

EPOLLBOOK GUIDE

ePollbook System Instructions



★ ★ ★
General Election
November 3, 2026



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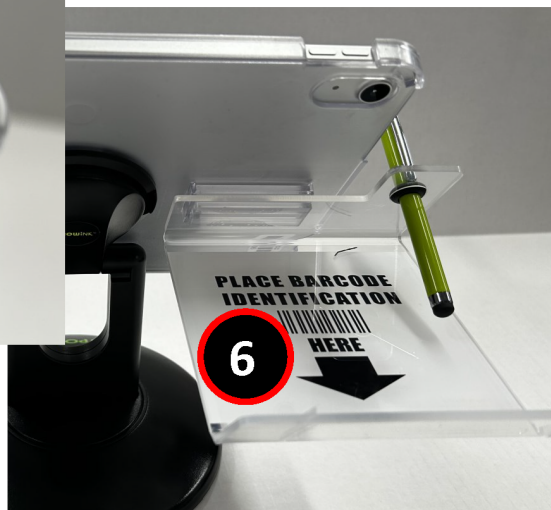
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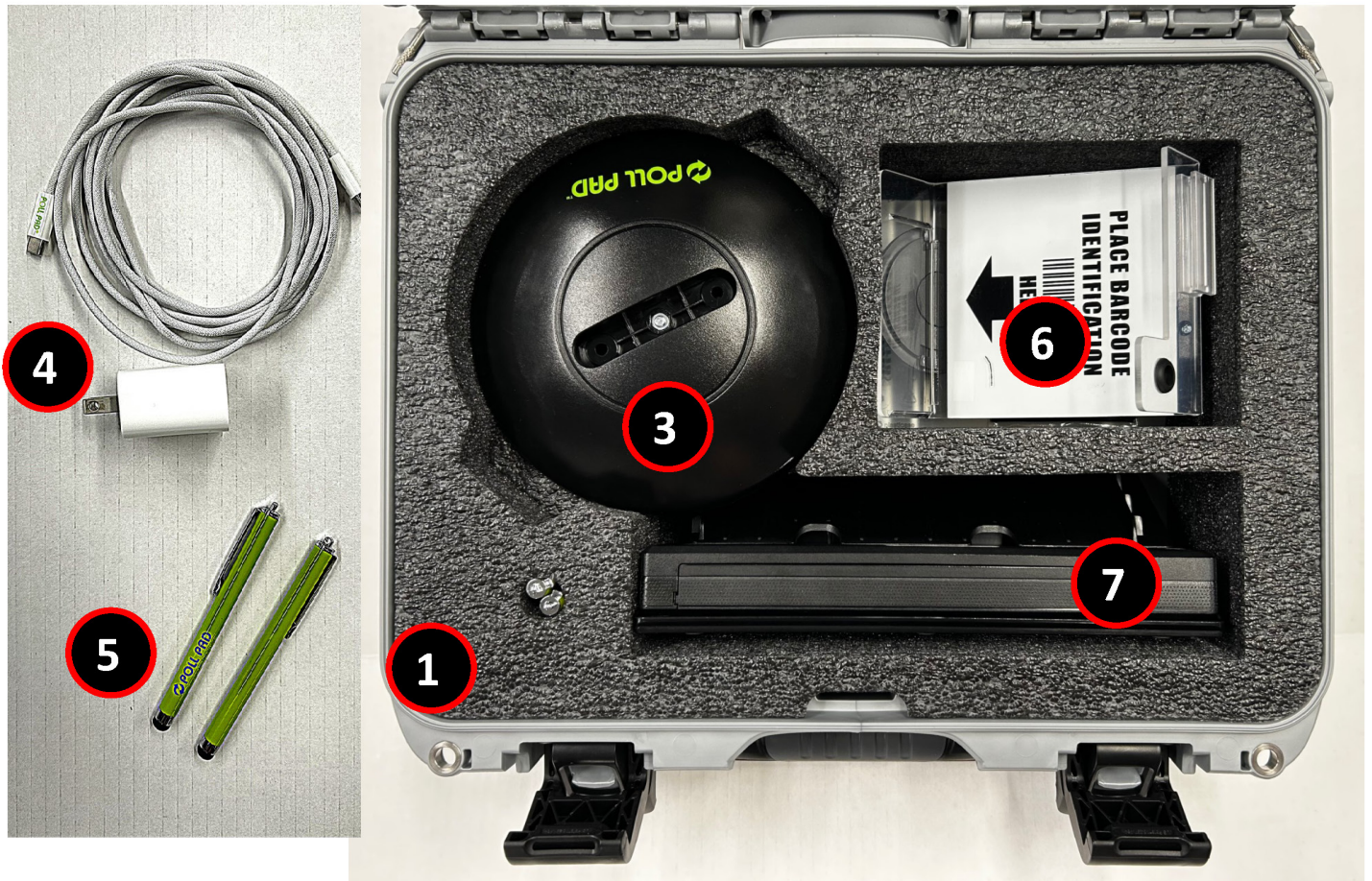
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MEET THE

E POLLBOOK



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 a 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.



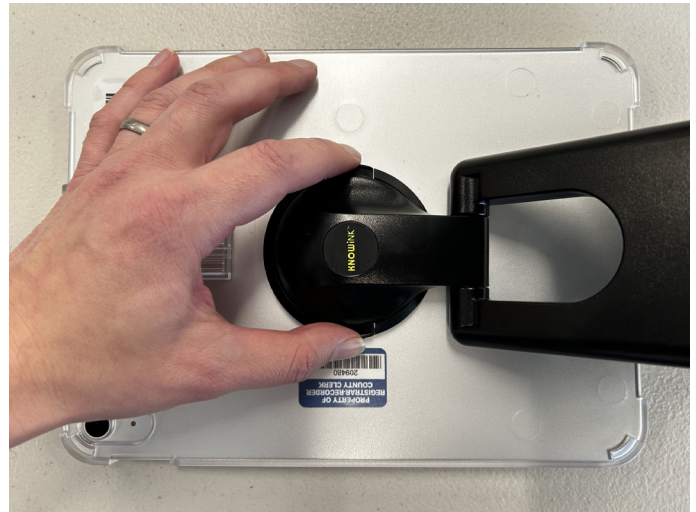
3. TURN PRINTER ON

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

Place ePollbook screen-down on the table. 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. 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

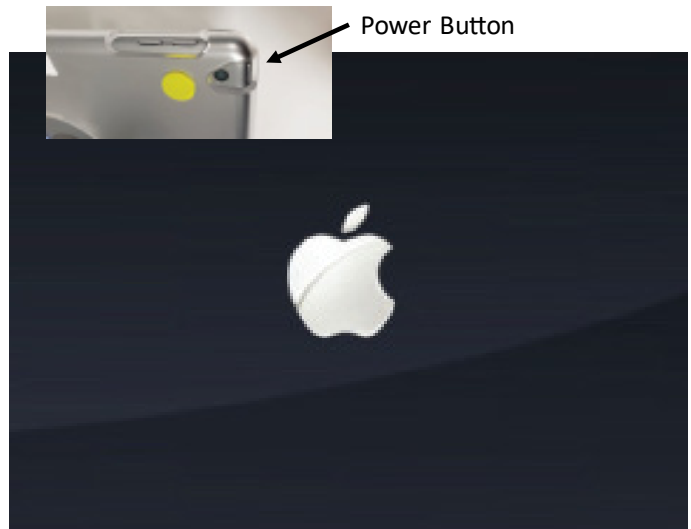
Take power cord and place through hole in stand arm (from back to front), then insert into power port on ePollbook. Should remain plugged in and charging throughout the day. After ePollbooks are set up, Lead should complete the Chain of Custody (CoC) process on ePollbook and BAM printer, including scanning 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

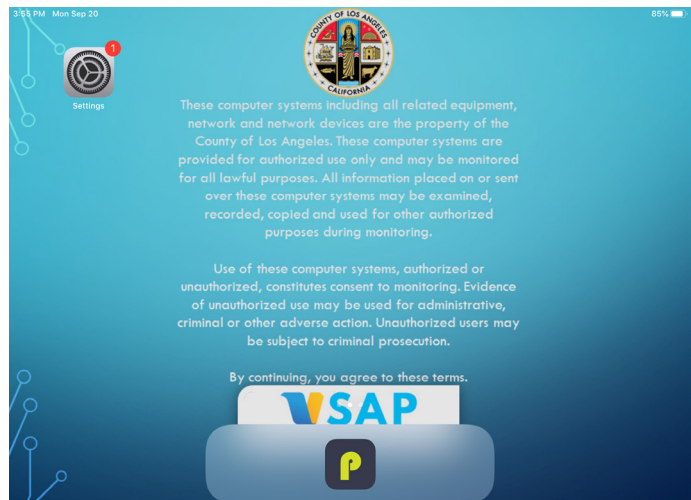
ePollbook should automatically power on when power cord is plugged in, but in case it does not power on, press and hold the power button on the top left edge of the unit until you see the Apple icon, then release. The ePollbook will power on.



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.

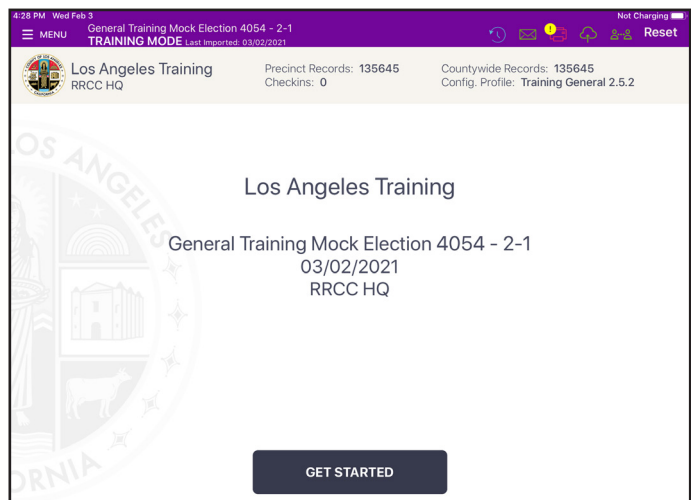
Note: Always use the stylus when using the ePollbook.



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)

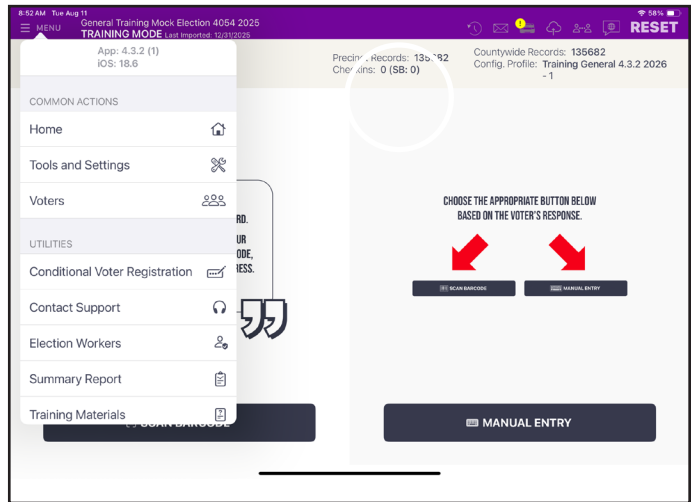


Opening Procedures: Election Worker Sign-In

1. ELECTION WORKER SIGN-IN

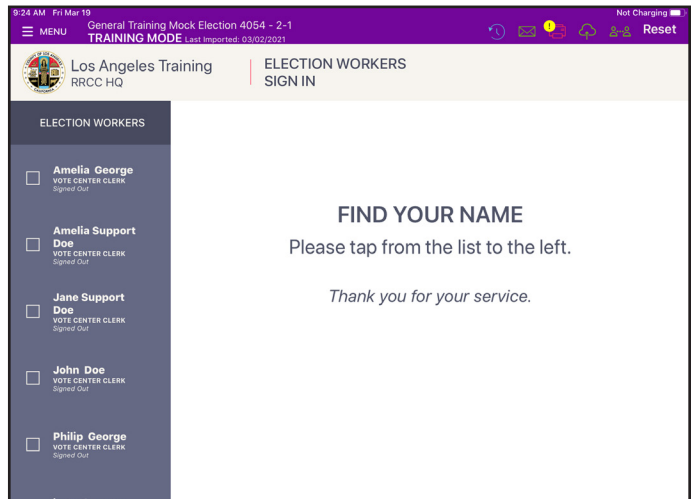
Designate an ePollbook to use for Election Worker Sign-In/Sign-Out and use that same ePollbook each day of the voting period and each morning and evening for Election Workers to Sign-In/Sign-Out.

Tap **MENU** in top left corner, then select **ELECTION WORKERS** to go to **Election Worker Sign-In** screen. Lead enters password provided by the RR/CC.



2. ELECTION WORKERS SIGN-IN SCREEN

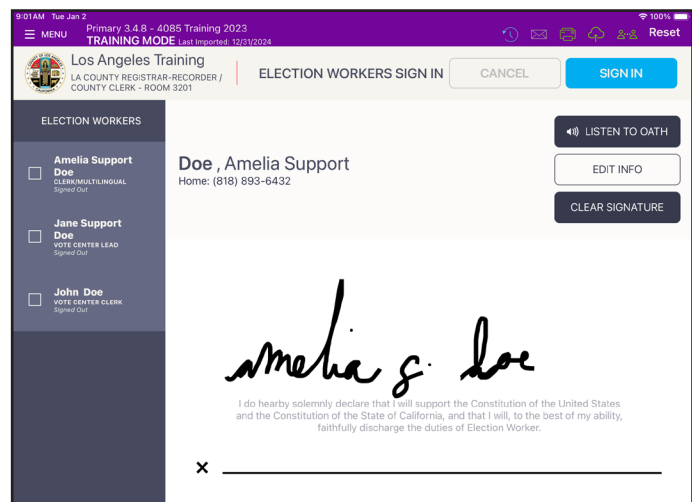
Each Election Worker finds their name on the left and taps the box next to their name.



3. ELECTION WORKERS SIGN-IN

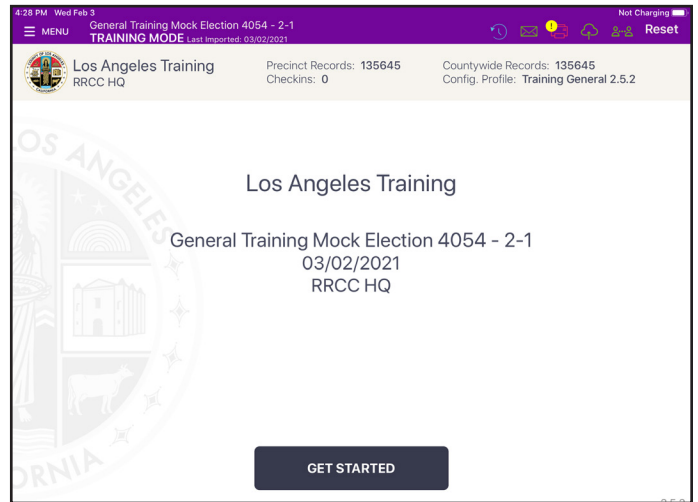
After selecting name, verifying personal information, and acknowledging the Loyalty Oath, each Election Worker signs their name with stylus, then taps **SIGN IN**.

After all Election Workers are signed in, tap **MENU** in top left corner and select **HOME**.



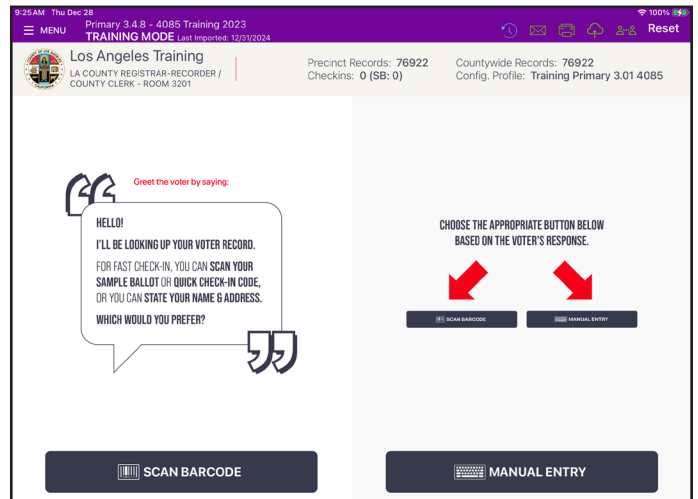
4. GET STARTED

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



5. READY TO PROCESS VOTERS

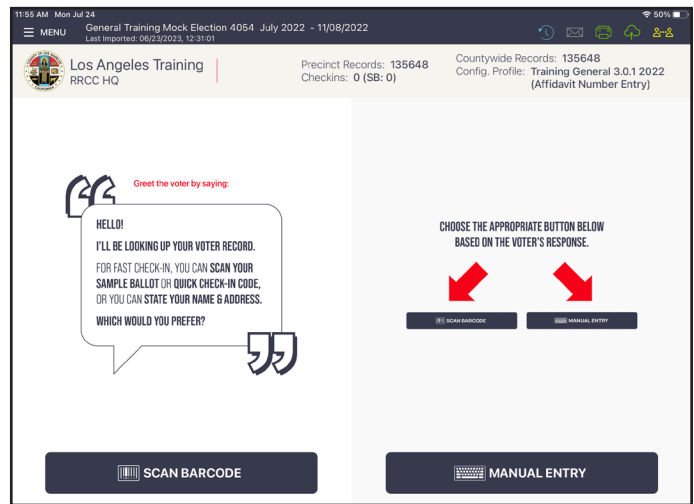
You are now ready to begin processing voters (see p. 9 to verify printer and connection icons).



Opening Procedures: Accessing Training Materials

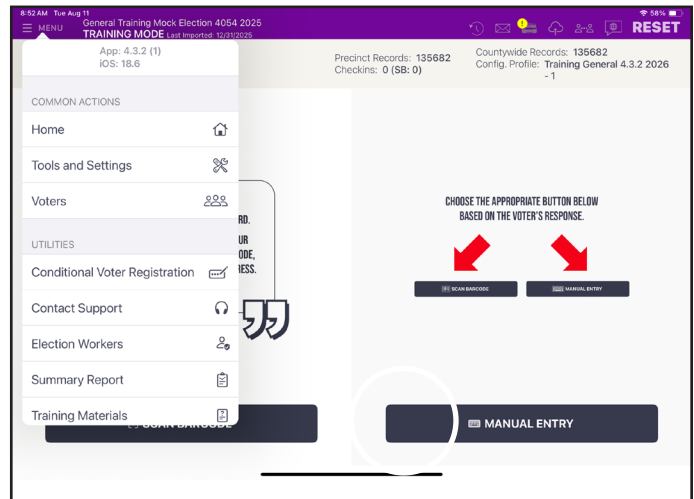
1. LOCATING TRAINING MATERIALS

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



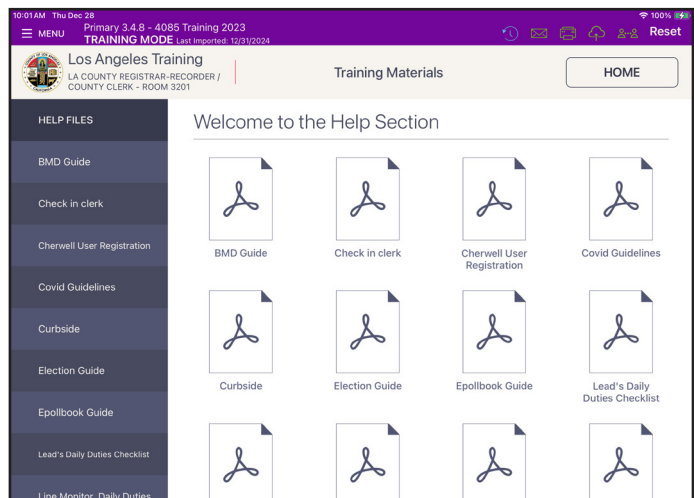
2. TRAINING MATERIALS SCREEN

Select **TRAINING MATERIALS**.



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 **Get Started** screen.



PRINTER ICONS & COLORS



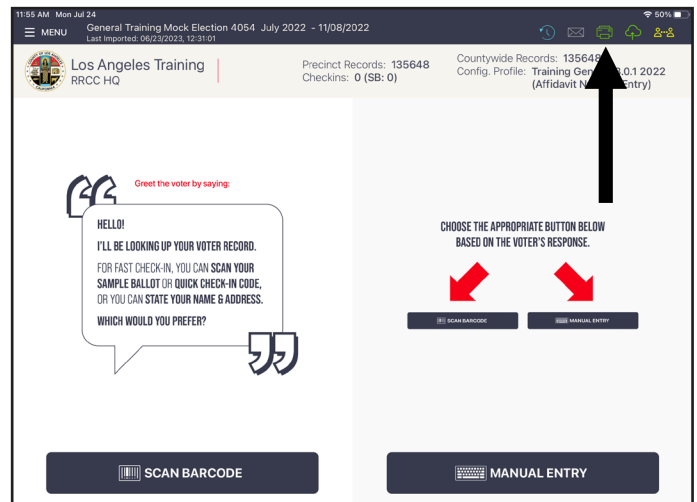
Icon is Green: ePollbook is paired with the printer. Check-In Clerk is able to print a ballot.



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.



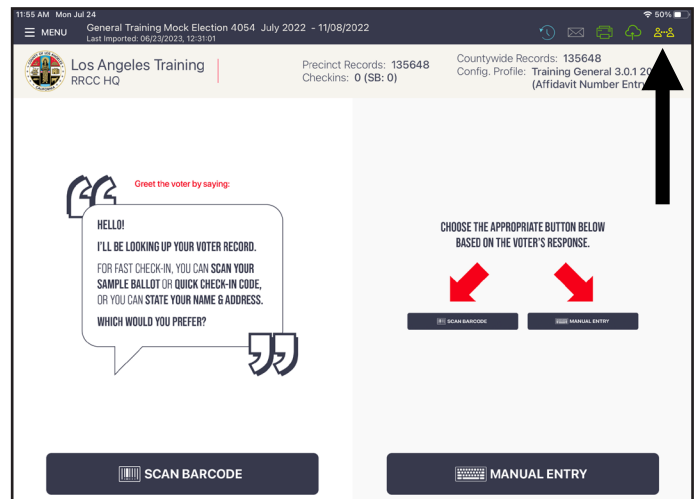
Icon is Green: The number inside of the blue circle indicates the number of Vote Center units the ePollbook is connected to.



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



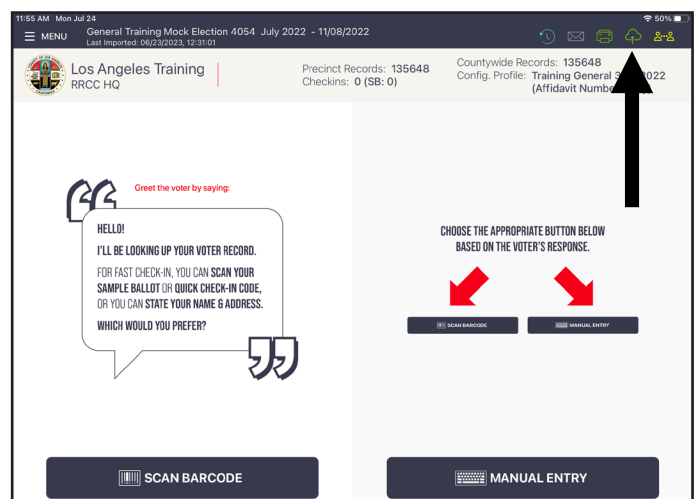
Icon is Green: ePollbook is currently connected to and synchronizing with the central election database.



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.



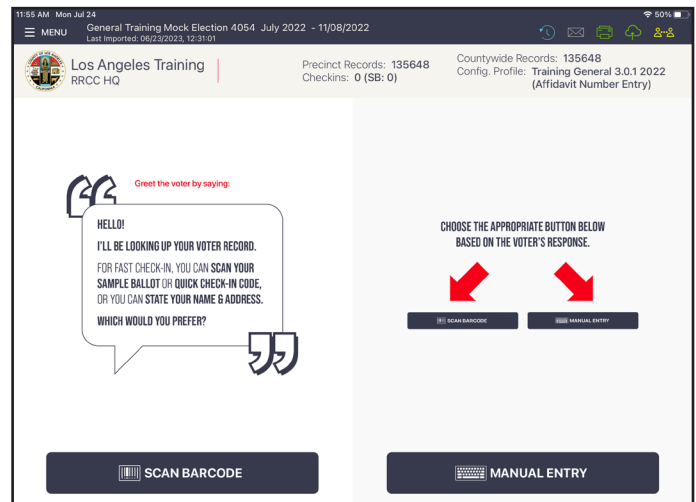
Section 2:

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?"*

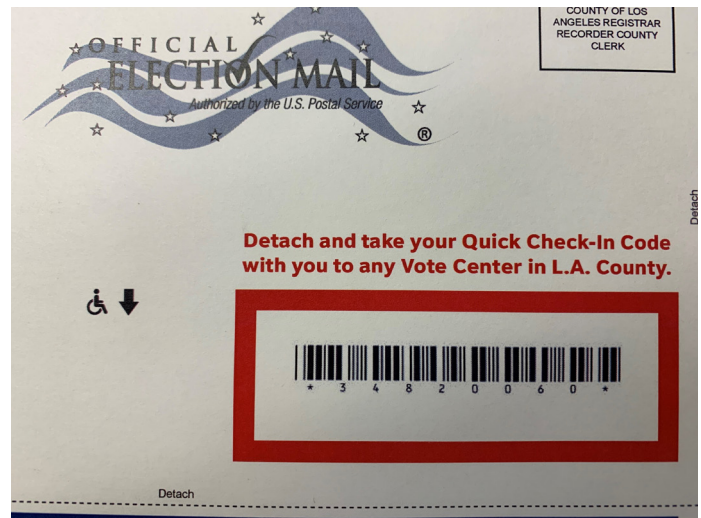
If voter would like to scan their Sample Ballot or Quick Check-In Code from their phone for fast check-in, then start the check-in process by tapping **SCAN BARCODE**.



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 voter using the manual search method, or tap the **START OVER** button to try again.

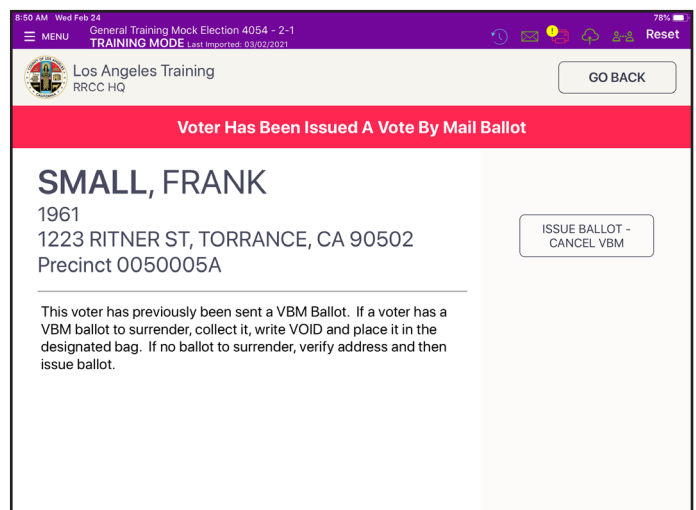


3. VOTER VERIFICATION AND VBM ISSUED

Once the barcode is recognized, the screen displays the **VBM Issued** screen.

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.

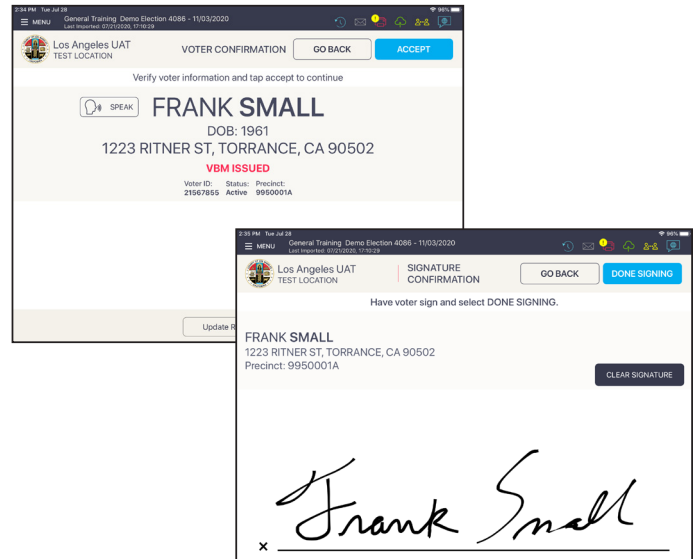
Once confirmed, if voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. Process VBM if surrendered, but whether yes or no, tap on the **Issue Ballot - Cancel VBM** button.



4. VOTER CONFIRMATION AND SIGNATURE

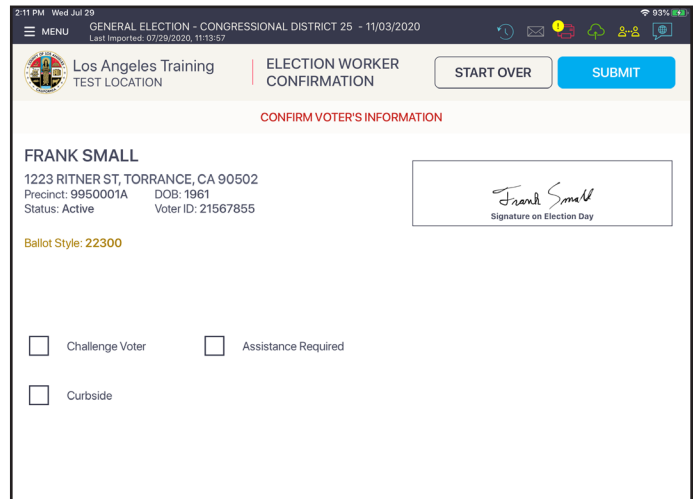
On the **Voter Confirmation** screen, rotate ePollbook to voter and have voter confirm their information. The voter taps **ACCEPT** with stylus.

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**.



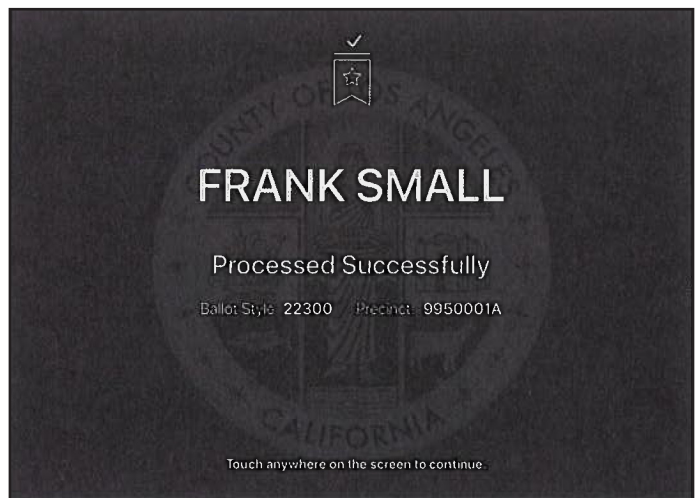
5. ELECTION WORKER CONFIRMATION

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.

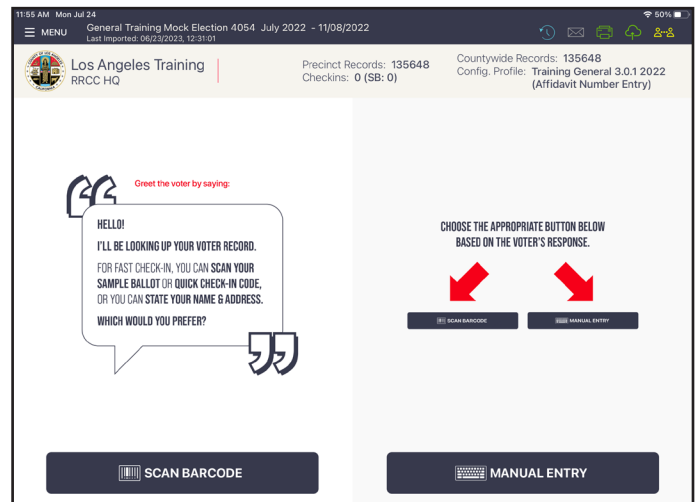


Processing Voters: Search by Manual Entry

1. GREET VOTER

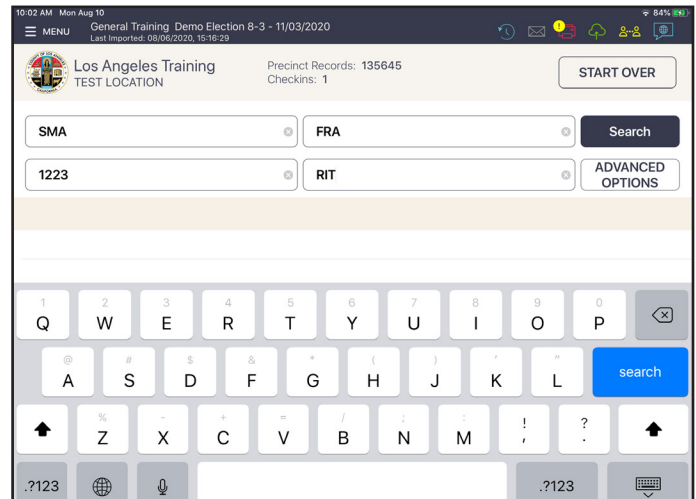
Always greet voters by saying: *"Hello. I'll be looking up your voter record. For fast check-in, you can scan your Sample Ballot or Quick Check-In Code, or you can state your name and address. Which would you prefer?"*

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.

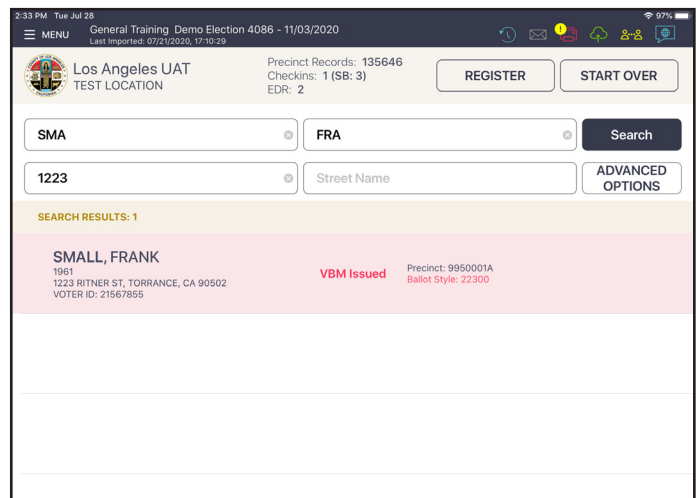


3. SELECT VOTER'S RECORD

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 (this 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.

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

5. 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.

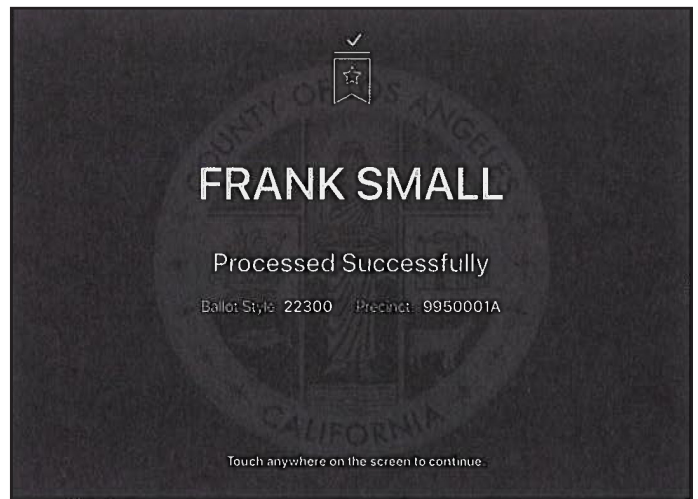
Ask voter to sign on the signature line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who then taps **DONE SIGNING**.

6. ELECTION WORKER CONFIRMATION

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

7. 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.

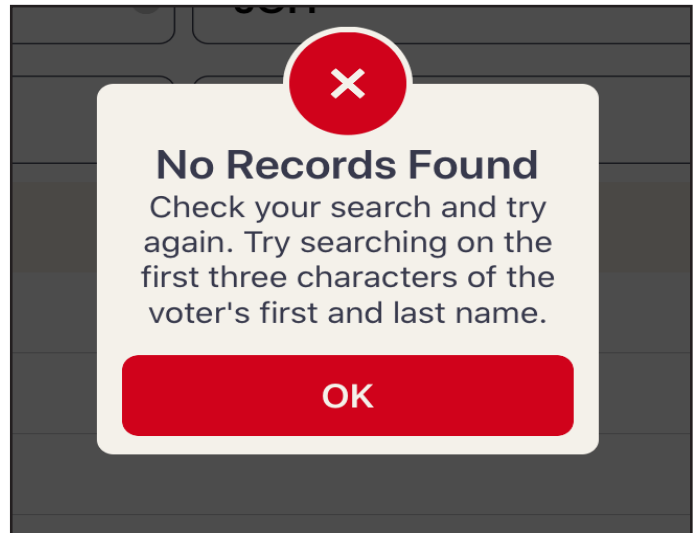


1. VOTER NOT FOUND

If voter's record cannot be found, a pop-up displays **No Records Found**. Before proceeding, ask voter:

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. 25. If registered but moved recently, ask voter for their previous address. Once voter is found, then **Update Registration**, see p. 29.



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**.

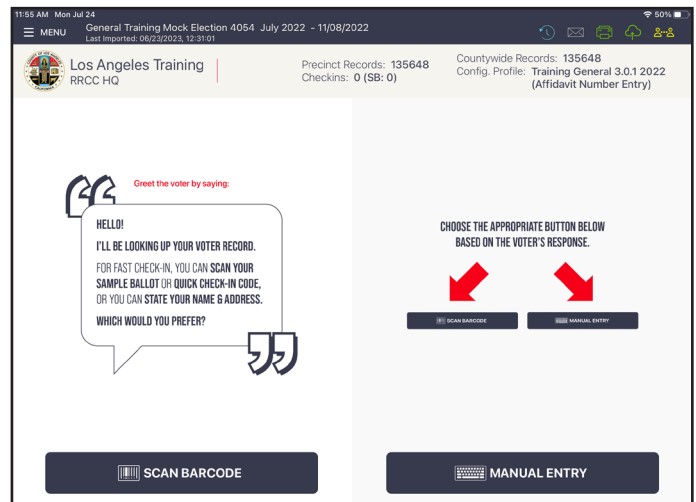
If voter is found using Advanced Search, follow same method as Manual Entry to process voter.

Processing Voters: Vote By Mail Ballot Issued

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.

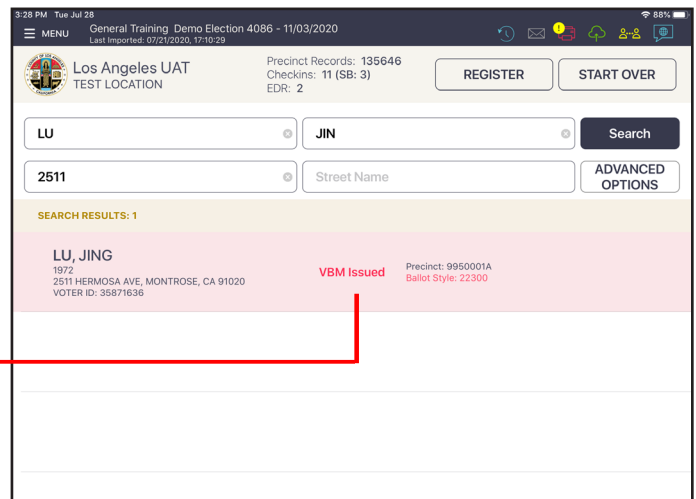


2. LOCATE VOTER'S RECORD

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

Tap voter record to select.

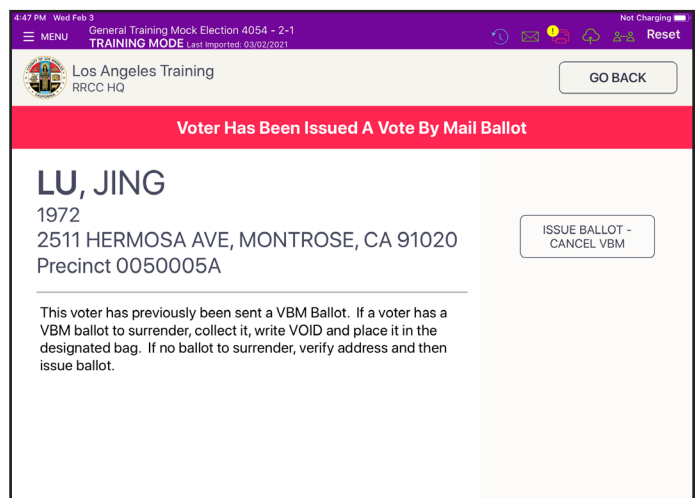
VBM ISSUED



3. FOLLOW PROMPT

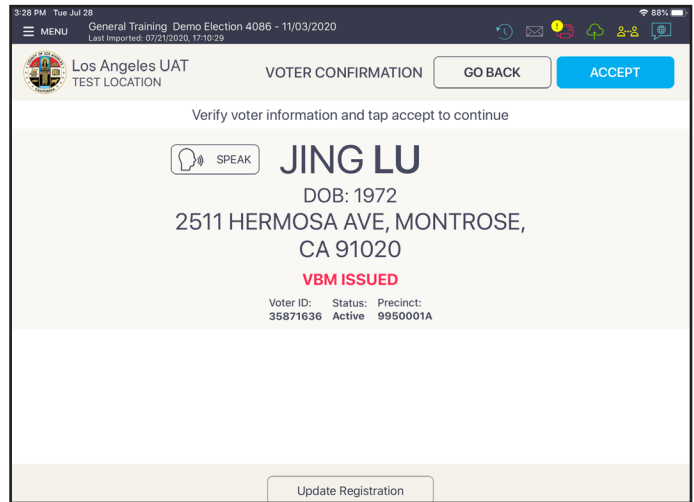
If voter has their VBM Ballot with them, ask voter if they would like to surrender their VBM Ballot. In either case, tap **ISSUE BALLOT-CANCEL VBM** button (cancels VBM for this election), and process as regular voter.

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



4. VOTER CONFIRMATION

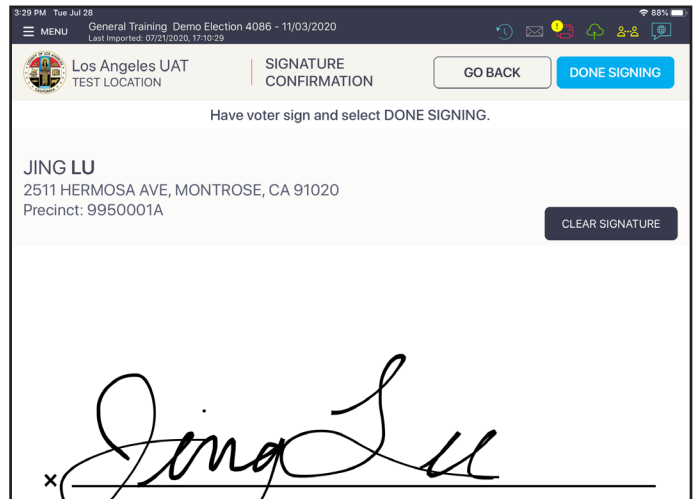
Once the **Voter Confirmation** screen is displayed, rotate ePollbook to voter and have voter confirm their information, then voter taps **ACCEPT** with stylus.



5. SIGNATURE CONFIRMATION

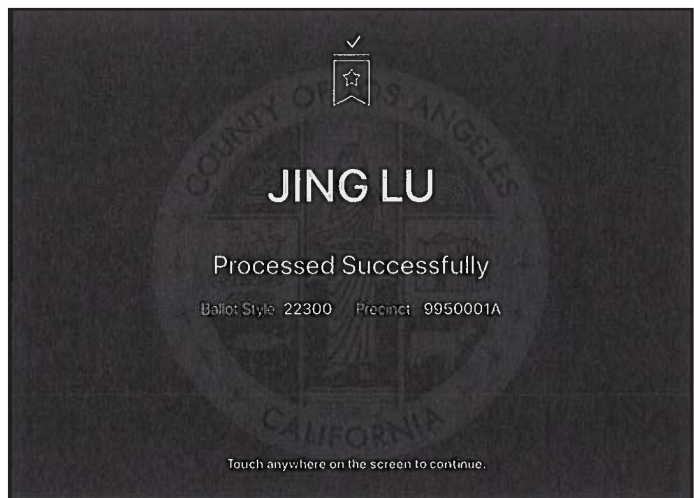
Ask voter to sign on the line at the bottom using the stylus. After voter has signed, rotate ePollbook back to Check-In Clerk, who taps **DONE SIGNING**.

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



6. PROCESSED VOTER

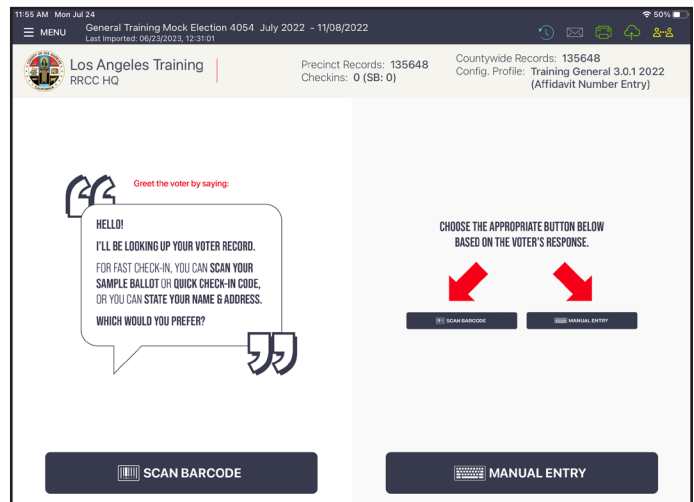
Good job! You successfully processed the voter. Verify QR code alignment printed correctly, then issue ballot. Instruct voter to vote and cast their ballot in the same booth. See p. 12 in the Election Guide for examples of QR code.



Processing Voters: Vote By Mail Ballot Returned

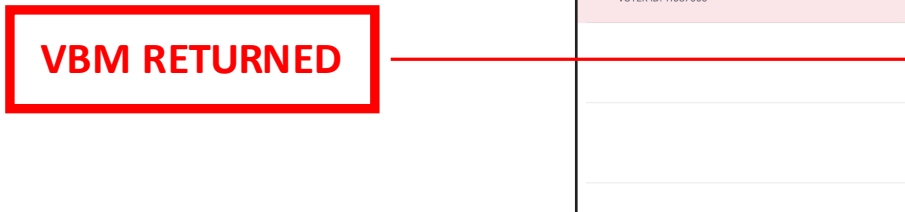
1. LOOK UP VOTER

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



2. LOCATE VOTER'S RECORD

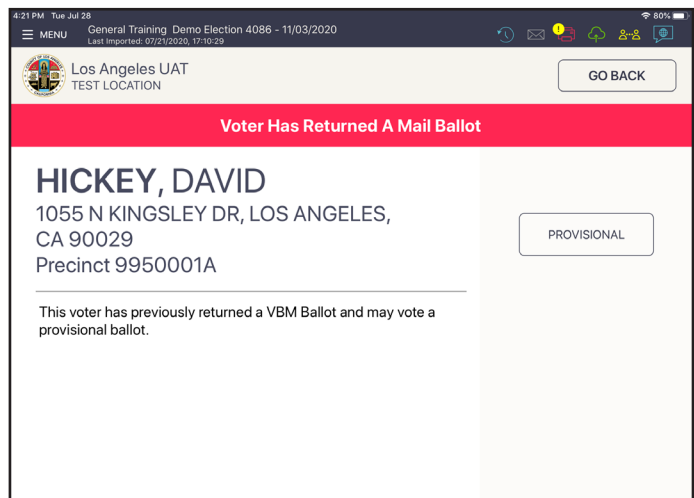
Records matching the search criteria display on-screen. The voter's record contains a status that reads **VBM Returned**. Tap voter record to select.



3. FOLLOW PROMPT

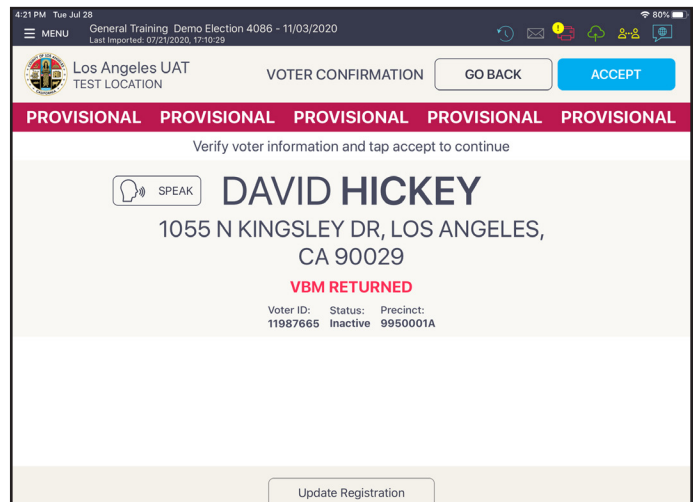
Ask voter if they remember mailing in their VBM ballot. If voter remembers that they did mail in their VBM ballot, then tap **GO BACK**. If voter says they did not submit their VBM ballot, then tap **PROVISIONAL** and the voter will be processed as a Provisional Voter. Clerk completes right side of CVR/Provisional Envelope, and places Provisional Label on envelope, 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 should not vote a second time in the same election (refer voter to CVR/Provisional Envelope).



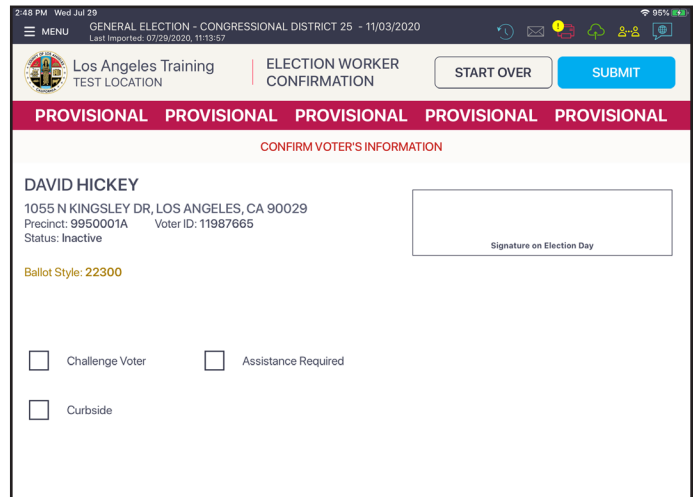
4. VOTER CONFIRMATION

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.



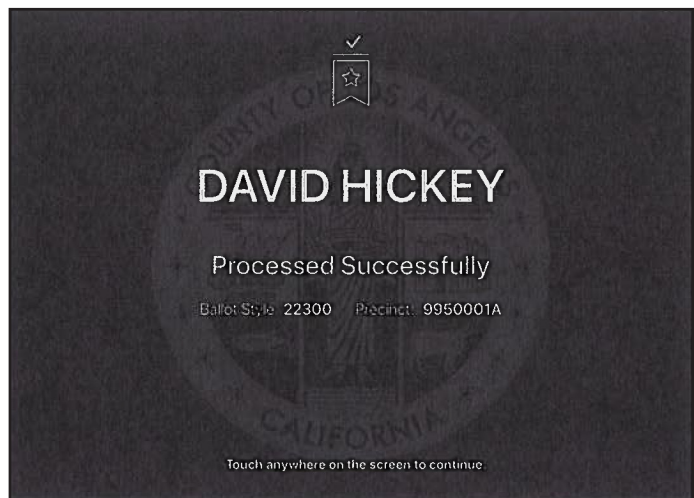
5. ELECTION WORKER CONFIRMATION

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 paper into BAM printer using both hands and places within the paper guides on printer, then taps **SUBMIT**. The ePollbook camera will be activated and the barcode on the Provisional Label will need to be scanned.



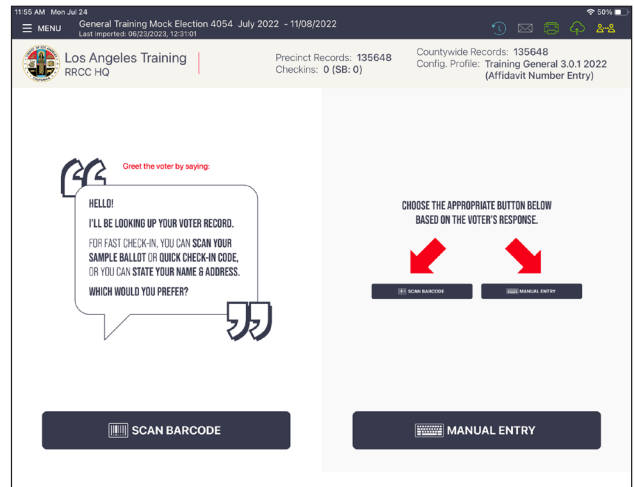
6. PROCESSED VOTER

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.



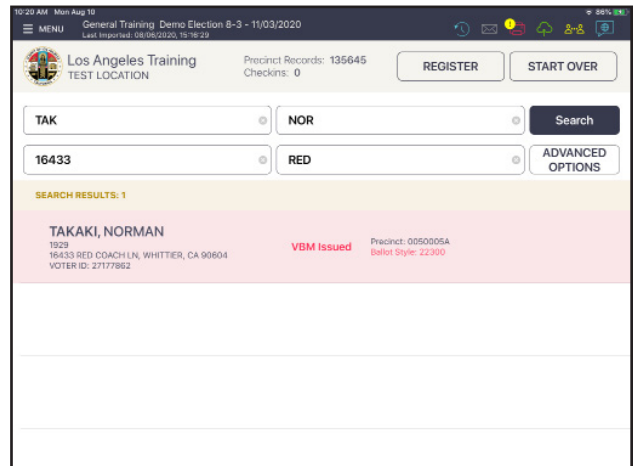
1. LOOK UP VOTER

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



2. LOCATE VOTER'S RECORD

Records matching the search criteria display on screen. Tap voter record to select, and process the VBM Ballot.

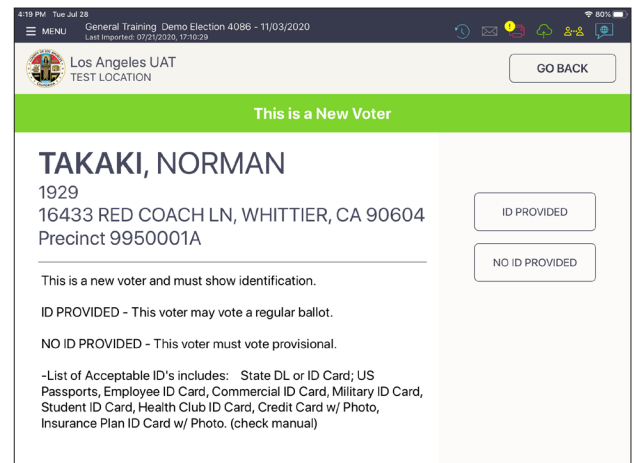


3. RECORD INDICATES NEW VOTER

Green banner on record shows: **This is a New Voter.**

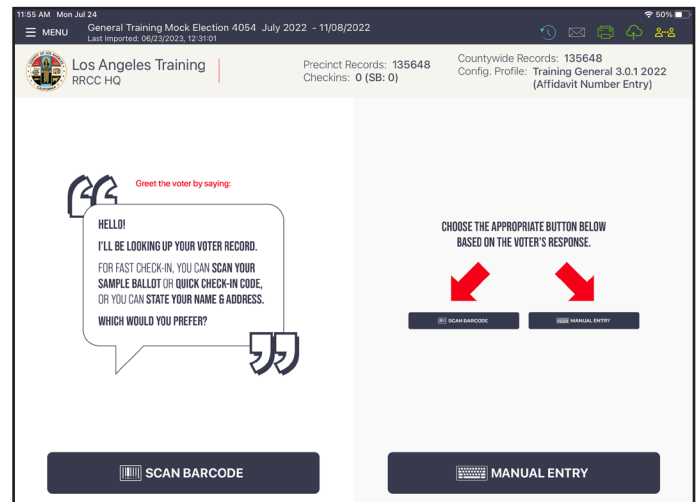
Instruct voter that their record shows them as a new voter and they are required to show a form of identification. If ID is provided, tap **ID PROVIDED**. If voter has no ID to provide or refuses to show identification, tap **NO ID PROVIDED** and voter will be processed as a Provisional voter.

Note: List of acceptable IDs is located in *Election Guide* - Appendix F: p. 59.



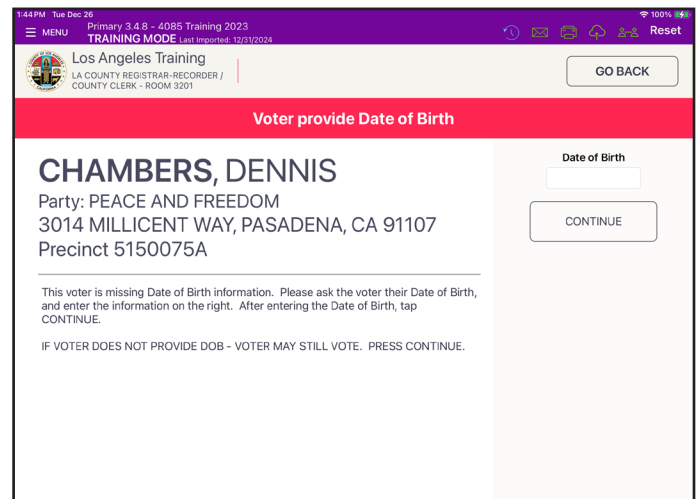
1. LOOK UP VOTER

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



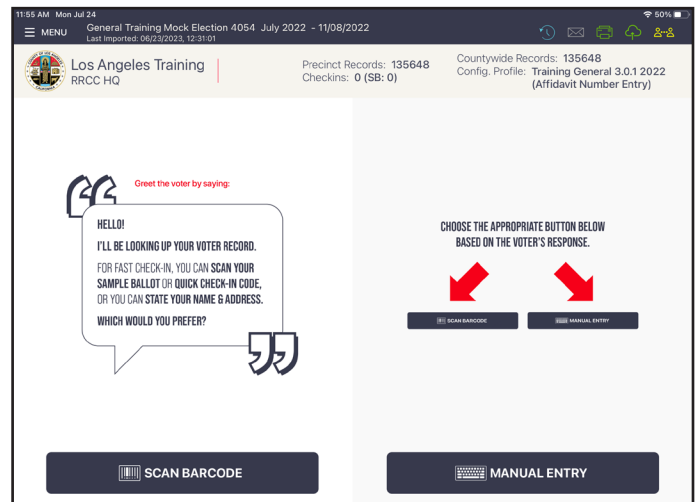
2. RECORD SHOWS MISSING DOB

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

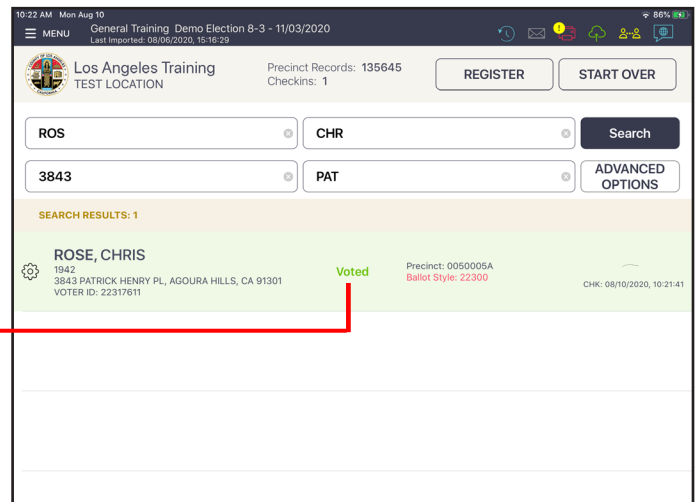
Look up the voter's record using either SCAN BARCODE or MANUAL ENTRY process.



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



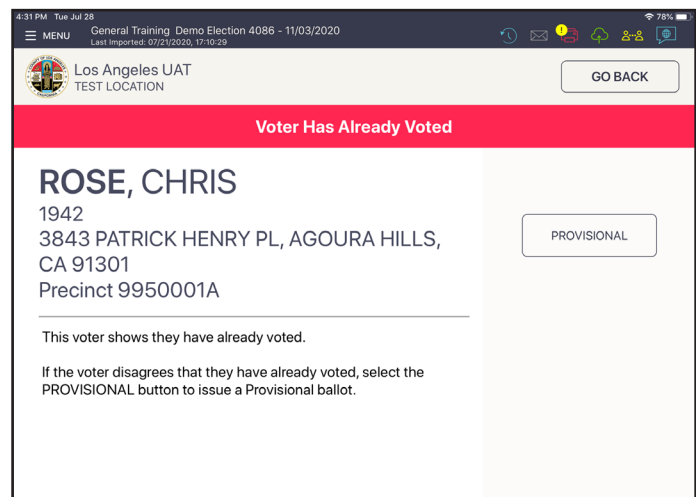
Note: If voter is returning with a ballot to get a new ballot, see p. 31 for directions on how to process.

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 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. Scan Provisional Label when prompted.

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 should not vote a second time in the same election (refer voter to CVR/Provisional Envelope).



1. CURBSIDE VOTING SIGNATURE

If a voter is voting curbside, 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**.

8:13 AM Thu Jul 30
GENERAL ELECTION - CONGRESSIONAL DISTRICT 25 - 11/03/2020
Last Imported: 07/29/2020, 11:13:57

Los Angeles Training
TEST LOCATION

SIGNATURE
CONFIRMATION

GO BACK DONE SIGNING

Have voter sign and select DONE SIGNING.

SEAN O BRIEN
724 EL MERCADO AVE, MONTEREY PARK, CA 91754
Precinct: 9950001A

LISTEN TO OATH

CLEAR SIGNATURE

I swear (or affirm) under penalty of perjury that I am a registered voter in this precinct and continue to reside at the address shown on this card.
WARNING: It is a crime punishable by imprisonment in the state prison or in the county jail for any one to fraudulently vote, fraudulently attempt to vote, vote more than once, impersonate a voter, or attempt to impersonate a voter (ELECTIONS CODE SEC. 18560)

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 paper into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

☒ Curbside

8:13 AM Thu Jul 30
GENERAL ELECTION - CONGRESSIONAL DISTRICT 25 - 11/03/2020
Last Imported: 07/29/2020, 11:13:57

Los Angeles Training
TEST LOCATION

ELECTION WORKER
CONFIRMATION

START OVER SUBMIT

CONFIRM VOTER'S INFORMATION

SEAN O BRIEN
724 EL MERCADO AVE, MONTEREY PARK, CA 91754
Precinct: 9950001A DOB: 1957
Status: Active Voter ID: 24922402

Ballot Style: 22300

☐ Challenge Voter ☐ Assistance Required

☒ Curbside

Signature on Election Day

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.

Place the completed *Certification of Voter With Disability (VWD) Card* in the Green Stripe Envelope (GSE).

✓

SEAN O BRIEN

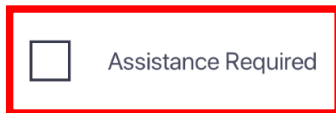
Processed Successfully

Ballot Style 22300 Precinct 9950001A

Touch anywhere on the screen to continue.

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.



2:32 PM Wed Jul 29
MENU GENERAL ELECTION - CONGRESSIONAL DISTRICT 25 - 11/03/2020
Last Imported: 07/29/2020, 11:12:57

Los Angeles Training
TEST LOCATION

ELECTION WORKER
CONFIRMATION

START OVER SUBMIT

CONFIRM VOTER'S INFORMATION

TIMOTHY MC DUFFEY
8156 GARDENDALE ST, PARAMOUNT, CA 90723
Precinct: 9950001A DOB: 1960
Status: Active Voter ID: 15232694

Ballot Style: 22300

☐ Challenge Voter ☐ Assistance Required
☐ Curbside

Signature on Election Day

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 paper in the BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**.

General Training Mock Election 4054 July 2022 - 11/08/2022
Last Imported: 08/23/2023, 12:31:01

Los Angeles Training
ELECTION WORKER
CONFIRMATION

START OVER SUBMIT

Assistance Required

CONTINUE

Ask the voter to say the oath: "I swear (or affirm) that I am unable to mark my ballot".

ASSISTANCE MARKING BALLOT

CLEAR SIGNATURE

Tom McDuffey

By signing here, I affirm that I am the person designated to assist the voter

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.

✓

TIMOTHY MC DUFFEY

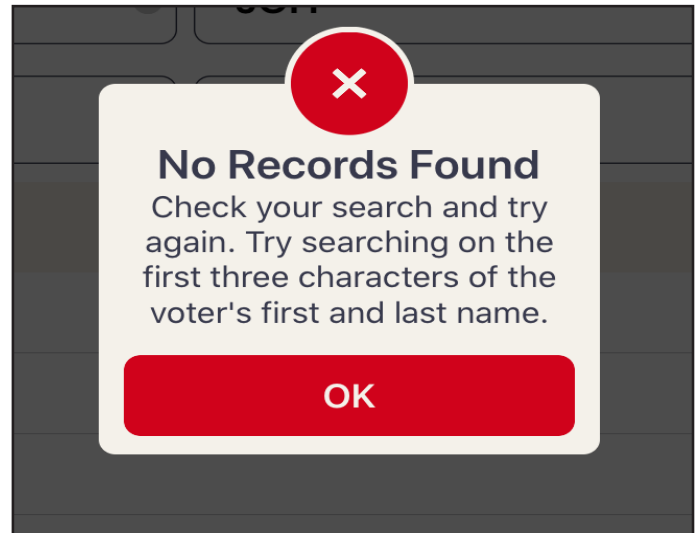
Processed Successfully

Ballot Style: 22300 Precinct: 9950001A

Touch anywhere on the screen to continue.

1. LOOK UP VOTER

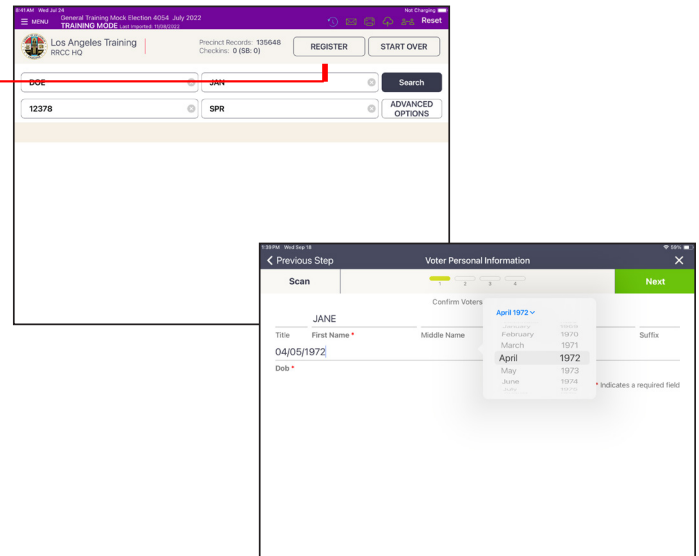
If a voter cannot be found using either lookup method and they reside in Los Angeles County, or if voter wants to change their name, they will need to be processed as a CVR voter. Clerk completes right side of CVR/Provisional Envelope, places Provisional Label on Envelope, then places a checkmark in the "CVR" bubble 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 **Conditional Voter Registration** to begin the registration process. The first screen will ask for voter's name and date of birth. Enter information from CVR/Provisional Envelope. Tap **Next**.

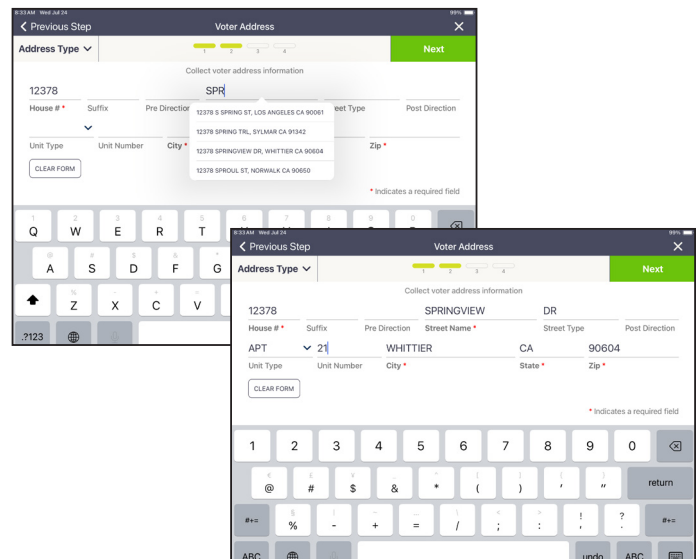
* Indicates a required field.



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.



Processing Voters: Conditional Voter Registration (CVR)

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**.

The first screenshot shows the 'Voter Signature of Confirmation' screen. It displays the voter's name 'JANE DOE', date of birth '04/05/1972', residential address '12378 SPRINGVIEW DR APT 21, WHITTIER, CA 90604', and precinct '0050005A'. A signature box contains a handwritten signature. A 'Next' button is at the top right. The second screenshot shows the 'Worker Confirmation' screen. It displays the same voter information. A signature box contains a handwritten signature. An 'Initial' box contains the handwritten initials 'EW'. A 'Submit' button is at the top right.

5. VOTER'S RECORD ADDED

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

The screenshot shows the 'Election Worker Confirmation' screen. It displays the voter's name 'JANE DOE', date of birth '04/05/1972', residential address '12378 SPRINGVIEW DR APT 21, WHITTIER, CA 90604', and precinct '0050005A'. A confirmation pop-up is displayed in the center, showing a green checkmark and the text 'Added JANE DOE'. An 'Accept' button is at the bottom of the pop-up. A 'Submit' button is at the top right. An 'Initial' box contains the handwritten initials 'EW'.

6. VOTER'S RECORD IS DISPLAYED

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

The screenshot shows the 'Voter Confirmation' screen. It displays the voter's name 'JANE DOE', date of birth 'DOB: 1972', residential address '12378 SPRINGVIEW DR APT 21, WHITTIER, CA 90604', and precinct 'Status: Precinct: CVR 0050005A'. A 'GO BACK' button and an 'ACCEPT' button are at the top right. A 'Verify voter information and tap accept to continue' message is at the top. A 'SPEAK' button is on the left. An 'Update Registration' button is at the bottom.

7. ELECTION WORKER CONFIRMATION

Check-In Clerk verifies all is correct, then inserts blank ballot paper into BAM printer using both hands and places ballot paper within the paper guides on printer, then taps **SUBMIT**. The ePollbook camera will be activated and the barcode on the Provisional Label will need to be scanned.

8:34 AM Wed Jul 24 General Training Mock Election 4054 July 2022
TRAINING MODE Last Reported: 11/06/2022

Los Angeles Training
RRCC HQ

ELECTION WORKER
CONFIRMATION

START OVER SUBMIT

PROVISIONAL PROVISIONAL PROVISIONAL PROVISIONAL PROVISIONAL

CONFIRM VOTER'S INFORMATION

JANE DOE
12378 SPRINGVIEW DR APT 21, WHITTIER, CA 90604
Precinct: 0050005A DOB: 1972
Status: CVR

Ballot Style: 22722

☐ Challenge Voter ☐ Assistance Required
☐ Curbside

Signature on Election Day

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 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 after message starts, tap the *(star) and enter the PIN 3699, when requested. If entered incorrectly, you will be prompted to reenter the PIN. RR/CC staff will answer and ask for the address or cross streets, and then will 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.

1:36 PM Fri Aug 28

< Previous Step Jurisdiction Details X

1 2 3 4 5

Next

This voter's address was not found. Please call 1-800-815-2666, press *(star) and enter 3699 when prompted for a PIN.

Precinct *

Serial *

* Indicates a required field

Processing Voters: Out of Voting Jurisdiction Voter

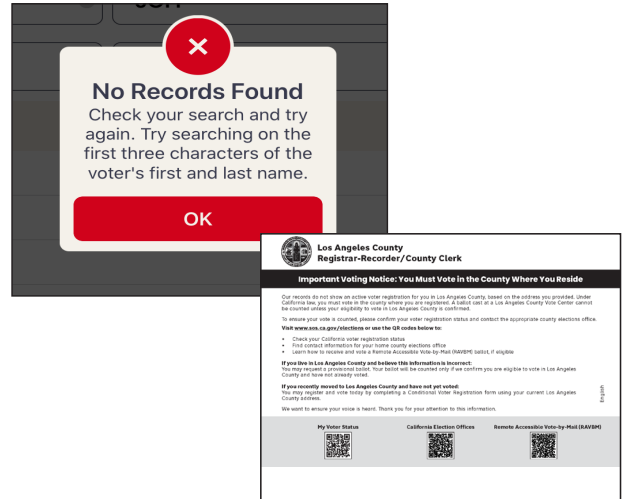
1. LOOK UP VOTER

Look up 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 voter's address in the ePollbook, enter the address for the RR/CC HQ as found on p. 61 of the Election Guide.

The image shows a screenshot of the 'Voter Address' screen in the ePollbook. It has a header 'Voter Address' and a 'Next' button. Below the header, it says 'Collect voter address information'. There are four tabs: '12400', 'IMPERIAL', 'HWY', and 'Post Direction'. The '12400' tab is selected. Below the tabs, there are fields for 'House #', 'Suffix', 'Pre Direction', 'Street Name', 'Street Type', and 'Post Direction'. The 'IMPERIAL' tab is selected, and the 'HWY' tab is also selected. Below the tabs, there are fields for 'Unit Type', 'Unit Number', 'City', 'State', and 'Zip'. The 'City' field is filled with 'NORWALK', 'State' with 'CA', and 'Zip' with '90650'. There is a 'CLEAR FORM' button and a note '* Indicates a required field'.

3. PROCESS AND PRINT BALLOT

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

The image shows a screenshot of the 'CVR / PROVISIONAL BALLOT ENVELOPE' form. It has a header 'LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK' and 'CVR / PROVISIONAL BALLOT ENVELOPE'. Below the header, it says 'Voting twice is a felony'. There are two main sections: 'For the Voter - Complete and Sign' and 'For the Election Worker'. The 'For the Voter' section has fields for 'I am a citizen of the United States', 'I am 18 or older', 'Birth Date', 'CA Driver's License or ID', 'U.S. State or Foreign Country of Birth', 'Mailing Address', 'City', 'State', 'Zip', 'Previous Residence Address', 'Political Party', 'Daytime Phone #', 'Email address', and 'Voter Declaration'. The 'For the Election Worker' section has fields for 'Fill One Circle', 'If Provisional, Check one box', 'Party Ballot Issued (NPP consent only)', 'Comments', 'Election Worker's name', 'RR/CC Official Use Only', 'Voter I.D. #', 'Precinct #', 'Serial #', 'Operator I.D.', 'Date', 'Official Canvass', 'Clerk 1', and 'Clerk 2'. The form is filled out with the following information: 'I am a citizen of the United States: Yes', 'I am 18 or older: Yes', 'Birth Date: 08.12.1959', 'CA Driver's License or ID: 5555', 'U.S. State or Foreign Country of Birth: California', 'Mailing Address: 1313 Disney Way, Anaheim, CA 92805', 'City: Anaheim, State: CA, Zip: 92805', 'Previous Residence Address: [blank]', 'Political Party: [blank]', 'Daytime Phone #: [blank]', 'Email address: [blank]', 'Voter Declaration: I declare under penalty of perjury that I reside at the address listed above; I have not previously voted in this election other than by Vote by Mail ballot or at any vote centering location. I am a U.S. citizen and will be at least 18 years old at Election Day. I am not currently imprisoned or on parole for the commission of a felony. I am not currently found mentally incompetent to vote by a court. I understand that it is a crime to intentionally provide incorrect information on this form. I declare under penalty of perjury under the laws of the State of California that the information on this form is true and correct. Signed: Lily Jones, Date: 06/02/2026', 'Fill One Circle: CVR', 'If Provisional, Check one box: New Voter, No ID', 'Party Ballot Issued (NPP consent only): [blank]', 'Comments: [blank]', 'Election Worker's name: Jeff Johnson', 'RR/CC Official Use Only: Voter I.D. #: [blank], Precinct #: [blank], Serial #: [blank], Operator I.D.: [blank], Date: [blank], Official Canvass: [blank], Clerk 1: [blank], Clerk 2: [blank]'. There is a QR code in the top right corner.

Processing Voters: Update Voter Registration (Change of Address)

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 Political Party/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.

4:15 PM Mon Jul 22 General Training Mock Election 4054 July 2022
TRAINING MODE Last updated: 7/16/2022
Los Angeles Training RRCC HQ
VOTER CONFIRMATION GO BACK ACCEPT
Verify voter information and tap accept to continue
SPEAK PATRICIA ARIZAGA
DOB: 1949
348 TAMARAC DR, PASADENA, CA 91105
VBM ISSUED
Voter ID: 6877455 Status: Active Party: NON-PARTISAN Precinct: 0050005A
Update Registration

2. NAME SCREEN

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

4:16 PM Mon Jul 22
Previous Step Election Day Registration X
Scan 1 2 3 4 Next
Enter Voter Information
PATRICIA ARIZAGA
Title First Name * Middle Name Last Name * Suffix
* Indicates a required field

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**.

4:16 PM Mon Jul 22
Previous Step Voter Address X
Address Type 1 2 3 4 Next
Collect voter address information
3200 E SOU
House # * Suffix Pre Direction 3200 E SOUTH ST, LONG BEACH CA 90805 Street Type Post Direction
Unit Type Unit Number City * State * Zip *
CLEAR FORM Same Mailing Address YES NO
* Indicates a required field

Processing Voters: Update Voter Registration (Change of Address)

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**.

The top screenshot shows the 'Voter Signature of Confirmation' screen. It displays the voter's information: PATRICIA ARIZAGA, DOB: 08/26/1949, Residential: 3200 E SOUTH ST, LONG BEACH, CA 90805, Precinct: 0050005A, Split: 1. There is a 'Clear Signature' button and a 'Next' button. A signature field contains a handwritten signature. The bottom screenshot shows the same screen with the signature field cleared and the initial 'EW' entered in the 'Initial' box. There is a 'Submit' button and a 'Clear Signature' button.

5. REGISTRATION IS UPDATED

Pop-up appears showing voter registration is updated.

Tap **Accept**.

The screenshot shows the 'Election Worker Confirmation' screen. It displays the voter's information: PATRICIA ARIZAGA, DOB: 08/26/1949, NON-PARTISAN, Residential: 3200 E SOUTH ST, LONG BEACH, CA 90805, Precinct: 0050005A, Split: 1. There is a green checkmark icon with the text 'Updated PATRICIA ARIZAGA' and an 'Accept' button. There is also a 'Submit' button and a 'Clear Signature' button. An 'Initial' box contains the handwritten initials 'EW'.

6. VOTER CONFIRMS CHANGES

Rotate the ePollbook to voter. Have voter confirm information has been changed. Continue processing voter per procedure.

Place the completed *Change of Political Party/Change of Address* form in the Green Stripe Envelope (GSE).

Note: Changes to Political Party preference cannot be updated in the ePollbook for this election.

The screenshot shows the 'Voter Confirmation' screen. It displays the voter's information: PATRICIA ARIZAGA, DOB: 1949, 3200 E SOUTH ST, LONG BEACH, CA 90805, VBM ISSUED. There is a 'Voter Confirmation' button, a 'GO BACK' button, and an 'ACCEPT' button. At the bottom, there is an 'Update Registration' button. The screen also shows 'Voter ID: 6877455', 'Status: Active', and 'Precinct: 0050005A'.

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:

ROS CHR Search

3843 PAT ADVANCED OPTIONS

SEARCH RESULTS: 1

ROSE, CHRIS

42
843 PATRICK HENRY PL, AGOURA HILLS, CA 91301
VOTER ID: 22317611

Voted

Precinct: 0050005A
Ballot Style: 22300

CHK: 08/10/2020, 10:21:41

In order to receive another ballot, the voter must return a ballot, and the returned ballot must be Voided (write "VOID" in large letters across 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.

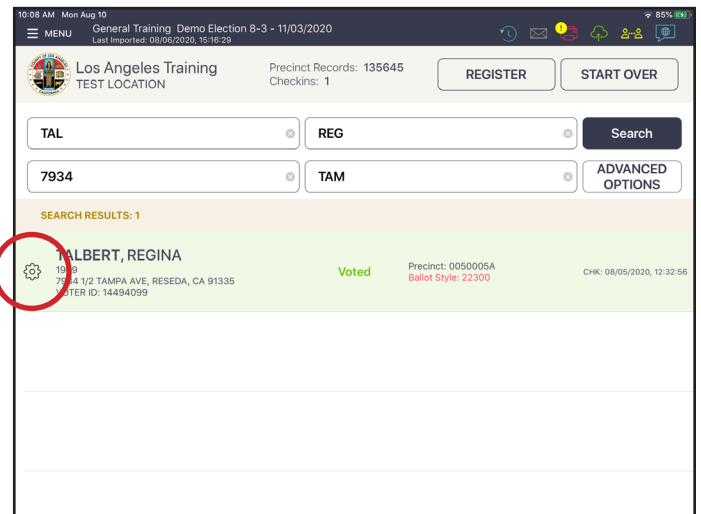
1. LOOK UP VOTER

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

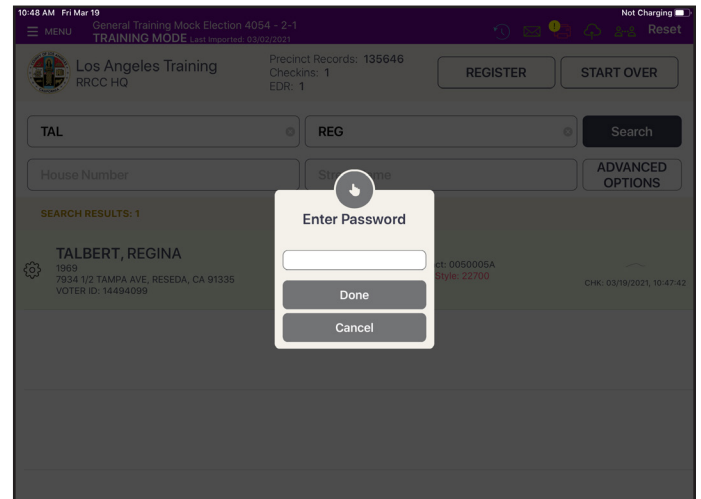
Complete the process as follows: Look up the voter's record again using MANUAL ENTRY process (record shows voter has already voted).

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



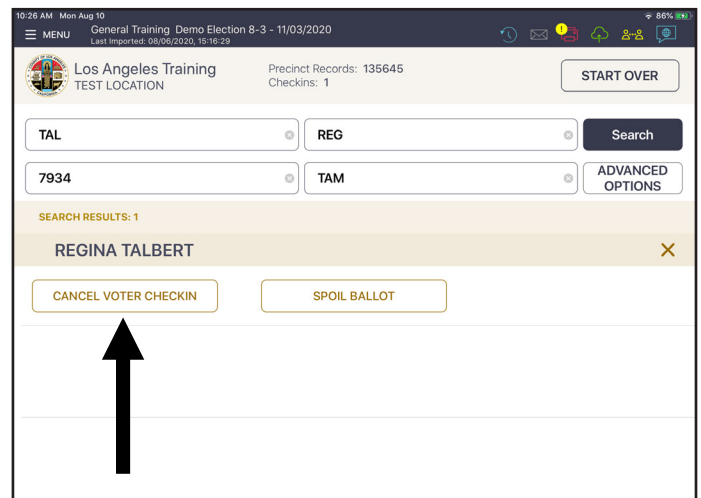
2. ENTER PASSWORD

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.



Lead Scenarios: Cancel Voter Check-In

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**.

Step 1: Election Worker Name and Reason

Cancel Voter Check-In

John Doe

Election Worker Name

OTHER

Had family emergency

5. ELECTION WORKER SIGNS

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

Step 2: Review, Sign and Submit

Cancel Voter Check-In

Submit

Voter Information:
Talbert, Regina - 06/19/1969
7934 1/2 TAMPA AVE, RESEDA, CA 91335
Cancellation Reason:
Other

Details:
Had family emergency.

CLEAR SIGNATURE

John Doe

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.

10:58 AM Mon Aug 10

General Training Demo Election 8-3 - 11/03/2020

Los Angeles Training TEST LOCATION

Precinct Records: 135645

Checks: 0

REGISTER

START OVER

TAL

REG

7934

TAM

Search

ADVANCED OPTIONS

SEARCH RESULTS: 1

TALBERT, REGINA

1969

7934 1/2 TAMPA AVE, RESEDA, CA 91335

VOTER ID: 14494099

VBM Issued

Precinct: 0050005A

Ballot Style: 22300

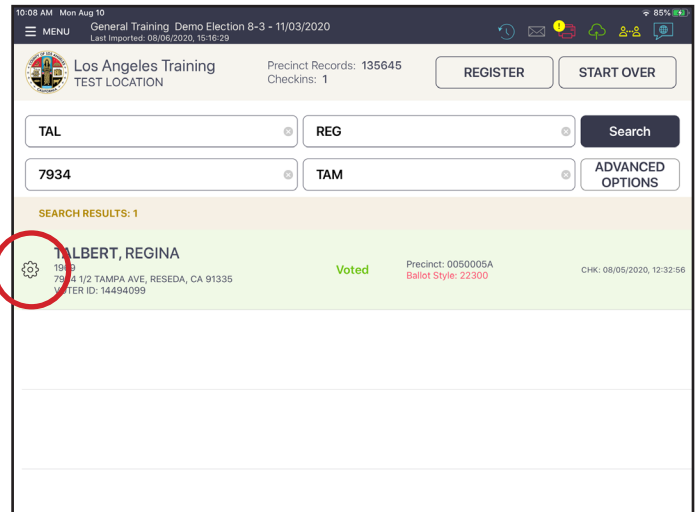
1. LOOK UP VOTER

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:

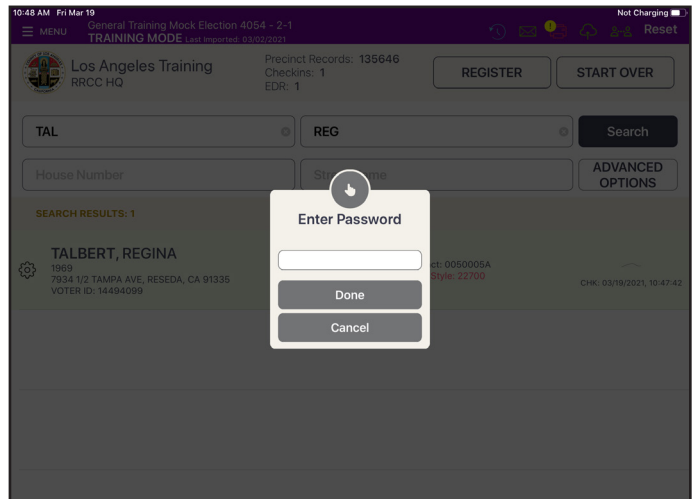
Look up voter's record again using MANUAL ENTRY process (record shows voter has already voted).

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



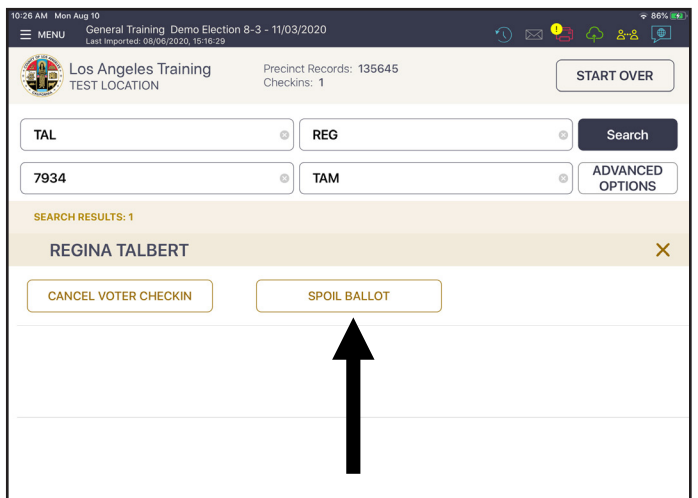
2. ENTER PASSWORD

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 paper 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

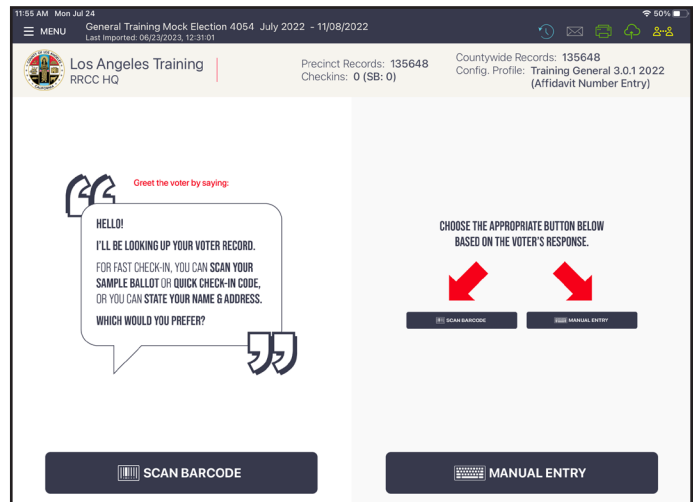
Any time a voter's Check-In is cancelled or a ballot is spoiled, voter **MUST** have a ballot to return. If voter does not have a ballot to return, **DO NOT** cancel their Check-In or spoil and reissue a ballot.

Section 4:

Closing Procedures

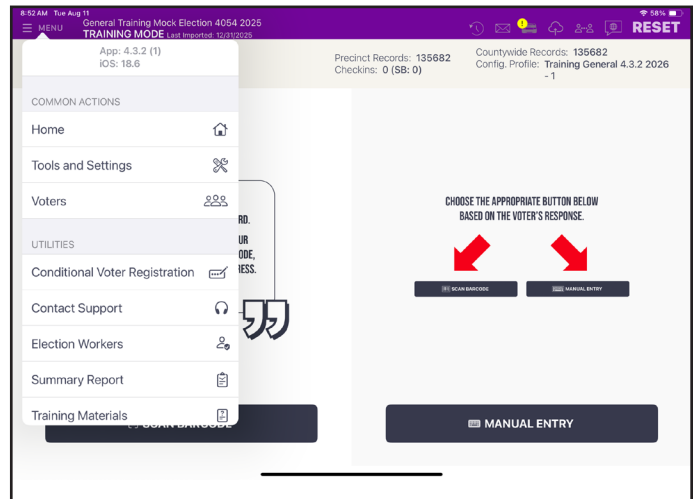
1. LOCATING THE SUMMARY REPORT

To access the Summary Report, tap **Menu** at the top-left of the screen.



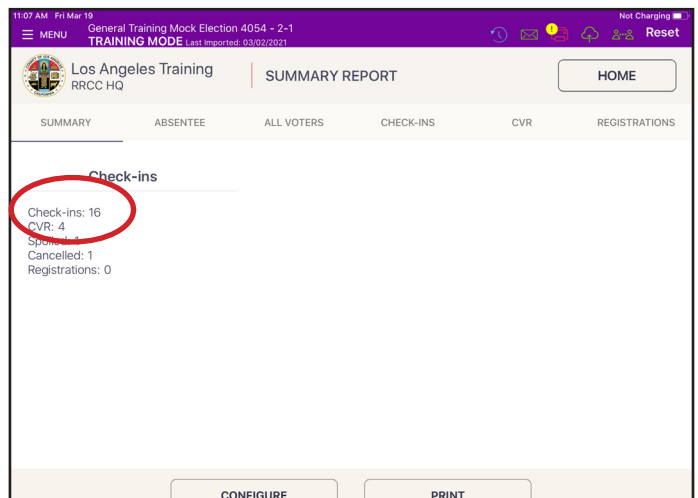
2. SUMMARY REPORT

Select **Summary Report**.



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.

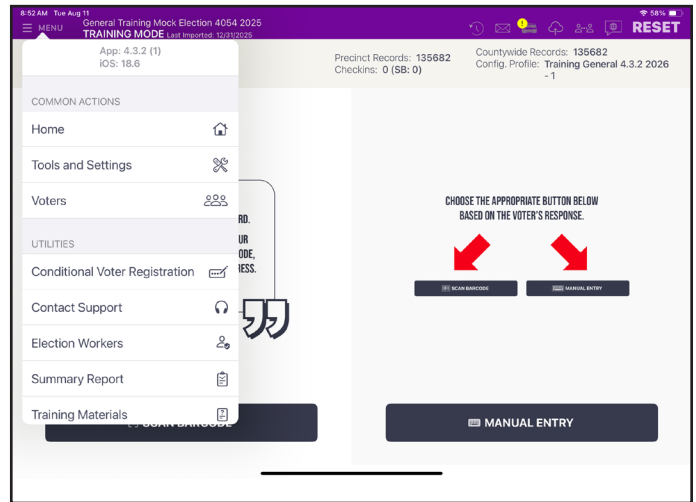


Closing Procedures: Election Worker Sign-Out

1. ELECTION WORKERS SIGN-OUT

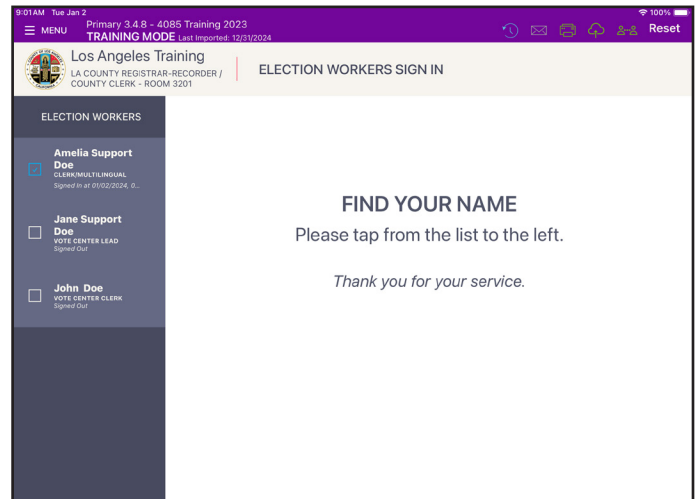
Use the designated ePollbook each day of the voting period and each morning and evening for Election Workers to Sign-In/Sign Out.

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



2. ELECTION WORKERS SCREEN

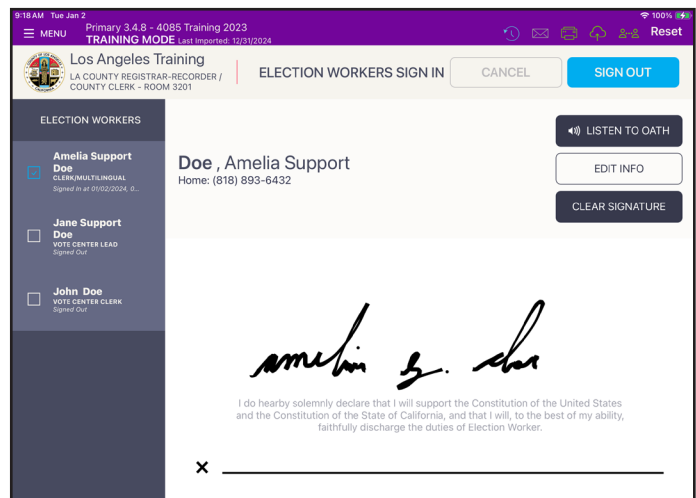
Each Election Worker finds their name and taps their name (the box next to their name should have a blue checkmark).



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.



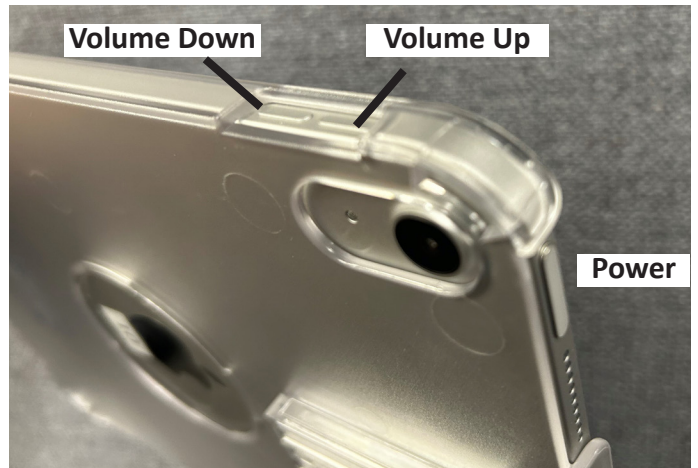
1. POWER OFF & UNPLUG PRINTER

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.



2. POWER OFF EPOLLBOOK

Remove power cord from ePollbook, then turn off ePollbook by pressing and releasing in sequence: the **Volume-left** button, then the **Volume-right** 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.



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.



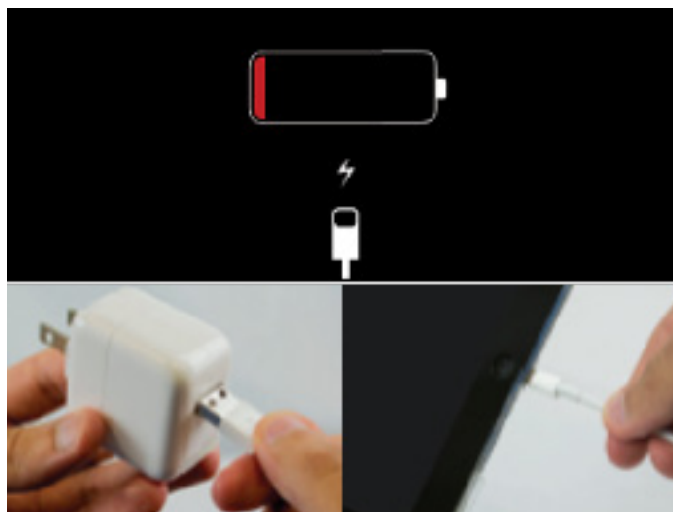
Section 5:

Troubleshooting

CHARGING EPOLLBOOK

- Plug one end of power cable into power cube
- Plug power cube into power supply
- Plug other end of 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.

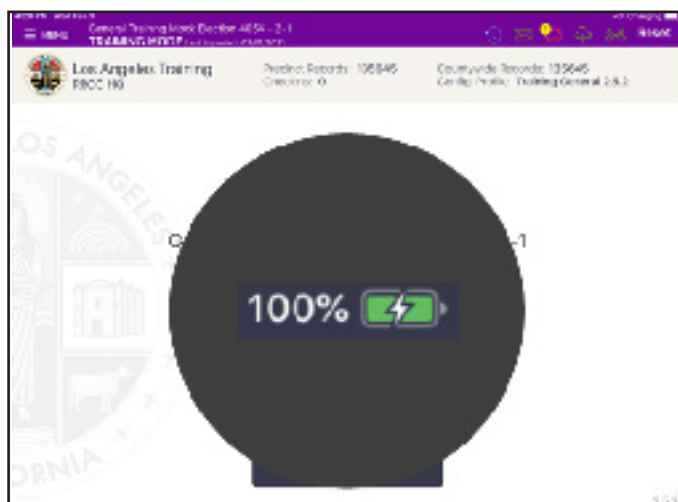


EPOLLBOOK CHARGING ICON

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 an outlet
- Power switch on the surge protector is set to the on position

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

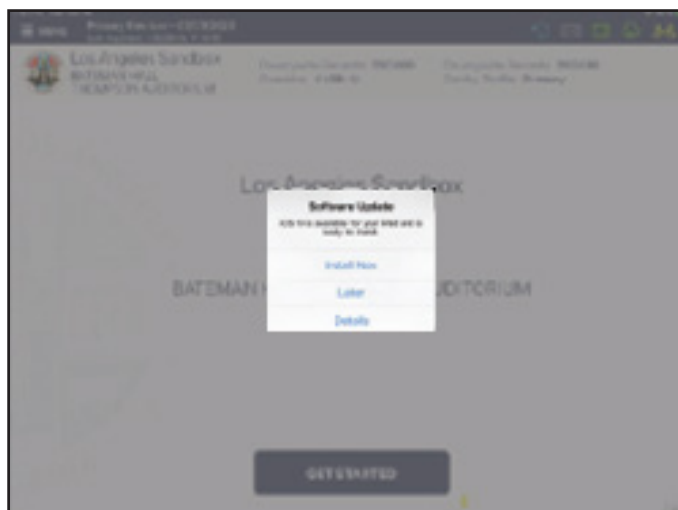


IOS SOFTWARE UPDATE

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

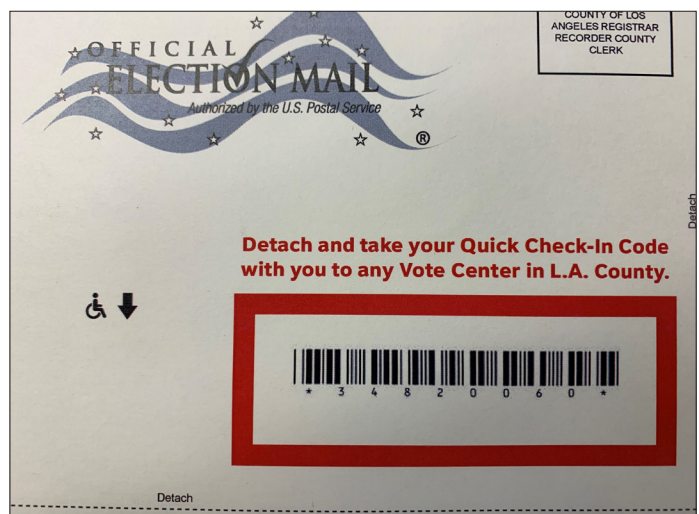
If the ePollbook screen is unresponsive, notify FST that there is an issue with the ePollbook. They will restart the ePollbook.



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

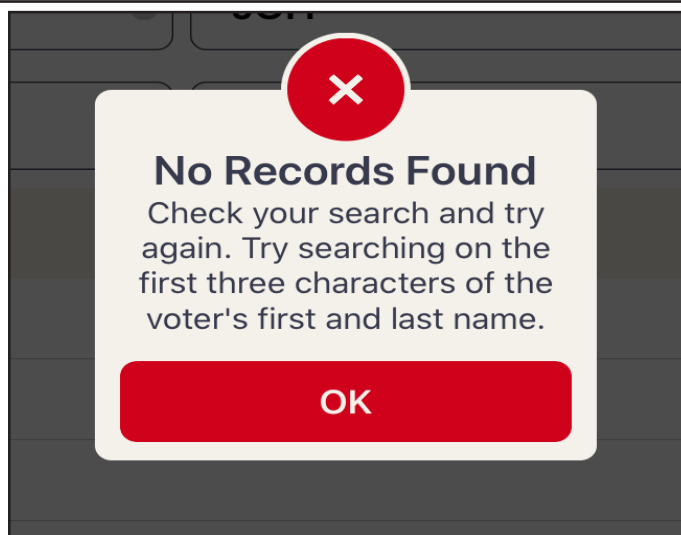
Always ask the voter:

- 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

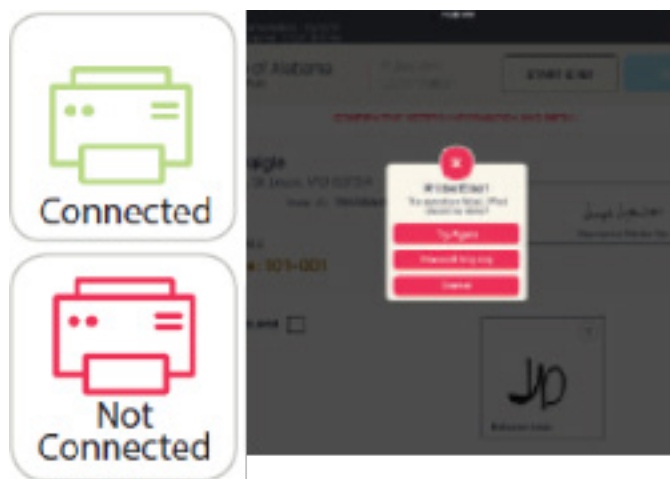
Still having trouble? Refer voter to the Vote Center Lead or call the Election Worker Services Help Desk (see p. 61 in *Election Guide*).



NOT PRINTING/STOPS PRINTING

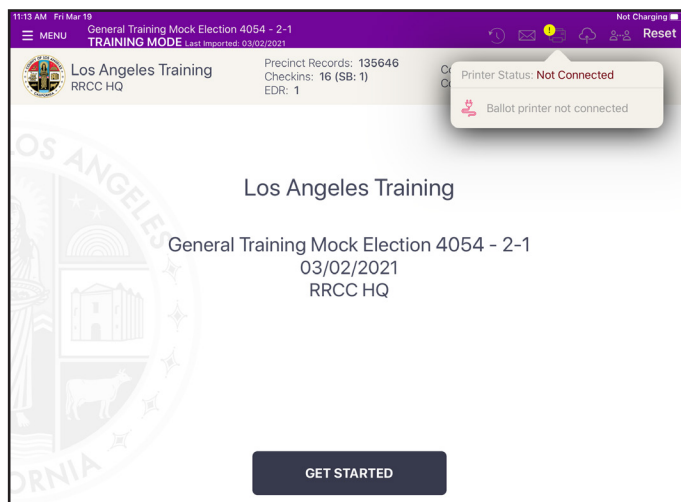
- Make sure the printer is turned on
- Confirm the printer is plugged into outlet and cords are securely connected
- Verify paper is being inserted correctly
- Confirm connection with ePollbook (green icon). If not connected, see below.

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.



Personal Notes

Personal Notes
