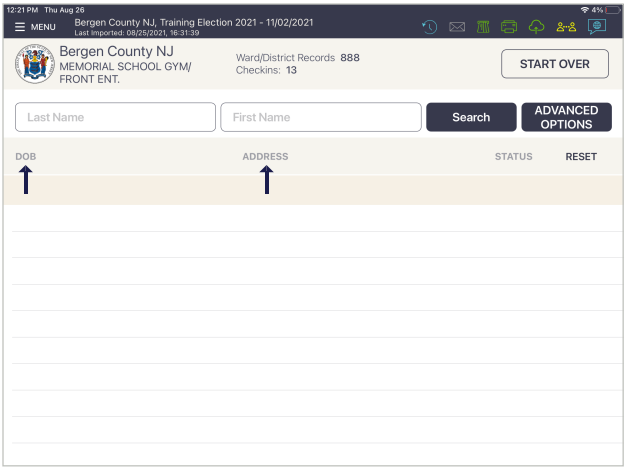
Press **Ok** to go back to Voter Lookup.



2 ADVANCED SEARCH

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

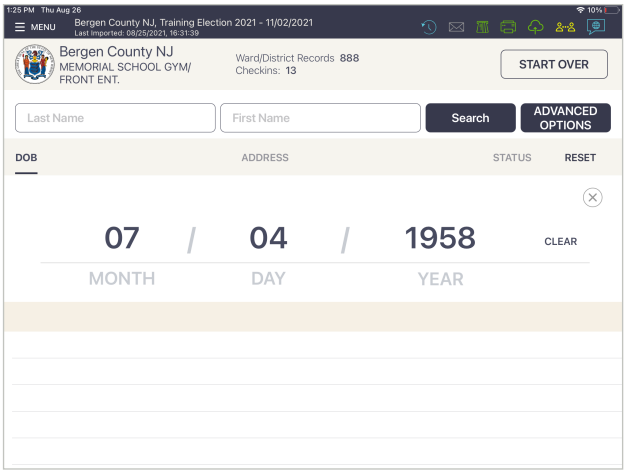
NOTE: Clear name fields by pressing X in first and last name boxes before searching.



3 SEARCH BY

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

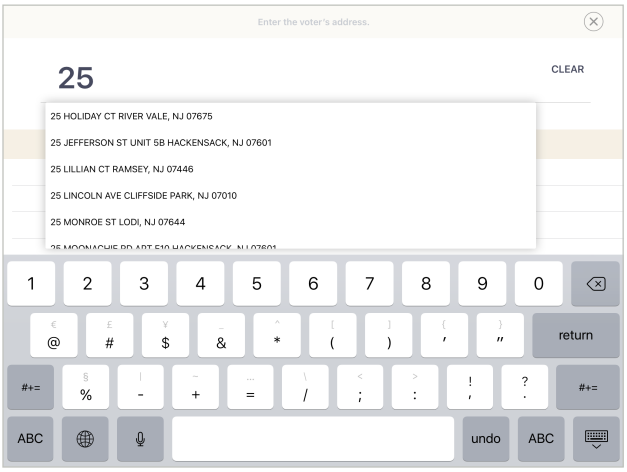
If voter is found using Advanced Options, follow same protocol as scan barcode/manual entry to process voter.



4 SEARCH BY DOB

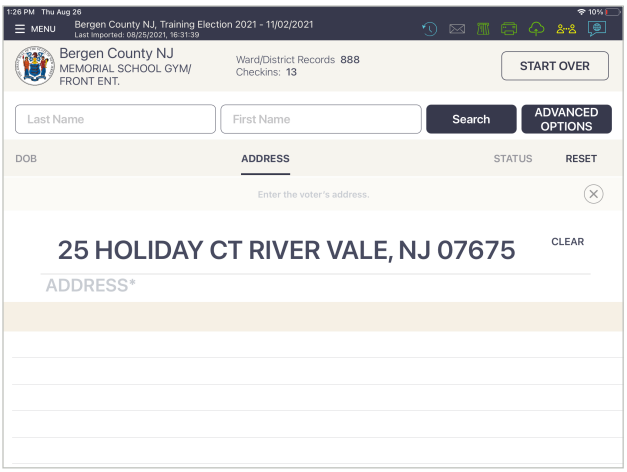
If Scan Barcode and Manual Entry have been used and the voter cannot be found, a pop-up displays: **No Records Found**.

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



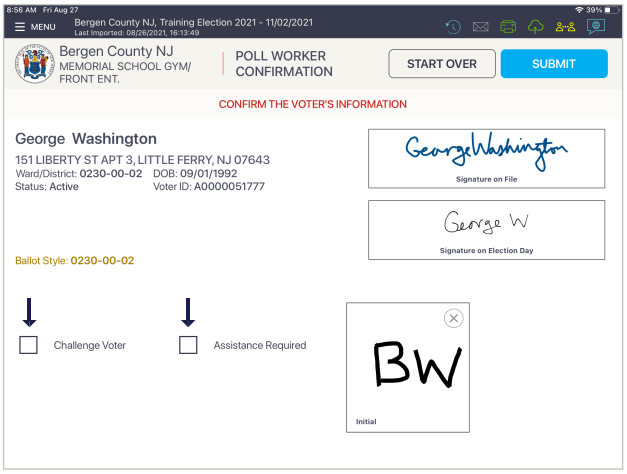
5 SEARCH BY ADDRESS

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



6 SELECT ADDRESS

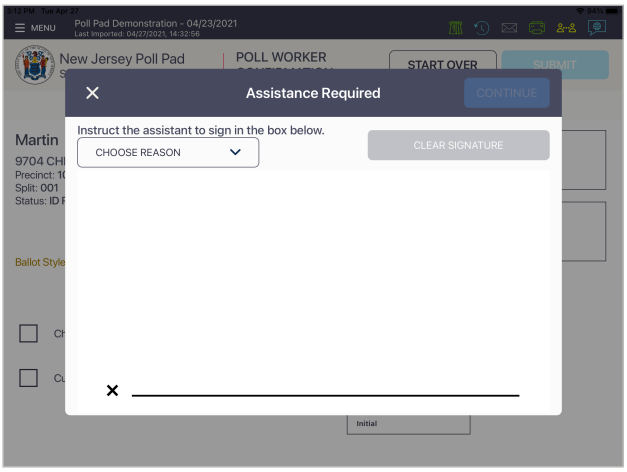
Once the correct address is selected, press **Search**.



1 VOTER ASSISTANCE / CHALLENGE

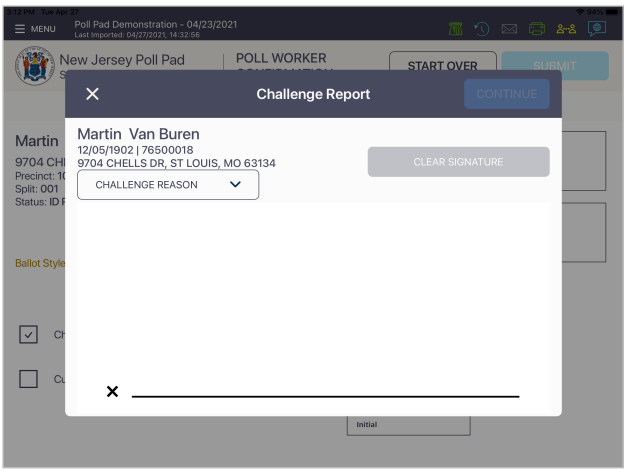
If a voter requires assistance or is challenged, choose the correct box on the poll worker confirmation screen to the bottom left.

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



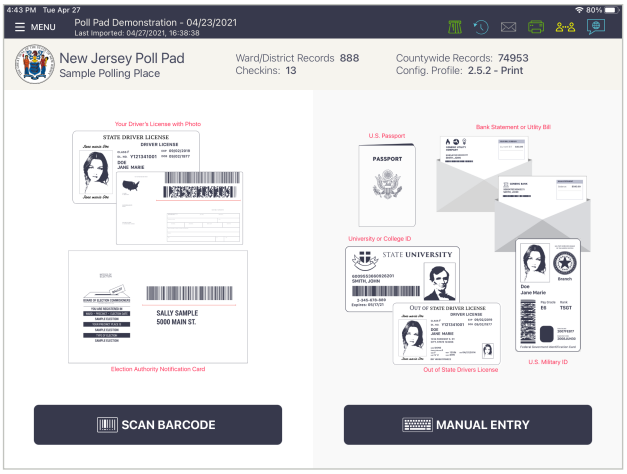
2 ASSISTANCE REQUIRED

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



3 VOTER IS CHALLENGED

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



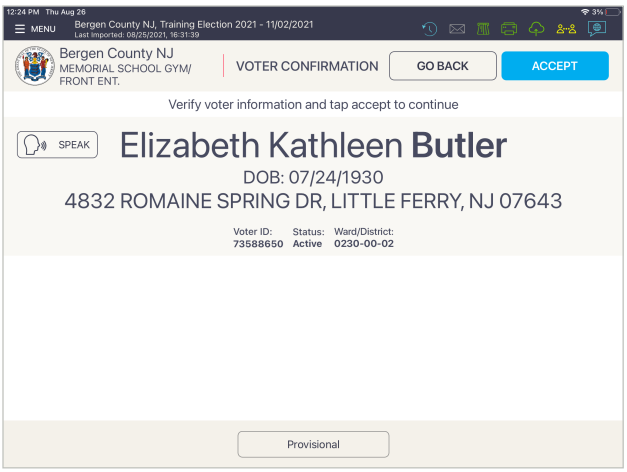
1 LOOK UP VOTER BY SCAN BARCODE

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

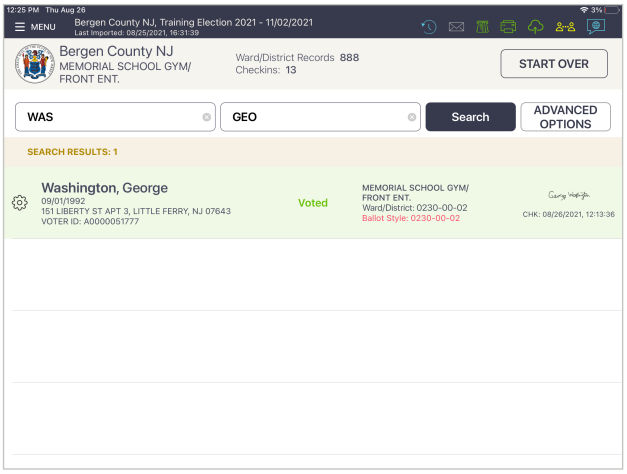
A live image of the Photo ID Tray displays on screen. Place the voter's sample ballot or license (with the barcode facing the camera) onto the ID Tray.

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.



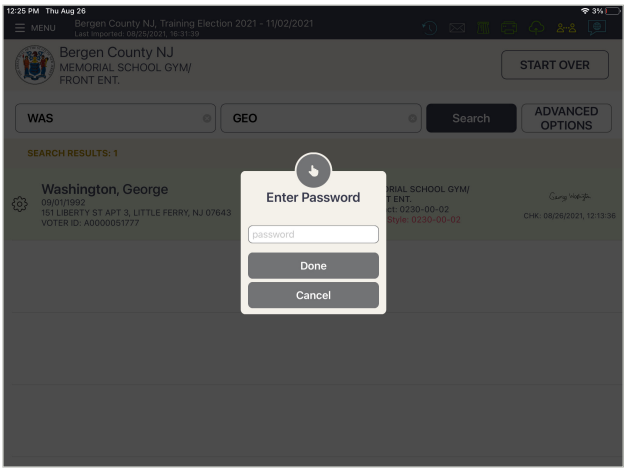
3 VERIFY VOTER'S INFORMATION

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



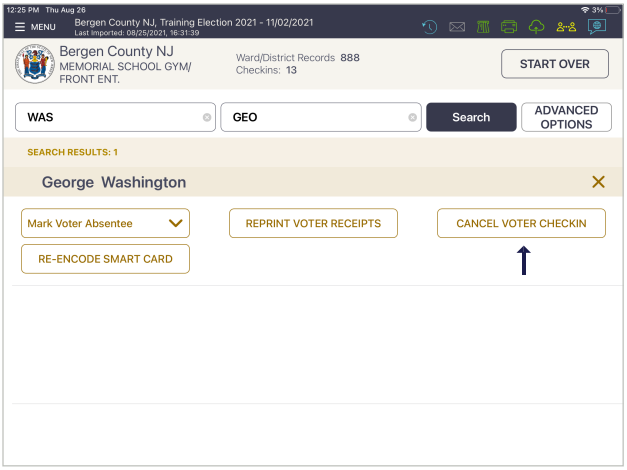
1 LOOK UP VOTER

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



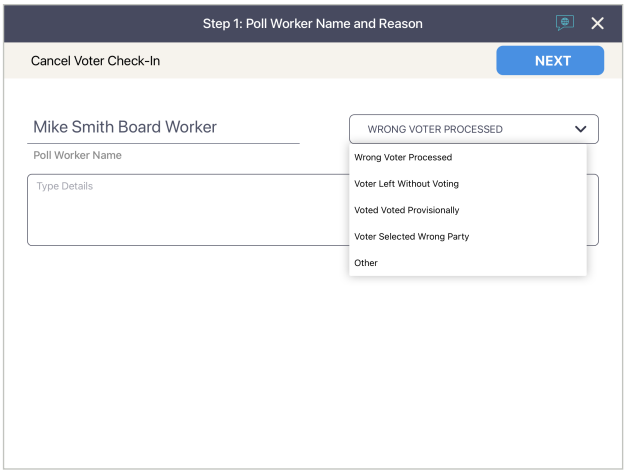
2 ENTER PASSWORD

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



3 PASSWORD PROTECTED OPTIONS

Select **CANCEL VOTER CHECKIN**.



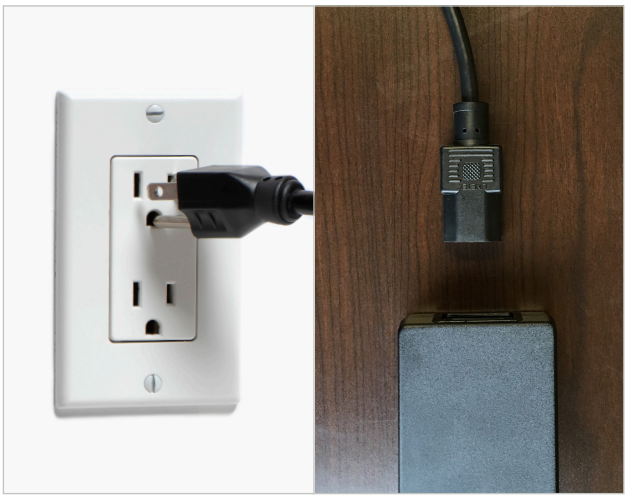
4 PASSWORD PROTECTED OPTIONS

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

5 PASSWORD PROTECTED OPTIONS

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

CLOSING PROCEDURES



1 POWER OFF & UNPLUG PRINTER

Power off the printer and unplug from outlet, disconnect printer cable from transformer box and printer.

NOTE: Keep Poll Pad powered ON.

2 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

3 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 & Stand Arm
3. Poll Pad Base
4. Power Cube and Cord
5. (2) Stylus
6. Encoder
7. iPad Screen Cloth
8. Printer

2 RETURN SUPPLIES

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

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

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TROUBLESHOOTING

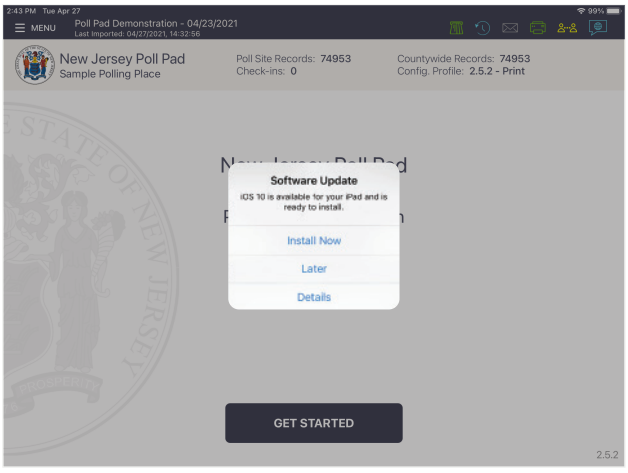
CHARGING POLL PAD

❶ Plug USB end of power cable into power cube.
❷ Plug power cube into an AC wall outlet.
❸ Plug power cable into encoder on Poll Pad.
❹ Wait about five minutes for the Poll Pad to charge.
❺ Once there is sufficient power, Poll Pad will auto power on.
❻ Resume normal operations.

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

OPENING POLL PAD

❶ If application does not automatically launch when powered on, touch the Poll Pad app icon at the bottom of the Home Screen.
❷ 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:

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

POLL PAD SCREEN IS UNRESPONSIVE

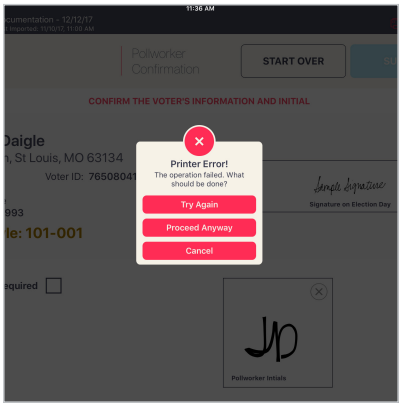
❶ Unplug unit from power source (electrical outlet, battery, etc.).

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**.

KNOWiNK