BMD GUIDE

Ballot Marking Device System Instructions

★ ★ ★

Statewide Special Election
November 4, 2025

TABLE OF CONTENTS

Section 1: Opening the Polls 1

Section 2: Settings Menu 6

Section 3: Help Menu 10

Section 4: Voting Using the BMD Touchscreen 11

Section 5: Using a Poll Pass 19

Section 6: Write-In Candidate 23

Section 7: Accommodations for Voters using Audio and Other Features 26

Section 8: Provisional and CVR Voters 30

Section 9: Restarting BMD After Interruption 31

Section 10: Activating a Ballot Manually 33

Section 11: Emptying the Integrated Ballot Box During the Day 35

Section 12: Dealing with Fleeing Voters 38

Section 13: Closing the Polls and Vote Reporting 40

Section 14: Troubleshooting and Problem Resolution 45

Section 1:

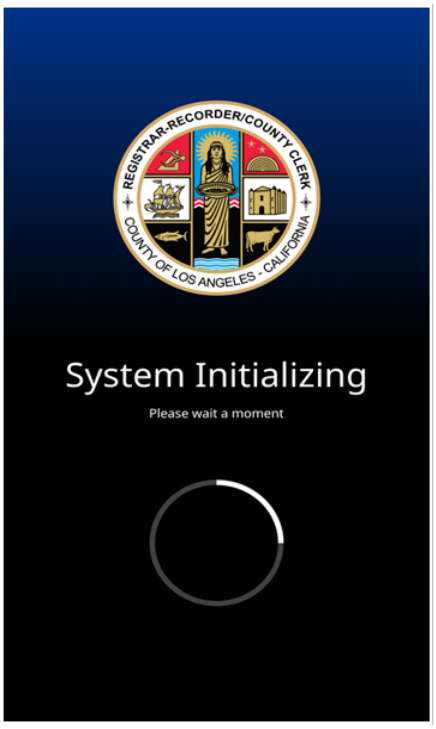
Opening the Polls

This procedure details how an Election Worker can “Open the Polls” to enable voting on each BMD. Opening the polls requires proper Credentials which incorporates a two-factor security process. These Credentials consist of a Security Pass and a six-digit password.

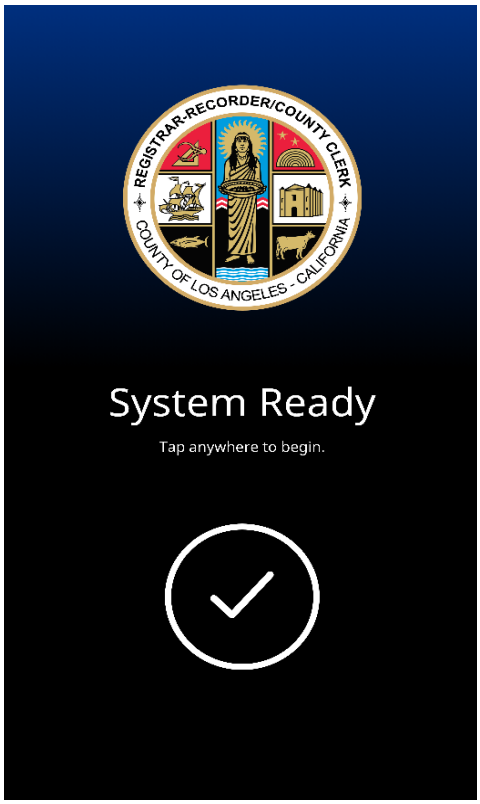
1. Lead should complete the Chain of Custody on each BMD by scanning the Asset Tag and Zip Tie with the Samsung phone, and visually checking the Integrated Ballot Box (IBB) Seal for tampering.

2. After Chain of Custody is completed, press the **Power Button** on the back of each BMD.

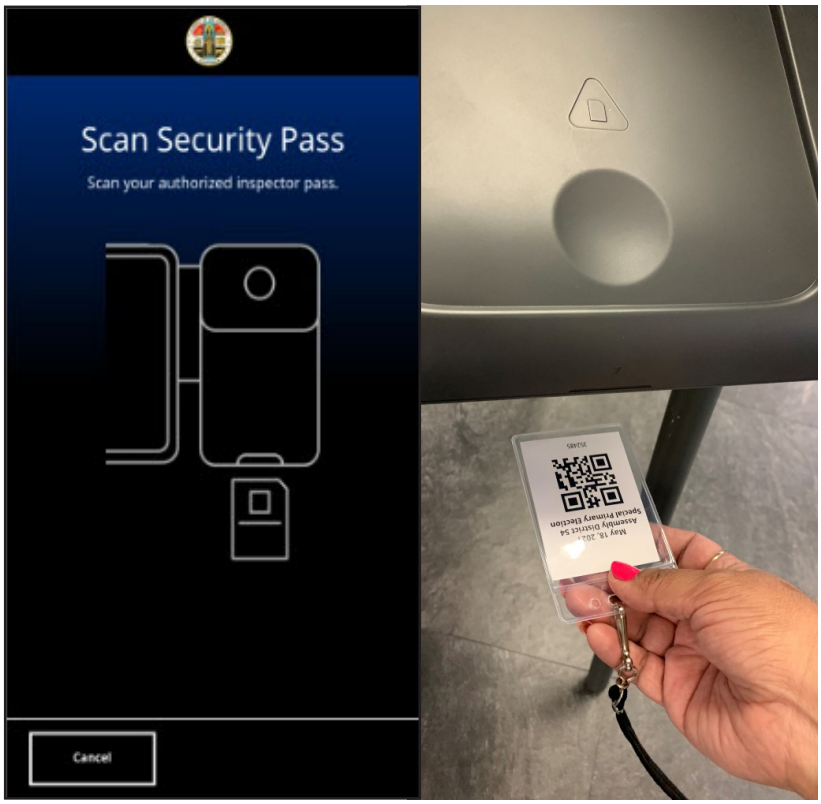
3. The system initializes.



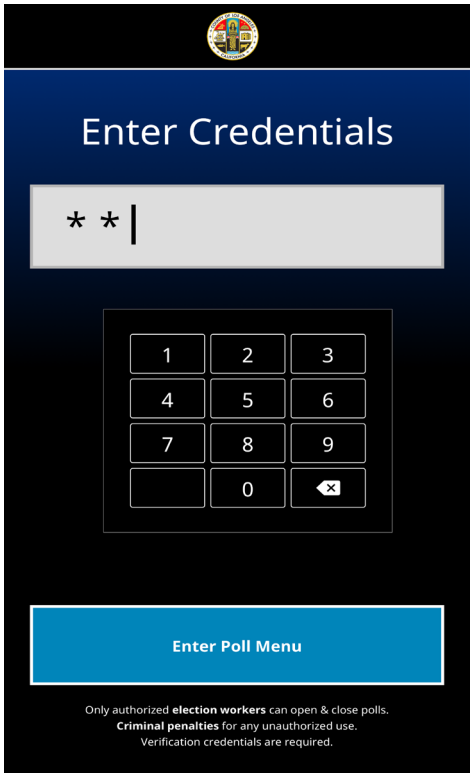
4. Tap anywhere on screen to begin.



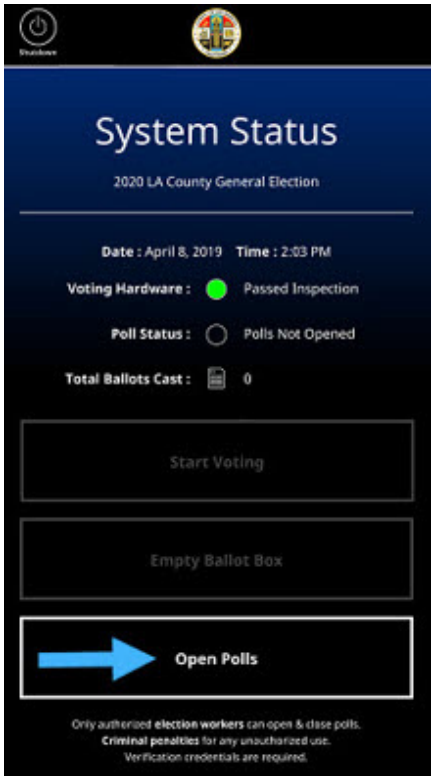
5. Scan the **Security Pass** with the QR Code scanner, located under the BMD on the lower right side.



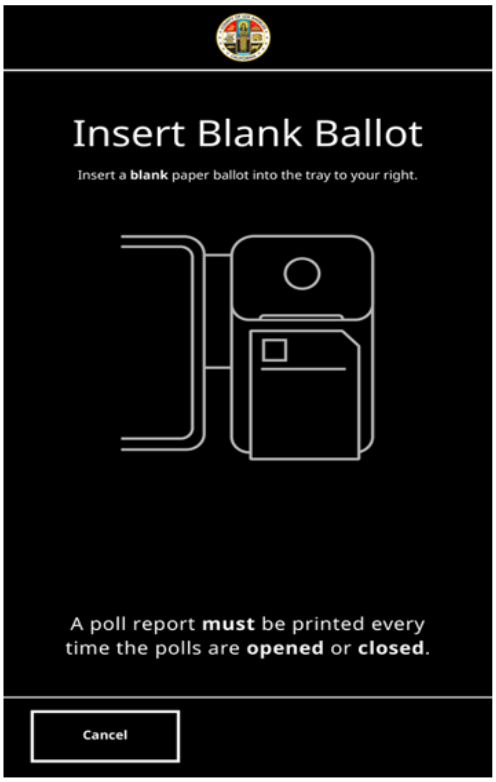
6. Enter password, then tap **Enter Poll Menu**.



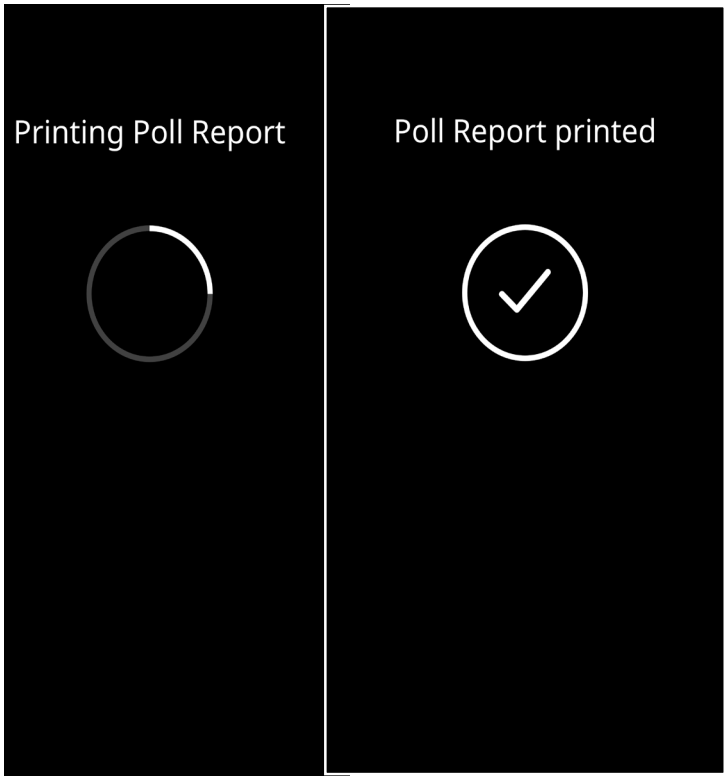
7. Tap **Open Polls**. After the first day of voting, this will read **Re-Open Polls**.



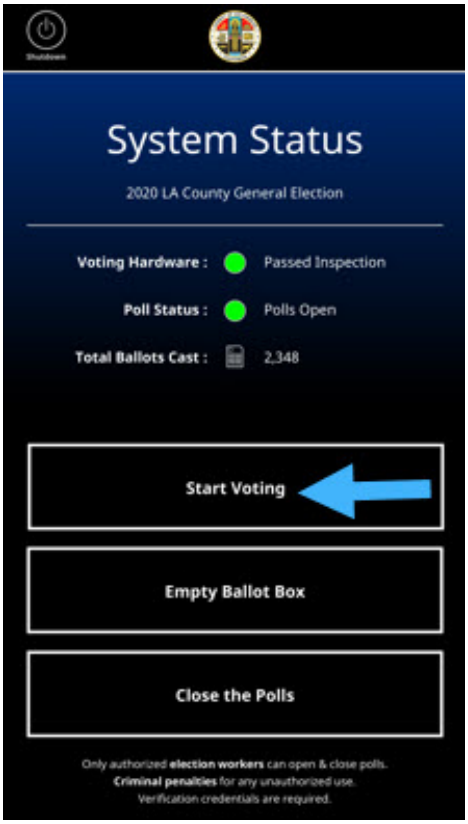
8. Insert blank sheet of Report Paper when prompted.



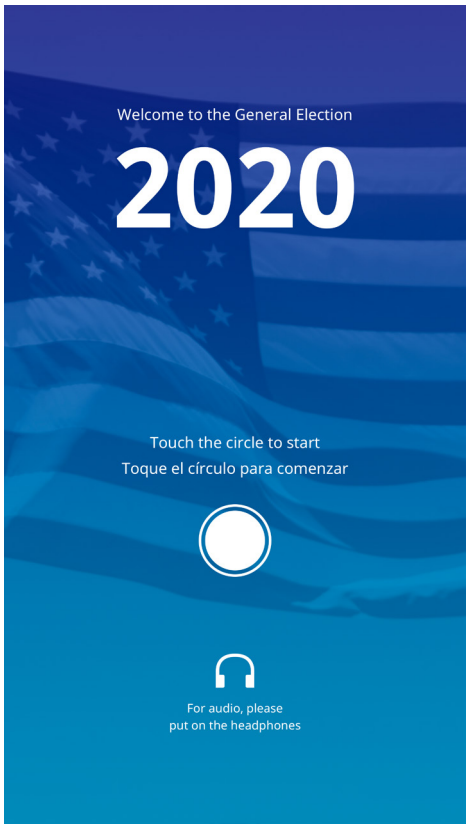
9. The **Open Poll Report** is printed. Two Election Workers should verify and sign Poll Report. See samples of **Open Poll Reports** on pp. 4 - 5.



10. Tap **Start Voting**.



11. Voting is enabled.



Sample Open Poll Report: First Day Only

Vote Center Report

County of Los Angeles

OPEN POLL REPORT:

Date:	02/04/2021	**Time:**	9:55:39 AM

BMD ID:	3026083	**Election Title:**	LOS ANGELES COUNTY MOCK ELECTION
Ballot Full Count:	200	**Election Jurisdiction:**	Los Angeles
HW Test Results:	Passed Inspection		

Software version:	1.6.3	**OS version:**	1.6.3

TOTALS:

Total Ballots Printed:	0
Total Ballots Cast:	0
Total Emptied Ballot Box:	0
Total Reopened:	0
Total Daily Ballots Printed:	0
Total Daily Ballot Cast:	0

All Totals Should Be Zero

Vote Center Lead Signature

Election Worker Signature

Sample Open Poll Report: Each Re-Open Day

Vote Center Report

County of Los Angeles

OPEN POLL REPORT:

Date:	02/06/2021	**Time:**	9:18:05 AM
BMD ID:	3026083	**Election Title:**	LOS ANGELES COUNTY MOCK ELECTION
Ballot Full Count:	200	**Election Jurisdiction:**	Los Angeles
HW Test Results:	Passed Inspection		
Software version:	1.6.3	**OS version:**	1.6.3

TOTALS:

Total Ballots Printed:	145	Cumulative Totals
Total Ballots Cast:	141	
Total Emptied Ballot Box:	2	
Total Reopened:	3	
Total Daily Ballots Printed:	0	Daily Totals
Total Daily Ballot Cast:	0	

Vote Center Lead Signature

Election Worker Signature

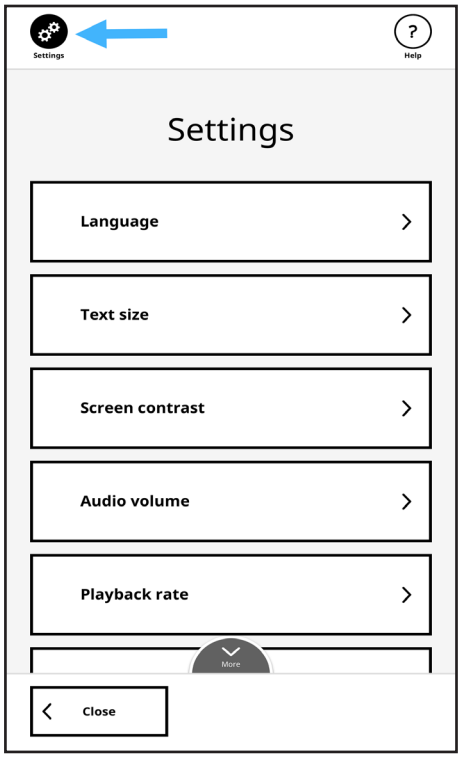
Section 2:

Settings Menu

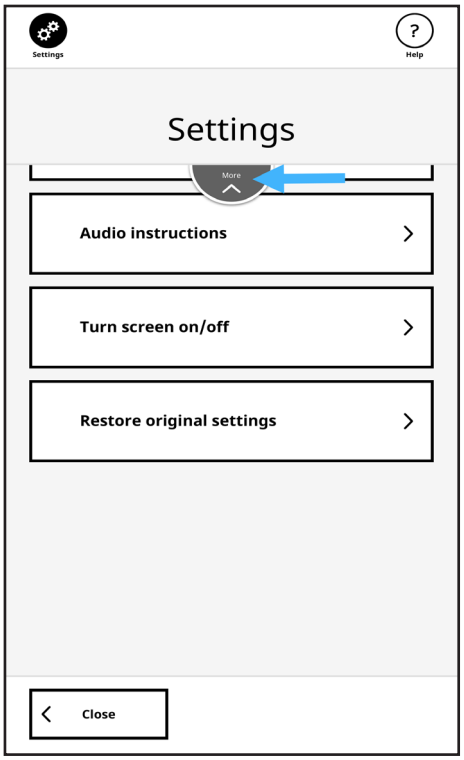
The **Settings** panel on the BMD Touchscreen enables voters to customize the Touchscreen. Tap **Settings** in the upper-left corner of the BMD Touchscreen. The following customization settings are displayed:

- Language
- Text Size
- Screen Contrast
- Audio Volume
- Playback Rate
- Controller Method
- Turn Screen on/off (The Turn screen on/off preference is to provide privacy for visually impaired voters and is only available when Audio with Controller is selected)
- Restore Original Settings

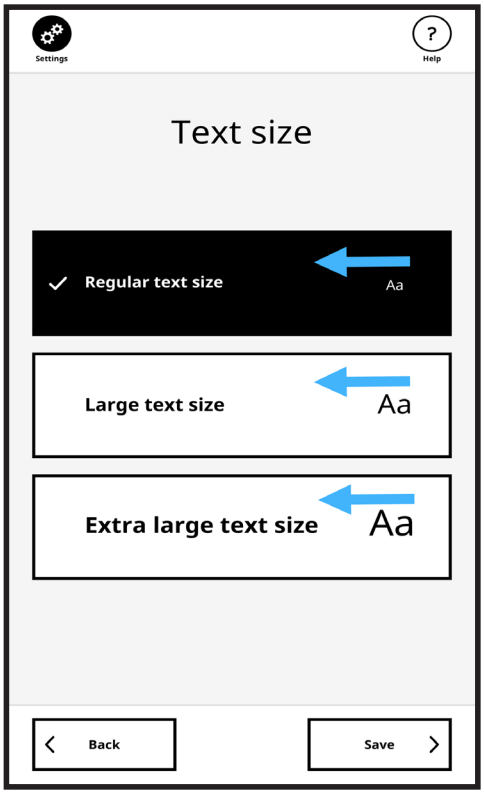
1. Tap the **Settings icon**. The Settings screen opens.



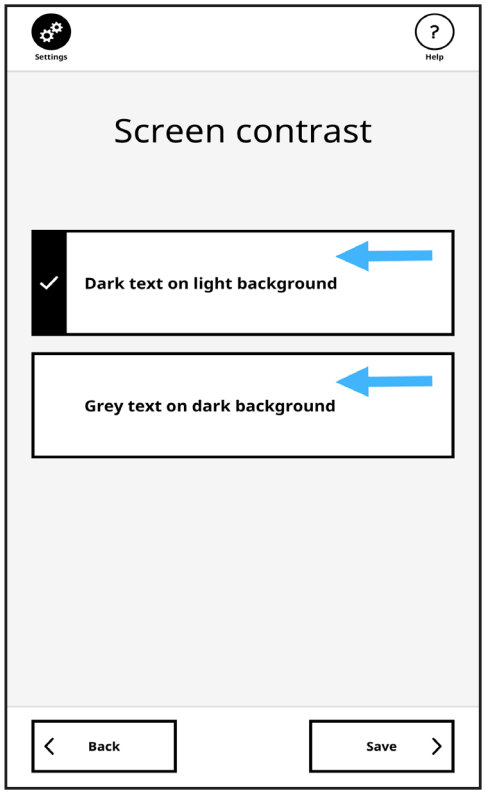
2. Tap the **More** button to see more settings.



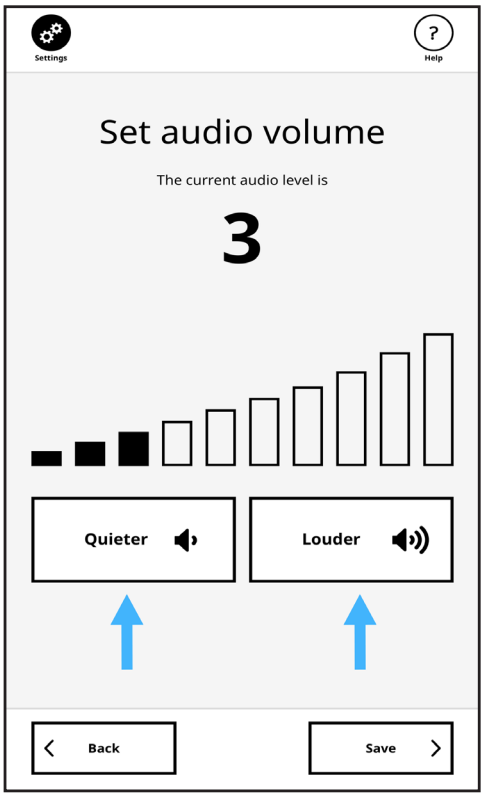
3. Tap the setting you want to change and the appropriate screen will open. The voter can change the Text Size.

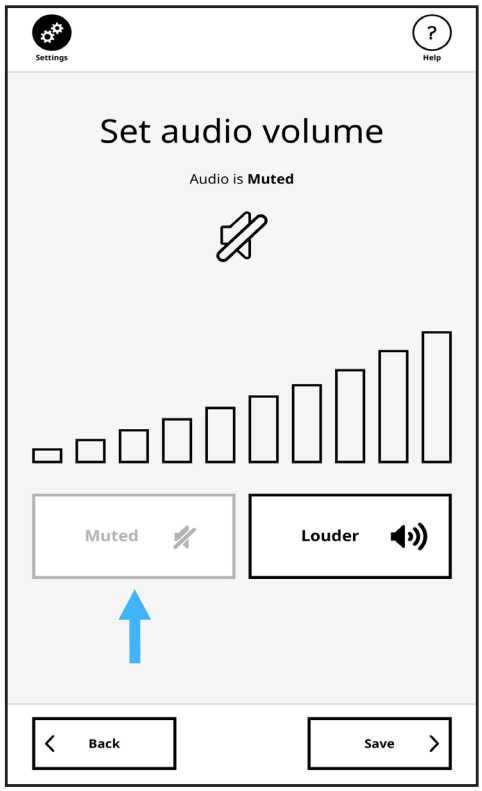


4. Change the Screen Contrast between the color of the text and its background so it is easier to distinguish.

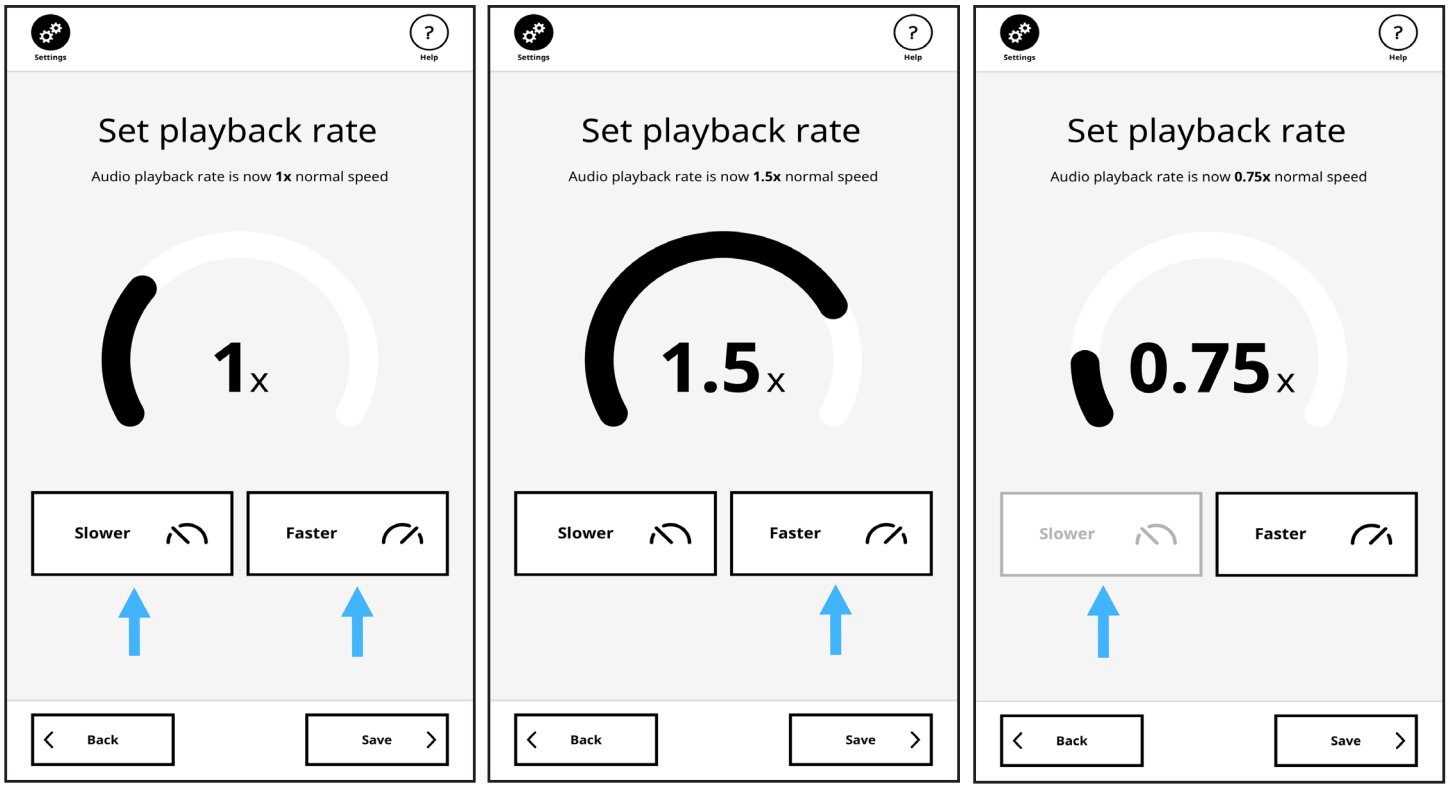


5. Set audio volume Quieter or Louder. Set audio volume to Muted by tapping **Quieter** repeatedly.



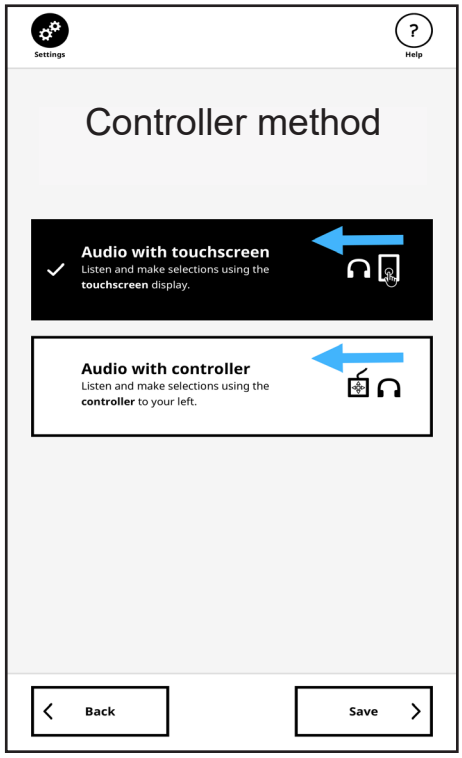


6. Set Playback Rate by tapping **Slower** or **Faster**.

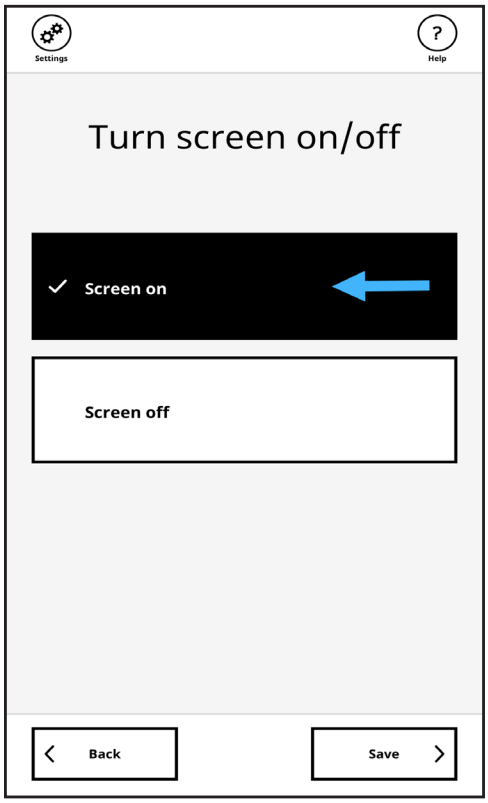


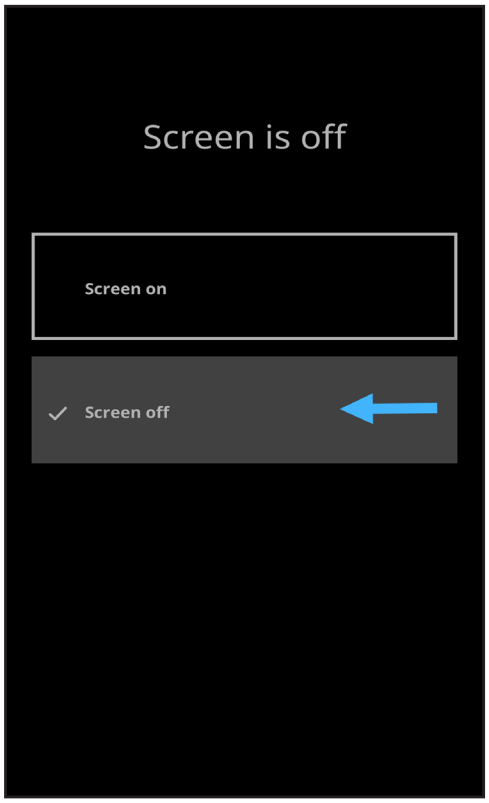
7. If the voter chooses Controller Method, they have two options:

- Audio with touchscreen
- Audio with controller

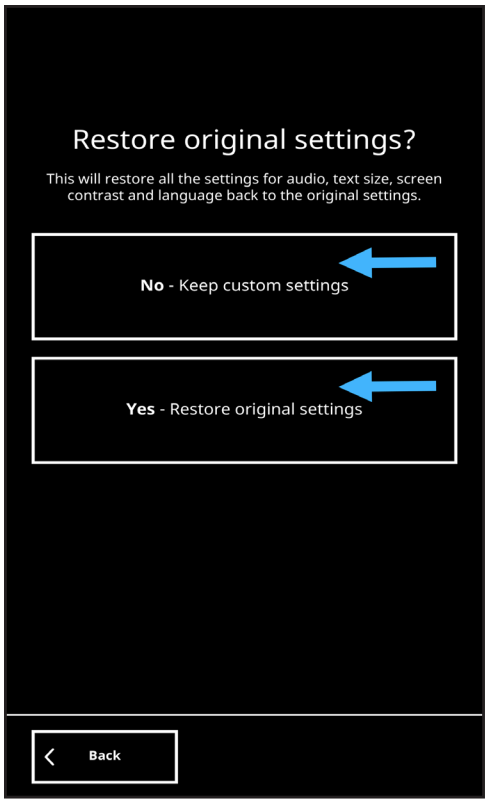


8. When using the Handheld Controller, the voter can turn the screen off, or when the screen is off, turn it on.





9. The final option asks the voter, **Restore original settings?**
   - No - Keep my custom settings
   - Yes - Restore original settings

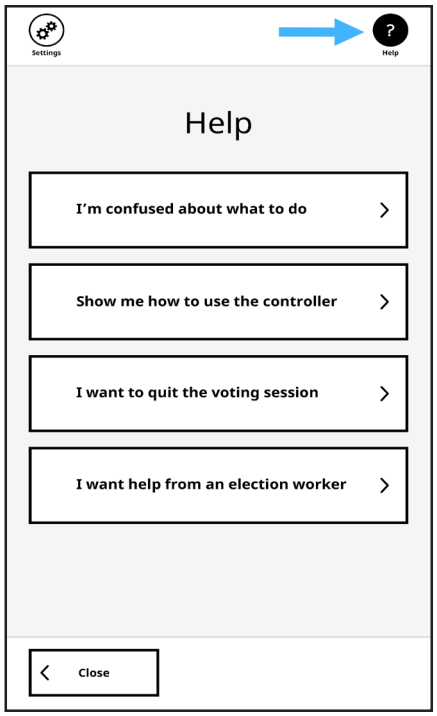


Section 3:

Help Menu

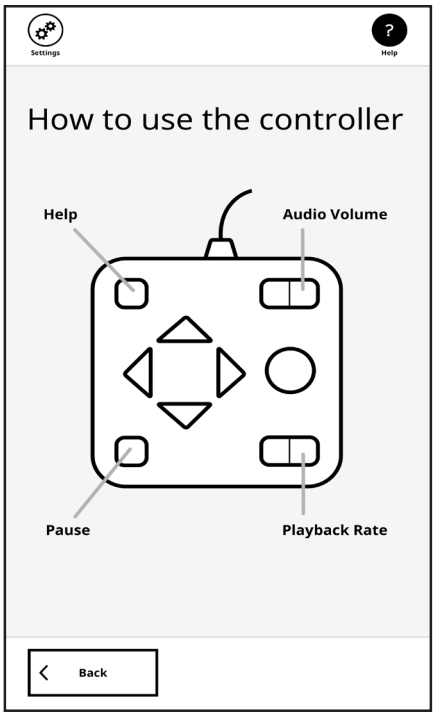
To access the Help menu, tap the Help icon located in the upper-right corner of the BMD Touchscreen. The Help menu opens to provide assistance to voters.

1. Tap the necessary Help topic.



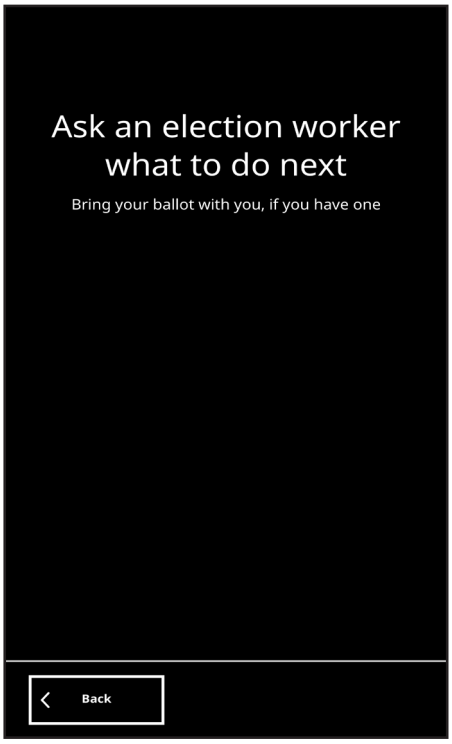
2. If the voter selects **"I'm confused about what to do,"** the screen below will appear.

3. If the voter selects **"Show me how to use the controller,"** the screen below will appear.



4. If the voter selects **"I want to quit the voting session,"** the screen below will appear.

5. If the voter selects **"I want help from an election worker,"** the screen below will appear.



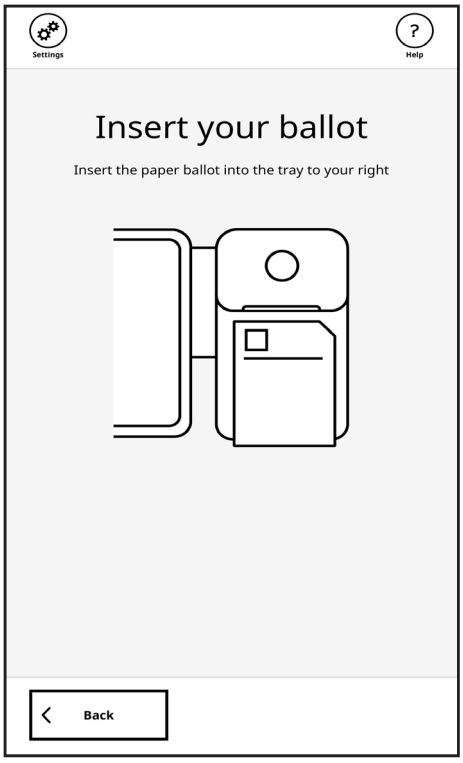
Section 4:

Voting Using the BMD Touchscreen

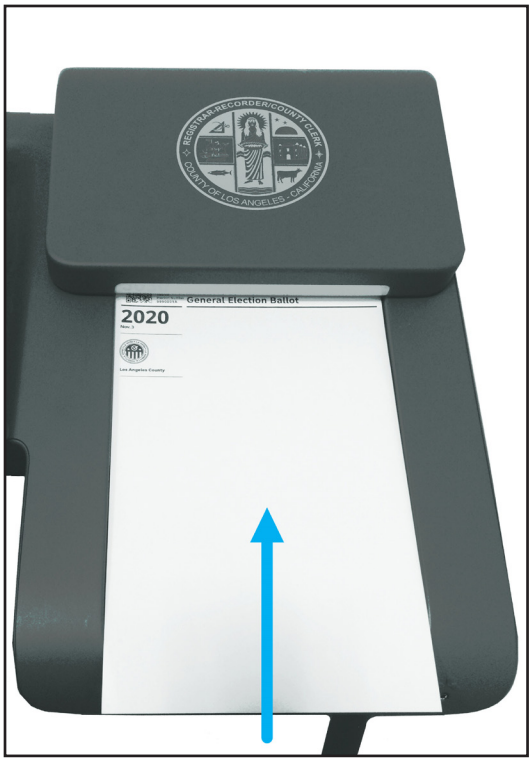
1. The Check-In Clerk provides the voter with an official ballot and directs them to the Vote Area, where a Vote Area Monitor will direct them to the first available BMD. The BMD Touchscreen displays a blue screen with the year and name of the election. **Touch the circle to start**.

2. Choose language of preference. Tap **Next**.

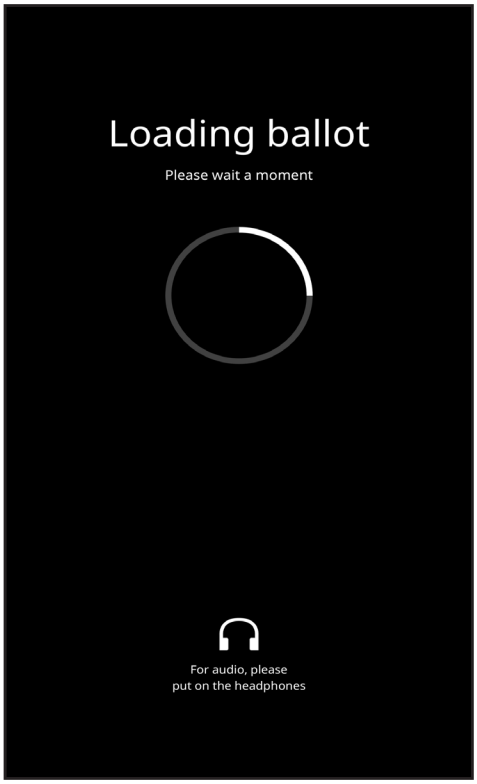
3. Screen will prompt voter to **Insert your ballot**.



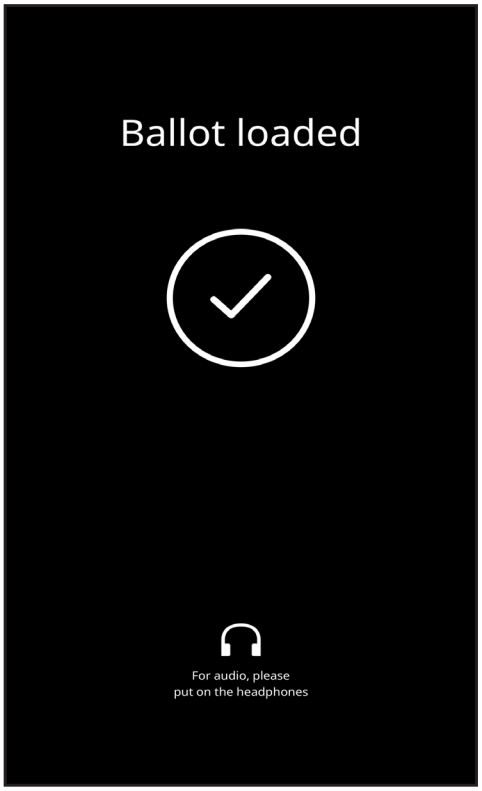
4. The voter inserts their ballot into the paper path on the right-hand side of the BMD.



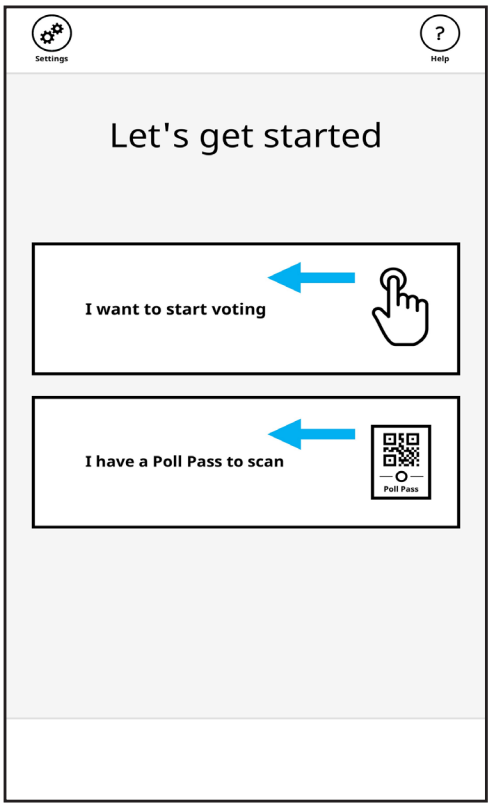
5. **Loading ballot** is displayed.



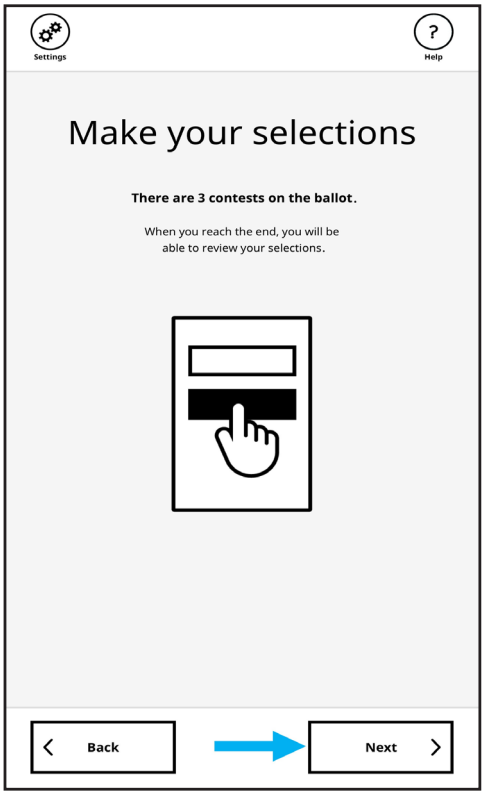
6. **Ballot loaded** is displayed.



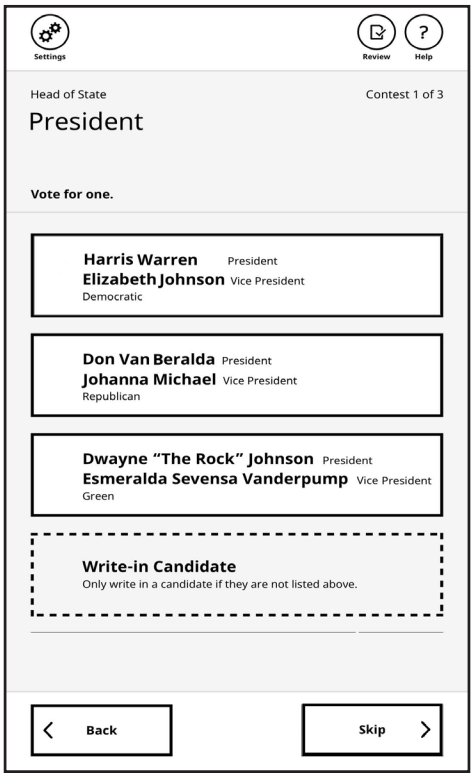
7. The **Let's get started** screen displays two options:
   - **I want to start voting** - Brings the voter to the **Make your selections** screen
   - **I have a Poll Pass to scan** - Brings the voter to **Scan your Poll Pass** (covered in Section 5)

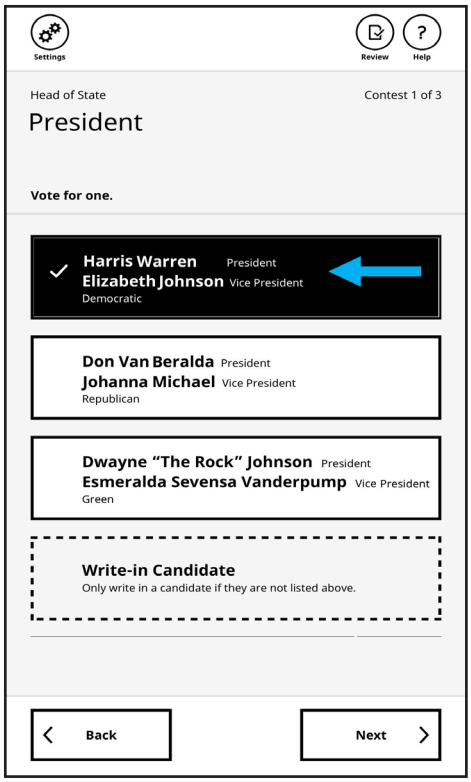


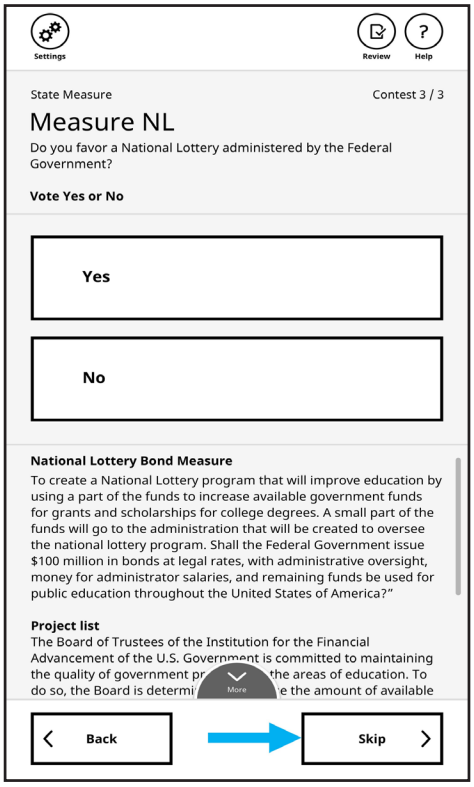
8. The **Make your selections** screen displays the number of contests on the ballot. Tap **Next** to begin voting.



9. To make a selection, tap the **Candidate Name** or **Yes/No** for a Proposition or Measure. Each contest screen tells the voter how many selections they can make in that contest. If the voter does not want to select any candidates or measures, tap the **Skip** button.







Voters are not always aware of several key buttons on the touchscreen:

The **More** button - If there is more information than will fit on a screen, the voter needs to tap MORE to scroll down, or back up.

The **Next** button - This button advances to the next contest after a selection is made. Always in the bottom-right of the touchscreen.

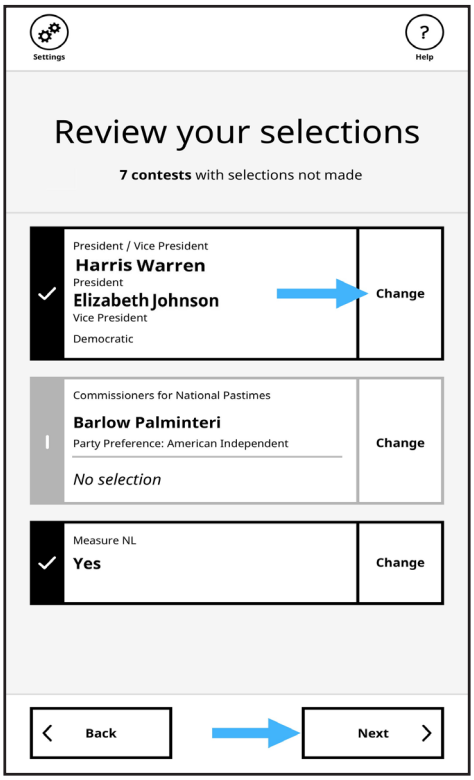
The **Skip** button - This button advances to the next contest if the voter does not wish to make a selection on a contest. Always in the bottom-right of the touchscreen.

The **Settings** icon - Takes the voter to selections to customize the touchscreen. In the upper-left corner of touchscreen.

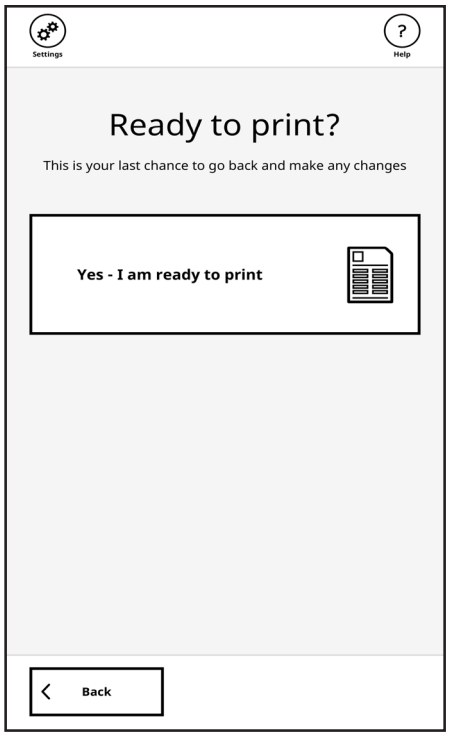
The **Help** icon - Takes the voter to selections for help. In the upper-right corner of touchscreen.

10. After all selections are made, the **Let's review** screen is displayed to notify the voter they can review their selections. Tap **Next**.

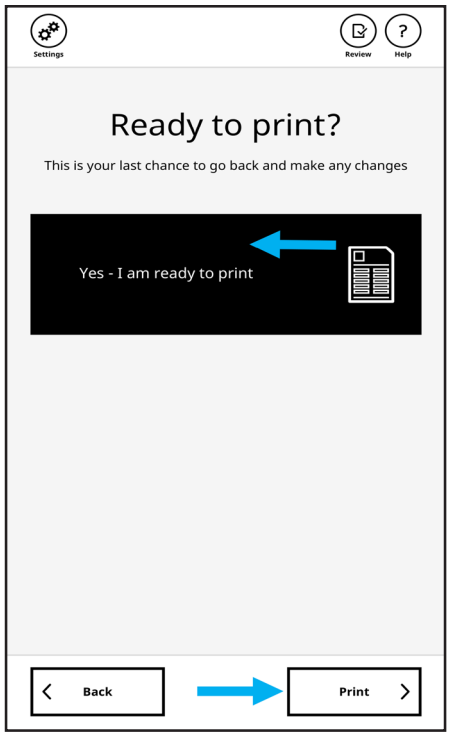
11. The **Review your selections** screen opens displaying the voter's selections; voters can tap the **Change** button to edit their current selection. Tap **Next** when finished.



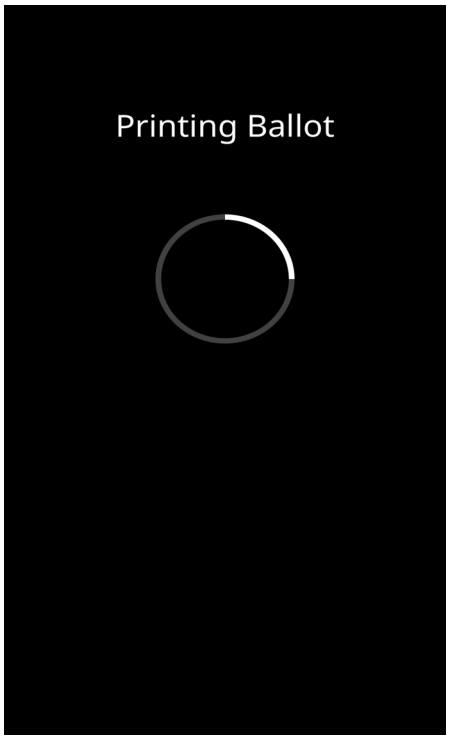
12. The **Ready to print?** screen displays the following message: **This is your last chance to go back and make any changes.**



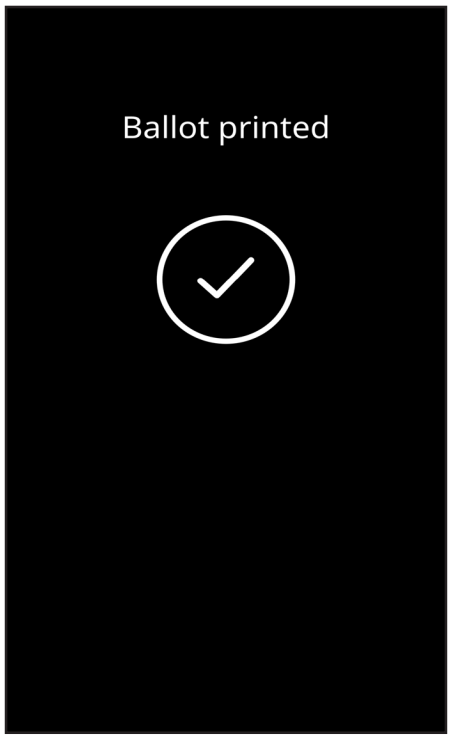
13. Tap **Yes - I am ready to print**. Tap **Print**.



14. **Printing Ballot** is displayed.



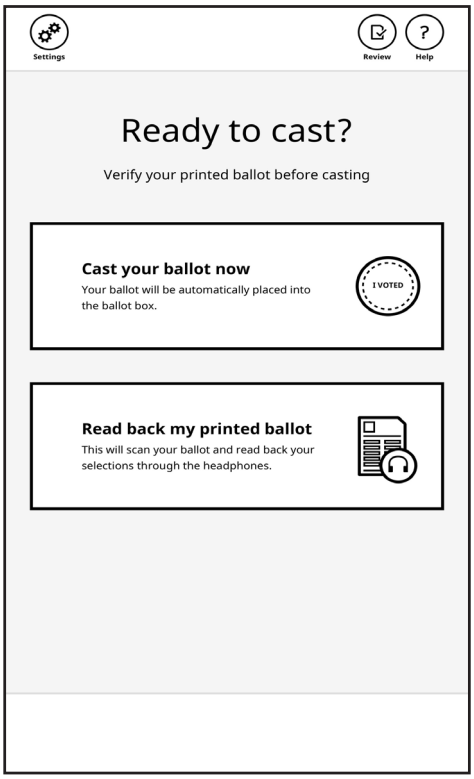
15. **Ballot printed** is displayed.

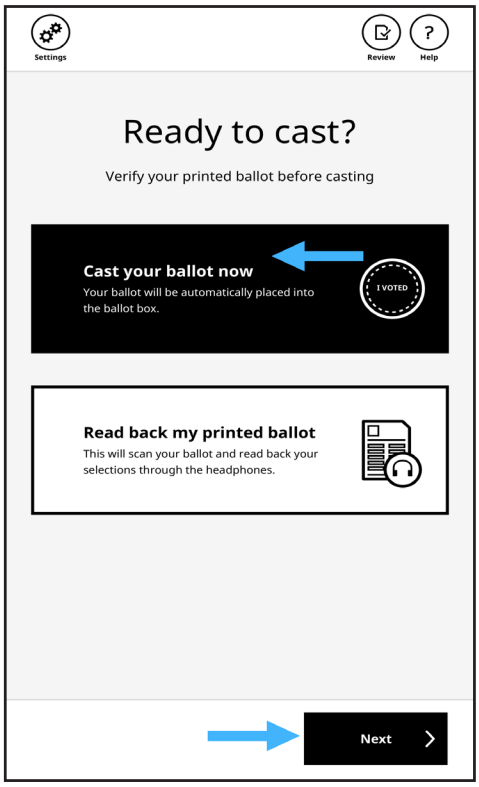


Once the ballot is printed, the **Ready to cast?** screen appears and the voter can do the following:

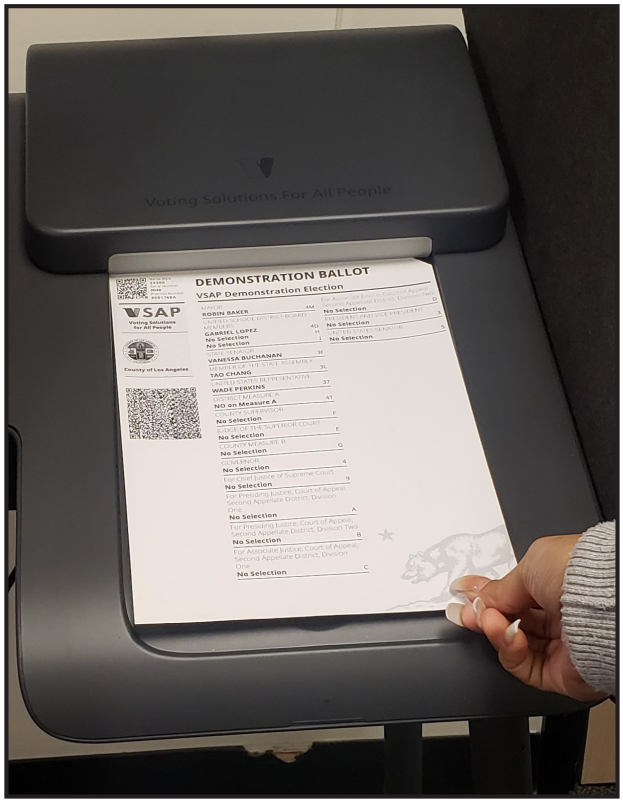
- **Cast your ballot now** - See the steps below.
- **Read back my printed ballot** - Rescans the ballot and reads back the voter's selections through the headphones. An option will be given to **Eject My Ballot**. This can be used to retrieve the ballot for Curbside Voters.
- **Make a change on the printed ballot** - The voter must contact an Election Worker; the Election Worker will void the ballot and provide the voter with a new ballot.

16. The **Ready to cast?** screen displays the following message: **Verify your printed ballot before casting.** Tap **Cast your ballot now**. Tap **Next**.

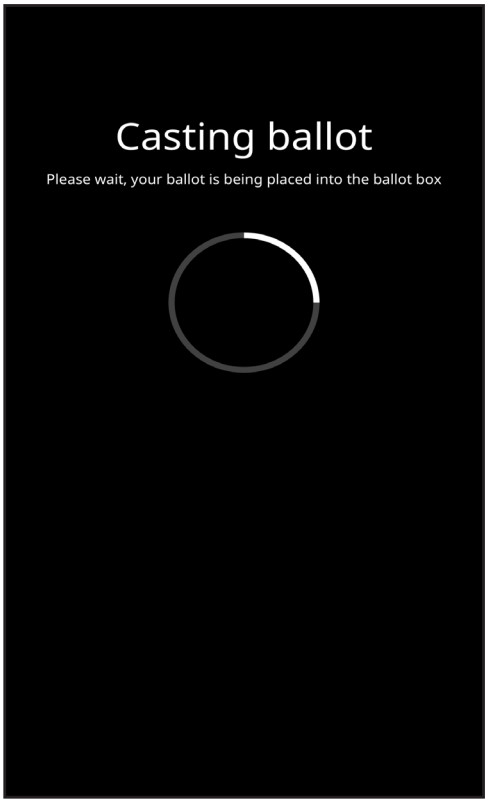




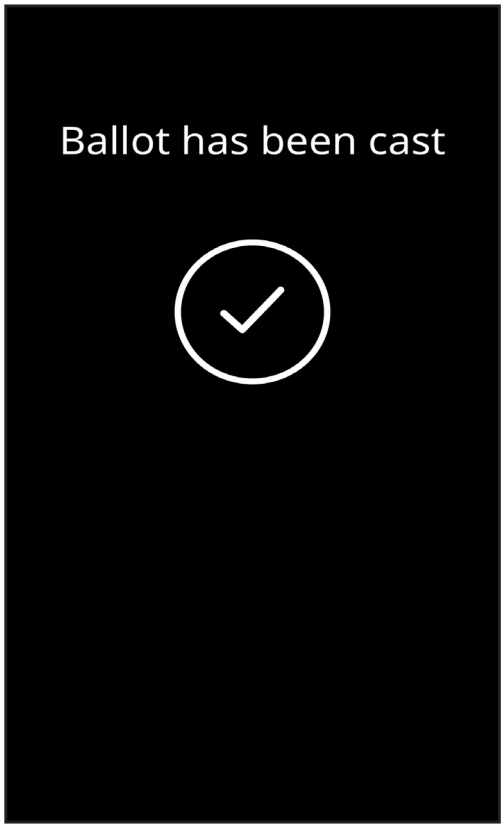
17. Reinsert the ballot into the BMD.



18. **Casting ballot** is displayed.



19. **Ballot has been cast** is displayed.



20. The **Thanks for voting!** screen is displayed.

Section 5:

Using a Poll Pass

A voter can go online and access their **Interactive Sample Ballot**. They can then digitally mark their Sample Ballot using a computer or personal device prior to voting on a BMD at a Vote Center. Voter selections are captured in a QR Code that can either be printed onto paper or downloaded to their personal device. This is called a **Poll Pass**. A sample of the printed Poll Pass is shown below in **Figure 1**. A sample of the mobile Poll Pass is shown below in **Figure 2**. When the voter arrives at the Vote Center, they must check in using the normal check-in process.

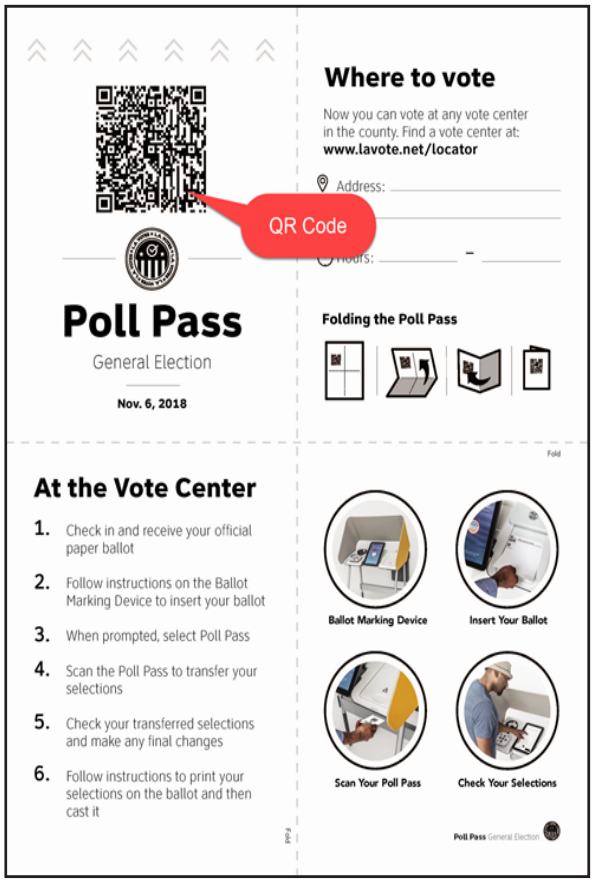


Figure 1: *Printed* ***Poll Pass***

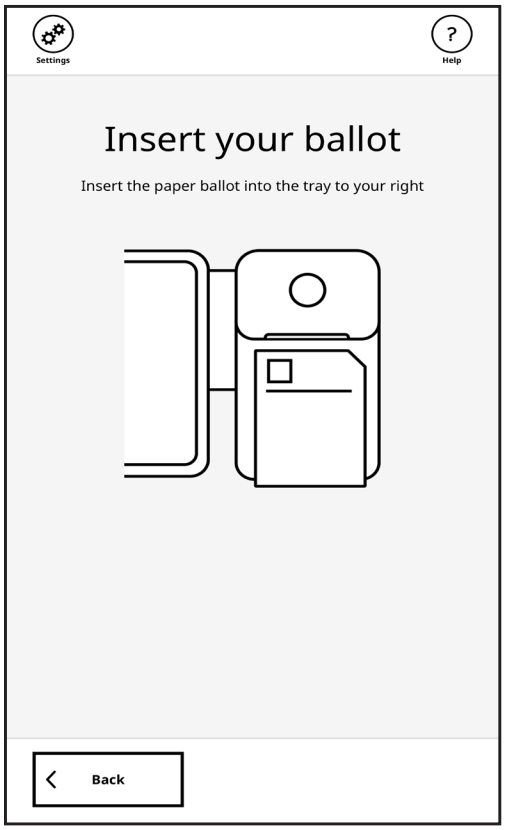
Figure 2: *Mobile Device* ***Poll Pass***

After the voter has checked in and received a blank ballot, they will scan their Poll Pass at a BMD to transfer their selections to the BMD for validation before printing on a paper ballot.

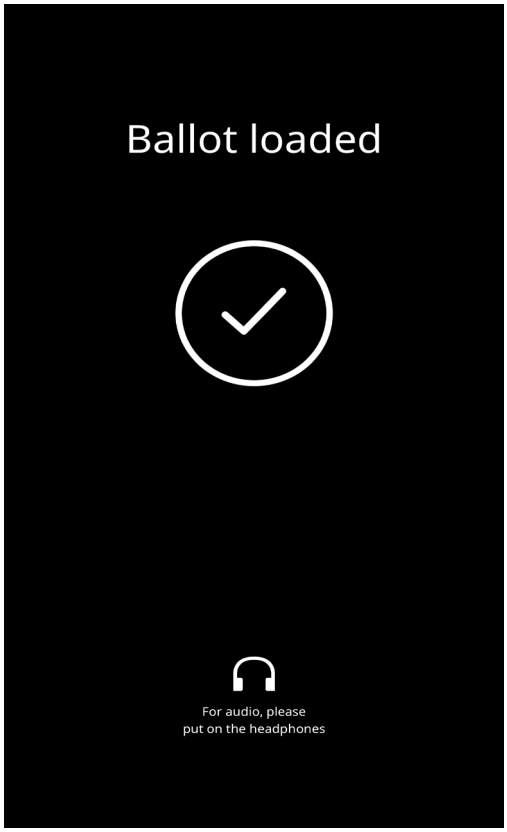
1. Touch the circle to start the voting process.

2. Select a language.

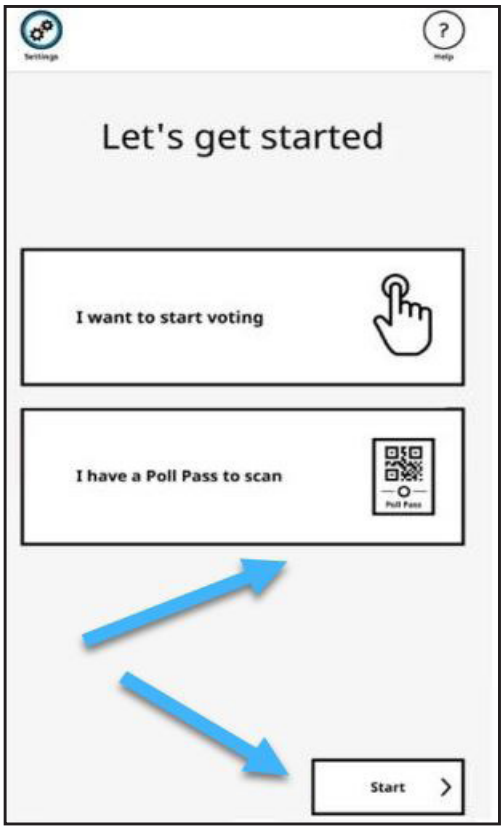
3. **Insert your ballot** screen is displayed.



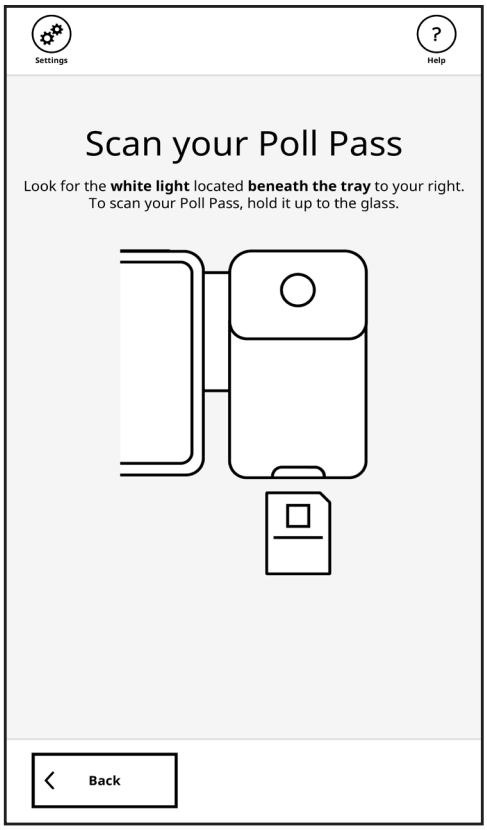
4. **Ballot loaded** is displayed.



5. Tap **I have a Poll Pass to scan**, then tap **Start**.

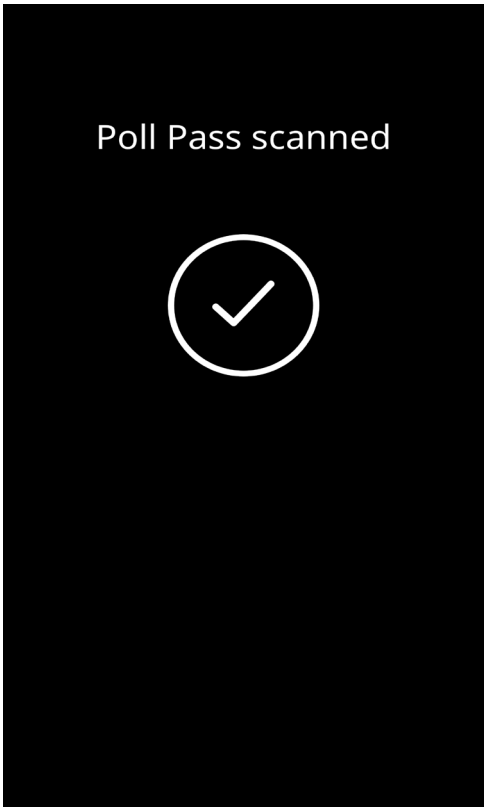


6. **Scan your Poll Pass** screen will appear.

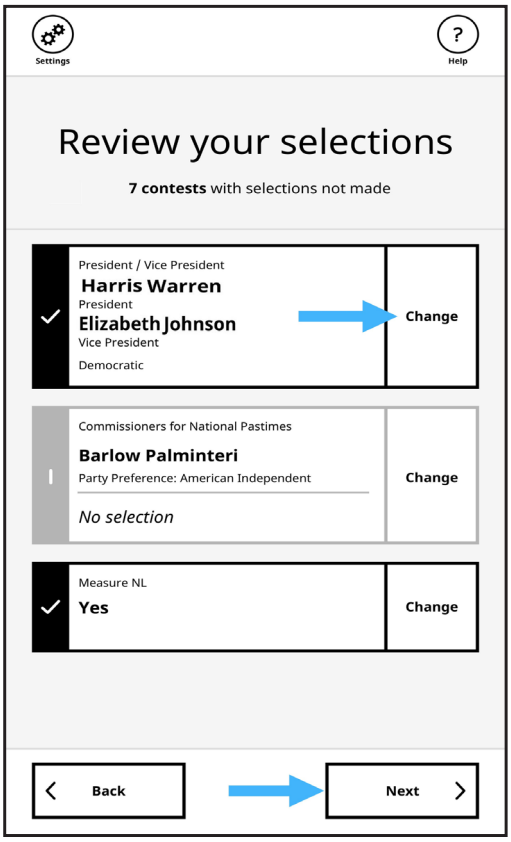


7. Scan Poll Pass under the right side of BMD.

8. **Poll Pass scanned** is displayed.



9. Review and change selections as desired, then tap **Next**.



To view additional steps to finish casting a ballot, see Section 4: Voting Using the BMD Touchscreen.

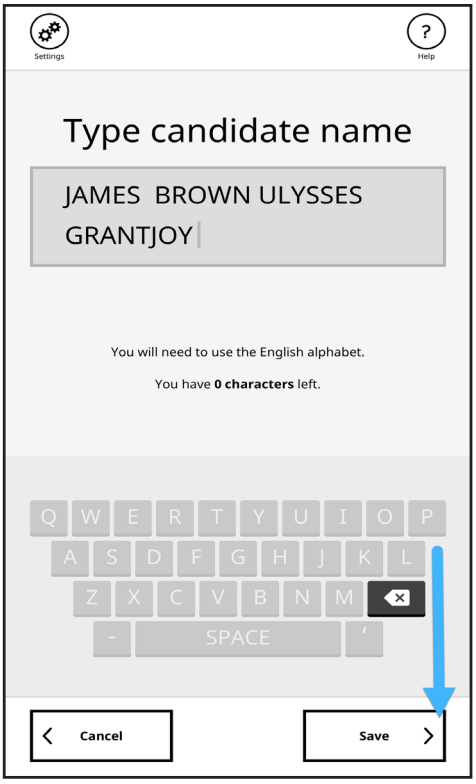
Section 6:

Write-In Candidate

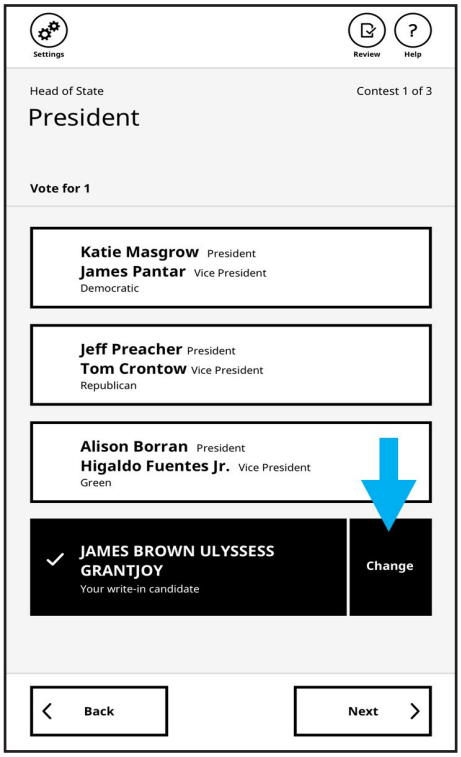
Write-In Candidate names must be written in English. The BMD does not support multi-language keyboards or printing.

1. Use the keyboard at the bottom of the screen to enter the Write-In Candidate's name. A voter can type in a name with a maximum of 28 characters. When the voter has entered 28 characters, the keyboard is grayed out and the voter can no longer type.

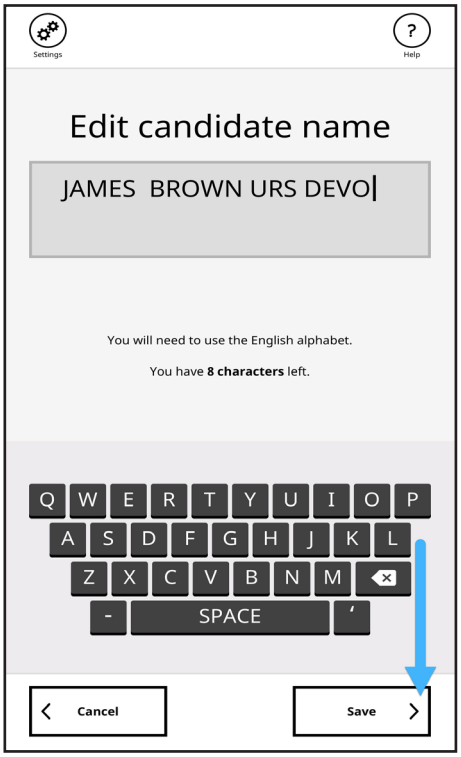
2. Enter the candidate's name. On the bottom-left of the page, there is a **Cancel** button. When the voter begins typing, a **Save** button appears on the bottom-right.



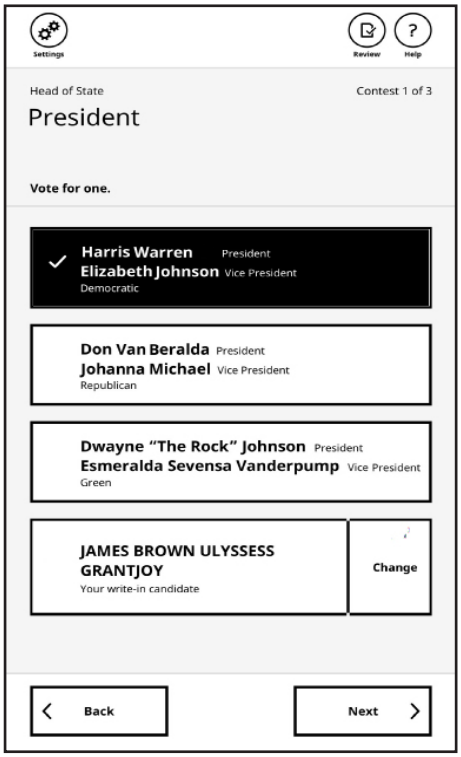
3. A **Change** button appears next to the Write-In Candidate's name. Tap **Change** to correct the spelling of the name.



4. An **Edit candidate name** screen opens. The voter makes changes to the name and taps **Save**.



5. The voter taps the **Write-In Candidate's** name to select it. The voter taps a different name to deselect the Write-In Candidate.

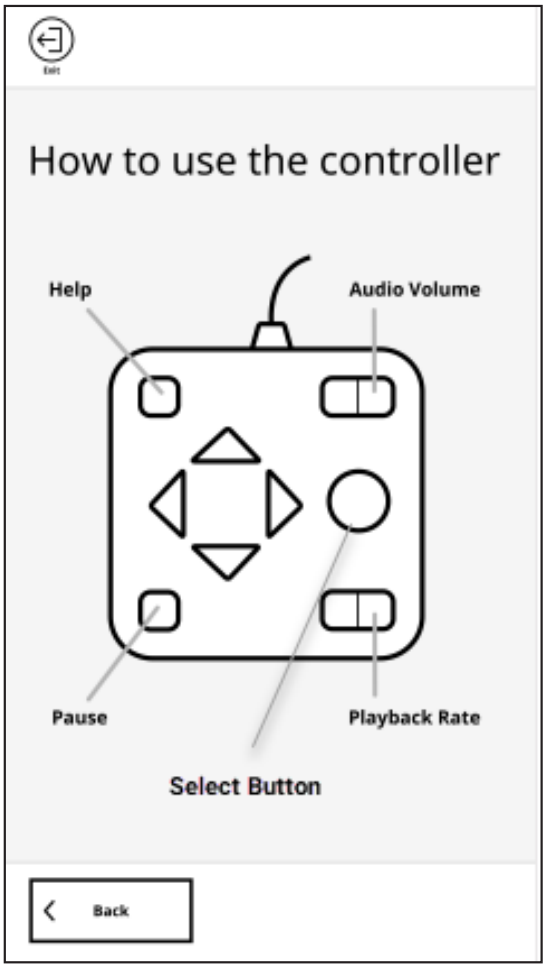


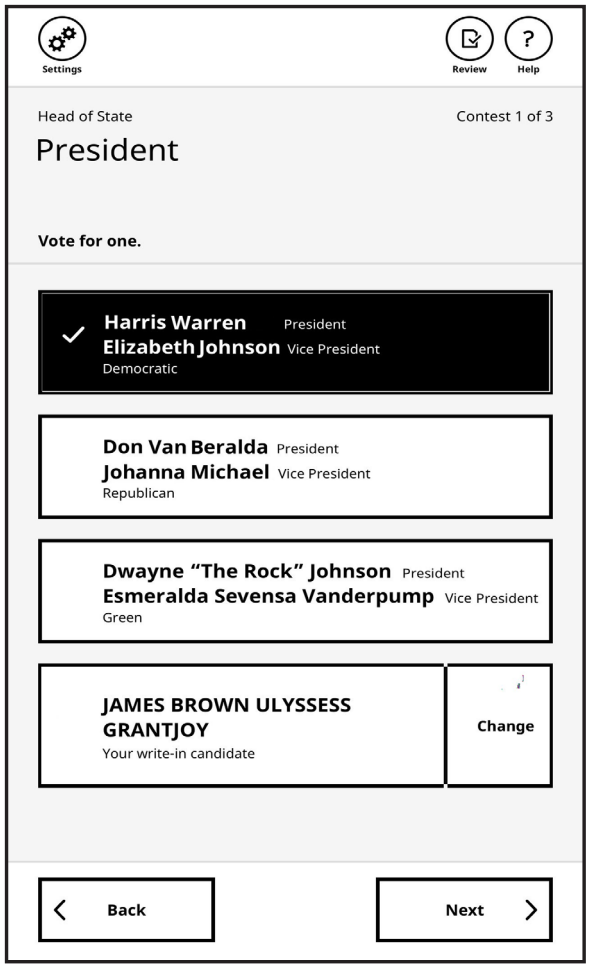
Write-In Candidate Instructions Using the Handheld Controller

Once a Write-In Candidate has been entered, the voter follows the steps below to edit the name using the **Handheld Controller**.

Navigate to **Write-In Candidate** first. The voter has two options: **Deselect**, or **Change**.

- To **Deselect**, press the round button.
- To hear the next option, press the down arrow.
- To **Change candidate name**, press the round button.
- To hear the next option, press the down arrow.





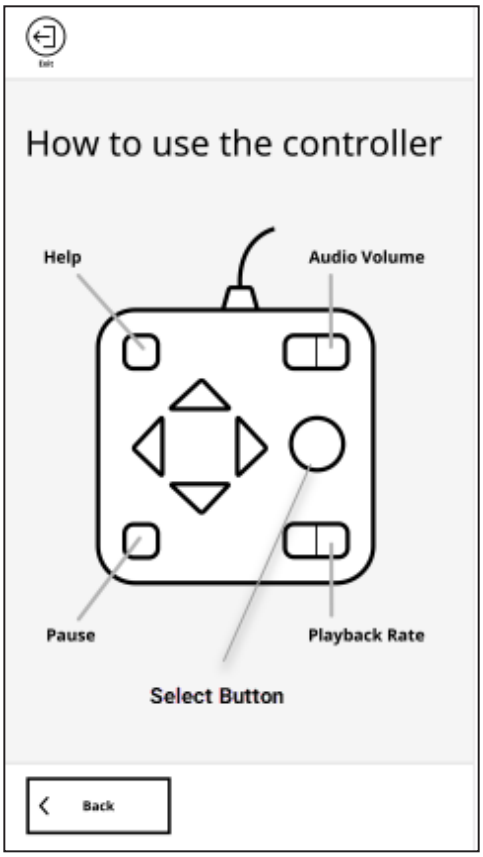
Section 7:

Accommodations for Voters Using Audio and Other Features

Auxiliary Device and Ports

The BMD has two auxiliary ports and one connected device enabling voters to mark and cast their ballots.

- **Handheld Controller**
- **Headphones Port**
- **Dual-Switch Port**



Handheld Controller

The Handheld Controller allows the voter to use the BMD without having to touch the screen to navigate and mark their selections on the ballot. Braille is provided on the Handheld Controller for voters with a visual impairment. The Handheld Controller has several components available for the voter, such as Help, Audio Volume, Pause, and Playback Rate. There are also four directional arrow buttons used to navigate and a round button used to mark selections.

See table below for controller functionality:

Component/ Location	Use/Functionality	Braille
Help	Press this button to access the Help menu	Yes
Audio Volume	Press this button to increase or decrease the volume	Yes
Pause	Press this button to pause the voting process	Yes
Playback Rate	Press this button to increase or decrease the rate of speed for listening to the ballot	Yes
Arrow Up	Press this button to listen to the previous choice in the contest	No
Arrow Down	Press this button to listen to the next choice in the contest	No
Arrow Right	Press this button to listen to the next contest	No
Arrow Left	Press this button to listen to the previous contest	No
Round Button	Press this button to make a selection within a contest	No

Headphone Ports

Headphones are located on the top left corner of the BMD and are plugged into the Headphone Port located on the rear left-hand side, which automatically and continuously plays the audio voting instructions. There is an additional Headphone Port provided at the front left of the BMD where a voter may plug in their own headphones. Both audio ports remain active at all times in case the voter desires a helper to listen to the voting session at the same time. The two audio ports are always at the same volume level and playback speed, and changing the volume level or playback speed always affects both audio ports. The voter can plug in or unplug headphones from either of the Headphone Ports at any time with no resulting message displayed. The audio can only be played in the language selected.

Headphone Port

Dual-Switch Port

Dual-Switch Port

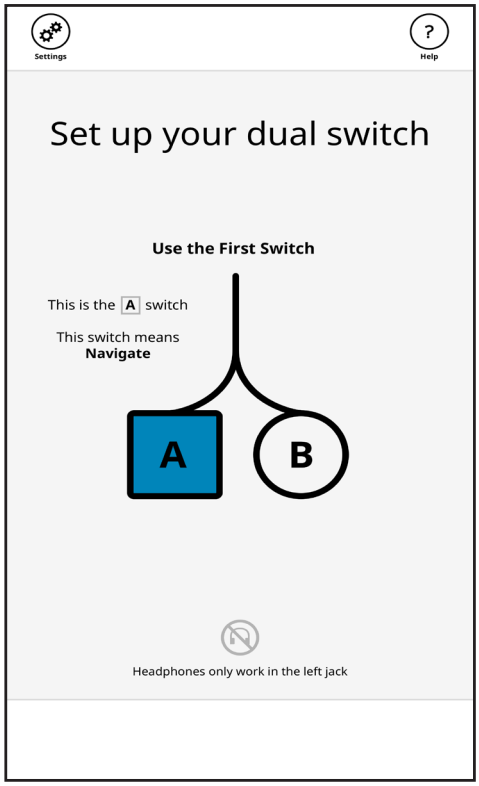
The right-front port is for connecting any Dual-Switch compatible device, such as a sip-and-puff assistive technology controller. The BMD detects when a device is plugged into the port and shows a Dual-Switch specific configuration page (see next page) that also informs the voter that if they are trying to plug in a headphone they should use the Headphone Port.

Dual-Switch

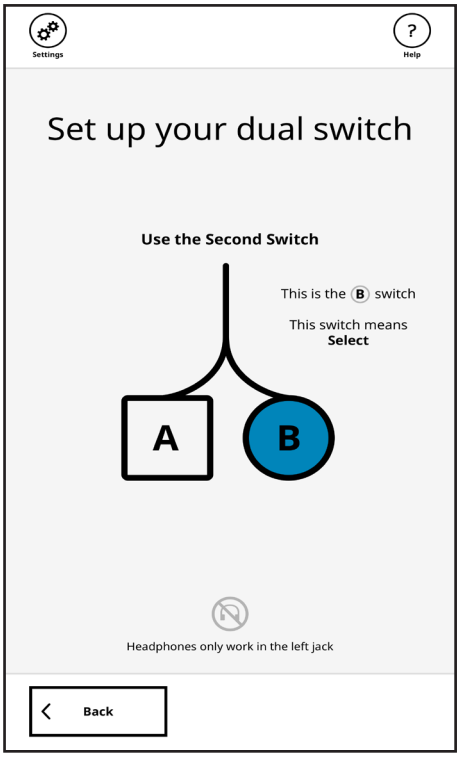
Voters whose disabilities prevent them from voting using the Handheld Controller can use an assistive Dual-Switch device, including a sip-and-puff. To begin setting up an assistive device, plug it in using the port on the right side of the BMD. The screen shown in step 1 below is displayed automatically once the device is plugged in. Assistive devices can only be set up at three points in the voter workflow:

- From the Welcome screen
- Right after the voter inserts their ballot
- When the voter selects a language

1. Press the button, or use the action, that you would like to set as the **A**, or **Navigate** input.



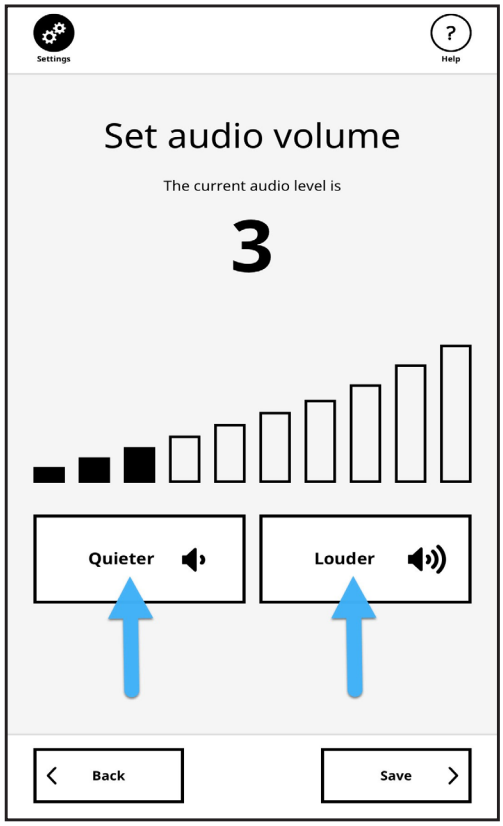
2. Press the second button, or use the action, that you would like to set as the **B**, or **Select** input.



3. Tap **Next** to continue.

4. Tap **Language**.

5. Set **Audio Volume Quieter** or **Louder**.

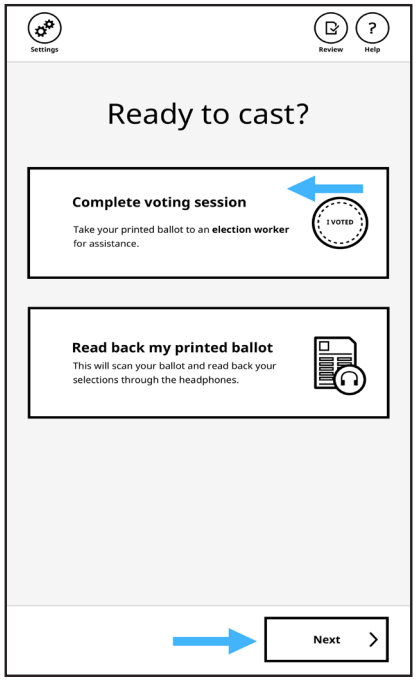


Section 8:

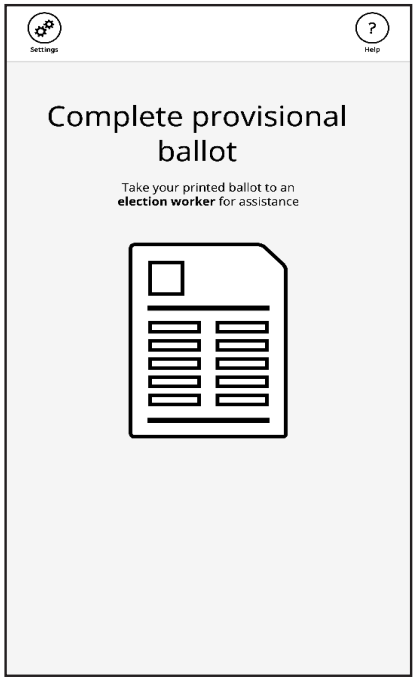
Provisional and CVR Voters

This section details the procedure for assisting Conditional Voter Registration (CVR) and Provisional voters. These voters receive a ballot containing a QR code indicating the voter is CVR or Provisional. The voter's experience is the same with one exception - the voter cannot cast their ballot into the Integrated Ballot Box (IBB). Instead, they place their ballot in a CVR/Provisional Envelope and return it to the VBM/Provisional Clerk, who will assist the voter in completing the CVR/Provisional process. After marking their selections using the BMD, the voter will follow the steps below:

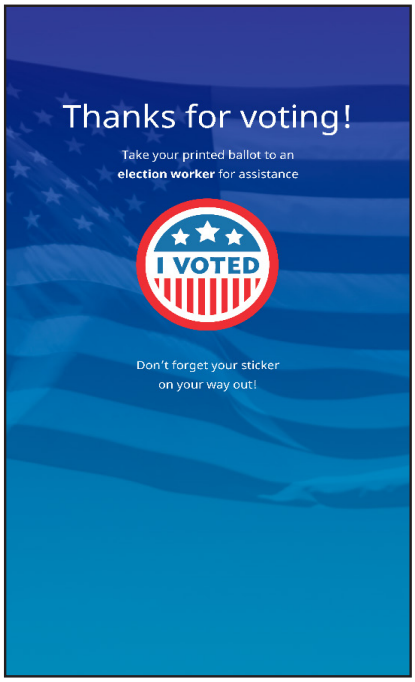
1. Tap **Complete voting session**, then **Next**.



2. Remove the CVR/Provisional Ballot and insert it into the CVR/Provisional Envelope, then take it to the VBM/ Provisional Clerk.



3. The BMD will display **Thanks for voting!**



Section 9:

Restarting BMD After Interruption

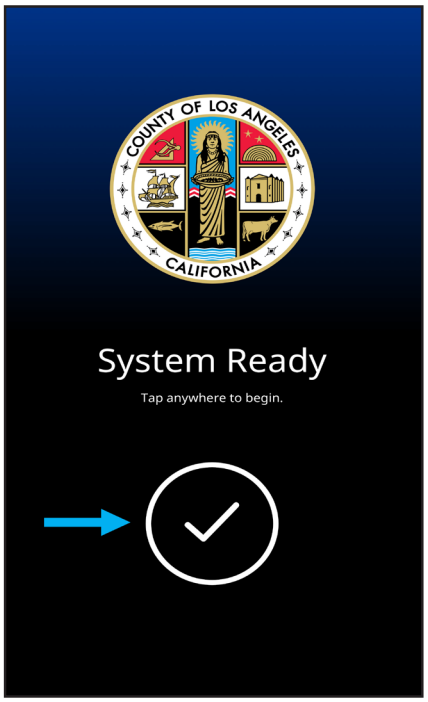
When a BMD is restarted, it keeps the last status prior to the interruption. If the BMD is interrupted during the day, for example, by a power failure, one of the following status messages will display on the BMD screen:

- Re-Open Polls
- Open Polls
- Start Voting

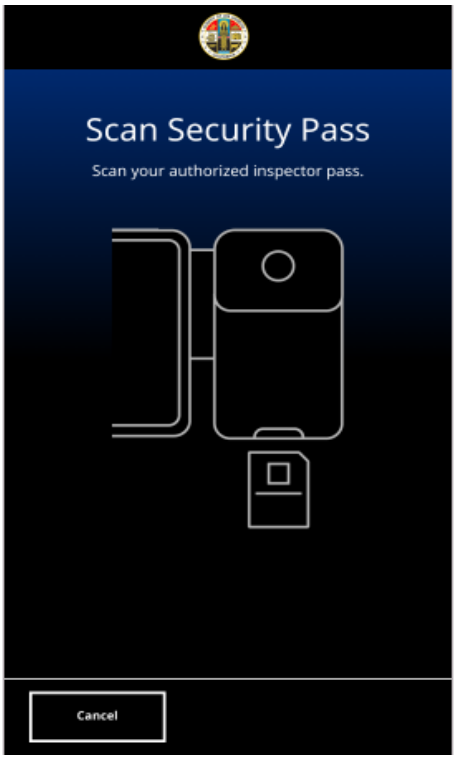
If a ballot was left in the BMD when an interruption occurred, the ballot should be ejected from the BMD when the power is restored. To restart a BMD after an interruption, follow this procedure:

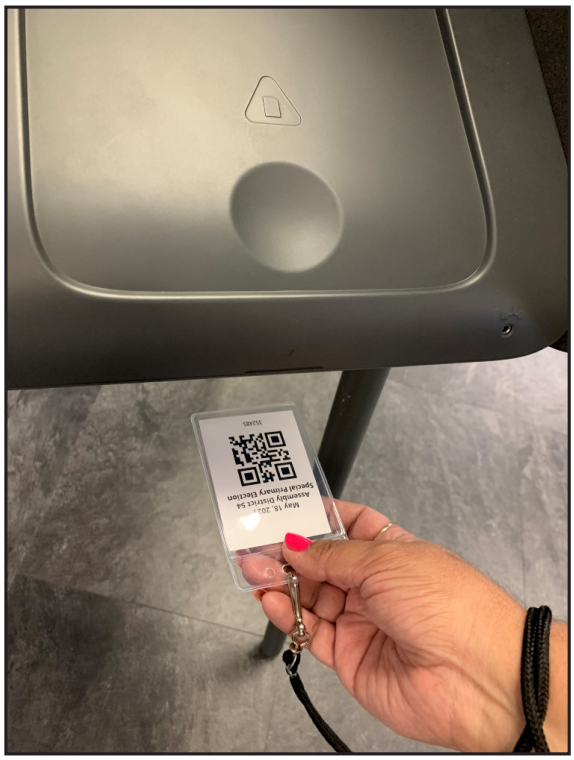
1. Press the power button on the back.

2. At the **System Ready** screen, tap the screen.

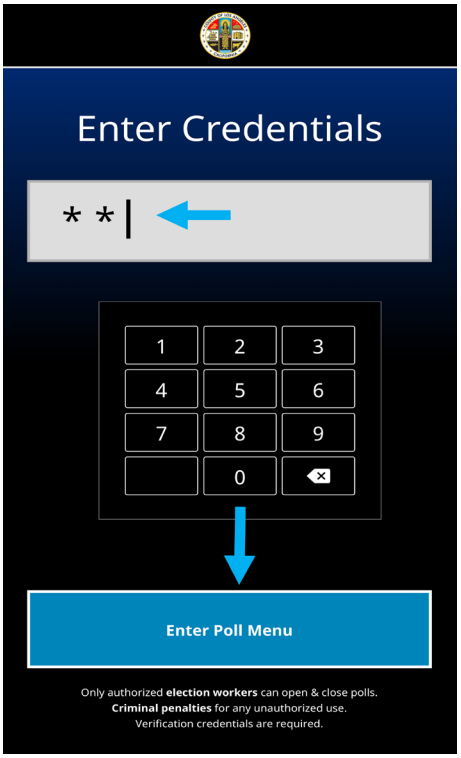


3. **Scan Security Pass** under the right side of the BMD.

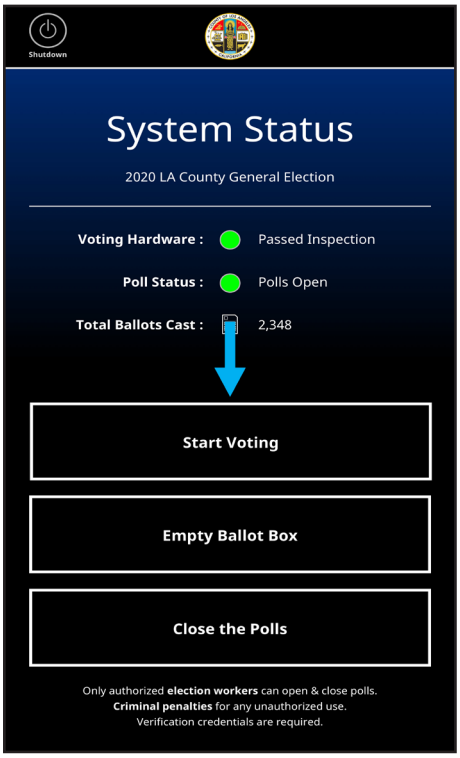




4. Enter password, then tap **Enter Poll Menu**.



5. At the **System Status** screen, Tap **Start Voting**.



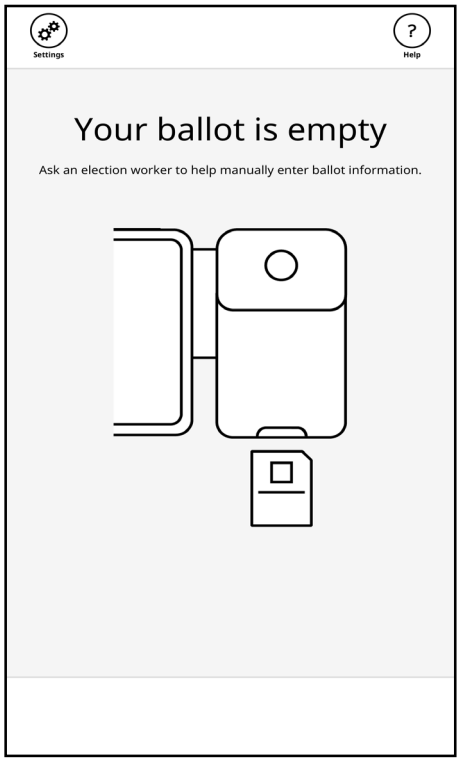
Section 10:

Activating a Ballot Manually

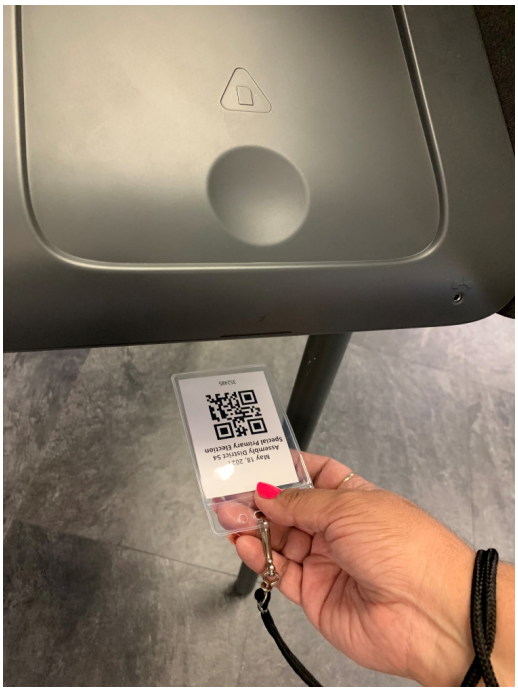
This procedure explains how an Election Worker can manually activate a ballot when the ePollbook printer is not available (ePollbook is still working, but BAM printers are not). In this procedure, the Election Worker enters the voter's precinct and notes whether the voter is provisional.

1. Insert the voter's blank ballot.

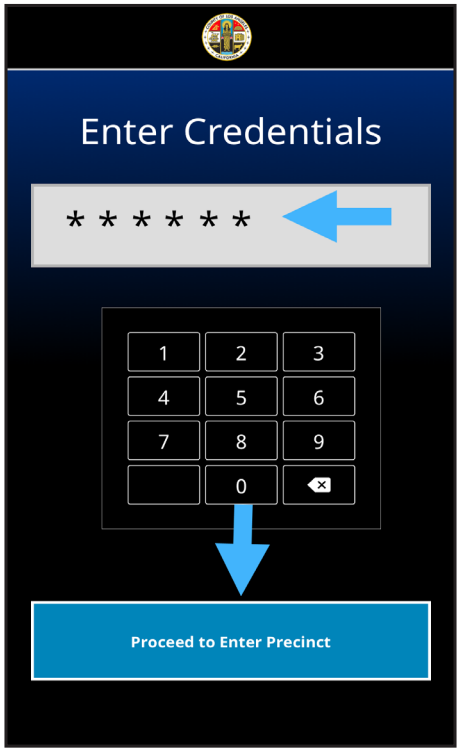
2. **Your ballot is empty** appears.



3. Scan **Security Pass** under the BMD.



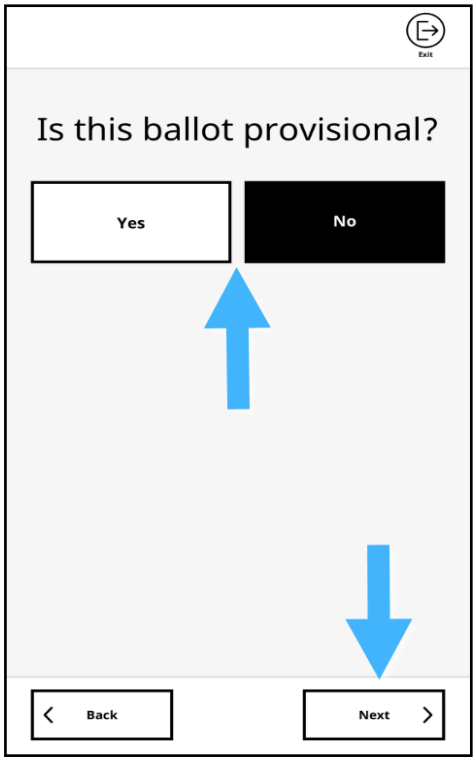
4. Enter password. Tap **Proceed to Enter Precinct**.



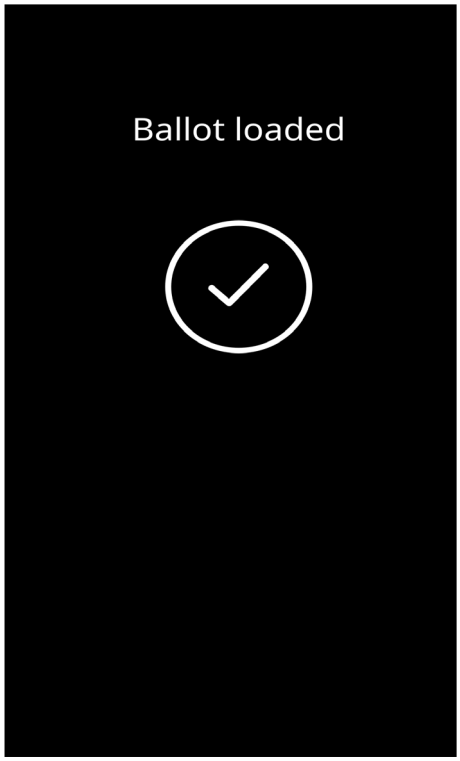
5. Enter the voter's **precinct number**. Tap **Next**.

6. The system confirms the precinct number is valid, then displays: **To enter a different number, press Back. If this precinct is correct, press Next.**

7. **Is this ballot provisional?** displays. Tap **Yes** or **No**, then tap **Next**.



8. **Ballot loaded** displays.

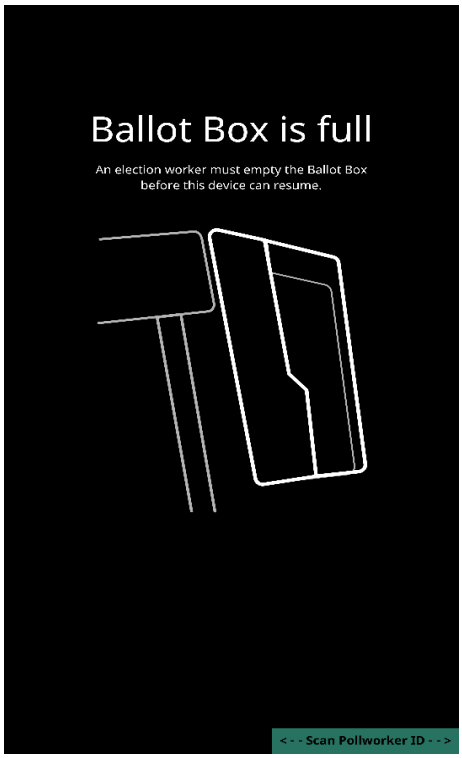


Section 11:

Emptying the Integrated Ballot Box During the Day

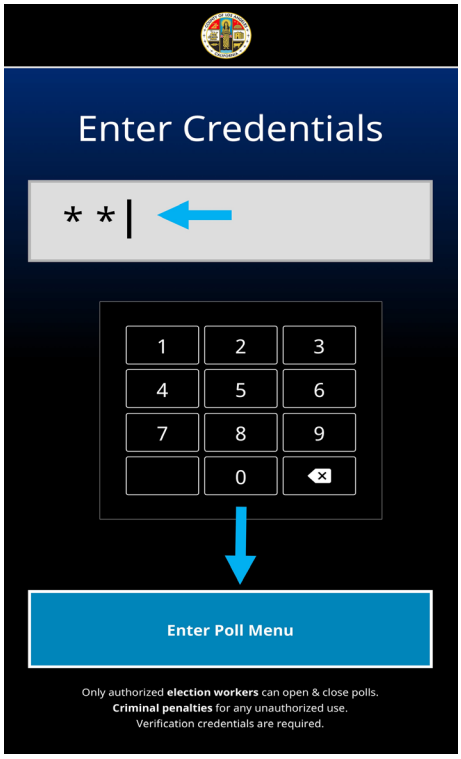
When the **Integrated Ballot Box (IBB)** is full, the BMD screen will display **Ballot Box is full**. The Lead should perform Chain of Custody, using the BMD Maintenance button on their Samsung phone, and place the new Zip Tie and IBB Seal in the headphone area. The Vote Area Monitor should empty the IBB using the procedure below and give the ballots to Vote Center Lead.

1. Screen will display **Ballot Box is full**.

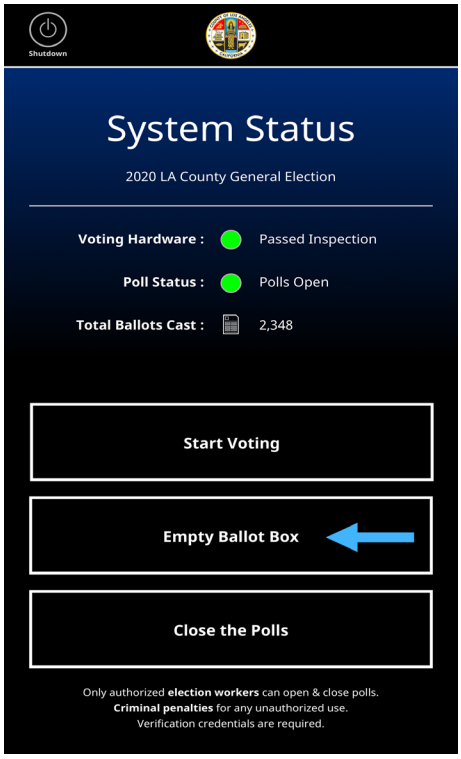


2. **Scan Security Pass** under the right side of BMD.

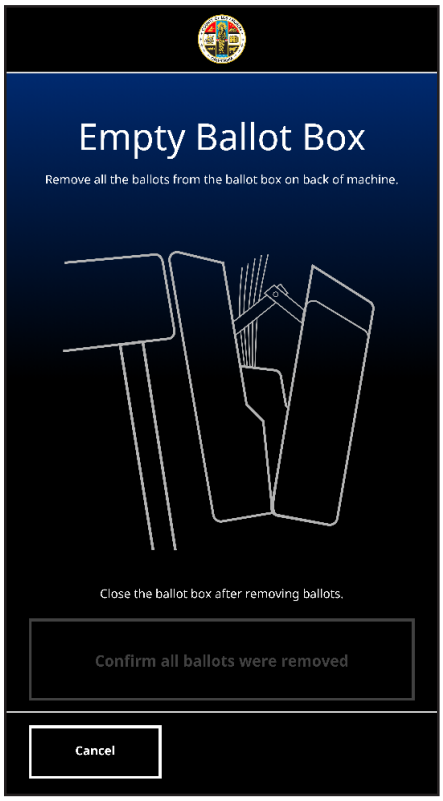
3. Enter password, then tap **Enter Poll Menu**.



4. Tap **Empty Ballot Box** on the System Status menu.

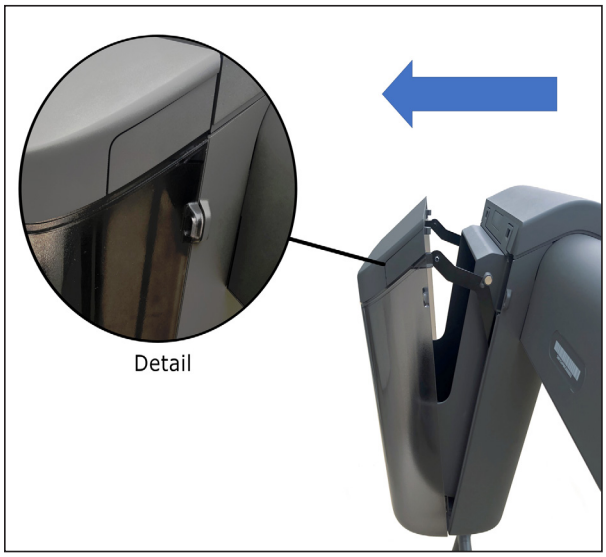


5. Screen displays **Empty Ballot Box**.



6. Remove Zip Tie and IBB Seal.

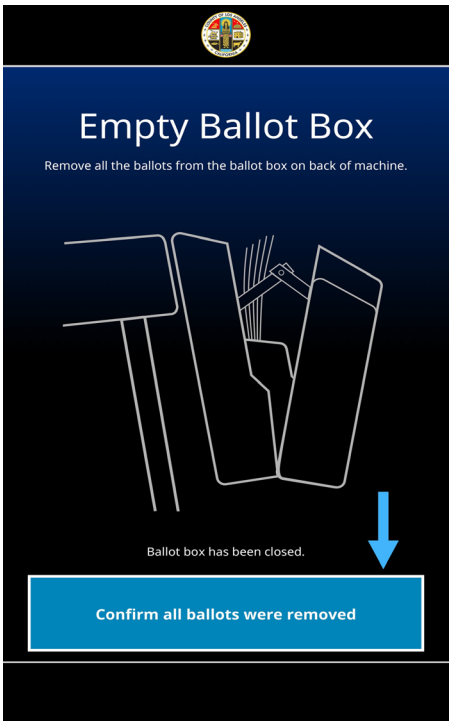
7. Open the IBB by pushing the button on the upper-right side of the IBB, then pull the back of the IBB outward.



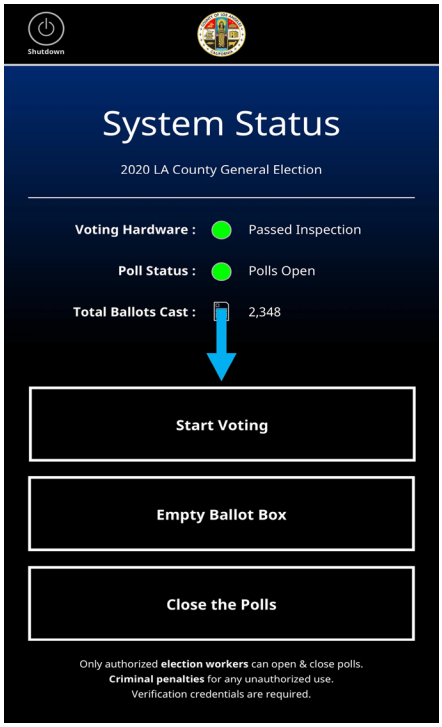
8. Remove ballots from IBB.

9. Close IBB and listen for a click, which indicates the IBB is properly closed.

10. Tap **Confirm all ballots were removed**.



11. Select **Start Voting** from System Status menu.



12. Replace Zip Tie and IBB Seal from completed BMD Maintenance Chain of Custody.

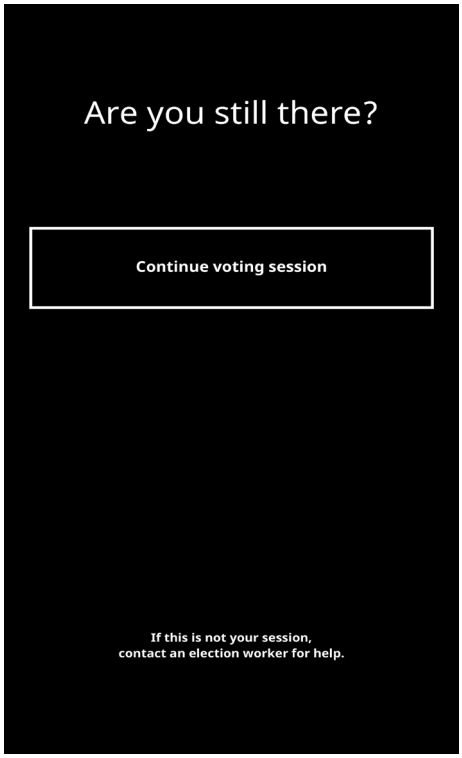
13. Lead should place the 200 voted ballots into a Ballot Transport Box (BTB), and place unsealed BTB into the Primary Cart for safekeeping. After the Polls close, all other BMD ballots are added to the BTB and it is sealed in preparation for going to the Check-In Center (CIC) at the end of the night.

Section 12:

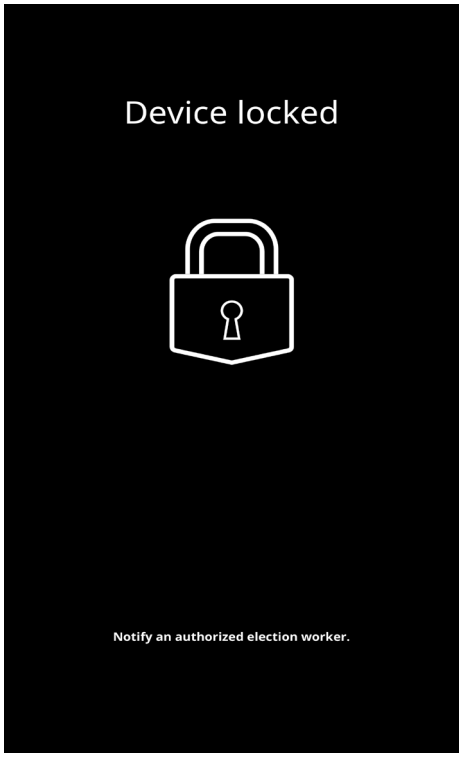
Dealing with Fleeing Voters

This procedure details what an Election Worker should do when a voter has left before casting their ballot.

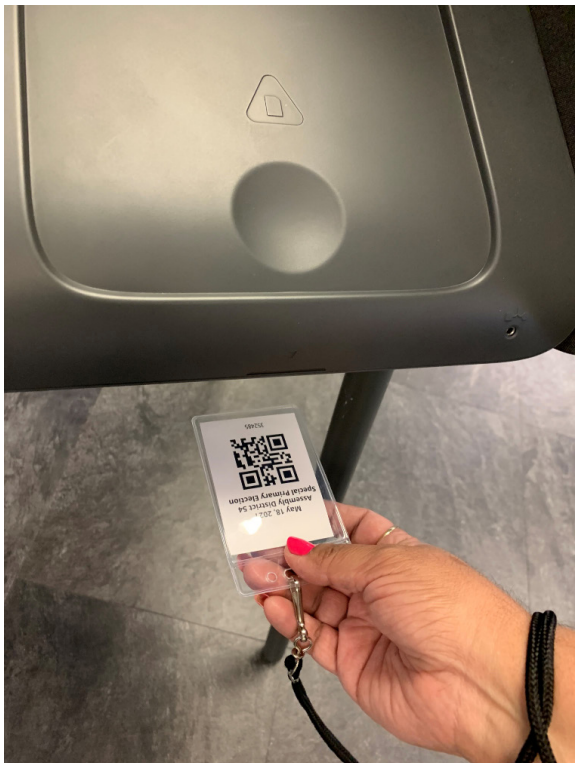
1. During a voting session, if the voter stops interacting with the BMD for a length of time, the system displays the screen below. Note: If the voter has not fled, the voter can select **Continue voting session**.



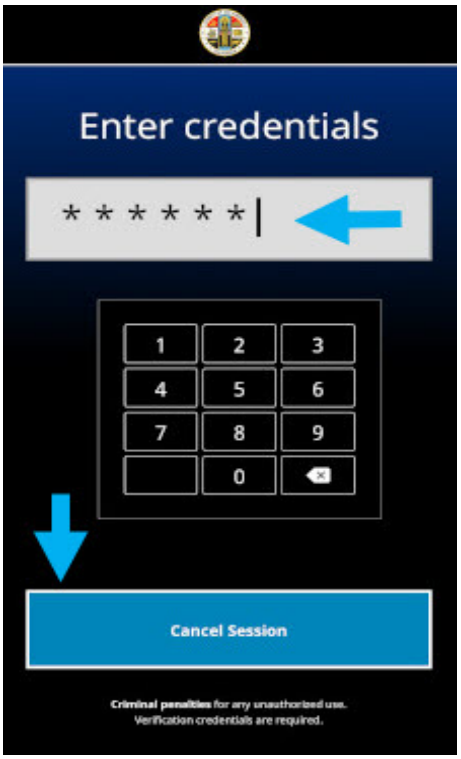
2. After an additional length of time, the BMD locks itself. The LED flashes yellow indicating the BMD has timed out. At the bottom of the screen, the system says: **Notify an authorized election worker.**



3. To unlock the BMD, the Election Worker scans their **Security Pass**.



4. The Election Worker will enter their password and select **Cancel Session**.



5. The system automatically ejects the ballot and returns to the **Welcome Screen**. If the ballot has been voted on, the voter just forgot to cast it, so the Election Worker should cast it at any BMD or at the traditional Ballot Box. If unsure, call the EWS Help Desk for instruction.

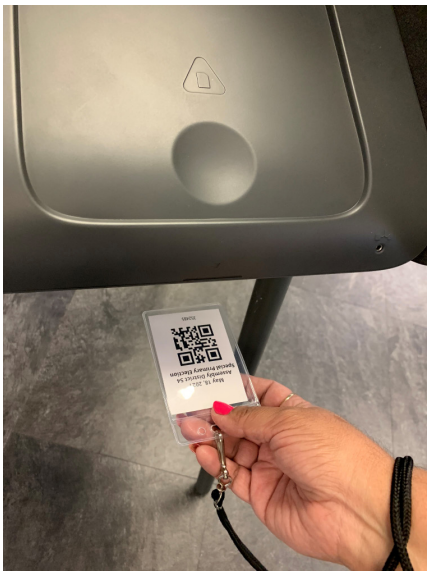
Section 13:

Closing the Polls and Vote Reporting

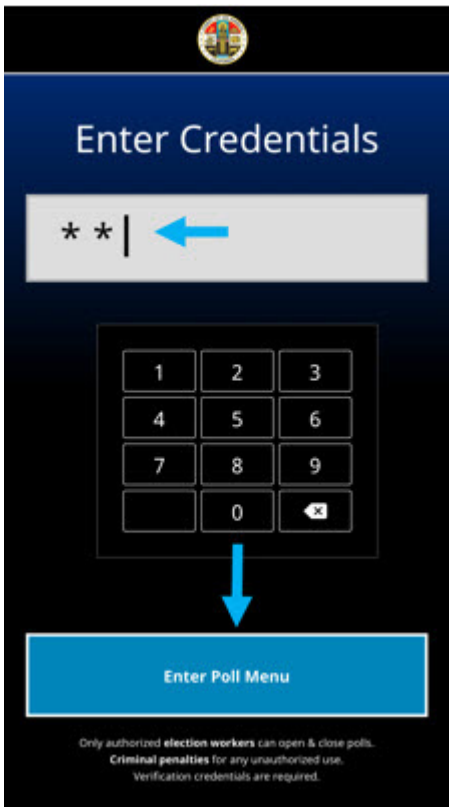
Chain of Custody should be completed prior to Closing the Polls on each BMD. The Lead will scan a new, unused Zip Tie for each BMD and place it, and a new IBB Seal, in the headphone area. After completing Closing the Polls and shutting down the BMD, the Vote Area Monitor will use the scanned, new Zip Tie and IBB Seal to secure the IBB for the next day of voting.

Follow the steps below when Closing the Polls at the end of each day of voting. The Vote Area Monitor will empty the IBB, then insert a blank sheet of Report Paper to print a **Close Poll Report** (see example on p. 43). The **Close Poll Report** will include cumulative and daily totals for the BMD. Election Workers must use this report to reconcile with the **Open Poll Report** the following morning.

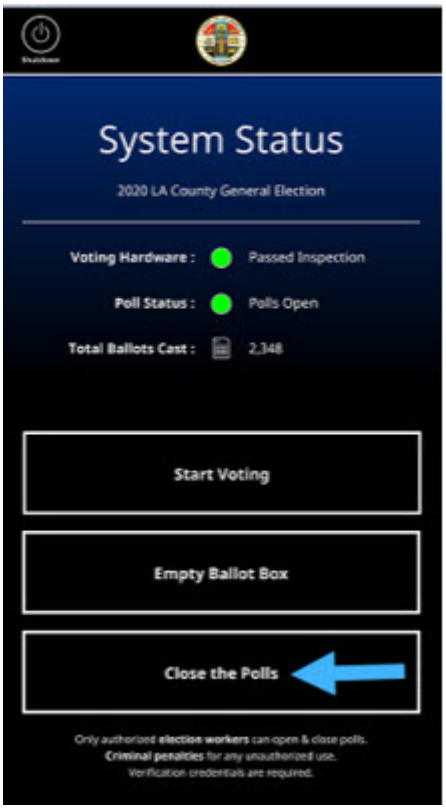
1. Scan **Security Pass** under the lower-right side of the BMD.



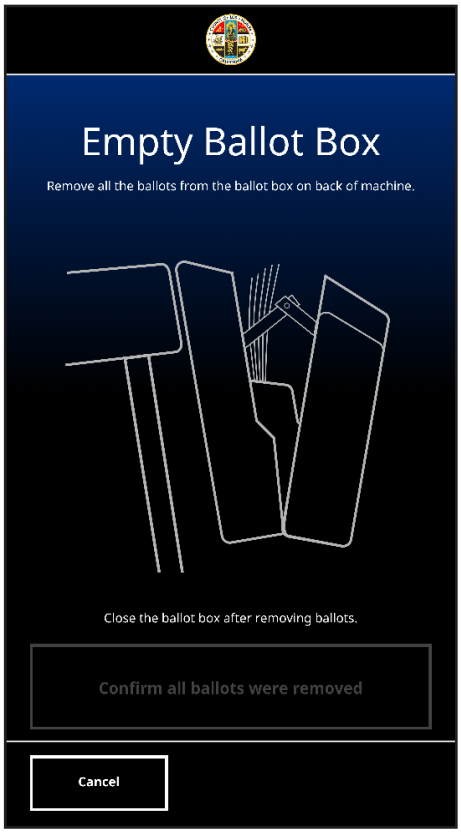
2. Enter password, then tap **Enter Poll Menu**.



3. Tap **Close the Polls**.

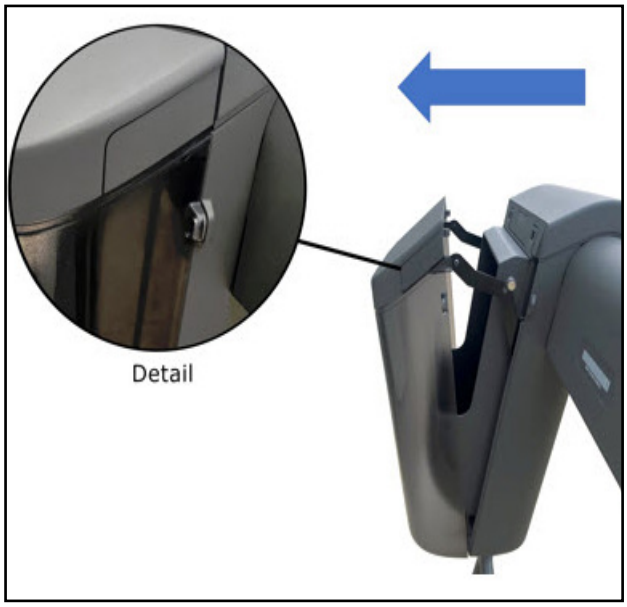


4. Election Worker is prompted to empty the IBB.



5. Remove the Zip Tie and IBB Seal from the IBB.

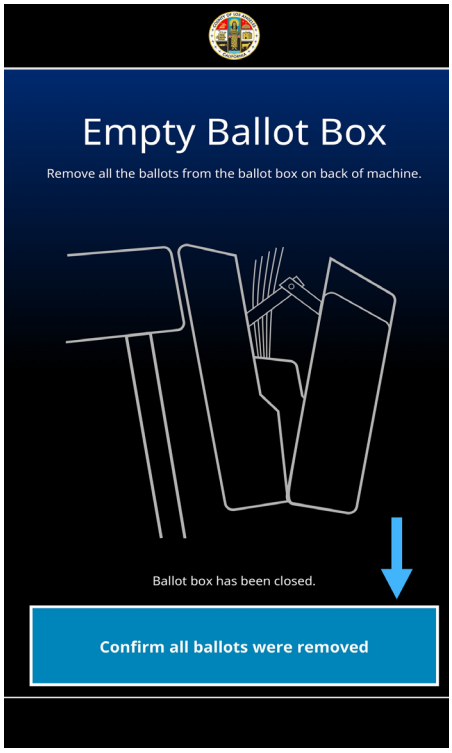
6. Open the IBB by pushing the button on the upper-right side of the IBB, then pull the back of the IBB outward.



7. Remove all ballots from the IBB.

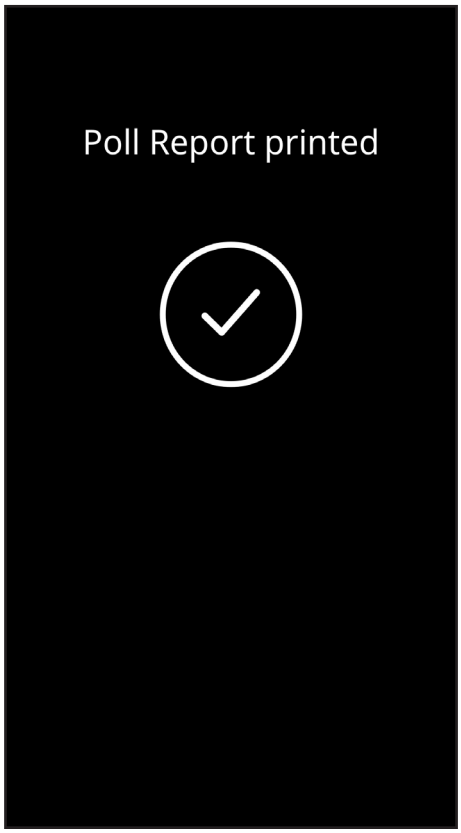
8. Close the IBB and listen for a click, which indicates the IBB is closed properly.

9. Tap **Confirm all ballots were removed**.



10. Insert a blank sheet of Report Paper when prompted.

11. The **Close Poll Report** is printed.



Close Poll Reports must be signed by two Election Workers and compared with the **Open Poll Reports** the next morning to verify the Total Ballots Printed, Total Ballots Cast and Total Emptied Ballot Box match on both reports. After printing this report and getting the numbers needed for ballot reconciliation, place this report behind the touchscreen of the BMD from which it was printed. After verifying the numbers match the next morning, this report and the **Open Poll Report** can be placed in the Report Paper envelope.

Sample Close Poll Report: Each Day

Vote Center Report

County of Los Angeles

CLOSE POLL REPORT:

Date:	02/05/2021	**Time:**	7:20:48 PM
BMD ID:	3026083	**Election Title:**	LOS ANGELES COUNTY MOCK ELECTION
Ballot Full Count:	200	**Election Jurisdiction:**	Los Angeles
HW Test Results:	Passed Inspection		
Software version:	1.6.3	**OS version:**	1.6.3

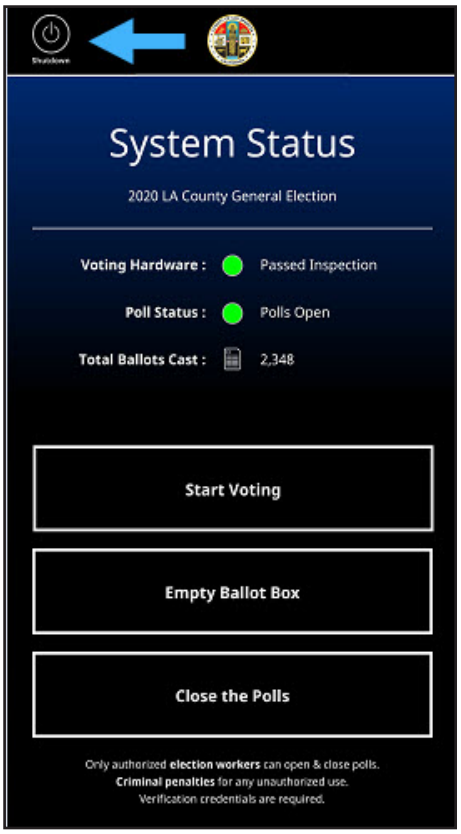
TOTALS:

Total Ballots Printed:	145
Total Ballots Cast:	141
Total Emptied Ballot Box:	2
Total Reopened:	2
Total Daily Ballots Printed:	89
Total Daily Ballot Cast:	84

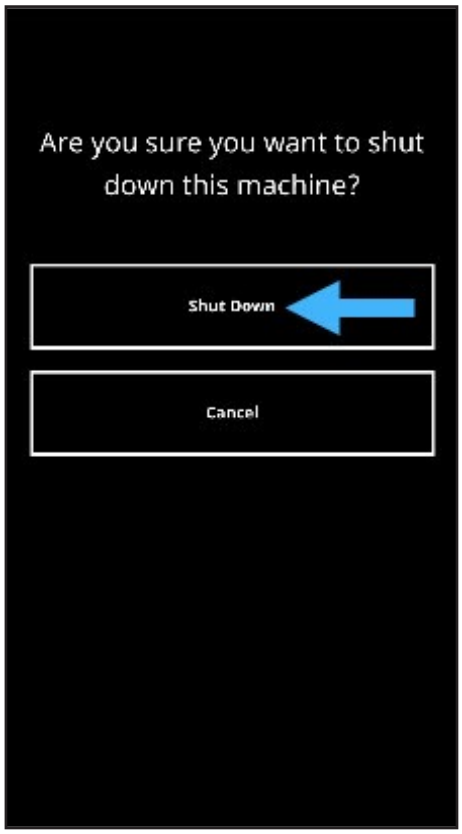
Vote Center Lead Signature

Election Worker Signature

12. Tap the **Shutdown** icon located on the upper-left corner of the screen.



13. Tap **Shut Down** to power down the BMD.



14. After the BMD has been turned off, use the new, unused Zip Tie found in the headphone area and lock the IBB, then attach a new IBB Seal to the top-left seam on the IBB in preparation for the next day of voting.

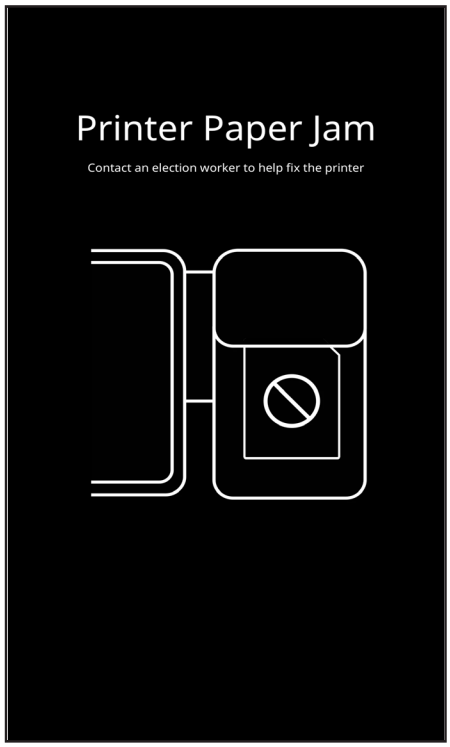
Section 14:

Troubleshooting and Problem Resolution

Issue: Printer has a Paper Jam

If a paper jam occurs in the scanner/printer, the BMD will display an error screen notifying the voter there is a Printer Paper Jam, and to contact an Election Worker.

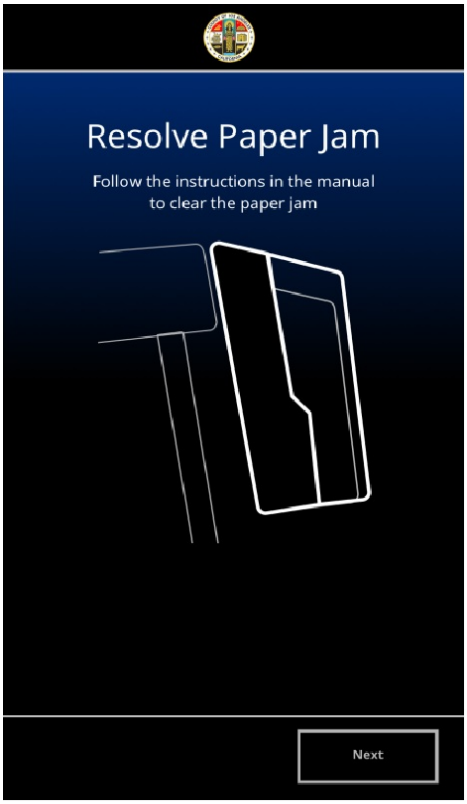
1. When there is a paper jam, the BMD screen will display **Printer Paper Jam**.



2. Contact the FST to perform Chain of Custody, and to clear the paper jam. Election Worker needs to remain with FST to ensure ballot security.

3. After paper jam is cleared, if voter's ballot was damaged and ballot was not voted on, send the voter to the Check-in Clerk where the voter's check-in will be cancelled and a replacement ballot issued. If ballot was damaged but voted on, give the voter the option to cast it as-is in the traditional Ballot Box. If Cancelling a Voter Check-in, contact Lead to complete procedure to cancel voter check-in, and reissue a new ballot.

4. If the BMD displays **Paper Jam**, but no paper is in the Scanner (voter may still have Ballot in hand, or it is still sitting in the paper path and can be removed), you will NOT have to break the Zip Tie, remove the IBB Security Seal, or perform Chain of Custody. Follow the steps below:
   - Scan **Security Pass** and enter password. You will be prompted to **Resolve Paper Jam**, but **Next** button at bottom right of screen will already be highlighted. Tap **Next**.
   - Rescan **Security Pass** and enter password again.
   - **Cancel Voting Session**.



Troubleshooting - BMD Stops Working

Problem	Solution
BMD stops working. Could include: • Touchscreen is frozen • Ballot or Report Paper cannot be inserted	**The Election Worker turns the BMD off and then back on again from the power button on the back**. If the touchscreen remains frozen, or BMD is still not working, contact the Field Support Technician (FST) and report the issue. If the FST is unable to troubleshoot the issue, they will call the IT Help Desk for further instructions.

Troubleshooting - Printer Stops Working

Problem	Solution
The printer stops working	If the BMD is attached to the electrical outlet and the printer is not working, **turn the BMD off and then back on again from the power button on the back**. If the printer is still not working, the FST is notified and will call the IT Help Desk for further instructions. The Election Worker directs the voter back to the Check-In Clerk to be issued a new ballot.

Troubleshooting - Ballot Cannot be Read

Problem	Solution
The system cannot read the ballot	The voter inserts the ballot again. If the issue continues, the Election Worker moves the voter to a new BMD. If the new BMD reads the ballot, the Election Worker contacts the FST for instruction regarding the original BMD. If the problem persists, the voter is reissued a new ballot.

Troubleshooting - Ballot Box Open

Problem	Solution
IBB is open	The Election Worker ensures that the IBB is tightly closed and latched. Verify the Zip Tie is intact. If the Zip Tie is broken or missing, remove BMD from service and contact the FST.
IBB will not close	If the IBB will not latch or an error message continues, the Election Worker moves the voter to a new BMD and contacts the FST.

Troubleshooting - Headphone Issues

Problem	Solution
Headphones output unclear, intermittent	Check the headphone connection to the BMD.
Headphones do not function when plugged into an audio port	Unplug the headphones from the port they are plugged into, and plug them into the BMD's other audio port. If neither port is working, plug the headphones into a different BMD. If the problem persists, use another set of headphones. If the original headphones function properly in a different BMD, the Election Worker notifies the FST for further instructions.

Troubleshooting - Dual-Switch Issues

Problem	Solution
The Dual-Switch device is not working	The Election Worker ensures that the dual-switch device is plugged into the Dual-Switch port. If the dual-switch device still does not work, try plugging it into a different BMD. If this does not work, the voter may need assistance marking their ballot. If the dual-switch device functions properly on a different BMD, the Election Worker notifies the FST for further instructions.

Troubleshooting - Handheld Controller Issues

Problem	Solution
The Handheld Controller is not working	The Election Worker ensures that the Handheld Controller is being pressed correctly and the Audio with Controller setting is selected. If the controller continues to fail, the Election Worker notifies the FST for further instructions. The Election Worker directs the voter to another BMD.

Troubleshooting - Poll Pass Issues

Problem	Solution
The system cannot read the Poll Pass	The voter scans the Poll Pass again. If the problem persists, the Election Worker cleans the BMD scanning lens and the voter scans the Poll Pass again. If the issue continues, the Election Worker moves the voter to a new BMD where the Poll Pass is scanned again. If the scan is successful, the Election Worker notifies the FST for further instructions on original BMD. If the Poll Pass continues to be rejected, assume the Poll Pass is invalid. The voter will have the option to continue voting without the Poll Pass.

Troubleshooting - Invalid Security Credentials

Problem	Solution
The Election Worker's Security Pass is rejected by the BMD	The Election Worker scans the Security Pass on a different BMD. If the scan is successful, the Election Worker notifies the FST for further instructions. If the Security Pass is rejected on the new BMD, notify the FST for instructions to replace the Security Pass.
The Election Worker's password is rejected by the BMD	The Election Worker enters the password on a different BMD. If the password is successful, the Election Worker notifies the FST for further instructions. If the password is rejected by the new BMD, notify the FST for instructions to replace the password.