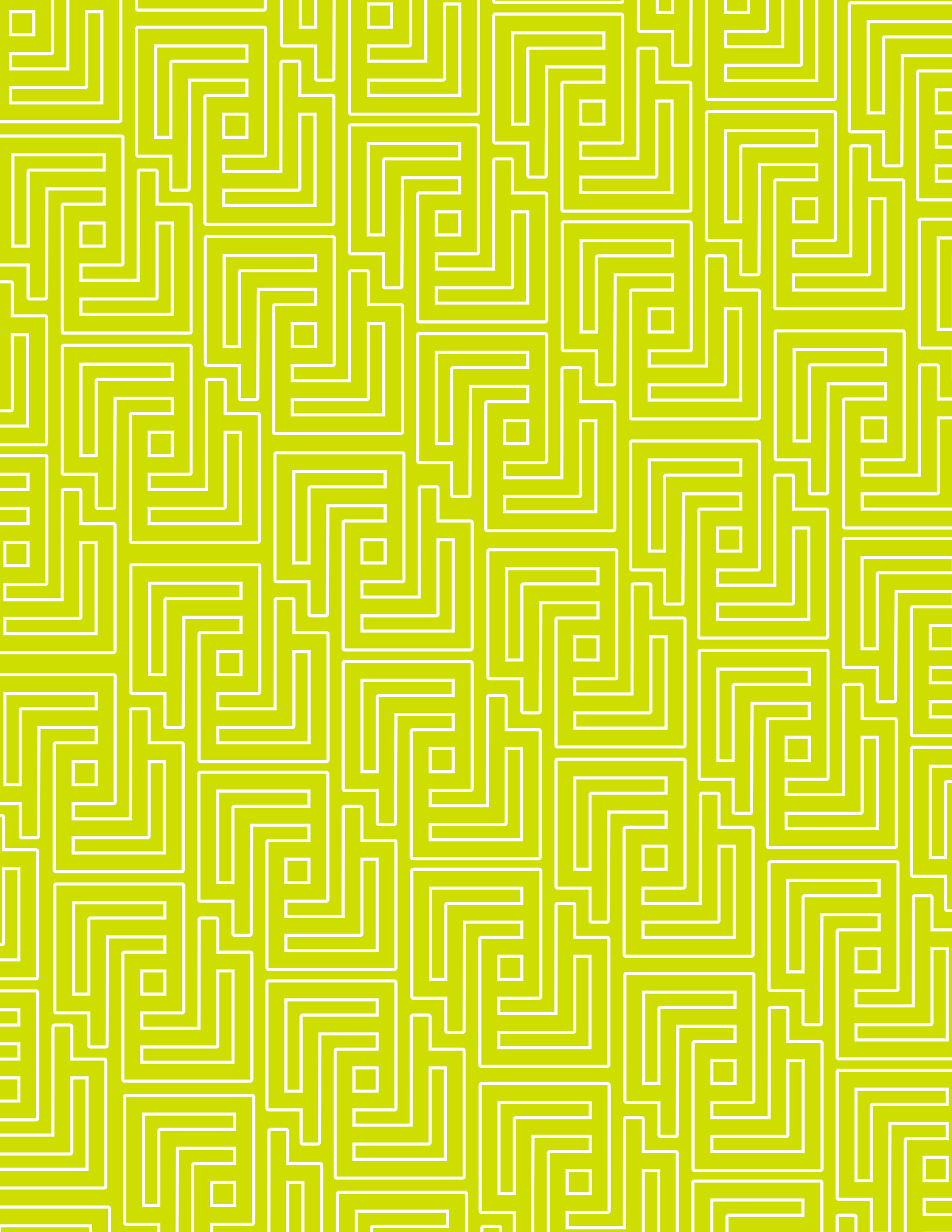


POLL PAD | training guide

THE STATE OF INDIANA





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help desk

meet the

POLL PAD[®]



1 Power Button

2 Home Button

3 Poll Pad & Plastic Shell

4 Stand Arm

5 Poll Pad Base

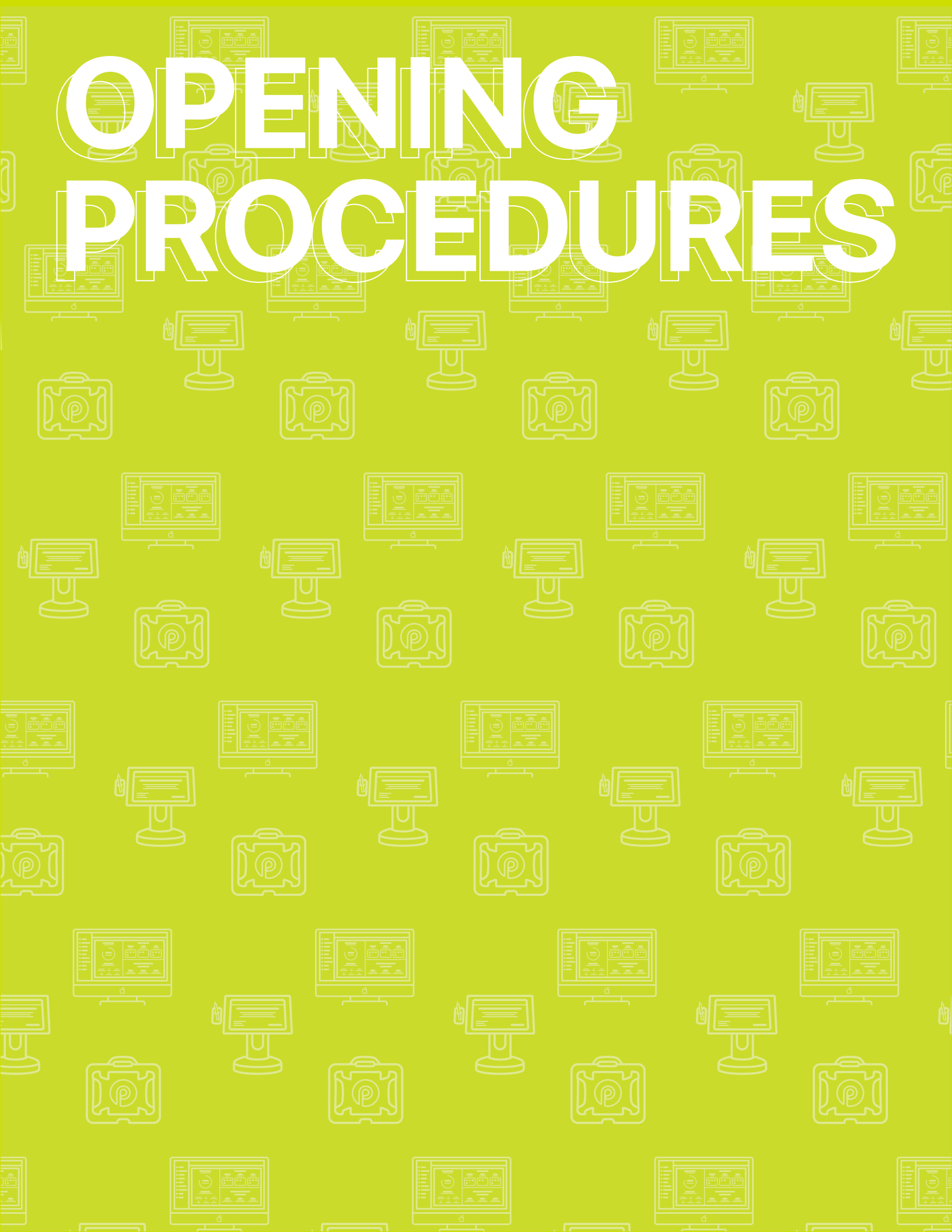
6 Camera

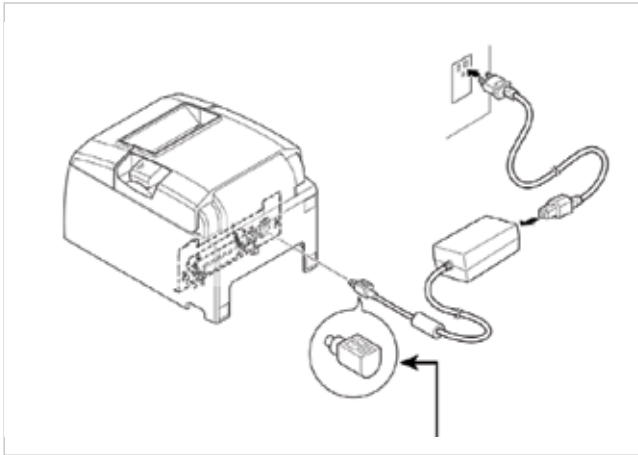
7 ID Tray



- 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
- 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 you hear a click.



7 CONNECT ARM TO BASE

Take stand arm and place 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 CONNECT POLL PAD TO POWER

Plug the lightning connector into the Poll Pad, then plug the power adapter into an outlet.

OPENING PROCEDURES | POLL PAD SETUP



10 POWER ON POLL PAD

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

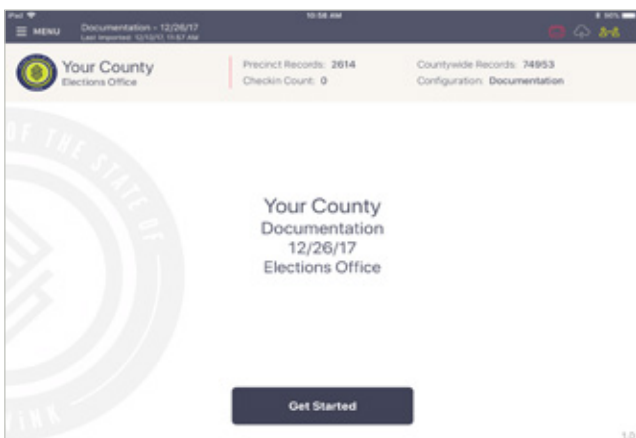
NOTE: Poll Pad will power on if connected to AC power



11 APPLICATION LAUNCHES

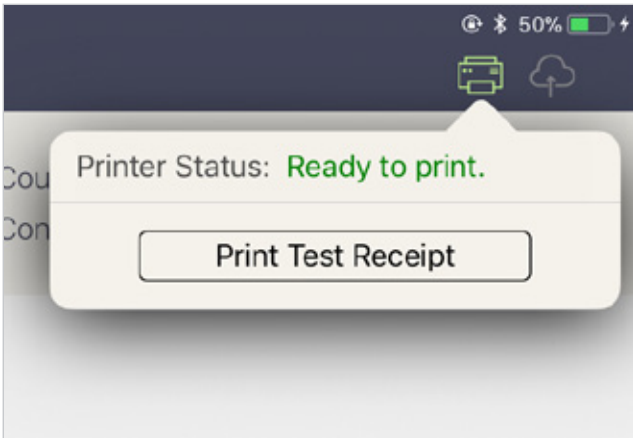
Press the application icon at the bottom of the screen.

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



12 HOME SCREEN CHECKLIST

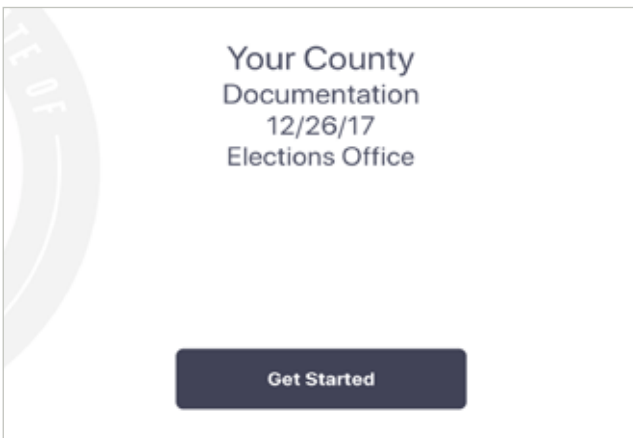
- Name of Jurisdiction
- Election Name and Date
- Polling Place Location is Correct (Most Important)
- Check-in Count = 0
- Battery Life is Close to Full (90% or greater)



13 CONNECT & TEST PRINT

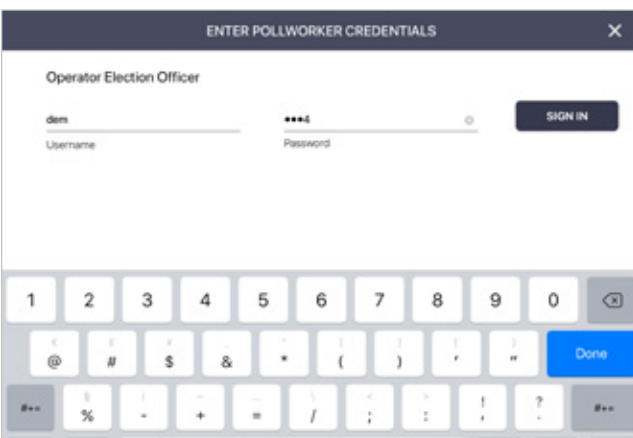
A green printer icon on the Poll Pad means you are connected to the printer.

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.



14 GET STARTED

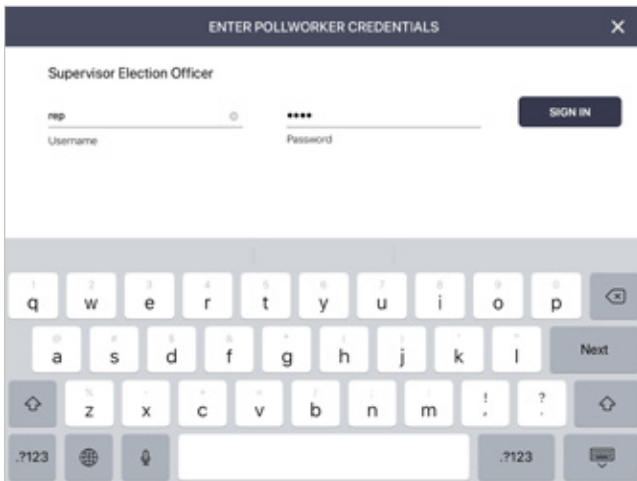
Select **Get Started** on the bottom of the home screen.



15 ENTER CREDENTIALS

Election Official #1 to enter credentials, then press **SIGN IN**.

OPENING PROCEDURES | POLL PAD SETUP



16 ENTER CREDENTIALS

Election Official #2 to enter credentials, then press **SIGN IN**.



17 READY TO PROCESS VOTERS

You are now ready to begin processing voters.

PROCESSING VOTERS

PROCESSING VOTERS | SEARCH BY SCAN BARCODE



1 VERIFY VOTER'S INFO

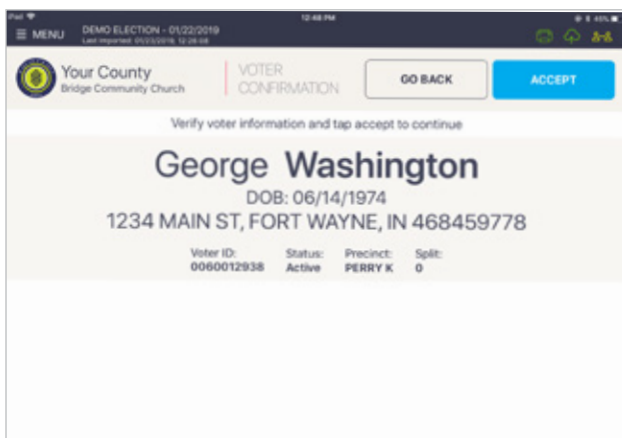
Ask the voter to provide an acceptable form of ID. After verifying the voter's ID is valid, start the check-in process by touching **Scan Barcode**.



2 SCAN VOTER'S ID

A live image of the Photo ID Tray displays on screen. Place his or her photo ID (with the barcode facing the camera) onto the ID Tray.

NOTE: If the camera is unable to scan the voter's photo ID or if the ID 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 VOTER CONFIRMATION

Once the barcode is recognized, the screen displays the voter's information. If all information is correct, press **ACCEPT**.

PROCESSING VOTERS | SEARCH BY SCAN BARCODE

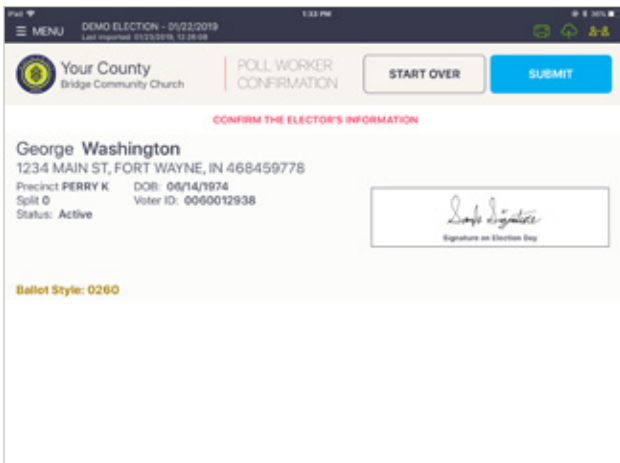
4 VOTER SIGNATURE

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



5 POLL WORKER CONFIRMATION

Poll worker confirmation page will appear. Poll worker to verify and confirm all information is correct. If correct, initial in provided field and press **SUBMIT**.



6 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.



PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

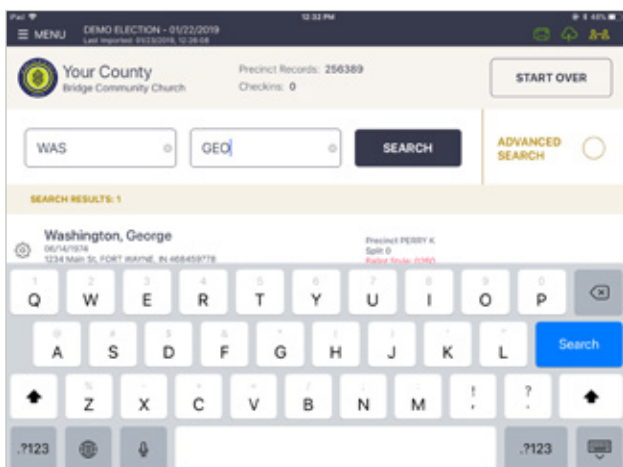
1 SEARCH BY NAME

Press **Manual Entry** to locate the voter by using his or her first and last name.



2 ENTER VOTER'S NAME

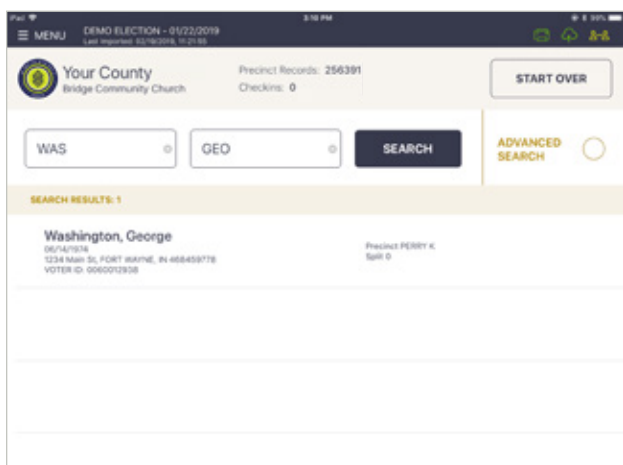
Use the on-screen keyboard to enter the first three (3) letters of the voters last and first name, then press **SEARCH**.



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 touching his or her record.

NOTE: Search results show both in-precinct and out of precinct voters. Out of precinct voters display in gray with an indicator that reads "Wrong Precinct."



PROCESSING VOTERS | SEARCH BY MANUAL ENTRY

4 VOTER CONFIRMATION

Screen displays voter's information.
Verify information, if all is correct press **ACCEPT**.

DEMO ELECTION - 01/22/2019
Last Imported: 01/22/2019, 12:28:08

Your County
Bridge Community Church

VOTER CONFIRMATION

GO BACK ACCEPT

Verify voter information and tap accept to continue

George Washington
DOB: 06/14/1974
1234 MAIN ST, FORT WAYNE, IN 468459778

Voter ID: 0060012938 Status: Active Precinct: PERRY K Split: 0

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**.

DEMO ELECTION - 01/22/2019
Last Imported: 01/22/2019, 12:28:08

Your County
Bridge Community Church

SIGNATURE CONFIRMATION

GO BACK DONE SIGNING

George Washington
1234 Main St, FORT WAYNE, IN 468459778
Ord.: PERRY K

CLEAR SIGNATURE

Sample Signature

6 POLL WORKER CONFIRMATION

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

DEMO ELECTION - 01/22/2019
Last Imported: 01/22/2019, 12:28:08

Your County
Bridge Community Church

POLL WORKER CONFIRMATION

START OVER SUBMIT

CONFIRM THE ELECTOR'S INFORMATION

George Washington
1234 MAIN ST, FORT WAYNE, IN 468459778
Precinct: PERRY K DOB: 06/14/1974
Split: 0 Voter ID: 0060012938
Status: Active

Signature on Election Day

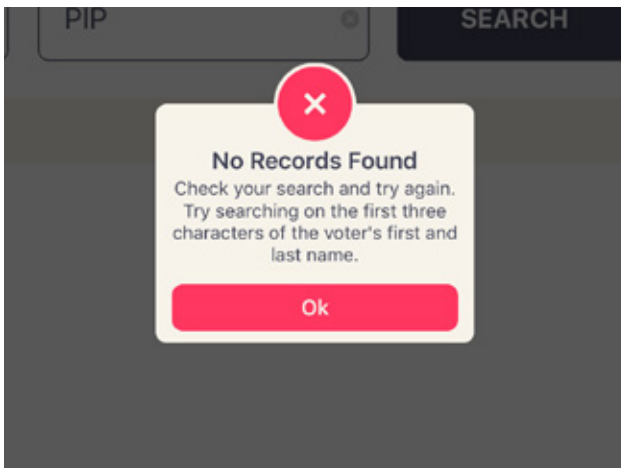
Ballot Style: 0260



7 PROCESSED VOTER

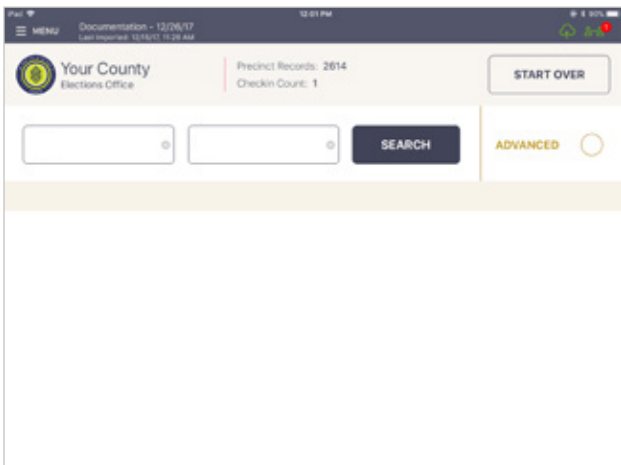
Good Job! You successfully processed the voter.
Follow polling place protocol to direct voter to next
polling station.

PROCESSING VOTERS | **ADVANCED SEARCH**



1 **VOTER NOT FOUND**

If Scan Barcode and Manual Entry have been used to find a voter, and he or she is still not found, a pop-up will appear reading, **No Records Found**. Press **OK** to go back to Voter Lookup.



2 **ADVANCED SEARCH**

Once back on the Voter Lookup Screen, press the circle next to **ADVANCED**.

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



3 **SEARCH BY:**

Lookup voter by using **DATE OF BIRTH (DOB), ADDRESS, LICENSE NUMBER, VOTER ID, etc.**, press **DONE** then **SEARCH**. If voter is found using Advanced Search, follow same protocol as scan barcode/manual entry to process voter.

PROCESSING VOTERS | ABSENTEE ISSUED

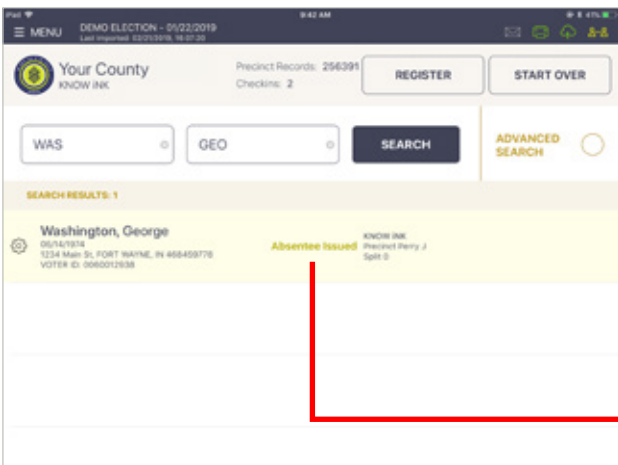
1 LOOK UP VOTER

Lookup the voter's record by Manual Entry or Scan Barcode.



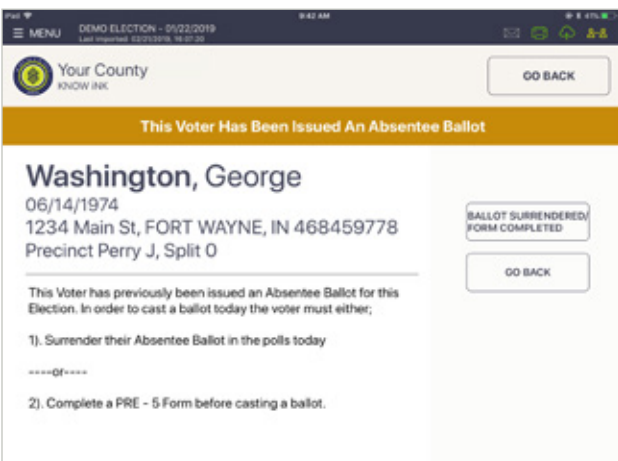
2 LOCATE VOTER'S RECORD

Records matching the search criteria display on screen. You'll notice the voter's record contains a status that reads "Absentee Issued." Press voter record.



3 FOLLOW PROMPT

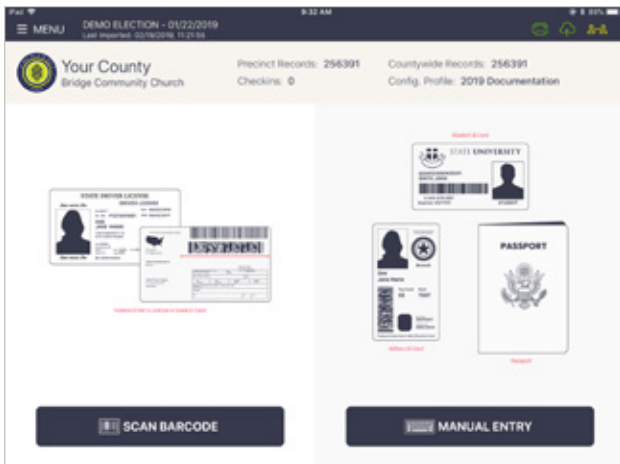
A prompt will appear instructing you on how to process voter. To process the voter, press **BALLOT SURRENDERED/FORM COMPLETED**. To return to look-up screen, press **GO BACK**.



PROCESSING VOTERS | ABSENTEE RECEIVED

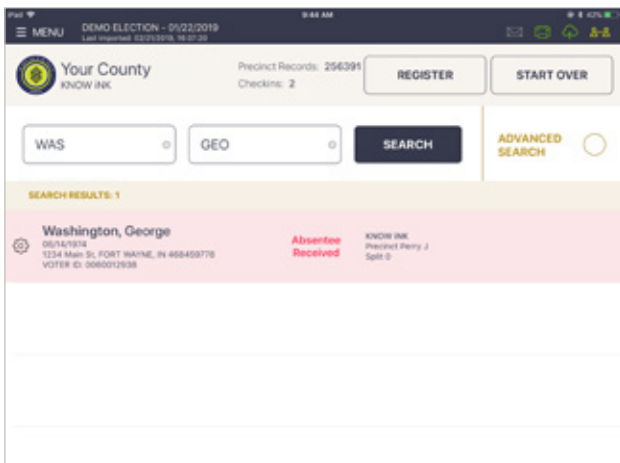
1 LOOK UP VOTER

Lookup the voter's record by Manual Entry or Scan Barcode.



2 LOCATE VOTER'S RECORD

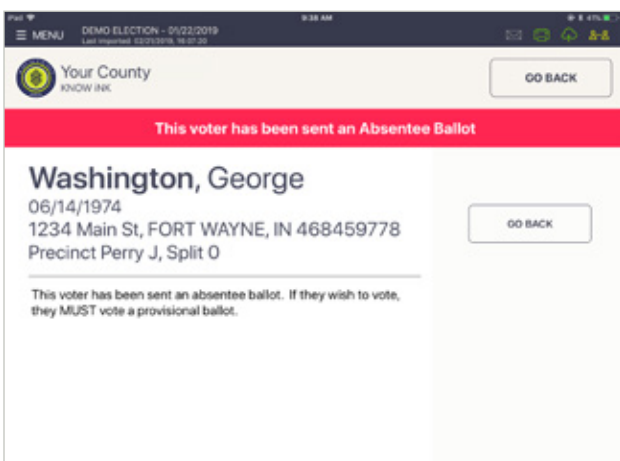
Records matching the search criteria display on screen. You'll notice the voter's record contains a status that reads "Absentee Received." Press voter record.



Absentee
Received

3 FOLLOW PROMPT

A prompt will appear. A prompt will appear instructing you on how to process voter. To return to look-up screen, press **GO BACK**.



PROCESSING VOTERS | **WRONG LOCATION**

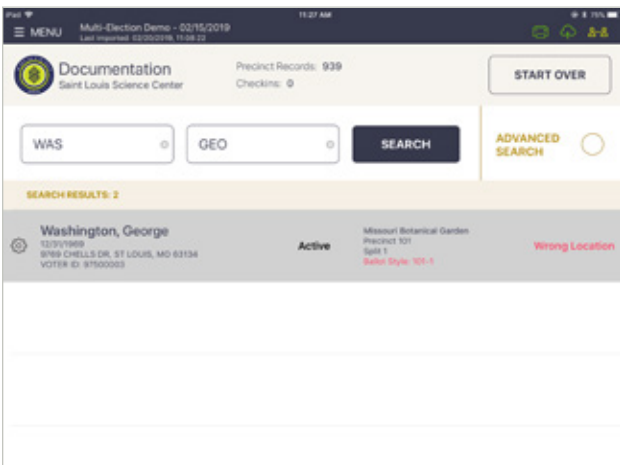
1 LOOKUP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



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 reads "Wrong Location." Touch voter record.

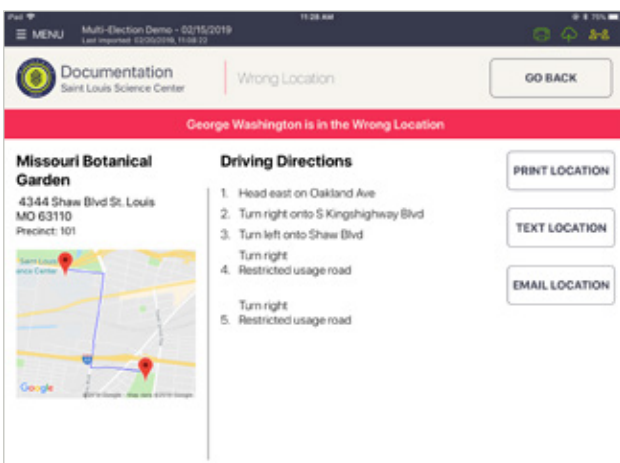


Wrong Location

3 PROVIDE DIRECTIONS

A popup will appear reading, "(Voter's Name) is in the Wrong Location." Correct polling location name and address will be provided. Direct voter to correct polling location. Press **GO BACK** then **START OVER**.

NOTE: Map will appear if using WiFi connectivity in polling location.



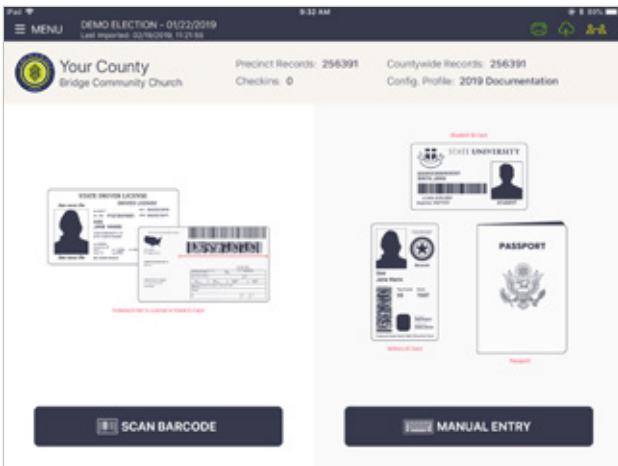
PROCESSING VOTERS

Primary Election

PROCESSING VOTERS | PRIMARY ELECTION

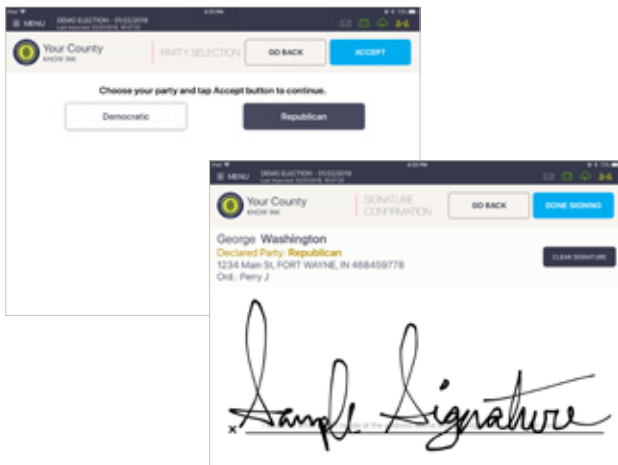
1 LOOKUP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.



2 PARTY SELECTION

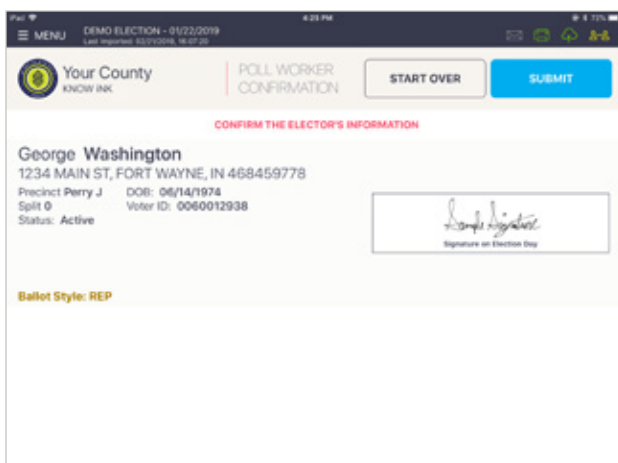
Rotate screen to voter for party selection. Once party has been selected, have voter tap **ACCEPT**. Voter to verify information and sign. Once completed, poll worker rotates screen and taps **DONE SIGNING**.



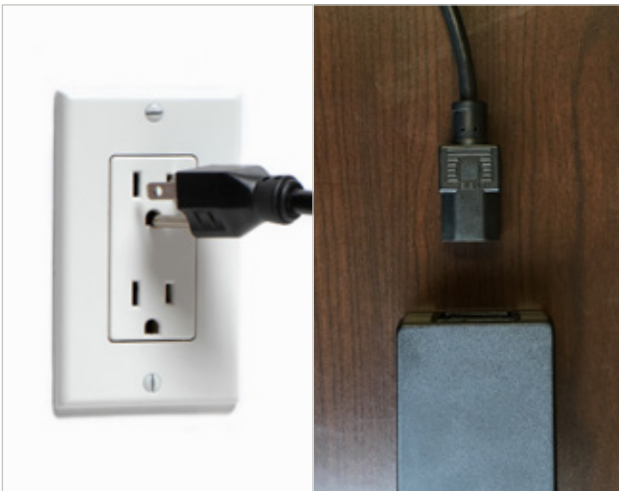
3 CONFIRMATION SCREEN

Poll worker to confirm information is correct. Once confirmed, press **SUBMIT** and direct voter to next polling station.

NOTE: Poll worker to initial in box if applicable to jurisdiction.



CLOSING PROCEDURES



POWER OFF & UNPLUG PRINTER

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

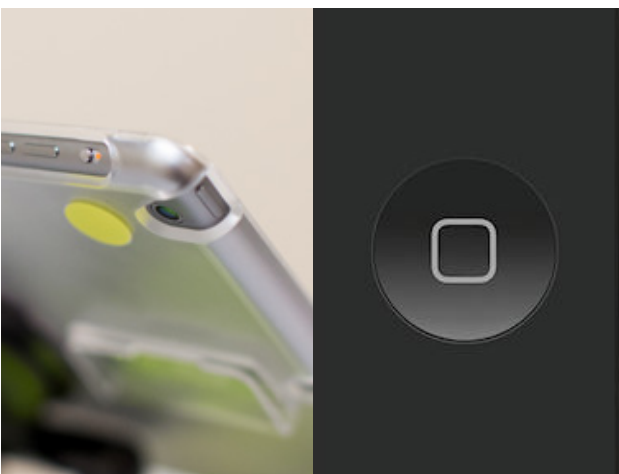
NOTE: Keep Poll Pad powered ON



FOLD STAND ARM

After disconnecting hardware from the Poll Pad, place components back in 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



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



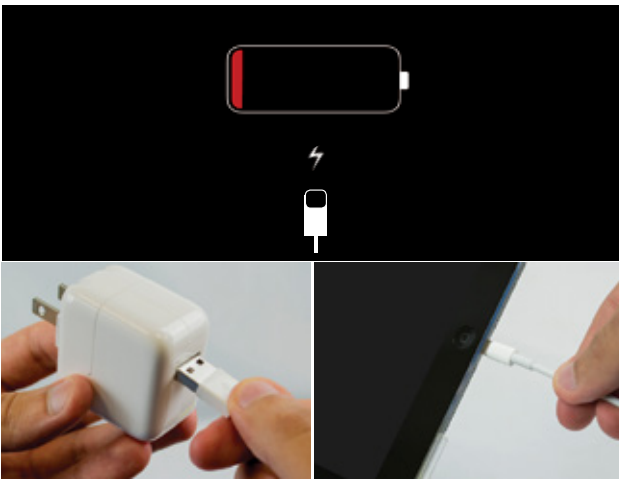
2 RETURN SUPPLIES

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.



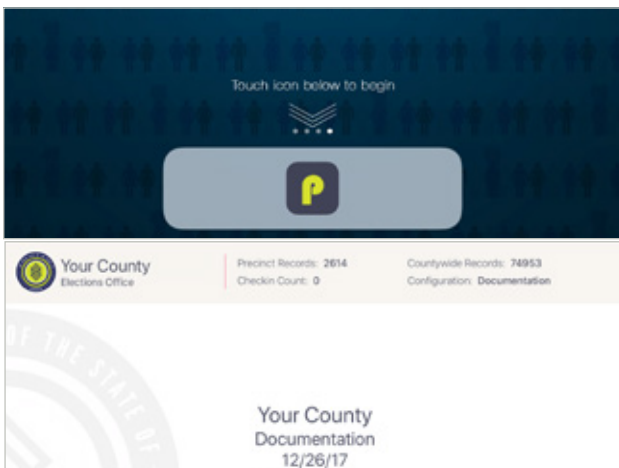
HELP DESK



CHARGING POLL PAD

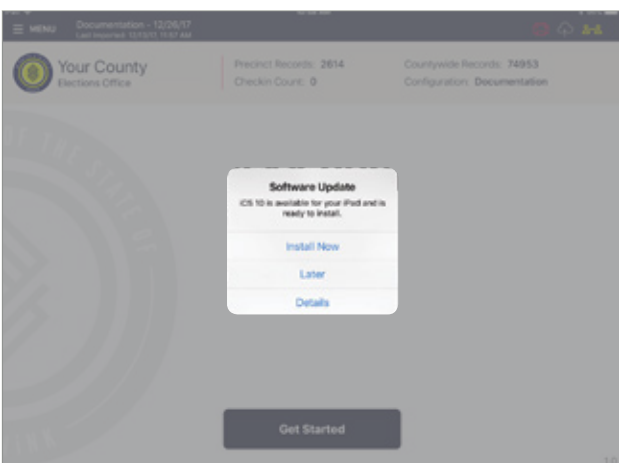
- 1 Plug USB end of power cable into power cube
- 2 Plug power cube into an AC wall outlet
- 3 Plug power cable into Lightning Connector on Poll Pad
- 4 Wait about five minutes for the Poll Pad to charge
- 5 Once there is sufficient power, Poll Pad will auto power on
- 6 Resume normal operations

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 at the bottom of the Home Screen
- 2 Verify the correct homepage 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 steps:

- 1 Touch Later from the list of on screen options
- 2 Press the Home button and verify Poll Pad app remains open

HELP DESK



POLL PAD SCREEN IS UNRESPONSIVE

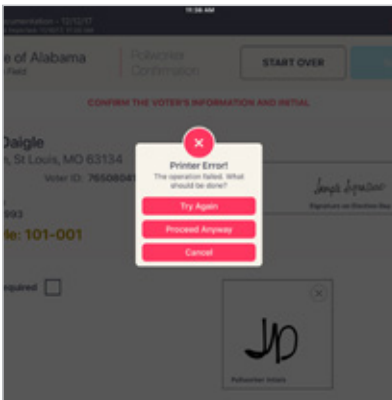
❶ Unplug unit from power source (electrical outlet, battery, etc.)

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 Print Test Receipt

ELECTION DAY | **POLL PAD GUIDE** | THE STATE OF INDIANA

