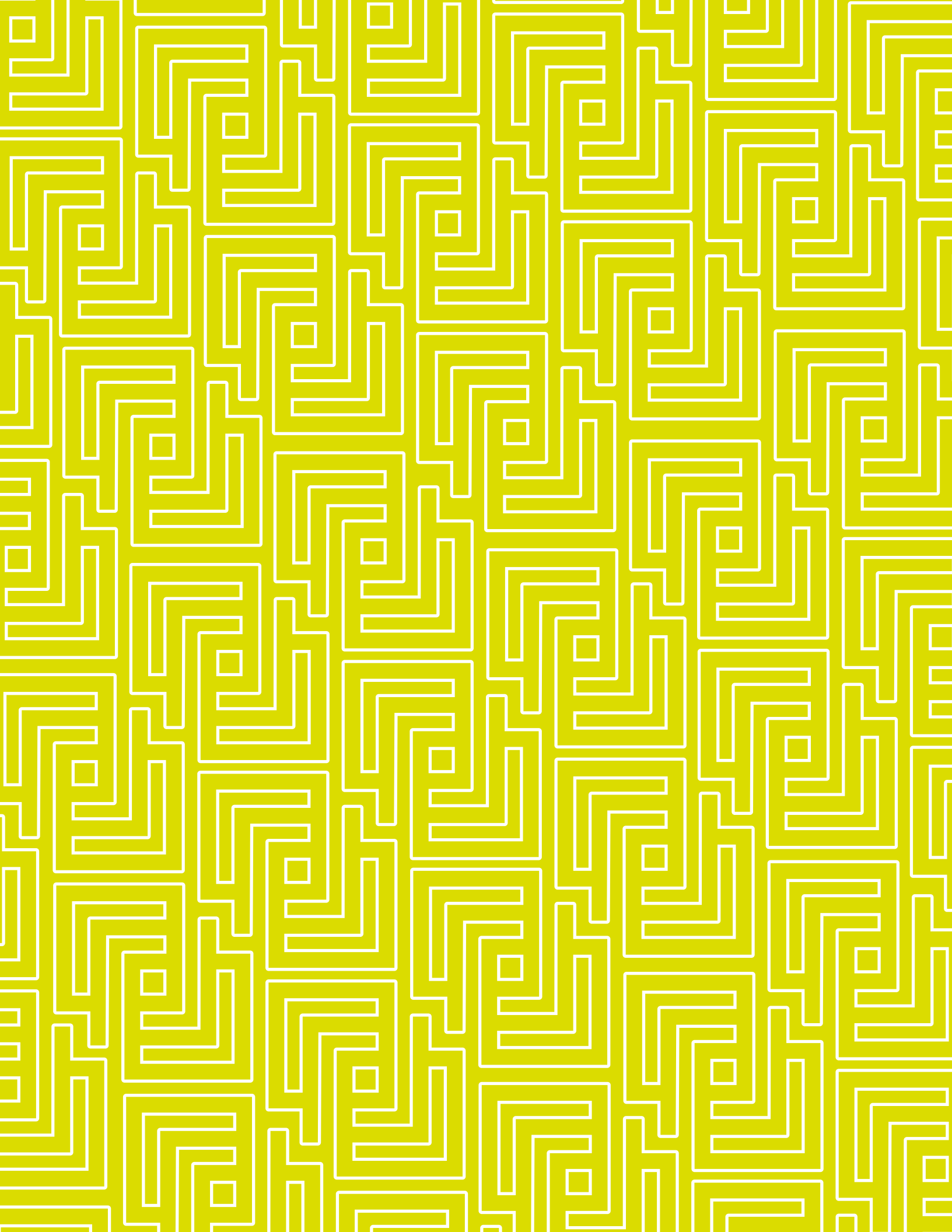


POLL PAD

Early Voting
Poll Worker
Training Manual

BERGEN COUNTY NEW JERSEY





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processing voters

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troubleshooting

meet the

POLL PAD[®]

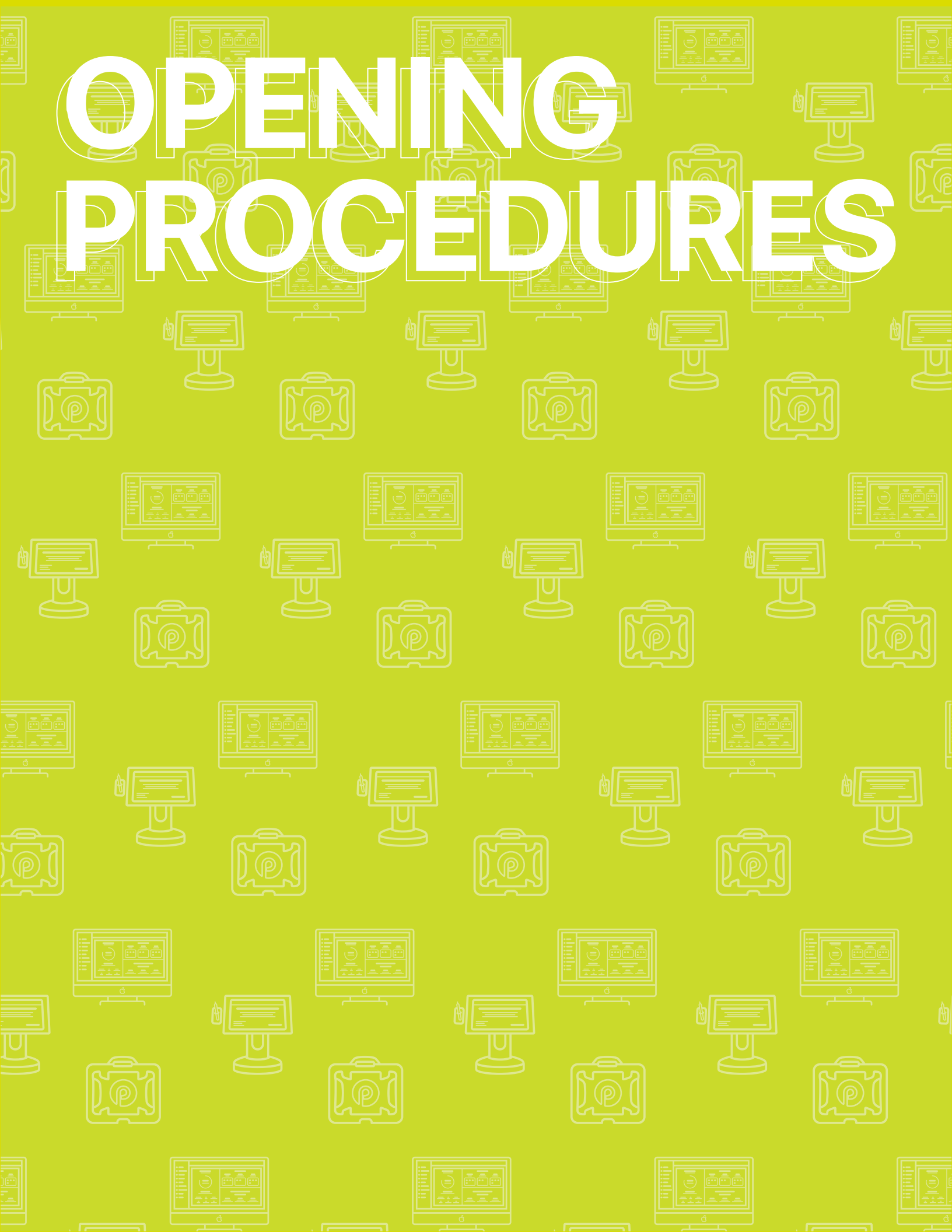


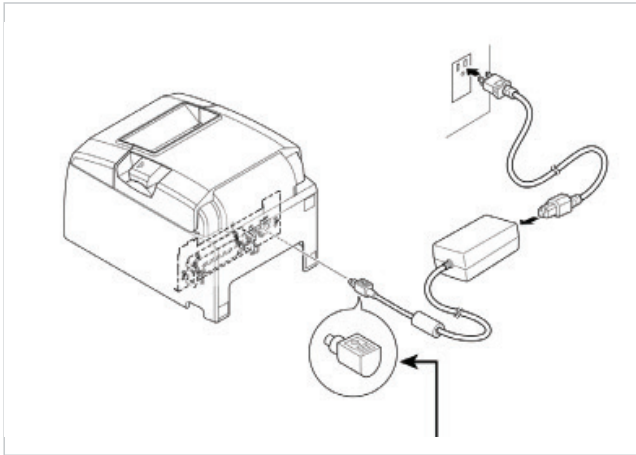
- 1 Power Button
- 2 Home Button
- 3 Poll Pad & Shell
- 4 Stand Arm
- 5 Poll Pad Base
- 6 Camera
- 7 Encoder
- 8 Lightning Port



- 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.



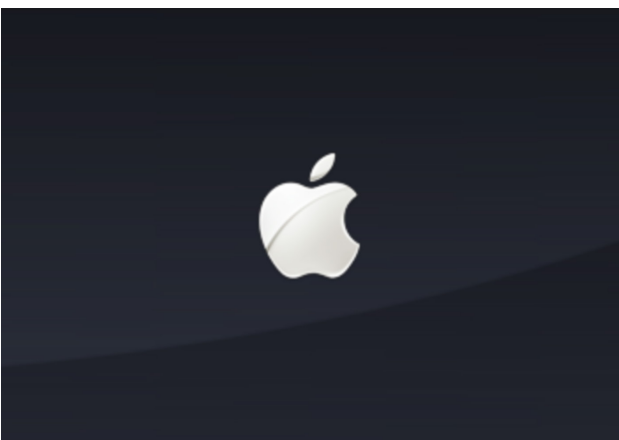
7 CONNECT ARM TO BASE

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 will launch automatically.

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

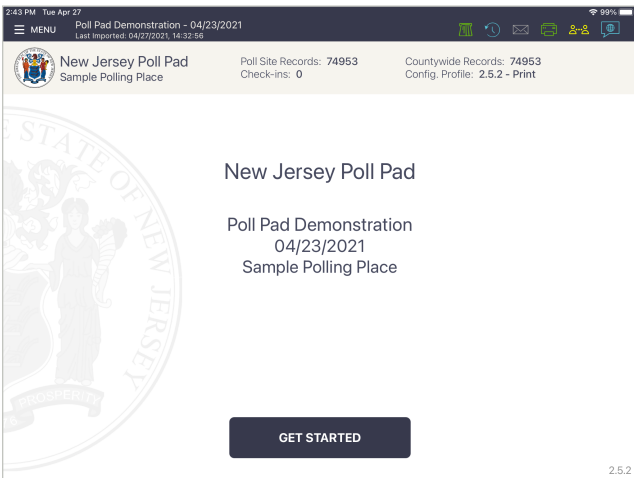
OPENING PROCEDURES | POLL PAD SETUP



10 APPLICATION LAUNCHES

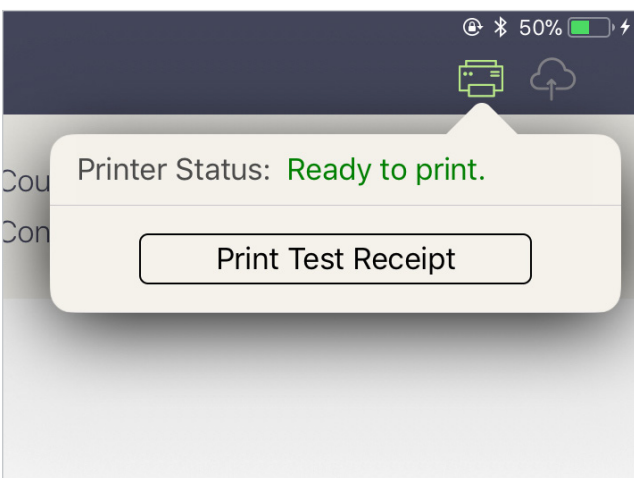
Press the application icon at the bottom of the screen.

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)

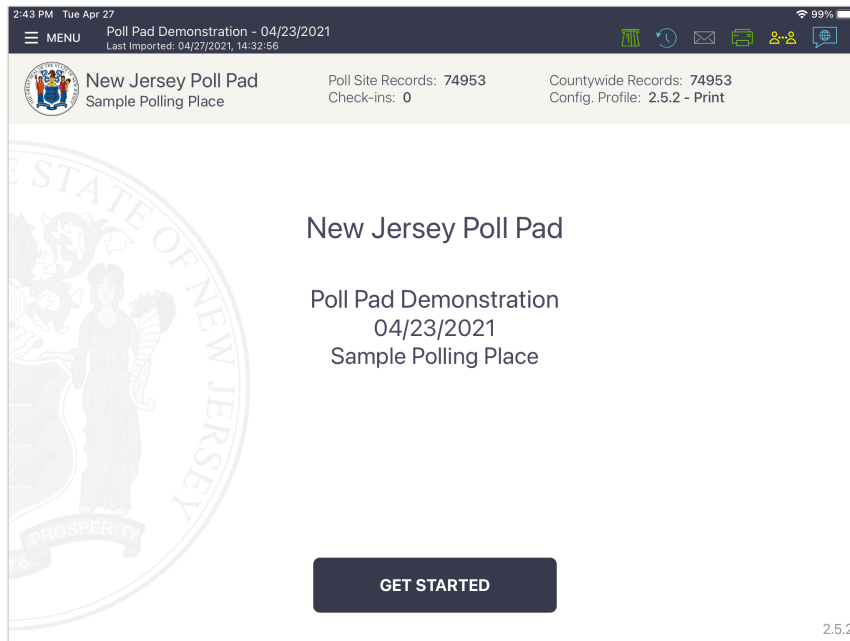


12 CONNECT & TEST PRINT




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.




OPENING PROCEDURES | POLL PAD ICONS







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

PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

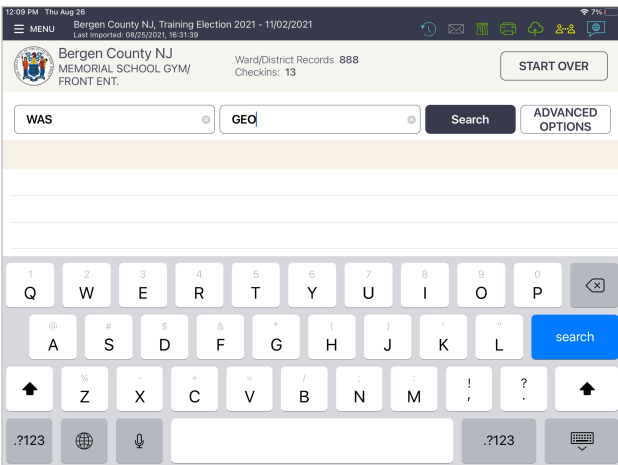
1 SEARCH BY NAME

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



2 ENTER VOTER'S NAME

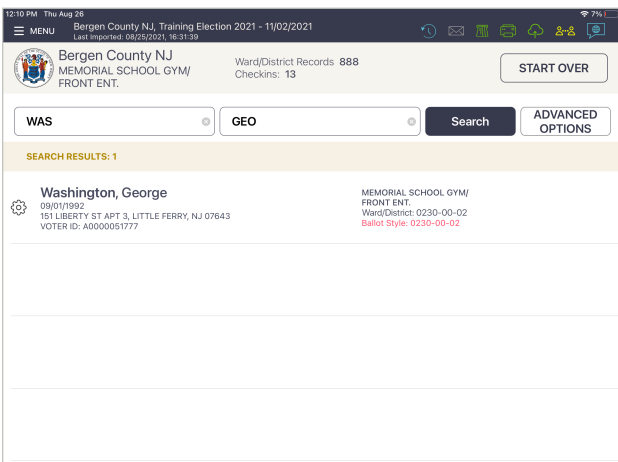
Use the on-screen keyboard to enter the first three (3) letters of the voter's last and first name, then press either **SEARCH** button.



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 ward/district voters. Out of ward/district voters display in gray with an indicator that states **Wrong Ward/District**.



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**.

Bergen County NJ, Training Election 2021 - 11/02/2021
Last imported: 09/26/2021, 16:31:39

Bergen County NJ
MEMORIAL SCHOOL GYM/
FRONT ENT.

VOTER CONFIRMATION GO BACK ACCEPT

Verify voter information and tap accept to continue

SPEAK George Washington
DOB: 09/01/1992
151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643

Voter ID: A0000051777 Status: Active Ward/District: 0230-00-02

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**.

Bergen County NJ, Training Election 2021 - 11/02/2021
Last imported: 09/26/2021, 16:31:39

Bergen County NJ
MEMORIAL SCHOOL GYM/
FRONT ENT.

SIGNATURE CONFIRMATION GO BACK DONE SIGNING

Have voter sign and select DONE SIGNING.

George Washington
151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643
Ward/District: 0230-00-02 Split: -/-

LISTEN TO OATH CLEAR SIGNATURE

George Washington

I swear or affirm that I reside at the address above and am eligible to vote in this election.

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**.

Bergen County NJ, Training Election - 11/02/2021
Last imported: 09/26/2021, 19:18:55

Bergen County NJ
EARLY VOTING LOCATION #1

POLL WORKER CONFIRMATION START OVER SUBMIT

CONFIRM THE VOTER'S INFORMATION

GEORGE WASHINGTON
151 LIBERTY ST, LITTLE FERRY, NJ 07643
Ward/District: 0219-00-09 DOB: 09/01/1992
Status: Active Voter ID: A0000051777

Ballot Style: 0219-00-09

Challenge Voter Assistance Required

PW 123

Pollworker Initials Pollworker Initials

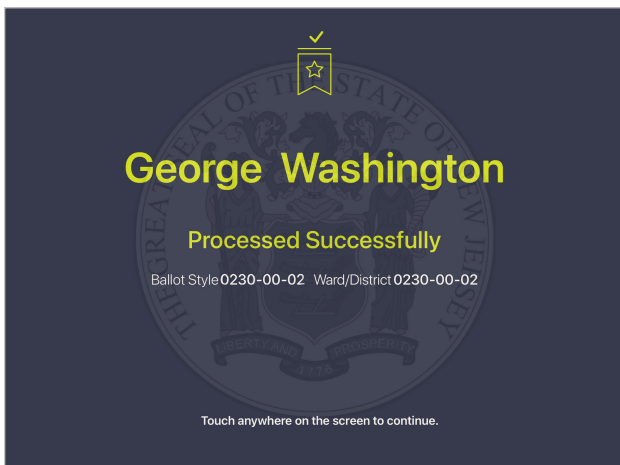
PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

The screenshot shows the Poll Pad interface for creating a voter card. At the top, it says "Bergen County NJ EARLY VOTING LOCATION #1" and "INSERT VOTER CARD". There are buttons for "GO BACK" and "CREATE CARD". Below this, it says "Insert Voter Card & Select CREATE CARD". There are two buttons: "TOUCHSCREEN" and "N/A". A green checkmark icon is next to the text "Choose the correct ballot type below and tap Create Card". Below this, there are two checkboxes: "Ballot Style: 0219-00-09" and "AVS" (checked), and "Provisional" (unchecked). There is also a "Activation Code:" field.

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.



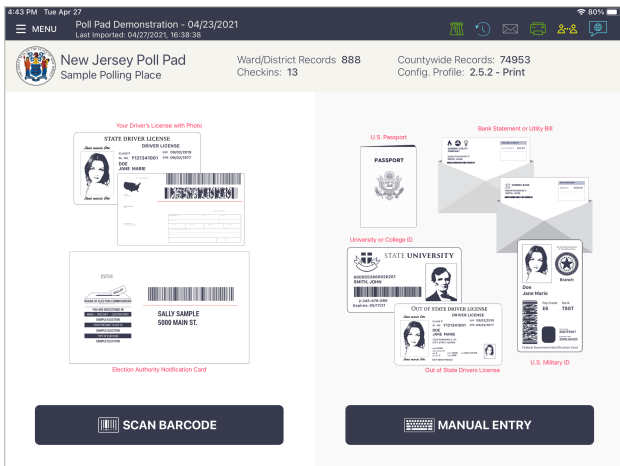
8 VOTER PROCESSED

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

PROCESSING VOTERS | ID REQUIRED

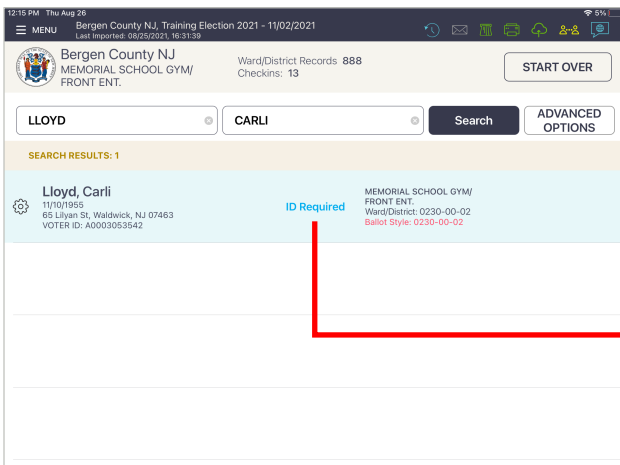
1 LOOK UP VOTER

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



2 LOCATE VOTER'S RECORD

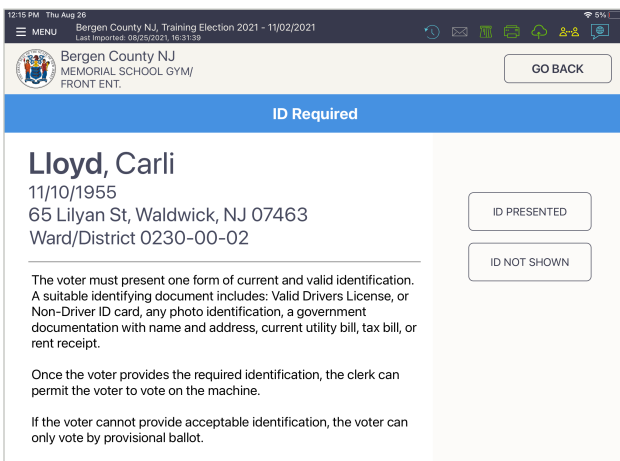
You will notice the voter record contains a status that reads "ID Required." Press voter record.



ID Required

3 FOLLOW PROMPT

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



PROCESSING VOTERS | AFFIRMATION OF RESIDENCE

1 LOOK UP VOTER

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

The screenshot shows the New Jersey Poll Pad interface. At the top, it displays 'Poll Pad Demonstration - 04/23/2021' and 'Last imported: 04/27/2021, 16:38:36'. Below this, it shows 'New Jersey Poll Pad' and 'Sample Polling Place'. There are statistics for 'Ward/District Records: 888', 'Checks: 13', and 'Countywide Records: 74953', 'Config. Profile: 2.5.2 - Print'. The interface is divided into two main sections. The left section is titled 'Your Voter's License with Photo' and shows a 'STATE DRIVER LICENSE' and a 'SALLY SAMPLE' voter ID card. The right section is titled 'U.S. Passport' and shows a 'Bank Statement or Utility Bill', a 'University or College ID', and a 'U.S. Military ID'. At the bottom, there are two buttons: 'SCAN BARCODE' and 'MANUAL ENTRY'.

2 LOCATE VOTER'S RECORD

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

The screenshot shows the Bergen County NJ Training Election 2021 interface. At the top, it displays 'Bergen County NJ' and 'LITTLE FERRY BOROUGH- MEMORIAL SCHOOL GYM/Front ENT'. There are statistics for 'Ward/District Records: 888', 'Checks: 13', and a 'START OVER' button. Below this, there are search filters for 'MADISON' and 'JAMES', and a 'Search' button. The search results show 'Madison, James' with a status of 'Affirmation of Residence'. A red line points from this status to a yellow box labeled 'Affirmation of Residence'.

**Affirmation
of Residence**

3 FOLLOW PROMPT

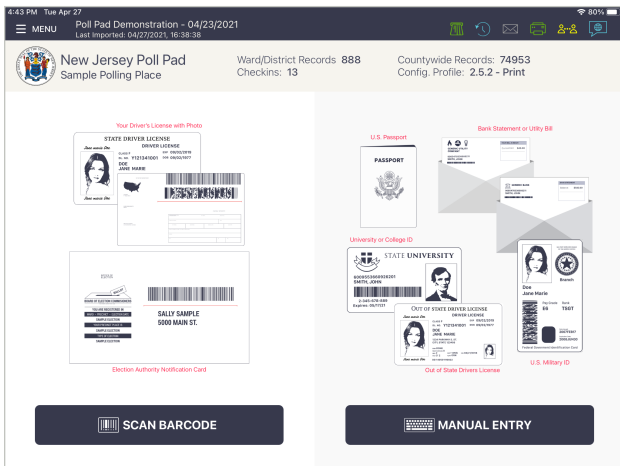
A prompt will appear. Follow the instructions on the screen.

The screenshot shows the 'Affirmation of Residence' prompt screen. At the top, it displays 'Bergen County NJ' and 'LITTLE FERRY BOROUGH- MEMORIAL SCHOOL GYM/Front ENT'. Below this, it shows the voter's name 'Madison, James' and their address '12/14/1999, 328 FALLER DR APT B, NEW MILFORD, NJ 07646'. There are three buttons: 'FORM COMPLETED', 'PROVISIONAL BALLOT', and 'GO BACK'. Below the buttons, there are instructions: '- This voter must complete the "Affirmation of Residence" affidavit.', '- If the address is the same as listed above, the pollworker should select the "Form Completed" button and check in voter.', '- If the address is different, please select "Provisional Ballot" button.', '- The voter is NOT required to present ID or proof of address.', and '- This voter CANNOT be challenged solely because there is an "Affirmation of Residence" status.'

PROCESSING VOTERS | VOTE BY MAIL SENT

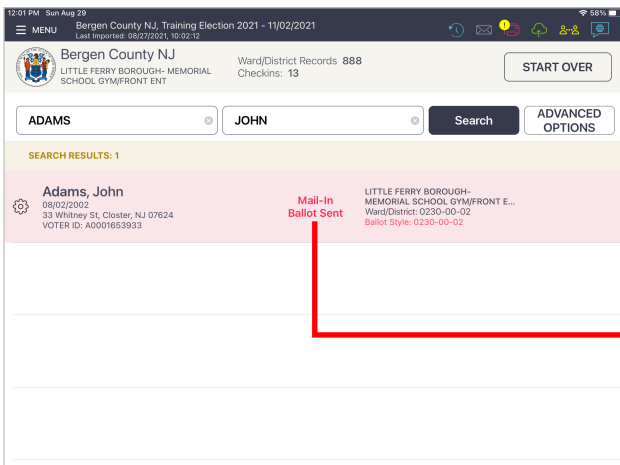
1 LOOK UP VOTER

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



2 LOCATE VOTER'S RECORD

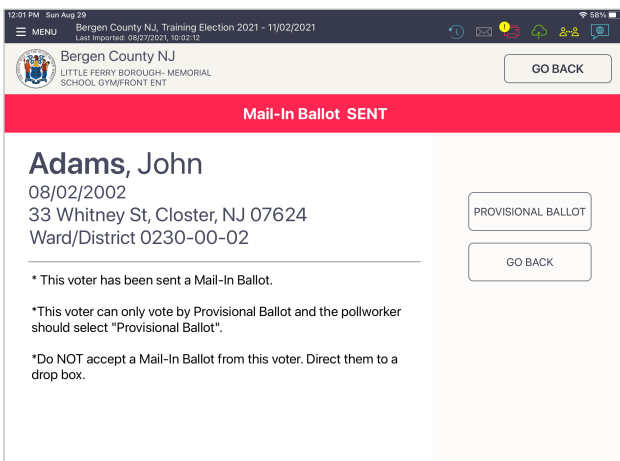
You will notice the voter record contains a status that reads "Vote By Mail." Press voter record.



Mail-In
Ballot Sent

3 FOLLOW PROMPT

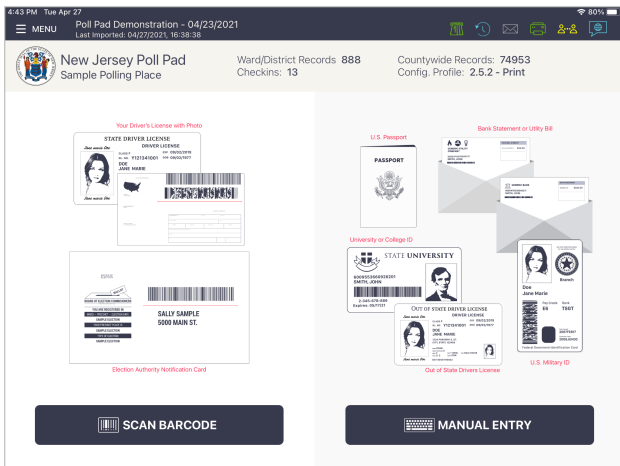
A prompt will appear. Follow the instructions on the screen.



PROCESSING VOTERS | VOTE BY MAIL RECEIVED

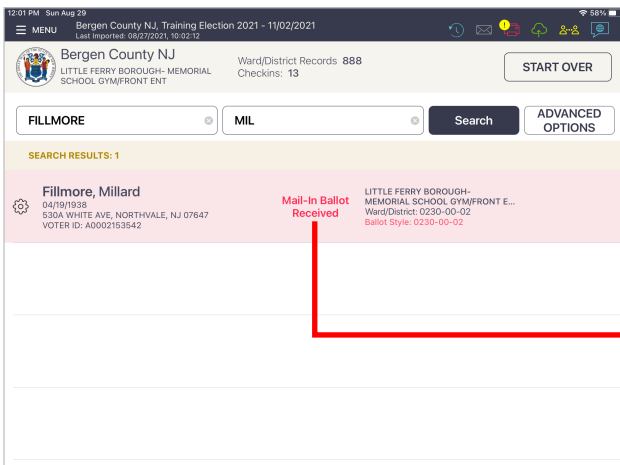
1 LOOK UP VOTER

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



2 LOCATE VOTER'S RECORD

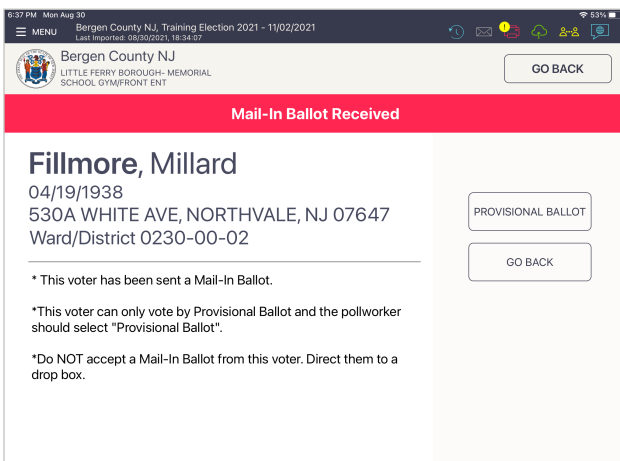
You will notice the voter record contains a status that reads "Vote By Mail." Press voter record.



Mail-In Ballot
Received

3 FOLLOW PROMPT

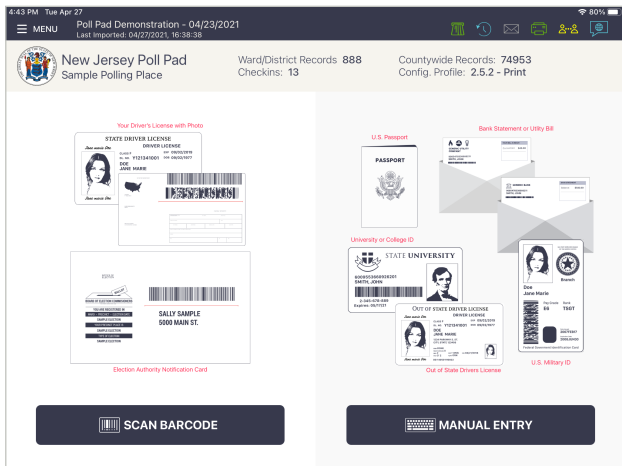
A prompt will appear. Follow the instructions on the screen.



PROCESSING VOTERS | WRONG LOCATION ELECTION DAY ONLY SCENARIO

1 LOOKUP VOTER

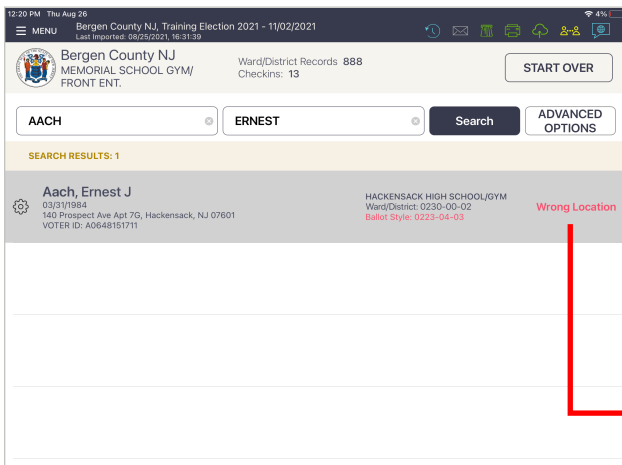
Look up the voter's record using either **SCAN BARCODE** or **MANUAL ENTRY**.



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.

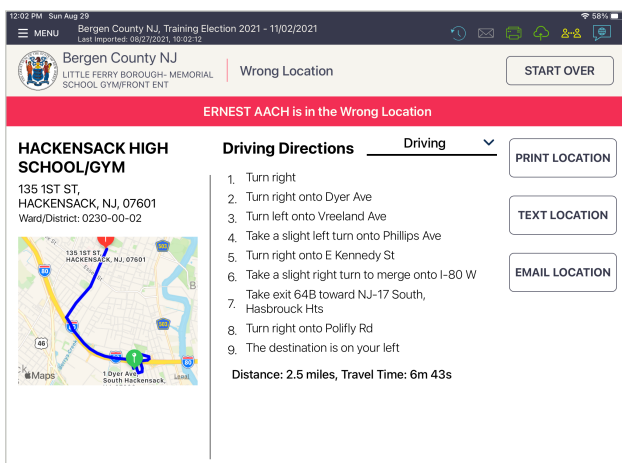


Wrong Location

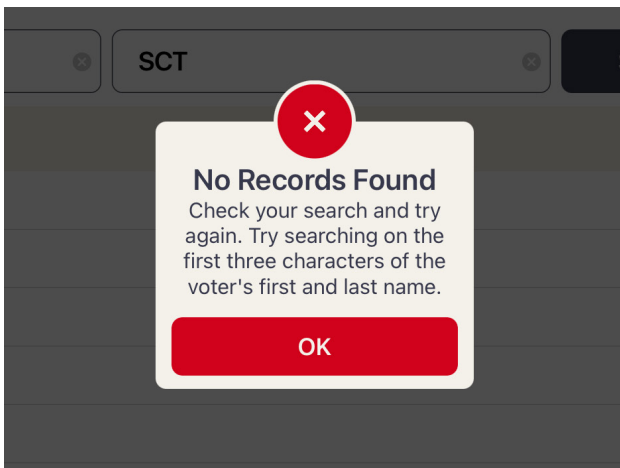
3 PROVIDE DIRECTIONS

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.



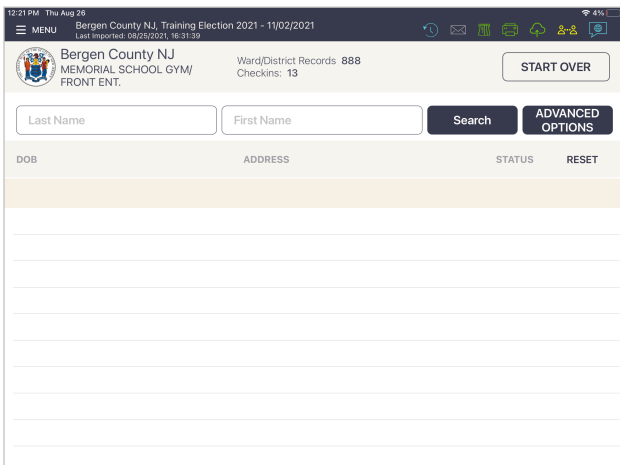
PROCESSING VOTERS | **ADVANCED OPTIONS**



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**.

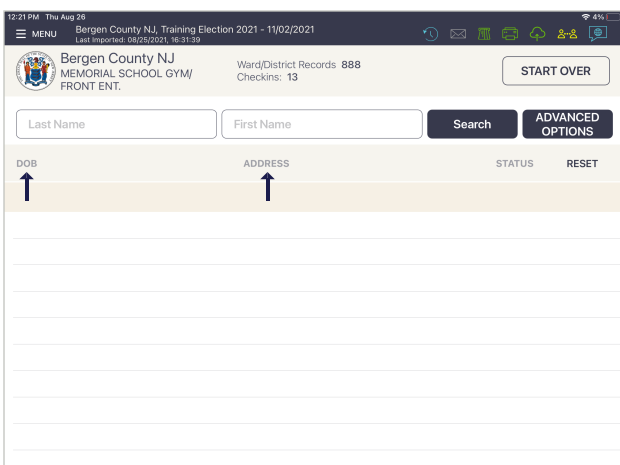
Press **Ok** to go back to Voter Lookup.



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)** 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.

PROCESSING VOTERS | ADVANCED OPTIONS

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.

Bergen County NJ, Training Election 2021 - 11/02/2021
Last imported: 09/25/2021, 16:31:39

Ward/District Records: 888
Checks: 13

START OVER

Last Name First Name Search ADVANCED OPTIONS

DOB ADDRESS STATUS RESET

07 / 04 / 1958 CLEAR
MONTH DAY YEAR

5 SEARCH BY ADDRESS

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

Enter the voter's address.

25 CLEAR

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
25 MONROE ST LODI, NJ 07644
25 MCDONALD RD UNIT 510 HACKENSACK, NJ 07601

6 SELECT ADDRESS

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

Enter the voter's address.

25 HOLIDAY CT RIVER VALE, NJ 07675 CLEAR
ADDRESS*

PROCESSING VOTERS

ASSISTANCE REQUIRED / CHALLENGE

The screenshot shows the 'Poll Worker Confirmation' screen for a voter named George Washington. The screen includes fields for the voter's name, address (151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643), Ward/District (0230-00-02), DOB (09/01/1992), and Voter ID (A0000051777). There are two signature boxes: 'Signature on File' with a handwritten signature and 'Signature on Election Day' with a handwritten signature 'George W'. Below the signatures are two checkboxes: 'Challenge Voter' and 'Assistance Required', both with arrows pointing to them. To the right of these checkboxes is a box for the voter's initials, which contains 'BW'.

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 a pop-up screen titled 'Assistance Required'. It contains a dropdown menu labeled 'CHOOSE REASON' and a 'CLEAR SIGNATURE' button. Below the dropdown is a large empty box for the assistant's signature. At the bottom of the pop-up is a line for the initial, preceded by an 'x'.

2 ASSISTANCE REQUIRED

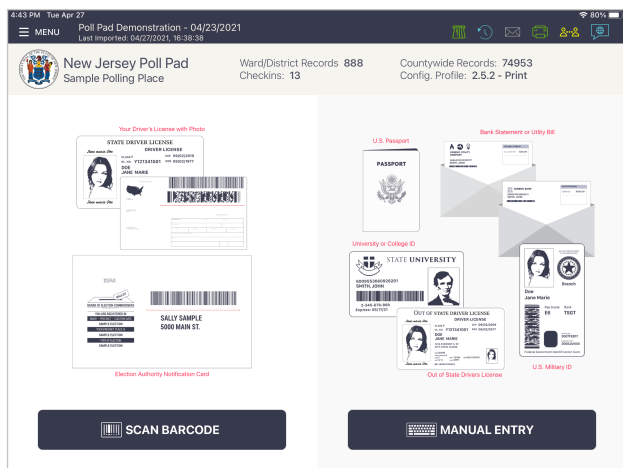
Capture the required information from the pop-up on the screen.

The screenshot shows a pop-up screen titled 'Challenge Report'. It contains a dropdown menu labeled 'CHALLENGE REASON' and a 'CLEAR SIGNATURE' button. Below the dropdown is a large empty box for the assistant's signature. At the bottom of the pop-up is a line for the initial, preceded by an '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

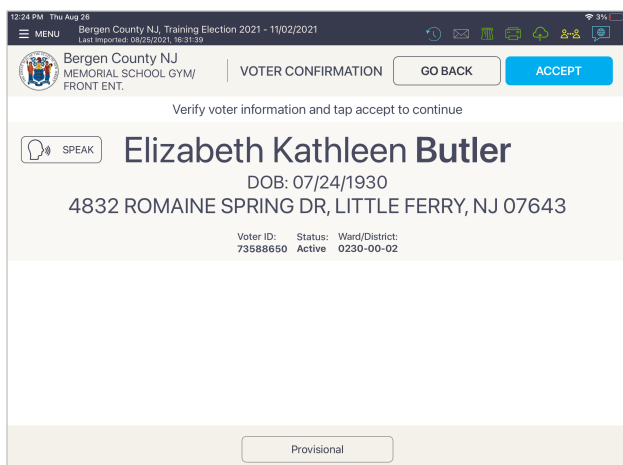
If the voter presents a sample ballot with a Voter ID # or driver's license, start the check-in process by touching **Scan Barcode**.



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 Poll Pad app interface. At the top, it says "Bergen County NJ, Training Election 2021 - 11/02/2021". Below this, there's a header with the Bergen County NJ logo and "MEMORIAL SCHOOL GYM/ FRONT ENT." and "Ward/District Records 888 Checks: 13". A "START OVER" button is in the top right. Below the header, there are two input fields: "WAS" and "GEO", followed by a "Search" button and an "ADVANCED OPTIONS" button. Below the search bar, it says "SEARCH RESULTS: 1". A search result for "Washington, George" is displayed, showing "Voted" status. The result includes details like "09/01/1992", "151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643", "VOTER ID: A0000051777", "MEMORIAL SCHOOL GYM/ FRONT ENT.", "Ward/District: 0230-00-02", "Ballot Style: 0230-00-02", and "CHK: 08/26/2021, 12:13:36".

2 ENTER PASSWORD

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

The screenshot shows the Poll Pad app interface with a password entry prompt overlaid. The prompt is a white box with a circular icon containing a gear (settings icon) at the top left. Inside the box, it says "Enter Password" followed by a password input field. Below the input field are two buttons: "Done" and "Cancel". The background shows the same search results as the previous screenshot, but they are dimmed.

3 PASSWORD PROTECTED OPTIONS

Select **CANCEL VOTER CHECKIN**.

The screenshot shows the Poll Pad app interface with the search results for "George Washington" expanded. Below the search results, there are four buttons: "Mark Voter Absentee" (with a dropdown arrow), "REPRINT VOTER RECEIPTS", "CANCEL VOTER CHECKIN", and "RE-ENCODE SMART CARD". An upward-pointing arrow is positioned below the "CANCEL VOTER CHECKIN" button, indicating it should be selected.

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 is a title bar with a back arrow, the step title, and a close button. Below this is a header area with the text "Cancel Voter Check-In" and a blue "NEXT" button. The main form area contains a text input field for "Poll Worker Name" with the value "Mike Smith Board Worker". To the right of this field is a dropdown menu currently showing "WRONG VOTER PROCESSED". A list of options is visible below the dropdown: "Wrong Voter Processed", "Voter Left Without Voting", "Voted Voted Provisionally", "Voter Selected Wrong Party", and "Other". There is also a "Type Details" label and a corresponding text area.

4 PASSWORD PROTECTED OPTIONS

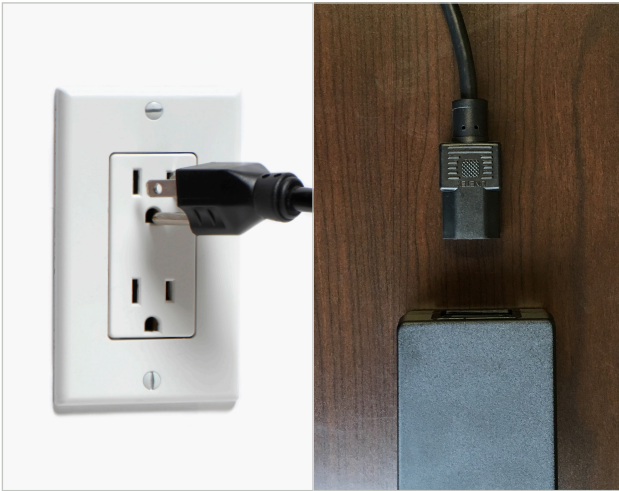
Poll worker should enter their name and select a cancellation reason from the drop-down menu.

The screenshot shows a mobile application interface for "Step 2: Review, Sign and Submit". At the top, there is a title bar with a back arrow, the step title, and a close button. Below this is a header area with the text "Cancel Voter Check-In" and a blue "SUBMIT" button. The main form area displays "Voter Information" including "Washington, George - 09/01/1992" and "151 LIBERTY ST APT 3, LITTLE FERRY, NJ 07643". Below this is the "Cancellation Reason" section, which shows "Wrong Voter Processed". A "CLEAR SIGNATURE" button is located to the right of the voter information. The central part of the screen features a large signature of "Mike Smith". At the bottom, there is a line for the "Election Judge Signature" with a small 'x' icon to its left.

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.

- ❶ Green Case
- ❷ Poll Pad & Stand Arm
- ❸ Poll Pad Base
- ❹ Power Cube and Cord
- ❺ (2) Stylus
- ❻ Encoder
- ❼ iPad Screen Cloth
- ❽ 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

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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 encoder 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

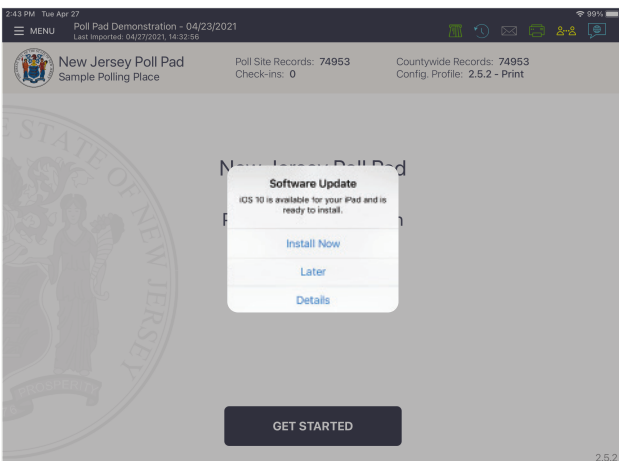


- 1 If application does not automatically launch when powered on, touch the Poll Pad app icon at the bottom of the Home Screen.
- 2 Verify the correct home page displays on-screen.

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

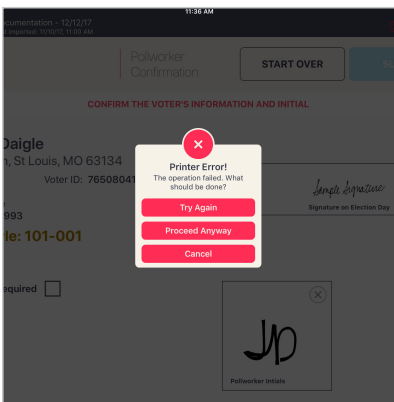
❶ Unplug unit from power source (electrical outlet, battery, etc.).

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 STATE OF NEW JERSEY

