EPOLLBOOK GUIDE

ePollbook System Instructions

★ ★ ★

Statewide Special Election
November 4, 2025

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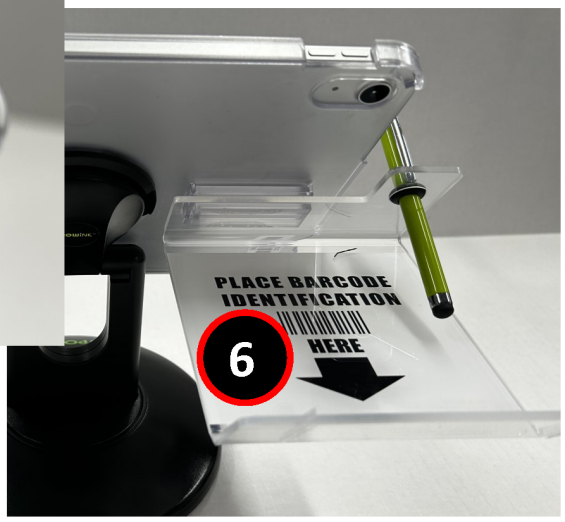
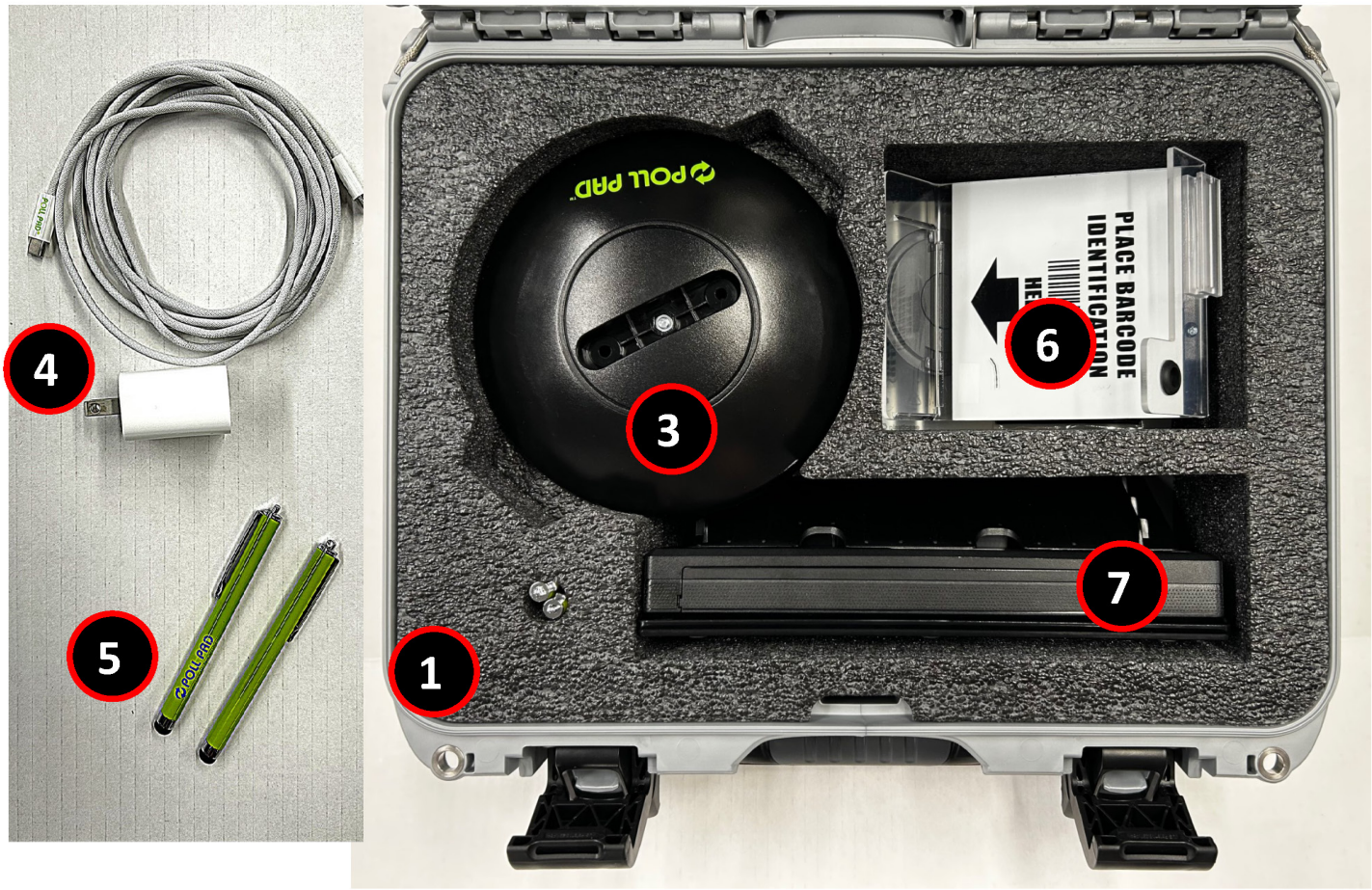
MEET THE

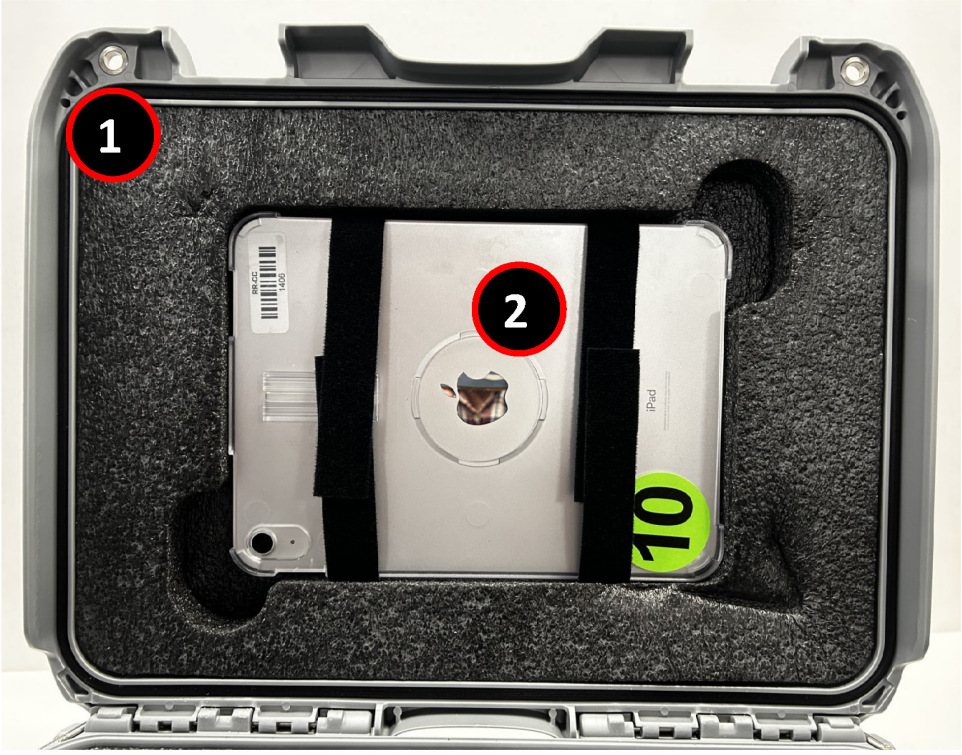
EPOLLBOOK



1. ePollbook & Plastic Shell
2. Stand Arm
3. ePollbook Base
4. Camera
5. Power Button
6. Scanning Tray



Note: Remaining items are packed under scanning Tray and Base.



1. ePollbook Case
2. ePollbook
3. ePollbook Base
4. Power Cord & Power Block
5. Stylus (2)
6. Scanning Tray
7. Ballot Activation Mechanism (BAM) Printer

Section 1:

Opening Procedures

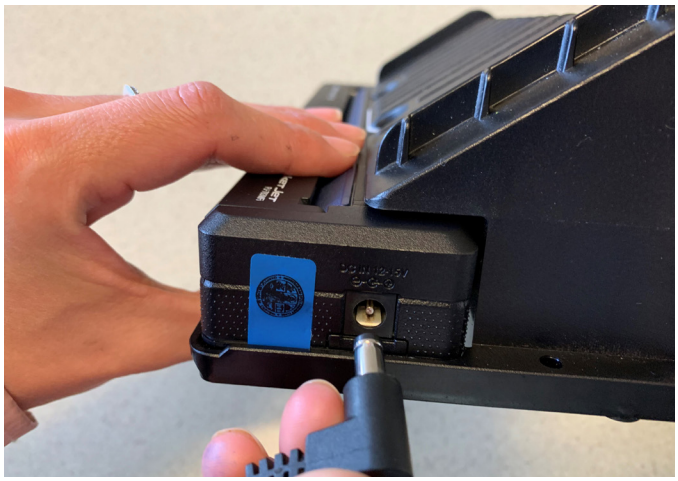
1. LOCATE EPOLLBOOK AND PRINTER

ePollbook and printer will be found in the ePollbook case, which will be found in Primary or Secondary Cart. After Lead opens cart, select an ePollbook case and take it to your Check-In table. Remove ePollbook and BAM printer from case and set up station with direction from the Field Support Technician (FST), but verify that the number on the outside of the case matches the tag on the ePollbook and the tag on the printer. If numbers do not match, the ePollbook and printer will not communicate with each other.

NOTE: All ePollbooks MUST be set up and turned on first thing in the morning, even if not in use.

2. CONNECT PRINTER

Plug the power connector into the side of the printer.
NOTE: Ensure secure connection.



3. TURN PRINTER ON

Press and hold ON/OFF button, 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.

4. STAND ARM

To attach the stand arm to the ePollbook shell, press the buttons on the round part of the stand arm and place in circular opening of the ePollbook shell so that you can read “iPad” through hole in stand arm. Release buttons and rotate the arm counter-clockwise until it clicks. After standing ePollbook on the base, the power port should be on the right.

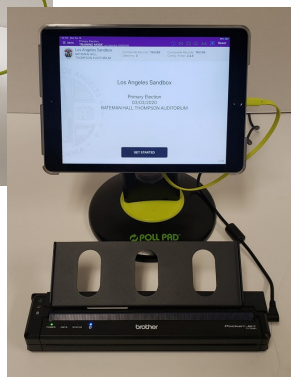
5. ATTACH SCANNING TRAY

Attach the scanning tray to the ePollbook using the mounting clip. Once attached, insert stylus into the hole on scanning tray. Adjust the ePollbook to a suitable angle.

6. PLUG IN EPOLLBOOK & FINAL SETUP

Take power cord and place through hole in stand arm (from back to front), then insert into power port on ePollbook. Should remain plugged in and charging throughout the day. After ePollbooks are set up, Lead should complete the Chain of Custody (CoC) process on ePollbook and BAM printer, including scanning the Zip Tie that locked the case. When it is removed to open the case, be sure to place the broken Zip Tie in the case. Lead will remove it when CoC is complete.

Final set-up should look like picture at right.



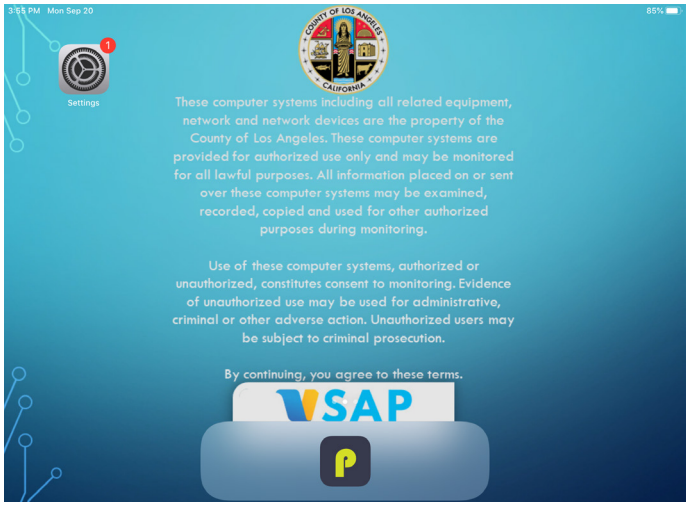
7. POWER ON EPOLLBOOK

ePollbook should automatically power on when power cord is plugged in, but in case it does not power on, press and hold the power button on the top left edge of the unit until you see the Apple icon, then release. The ePollbook will power on.

8. APPLICATION LAUNCHES

Tap the Poll Pad application icon at the bottom of the screen. When the application launches, you will be directed to the home screen.

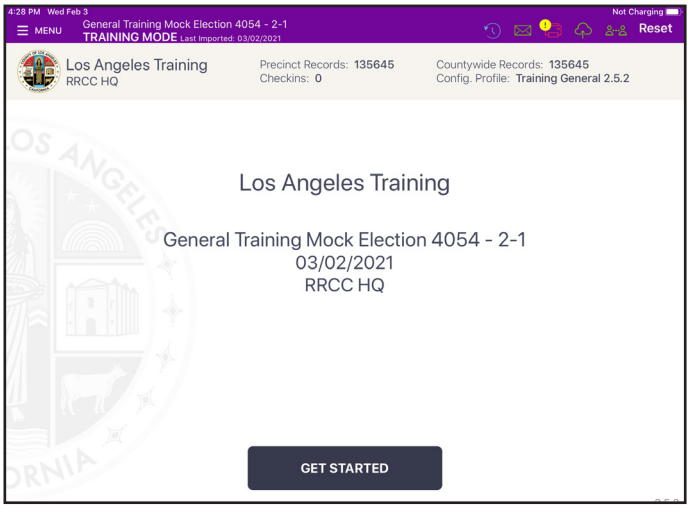
NOTE: Always use the stylus when using the ePollbook.



9. HOME SCREEN

Verify the following:

- Name of jurisdiction (Los Angeles County for County-wide elections)
- Election name and date
- IMPORTANT: Verify location of Vote Center is correct
- Checkin Count = 0 (1st day of voting only)
- Battery life is close to full (90% or greater)

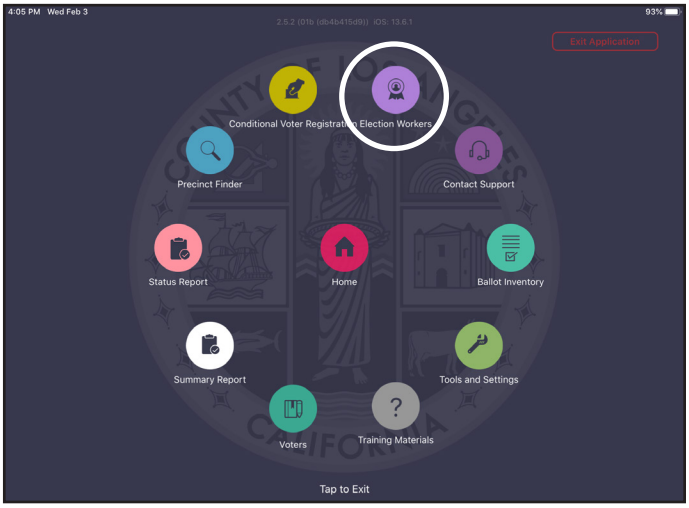


1. ELECTION WORKER SIGN-IN

Select an ePollbook to use for Election Worker Sign-In/ Sign-Out and use that same ePollbook each day of the voting period and each morning and evening for Election Workers to Sign-In/Sign-Out.

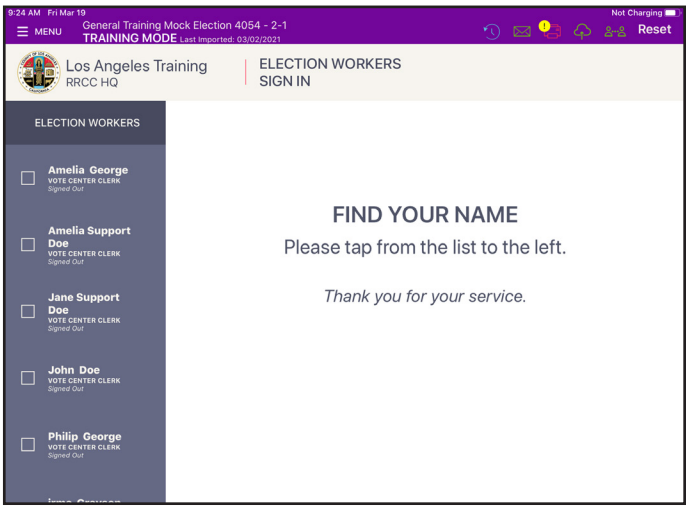
Tap **MENU** in top left corner to go to **LA County Home screen** on one ePollbook only.

Tap **ELECTION WORKERS** to go to **Election Worker Sign-In screen**. Lead enters password provided by the RR/CC.



2. ELECTION WORKERS SIGN-IN SCREEN

Each Election Worker finds their name on the left and taps the box next to their name.



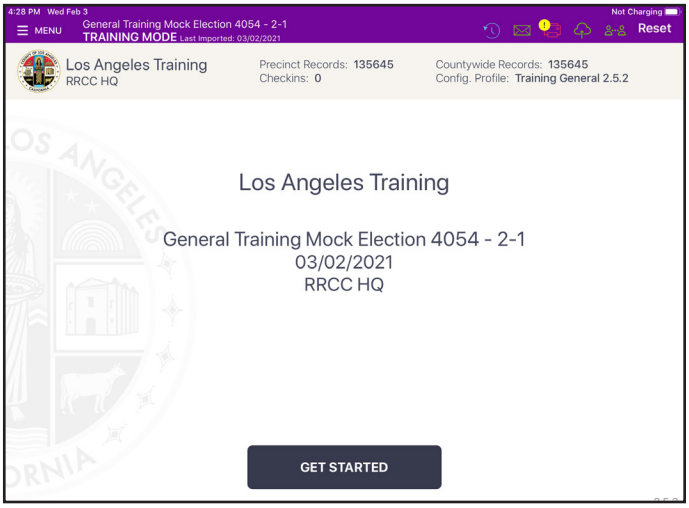
3.ELECTION WORKERS SIGN-IN

After selecting name, verifying personal information and acknowledging the Loyalty Oath, each Election Worker signs their name with stylus, then taps **SIGN IN**.

After all Election Workers are signed in, select **MENU** in top left corner to go back to **LA County Home screen**, then tap **HOME**.

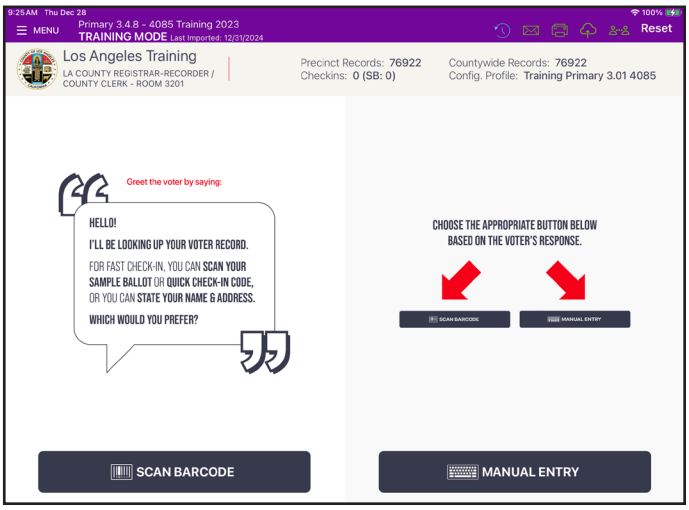
4. GET STARTED

At the bottom of home screen, tap **GET STARTED**.



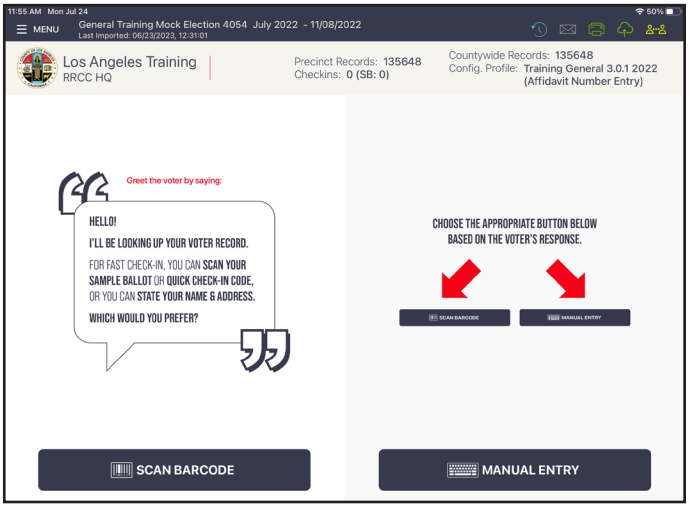
5. READY TO PROCESS VOTERS

You are now ready to begin processing voters (see p. 9 to verify printer and connection icons).



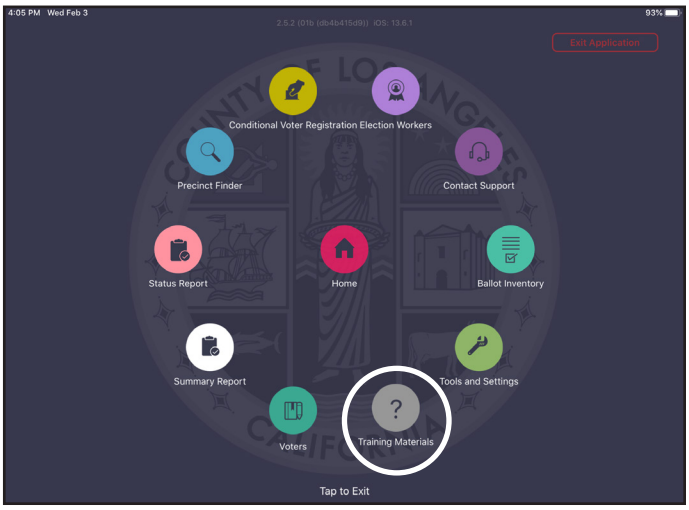
1. LOCATING TRAINING MATERIALS

All training materials and videos are available on the ePollbook. To access the Training Materials, tap **MENU** at the top left of the screen to go to the **LA County Home screen**.



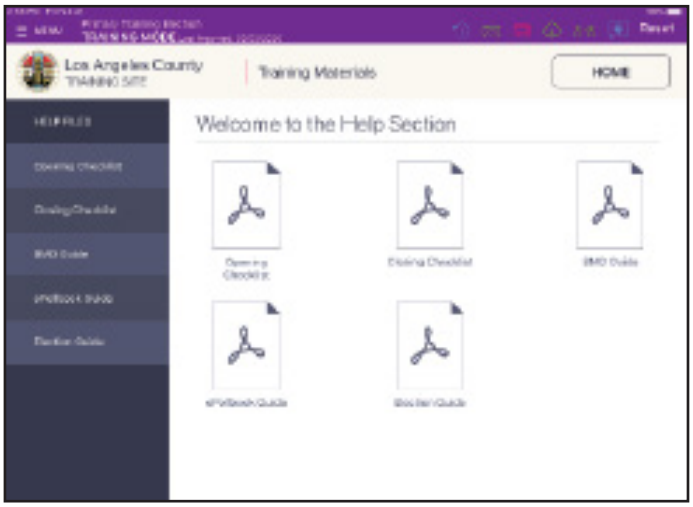
2. TRAINING MATERIALS SCREEN

Tap **TRAINING MATERIALS ICON**.



3. SELECT ITEM TO REVIEW

A list of documents or videos will be on the left of the screen, and icons representing each of the items will be shown. Select any item from the list, or tap the icon to open the document or video. When finished with the document or video, tap **HOME** to return to the **Home screen**.

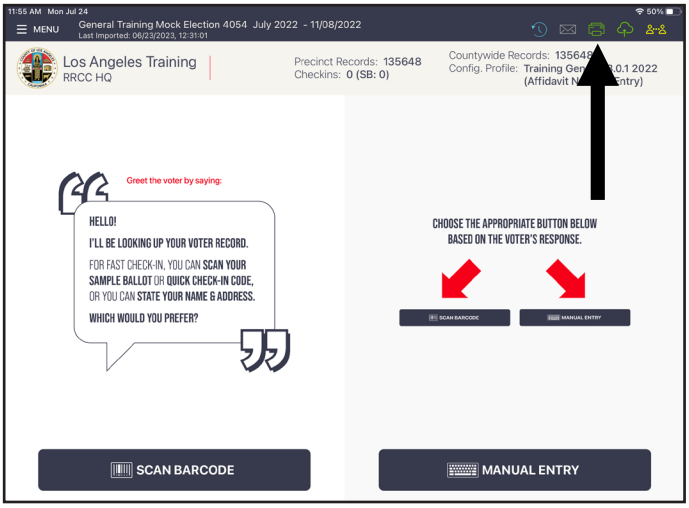


PRINTER ICONS & COLORS

Icon is Green: ePollbook is paired with the printer. Check-In Clerk is able to print a ballot.

Icon is Yellow: ePollbook recognizes the printer and is currently in the process of pairing with the device. Notify the Field Support Technician (FST).

Icon is Red: ePollbook is not paired with the printer. Select the printer icon, followed by Pair and Connect. Notify the FST.



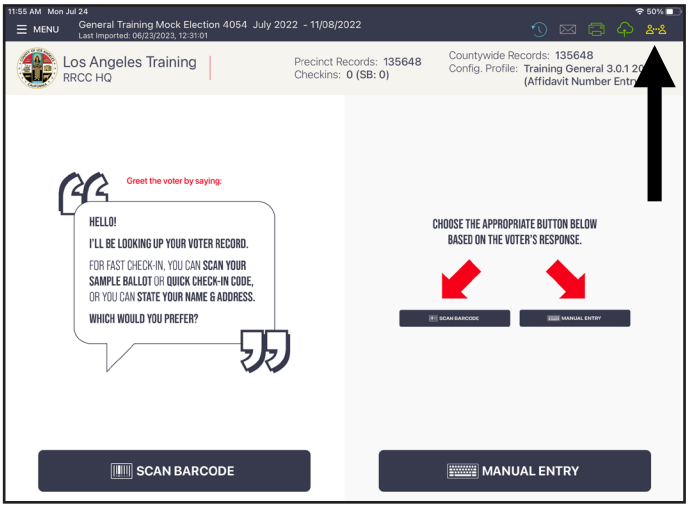
MULTI-PEER ICONS & COLORS

Icon is Green: ePollbook is currently connected and synchronizing with the other Vote Center ePollbooks.

Icon is Green: The number inside of the blue circle indicates the number of Vote Center units the ePollbook is connected to.

Icon is Yellow: ePollbook recognizes the presence of other Vote Center ePollbooks but is not connected to or synchronizing with these units. Notify the FST.

Icon is Red: The ePollbook is currently disconnected and not synchronizing with the other Vote Center ePollbooks. Notify the FST.

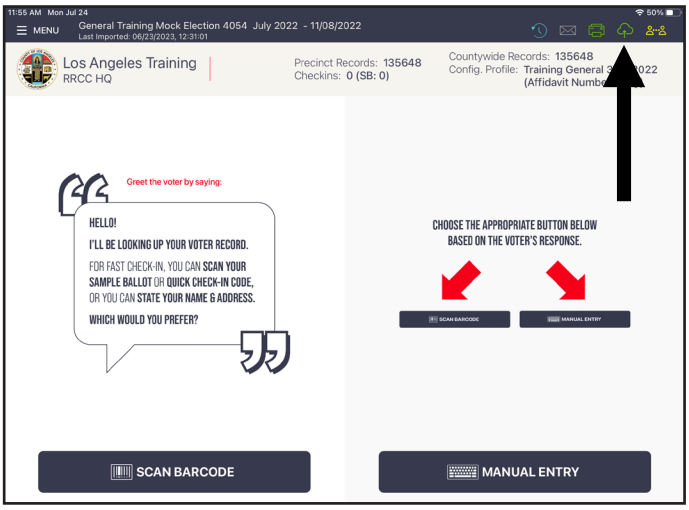


CLOUD SYNC ICONS & COLORS

Icon is Green: ePollbook is currently connected to and synchronizing with the central election database.

Icon is Yellow: ePollbook is in the process of connecting to the central election database. Notify the FST.

Icon is Red: ePollbook is currently disconnected and not connected to the central election database. Notify the FST.

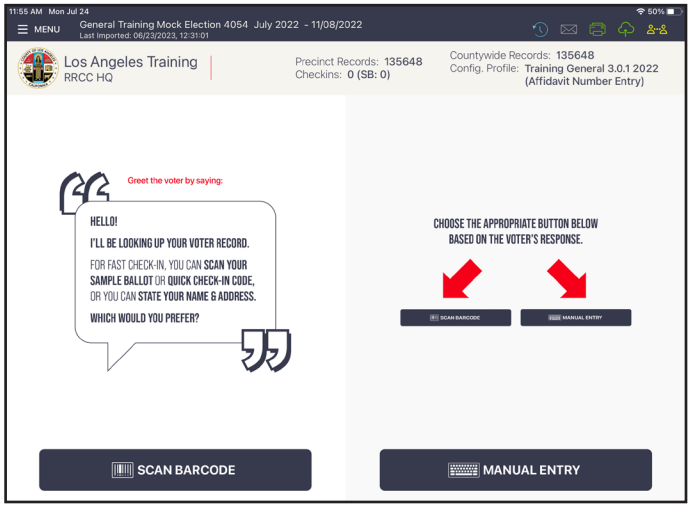


Section 2:

Processing Voters

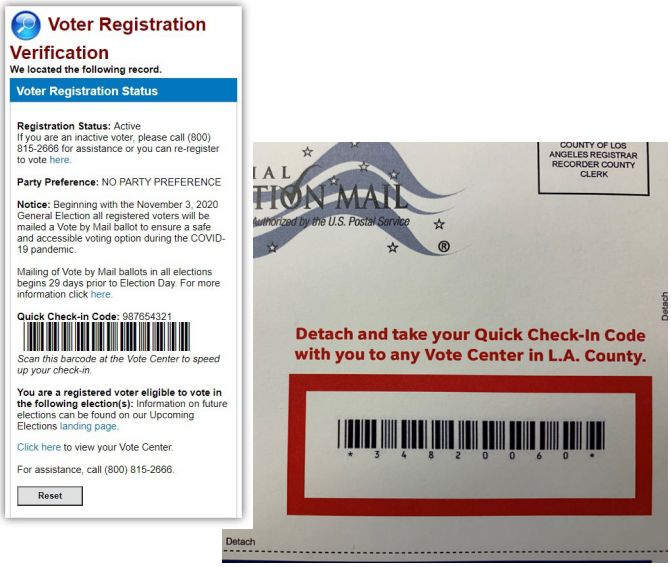
1. GREET VOTER

Always greet voters by saying: *"Hello. I'll be looking up your voter record. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and address. Which would you prefer?"*
If voter would like to scan their Sample Ballot, or Quick Check-In Code from their phone for fast check-in, then start the check-in process by tapping **SCAN BARCODE**.



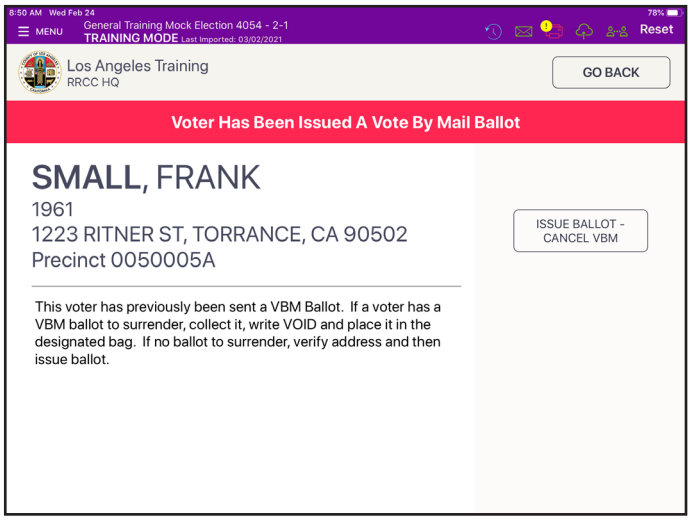
2. SCAN BARCODE

A live image of the Scanning Tray displays on-screen. Place voter's Sample Ballot barcode, or Quick Check-In Code from their phone, with the barcode facing the camera, against the back of the Scanning Tray.
NOTE: If the camera is unable to scan the voter's barcode within ten seconds, the ePollbook will display **Barcode Not Found**. If this occurs, find the voter using the manual search method, or tap the **START OVER** button to try again.



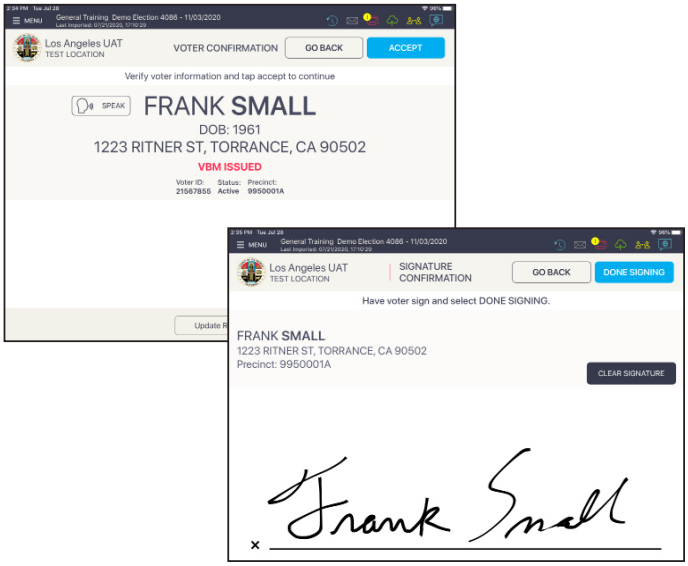
3. VOTER VERIFICATION AND VBM ISSUED

Once the barcode is recognized, the screen displays the voter's record.
To verify voter's identity, ask voter to confirm their name and year of birth. If voter's year of birth does not match, tap **Go Back** and search for voter with Manual Entry. Once confirmed, tap on the **Issue Ballot - Cancel VBM** button (see p. 16).



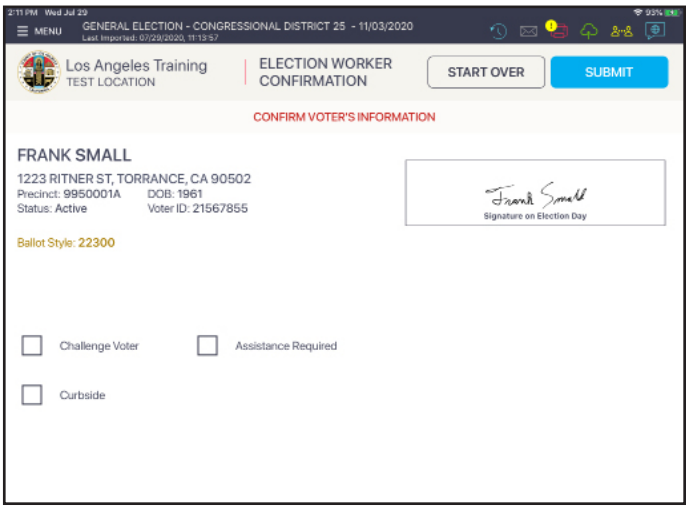
4. VOTER CONFIRMATION AND SIGNATURE

On the **Voter Confirmation screen**, rotate ePollbook to voter and have voter confirm their information. The voter taps **ACCEPT** with stylus.
Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who then taps **DONE SIGNING**.



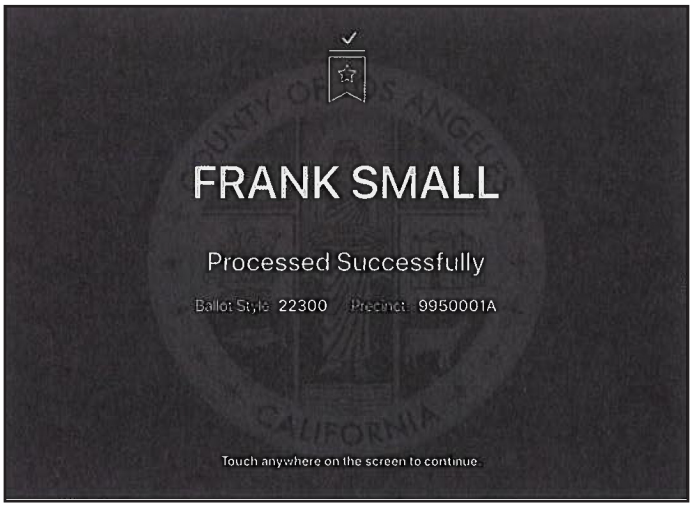
5. ELECTION WORKER CONFIRMATION

The Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



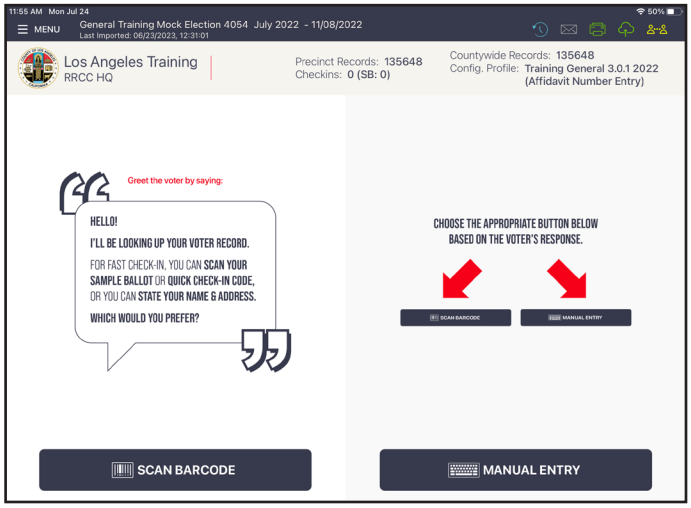
6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See p. 12 in the Election Guide for examples of QR code.



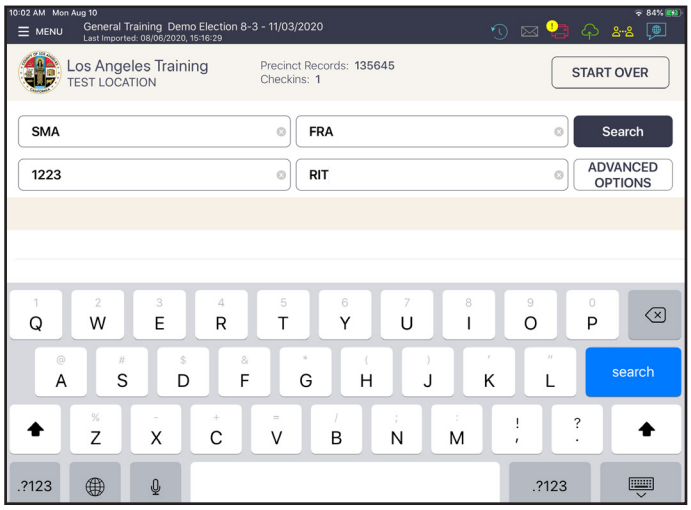
1. GREET VOTER

Always greet voters by saying: *"Hello. I'll be looking up your voter record. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and address. Which would you prefer?"*
If voter does not have anything to scan, then start the check-in process by tapping **MANUAL ENTRY**.



2. ENTER VOTER'S INFORMATION

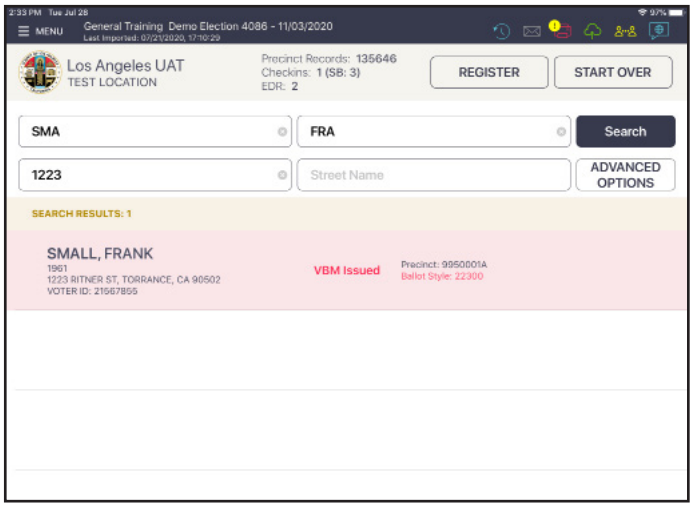
Use the on-screen keyboard to enter the first three characters of the voter's last and first name, complete house number and first three characters of their street name, then tap **SEARCH**. Use all four fields as this narrows down the search criteria to one record.



3. SELECT VOTER'S RECORD

Records matching the search criteria display on-screen. Ask the voter to confirm their year of birth to find the voter's specific voter record (and also confirms their identity) then select the record by tapping with the stylus.
If year of birth is not showing on the record, ask voter to verify their complete address to confirm their identity.

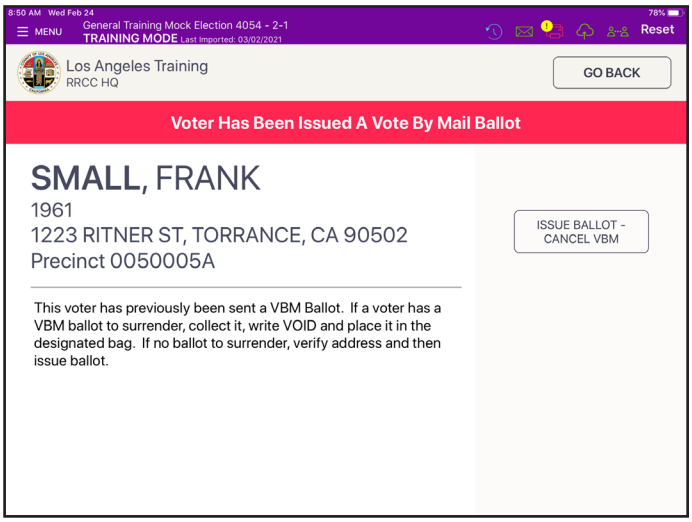
Note: Do not rotate the ePollbook to the voter on this screen. Only rotate the ePollbook when the **Voter Confirmation screen** is displayed.



4. VBM ISSUED SCREEN

If voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. Process VBM if surrendered, but whether yes or no, tap on the **Issue Ballot - Cancel VBM** button (see p. 16).

Note: **Do not** rotate the ePollbook to the voter on this screen. Only rotate the ePollbook when the **Voter Confirmation screen** is displayed.



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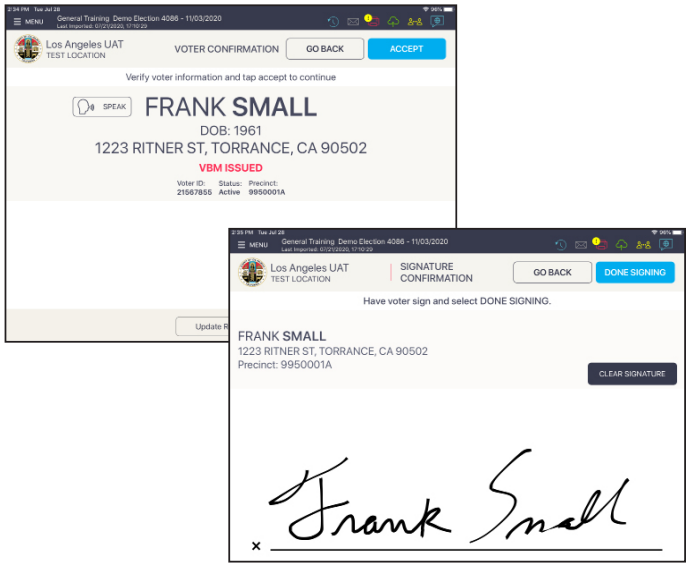
On the **Voter Confirmation screen**, rotate ePollbook to voter and have voter confirm their information. The voter taps **ACCEPT** with stylus.

Ask voter to sign on the signature line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who then taps **DONE SIGNING**.



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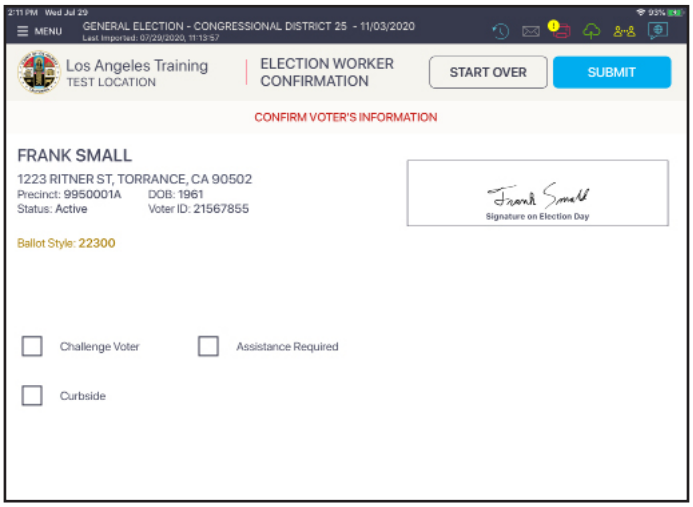

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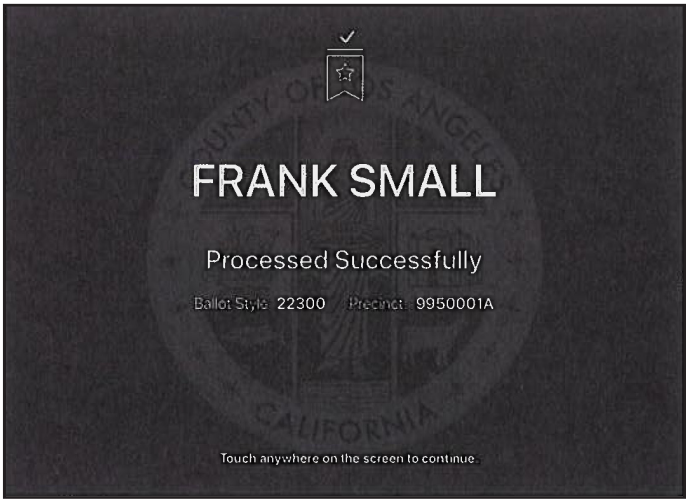
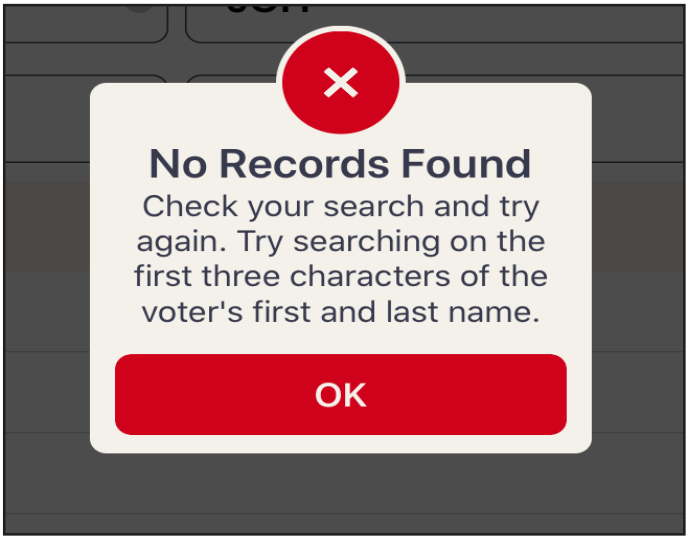


1. VOTER NOT FOUND

If voter's record cannot be found, a pop-up displays: **No Records Found**. Ask the voter the following::

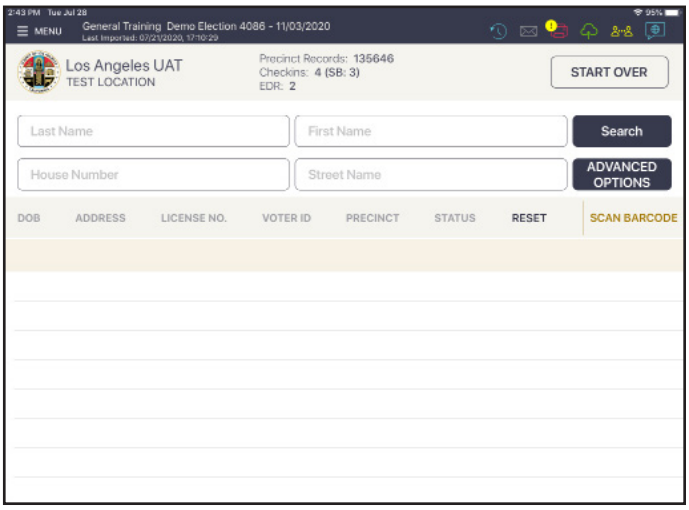
- Are you registered to vote in Los Angeles County, and have you moved recently?

If voter is registered in LA County and they have not moved, tap **OK** to go back to **Voter Lookup screen** and try an Advanced Search as described below. If not registered, process as Conditional Voter Registration (CVR), see p. 24. If registered, but moved recently, ask voter for their previous address. Once voter is found, then Update Registration, see p. 28.



2. ADVANCED SEARCH

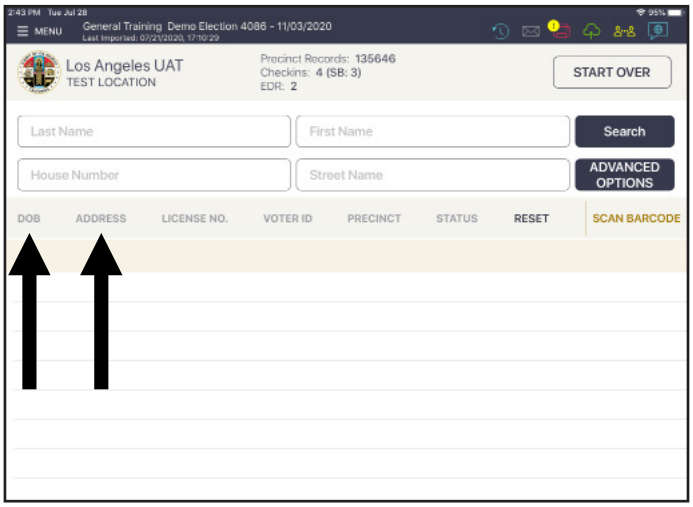
From the **Voter Lookup screen**, tap **ADVANCED SEARCH**. NOTE: Clear House Number and Street Name fields by tapping X in each field box before searching.



3. SEARCH BY OPTION

Look up voter by using **DATE OF BIRTH (DOB)** or **ADDRESS** (other fields will not be known by voter and License No. is not included in ePollbook). Tap **DONE** on the keyboard, then **SEARCH**.

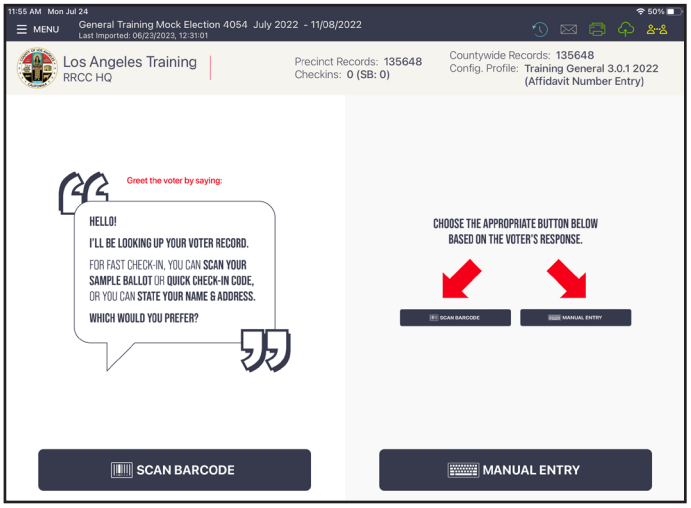
If voter is found using Advanced Search, follow same method as Manual Entry to process voter.



1. LOOK UP VOTER

All eligible, registered voters are sent a Vote by Mail (VBM) ballot for each election in Los Angeles County. Therefore, all active voters will have a status of **VBM Issued** or **VBM Returned**. The next two scenarios describe the process for each status.

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

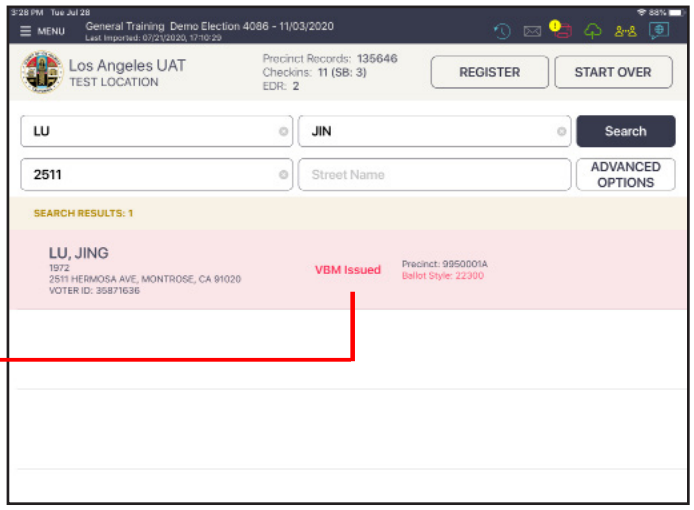


2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **VBM Issued**.

After identifying voter's identity as described on p. 12; item 3, tap voter record to select.

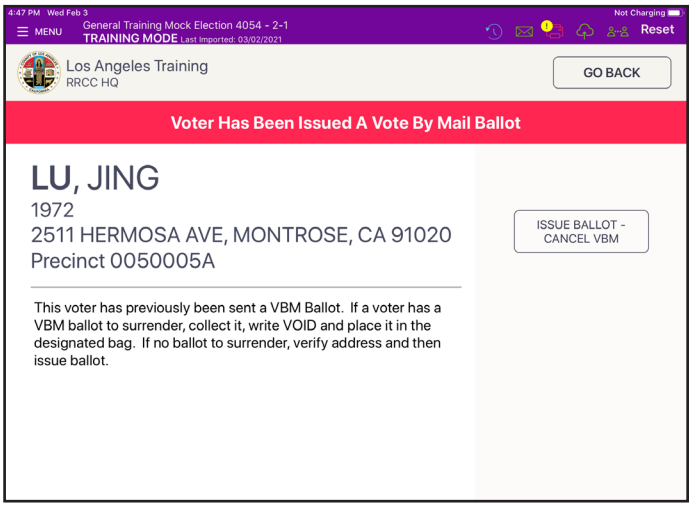
VBM ISSUED



3. FOLLOW PROMPT

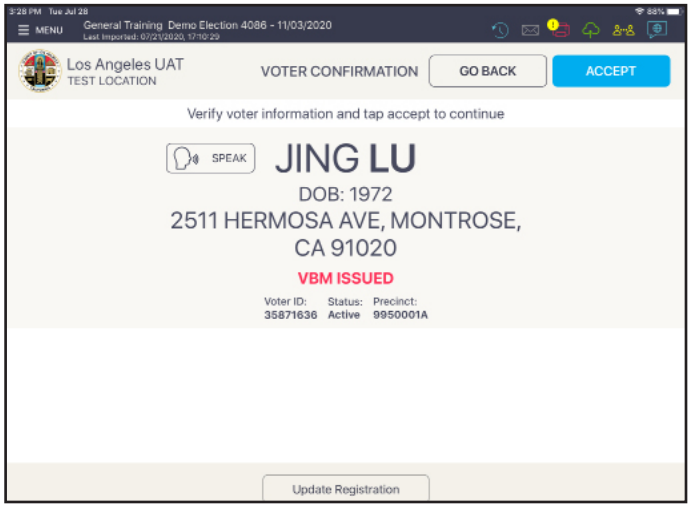
If voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. In either case, tap **ISSUE BALLOT-CANCEL VBM** button (cancels VBM for this election), and process as regular voter.

NOTE: Voters showing VBM Issued are **NEVER** processed Provisionally.



4. VOTER CONFIRMATION

Once the **Voter Confirmation screen** is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus.



5. SIGNATURE CONFIRMATION

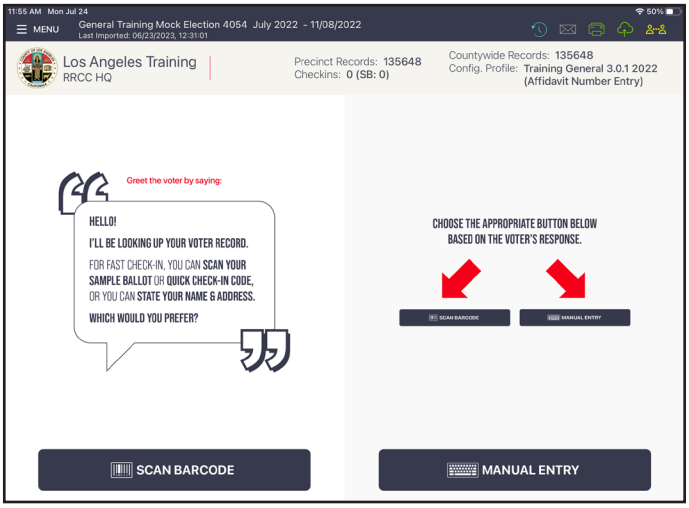
Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who taps **DONE SIGNING**.
Check-In Clerk verifies voter has signed, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See p. 12 in the Election Guide for examples of QR code.

1. LOOK UP VOTER

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

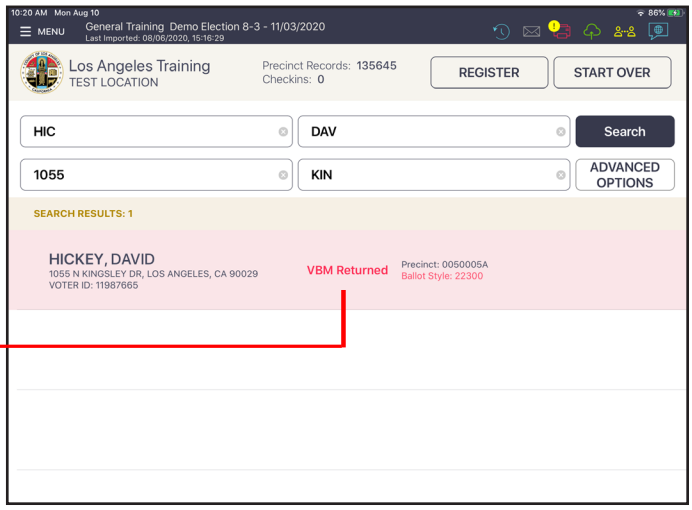


2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **VBM Returned**.

After identifying voter's identity as described on p. 12; item 3, tap voter record to select.

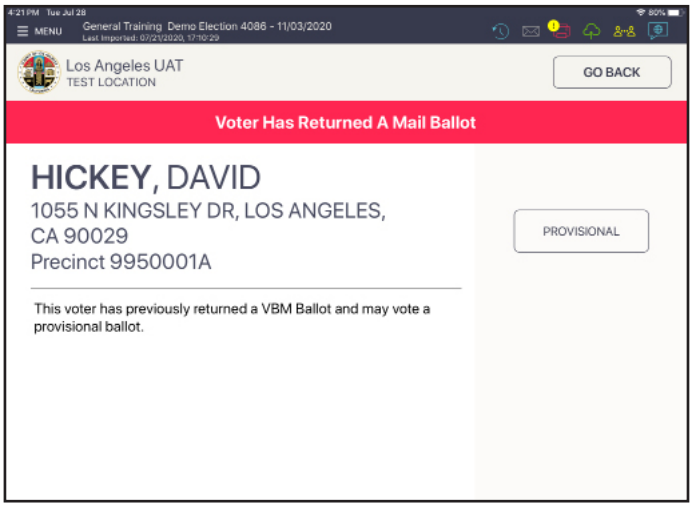
VBM RETURNED



3. FOLLOW PROMPT

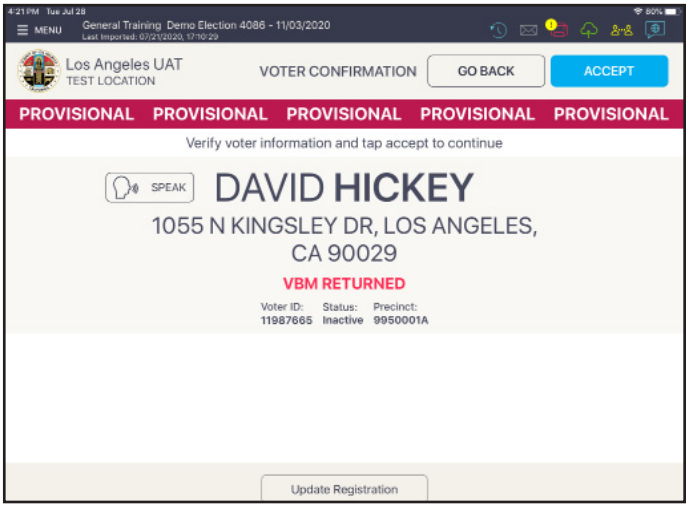
Ask voter if they remember mailing in their VBM ballot. If voter remembers that they did mail in their VBM ballot, then tap **GO BACK**. If the voter says they did not submit their VBM ballot, then tap **PROVISIONAL** and the voter will be processed as a Provisional Voter. Clerk completes right side of CVR/Provisional Envelope, places Provisional Label on envelope, and places a check in Provisional circle, then have voter complete left side.

Note: If voter says they did submit their VBM, but they want to vote again, inform voter that if they have already voted they cannot vote a second time in the same election (refer voter to CVR/Provisional Envelope).



4. VOTER CONFIRMATION

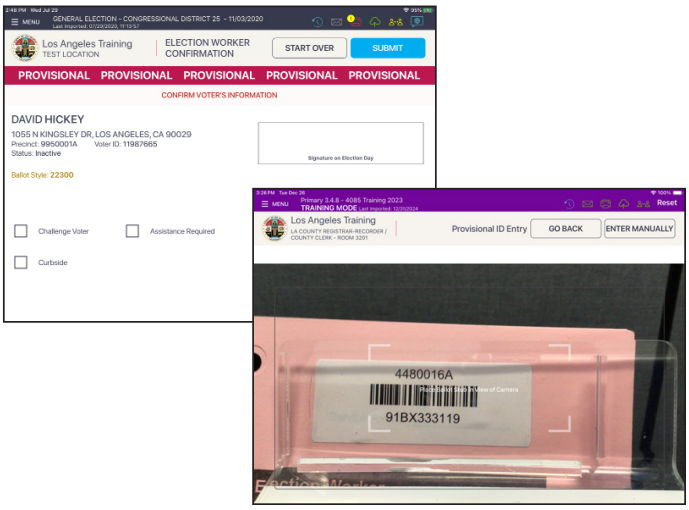
Once the **Voter Confirmation screen** is displayed, rotate ePollbook to voter and have voter confirm their information. Then voter taps **ACCEPT** with stylus. Rotate ePollbook back to Check-In Clerk.



5. ELECTION WORKER CONFIRMATION

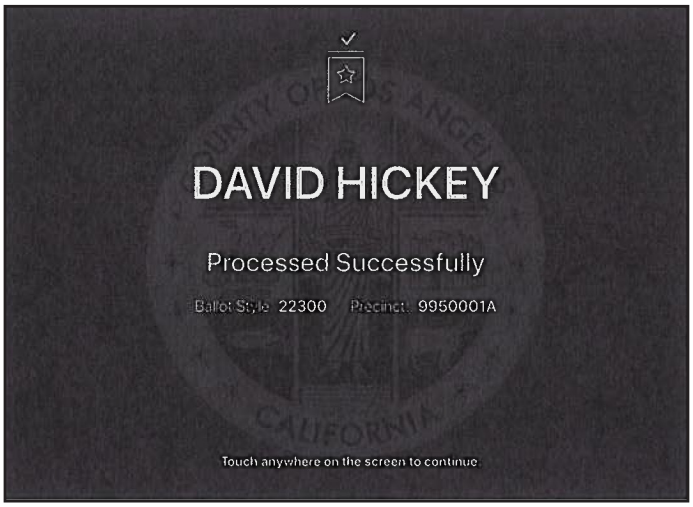
The voter will not sign the ePollbook, but will complete a CVR/Provisional Envelope and sign it. The Election Worker verifies and confirms that all information is complete, then inserts blank ballot into BAM printer using both hands and places within the paper guides on printer, then taps **SUBMIT**.

After **SUBMIT** has been tapped, the ePollbook camera will be activated and the barcode on the Provisional Label will need to be scanned.



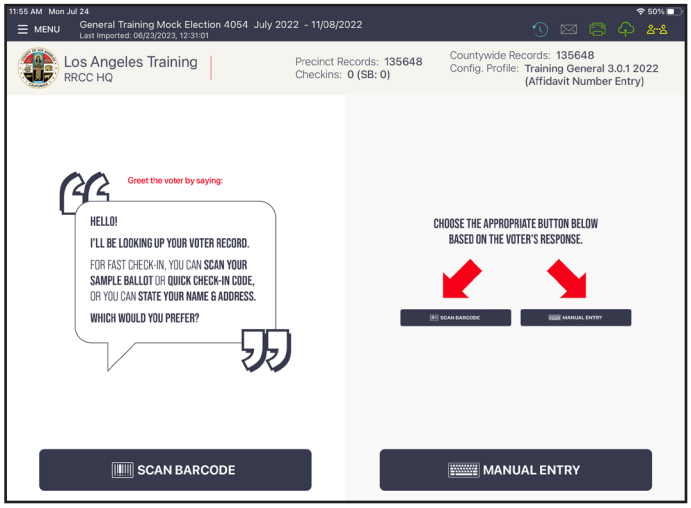
6. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and print their ballot at the BMD. Voter then inserts their printed ballot into the CVR/ Provisional Envelope and takes the envelope to the VBM/Provisional Clerk to complete the Provisional process. See p. 12 in the Election Guide for examples of QR code.



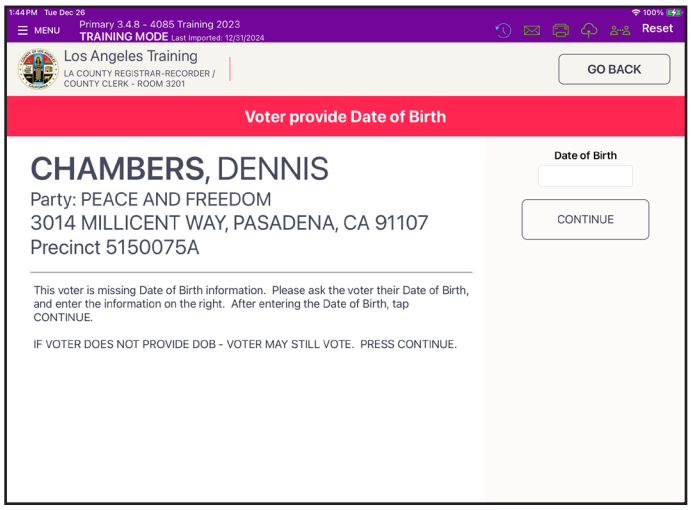
1. LOOK UP VOTER

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



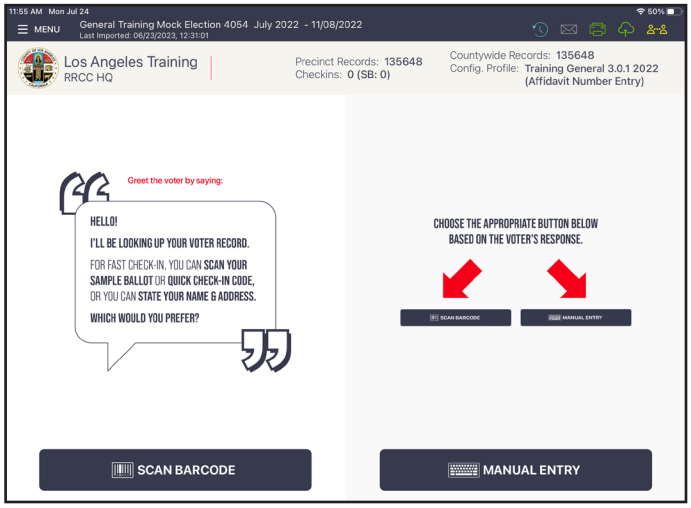
2. RECORD SHOWS MISSING DOB

If red banner on voter's record shows: **Voter Provide Date of Birth**, let the voter know their record is missing their Date of Birth (DOB), which is used to differentiate between voters with the same name. Tell voter that if they would like to add their DOB to their voter record they will need to reregister. Offer the voter a Registration Form if they would like to add their DOB. Tap **CONTINUE**, and process normally.



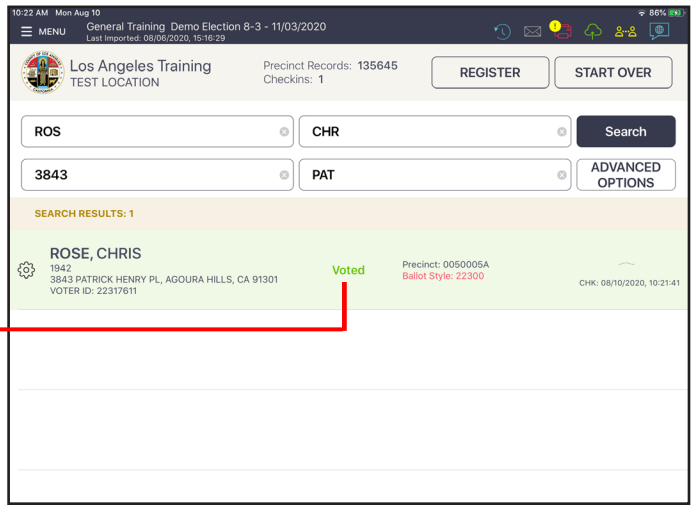
1. LOOK UP VOTER

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



2. LOCATE VOTER'S RECORD

Records matching the search criteria display on-screen. The voter's record contains a status that reads **Voted**. Tap voter record to select.

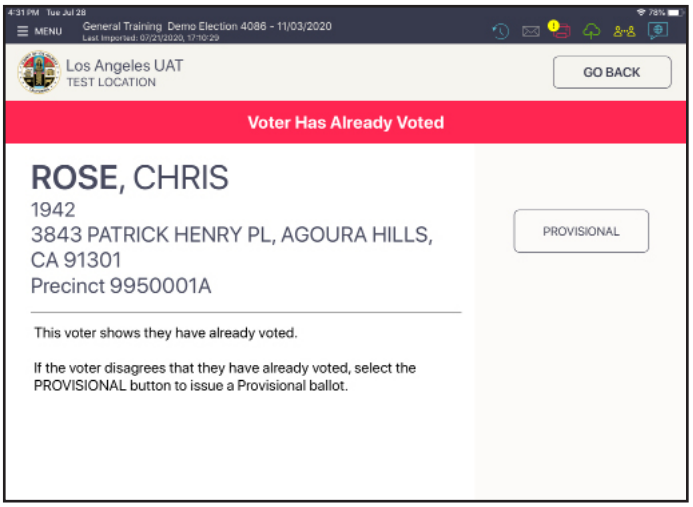


VOTED

Note: If voter is returning with a ballot to get a new ballot, see p. 31 for directions on how to process.
DO NOT SELECT RECORD OR PROCESS PROVISIONALLY.

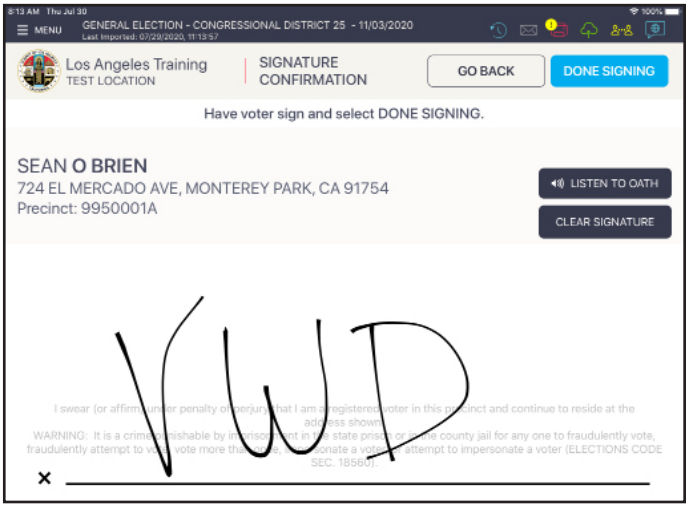
3. FOLLOW PROMPT

Ask voter if they remember already voting at a Vote Center. If voter remembers that they did vote already, then tap **GO BACK**. If the voter says they did not already vote at a Vote Center, then tap **PROVISIONAL** and the voter will be processed as a Provisional Voter. Clerk completes right side of CVR/Provisional Envelope, and places Provisional Label on envelope, then have voter complete left side. Provisional Label will be scanned. **Note**: If voter says they did vote at a Vote Center, but they want to vote again, inform voter that if they have already voted they cannot vote a second time in the same election (refer voter to CVR/Provisional Envelope).



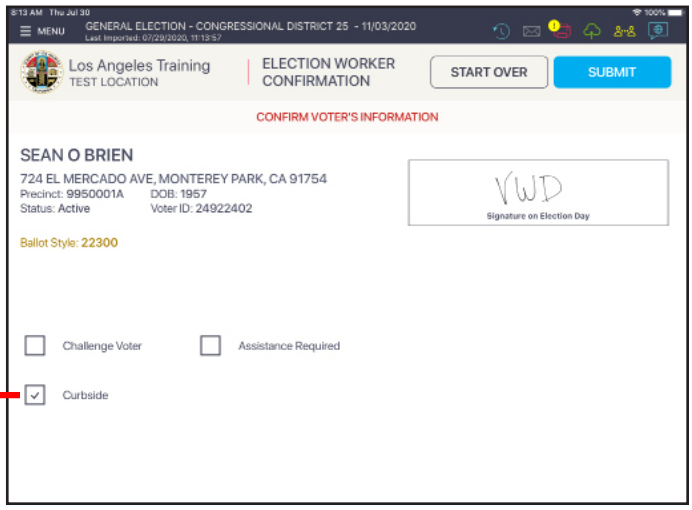
1. CURBSIDE VOTING SIGNATURE

If a voter is voting curbside, the voter will complete a *Certification of Voter With Disability (VWD) Card*. Card will be brought to a Check-In Clerk who will look up the voter's record from the Card. On the **Signature Confirmation screen**, the Check-In Clerk will write **"VWD"** as a signature (voter's signature will already be on the Card), then taps **DONE SIGNING**.



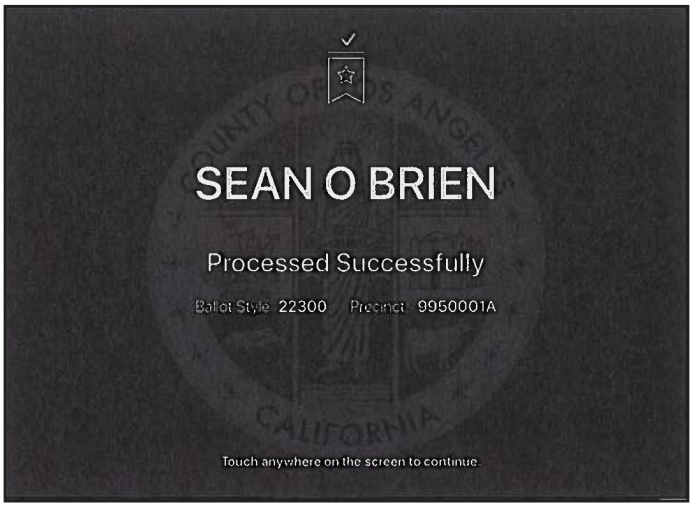
2. ELECTION WORKER CONFIRMATION

A Curbside checkbox is found on the **Election Worker Confirmation screen**. The Check-In Clerk will tap the **Curbside checkbox**, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.



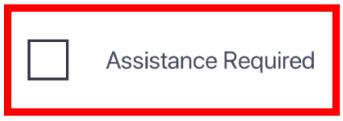
3. PROCESSED VOTER

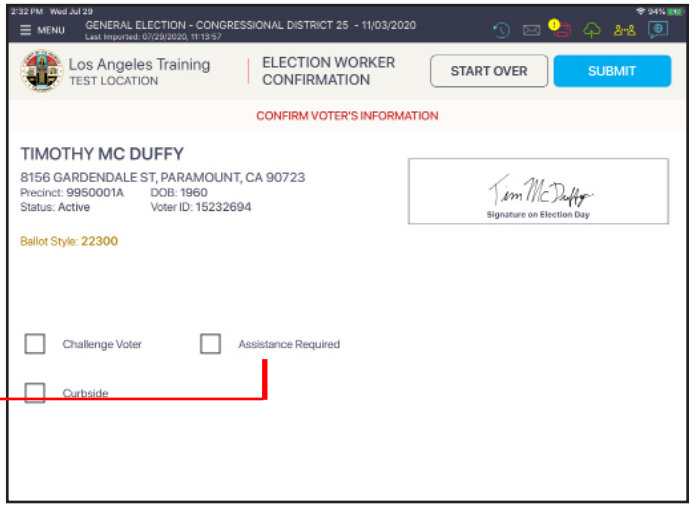
Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot to Election Worker, who will follow Curbside Voting Procedures. See p. 12 in the Election Guide for examples of QR code.



1. ELECTION WORKER CONFIRMATION

A voter who needs someone to assist them in the voting booth, for any reason, will need the individual assisting to sign the ePollbook, to acknowledge their assistance. The Check-In Clerk will tap the **Assistance Required checkbox** on **Election Worker Confirmation screen**.



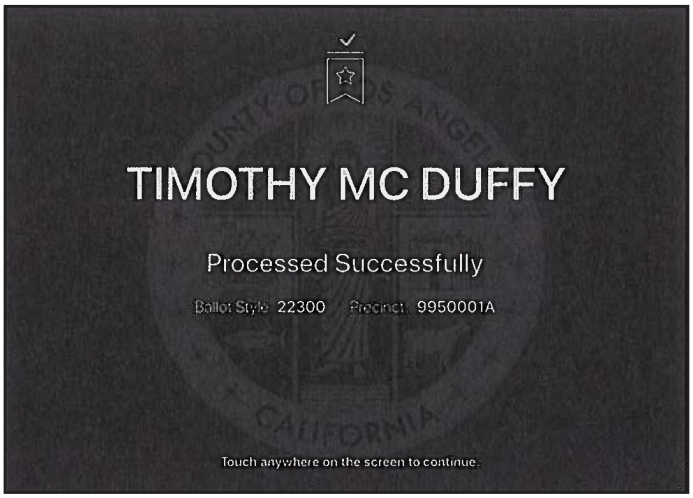


2. ASSISTANT SIGNATURE

A pop-up will instruct the voter to take an oath. Then a reason assistance is needed is selected, and the person assisting will sign on the line. Once signed, the Check-In Clerk taps **CONTINUE**, then verifies the voter's information, inserts blank ballot in the BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

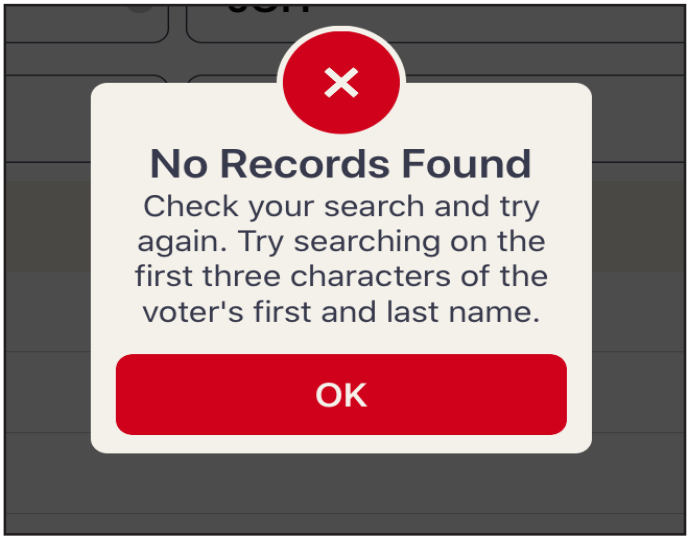
3. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot to voter or assistant, if necessary. Instruct voter to vote and cast their ballot in the same booth. See p. 12 in the Election Guide for examples of QR code.



1. LOOK UP VOTER

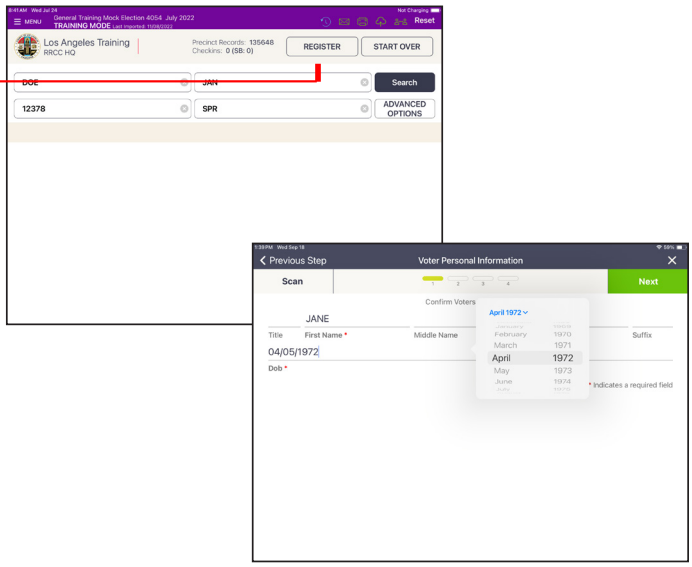
If a voter cannot be found using either lookup method and they reside in Los Angeles County, or if the voter wants to change their name, the registration process will need to be completed. Clerk completes right side of CVR/ Provisional Envelope, places Provisional Label on Envelope, then places a checkmark in the “CVR” circle and enters reason why voter is CVR in Comments. Voter completes left side of CVR/Provisional Envelope and signs and dates envelope, then Check-In Clerk will use the envelope to complete the following screens.



2. NAME & DATE OF BIRTH

Tap **Register** at the top of the **Lookup** screen, or tap **Menu** in the upper left corner and then select the **Conditional Voter Registration** icon on the **LA County Home screen**, to begin the registration process. The first screen will ask for the voter’s name and date of birth. Enter information from CVR/Provisional Envelope. Tap **Next**.

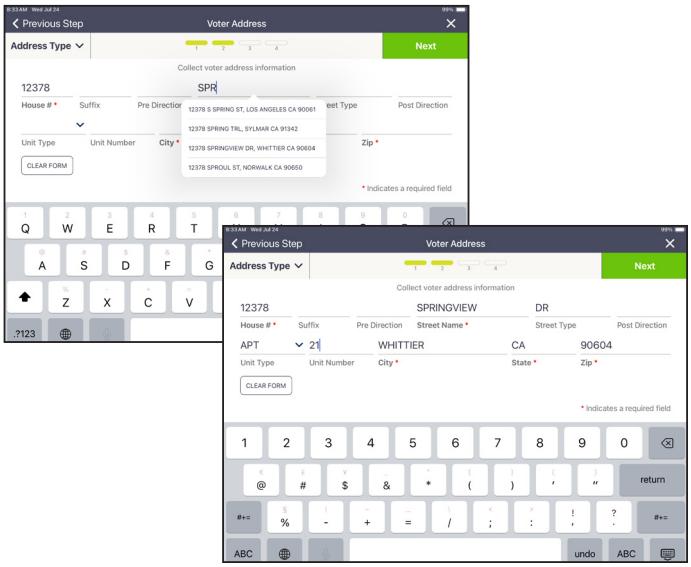
* Indicates a required field.



3. ADDRESS

Enter House Number, and direction indication (N, S, E, W) if applicable. As you start typing in Street Name, a drop-down box will show options that meet the criteria already entered. Select correct address from the list and the remaining information will automatically populate. If needed, type in any additional information (e.g., unit type, unit number, etc.). Tap **Next**.

* Indicates a required field.

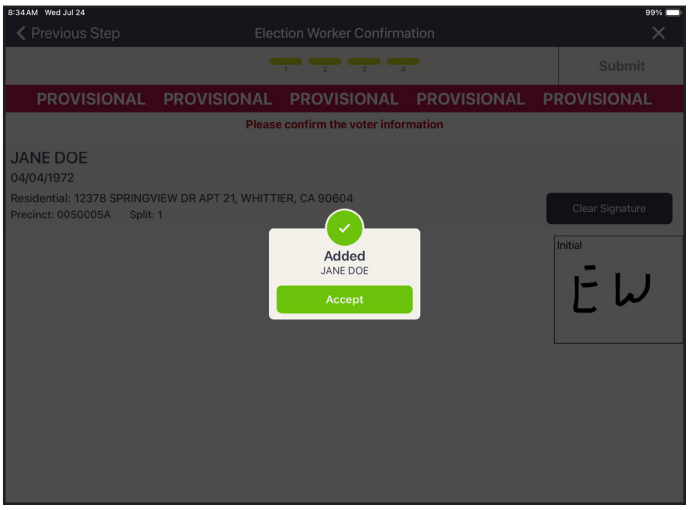


4. VOTER CONFIRMS & SIGNS

Voter confirms information is correct and signs for their registration. Check-In Clerk taps **Next**. Check-In Clerk enters initials in box, then taps **Submit**.

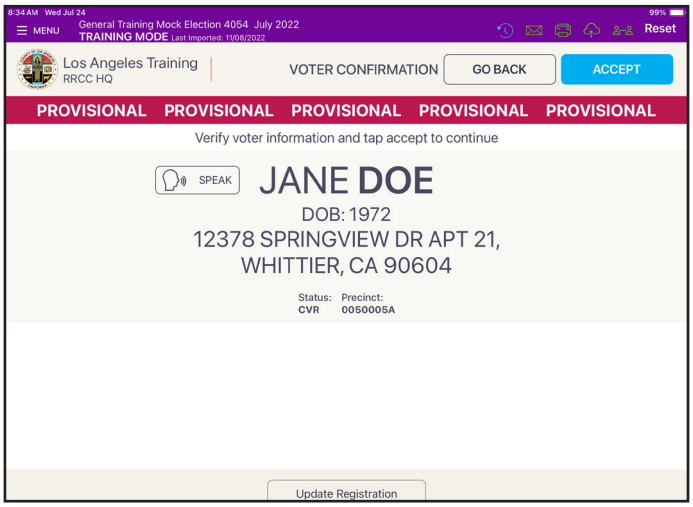
5. VOTER'S RECORD ADDED

Pop-up appears showing voter is added. Clerk taps **Accept**.



6. VOTER'S RECORD IS DISPLAYED

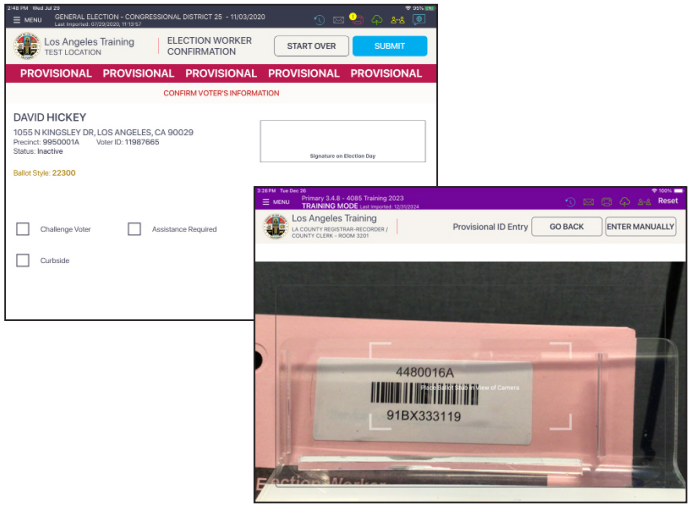
The voter confirms that all information is correct, then taps **Accept**.



7. ELECTION WORKER CONFIRMATION

Check-In Clerk verifies all is correct, then inserts blank ballot into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

After **SUBMIT** has been tapped, the ePollbook camera will be activated and the barcode on the Provisional Label will need to be scanned.

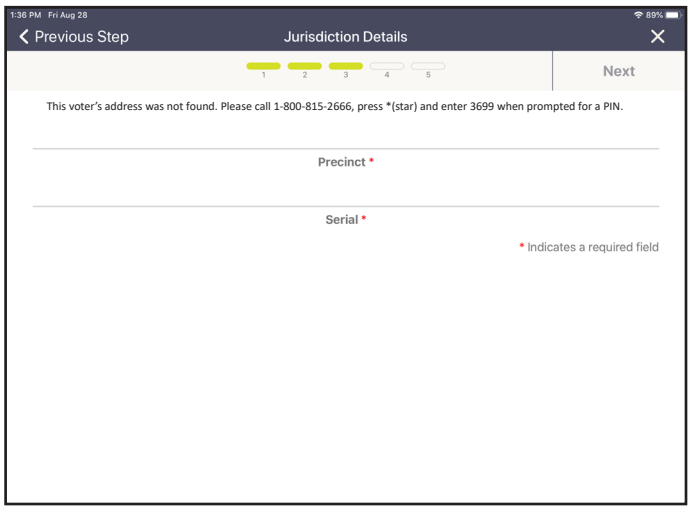


8. PROCESSED VOTER

Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot and CVR/Provisional Envelope to voter and direct voter to the vote area to vote, but they will not cast their ballot at the BMD. Instead they will take their printed ballot and the CVR/Provisional Envelope to the VBM/Provisional Clerk to complete the CVR process. See p. 12 in the Election Guide for examples of QR code.

9. ADDRESS NOT FOUND

If the screen at right appears, it means that the voter's address, as entered into the ePollbook, was not found. In this situation, call the number shown on the screen, (800) 815-2666, then tap the *(star) and enter the PIN 3699, when requested. If entered incorrectly, you will be prompted to reenter the PIN. An RR/CC staff will answer and ask for the address or cross streets, and then provide a Precinct and Serial Number to be entered on this screen. **DO NOT** select a random Precinct and Serial Number from the drop-down menu.



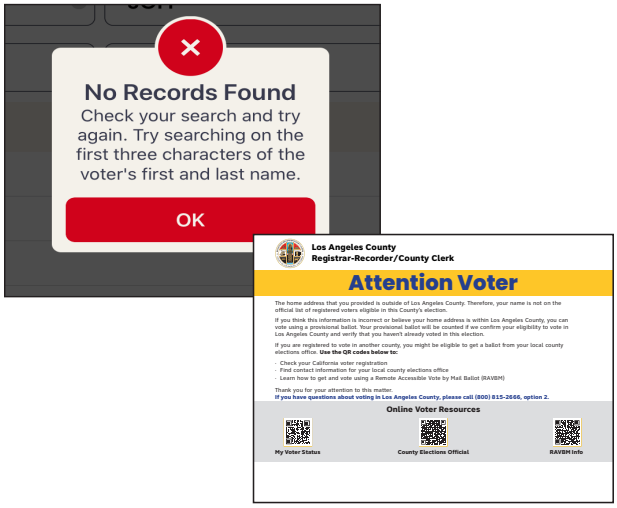
1. LOOK UP VOTER

Look up the voter's record using MANUAL ENTRY process. Voter's record is not found.

Before proceeding, ask voter the following question:

- Are you registered to vote in Los Angeles County, and have you moved recently?

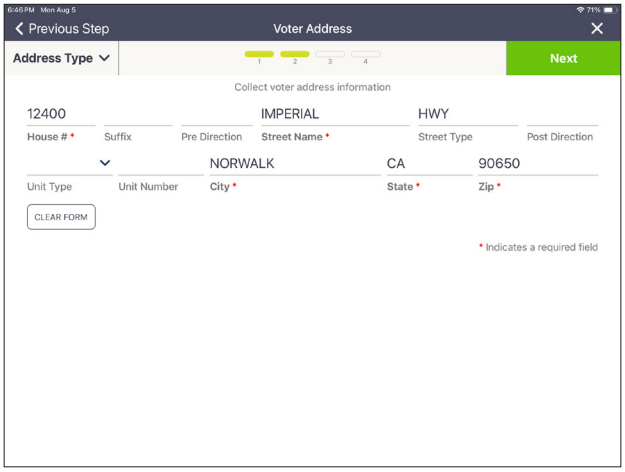
Voter states they do not live in Los Angeles County. Issue voter an Out of County Flyer to read. If voter leaves, select Start Over on the ePollbook screen. If voter insists on voting, they will be processed Provisionally.



2. ASSIST VOTER SAME AS CVR WITH EXCEPTIONS

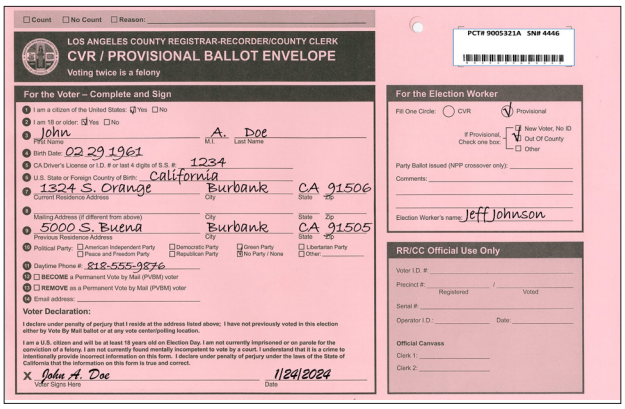
Assist the voter the same as you would a CVR voter with the following exceptions:

1. Voter will complete the CVR/Provisional Envelope and enter their home address in their home county as their residence.
2. On the CVR/Provisional Envelope, Clerk places a check in the "Provisional" bubble, and then in the "Out of County" check box.
3. When entering their home address in the ePollbook, enter the address for the RR/CC HQ as found on p. 59 of the Election Guide.



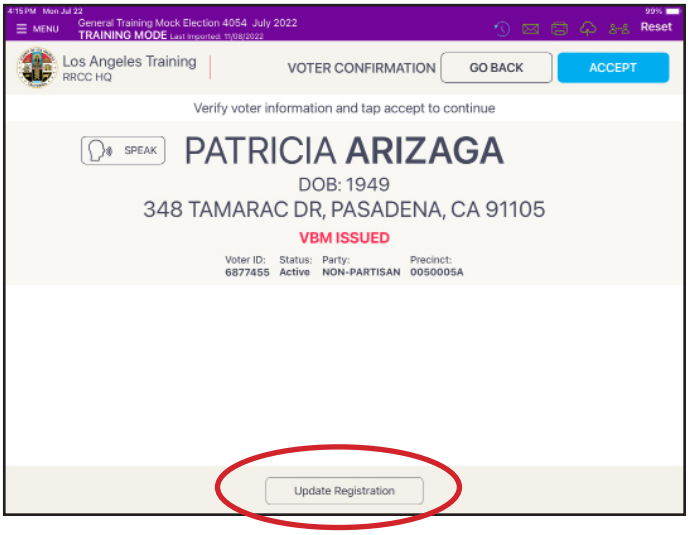
3. PROCESS AND PRINT BALLOT

Finish processing the voter and issue the voter the printed ballot and the CVR/Provisional Envelope, then direct to the Vote Area to vote.



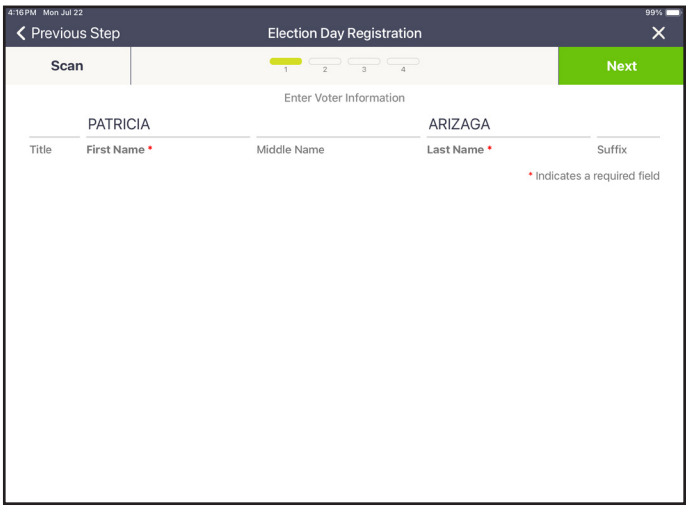
1. ADDRESS CHANGE

Find and verify voter. On **Voter Confirmation screen,** rotate ePollbook to voter to confirm their information. If voter wishes to change their address, they must complete a *Change of Address* form. Once form is completed, the Check-In Clerk will tap **Update Registration** button at bottom of **Voter Confirmation screen** and enter information from the form.



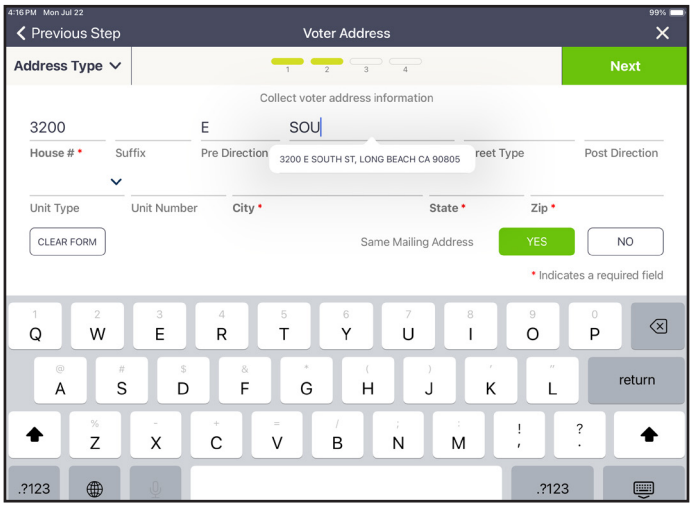
2. NAME SCREEN

The voter's first and last name will pre-populate on the screen. Do not make any changes to the voter's name. Tap **Next**.



3. UPDATE ADDRESS SCREEN

Tap on the **CLEAR FORM** button to clear all previous information, then enter information as entered on form. As you start typing in Street Name, a drop-down box will show options that meet the criteria already entered. Select correct address from the list and the remaining information will automatically populate. If needed, type in any additional information (e.g., unit type, unit number, etc.). Tap **Next**.

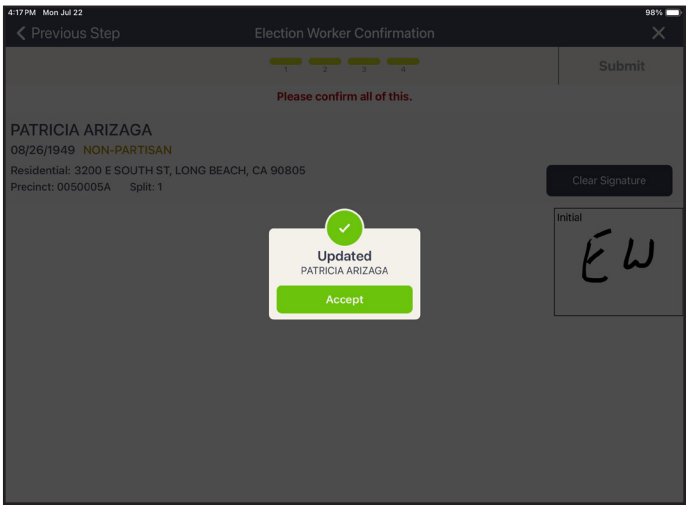


4. VOTER SIGNS FOR UPDATE

Rotate the ePollbook to voter and have them sign for the update to their registration, then tap **Next**.
Election Worker enters their initials in box, then taps **Submit**.

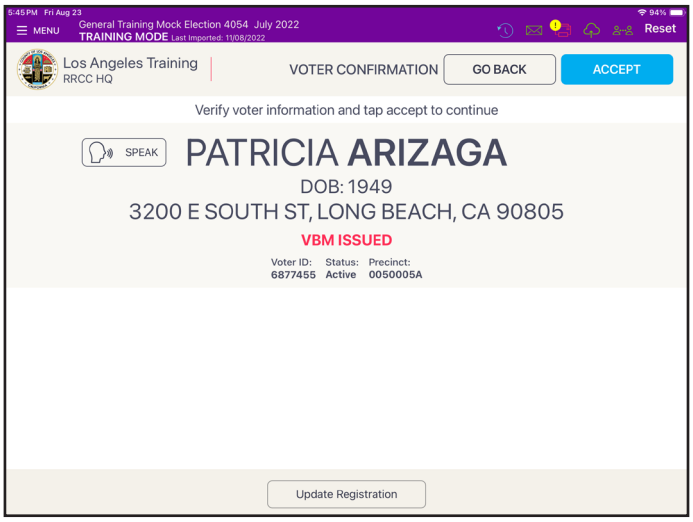
5. REGISTRATION IS UPDATED

Pop-up appears showing voter registration is updated.
Tap **Accept**.



6. VOTER CONFIRMS CHANGES

Rotate the ePollbook to the voter. Have voter confirm information has been changed. Continue processing voter per procedure.
Place the completed *Change of Address* form in the Green Stripe Envelope (GSE).



Section 3:

Lead Scenarios

In the scenarios described in this section, the Lead is required to enter a password that they receive from the RR/CC before the Lead or Clerk can complete the process. In both scenarios described in this section, a voter would return to the Check-In Table from the Vote Area with a ballot. After looking up the voter in the ePollbook, the voter's record will show that the voter has "VOTED." One of the following actions needs to be completed based on the situation as defined below:

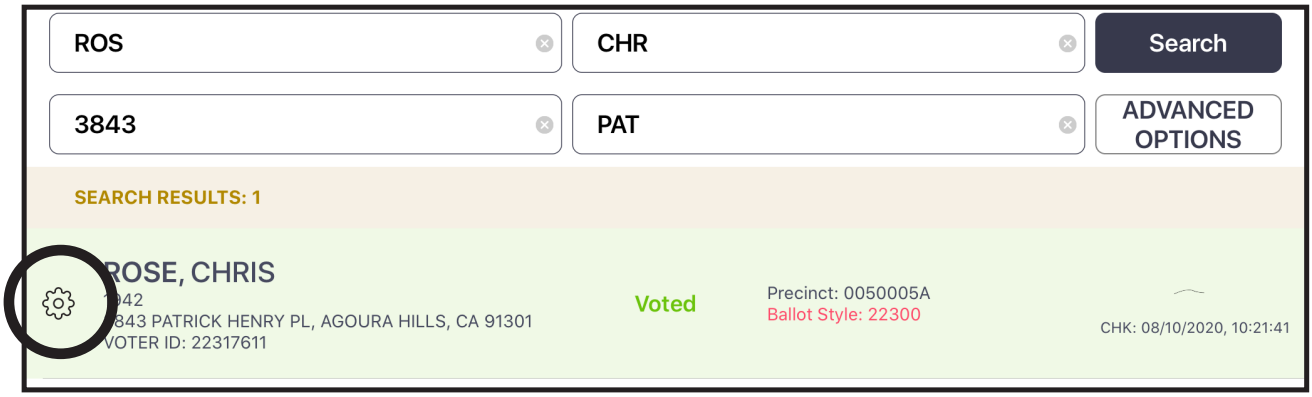
Cancel Voter Check-In (does not count against the number of ballots a voter may receive; three ballots):

- A voter needs to leave without voting their ballot, but would like to vote at another time
- QR Code is misprinted on the ballot at Check-In, and cannot be read by the BMD
- The ballot is damaged by the BMD (Paper Jam)

Spoil Ballot (counts against the number of ballots a voter may receive; three ballots):

- Voter has made an error in their selections at the voting booth, and has printed the ballot
- Voter purposely damages their ballot

If the voter returns with a ballot as described above, the voter is **NEVER** processed Provisionally. Do not select the voter record; instead tap on the Special Functions Icon on the left side of the record as shown below:



In order to receive another ballot, the voter must return a ballot, and the returned ballot must be Voided (write "VOID" in large letters accross the front), and placed in the Blank Ballot Box after the voter has been processed.

Any questions regarding either of the following scenarios should be directed to the Election Worker Services Help Desk at (800) 815-2666; Option 7.

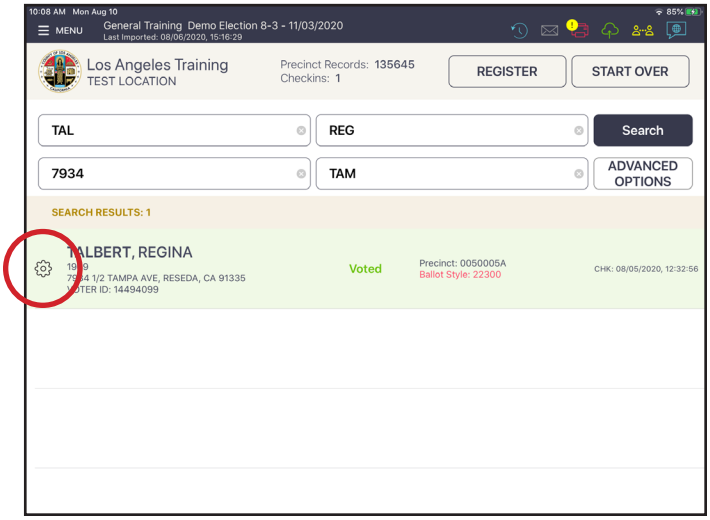
1. LOOK UP VOTER

The voter check-in needs to be cancelled (made as though they have not checked in at a Vote Center), if:

- A voter needs to leave without voting their ballot
- QR Code is misprinted and cannot be read by the BMD
- The ballot is damaged by the BMD

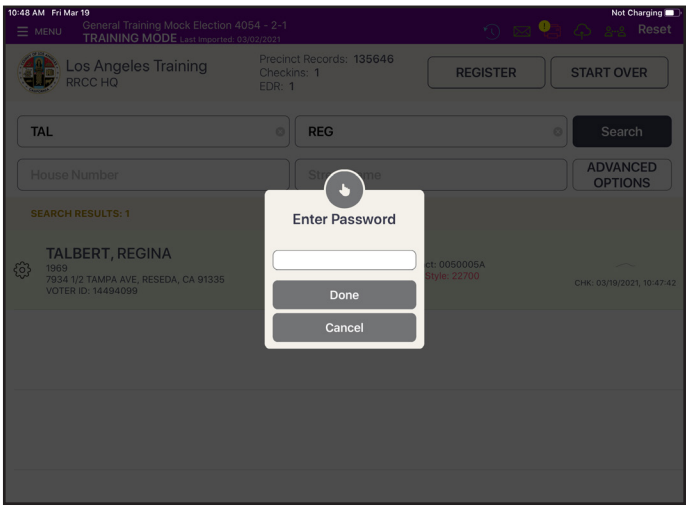
Complete the process as follows: Look up the voter's record again using MANUAL ENTRY process (record shows voter has already voted).

Tap the **Special Functions** icon (gear icon) to the left of voter's name.



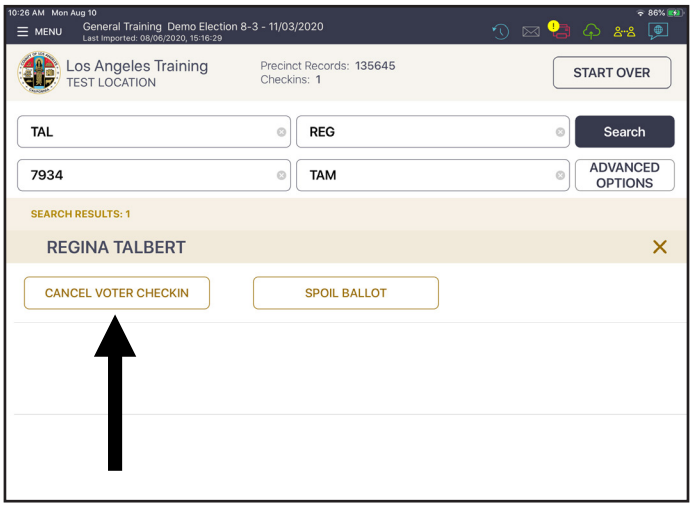
2. ENTER PASSWORD

Lead enters the **Special Functions Password** (password will be provided by the RR/CC), then tap **Done**.



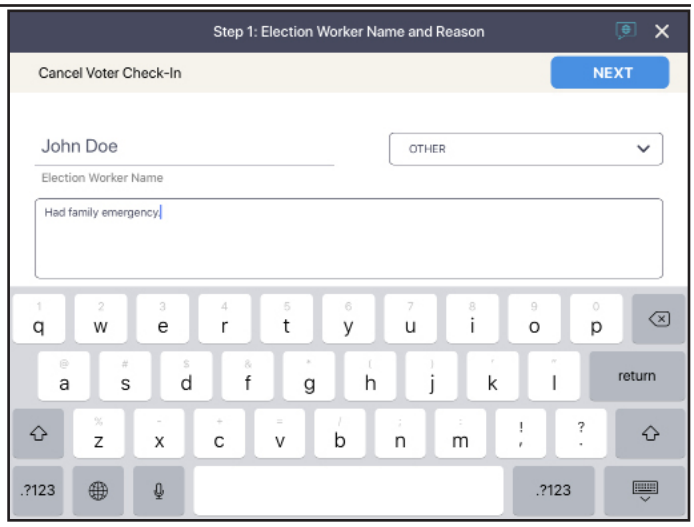
3. CANCEL THE CHECK-IN

The Special Functions menu will display in place of voter's record. Tap **CANCEL VOTER CHECKIN** button.



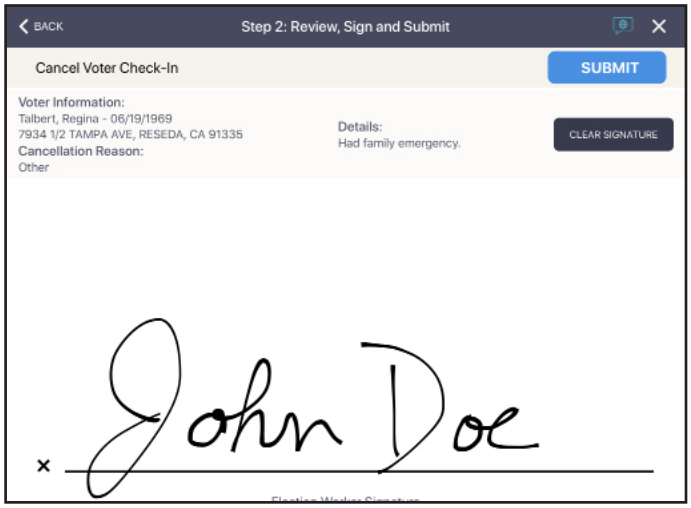
4. CANCEL CHECK-IN REASON

Election Worker will type their name, then click on drop-down menu for reason. Select reason Check-In is being cancelled. If “Other” is selected, type in details.
Tap **NEXT**.



5. ELECTION WORKER SIGNS

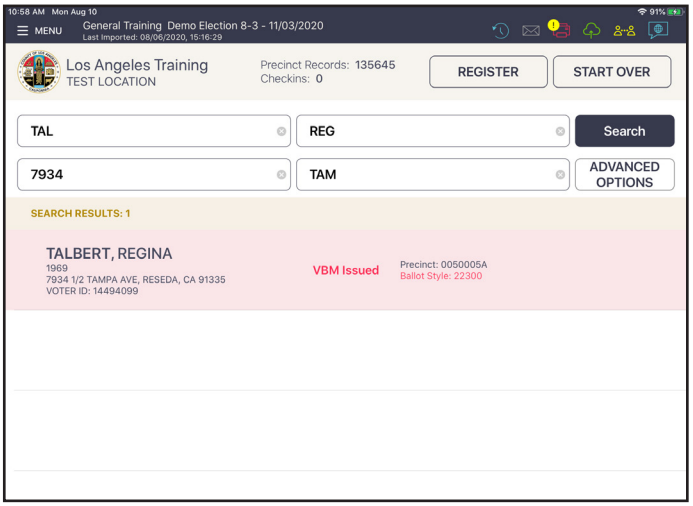
Election Worker will sign to confirm the cancelled Check-In, then taps **SUBMIT**.



6. VOTER’S CHECK-IN IS CANCELLED

Voter will be removed from check-in count, and **“Voted”** status is removed from the record. Write **“Void”** on original ballot and place in the **Blank Ballot Box**. If voter needs a new ballot to vote, tap record and complete Check-In process to print a new ballot.

IMPORTANT NOTE: Any time a voter’s Check-In is cancelled or a ballot is spoiled, voter MUST have a ballot to return. If voter does not have a ballot to return, DO NOT cancel their Check-In or spoil and reissue a ballot.

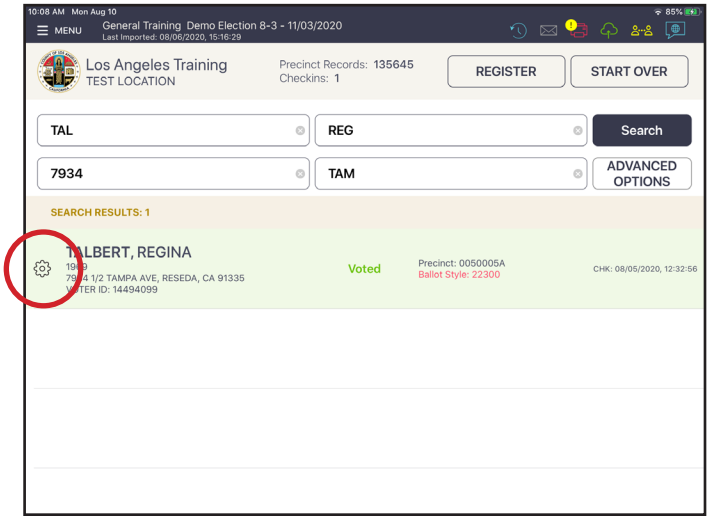


1. LOOK UP VOTER

If a voter has made an error in their selections, then printed their ballot, or if voter purposely damaged their ballot, their ballot can be spoiled and voter issued another ballot (voters can be issued up to three ballots). Complete the process as follows:

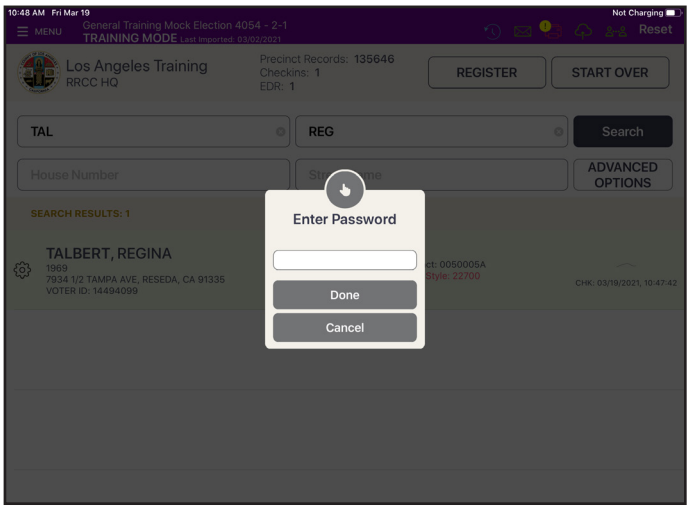
Look up the voter's record again using MANUAL ENTRY process (record shows voter has already voted).

Tap the **Special Functions** icon (gear icon) to the left of voter's name.



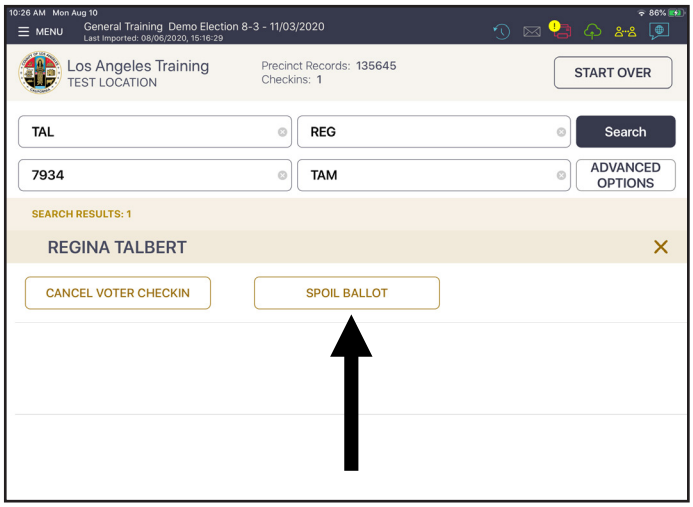
2. ENTER PASSWORD

Lead enters the **Special Functions Password** (password will be provided by the RR/CC), then tap **Done**.



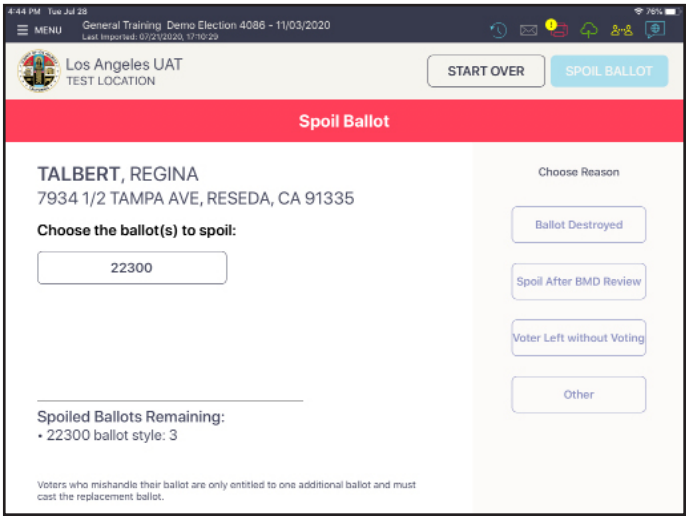
3. SPOIL BALLOT

The Special Functions menu will display in place of voter's record. Tap **SPOIL BALLOT**.



4. SPOIL BALLOT SCREEN

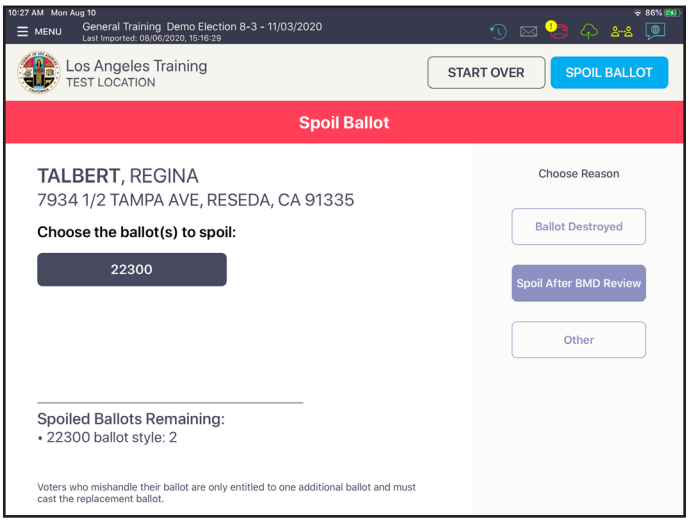
A Spoil Ballot screen will appear.



5. SUBMIT AND PRINT NEW BALLOT

Select ballot to spoil (number will match the Ballot Style number on the returned ballot) and reason for spoiling ballot.

Insert blank ballot into BAM printer using both hands and place ballot paper within the paper guides on printer, then tap **SPOIL BALLOT**. Replacement ballot will print. Issue replacement ballot to voter and direct to the Vote Area to vote and cast ballot in the same booth. Write **"VOID"** on original ballot and place in **Blank Ballot Box**.



6. IMPORTANT NOTE

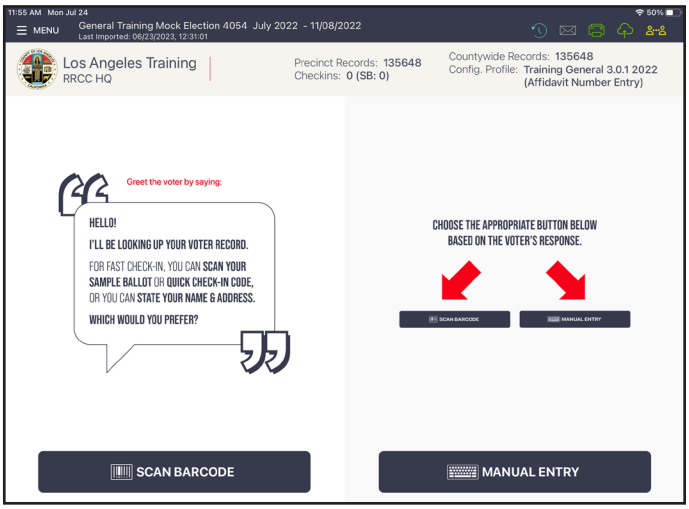
Any time a voter's Check-In is cancelled or a ballot is spoiled, voter MUST have a ballot to return. If voter does not have a ballot to return, DO NOT cancel their Check-In or spoil and reissue a ballot.

Section 4:

Closing Procedures

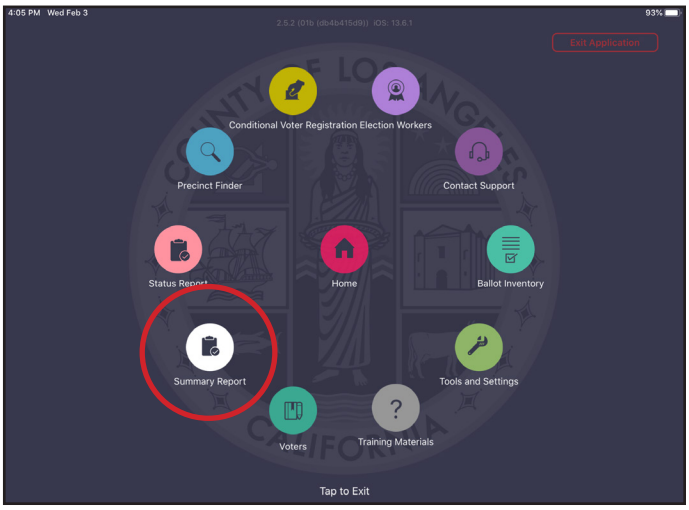
1. LOCATING THE SUMMARY REPORT

To access the Summary Report, tap **Menu** at the top-left of the screen to go to the **LA County Home screen**.



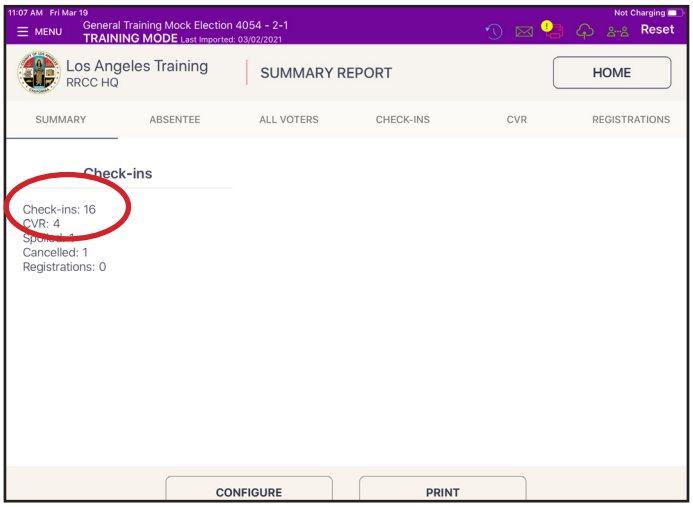
2. SUMMARY REPORT ICON

Tap **Summary Report** icon.



3. TOTAL CHECK-INS

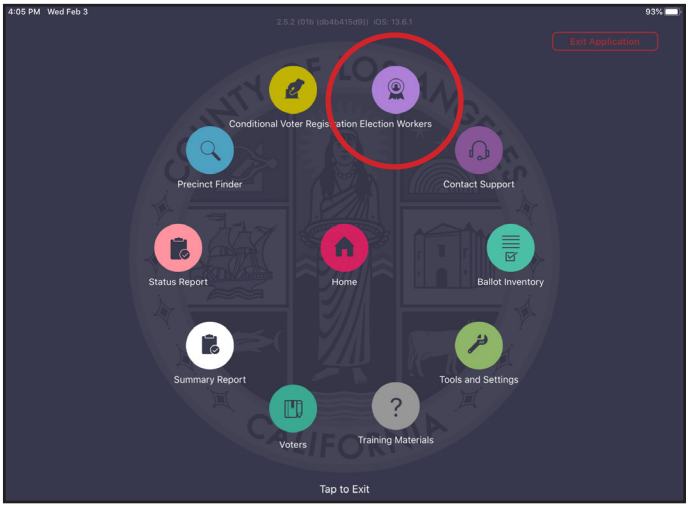
On Summary Report screen, select **Summary Tab**, then give Lead the number of Check-Ins. This number is cumulative over all days of voting, so Lead will need to subtract the previous night's Check-Ins to calculate total Check-Ins for this day of voting.



1. ELECTION WORKERS SIGN-OUT

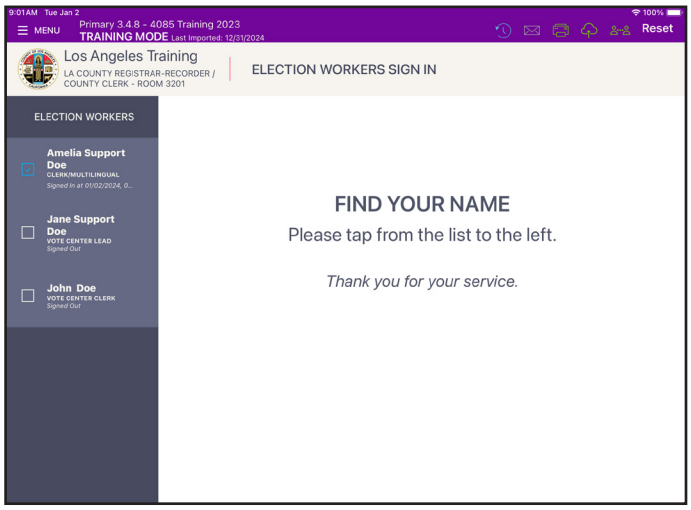
Use the same ePollbook each day of the voting period and each morning and evening for Election Workers to Sign-In/Sign Out.

Lead selects **MENU** from any screen, and taps **ELECTION WORKERS** to go to **Election Worker Sign-In/ Sign-Out** screen. Lead enters password provided by the RR/CC.



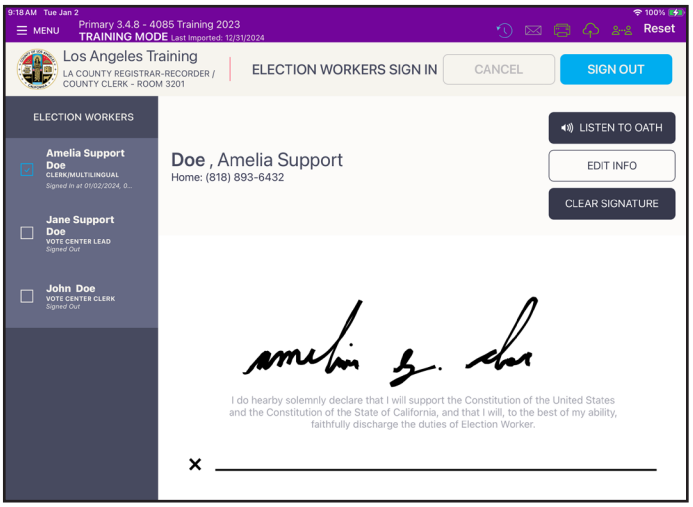
2. ELECTION WORKERS SCREEN

Each Election Worker finds their name and taps their name (the box next to their name should have a blue checkmark).



3. ELECTION WORKERS SIGN-OUT

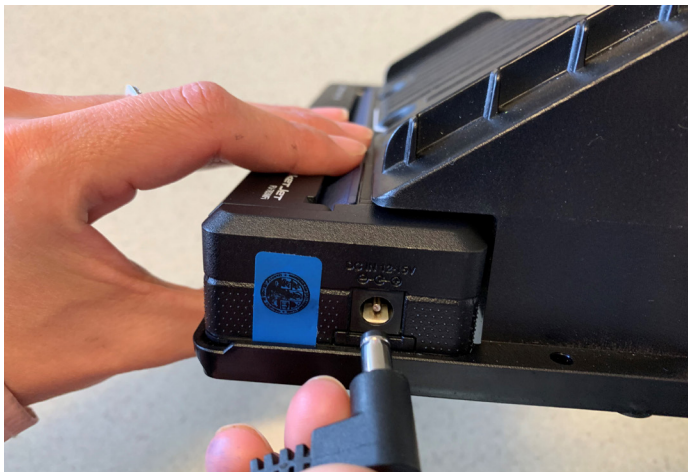
After selecting name, each Election Worker signs their name, then selects **SIGN OUT** in upper right.
After all Election Workers are signed out, select **MENU** in top left corner and shut down ePollbook.



1. POWER OFF & UNPLUG PRINTER

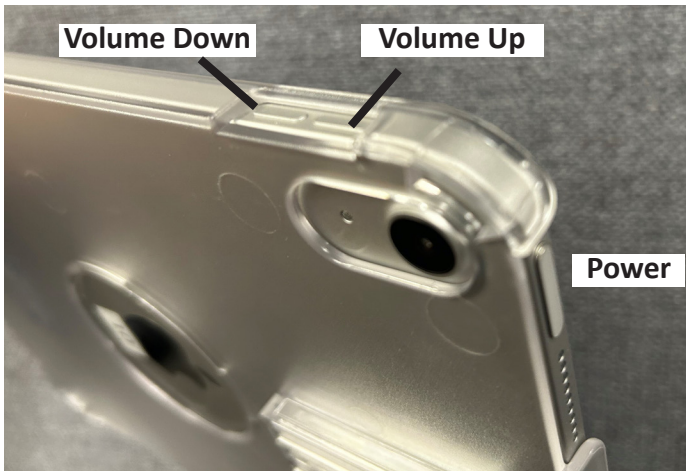
Ensure all ePollbooks remain powered on for a minimum of 10 minutes to ensure each has completed a final sync with the system. This ensures all the voter records have been updated. Power off the printer and disconnect power cord.

NOTE: On Election Night DO NOT power off or remove ANY equipment until the FST has verified that the equipment is ready to be powered off.



2. POWER OFF EPOLLBOOK

Remove power cord from ePollbook, then turn off ePollbook by pressing and releasing in sequence, the **Volume Up** button, then the **Volume Down** button, then pressing and holding the **Power** button for approximately 20 seconds (screen will go black, then Apple logo will appear, then screen will go black again). You **MUST** release the **Power** button immediately after Apple logo disappears. If you hold it too long, the ePollbook will restart. If ePollbook remains off, it has been shut down correctly. If Apple logo reappears, try shutting down again. FST will verify all ePollbooks have been shut down correctly.



3. SECURE EPOLLBOOK CASE

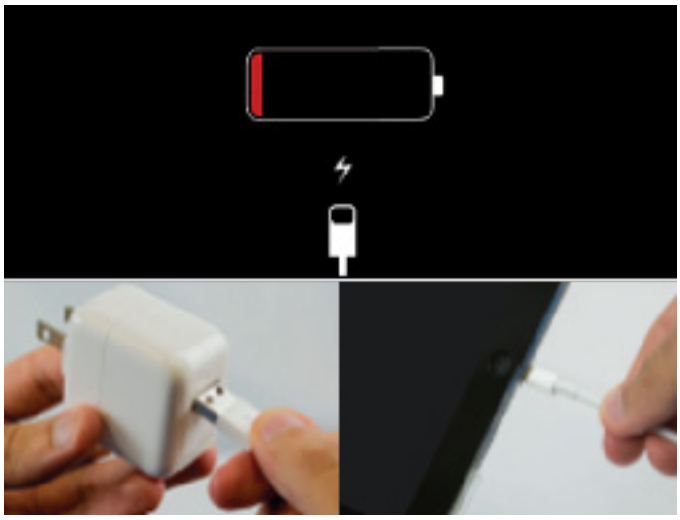
Complete Chain of Custody process, and scan a new Zip Tie to lock the case, then place ePollbook and BAM printer in the case.
NOTE: Make sure to match the ePollbook and BAM.

After locking the case with the Zip Tie scanned during CoC, place case back in BMD Cart. Lead will lock cart with Zip Tie.

Section 5:

Troubleshooting

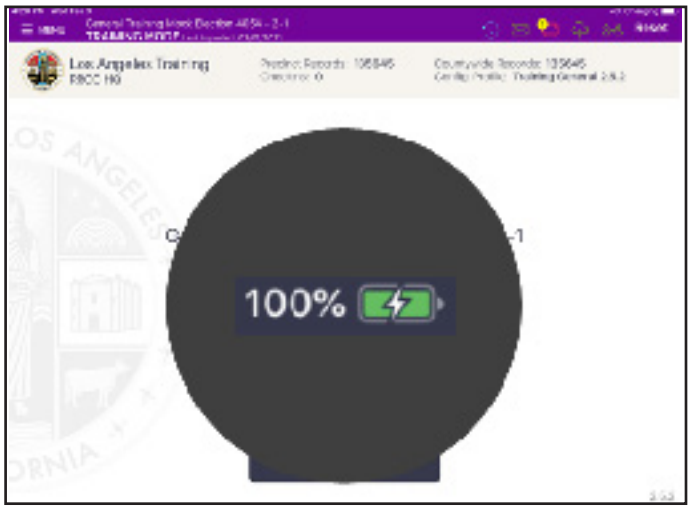
CHARGING EPOLLBOOK



- Plug one end of power cable into power cube
- Plug power cube into power supply
- Plug power cable into power port on ePollbook
- Wait about five minutes for the ePollbook to charge
- With sufficient power, ePollbook will auto power on
- Resume normal operations

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed. Notify FST there was an issue with the ePollbook.

EPOLLBOOK CHARGING ICON

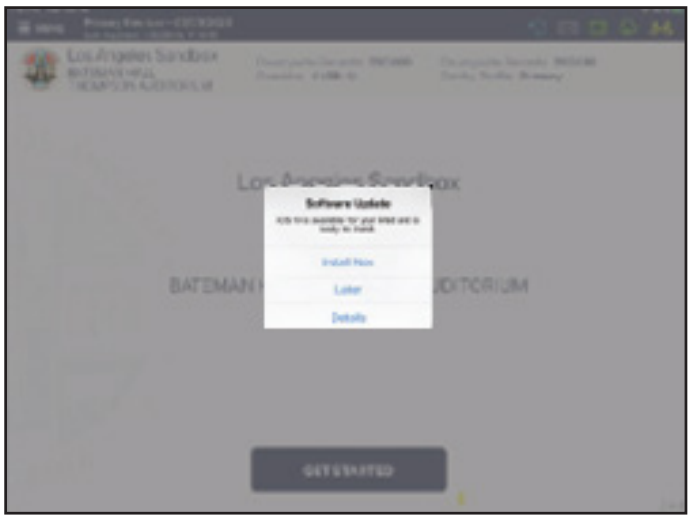


If the battery indicator is not green or a charge icon does not appear, verify the following:

- Power cable is connected to the ePollbook
- Power cube is plugged into the surge protector
- Surge protector is plugged into a wall outlet
- Power switch on the surge protector is set to the on position

NOTE: Notify FST that there was an issue with the ePollbook.

IOS SOFTWARE UPDATE



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

- From the list of on-screen options, tap Later
- Tap the Home button and verify Poll Pad application remains open

NOTE: Notify FST that there was an issue with the ePollbook.

OPENING POLL PAD APPLICATION

If application does not automatically launch when powered on, tap the **Poll Pad** application at the bottom of the **Home screen**.
Verify the correct home page displays.

EPOLLBOOK SCREEN IS UNRESPONSIVE

If the ePollbook screen is unresponsive, notify FST that there is an issue with the ePollbook. They will restart the ePollbook.

BARCODE NOT SCANNING

- Not lined up properly: Place Sample Ballot barcode within the frame on the ePollbook screen
- Light glare: Adjust the Sample Ballot or move the stand and resume
- Barcode is damaged: Use manual lookup procedure

NOTE: Notify FST that there was an issue with the ePollbook.

VOTER NOT FOUND

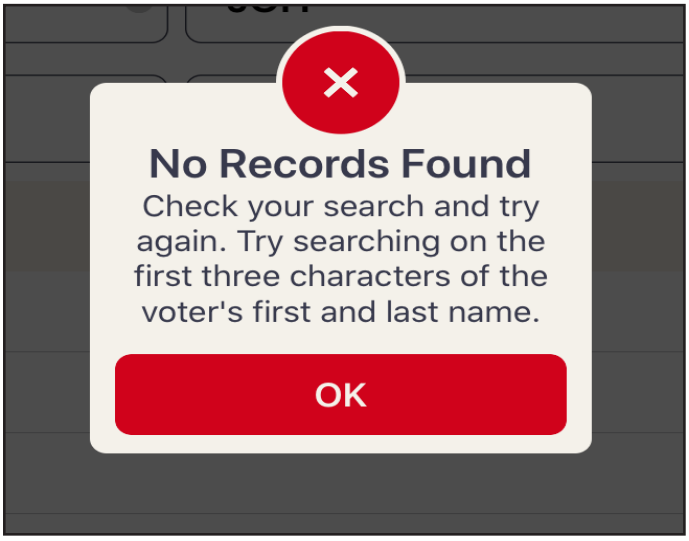
Always ask the voter:

- Are you registered to vote in LA County, and have you moved recently?

If voter is registered to vote and has not moved recently:

- Check that names are typed correctly. Use fewer letters of the voter's name, or search by first or last name only
- Try Advanced Search

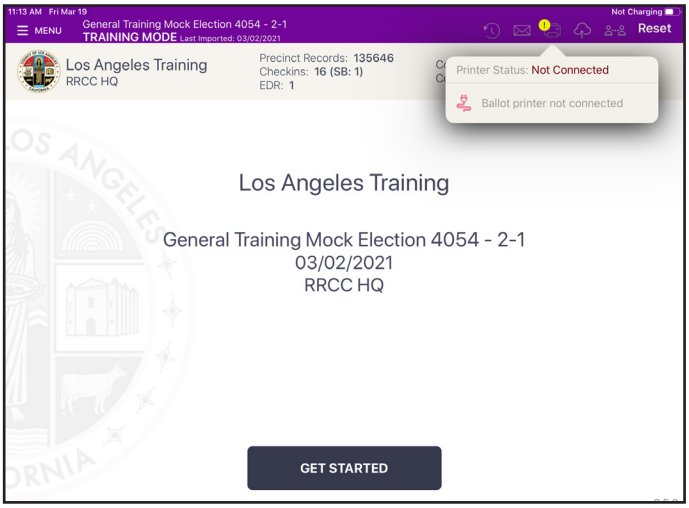
Still having trouble? Refer voter to the Vote Center Lead or call the Election Worker Services Help Desk (see p. 59 in *Election Guide*).



NOT PRINTING/STOPS PRINTING

- Make sure the printer is turned on
- Confirm the printer is plugged into outlet and cords are securely connected
- Verify paper is being inserted correctly
- Confirm connection with ePollbook (green icon). If not connected, see below.

NOTE: Notify FST that there was an issue with the ePollbook.

LOST PRINTER CONNECTION

Printer icon will turn red if printer has lost connection to ePollbook. Notify FST that there was an issue with the ePollbook.