EARLY VOTING HANDBOOK

SEAL OF COOK COUNTY · ILLINOIS ·

JANUARY 1831

From the office of the
**Cook County Clerk
Karen A. Yarbrough**

**Presidential
Primary Election** **2024**

Table of Contents

Table of Contents *(continued)*

Table of Contents (continued)

General Information

Daily Instructions

1. **Turn on** the:
   - ▶ ePollbooks and printers
   - ▶ Touchscreens and Ballot Printers
     - → Ballot Printers must be turned on before the Touchscreens.
   - ▶ Scanner(s)

2. **Place** a Voter Check-in Receipt Envelope next to each ePollbook.

3. **Tap** the "P" icon.

4. **Log in** using the site's password
   - ▶ Found in the Audit Log Booklet.

5. **Send** an eHelp message *(on one ePollbook)* by 8:15 am.
   - ▶ Report which Judges have arrived and if any Judge has not arrived.
     - → If applicable, send another message when the late Judge(s) arrives.

6. **Check** voters in.

7. **Submit** the Statement of Ballots on one of the ePollbooks at the end of each day.

8. **Turn off** all equipment.

9. **Place** the Voter Check-in Receipt Envelope, Audit Log Book and Provisional Envelope 606 inside the Supply Carrier Tote and lock it inside the EV-VSC.

IMPORTANT NOTE ABOUT CREDENTIALS

ALL visitors MUST have credentials
to be in the Polling Place during Early Voting

Not including the Media and Exit Pollsters

(Requirements for "People Allowed in the Polling Place" are listed on page 4)

Cook County non-Technician Judge Staff & Attorneys will have a green Polling Place ID Card.

▶ This includes KNOWiNK representatives.

Early Voting Rovers will have an EV Rover "Early Voting Support" card in a lanyard.

Cook County Clerk's Office

RDC Field Technician

Election Day Support

State of Illinois
County of Cook } SS.

COOK COUNTY CLERK'S OFFICE POLLING PLACE CREDENTIAL

_____ has been appointed
name (please print)

to serve as a _____
title

in suburban Cook County on _____.
date of election

This person is authorized and empowered to assume and perform all duties of the above title according to law.

Karen A. Yarbrough, Cook County Clerk

Universal Credential example

Early Voting Pollwatcher Credential
(See the reverse side for instructions & rules)

Presidential Primary Election
March 19, 2024

Type of pollwatcher *(check one)* ☐ Party Pollwatcher   ☐ Proponent/Opponent Referendum

☐ Candidate pollwatcher   ☐ Independent organization *(community/civic groups)*

The person named below has been appointed as a pollwatcher during the casting of ballots in this polling place. The signer of this certificate certifies, under the penalties in §29-10 of the Election Code, that they live in Illinois at the address below and is duly registered to vote in this state.

name of early voting site   address

name of pollwatcher *(please print)*   signature of poll watcher

residence address   city/village

name of sponsoring party, organization or candidate   signature of party/organization official or of candidate

Attention Election Judges:
» *Accept this credential only if it is completed and signed.*
» *Place this credential in Envelope 604.*

Karen A. Yarbrough, Cook County Clerk

Pollwatchers MUST have and surrender their Early Voting Pollwatcher Credential.

▶ Pollwatchers cannot be in the Polling Place without surrendering a credential.

▶ There are 2 types of Pollwatcher Credentials.

1. Party *(Democrat, Republican, Green, etc)*

2. Universal *(for any party)*

▶ Any Credentials surrendered must be completely filled out and signed by both...

→ The Pollwatcher

→ The sponsoring party, organization or candidate.

Early Voting

Early Voting is by law a convenience that allows voters to cast their ballots prior to Election Day. Voters do not need a reason to vote early.

A suburban Cook County registered voter can vote early at any of the suburban Cook County Early Voting sites or register and vote the same day.

Important Dates

▶ Primary Grace Period   February 21 - March 18, 2024

▶ Primary Early Voting   March 4 - March 18, 2024

▶ Primary Election Day   March 19, 2024
▶ General Election Day   November 5, 2024

Voting Equipment and Setup Day

Each ePollbook, Touchscreen, Ballot Printer, Scanner and the EV-VSC will have a label identifying the Early Voting site.

Set up all equipment on...

→ March 1st, 2024 *(February 20th at one courthouse and the Clerk's main office in downtown Chicago)*.

No Empty Touchscreens!!!

▶ Check voters in upon their arrival.

　∗ **DO NOT wait until you have an empty Touchscreen.**

▶ If you have many voters, create a line of voters waiting to use the Touchscreen. Your site may have 2 lines - a check-in line and a Touchscreen line.

　→ This procedure shortens the wait time for voters.

▶ The only time a Touchscreen will not have a voter is when the Ballot Printer is out of paper.

　→ In that case, filling the paper tray is a priority if voters are waiting.

Judges who do not follow the No Empty Touchscreen procedures are subject to immediate termination!

Judges in the Polling Place

Long Lines - Division of Labor

▶ **Judges monitoring the Check-in line:**

1. **Direct** voters to a check-in station as soon as one is available.

2. **Ask** voters to have their Driver's License or State ID out if they want to use it to check in faster.

3. **Ask** new or "change of address" voters to have their 2 pieces of ID out.
   → **Explain** that one should be their Driver's License or State ID if they have one.

▶ **Judges checking in voters:**

1. **DO NOT** talk to voters about how to vote on the Touchscreen.

2. **Hand** voters a number so that you can call the next voter when a Touchscreen becomes available.

3. **Hand** voters a privacy shield along with their Voter Card.

▶ **Judges monitoring the Touchscreens:**

1. **Send** voters to a Touchscreen as soon as it becomes available.

2. **Retrieve** the number given to the voter.

3. **Remind** voters to print their ballot before removing their Voter Card from the Touchscreen and go to the Scanner to cast their ballot.

▶ **Judges monitoring the Scanner(s):**

1. **Make Sure** to initial every ballot before it is cast in the Scanner.

2. **Make sure** voters with Privacy Shields cast their ballot in the Scanner.
   → Regular, Other Affidavit or Grace Period voters.

3. **Make sure** voters with Provisional Ballot Envelopes place their marked ballots inside the envelope and seal it.
   → **Collect and place** their ballots in Provisional Envelope 606.

4. **Assist** voters if necessary.

5. **Hand** voters an "I Voted" sticker as they return their Voter Card and Privacy Shield.

6. **Closely monitor** all printers for paper.
   → Filling the Printer with paper is a priority if voters are waiting to vote.

7. **Count** the number of voters waiting to vote on the Touchscreens when asked.

Poll Worker Cards & Keys

▶ All items are to be shared.

▶ DO NOT write anything on the Poll Worker Cards.

▶ The Point Person is responsible for the lanyard and the additional Poll Worker Cards.

Conduct

▶ Conduct yourself in a professional manner at all times.

▶ **Do not** make any off-the-cuff comments.
   → Do not joke or make light-handed comments about the Election, a candidate, a contest or about voting.
      » Voters take voting very seriously and **ALL** Judges should do the same.

▶ No profanity or foul language.

▶ No loud music.

▶ **NO PERSONAL USE** of cell phones, beepers or pagers during working hours in the voting room.

▶ **NO USE** of personal laptops, tablets, iPods, DVD players or headphones during working hours.
   → No watching movies or TV on your laptop while at your workstation, during Early Voting hours.

▶ Do not conduct personal business while working as a Judge.
   → If conducting personal business on your break, do it away from your work station.

Judges in the Polling Place (continued)

▶ **Food or drink is not permitted at your work stations at any time.** Eat away from the equipment and work materials.

▶ **NO DRUG USE**, influence or intoxication while serving as an Early Voting Election Judge.

Dress code

▶ Business casual dress Monday - Thursday.

▶ Dress neat and not sloppy, as you are representing the Cook County Clerk's Office.

▶ Casual dress Friday - Sunday.

▶ No political items may be worn including buttons, t-shirts, hats, etc.

▶ Hats may not be worn in the voting room.

▶ If you violate the rules and procedures, you may be subject to termination.

ePollbook Use

▶ If there is a problem with an ePollbook, call the Early Voting Call Center.
   → 312-603-1178
   → **DO NOT** take matters into your own hands.

▶ The ePollbooks are only for use as ePollbooks during Early Voting.

▶ **NEVER** insert any unauthorized devices into any of the USB ports on the ePollbook.

▶ **NEVER** log on to the internet for any reason, outside of our instruction.

▶ Violation of ePollbook usage rules will result in immediate termination.

Availability

▶ Cell Phone:
   → Your cell phone must be on during Early Voting. Make sure to answer our calls. We must be able to contact you at all times.

▶ eHelp
   → **Read and answer** all eHelp messages as directed.

Work Hours

▶ Early Voting work hours are 8:00 am until all daily closing procedures are completed after the polls close.

▶ Arrive at your Early Voting site...
   → Mondays - Saturdays **by 8:00 a.m.**
      » Must be open and ready for the 1st voter at 9:00 a.m.
   → Sundays **by 9:00 a.m.**
      » Must be open and ready for the 1st voter at 10:00 a.m.

▶ There are no exceptions to these hours unless approved before hand by the Cook County EV staff.

▶ You may not leave early due to not taking your lunch hour or breaks.

▶ **Violation of this rule may result in immediate termination and you will be removed from the Early Voting program in the future.**

▶ Attendance:
   → Call the EV Call Center and your fellow Judges if you are sick and unable to work or running late.
      » If you are late a second time, we will strongly consider replacing you.

▶ Breaks (be considerate of your fellow Judges):
   → Lunch - 1 hour
   → 2 Breaks - 15 minutes each (A.M. and P.M.)
   → **Smokers may not take additional smoke breaks.**

Judges in the Polling Place (continued)

Campaign Material

Voters can bring in material handed out by people passing it out in front of the Early Voting Site, lists or mail they received from candidates.

They cannot use the material in the polling place for discussion purposes, but they can carry it in and use it while voting.

Campaign Free Zone - Electioneering

The Campaign-Free Zone provides an intimidation-free election environment for voters approaching and in the Early Voting site.

▶ Electioneering is strictly prohibited within 100 feet from the door to the room in which Early Voting is conducted. Electioneering includes wearing campaign buttons, badges, tee shirts, sweatshirts, caps, or any type of clothing in specific colors or with slogans, pictures, etc.; asking voters to vote a particular way; or leafleting.

▶ Intimidation is a felony under Illinois law.

Measure 100 feet for the campaign-free zone

Mark off 100 feet from the entrance to the room where voting occurs, using the 100' string and the piece of blue chalk in the plastic supply bag.

Determine which of the following scenarios best describes your EV site.

This will determine where to place the chalk mark.

▶ **In a one-story building or ground floor of multi-story building:**

If the Early Voting polling place room is in a one-story building or on the ground floor of a public or private building with two or more floors, measure 100 feet from the entrance to the polling room. Place the chalk mark on the ground, even if it is still inside the building. Be sure to mark all entrances that voters can use to get to the polling room.

▶ **On a floor other than the ground floor of multi-story building:**

If the polling place room is on a floor above or below the ground floor in a public or private building with two or more floors, measure 100 feet from the nearest elevator and/or staircase used by voters on the ground floor and place the chalk mark on the ground.

People in the Polling Place

Pollwatchers

Pollwatchers must present an Early Voting credential to you upon entering the Early Voting site. They will need one for each day they want to enter the Early Voting site.

▶ A credential is issued by the State Board of Elections or the Clerk's office and must include a signature or stamp of an official of the State Board of Elections or the Cook County Clerk.

▶ It must also include a signature or stamp of the state or local party chairman, a candidate whose name appears on the ballot, the presiding officer or chairman of an organization, or the proponent or opponent of a referendum on the ballot.

▶ Credentials must include the Early Voting site as well as the name and address of the pollwatcher.

▶ Upon entering the Early Voting site, a pollwatcher must present and sign his or her credential and surrender it to a Judge who places it in Early Voting Credentials Envelope 604. Any pollwatcher who doesn't present a credential must leave the Early Voting site.

You, as Judges, and Cook County Clerk's staff or authorized Rovers from the Cook County Clerk's office are the sole authority in the Early Voting site. You may expel observers who violate these rules.

Media and Exit Pollsters

Members of the media and exit pollsters are allowed to enter and observe Polling Places (Early Voting locations). Judges should ask to see identification from members of the media, such as an ID badge or a business card, but they do not need to surrender a credential. Clerk's Office staff photographers/videographers need only show their Cook County ID.

Guidelines for Media and Exit Pollsters:

▶ Media/Reporters/News Crews have the right to photograph and film inside the polling place.

▶ Individual Voters/Judges can request to be excluded if they do not want to be photographed or filmed – but this does not prevent the media from accessing the polling place and only applies to the excluded individuals.

▶ Interviews should be conducted at a distance of 100 feet from the entrance, so as to not disturb voting.

▶ If a problem arises, contact the Clerk's Communications Department at 312-603-0991 or 312-835-0817.

Media and Exit Pollsters may not:

▶ Photograph or record voter ballot selections or markings.

▶ Handle voting equipment or materials.

▶ Interfere with voter or polling place access.

▶ Discuss politics or candidates with voters or Judges.

▶ Conduct interviews inside the Polling Place or within 100 feet of the entrance to the room where voting is taking place.

Dealing with Voter Challenges

Someone challenges a voter
What do you do?

Challenges usually come from a pollwatcher, but can also come from an election judge or voter. Challenges must be directed to the Judges and not to the voter.

▶ Judges must hear all proper challenges and issue rulings. However, voters may not be harassed or challenged without adequate cause.

▶ Repeated behavior by pollwatchers or Judges can lead to expulsion from the polling place. If you believe harassing behavior is occurring, call the EV Call Center immediately at (312) 603-1178. The Clerk's office has the right to dismiss anonymous complaints.

Challenges Based On Identity or Residence

Identity (that's not really the voter); or Residence (the voter does not actually live at the address given):

A challenger must provide Judges with a reasonable fact to support the challenge.

▶ **Unacceptable Challenges:**

→ *"I don't think he is John Smith"*

→ *"I don't think she really lives at 123 Main Street"*

> ⓘ *These types of challenges should be rejected because they are not specific. Voters must be allowed to vote a regular ballot if there is no Provisional Special Circumstance.*

▶ **Acceptable Challenges:**

→ *"John Smith is my neighbor and that is not John Smith"*

→ *"She can't possibly live at 123 Main Street because I live there."*

Acceptable challenges must be voted on

▶ If the majority of Judges believe that the challenger has a reasonable challenge, then ask the voter to show some proof of identity or residence, as the case may be. A driver's license or state ID is always good proof, but so are many other forms of ID and/ or documentation. Proof of identity is not limited to the Acceptable Forms of ID listed on *page 104.*

▶ If the majority of Judges decide that the challenge has no merit, allow the voter to vote as usual. If you uphold the challenge *(agree with the challenger)*, issue the voter a provisional ballot. See *page 93* for instructions on how to properly challenge a voter and issue a provisional ballot.

Challenges Based On Previous Vote

Already voted (either by mail, early or grace period):

▶ Judges should follow the prompts in the ePollbook to issue the voter the proper ballot.

Challenges Based On Registration

Every voter who is listed in the ePollbook is properly registered and challenges to the voter's registration must be rejected.

Early Voting Supplies

EV-VSC *(Supply Receptacle)*

- Scanner Paper Rolls
- Voter Check-in Receipt Envelope
- Printer Tape Rolls
- Reams of Printer paper
- Purple pouch

Early Voting Supply Kits

- Touchscreen cleaning wipe
- 15 ft. Gray Extension Cord
- Power Strips
- Blue Tape
- "I Voted" Stickers
- Early Voter Privacy Shields
- Provisional Ballots Envelope 606
- Provisional Ballots Envelope for voters
- Spoiled & Surrendered Ballot Envelope 303
- EV Envelope 604 (for Credentials)
- Early Voting Poster 212
- Alternate Entrance and Arrow Posters
- Clipboards
- Writing Pad (legal size)
- EV Plastic Bag 601(for Results)
  - → 1 per Scanner
- Small plastic bag for memory cards *(Inside Plastic Bag 601)*
- EV Plastic Bag 603 (new seals)
- EV Plastic Bag 605 (used seals)
- Plastic numbers *(1-100)*
- EV Plastic Bag 600 (return carrier)
- Mail Ballot Security Bag
- Mail Ballot Drop Box Forms
- Mail Ballot Date Stamp
- Selfie Poster *(if applicable)*
- Wheeled Ballot Bag *(for transfer of EV Ballots)*
  - → 1 per Scanner
- Form 503 - Information for Provisional Voters (Multilingual version for non-English speaking voters)

- Form 504 - Voter Registration Receipt (Multilingual version for non-English speaking voters)

Plastic Supply Bag for Early Voting

- Lanyard with Scanner Key, Ballot Box Key and Poll Worker Card
- Poll Worker Cards on Lanyards
- Voter Cards
- Pens *(black)*
- Scotch Tape
- Election Judges badges and badge holders with white string *(Dem/Rep)*
- Rubber bands in a zip lock bag
- Paper clips
- Scissors
- Eraser
- Chalk (Blue)
- Large black marker (Sharpie)
- Rubber fingers
- Highlighters
- 100' string
- EV Notice: Location and Time Information Sheet
- Audit Log Booklet
- Keep It Fair pamphlet
- Early Voting Map
- Large Rubber Bands

Poster Kiosk *(in protective bag)*

Equipment Setup

ePollbook Case

ePollbook
Printer

Card
Activator
Brace

ePollbook
Printer
Power Cord

Card
Activator

Printer
Tape

Stylus

ID Reader
Stand

ePollbook
iPad

Foam Guards

Setting up the ePollbooks
Voter Check-in Stations

Follow the steps on this checklist to check and set up the ePollbooks.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
		Voter Check-in Stations

> ⚠ ► The green ePollbook cases **WILL NOT** have seals when delivered to the Early Voting Sites.
> ► **DO NOT** cut the blue tags off the ePollbook cases!
>   ⇒ The blue tags in no way and are not meant to seal the cases closed.
>   ⇒ The blue tags are for internal use and must remain on the cases at all times.
> ► **DO NOT** throw the green cases or the gray foam guards inside away.
> ► **DO NOT** pack ePollbooks inside the EV-VSCs without cases.
>   ⇒ They are to be packed away on the last day of Early Voting inside the cases, as illustrated on page 12.

Check	Step #	Task to complete:
	1	**Lift** the lid on the ePollbook Case and **confirm** that all items are inside *(see page 12)*.
	2	A. **Remove** the foam guards covering the screen of the ePollbook. → Put them back in the case after completing step 4.
	3	A. **Remove** the ePollbook Stand from the case. → Containing both the ePollbook iPad and Printer. B. **Place** the ePollbook Stand upright on the table.

	4	A. **Remove** the ePollbook Printer power cord and ID Reader stand.
		  → They are located on the left and right sides of the ePollbook.
		B. **Remove** the Card Activator, its silver brace and a stylus.
		  → The silver brace has a red or black screw on it's backside.
		C. **Place** the foam guards from step 2 back in the case.

	5	A. **Attach** the 2 sections of the power cord and plug the cord into the nearest outlet or power strip.
		B. **Attach** the ID Reader stand to the back of the ePollbook Stand.
		  → **Insert** the ID Reader stand into the slot on the back of the ePollbook stand.
		    » The end with the hole at the bottom should be inserted into the slot.
		  → The ID slot should be aligned with the ID Reader camera on the back of the ePollbook iPad.

Getting Started

6	A. **Position** the Card Activator into the grooves on the silver brace. B. **Slide** the Card Activator and brace as one into the port of the iPad and slot of the stand on the right side. → Connecting both at once. C. **Turn** the screw on the back side of the brace to the right, until it tightens into place. D. **Insert** the stylus into the hole at the top of the brace.	**Card Activator** **Brace** **Stylus**
7	**Plug** the shorter greenish-yellow cord from the ePollbook Printer into the bottom of the Card Activator for power.	
8	**Press** the power button on the top right corner, on the face of the Printer. → A blue light on the Card Activator will blink. → 2 blue lights on the face of the printer will appear. → The ePollbook will automatically power on.	
9	**Tap** the "P" at the bottom of the Home page. → A screen with the election and location will appear.	
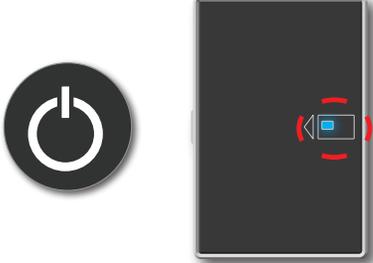
!	**DO NOT** leave the Home page on the ePollbook for any reason. Everything you will need is there and any activity outside of the 2 Election-associated applications on the Home page will be monitored and **WILL RESULT IN A SERIOUS *REDUCTION IN PAY.***	

10	A. **Verify** the location information on screen is correct. B. **Tap** the black "Get Started button at the bottom of the screen. → The "Enter Pollworker Credentials" screen will appear.	Cook County Presidential Primary Election 03/19/2024 John Hersey High School GET STARTED

Credentials & Icons

11	**A. Enter** your Username and Password on the "Enter Pollworker Credentials" screen. → Found on the inside cover of the Audit Log booklet. **B. Tap** the "Sign In" button on the right. → The "Check-in Option" screen will appear

12	**A. Check** the 3 icons at the top right of the screen.
	
	1. Card Activator icon should be **green**.
	   → If **red**, with an exclamation point, the Card Activator is not connected.
	   » Turn to page 183.
	
	2. The Printer icon should be **green**.
	   → If **red**, with an exclamation point, the ePollbook Printer is not connected or powered off.
	   » Turn to page 181.
	
	3. The Multi-Peer icon should be green.
	   → **Green** - ePollbooks are connected and synchronizing in the precinct.
	   » There will be a circled number at the top of the icon, indicating the number of ePollbooks connected in the precinct.
	   → **Yellow** - ePollbook recognizes the presence of other ePollbooks in the precinct, but is not connected or synchronizing with them.
	   → **Red** - ePollbook is currently disconnected and not synchronizing with the other ePollbooks in the precinct.
	   » Call the Early Voting Call Center if it is red.
	
	B. Check for the lightning symbol in the battery icon at the top right corner of the screen, to ensure the iPad is charging.

13	**Check** that printer tape is taut and **print** a "Test Receipt" to make sure the printer is printing. **A. Tap** the green printer icon, then **B. Tap** the "Print Test Receipt" button.

Sign in & The Election Judge Oath

> (!) **It is important that all Judges read/hear the Judge Oath and sign in on Setup Day.**

Sign in & Administer the Election Judge Oath

1	**Tap** the word "Menu" at the top left of the screen. ≡ **Menu**
2	**Tap** on the "Pollworker".
3	The "Pollworker Sign In" Screen will appear. → There will be a list of Judges assigned to your Early Voting Location in the blue section on the left, with check boxes next to the names and the words "Signed Out" beneath them. → There will be a message in the middle of the screen, instructing you to "Find Your Name" from the list to the left and tap on it. **Tap** on your name.
4	A signature screen with your name, party and the Election Judge Oath will appear. Each Judge must... **A. Read** the Election Judge Oath aloud or tap the black "Listen to Oath" button. **B. Sign** the screen where indicated. **C. Tap** the blue "Sign In" button at the top right of the screen. **SIGN IN** > (!) *If all of the Judges are present for the first sign in, tap the "Listen to Oath" button and you will all be administered the oath at the same time.* > → *Each Judge will still need to tap their name and sign in after hearing the oath.* Once the blue "Sign In" button is tapped... → The date and time of the sign in will appear under the Judge's name in the "Poll Workers" column on the left side of the screen. → The "Find Your Name" screen will appear for the next judge.
5	☑ Once all of the Judges have heard the oath and signed in, all of the boxes next to their names will be blue with blue check marks. **A. Tap** the word "Menu" again. ≡ **Menu** → The screen will go back to the "Menu" screen. 🏠 **B. Tap** the "Home" icon in the middle of the screen. → The screen will change back to the "Get Started" screen.

eHelp Message & Signing Out

6		ⓘ *Leave one of the ePollbooks on while you set up the Scanners, Touchscreens and Printers to sign out when setup is complete.* Let us know when you are setup and ready for Early Voting through eHelp. **A.** **Tap** on the Message icon on the upper right of the screen. **B.** **Enter** a message that all equipment is setup and ready. **C.** **Tap** on the little blue circle with the arrow to send the message.

Signing Out

1		**Tap** the word "Menu" at the top left, of the screen. ☰ **Menu**
2		**Tap** on the "Pollworker" icon.
3		The "Pollworker Sign In" Screen will appear. → There will be a list of Judges assigned to your Early Voting Location in the blue section on the left, with blue boxes with blue check mark next to the names and the words "Signed In," with the date and time of sign-in beneath them. ☑ → There will be a message in the middle of the screen, instructing you to "Find Your Name" from the list to the left and tap on it. **Tap** on your name.
4		A signature screen, with your name, party and the Election Judge Oath will appear. Each Judge must... → There is no need to read the Election Judge Oath aloud or tap the black "Listen to Oath" button. **A.** **Sign** the screen where indicated. **B.** **Tap** the blue "Sign Out" button at the top right of the screen. **SIGN OUT** Once the blue "Sign Out" button is tapped... → The date and time of the sign-out will appear under the Judge's name.

Powering Down & Packing the ePollbook Case

5	Once all of the Judges have signed out, all of the boxes next to their names will be cleared of the blue check mark. ☐ **A. Tap** the word "Menu" again. → The screen will go back to the "Menu" screen. **☰ Menu** **B. Tap** the "Home" icon in the middle of the screen. → The screen will change to the "Get Started" screen.	

Powering Down

1	**ePollbook power down:** **A. Press and hold** the power button at the top of the left side of the iPad for 5-6 seconds. **B. Release** the button when you see the "slide to power off image. ⏻ slide to power off **C. Slide** the power sign to the right to power down, as instructed on screen. → The ePollbook will power down.	
2	⏻ **ePollbook Printer power down:** **Press and hold** the power button on the ePollbook Printer → The printer will power down.	

Packing the ePollbook Case

⚠ *Complete the following steps if the equipment is in an unsecured room.*
→ The equipment can remain setup in most locations until the end of Early Voting.

A. **Unplug** the ePollbook Printer power cord from the wall.

B. **Unplug** the Card Activator and **slide** it out of its brace.

C. **Remove** the stylus from the brace.

D. **Unscrew** the brace and slide it out of its slot.

E. **Place** all items back into the ePollbook Case.

→ **Use** the image on page 12 as a reference for how the items should be packed in the case.

F. **Place** the foam guards back over the ePollbook screen.

G. **Close** the ePollbook Case.

→ **DO NOT** seal the case.

Setting up a Ballot Box & Scanner
Ballot Box

Follow the steps on this checklist to set up a Ballot Box and Scanner.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
Ballot Box		
	1	A. **Confirm** the seal numbers on the Ballot Box with those listed on the first pages of the Scanner Audit Log. B. **Record** the seal number on the Scanner Audit Log. *(illustrated on the bottom of page 21).* → Cover seals *(both ends)* → Ballot Box door seal
	2	A. **Break** the seals on the cover. B. **Place** broken seals in Used Seals Plastic Bag 605.
	3	A. **Unlock** the cover. B. **Remove** the cover and set it aside.
	4	A. **Unwind** the cord. B. **Route** the cord on top of the Ballot Box. C. **Secure** it to the hook at the bottom of the Ballot Box D. **Plug** it into a wall outlet or power strip. E. **Lock** the wheels. F. **Tape** the cord to the floor if necessary.
	5	**Confirm** the seal number for the Alternate Ballot Box. → **Record** the seal number on the Scanner Audit Log.
	6	A. **Break** the seal on the Ballot Box door. B. **Place** broken seal in Used Seals Plastic Bag 605.
	7	A. **Unlock and open** the door. B. **Verify** that the Ballot Box is empty.
	8	A. **Close and lock** the door. B. **Re-seal** it with a red seal from New Seals Plastic Bag 603. → **Record** the seal number on the Scanner Audit Log.

Powering On

Scanner

1	A. **Confirm** the seal numbers on the Scanner with those listed on the first pages of the Scanner Audit Log Book. → Poll Worker Memory Card Door → Administrator Memory Card Door → Transmission Door → Latch securing the Scanner to the Ballot Box B. **Record** the seal numbers on the Scanner Audit Log. *(illustrated on the bottom of page 21)*
2	A. **Press** the power button. → Inside the hole on the front left side of the Scanner. → Use the back of a pen to access the button. ICP123456 B. **Hold** it for 2-3 seconds. → The Scanner will emit several beeps. → A green light will appear. ⓘ *The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.*
3	"Ready" will appear on the screen with the message "Please apply your Security Token to login." A. **Press** the Security Key to the Security Key receptacle. → The password screen will appear. B. **Remove** the key from the receptacle.

Checking the Date & The Ballot Counter

4

A. **Enter** the 8-digit PIN.
- → Found on a label on the inside cover of the Audit Log Booklet.

B. **Press** "Enter."
- → The message, "Correct! Your password has been confirmed" will appear.

> ⚠️ *If message says incorrect, be sure to check the 8-digit PIN and re-enter slowly.*

5

Verifying Election Files will begin.
- → **Press** "Modify" to make any corrections.
- → **Press** "Confirm" to confirm the date and time.

6

A. **Verify** that the Ballot Counter is at "00000".

B. **Write** "0" in the "AM Ballot Count" box on the Scanner Audit Log. *(illustrated below)*

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: *69 W Washington*

Scanner Tabulator #: *9876543*

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover		Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
			Front	Back									
3/4/24	0		0130771	0130772	0130773	0130774	0130775	0130776	0130777	0130770	0130778		

Powering Down

8	**Power down** the Scanner. **A. Press** "Utilities." **B. Press** "Power Options." **C. Press** "Power Down." **D. Press** "Confirm."
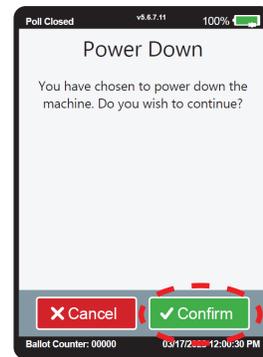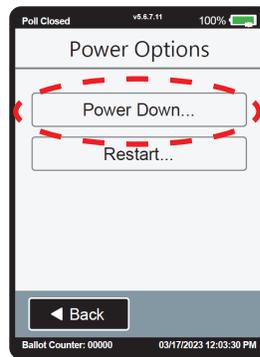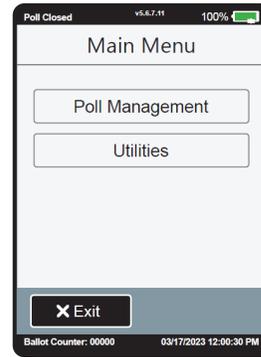
9	The Scanner will shut down.
	
	→ The screen will go dark.
	
	→ The Scanner will beep.
	
	→ The 3rd LED light on the far right of the 3 lights will remain orange *(lit)*.
	
	  » It will remain lit as long as the Scanner is plugged in and receives power.
	
	What does the orange light mean?
	▶ Blinking = Scanner is on and using battery power.
	▶ Blinking & beeping = Scanner is on, but battery power is low.
	▶ Solid = Scanner is charging or on AC power from the VSC.
	  → If the Scanner is off, it is charging; if on it is using AC power.

10	**Place** the Ballot Box cover on top of the Ballot Box and lock the cover. → You do not need to seal the cover until the final day of Early Voting. *(page 163 step 10A)*

Setting up a Voting Booths
Voting Booths

Follow the steps on this checklist to set up a Voting Station.

Check the box next to the item as it is completed.

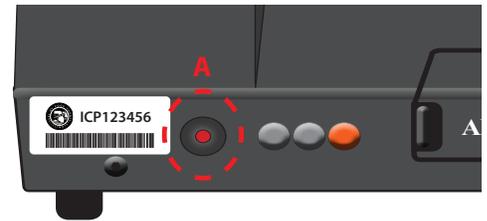| Check	Step #	Task to complete:
Voting Booth		
	1	**Slide** the privacy shield up and out of the strap on the booth.
	2	**Unhook** the Velcro strip at the top.
	3	**Unlock and unfold** both of the legs.

UPS & Ballot Printer

4	A. **Slide** the locks to release the tabletop. B. **Lift** the tabletop. C. **Place** it on the metal tabs. → So that the sliding locks fits through the tab and the top is securely in place.
5	**Slide** the lock under the table top on both sides to lock the table in place.
6	**Press down** on the wheel latches to lock them in place. → Only 2 wheels have a lock.
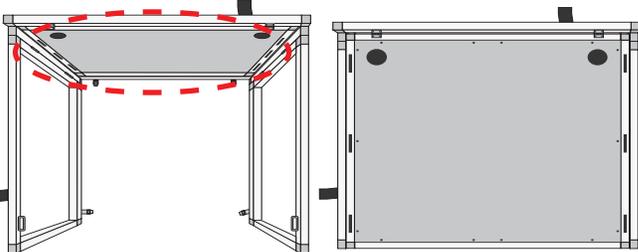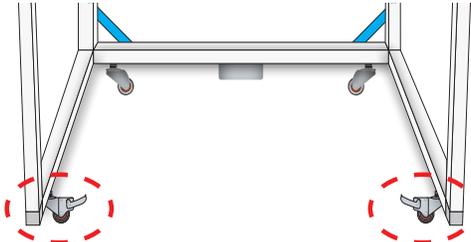
UPS

1	A. **Place** one UPS between every two Voting Booths.
	  → Two Touchscreens and two Ballot Printers per UPS.
	B. **Plug** the power cord into a power strip or wall outlet.
	  → **DO NOT** plug UPS into an extension cord.

2	**Power up** the UPS. A. **Press & hold** the power button on the top of the screen on the face of the UPS until you see a series of light indicators. B. **Make sure** you see a green light indicator below the screen.

Ballot Printer

1	**Remove** the Ballot Printer and power cord from its carrying case.
2	**Place** the Ballot Printer on the left side of the voting booth table top.
3	**Connect** power cord to Ballot Printer.
4	A. **Drop** the cord through the hole in the table top, closest to the UPS. B. **Plug** the power cord from the Printer into a Printer outlet on the back of the UPS.

Touchscreen

5	**Fill** the Ballot Printer with paper. → It holds 150 sheets.
6	**Press** the power button on the front of the Ballot Printer to turn it on.

Touchscreen

1	**A.** **Remove** everything from the Touchscreen carrying case. → Touchscreen in packing Styrofoam. → Headphones → ATI → Power cord **B.** **Remove** the packing material from the Touchscreen. **C.** **Save** all packing material to re-pack at the end of Early Voting.
2	**A.** **Pull out** the stand in back of the Touchscreen. **B.** **Place** the Touchscreen on the right side of the voting booth table top.
3	**Confirm** all seals and record seal numbers on the Touchscreen Audit log. → Power/Printer door *(lower right)* → Accessories door *(upper left)* → Election Data door *(upper right)* → Batteries door *(lower left)*
4	**A.** **Connect** the audio cable to ATI. **B.** **Connect** the headphones to the ATI. **C.** **Place** ATI and headphones behind the Touchscreen.
5	**A.** **Connect** the power cable to the power adapter. **B.** **Drop** the cord through the hole in the table top, closest to the UPS. **C.** **Plug** the power cord into the back of the UPS. **D.** **Connect** the cable from the Touchscreen Power/Printer door to the top port on the Ballot Printer.

Touchscreens continued

6	A. **Confirm** that the seal numbers on the 4 doors for each Touchscreen match the seal numbers listed on each Touchscreen's Equipment log and check them off. → Located on the second page of the in the Touchscreen Audit Log Book. B. **Record** the numbers on each Touchscreen's Audit Log on the "Confirmed at Setup" row and initial that row.

Grace Period/Early Voting
March 19, 2024 Presidential Primary Election
Touchscreen Audit Log for: *69 W Washington*
Touchscreen #: *3456894*

Date	Door Seal #s				Judge Initials	Judge Initials
	Power	Accessories	Batteries	Election Data		
Confirmed at Setup	*0130771*	*0130772*	*0130773*	*0130774*	*TR*	*JB*

7	A. **Break** the seal on the Power/Printer door on the Touchscreen. → **Place** the seal in Used Seals Plastic Bag 605. B. **Open** the door. C. **Press and release** the power button and wait for the screen to turn on. → The button is just below the power cord connection to the Touchscreen.

8	A. **Close** the door. B. **Seal** the door with a red seal. C. **Record** the number on the Touchscreen Audit Log and initial that row. D. **Place** the broken seal in Used Seals Plastic Bag 605.

Grace Period/Early Voting
March 19, 2024 Presidential Primary Election
Touchscreen Audit Log for: *69 W Washington*
Touchscreen #: *3456894*

Date	Door Seal #s				Judge Initials	Judge Initials
	Power	Accessories	Batteries	Election Data		
Confirmed at Setup	*0130771*	*0130772*	*0130773*	*0130774*	*TR*	*JB*
3/1/24	*02948771*				*TR*	*JB*

9	Once you have setup the Touchscreen and the Ballot Printer... A. **Open** the privacy shield and place it on the table top. B. **Insert** the tabs on the privacy shield through the metal slots on the table.
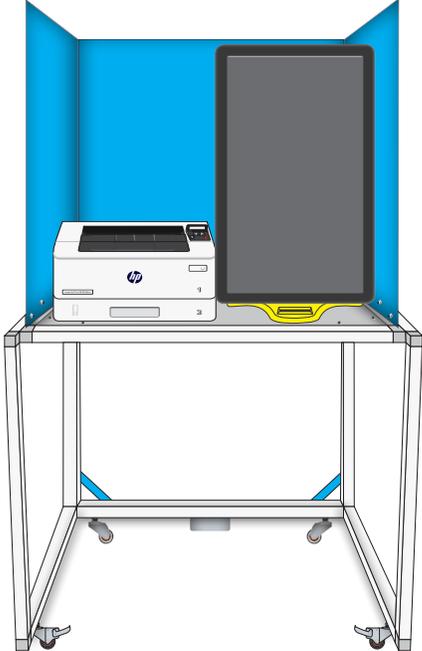
Powering Down

Powering Down

10	**Power off** the Touchscreen. → **Insert** the Poll Worker Card, chip facing down, in the slot. This Side Up **POLL WORKER** DVS PN: 123-000400 ⚠ *See page 199, Touchscreen Troubleshooting, if the Touchscreen does not read the Poll Worker Card.*
11	Login Enter PIN number 1 2 3 4 5 6 7 8 9 DEL 0 CLR Login A. **Enter** the 8-digit PIN. B. **Press** "Login." → A "Confirmation" window will appear, showing the date and time on the Touchscreen. » Illustrated below.
12	There will be a message telling you to ensure that the date and time match "the terminal where voter cards are activated." A. **Make sure** that the date and time on the Touchscreens are 5 minutes ahead of the date and time on the ePollbooks. B. **Press** "Confirm" if the date and/or time are correct. → **Press** "Modify" if they need to be corrected. ⓘ **Confirmation** The current date on this device is Date: 2022-01-26 | Wednesday Time: 05:35PM, GMT-06:00 If this isn't correct, please modify. Please ensure that the date and time on this unit matches the date and time on the terminal where voter cards are activated. **Modify** **Confirm**
13	**Touch** the power button on the lower right of the screen to power off. Power off ⏻
14	ⓘ **Power off** Please, select power off action **Power off** **Prepare for storage** **Cancel** A "Power Off" window will appear. A. **Press** the "Power Off" button- → Another "Power Off" window will appear. B. **Press** the "Yes" button. → The Touchscreen will power down. ⓘ **Power off** Are you sure you want to power off the device? **Yes** **No**
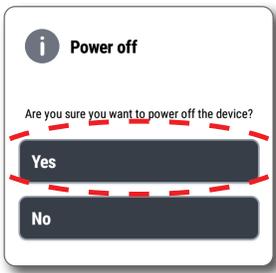
Powering Down

15	**Power off** the Ballot Printer. → **Press** the power button on the front of the Ballot Printer.	
16		**Power down** the UPS. A. **Press** the power button on the face of the screen on the UPS. B. **Press** the "Setup/Enter" button.

Scanner & Touchscreen Audit Logs

Scanner Audit Log

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: _____

Scanner Tabulator #: _____

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover		Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
			Front	Back									

Touchscreen Audit Log

Grace Period/Early Voting
March 19, 2024 Presidential Primary Election

Touchscreen Audit Log for: _____

Touchscreen #: _____

Date	Door Seal #s				Judge Initials	Judge Initials
	Power	Accessories	Batteries	Election Data		
Confirmed at Setup						

Machine Replaced: _____ **Date:** _____ **Time:** _____

First Morning

Setting up the Poster Kiosk & the Mail Ballot Drop Box
Poster Kiosk Setup

Follow the steps on this checklist to set up the Kiosk and Mail Ballot Drop Box.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
Poster Kiosk		
	1	**Remove** the Kiosk from its blue bag.
	2	**A. Hold** the unfolded Kiosk up, in front of you. → Hold on to the left and right ends of the top section *(with the flag)*. **B. Let** the bottom section *(with the Cook County logo)* drop to the floor. → The kiosk will pop into an oval shape and stand on it's own. → If not, gently squeeze the left and right sides together until it pops out any flat section.

Mail Ballot Drop Box Setup

Mail Ballot Drop Box

(!) *There must be a judge posted at the Mail Ballot Drop Box, to make sure that the envelopes dropped into the box are in accordance with the rules listed above.*

Note: There will be a Mail Ballot Drop Box at all Early Voting locations during Early Voting. The following rules apply in order to drop a Mail Ballot off.

→ Mail Drop Box operational hours: Mon – Sat 9AM - 5PM; Sundays 10AM - 4PM.

→ The ballot must be sealed in a Mail Ballot Return Envelope.

→ The Voter Verification section on the front of the envelope must be complete and signed by the voter.

→ If someone else is dropping the envelope off for the voter, the "Ballot Delivery Authorization" section on the back of the envelope must be completed and signed.

» Mail Ballots being delivered in excess of 20+ ballots by one individual will need to be verified via identification to match delivery agent signature on the back-right side of the ballots.

	1	A. **Unlock and remove** the cover. B. **Set** it aside.
	2	**Lock** the wheels of the Mail Ballot Drop Box.

Placement in the Early Voting Location

A. **Place** the Kiosk next to the Mail Ballot Drop Box in your Early Voting Location.

B. **Make sure** that both the Kiosk and the Mail Ballot Drop Box are at a visible location by the front door or where voters can access the drop box with very little to no social contact.

First Morning of Early Voting
ePollbook Setup - Unsecured Room

Be at your Early Voting site by 8:00 a.m. and obtain entry into the Early Voting room.
Prepare your name badge with your full name and wear it everyday.

Follow the steps on this checklist the first morning of Early Voting to set up the ePollbooks.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
ePollbook Setup		
Unsecured Room		
➡		**Start here if the room at the Early Voting Site WAS NOT secure.**
	1	A. **Remove** the ePollbook Case from the VSC. B. **Press** the gray button down on each black latch **Lift** the lid to open the case.
	2	**Remove** the foam guards covering the screen of the ePollbook. → Put them back in the case after completing step 4.
	3	A. **Remove** the ePollbook Stand from the case. → Containing both the ePollbook iPad and Printer. B. **Place** the ePollbook Stand upright on the table at Station 1.

	4	A. **Remove** the ePollbook Printer power cord and ID Reader stand.
		   → They are located on the left and right sides of the ePollbook.
		B. **Remove** the Card Activator, its silver brace and a stylus.
		   → The silver brace has a red or black screw on it's backside.

	5	A. **Attach** the 2 sections of the power cord and plug the cord into the nearest outlet.
		   → Insert the ID Reader stand into the slot on the back of the ePollbook stand.
		      » The end with the hole at the bottom should be inserted into the slot.
		   → The ID slot should be aligned with the ID Reader camera on the back of the ePollbook iPad.
		B. **Attach** the ID Reader stand to the back of the ePollbook Stand.

ePollbooks Setup - Secured Room

6	A. **Position** the Card Activator into the grooves on the silver brace. B. **Slide** the Card Activator and brace as one into the port of the iPad and slot of the stand on the right side. → Connecting both at once. C. **Turn** the screw on the back side of the brace to the right, until it tightens into place. D. **Insert** the stylus into the hole at the top of the brace.	**Card Activator** **Brace** **Stylus**
7	**Plug** the shorter greenish-yellow cord from the ePollbook Printer into the bottom of the Card Activator for power.	

Secured Room

➡ **Start here if the room at the Early Voting Site <u>WAS</u> secure.**

8	**Press** the power button on the top right corner, on the face of the ePollbook Printer. → A blue light on the Card Activator will blink. → 2 blue lights on the face of the printer will appear. → The ePollbook iPad will automatically power on.	
9	**P**	**Tap** the "P" button at the bottom of the first screen when it appears. → A screen with the election and location will appear.
10	**Tap** the black "Get Started button at the bottom of the screen. → The "Enter Pollworker Credentials" screen will appear.	Cook County John Hersey High School Cook County Presidential Primary Election 03/19/2024 John Hersey High School GET STARTED

ePollbook Icons

11	**A.** **Enter** your Username and Password on the "Enter Pollworker Credentials" screen. → They will both be listed on a card on the inside door of the VSC. ENTER POLLWORKER CREDENTIALS Operator Election Officer SIGN IN Username Password **B.** **Tap** the "Sign In" button on the right. → The "Check-in Option" screen will appear

12

A. **Check** the 3 icons at the top right of the screen.

1. Card Activator icon should be green.
   → If red, with an exclamation point, the Card Activator is not connected.
   » Turn to page 183.

2. The Printer icon should be green.
   → If red, with an exclamation point, the ePollbook Printer is not connected or powered off.
   » Turn to page 181.

3. The Multi-Peer icon should be green.
   → **Green** - ePollbooks are connected and synchronizing in the precinct.
   » There will be a circled number at the top of the icon, indicating the number of ePollbooks connected in the precinct.
   → **Yellow** - ePollbook recognizes the presence of other ePollbooks in the precinct, but is not connected or synchronizing with them.
   → **Red** - ePollbook is currently disconnected and not synchronizing with the other ePollbooks in the precinct.
   » Call the Early Voting Call Center if it is red.

B. **Check** for the lightning symbol in the battery icon at the top right corner of the screen, to ensure the iPad is charging.

13	**Check** that printer tape is taut and **print** a "Test Receipt". **A.** **Tap** the green printer icon, then **B.** **Tap** the "Print Test Receipt" button.

Sign In

> **It is important that all Judges sign in and out everyday of Early Voting.**
> → *There is no need to administer the Election Judge Oath after the first time.*

Sign In

1	**Tap** the word "Menu" at the top left of the screen.	☰ **Menu**
2	**Tap** on the "Pollworker".	
3	The "Pollworker Sign In" Screen will appear. → There will be a list of Judges assigned to your Early Voting Location in the blue section on the left, with check boxes next to the names and the words "Signed Out" beneath them. → There will be a message in the middle of the screen, instructing you to "Find Your Name" from the list to the left and tap on it. **Tap** on your name.	
4	A signature screen with your name, party and the Election Judge Oath will appear. Each Judge must... A. **Sign** the screen where indicated. B. **Tap** the blue "Sign In" button at the top right of the screen. **SIGN IN** Once the blue "Sign In" button is tapped... → The date and time of the sign in will appear under the Judge's name. → The button will then turn into a "Sign Out" button.	
5	☑ Once all of the Judges have signed in, all of the boxes next to their names will be blue with blue check marks. A. **Tap** the word "Menu" again. ☰ **Menu** → The screen will go back to the "Menu" screen. 🏠 B. **Tap** the "Home" icon in the middle of the screen. → The screen will change back to the "Get Started" screen.	

6	Send a message *(no later than 8:15)* through eHelp that ALL Judges have arrived *(with their names)* and that you are up and running and ready for the first voter. A. **Tap** on the Message icon on the upper right side of the screen. B. **Enter** a message that all equipment is setup and ready. C. **Tap** on the little blue circle with the arrow to send the message.
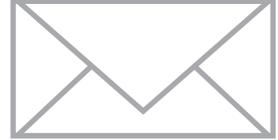
Scanner & AM Zero Tape

Scanner AM Zero Tape

```
************************************

Cook County IL
Cook 2024 Presidential Primary
Monday, March 4, 2024

Tabulator Name
ICP EV 69 W Washington (Pedway)

Tabulator ID
989003

Voting Location
69 W Washington (Pedway)

Voting Location ID
2261
```
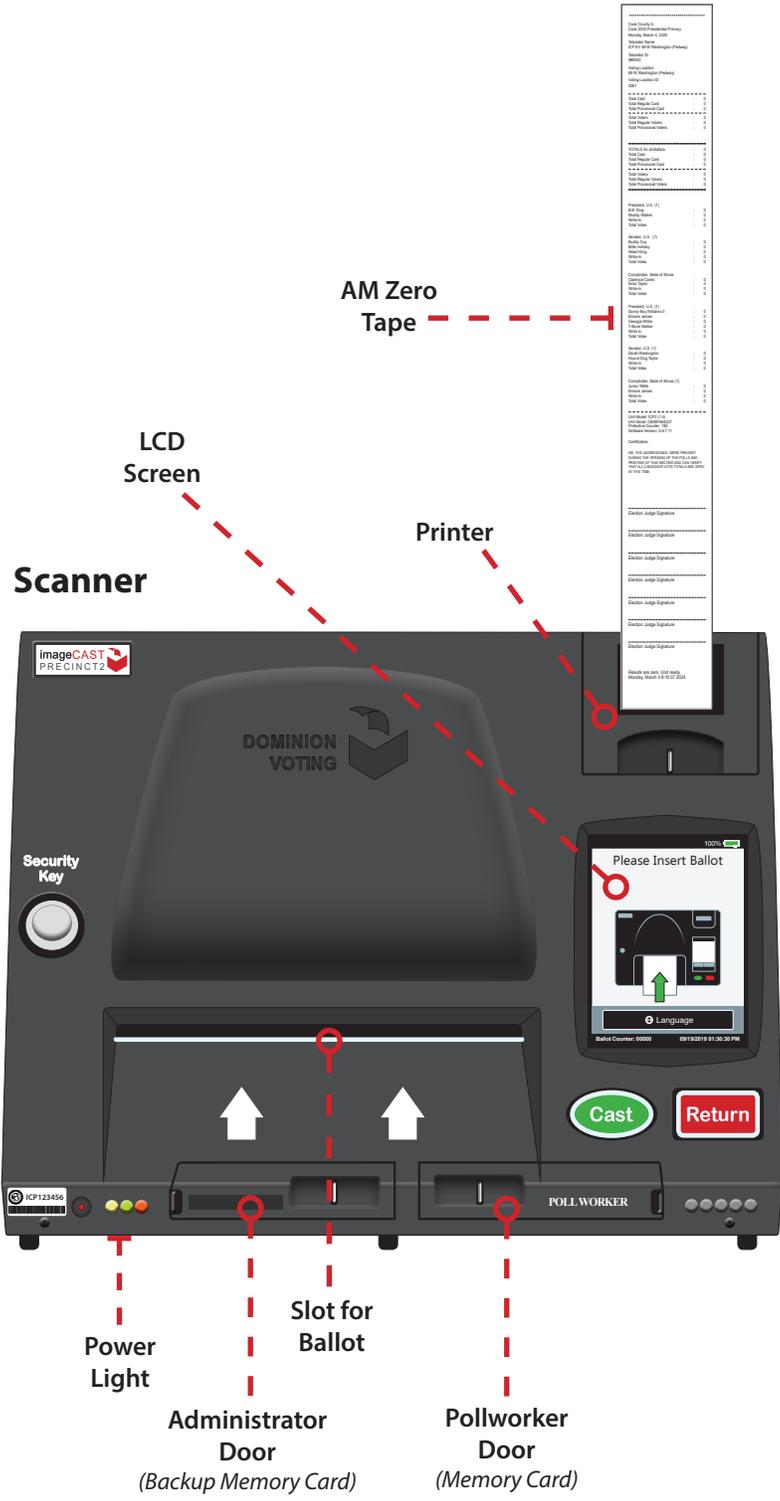
Early Voting Site Name

Total Cast	:	0
Total Regular Cast	:	0
Total Provisional Cast	:	0
Total Voters	:	0
Total Regular Voters	:	0
Total Provisional Voters	:	0

Totals are Zero

TOTALS for all Ballots	:	0
Total Cast	:	0
Total Regular Cast	:	0
Total Provisional Cast	:	0
Total Voters	:	0
Total Regular Voters	:	0
Total Provisional Voters	:	0

President, U.S. (1)		
B.B. King	:	0
Muddy Waters	:	0
Write-In	:	0
Total Votes	:	0

Senator, U.S. (1)		
Buddy Guy	:	0
Billie Holiday	:	0
Albert King	:	0
Write-In	:	0
Total Votes	:	0

Comptroller, State of Illinois		
Clarence Carter	:	0
Koko Taylor	:	0
Write-In	:	0
Total Votes	:	0

President, U.S. (1)		
Sonny Boy Williams II	:	0
Elmore James	:	0
Georgia White	:	0
T-Bone Walker	:	0
Write-In	:	0

AM Zero Tape

LCD Screen

Printer

Scanner

DOMINION VOTING

Security Key

100%

Please Insert Ballot

🌐 Language

Ballot Counter: 00000   09/13/2019 01:30:30 PM

Cast   Return

POLL WORKER

ICP123456

Power Light

Slot for Ballot

Administrator Door
(Backup Memory Card)

Pollworker Door
(Memory Card)

Ballot Box & Scanner

Follow the steps on this checklist on the first morning of Early Voting for the Scanner.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
Ballot Box		
	1	A. **Unlock** the cover on the Ballot Box. B. **Remove** the cover.
	2	A. **Break** the seal on the Ballot Box door and **unlock** the door. → **Place** the seal in Used Seals Plastic Bag 605. B. **Slide** the door open and **verify** that the Ballot Box is still empty. C. **Close** and **lock** the door. D. **Re-seal** the door and r**ecord** the new seal number on the Scanner Audit log.
Scanner		

	1	A. **Press** the power button.
		  → Inside the hole on the front left side of the Scanner.
		  → Use the back of a pen to access the button.
		
		 B. **Hold** it for 2-3 seconds.
		  → The Scanner will emit several beeps.
		  → A green light will appear.
		
		 ⓘ *The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.*

	2	"Ready" will appear on the screen with the message "Please apply your Security Token to login." A. **Press** the Security Key to the Security Key receptacle. → The password screen will appear. B. **Remove** the key from the receptacle.

Open the Polls on the Scanner (continued)

3	A. **Enter** the 8-digit PIN. → Found on a label on the inside front cover of the Audit Log Booklet. B. **Press** "Enter." → The message, "Correct! Your password has been confirmed" will appear. ⚠️ *If message says incorrect, be sure to check the 8-digit PIN and re-enter slowly.*
4	After the "Verifying Election Files..." screen: → **Press** the "Confirm" button if the date and time are correct.
5	A. **Press** "Poll Management" on the Main Menu. B. **Press** "Open Polls" on the Poll Management screen.
6	**Press** "Confirm" on the Open Polls Confirmation" screen. → Verify that the AM Zero Tape begins to print. » Make sure its not jammed and is printing out. ⚠️ *If printer is jammed, see page 194.*
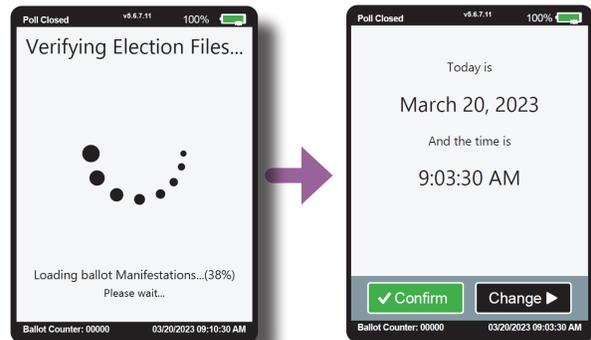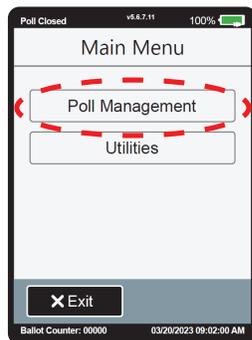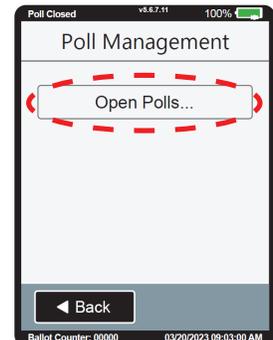
Screen contents

Step 3:
- Poll Closed — v5.6.7.11 — 100% — Please Enter Password — ●●●●●●●● — 1 2 3 4 5 6 7 8 9 — Cancel 0 Enter — Ballot Counter: 00000 — 03/20/2023 09:10:30 AM
- Poll Closed — v5.6.7.11 — 100% — Correct! — Your password has been confirmed — ✓ — Ballot Counter: 00000 — 03/20/2023 09:03:30 AM

Step 4:
- Poll Closed — v5.6.7.11 — 100% — Verifying Election Files... — Loading ballot Manifestations...(38%) Please wait... — Ballot Counter: 00000 — 03/20/2023 09:10:30 AM
- Poll Closed — v5.6.7.11 — 100% — Today is — March 20, 2023 — And the time is — 9:03:30 AM — ✓ Confirm — Change ▶ — Ballot Counter: 00000 — 03/20/2023 09:03:30 AM

Step 5:
- Poll Closed — v5.6.7.11 — 100% — Main Menu — Poll Management — Utilities — ✕ Exit — Ballot Counter: 00000 — 03/20/2023 09:02:00 AM
- Poll Closed — v5.6.7.11 — 100% — Poll Management — Open Polls... — ◀ Back — Ballot Counter: 00000 — 03/20/2023 09:03:00 AM

Step 6:
- Poll Closed — v5.6.7.11 — 100% — Open Poll Confirmation — You have chosen to open the poll. Are you sure you wish to continue? — ✕ Cancel — ✓ Confirm — Ballot Counter: 00000 — 03/20/2023 09:03:30 AM
- Poll Open — v5.6.7.11 — 100% — Printing in progress — Printing copy 1 (of 1 copies) of the zero report — Cancel — Ballot Counter: 00000 — 03/20/2023 09:03:30 AM

Open the Polls on the Scanner (continued)

7	After the zero tape prints out, "Printing Completed" will appear on the screen. → **Press** the "Continue" button.	**Poll Closed** — v6.6.7.11 — 100% **Printing complete** Do you want to print another copy of the zero report? Print Again · Continue Ballot Counter: 00000 — 03/20/2023 09:00:30 AM
8	→ "Opening Polls" will appear briefly. → The screen will show an image of the Scanner. → "Please Insert Ballot" will appear.	**Poll Closed** — v5.6.7.11 — 100% **Opening Polls** Please wait... Ballot Counter: 00000 — 03/20/2023 09:10:30 AM → 100% **Please Insert Ballot** Language Ballot Counter: 00000 — 03/20/2023 09:10:30 AM
9	A. **Cut** the tape using the scissors provided. B. **Confirm** the Early Voting Site Details. *(see page 40 for an example of where to look)* C. **Confirm** that all totals on the tape are "0". D. **Confirm** that the Ballot Counter on the Scanner is "00000".	
10	A. **All Judges must sign** the tape. B. **Place** the tape in Plastic Bag 601.	
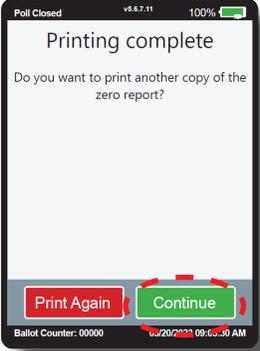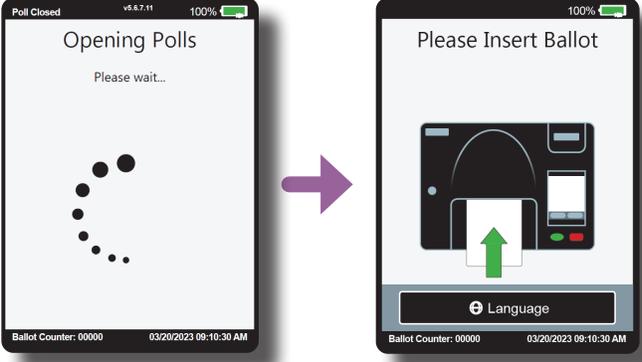
The Scanner is now ready to use!

UPS, Ballot Printer & Touchscreen

Follow the steps on this checklist on the first morning of Early Voting to step up each Touchscreen and Printer.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	**A. Press & hold** the power button on the top of the screen on the face of the UPS until you see a series of light indicators. **B. Make sure** you see a green light indicator below the screen.
	2	**Press** the power button on the Ballot Printer. ⚠ *The Ballot Printers must be powered on before the Touchscreens.*
	3	**A. Break** the seal on the Power/Printer door on the Touchscreen. → **Place** the seal in Used Seals Plastic Bag 605. **B. Open** the door.
	4	**Press and release** the power button and wait for the screen to turn on. → The button is located just below the power cord connection to the Touchscreen.
	5	**A. Close** the door. **B. Seal** the door with a red seal. **C. Record** the seal number on the Touchscreen Audit Log.
	6	The bar at the top of the screen should be red. → On the screen, the card being inserted will be blank. → The text on the bottom will read "Please insert your authorization card into the card reader." » Indicating that the polls are not open and the Touchscreen is not ready for voters. » The "authorization card" refers to the Poll Worker card.
	7	This Side Up **POLL WORKER** DVS PN: 123-000400 **Insert** the Poll Worker Card as illustrated on screen. → With the chip facing down. ⚠ *See page 199, Touchscreen Troubleshooting, if the Touchscreen does not read the Poll Worker Card.*

Touchscreen Login & Date

8	**Login** Enter PIN number 1 2 3 4 5 6 7 8 9 DEL 0 CLR Login A. **Slowly Enter** the 8 digit PIN. → Found on the inside cover of the Audit Log Booklet. B. **Press** the "Login" button.
9	There will be a message telling you to ensure that the date and time match "the terminal where voter cards are activated." A. **Make sure** that the date and time on the Touchscreens are 5 minutes ahead of the date and time on the ePollbooks. B. **Press** "Confirm" if the date and/or time are correct. → **Press** "Modify" if they need to be corrected. **(i) Confirmation** The current date on this device is Date: 2022-01-26 | Wednesday Time: 05:35PM, GMT-06:00 If this isn't correct, please modify. Please ensure that the date and time on this unit matches the date and time on the terminal where voter cards are activated. **Modify** **Confirm** ⚠ *See page 199, Touchscreen Troubleshooting, "Not reading the Voter Card" if the date and time are correct on the ePollbooks, but not on the Touchscreen(s).*
10	**Tabulators** (889003) 889003 🔒 Open Poll **Info** Poll Status — Lifetime Counter: CLOSED Time and Date — Public Counter 11:40 AM | Tue, 18 Dec 2018 — 0 **Settings** — **Print** ✓ AVS Controller ✓ Manual Session Activation 🖨 Print Status Tape **Hardware** Hardware Details **Make sure** that the AVS Controller and the Manual Session Activation boxes are checked. → The Accessible Voter Session (AVS) is for voters who are visually impaired or would prefer to hear an audio version of their ballot. » AVS instruction are listed on page 133. → Manual Activation is used when none of the ePollbooks are working. » Manual Mode instruction are listed in the Troubleshooting section, starting on page 205.

Open the Polls on the Touchscreen
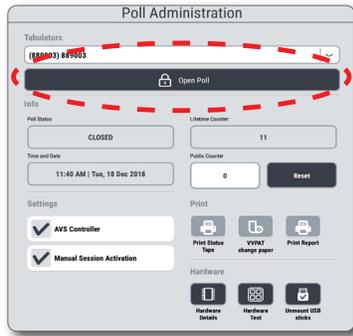
11	Poll Administration screen	**Open** the polls. **A. Press** the "Open Poll" button. **B. Press** "Yes" to confirm on the "Open Poll Confirmation" screen. Open poll confirmation — Are you sure you want to open the poll? — Yes / Cancel

⚠ **If the "Warning Printer error:" window pops up,**

a. **Press** the "OK" button.

b. **Press** the red "**X**" on the top right of the Ballot Printer

c. **Press** the "Open Poll" button again.

Warning — Printer error: BMD printer not connected. — OK

12	Touchscreen insert card image	The screen will change back to the "Insert your card" screen. → There will be an arrow on the card being inserted on the screen. → The text on the bottom will read "Please insert your activation card into the card reader. » Indicating that the polls are open and the Touchscreen is ready for voters. → The bar at the top will be gray and display the Cook County Seal. ⚠ *If you see the message "Unable to read smart card," press "OK" to remove it.*
13	**Remove** the Poll Worker Card.	

Complete steps 1-13 on all UPS, Touchscreens and Ballot Printers

The Touchscreens and Ballot Printers are now ready to use!

Each Morning

ePollbook Setup

Follow the steps on this checklist to set up the ePollbooks each morning.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
⚠️		**DO NOT** leave the Home page on the ePollbook for any reason. Everything you will need is there and any activity outside of the 2 Election-associated applications on the Home page will be monitored and **WILL RESULT IN A SERIOUS *REDUCTION IN PAY.***
	1	**Press** the power button on the top right corner, on the face of the ePollbook Printer. → A blue light on the Card Activator will blink. → 2 blue lights on the face of the printer will appear. → The ePollbook iPad will automatically power on.
	2	**Tap** the "P" at the bottom of the Home page screen when it appears. → A screen with the election and location will appear.
	3	**Tap** the black "Get Started button at the bottom of the screen. → The "Enter Pollworker Credentials" screen will appear.
	4	**A. Enter** your Username and Password on the "Enter Pollworker Credentials" screen. → Found on a label on the inside cover of the Audit Log Booklet. **B. Tap** the "Sign In" button on the right. → The "Check-in Option" screen will appear
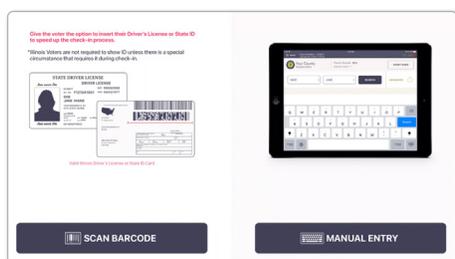
Sign in

! **It is important that all Judges sign in and out everyday of Early Voting.**
→ *There is no need to administer the Election Judge Oath after the first time.*

Sign In

1	**Tap** the word "Menu" at the top left of the screen.	≡ **Menu**
2	**Tap** on the "Pollworker".	
3	The "Pollworker Sign In" Screen will appear. → There will be a list of Judges assigned to your Early Voting Location in the blue section on the left, with check boxes next to the names and the words "Signed Out" beneath them. → There will be a message in the middle of the screen, instructing you to "Find Your Name" from the list to the left and tap on it. **Tap** on your name.	
4	A signature screen with your name, party and the Election Judge Oath will appear. Each Judge must... A. **Sign** the screen where indicated. B. **Tap** the blue "Sign In" button at the top right of the screen. Once the blue "Sign In" button is tapped... → The date and time of the sign in will appear under the Judge's name. → The button will then turn into a "Sign Out" button.	**SIGN IN**
5	☑ Once all of the Judges have signed in, all of the boxes next to their names will be blue with blue check marks. A. **Tap** the word "Menu" again. → The screen will go back to the "Menu" screen. 🏠 B. **Tap** the "Home" icon in the middle of the screen. → The screen will change back to the "Get Started" screen.	≡ **Menu**

eHelp

eHelp

6	Send a message *(no later than 8:15 am Mondays - Saturdays and 9:15 am on Sundays)* through eHelp that ALL Judges have arrived *(with their names)* and that you are up and running and ready for the first voter. A. **Tap** on the Message icon on the upper right side of the screen. B. **Enter** a message that all equipment is setup and ready. C. **Tap** on the little blue circle with the arrow to send the message.

Morning Statement of Ballots

Summary Report

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/4/2024, 9:30:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0

Scanner Audit Log

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Scanner Audit Log for: _____

Scanner Tabulator #: _____

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover Front	Cover Back	Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		

Statement of Ballots Audit Log

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for

Early Voting Location: _____

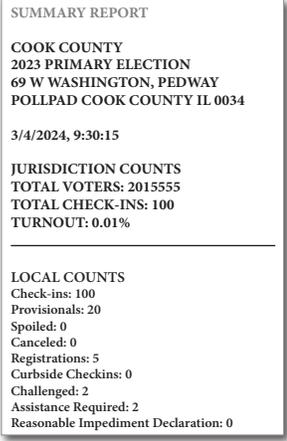| Date	End of Day Totals *(totals by day)*			Overall Totals *(Sum of Daily Totals)*			Judges' Initials
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*	

Morning Statement of Ballots

Statement of Ballots ePollbook

> ⚠ *You **WILL NOT** need to complete the Morning Statement of Ballots on the first day of Early Voting.*

Summary Report Receipt

1	**≡ Menu**	Press "Menu" at the top left, on the screen of one of the Statement of Ballots ePollbooks.

2		**A. Tap** the "Summary Report" icon. → The "Summary Report" will appear. **PRINT** **B. Tap** the Print button at the bottom of the screen. → The "Summary Report" receipt will print. **C. Remove** the receipt and keep it near for step 3.

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/4/2024, 9:30:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0

Scanner Audit Log

Check that the "PM Ballot Count" on the Scanner Audit Log from the night before matches the Public Counter on the Scanner.

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Scanner Audit Log for: *69 W Washington*
Scanner Tabulator #: *9876543*

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover		Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
			Front	Back									
3/4/24	0	100	0130771	0130772	0130773	0130774	0130775	0130776	0130777	0130770	0130778	KM	JB

> ⚠ *If the Public Counter **DOES NOT** match the "PM Ballot Count" from the night before, call the Early Voting Call Center.*

Morning Statement of Ballots (continued)

Statement of Ballots Audit Log

Check that the "Check-ins" on the "Summary Report" receipt match the "Regular Check-ins" in the "End of Day Totals" on the Statement of Ballots Audit Log from the night before.

3

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/5/2024, 8:10:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for

Early Voting Location: _69 W Washington_

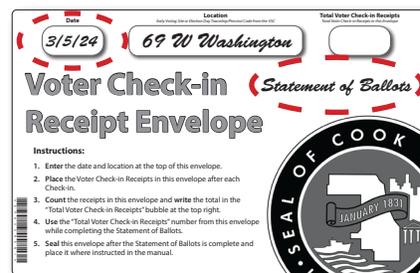| Date	End of Day Totals *(totals by day)*			Overall Totals *(Sum of Daily Totals)*			Judges' Initials
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*	
3/4/24	100	20	20	120	20	120	KM JB

ℹ️ **Keep in mind** *that the Overall "Total Scanner & Provisionals" is the combined total of the "PM Ballot Count" from the Scanner and the OVERALL total count of "Provisional Envelopes."*

→ Make sure to keep in mind if there was a count mismatch the night before.

The Voter Check-in Envelope

4

A. **Place** the "Summary Report" receipt inside the new Voter Check-in Receipt Envelope for the Statement of Ballots ePollbook for the day.

B. **Write** the words "Statement of Ballots" on the envelope.

Date	Location	Total Voter Check-in Receipts
3/5/24	69 W Washington	

Voter Check-in Receipt Envelope *(Statement of Ballots)*

Instructions:
1. **Enter** the date and location at the top of this envelope.
2. **Place** the Voter Check-in Receipts in this envelope after each Check-in.
3. **Count** the receipts in this envelope and **write** the total in the "Total Voter Check-in Receipts" bubble at the top right.
4. **Use** the "Total Voter Check-in Receipts" number from this envelope while completing the Statement of Ballots.
5. **Seal** this envelope after the Statement of Ballots is complete and place it where instructed in the manual.

SEAL OF COOK   JANUARY 1831

Back to the Check-in Option Screen
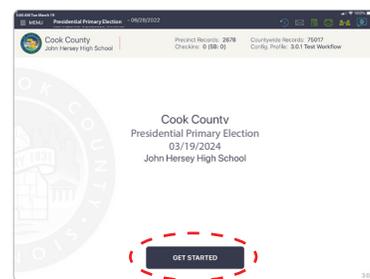
5

A. **Tap** the word "Menu" again.

→ The screen will go back to the "Menu" screen.

☰ **Menu**

B. **Tap** the "Home" icon in the middle of the screen.

→ The screen will change back to the "Get Started" screen.

Cook County
Presidential Primary Election
03/19/2024
John Hersey High School

GET STARTED

C. **Tap** the black "Get Started" button at the bottom of the screen.

→ The "Check-in Option" screen will appear.

Ballot Box & Scanner

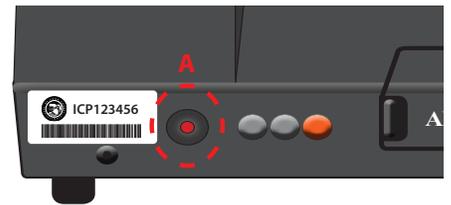**Follow** the steps on this checklist to set up the Ballot Box and Scanner each morning.

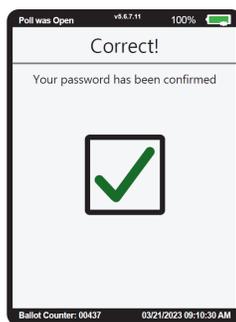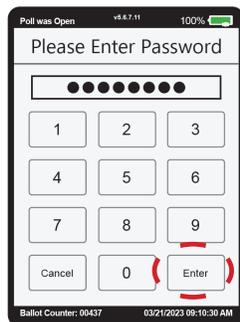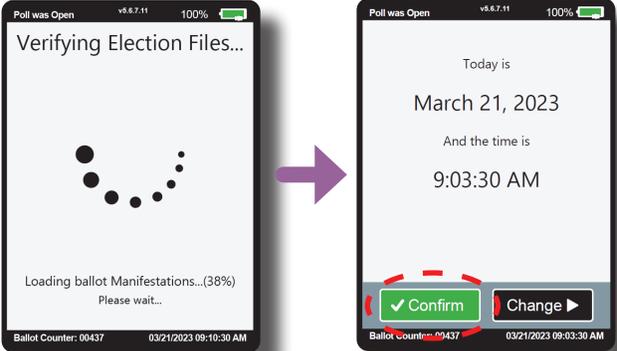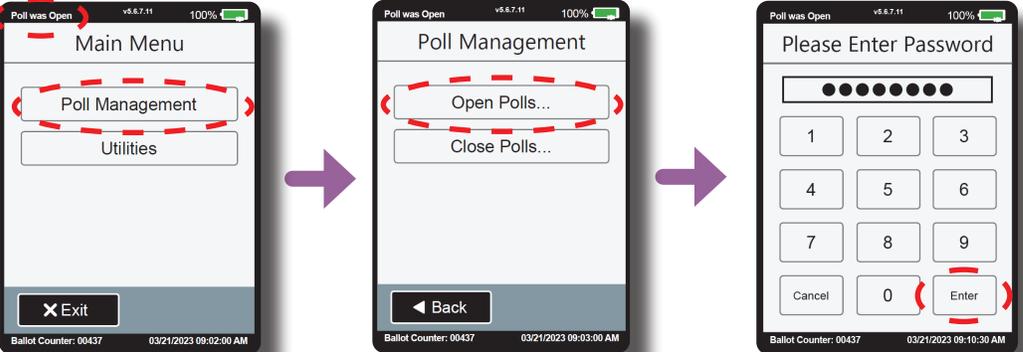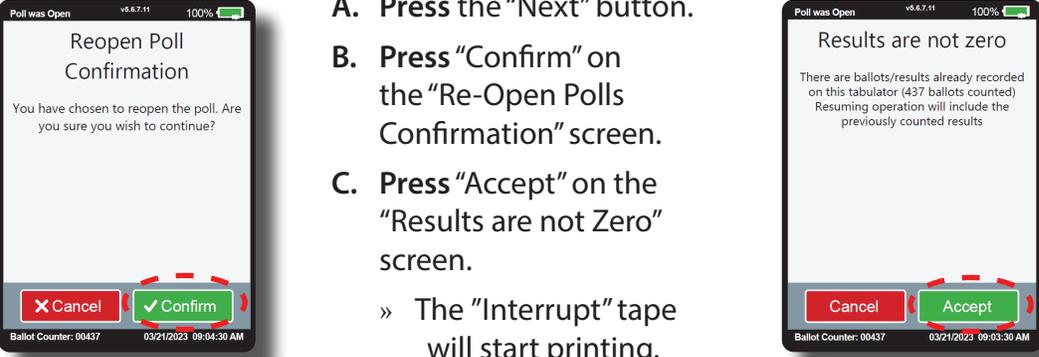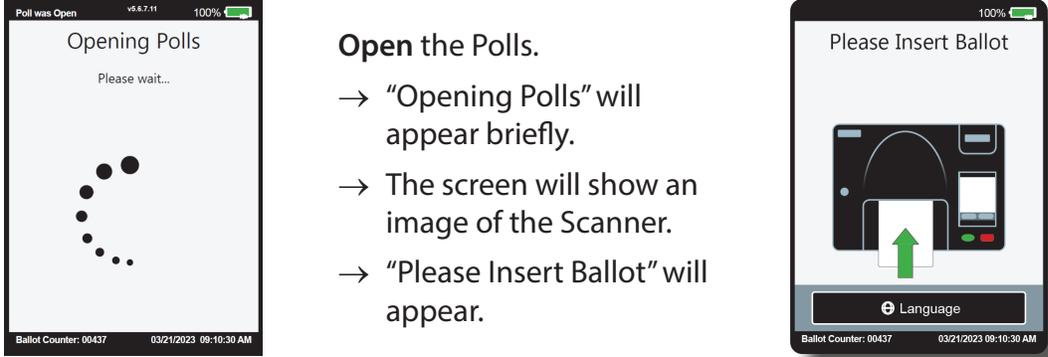| Check	Step #	Task to complete:
Ballot Box		
	1	**Unlock** the cover on the Ballot Box.
	2	**Remove** the cover. → Do not open the Ballot Box.
Scanner		
	1	**A. Press** the power button. → Inside the hole on the front left side of the Scanner. → Use the back of a pen to access the button. ICP123456 **B. Hold** it for 2-3 seconds. → The Scanner will emit several beeps. → A green light will appear. ⓘ *The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.*
	2	"Ready" will appear on the screen with the message "Please apply your Security Token to login." **A. Press** the Security Key to the Security Key receptacle. **B. Remove** the key from the receptacle.
	3	Poll was Open v5.6.7.11 100% Please Enter Password ●●●●●●●● 1 2 3 4 5 6 7 8 9 Cancel 0 Enter Ballot Counter: 00437 03/21/2023 09:10:30 AM Poll was Open v5.6.7.11 100% Correct! Your password has been confirmed ✓ Ballot Counter: 00437 03/21/2023 09:10:30 AM **A. Enter** the 8-digit PIN. → Found on the inside front cover of the Audit Log Booklet. **B. Press** "Enter." → The message, "Correct! Your password has been confirmed" will appear.

Opening the Polls on the Scanner

4	After the "Verifying Election Files..." screen: → **Press** the "Confirm" button if the date and time are correct. » The Main Menu will appear.

Verifying Election Files...

Loading ballot Manifestations...(38%)
Please wait...

Ballot Counter: 00437   03/21/2023 09:10:30 AM

Today is

March 21, 2023

And the time is

9:03:30 AM

✔ Confirm   Change ▶

Ballot Counter: 00437   03/21/2023 09:03:30 AM

5	You will see "Poll was open" at the top left corner of the screen. **A. Press** "Poll Management" on the Main Menu. **B. Press** "Open Polls" on the "Polls Management" screen. **C. Enter** the 8-digit PIN. → Found on the inside front cover of the Audit Log Booklet. **D. Press** "Enter."

Poll was Open   v5.6.7.11   100%

Main Menu

Poll Management

Utilities

✕ Exit

Ballot Counter: 00437   03/21/2023 09:02:00 AM

Poll was Open   v5.6.7.11   100%

Poll Management

Open Polls...

Close Polls...

◀ Back

Ballot Counter: 00437   03/21/2023 09:03:00 AM

Poll was Open   v5.6.7.11   100%

Please Enter Password

●●●●●●●●●

1	2	3
4	5	6
7	8	9
Cancel	0	Enter

Ballot Counter: 00437   03/21/2023 09:10:30 AM

6	Poll was Open v5.6.7.11 100% **Reopen Poll Confirmation** You have chosen to reopen the poll. Are you sure you wish to continue? ✕ Cancel ✔ Confirm Ballot Counter: 00437 03/21/2023 09:04:30 AM	**A. Press** the "Next" button. **B. Press** "Confirm" on the "Re-Open Polls Confirmation" screen. **C. Press** "Accept" on the "Results are not Zero" screen. » The "Interrupt" tape will start printing.	Poll was Open v5.6.7.11 100% **Results are not zero** There are ballots/results already recorded on this tabulator (437 ballots counted) Resuming operation will include the previously counted results Cancel Accept Ballot Counter: 00437 03/21/2023 09:03:30 AM

Opening the Polls on the Scanner

7	"Printing Completed" will appear on the screen. → **Press** "Continue."	
8	**Open** the Polls. → "Opening Polls" will appear briefly. → The screen will show an image of the Scanner. → "Please Insert Ballot" will appear.	
✂ **9**	A. **Cut** the tape using the scissors provided. B. **Confirm** that the "Total Voters" number on the tape matches the Ballot Counter number on the Scanner.	
10	**Record** the Ballot Counter number from the Scanner to the Scanner Audit Log AM Ballot Count.	

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: *69 W Washington*

Scanner Tabulator #: *9876543*

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover		Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
			Front	Back									
3/4/24	*2*	*100*	*0130771*	*0130772*	*0130773*	*0130774*	*0130775*	*0130776*	*0130777*	*0130770*	*0130778*	*KM*	*JB*
3/5/24	*100*												

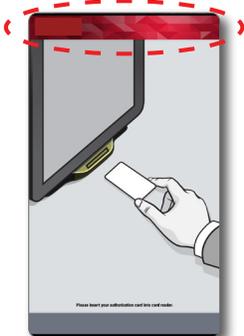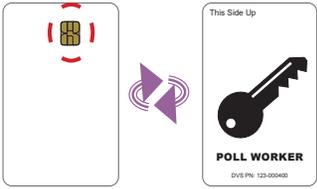|		
11	A. **All Judges must sign** the tape. B. **Place** the tape in the Plastic Bag 601.	

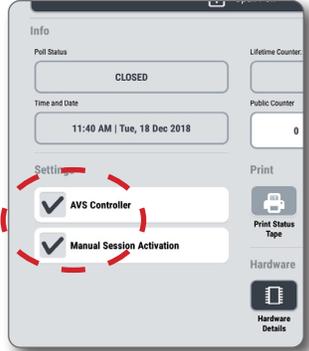## The Ballot Box and Scanner are now ready to use!

UPS, Ballot Printer & Touchscreen

Follow the steps on this checklist to set up each Touchscreen and Printer each morning.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	**Power up** the UPS. → **Press and hold** the power button until it beeps. » You will hear one long beep, followed by a short beep.
	2	**Press** the power button on the Ballot Printer. (!) *The Ballot Printers must be powered on before the Touchscreens.*
	3	A. **Break** the seal on the Power/Printer door on the Touchscreen. → **Place** the seal in Used Seals Plastic Bag 605. B. **Open** the door.
	4	**Press and release** the power button and wait for the screen to turn on. → The button is located just below the power cord connection to the Touchscreen.
	5	A. **Close** the door. B. **Seal** the door with a red seal. C. **Record** the seal number on the Touchscreen Audit Log.
	6	The bar at the top of the screen should be red. → On the screen, the card being inserted will be blank. → The text on the bottom will read "Please insert your authorization card into the card reader." » Indicating that the polls are not open and the Touchscreen is not ready for voters. » The "authorization card" refers to the Poll Worker card.
	7	**Insert** the Poll Worker Card as illustrated on screen. → With the chip facing down. This Side Up POLL WORKER DVS PN: 123-000400 (!) *See page 199, Touchscreen Troubleshooting, if the Touchscreen does not read the Poll Worker Card.*

Touchscreen

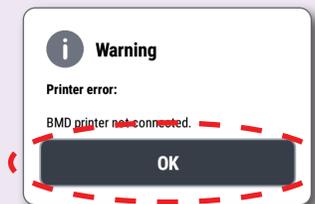|	
8	**Login** Enter PIN number 1 2 3 4 5 6 7 8 9 DEL 0 CLR Login A. **Slowly Enter** the 8 digit PIN. → Found on the inside cover of the Audit Log Booklet. B. **Press** the "Login" button.
9	There will be a message telling you to ensure that the date and time match "the terminal where voter cards are activated." A. **Make sure** that the date and time on the Touchscreens are 5 minutes ahead of the date and time on the ePollbooks. B. **Press** "Confirm" if the date and/or time are correct. → **Press** "Modify" if they need to be corrected. **i Confirmation** The current date on this device is Date: 2022-01-26 | Wednesday Time: 05:35PM, GMT-06:00 If this isn't correct, please modify. Please ensure that the date and time on this unit matches the date and time on the terminal where voter cards are activated. **Modify** **Confirm** ⚠ *See page 199, Touchscreen Troubleshooting, "Not reading the Voter Card" if the date and time are correct on the ePollbooks, but not on the Touchscreen(s).*
10	**Info** Poll Status Lifetime Counter: CLOSED Time and Date Public Counter 11:40 AM | Tue, 18 Dec 2018 0 Settings Print ☑ AVS Controller Print Status Tape ☑ Manual Session Activation Hardware Hardware Details **Make sure** that the AVS Controller and the Manual Session Activation boxes are checked.

⚠ **If the "Warning Printer error:" window pops up,**
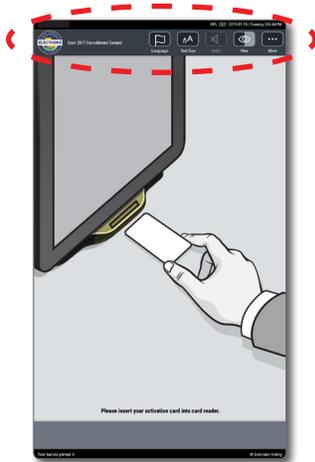
a. **Press** the "OK" button.

b. **Press** the red "**X**" on the top right of the Ballot Printer.

c. **Press** the "Open Poll" button again.

i Warning

Printer error:

BMD printer not connected.

OK

Touchscreen

	11	**Remove** the Poll Worker Card.
	12	The screen will change back to the "Insert your card" screen. → There will be an arrow on the card being inserted on the screen. → The text on the bottom will read "Please insert your activation card into the card reader. » Indicating that the polls are open and the Touchscreen is ready for voters. → The bar at the top will be gray and display the Cook County Seal. ⚠ *If you see the message "Unable to read smart card," press "OK" to remove it.*

Each day, complete steps 1-12 on all UPS, Touchscreens and Ballot Printers

The Touchscreens and Ballot Printers are now ready to use!

Processing Voters

Signature Verification Considerations

Signature Verification Considerations

When evaluating a signature, remember that no one always makes a signature the same way (signatures change over time).

Signatures are an individual expression of an individual's name; they are not transcriptions of the name and there is no absolute formula for evaluating a signature, but the following considerations are important.

Step 1

BROAD, INITIAL CONSIDERATIONS

1. The visual impression that a signature makes is a good starting point, but not final

2. Consistency, not identity, is what matters; the overall form of the letters should be consistent

3. Proportion, not size, matters: RELATIVE height and length are what matters

4. Signatures tend not to be complete – middle initials; combined letters; drift-off at end, but the "shape" of the incomplete part should be consistent with the rest of the signature

5. "Ideographic" signatures are OK, if they match

Step 2

PARTICULAR, CLOSE CONSIDERATIONS

1. First letters tend to be the most consistent

2. How letters are connected – or not – matters

3. Slant matters, especially left slant, which is uncommon

4. Similar flourishes are indicative of the same hand

5. Crossing "T" and dotting "I" is a common characteristic of consistency

Processing Voters
Processing Regular Voters

Follow the steps on this checklist to process a regular voter on the ePollbook.

Check	Step #	Task to complete:

> ⚠ *State law was changed on July 1, 2015 so that a photo ID is no longer required. However, if the voter has their Driver's License or State ID out, they may scan it. This will enable you to check in voters quicker and more efficiently and will reduce lines.*

The Regular Voter

1

Give the voter the option to use their Driver's License or State ID to speed up the check-in process.

→ **If the voter chooses to use their ID,**

   A. Tap the black "Scan Barcode" button on the bottom left of the screen.

     » The ID Reader will activate.

   B. Have the voter place their Driver's License or State ID on the ID Reader stand, with the ID facing them.

     » This will automatically search for the voter

   C. Move to step 3 when the address verification screen with the voters information appears.
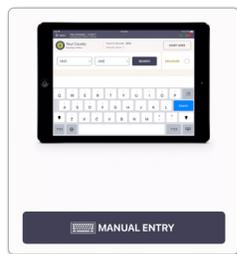
→ **If the voter <u>DOES NOT</u> choose to use their ID,**

   A. Tap the black "Manual Entry" button on the bottom right of the screen.

     » Last and First name boxes will appear.

   B. Type in at least the first 2 - 3 letters of the voter's last name and of their first name.

> *Hint: If you have trouble finding a voter whose name has an apostrophe, substitute a space instead. Also, don't add a space in names like DeMille, LaBrose and McCormack or remove the space if you have entered the name with one and don't find the voter. Don't give up. For Advanced Search options, see page 72.*

2

A. Tap the black "Search" button at the top right.

   → The voter's name and address will appear on screen.

   → If there are other names that fit the search, a list of voter names will appear on screen.
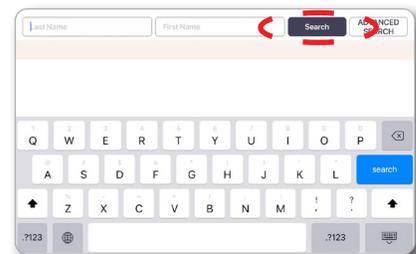
B. Ask for additional information to find the voter if there are other voters with the same name.

   → Date of birth, address, etc.

C. Tap on the voter's name.

Processing Regular Voters (continued)

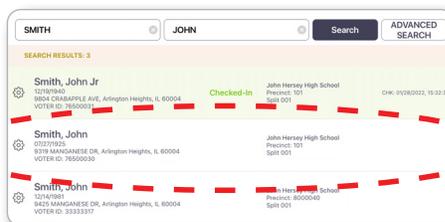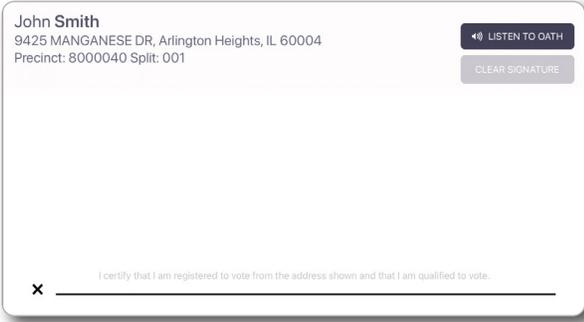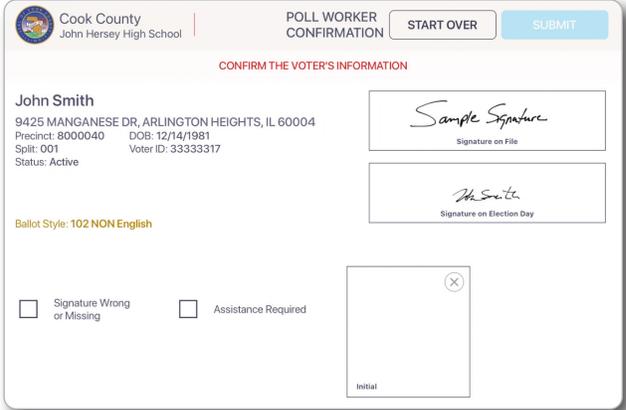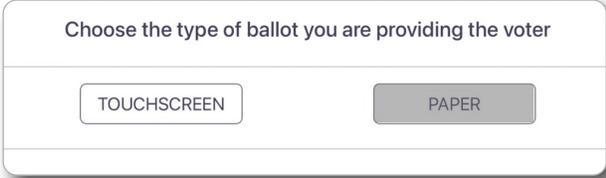|		
3	A screen with the message "Please verify the voter's name and address is correct" will appear, with the voter's date of birth, name and address. A. **Flip** the screen toward the voter. B. **Ask** them to verify their name and address. C. **Flip** the screen back toward you. D. **Tap** the "Name & Address is Correct" button on the right if the voter's information is correct. ⓘ → *If the voter's name is incorrect, turn to "Name Change" on page 89.* → *If the voter's address is not correct or has changed, turn to "Change of Address" on page 107.*	Cook County John Hersey High School GO BACK **Please verify the voters name & address is correct** **Smith**, John DOB: 12/14/1981 9425 MANGANESE DR, Arlington Heights, IL 60004 Precinct 8000040, Split 001 NAME & ADDRESS IS CORRECT NAME IS NOT CORRECT ADDRESS IS NOT CORRECT
4	The "Ballot Language" screen will appear. A. **Flip** the screen toward the voter. B. **Ask** the voter to tap the button for their preferred language. → Touchscreens will have all 12 languages offered by the Cook County Clerk's Office. Cook County / John Hersey High School Ballot Language GO BACK ACCEPT Select Ballot Language English Spanish Korean Chinese Hindi Tagalog C. **Instruct** the voter to tap the blue "Accept" button on the top right after they make their selection.	
5	**Skip this step in a General Election.** The "Party Selection" screen will appear in a Primary, but not in a General Election. A. **Ask** the voter to select their party. B. **Instruct** the voter to tap the blue "Accept" button on the top right when they have completed their selection. → The "Voter Certification" screen will appear. Cook County / John Hersey High School PARTY SELECTION GO BACK ACCEPT Choose your party and tap Accept button to continue. Democratic Non-Partisan Republican	

Processing Regular Voters (continued)

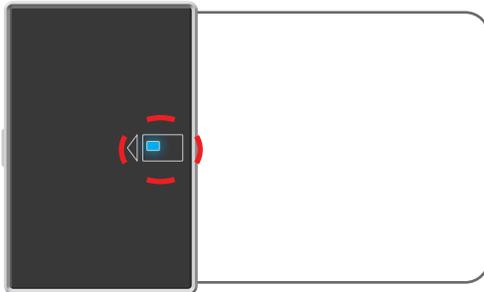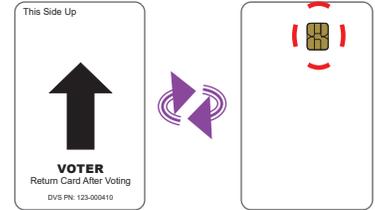|	
6	John **Smith** 9425 MANGANESE DR, Arlington Heights, IL 60004 Precinct: 8000040 Split: 001 🔊 LISTEN TO OATH CLEAR SIGNATURE ✕ _____ I certify that I am registered to vote from the address shown and that I am qualified to vote. **A.** **Instruct** the voter to sign the screen after reading the voter certification language. → Tell the voter to tap the black "Listen to Oath" button, if they want the ePollbook to read the certification aloud. **B.** **Flip** the screen toward you after they sign. **C.** **Tap** the blue "Done Signing" button. 🔊 LISTEN TO OATH
7	The "Poll Worker Confirmation" screen will appear, with the voter's signature in the "Signature on File" box and today's signature in the "Signature on Election Day" box. **A.** **Compare** the signatures → If they match, **write** your initials in the "Initial" box at the bottom right. **B.** **Tap** the blue "Submit" button at the top right. ⓘ *For issues with the voter's signature, see pages 97-101.* Cook County John Hersey High School POLL WORKER CONFIRMATION — START OVER — SUBMIT CONFIRM THE VOTER'S INFORMATION John Smith 9425 MANGANESE DR, ARLINGTON HEIGHTS, IL 60004 Precinct: 8000040 DOB: 12/14/1981 Split: 001 Voter ID: 33333317 Status: Active Ballot Style: 102 NON English ☐ Signature Wrong or Missing ☐ Assistance Required *Sample Signature* — Signature on File *John Smith* — Signature on Election Day ⊗ Initial
8	Choose the type of ballot you are providing the voter TOUCHSCREEN PAPER A screen with the message "Choose the type of ballot you are providing the voter" will appear. → **Tap** on the "Touchscreen" button. ⚠ **DO NOT** <u>select "Paper!"</u> → Voters can only mark their ballots on the Touchscreen during Early Voting.

Activating a Voter Card for the Touchscreen

Activating a Voter Card for the Touchscreen

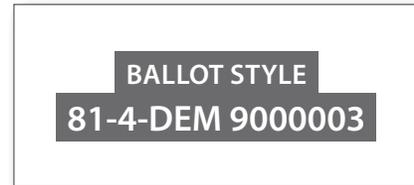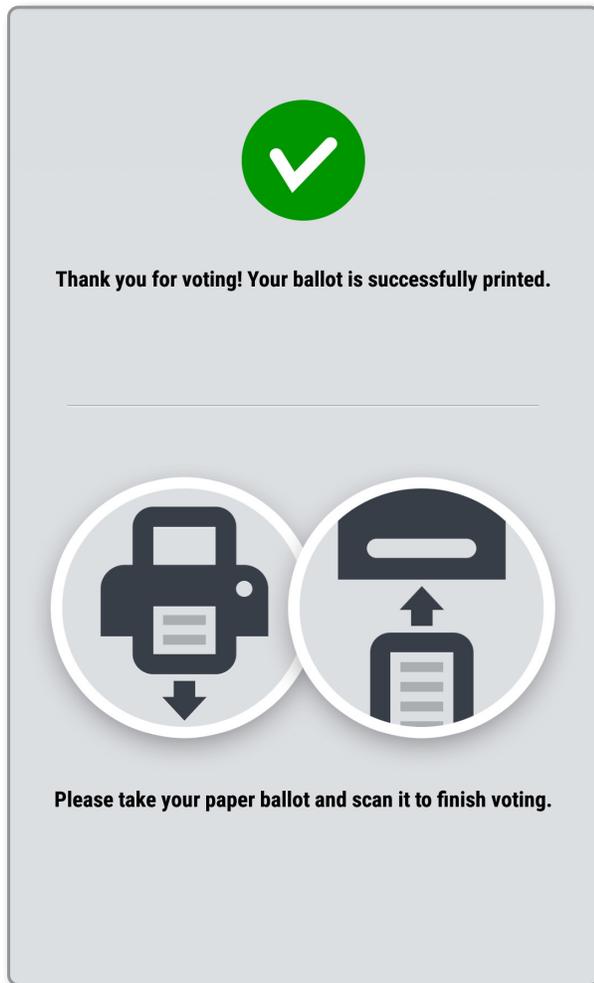|	
9	**A. Insert** the Voter Card into the Card Activator. → With the chip facing you and the arrow facing the voter. → A blue light will appear on the Card Activator. This Side Up **VOTER** Return Card After Voting DVS PN: 123-000410 **B. Tap** the "Touchscreen" button. Touchscreen
10	The instruction "Tap the Activate Card button" will appear. **A. Tap** the "Activate Card" button. → The card will activate. → A Check-in Receipt and Ballot Style Receipt will print. » 2 receipts will print. › 1st, a Ballot Style Receipt • Shorter receipt with the Ballot style listed › 2nd, a Check-in Receipt • Longer receipt with Ballot Style and Voter information **ACTIVATE CARD** Date: 3/4/24 Location: 69 W Washington Total Voter Check-in Receipts **Voter Check-in Receipt Envelope** **Instructions:** 1. **Enter** the date and location at the top of this envelope. 2. **Place** the Voter Check-in Receipts in this envelope after each Check-in. 3. **Count** the receipts in this envelope and **write** the total in the "Total Voter Check-in Receipts" bubble at the top right. 4. **Use** the "Total Voter Check-in Receipts" number from this envelope while completing the Statement of Ballots. 5. **Seal** this envelope after the Statement of Ballots is complete and place it where instructed in the manual. SEAL OF COOK JANUARY 1831 **B. Place** the Check-in receipt inside the Voter Check-in Receipt Envelope. BALLOT STYLE 81-4-DEM 9000003 **C. Give** the voter the Ballot Style Receipt.
11	**A. Remove** the card from the Card Activator. **B. Hand** the activated card and a Voter Privacy Shield to the voter. **C. Explain** to insert the activated card into the yellow slot on the Touchscreen, with the arrow facing up, as illustrated on the Touchscreen. **D. Direct** the voter to a Touchscreen after explaining the ballot casting instructions.

Touchscreen Ballot Casting Instructions for the Voter

⇒ The Touchscreen is only a ballot marking device, and does not cast ballots.

⇒ All ballots that are not Provisional must be cast using the Scanner.

    » Refer to the "Special Circumstance Chart" on page 76 for reasons for a Provisional ballot.

Thank you for voting! Your ballot is successfully printed.

Please take your paper ballot and scan it to finish voting.

A. **Tell** the voter that the Touchscreen has printed their ballot when the "Thank you for voting..." screen to the left appears.

    → Their ballot hasn't been cast yet.

B. **Tell** the voter to follow these steps to cast their ballot:

   1. **Remove** their Voter Card from the slot.

   2. **Find** their ballot on the Ballot Printer.

   3. **Remove** their ballot from the Ballot Printer.

   4. **Take** the following to the Scanner:

      → Their ballot

      → The Activation Card

      → The Voter Privacy Shield

   5. **Keep** the votes on their ballot covered by the Voter Privacy Shield. The judge at the Scanner will initial it.

      → The Scanner will not accept ballots without judge initials.

   6. **Insert** their printed ballot into the Scanner.

      → Still covered by the Voter Privacy Shield.

The Judge at the Scanner will collect the Voter Privacy Shield and Voter Card and give the voter an "I Voted" sticker after they cast their ballot.
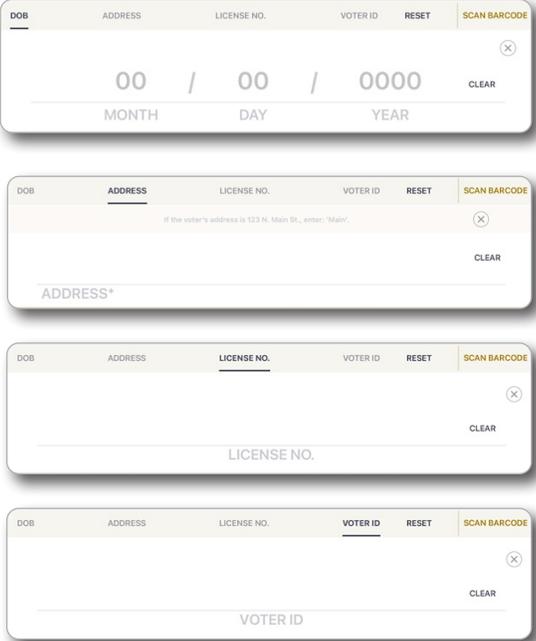
Advanced Search Options

Advanced Search Options

If you cannot find the voter using their last and first name, don't give up!   There are other options.

▶   First, verify with the voter that you've spelled their name correctly.

▶   Try names like Mc Donald, De la cruz, and Van de Kamp and O Connor, with and without the spaces.

Try an Advanced Search to find the voter.

|		
1	**Tap** the "Advanced Search" button, to the right of the black "Search" button	ADVANCED SEARCH
	2	The "Advanced Search" button will turn black and a list of selections will appear beneath the "Last Name" and "First Name" boxes. **Tap** on the search option you want to try. → **DOB** *(Date of Birth)* » Works well if there are several name matches. → **Address** » Works best if the last and first names alone aren't working. → **License No.** » Used if the Driver's License or State ID didn't scan. → **Voter ID** » Located on the voter's Voter ID card. → **Scan Barcode** » Use this option if the voter decides to use their Driver's License or State ID.
	3	A. **Enter** the information for the search option you select. → The searches will be added to the "Last Name" and "First Name" searches. B. **Tap** the black "Search" button after each entry. → The options will turn orange as you try them. SEARCH

Voter Required to show ID

ID Required

In some cases, when a voter registers online or through the mail and still needs to show ID, the message "ID Required" will appear to the right of the voter's information during a manual search and across the top of the first screen when a voter scans their ID to check in.

Voter info. during a manual search

1st screen when the voter uses their ID
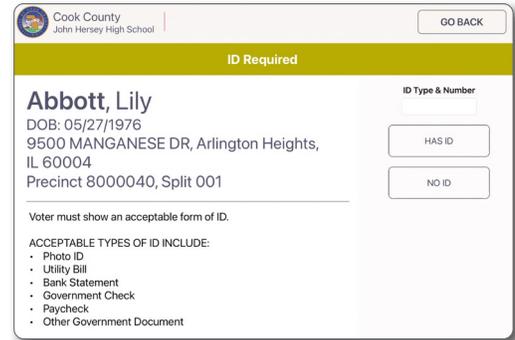
Follow the steps below if the message "ID Required" appears when checking a voter in.

Check	Step #	Task to complete:
	1	If there is an "ID Required" message in red on the screen, **ask** the voter for ID. → Acceptable forms of ID include: » Photo ID » Government Check » Utility Bill » Paycheck » Bank Statement » Other Government Document ℹ️ *If the voter does not have ID, follow the steps in "Inactive Voter" with ONLY 1 or NO ID on page 87.*
	2	In the "ID Type & ID Number" box... A. **Enter** the Type of ID the voter is using. B. **Add** a forward slash. C. **Enter** the number from the ID. **ID Type & Number** DL / D123-1234-1234 ℹ️ *See the Acceptable ID list on page 108 for what to enter in the "ID Type & Number" box for the IDs listed in step 1.*
	3	**Tap** the "Has ID" after the voter hands you the ID. → The message "Please verify the voter's name and address is correct" will appear. HAS ID
	4	The Check-in becomes a "Regular Voter" Check-in when "Has ID" is selected. → Go to step 3 on page 68 in Processing Regular Voters and complete the Check-in.

Special Circumstance Voters
Three Types of Voters

Three Types of Special Circumstance Voters

1. Provisional
2. Grace Period
3. Other Affidavit

The type of Special Circumstance determines how to check a voter in.

Provisional Voters

Provisional Voters have registration issues that can't be resolved by Election Judges during Early Voting.

→ Judges **MUST** activate a Provisional Voter card on the ePollbook.

→ They must sign a Provisional Voter Affidavit.

→ They must be given a Provisional Voter Receipt that gives instructions on what they should do next.

→ **Provisional ballots DO NOT get cast in the Scanner.**

> » Instead, they are sealed by the voter in a Provisional Ballot Envelope, with the Ballot Style Receipt from the check-in attached and the Voter's name written.
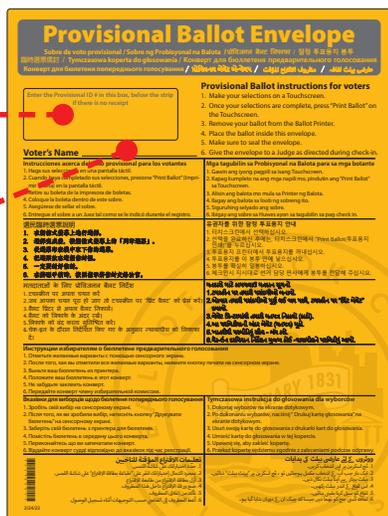
Ballot Style Receipt here ----

Voter's name here ----

> » The voter will hand the sealed envelope to the Judge at the Scanner, who will place it in Provisional Envelope 606.

Provisional Votes After Election Day

→ Provisional Ballots are processed and counted if the voter's circumstance is resolved..

→ The Cook County Clerk's Office will identify the ballots using the Provisional ID number.

→ The Provisional ballots will then be accepted or rejected.

Grace Period Registration Voters

There are Two types of Grace Period Registration Voters.

1. **New Voters who are registering for the first time.**

2. **Voters who moved but did not re-register with their new address.**

→ Grace Period voters **MUST** show two pieces of ID to fully register and vote.

> ⚠ *If a **GRACE PERIOD REGISTRATION VOTER** DOES NOT HAVE SUFFICIENT ID,*
>
> → *They **CANNOT** vote during Early Voting.*
>
> → *They can vote Provisionally at their precinct on Election Day.*

→ They must sign a Grace Period Voter Affidavit.

→ After completing the registration process and checking in, they will be given a Voter Registration Receipt as proof of their registration.

→ They are allowed to vote a regular ballot on the Touchscreen.

Other Affidavit Voters

Other Affidavit Voters have issues that Election Judges can resolve during Early Voting.

→ They must sign an Other Affidavit Voter affidavit for their specific Special Circumstance.

→ They are allowed to vote a regular ballot on the Touchscreen

Special Circumstance Voters (continued)
Special Circumstance Chart

Below, is a list of Special Circumstances, the issues that cause them, and the pages in this manual that give instruction on how to handle them.

Circumstance	Issue	Page	Type
Voter needs Assistance	Voter has difficulty speaking, reading or writing the English language and requests help	77	Other Affidavit
	Voter with a disability requests assistance		
Mail Ballot	Received a Mail Ballot, and is surrendering it or a part of it today	81	Other Affidavit
	Did not receive a ballot	83	
	Received a ballot, but is not surrendering the ballot		
Inactive Voter	Inactive and has ID	85	
	Inactive and has insufficient or no ID	87	Provisional
ID Required	Voter does not have ID *(follow Inactive and has insufficient or no ID instructions)*		
Name Change	Voter's name has changed	89	Other Affidavit
Already Checked-in	Voter is listed as "Checked-in," but says they did not check-in	91	Provisional
Signature	Voter's signature is missing in the ePollbook	93	Other Affidavit
	Voter's signature is wrong in the ePollbook *(It is not their signature)*		
Voter Signature or Status Challenged	A challenge to a voter's signature is upheld	97	Provisional
	A challenge to a voter's status is upheld	101	
Voter Moved	Voter moved and did not re-register *(Change of address)*	107	Grace Period
New Voter	Voter is not in the ePollbook and is not verified by Voter Verification	111	

Voter Requesting Assistance *(Disability/Language)*

> ⚠ *The voter __MUST__ have a language issue or specific disability that hinders them in casting a regular ballot.*

Follow the steps on this checklist to process a voter requesting assistance on the ePollbook.

Check	Step #	Task to complete: *Other Affidavit Voter*
	1	This Check-in starts as a "Regular Voter" Check-in. ℹ *Steps 1 - 6, starting on page 68 in "Processing Regular Voters" for instructions on checking a voter in.*
	2	On the "Poll Worker Confirmation" screen → **Select** the "Assistance Required" box, next to the Judge Initial box, if the signatures match. ☐ Assistance Required

> ⚠ *If the voter was challenged and/or there are issues with the voter's signature, turn to the following associated checklists.*
>
> → *These 3 issues should be processed before selecting Assistance Required.*
>
> → *Voter's Signature On File Is Wrong or Missing, page 93 for instructions on handling voters whose signatures wrong or missing.*
>
> → *Voter's Signature IS Challenged, page 97, for instructions on handling voters whose signatures have been challenged.*
>
> → *Voting Status Challenged, page 101 for instructions on handling challenged voters.*

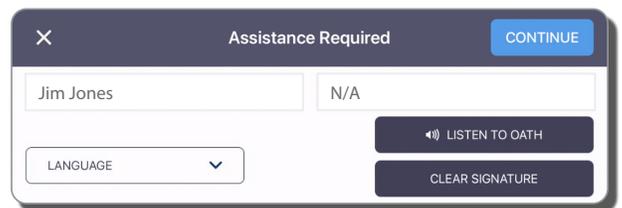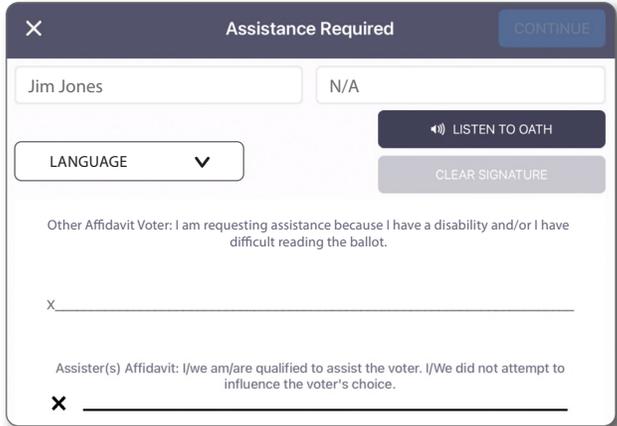| Check	Step #	Task to complete:

	3	The "Assistance Required" affidavit window will open with a drop down menu for Language or Disability.
		
		A. **Enter** the name of the person assisting in the "Assister Name" box.
		
		B. **Enter** "N/A" in the "2nd Assister Name" box.
		  → **Enter** the name of the second Judge in the "2nd Assister Name" box, if Judges are providing the assistance.
		    » In this case, there __MUST__ be two Judges *(each from a different party)*.
		
		C. **Select** the reason the voter is requesting assistance from the "Choose Reason" dropdown menu.

Assistance Required window:
- Jim Jones | N/A
- CONTINUE
- ◀)) LISTEN TO OATH
- LANGUAGE ⌄
- CLEAR SIGNATURE

CHOOSE REASON ⌄
- Language
- Disability

Voter Requesting Assistance (Disability/Language) (continued)

4	The voter and the assister(s) must sign Affidavits.
	▶ **Voter:** "I am requesting assistance because I have a disability and/or I have difficulty reading the ballot."
	▶ **Assister:** "I/we am/are qualified to assist the voter. I/we did not attempt to influence the voter's choice."
	A. **Flip** the screen toward the voter and assister(s).
	B. **Instruct** them both to sign the screen after reading the affidavits.
	  → The voter must sign the first line.
	  → The assister(s) must sign the second line.
	    » Both Judges sign next to each other, on the same line, if they are the assisters.
	C. **Flip** the screen toward you after they sign.
	D. **Tap** the blue "Continue" button at the top right.
	
	(i) *Tell the voter and assister to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavits aloud.*

5	The "Poll Worker Confirmation" screen will appear, with a check mark in the "Assistance Required" box. ☑ Assistance Required A. **Write** your initials in the "Initial" box at the bottom right. B. **Tap** the blue "Submit" box on the top right of the screen.

Screen content (step 4):

Assistance Required — CONTINUE

Jim Jones | N/A

LANGUAGE ⌄

◀)) LISTEN TO OATH

CLEAR SIGNATURE

Other Affidavit Voter: I am requesting assistance because I have a disability and/or I have difficult reading the ballot.

X_____

Assister(s) Affidavit: I/we am/are qualified to assist the voter. I/We did not attempt to influence the voter's choice.

X _____

Button (step 5): **SUBMIT**

Voter Requesting Assistance (Disability/Language) (continued)

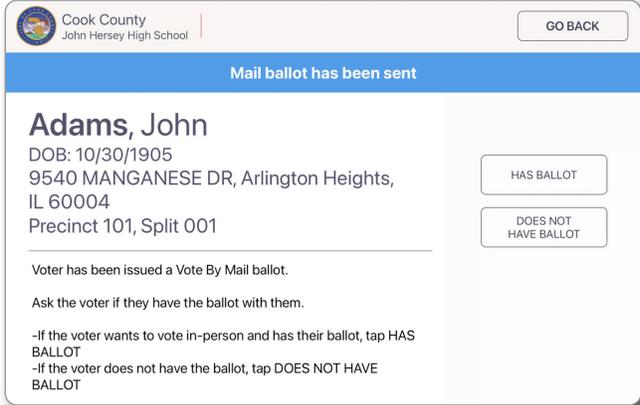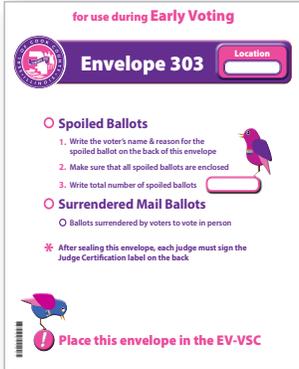|	

6	A screen with the message "Choose the type of ballot you are providing the voter" screen will appear.
	
	ⓘ *Steps 8 - 11, starting on page 69, "Processing Regular Voters" for instructions on activating a Voter Card for the Touchscreen.*
	
	Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	
	→ These receipts are slightly different than the receipts printed for a Regular Voter.
	
	   I. Ballot Style Receipt
	
	     » The first shorter receipt, with the Ballot Style Number.
	
	       › **Hand** this receipt to the voter.
	
	   II. Check-in Receipt
	
	     » The second longer receipt will show the type of Assisted Voter and the name(s) of the assister(s).
	
	     » **Place** this receipt in the Voter Check-in Receipt Envelope.

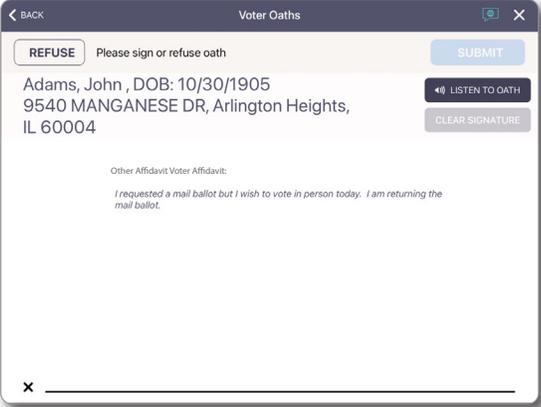# Voter Requested a Mail Ballot, and <u>IS</u> Surrendering It

There will be a Mail Ballot Drop Box at all Early Voting locations during Early Voting.

→ **However**, you can accept a voted Mail Ballot if the voter is surrendering it to vote in person.

Follow the steps on this checklist to process a Mail Ballot voter on the ePollbook who is surrendering their Mail Ballot.

Check	Step #	Task to complete: *Other Affidavit Voter*
	1	A voter who requested a Mail Ballot will have a blue tint with the words "Mail Ballot Sent" on the Voter Search screen. → "Mail Ballot has been sent" will be in the blue bar on the first screen. → **Ask** the voter if they have the ballot with them. **Cook County** — John Hersey High School — GO BACK **Mail ballot has been sent** **Adams**, John DOB: 10/30/1905 9540 MANGANESE DR, Arlington Heights, IL 60004 Precinct 101, Split 001 HAS BALLOT / DOES NOT HAVE BALLOT Voter has been issued a Vote By Mail ballot. Ask the voter if they have the ballot with them. -If the voter wants to vote in-person and has their ballot, tap HAS BALLOT -If the voter does not have the ballot, tap DOES NOT HAVE BALLOT
	2	If the voter has their Mail Ballot, and wants to vote in person: **A. Collect** the ballot. **B. Write** "SURRENDERED" in large letters on the postage side of the envelope. → Use a sharpie. → Write it across the ballot if there is no envelope or if the envelope is open. **C. Place** the envelope/ballot in Envelope 303. for use during **Early Voting** **Envelope 303** Location ○ **Spoiled Ballots** 1. Write the voter's name & reason for the spoiled ballot on the back of this envelope 2. Make sure that all spoiled ballots are enclosed 3. Write total number of spoiled ballots ○ **Surrendered Mail Ballots** ○ Ballots surrendered by voters to vote in person ✷ After sealing this envelope, each judge must sign the Judge Certification label on the back ❗ Place this envelope in the EV-VSC
	3	**HAS BALLOT** **Tap** the "Has Ballot" button. → The "Voter Oaths" screen will appear.

Voter Requested a Mail Ballot, and <u>IS</u> Surrendering It (continued)

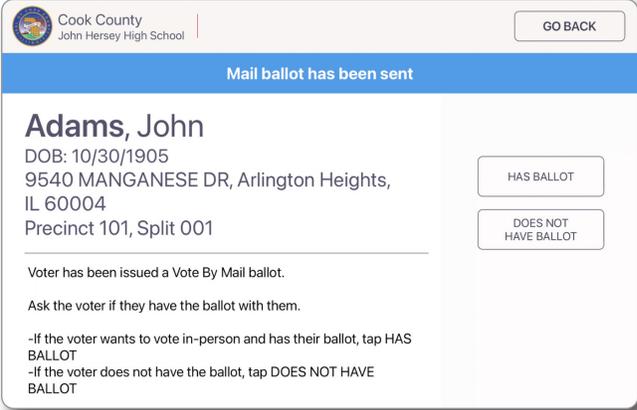|	
4	The voter is required to sign a Mail Ballot Voter affidavit, stating, "I requested a Mail Ballot, but I wish to vote in person. I am surrendering the Mail Ballot." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign D. **Tap** the blue "Submit" button. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*

5	The "Please verify the voters name & address is correct" screen will appear.
	→ **Verify** the voter's name and address and continue the Check-in.
	
	 ⓘ *Steps 3 - 11, starting on page 68 "Processing Regular Voters" for instructions on checking a voter in.*
	
	Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	→ These receipts are slightly different than the receipts printed for a Regular Voter.
	  I. Ballot Style Receipt
	    » The first shorter receipt, with the Ballot Style Number.
	      › **Hand** this receipt to the voter.
	  II. Check-in Receipt
	    » The second longer receipt will show that the voter HAS surrendered their Mail Ballot.
	    » **Place** this receipt in the Voter Check-in Receipt Envelope.

Voter Oaths screen:

REFUSE   Please sign or refuse oath   SUBMIT

Adams, John , DOB: 10/30/1905   🔊 LISTEN TO OATH
9540 MANGANESE DR, Arlington Heights,   CLEAR SIGNATURE
IL 60004

Other Affidavit Voter Affidavit:

I requested a mail ballot but I wish to vote in person today. I am returning the mail ballot.

Voter Requested a Mail Ballot, & <u>IS NOT</u> Surrendering It

> ⚠ The following procedure should be used for Mail Ballot voters who say that they...
>
> → Haven't received their Mail Ballot or don't have it with them and wish to vote a Regular Ballot in person.
>
> → Have completed and surrendered a Mail Ballot but were informed that it was not received by the Clerk's Office and wish to vote a Regular Ballot in person.

Follow the steps on this checklist to process a Mail Ballot voter on the ePollbook who IS NOT surrendering their Mail Ballot.

Check	Step #	Task to complete: *Other Affidavit Voter*
	1	A voter who requested a Mail Ballot will have a blue tint with the words "Mail Ballot Sent" on the Voter Search screen. → "Mail Ballot has been sent" will be in the blue bar on the first screen. → **Ask** the voter if they have the ballot with them.
	2	If the voter DOES NOT have their Mail Ballot, and wants to vote in person: **Tap** the "Does Not Have Ballot" button. → The "Voter Oaths" screen will appear.

In step 1 image:

Cook County
John Hersey High School

GO BACK

Mail ballot has been sent

Adams, John
DOB: 10/30/1905
9540 MANGANESE DR, Arlington Heights, IL 60004
Precinct 101, Split 001

HAS BALLOT

DOES NOT HAVE BALLOT

Voter has been issued a Vote By Mail ballot.

Ask the voter if they have the ballot with them.

-If the voter wants to vote in-person and has their ballot, tap HAS BALLOT
-If the voter does not have the ballot, tap DOES NOT HAVE BALLOT

In step 2 image:

DOES NOT HAVE BALLOT

Voter Requested a Mail Ballot, but <u>IS NOT</u> Surrendering It (continued)

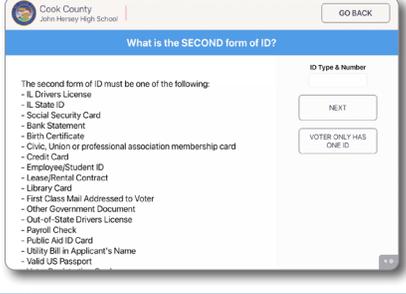|	
3	The voter is required to sign a Mail Ballot Voter affidavit stating, "I requested a Mail Ballot, but I wish to vote in person. I do not have the Mail Ballot." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign. D. **Tap** the blue "Submit" button. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*
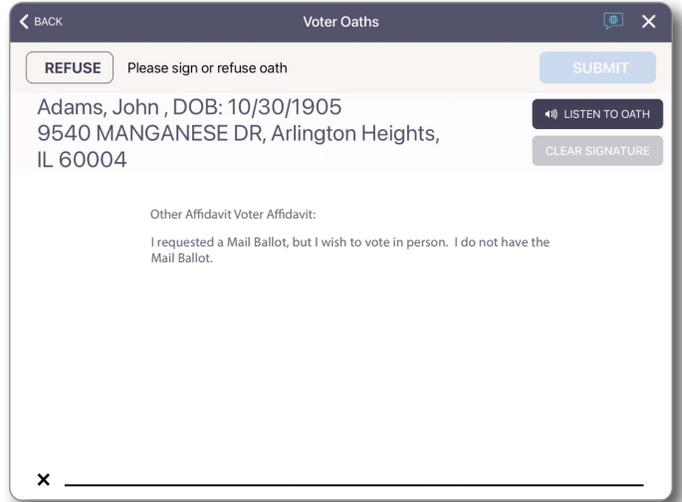
4	The "Please verify the voters name & address is correct" screen will appear.
	 → **Verify** the voter's name and address and continue the Check-in.
	
	 ⓘ *Steps 3 - 11, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.*
	
	 Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	 → These receipts are slightly different than the receipts printed for a Regular Voter.
	     I. Ballot Style Receipt
	        » The first shorter receipt, with the Ballot Style Number.
	           › **Hand** this receipt to the voter.
	     II. Check-in Receipt
	        » The second longer receipt will show that the voter HAS NOT surrendered their Mail Ballot.
	        » **Place** this receipt in the Voter Check-in Receipt Envelope.

The image in step 3 shows a "Voter Oaths" screen with:
- BACK button, title "Voter Oaths", and X close button
- REFUSE button, "Please sign or refuse oath", SUBMIT button
- Adams, John , DOB: 10/30/1905
- 9540 MANGANESE DR, Arlington Heights, IL 60004
- LISTEN TO OATH button
- CLEAR SIGNATURE button
- Other Affidavit Voter Affidavit:
- I requested a Mail Ballot, but I wish to vote in person. I do not have the Mail Ballot.

Inactive Voter with ID

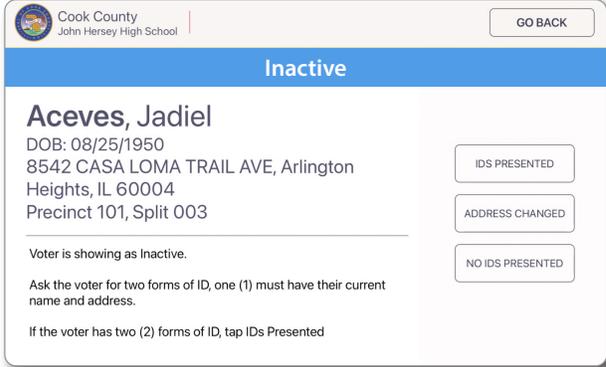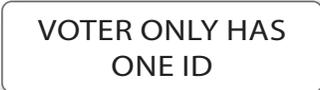**Follow** the steps on this checklist to process an Inactive voter who has the required ID on the ePollbook.

Check	Step #	Task to complete:	*Other Affidavit Voter*
	1	A voter who is inactive will have a blue tint with the word "Inactive" on the Voter Search screen. → "Inactive" will be in the blue bar on the **first** screen. → **Ask** the voter if they have two forms of ID.	 Cook County John Hersey High School GO BACK **Inactive** **Aceves**, Jadiel DOB: 08/25/1950 8542 CASA LOMA TRAIL AVE, Arlington Heights, IL 60004 Precinct 101, Split 003 IDS PRESENTED ADDRESS CHANGED NO IDS PRESENTED Voter is showing as Inactive. Ask the voter for two forms of ID, one (1) must have their current name and address. If the voter has two (2) forms of ID, tap IDs Presented
	2	**Tap** the "IDs Presented" button, if the voter has ID. (!) *If the voter is Inactive because they moved and never re-registered at their new address...* → ***Tap*** *on the "Address Changed" button.* → ***Turn*** *to "Change of Address," page 107.*	IDS PRESENTED
	3	Cook County John Hersey High School GO BACK **What is the FIRST form of ID?** **Aceves**, Jadiel DOB: 08/25/1950 8542 CASA LOMA TRAIL AVE, Arlington Heights, IL 60004 Precinct 101, Split 003 ID Type & ID Number NEXT First ID must be one of the following: - IL DL with current address - IL State ID with current address - Utility bill in applicant's name (last 30 days) - Lease - First class mail addressed to voter -Bank Statement -Payroll check with current address - Other Government Document with current address	A screen with a blue bar will appear, with the message "What is the FIRST form of ID?" → A list of Acceptable IDs will appear at the bottom of the screen.
	4	In the "ID Type & ID Number" box... A. **Enter** the Type of ID the voter is using. B. **Add** a forward slash. C. **Enter** the ID number. (i) *See the Acceptable ID list on page 108 for what to enter in the "ID Type & Number" box for the IDs listed in step 1.*	**ID Type & Number** DL / D123-1234-1234
	5	NEXT	**Tap** the "Next" button

Inactive Voter with ID (continued)

6	A screen with a blue bar will appear, with the message "What is the SECOND form of ID?" → A list of Acceptable second IDs will appear at the bottom of the screen.	

7

ID Type & Number

SID / 1231-2341-123D

In the "ID Type & ID Number" box...

A. **Enter** the Type of ID the voter is using.

B. **Add** a forward slash.

C. **Enter** the ID number.

ⓘ *See the Acceptable ID list on page 108 for what to enter in the "ID Type & Number" box for the IDs listed in step 1.*

8

The voter is required to sign an Inactive Voter affidavit stating, "I am mistakenly listed as Inactive but still live at the address of record."

A. **Flip** the screen toward the voter.

B. **Instruct** them to sign the screen after reading the affidavit.

C. **Flip** the screen toward you after they sign.

D. **Tap** the blue "Submit" button.

ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*

9

The "Please verify the voters name & address is correct" screen will appear.

→ **Verify** the voter's name and address and continue the Check-in.

ⓘ *Steps 3 - 11, on page 68, "Processing Regular Voters" for voter check-in instructions.*

Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.

→ These receipts are slightly different than the receipts printed for a Regular Voter.

    I. Ballot Style Receipt

      » The first shorter receipt, with the Ballot Style Number.

        › **Hand** this receipt to the voter.

    II. Check-in Receipt

      » The second longer receipt, will show that the voter was Inactive, they had ID and what ID they used.

      » **Place** this receipt in the Voter Check-in Receipt Envelope.

Inactive Voter with <u>ONLY 1 or NO ID</u>

Follow the steps on this checklist to process an Inactive on the ePollbook who DOES NOT have the required ID.

Check	Step #	Task to complete: *Provisional Voter*
	1	A voter who is inactive will have a blue tint with the word "Inactive" on the Voter Search screen. → "Inactive" will be in the olive bar on the first screen. → **Ask** the voter if they have two forms of ID. Cook County / John Hersey High School — GO BACK **Inactive** **Aceves**, Jadiel DOB: 08/25/1950 8542 CASA LOMA TRAIL AVE, Arlington Heights, IL 60004 Precinct 101, Split 003 IDS PRESENTED — ADDRESS CHANGED — NO IDS PRESENTED Voter is showing as Inactive. Ask the voter for two forms of ID, one (1) must have their current name and address. If the voter has two (2) forms of ID, tap IDs Presented
	2	→ **Tap** the "No IDs Presented" button, if the voter does not have ID. **NO IDS PRESENTED** **IDS PRESENTED** → **Tap** the "IDs Presented" button, if the voter only has 1 ID. A. **Enter** the ID the voter has. B. **Tap** the "Voter Only Has One ID" button on the "What is the SECOND form of ID?" screen. **VOTER ONLY HAS ONE ID**
	3	The voter is required to sign a Provisional Inactive Voter affidavit stating, "I was required to show ID but I do not have the required ID." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign. D. **Tap** the blue "Submit" button. BACK — Voter Oaths — X REFUSE Please sign or refuse oath SUBMIT Aceves, Jadiel, DOB: 08/25/1950 8542 CASA LOMA TRAIL AVE, Arlington Heights, IL 60004 LISTEN TO OATH — CLEAR SIGNATURE Provisional Voter: I was required to show ID but I do not have the required ID. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*

Inactive Voter with <u>ONLY 1 or NO ID</u> (continued)

4	The "Ballot Language" screen will appear. A. **Flip** the screen toward the voter. B. **Ask** the voter to tap the button for their preferred language. → Though checking a voter in at this point follows the same flow as a Regular Check-in, the screens after the "Party Selection" screen will all have a red bar at the top, with the word "Provisional" listed five times across. (i) *Steps* 4 - 10, *starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.* → Provisional Voters do not need Voter Privacy Shields. Three Provisional Receipts will print when the "Activate Card" button is tapped. → These receipts are different than the receipts printed for a Regular Voter. → All three receipts will have the reason for the Provisional check-in and the Ballot Style Number. I. Provisional Instruction Receipt » The first long receipt is the Provisional Instruction Receipt › **Hand** this receipt *(in English and Spanish)* to the voter. - Pink Form 503 will have this information in all other languages. II. Ballot Style Receipt » The second, shorter receipt A. **Write** the voter's name on the "Voter Name" line on a Provisional Ballot Envelope. B. **Attach** this receipt to the envelope. C. **Hand** the envelope to the voter. D. **Instruct** the voter to... a. **Place** the printed ballot from the Ballot Printer in the envelope. b. **Seal** the envelope. c. **Hand** the sealed envelope and Voter Card to a Judge at the Scanner. E. **Place** the envelope in Provisional Envelope 606. (!) *Provisional Ballots <u>DO NOT</u> go into the Ballot Box.* III. Check-in Receipt » The third long receipt will show that the voter was Inactive, there was insufficient ID and any ID the voter used. › If the voter had one of the IDs, it will be listed on the receipt. » **Place** this receipt in the Voter Check-in Receipt Envelope.

Ballot Style Receipt HERE

Voter's Name HERE

Name Change

Follow the steps on this checklist to process a Name Change in the ePollbook.

Check	Step #	Task to complete:	*Other Affidavit Voter*
	1	During a Regular Voter Check-in, the first screen has the message "Please verify the voters name & address is correct." A. **Verify** the voter's address. B. **Tap** the "Name Is Not Correct" button, if the voter tells you they have changed their name.	NAME IS NOT CORRECT
	2	**Enter the voters new name** **Ealy**, Tyrie A DOB: 03/30/1992 2026 LIONCREST DR, RICHTON PARK, IL 60471 Precinct 9000049, Split 4 Enter the voters new FIRST and LAST name in the field to the right New Full Name NEW NAME CONFIRMED The "Enter the voter's new name" screen will appear. A. **Type** in the voter's new first and last name in the "New Full Name" box. B. **Flip** the screen and ask the voter to confirm the name you entered is correct. C. **Tap** the "NEW NAME CONFIRMED" button when the voters confirms the name is correct. NEW NAME CONFIRMED
	3	The voter is required to sign a Name Change affidavit, stating "I have changed my name. I was registered as the name indicated above." A. **Flip** the screen toward the voter. B. **Instruct** them to sign their new name on the screen after reading the affidavit. C. **Flip** the screen toward you after they sign D. **Tap** the blue "Submit" button. SUBMIT BACK — Voter Oaths — X REFUSE — Please sign or refuse oath — SUBMIT LISTEN TO OATH CLEAR SIGNATURE Ealy, Tyrie A, DOB: 03/30/1992 2026 LIONCREST DR, RICHTON PARK, IL 60471 Precinct 9000049, Split 4 Other Affidavit Voter Name Change: I have changed my name. I was registered as the name indicated above. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*
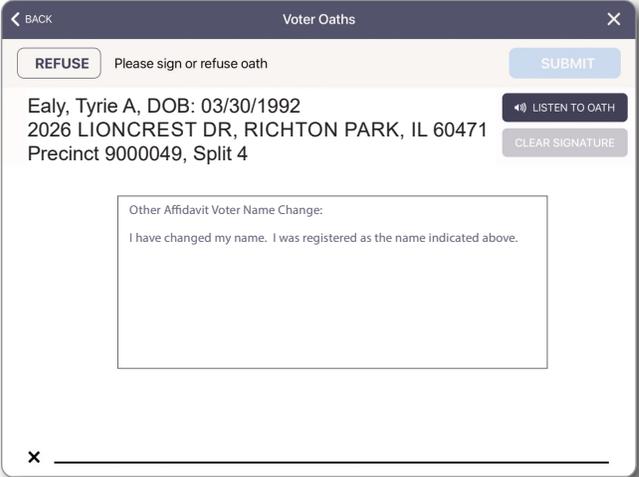
Name Change (continued)

4	The "Ballot Language" screen will appear.
	
	A. **Flip** the screen toward the voter.
	
	B. **Ask** the voter to tap the button for their preferred language.
	
	ⓘ *Follow steps 4 - 11, starting on page 68, for instructions on checking a voter in.*
	
	❗ ***Make sure the voter signs with their old signature in step 6 on page 69.***
	
	Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	
	→ These receipts are slightly different than the receipts printed for a Regular Voter.
	
	    I. Ballot Style Receipt
	
	      » The first shorter receipt, with the Ballot Style Number.
	
	        › **Hand** this receipt to the voter.
	
	    II. Check-in Receipt
	
	      » The second longer receipt will show that the voter changed their name and their check-in will be in the old name.
	
	        › The new name will be listed on this receipt.
	
	        › The voter's name will be updated in our voter system after Election Day.
	
	      » **Place** this receipt in the Voter Check-in Receipt Envelope.

Voter Listed as Already Checked-in, but says they <u>HAVE NOT</u>

Follow the steps on this checklist to process a voter listed as having already checked-in on the ePollbook.

Check	Step #	Task to complete:	*Provisional Voter*
	1	A voter who is listed as having voted early will have a pink tint with the word "Checked-in" on the Voter Search screen. → "This voter has already been checked-in" will be in the red bar on the first screen. → **Tell** the voter that they are listed as having already checked-in. **Cook County** John Hersey High School — **GO BACK** **Already Checked-in** **Aaron**, Darrell W DOB: 03/24/1965 6610 WRIGHT AVE, Arlington Heights, IL 60004 Precinct 101, Split 003 — **PROCESS PROVISIONALLY** Voter Check-ins are only cancelled for the following reasons: 1. You checked the wrong voter in. 2. Voter left without voting or decided not to vote after you've checked them in. 3. Voter selected the wrong party or changed their mind about their party selection in a Primary Election. Voters only declare a party in a Primary Election. If any of the above reasons apply, call the Early Voting Call Center at 312-603-1178	
	2	**Tap** the "Process Provisionally" button, if the voter maintains they have not voted.	**PROCESS PROVISIONALLY**
	3	The voter is required to sign a Provisional affidavit stating, "I am in the system as having checked-in or having returned my Mail Ballot, but I have not checked-in or returned my Mail Ballot." **A. Flip** the screen toward the voter. **B. Instruct** them to sign the screen after reading the affidavit. **C. Flip** the screen toward you after they sign. **D. Tap** the blue "Submit" button. ‹ BACK Voter Oaths ✕ **REFUSE** Please sign or refuse oath SUBMIT Aaron, Darrell W DOB: 03/24/1965 ◄ LISTEN TO OATH 6610 Wright Ave, Arlington Heights CLEAR SIGNATURE IL 60004 *Provisional Voter:* I am in the system as having checked-in or having returned my Mail Ballot, but I have not checked-in or returned my Mail Ballot. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*	

Voter's Signature On File Is Wrong or Missing

Follow the steps on this checklist to process a voter who's signature on file is wrong or missing.

Check	Step #	Task to complete: *Other Affidavit Voter*
	1	This Check-in starts as a "Regular Voter" Check-in. ⓘ *Steps 1 - 6, starting on page 67, "Processing Regular Voters" for instructions on checking a voter in.*
	2	<u>On the "Poll Worker Confirmation" screen</u> → **Select** the "Signature Wrong or Missing" box, on the left, beneath the Ballot Style Number. ☐ Signature Wrong or Missing
	3	The "Challenge Report" affidavit window will open with a drop down menu for "Challenge Reason." CHALLENGE REASON ∨ Signature Wrong Signature missing **Select** the signature issue from the "Challenge Reason" dropdown menu.
	4	The voter is required to sign a Other Affidavit Signature Issue affidavit, stating "My name is in the system, but my signature is either wrong or missing." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign. D. **Tap** the blue "Submit" button. ⓘ *Tell the voter and assister to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavits aloud.*
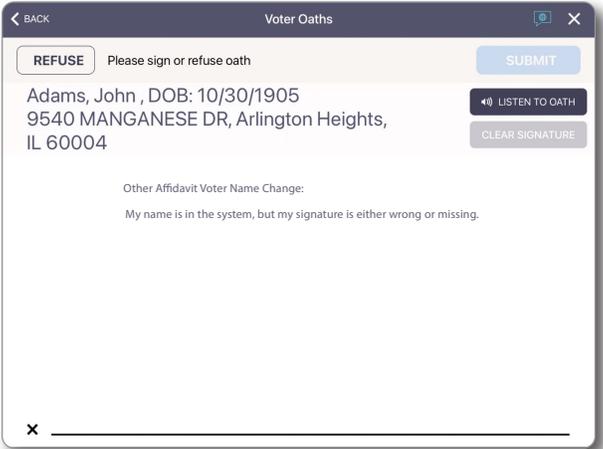
Voter's Signature On File Is Wrong or Missing (continued)

5	The "Poll Worker Confirmation" screen will appear, with a check mark in the "Assistance Required" box ☑ Signature Wrong or Missing A. **Write** your initials in the "Initial" box at the bottom right. B. **Tap** the blue "Submit" box on the top right of the screen. **SUBMIT**

6	The "Choose the type of ballot you are providing the voter" screen will appear.
	
	ⓘ *Steps 8 - 11, starting on page 69, "Processing Regular Voters" for instructions on Handling the Voter's Ballot Marking Choice.*
	
	Two receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	
	→ These receipts are slightly different than the receipts printed for a Regular Voter.
	
	   I. Ballot Style Receipt
	     » The first shorter receipt, with the Ballot Style Number.
	       › **Hand** this receipt to the voter.
	
	   II. Check-in Receipt
	     » The second longer receipt will show that the signature does not match or is missing.
	     » **Place** this receipt in the Voter Check-in Receipt Envelope.

Voter's Signature Is Challenged

Follow the steps on this checklist to process a voter who's signature has been challenged.

Check	Step #	Task to complete: *Provisional Voter*
	1	This Check-in starts as a "Regular Voter" Check-in. ⓘ *Steps 1 - 6, starting on page 67, "Processing Regular Voters" for instructions on checking a voter in.*
	2	If the voter's signature appears to be different from the "Signature on File" on the "Poll Worker Confirmation" screen, challenge it. → **Tap** the "Challenges/Court Order" button at the bottom of the "Poll Worker Confirmation" screen. » A majority of the judges MUST agree that the signatures are drastically different. `Challenges / Court Order`

⚠ *If the voter was also challenged, turn to "Voting Status Challenged," pages 93 for instructions on handling a voter who's status has been challenged.*

Check	Step #	Task to complete:
	3	The "Provisional" screen will appear. **A. Select** "Signature Challenge" from the "Choose Reason" dropdown menu. `Choose Reason ⌄` Signature Challenge Voter Challenge by Judges Voter Challenge by Poll Watcher Voter Challenge by Candidate Voter Challenge by Voter Court Order Extended Hours **B. Enter** the details for the Challenge in the "Details" box. → Brief explanation for why the voter was challenged. **C. Tap** the blue "Apply" button at the top right on the screen. `APPLY`

Cook County
John Hersey High School

PROVISIONAL   CANCEL   APPLY

Kenia F Titus

Choose Reason   Phone Number

Voter Challenge by Judges ⌄   Phone Number

Details

Voter's Signature Challenged (continued)

Challenges Step 2

4	**Challenges / Court Order** **Tap** the "Challenges Step 2" button at the bottom of the screen. → The "Voter Oaths" screen will appear.	The "Challenges / Court Order" button at the bottom of the screen will now be black. **Challenges Step 2**
5	A. **Select** the box next to the "Affidavit of Challenged Voter" B. **Tap** the "Next" button on the top right of the screen.	**NEXT**
6	The voter is required to sign a Provisional Challenged Voter affidavit stating, "My voting status was challenged. The challenge was upheld by a majority of judges." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign D. **Tap** the blue "Submit" button. ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*	**◄ BACK** Voter Oaths ✕ **REFUSE** Please sign or refuse oath SUBMIT Titus, Kenia, F DOB: 03/15/1979 11120 CREST DR APT E, Tinley Park, IL 60487 ◄) LISTEN TO OATH CLEAR SIGNATURE *Provisional Voter:* My voting status was challenged. The challenge was upheld by a majority of judges. ✕
7	The screen will go back to the "Poll Worker Confirmation" screen. A. **Write** your initials in the "Initial" box. B. **Tap** the "Submit" button. → A screen with the message "Choose the type of ballot you are providing the voter" will appear.	

Voter's Signature Challenged (continued)

8	Three Provisional Receipts will print when the "Activate Card" button is tapped.
	
	→ These receipts are different than the receipts printed for a Regular Voter.
	
	→ All three receipts will have the reason for the Provisional check-in and the Ballot Style Number.
	
	   I. Provisional Instruction Receipt
	     » The first long receipt is the Provisional Instruction Receipt
	      › **Hand** this receipt *(in English and Spanish)* to the voter.
	       - Pink Form 503 will have this information in all other languages.
	
	   II. Ballot Style Receipt
	     » The second, shorter receipt
	
	      A. **Write** the voter's name on the "Voter Name" line on a Provisional Ballot Envelope.
	      B. **Attach** this receipt to the envelope.
	      C. **Hand** the envelope to the voter.
	      D. **Instruct** the voter to...
	       a. **Place** the printed ballot from the Ballot Printer in the envelope.
	       b. **Seal** the envelope.
	      c. **Hand** the sealed envelope and Voter Card to a Judge at the Scanner.
	      E. **Place** the envelope in Provisional Envelope 606.
	
	       (!) *Provisional Ballots **DO NOT** go into the Ballot Box.*
	
	   III. Check-in Receipt
	     » The third long receipt will show that the voter's signature was challenged.
	     » **Place** this receipt in the Voter Check-in Receipt Envelope.

Ballot Style Receipt HERE

Voter's Name HERE

Voter Listed as Already Checked-in, but says they HAVE NOT (continued)

4	The "Ballot Language" screen will appear. A. **Flip** the screen toward the voter. B. **Ask** the voter to tap the button for their preferred language. → Though checking a voter in at this point follows the same flow as a Regular Check-in, the screens after the "Party Selection" screen will all have a red bar at the top, with the word "Provisional" listed five times across. ⓘ *Steps 4 - 10, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.* → Provisional Voters do not need Voter Privacy Shields. Three Provisional Receipts will print when the "Activate Card" button is tapped. → These receipts are different than the receipts printed for a Regular Voter. → All three receipts will have the reason for the Provisional check-in and the Ballot Style Number. I. Provisional Instruction Receipt » The first long receipt is the Provisional Instruction Receipt › **Hand** this receipt *(in English and Spanish)* to the voter. - Pink Form 503 will have this information in all other languages. II. Ballot Style Receipt » The second, shorter receipt A. **Write** the voter's name on the "Voter Name" line on a Provisional Ballot Envelope. B. **Attach** this receipt to the envelope. C. **Hand** the envelope to the voter. D. **Instruct** the voter to... a. **Place** the printed ballot from the Ballot Printer in the envelope. b. **Seal** the envelope. c. **Hand** the sealed envelope and Voter Card to a Judge at the Scanner. E. **Place** the envelope in Provisional Envelope 606. ⚠ *Provisional Ballots **DO NOT** go into the Ballot Box.* III. Check-in Receipt » The third longer receipt will show that the voter was listed as Already Checked-in. » **Place** this receipt in the Voter Check-in Receipt Envelope.

Ballot Style Receipt HERE

Voter's Name HERE

Voting Status Is Challenged

Follow the steps on this checklist to process a voter who has been challenged in the ePollbook.

Check	Step #	Task to complete: *Provisional Voter*
	1	This Check-in starts as a "Regular Voter" Check-in. ⓘ *Steps 1 - 6, starting on page 67, "Processing Regular Voters" for instructions on checking a voter in.*

Challenges / Court Order

	2	The "Poll Worker Confirmation" screen will appear, with the voter's signature in the "Signature on File" box and today's signature in the "Signature on Election Day" box. **A. Compare** the signatures. → If they match, **continue** on to step B. → If missing or no match, **follow** the ⚠ box below, then move on to step B. **B. Tap** the "Challenges / Court Order" button at the bottom of the "Poll Worker Confirmation" screen, If the signatures match. » A majority of the judges MUST agree to the challenge.

> Challenges / Court Order

⚠ *If there are issues with the voter's signature, turn to the following associated checklists.*

→ *"Voter's Signature On File Is Wrong or Missing," pages 93 for instructions on handling voters whose signatures wrong or missing.*

→ *"Voter's Signature IS Challenged," pages 97, for instructions on handling voters whose signatures have been challenged.*

	3	The "Provisional" screen will appear. **A. Select** one of the three "Voter Challenge by" choices from the "Choose Reason" dropdown menu.

Choose Reason ▼

Signature Challenge
Voter Challenge by Judges
Voter Challenge by Poll Watcher
Voter Challenge by Candidate
Voter Challenge by Voter
Court Order Extended Hours

Cook County
John Hersey High School — PROVISIONAL CANCEL APPLY

Kenia F Titus

Choose Reason — Voter Challenge by Judges ▼   Phone Number

Details

B. Enter the details for the Challenge in the "Details" box.

→ Brief explanation for why the voter was challenged.

C. Tap the blue "Apply" button at the bottom right, under the "Details" box.

APPLY

Voting Status Is Challenged (continued)

Challenges Step 2

4	**Challenges / Court Order** The "Challenges / Court Order" button at the bottom of the screen will now be black. **Tap** the "Challenges Step 2" button at the bottom of the screen. → The "Voter Oaths" screen will appear. **Challenges Step 2**
5	A. **Select** the box next to the "Affidavit of Challenged Voter" B. **Tap** the "Next" button on the top right of the screen. **NEXT**
6	The voter is required to sign a Provisional Challenged Voter affidavit stating, "My voting status was challenged. The challenge was upheld by a majority of judges." A. **Flip** the screen toward the voter. B. **Instruct** them to sign the screen after reading the affidavit. C. **Flip** the screen toward you after they sign D. **Tap** the blue "Submit" button. ℹ️ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.* **❮ BACK** Voter Oaths **REFUSE** Please sign or refuse oath **SUBMIT** Titus, Kenia, F DOB: 03/15/1979 11120 CREST DR APT E, Tinley Park, IL 60487 🔊 LISTEN TO OATH CLEAR SIGNATURE *Provisional Voter:* *My voting status was challenged. The challenge was upheld by a majority of judges.*
7	The screen will go back to the "Poll Worker Confirmation" screen. A. **Write** your initials in the "Initial" box. B. **Tap** the "Submit" button. → A screen with the message "Choose the type of ballot you are providing the voter" will appear.

Voting Status Is Challenged (continued)

8	Three Provisional Receipts will print when the "Activate Card" button is tapped.
	
	→ These receipts are different than the receipts printed for a Regular Voter.
	
	→ All three receipts will have the reason for the Provisional check-in and the Ballot Style Number.
	
	   I. Provisional Instruction Receipt
	
	     » The first long receipt is the Provisional Instruction Receipt
	       › **Hand** this receipt *(in English and Spanish)* to the voter.
	       › Pink Form 503 will have this information in all other languages.
	
	   II. Ballot Style Receipt
	
	     » The second, shorter receipt
	
	       A. **Write** the voter's name on the "Voter Name" line on a Provisional Ballot Envelope.
	
	       B. **Attach** this receipt to the envelope.
	
	       C. **Hand** the envelope to the voter.
	
	       D. **Instruct** the voter to...
	          a. **Place** the printed ballot from the Ballot Printer in the envelope.
	          b. **Seal** the envelope.
	          c. **Hand** the sealed envelope and Voter Card to a Judge at the Scanner.
	
	       E. **Place** the envelope in Provisional Envelope 606.
	
	     (!) *Provisional Ballots* **<u>DO NOT</u>** *go into the Ballot Box.*
	
	   III. Check-in Receipt
	
	     » The third long receipt will show that the voter was challenged.
	
	     » **Place** this receipt in the Voter Check-in Receipt Envelope.

Ballot Style Receipt HERE

Voter's Name HERE

Acceptable Forms of ID

Acceptable Forms of ID

Type of ID		ID Number Box
Items with Name and Address		
Illinois Driver's license with current address	→	Driver's license number
Illinois State ID with current address	→	State ID number
Bank statement	→	Bank name
Lease/rental contract	→	Landlord, rental company or leasing agent
First Class Mail addressed to the voter	→	Sender
Other government document	→	Agency or type of document
Payroll check with current address	→	Employer and date of check
Utility bill in applicant's name *(last 30 days)*	→	Company and date
Items with Name *(with or without address)*		
Illinois Driver's license	→	Driver's license number
Illinois State ID	→	State ID number
Social security card	→	Last 4 digits
Bank statement	→	Bank name
Birth certificate	→	State
Civic, union or professional membership card	→	Organization name
Credit card	→	Type *(Visa, Mastercard, etc.)*
Employment/student ID	→	Company/school name
Lease/rental contract	→	Landlord, rental company or leasing agent
Library card	→	Municipality/library district
First Class Mail addressed to the voter	→	Sender
Other government document	→	Agency or type of document
Out of state driver's license	→	State and number
Payroll check	→	Employer and date of check
Utility bill in the applicant's name *(last 30 days)*	→	Company and date
Public aid card *(LINK card)*	→	Number
Valid U.S. passport	→	Number
Voter registration card	→	Number

Examples of Acceptable ID

Bank Statement

Utility Bill

Voter ID Card

1st Class Mail

Out of State Driver's License

Government Document

Credit Card

Library Card

Employee ID
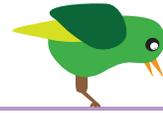
Who May Register to Vote

To register to vote, a person must:

▶ **Be** a U.S. citizen.

▶ **Be** at least 18 years old.

→ 17 year old citizens who turn 18 on or before the General Election can register and vote.

▶ **Reside** in Suburban Cook County.

▶ **Display** two pieces of identification.

→ Neither needs to be a photo ID but one must include their current address.

Important Information

! *A Grace Period voter must vote at the same time that they register.*

! *If the voter has insufficient ID, they can vote Provisionally on Election Day.*
  ▶ *They CANNOT vote during Early Voting.*
  ▶ *DO NOT process voters Provisionally for Grace Period voting during Early Voting*

! *Persons convicted of crimes and currently serving their sentences in a penal institution cannot vote. People awaiting trial in a penal institution or persons on parole or probation are eligible to vote.*

! *If a person tells you that their gender is different from the one on their ID, enter their gender as specified by the voter on the Grace Period Registration form in the ePollbook.*

! *Electronic retrieval of bills or other documents are acceptable as long as they contain the information needed to complete the ID box.*

! *Voters may not use the same type of item from both lists.*
  ▶ *For example you may not accept 2 pieces of mail.*

Change of Address

Follow the steps on this checklist to process a voter whose address has changed.

Check	Step #	Task to complete:	*Grace Period Registration Voter*
		Voter HAS the Required ID	

Check	Step #	Task to complete:

	1	During a Regular Voter Check-in, the first screen has the message "Please verify the voters name & address is correct."
		 → If the voter tells you they have moved in or into this precinct.
		    A. Tap the "Name/Address Is Not Correct" button
		    B. Ask the voter if they have 2 pieces of ID.
		      » They must be from the "Acceptable Forms of ID" list on page 104.
		      » One must have the current address.
		      » If they used their Drivers License or State ID with the current address to check-in, ask them for a 2nd piece of ID.
		
		 [ADDRESS IS NOT CORRECT]

	2	A screen, with the voter's name and birthdate will appear. → **Tap** the green "Next" button at the top right. [Next] ⓘ *If the voter is also doing a name change, type in the voter's new name.*

	3	The "Voter Address" screen will appear.
		 A. Enter the voter's "Street Number".
		 B. Enter the first 2-3 letters of the voter's "Street Name".
		 C. Wait 2-3 seconds.
		    → A dropdown list of addresses with the same "Street Number" and first 2-3 letters you entered will appear.
		      » **Tap** the address in the dropdown bubble and the rest of the address fields will automatically fill with the address.
		
		 [Next] **D. Tap** the green "Next" button.

Change of Address (continued)
Residency Verification

4	The "Residency Identification" screen will appear.
	
	A. **Tap** the arrow on the far right on the "Type of Verification Presented" dropdown.
	
	B. **Select** "Two Documents of ID"
	
	C. **Tap** the arrow on the far right of the "First Document" dropdown.
	   → This ID **DOES NOT** need to be the current address.
	   → Only 1 of the voter's ID's requires the current address. It does not have to be one of the IDs listed in this dropdown.
	
	D. **Select** the voter's ID from the list of IDs.
	
	E. **Enter** the ID number in the ID number box.
	
	F. **Tap** the arrow on the far right of the "Second Document with current Name and Address" dropdown.
	   → This ID must have the current address.
	
	G. **Select** the voter's ID from the list of IDs.
	
	H. **Enter** the ID number in the ID number box.
	
	I. **Tap** the green "Next" button at the top right of the screen.
	   → The Voter Signature of Confirmation screen will appear.

> (!) **NO SPACES**
>
> *There must be **NO SPACES** in the ID information you enter in the ID number box.*
>
> ***Examples:***
> → *COMED 3/20/2024*
>   » *Should be COMED3-20-24*
> → *First National Bank*
>   » *Should be FirstNationalBank*

Next

> (!) *If the **VOTER DOES NOT HAVE SUFFICIENT ID**,*
> → *They **CANNOT** vote during Early Voting.*
> → *They can vote Provisionally at their precinct on Election Day.*

Change of Address (continued)
Grace Period Voting Affidavit

5	The voter is required to sign an Grace Period Registration affidavit, stating... "I hereby swear (or affirm) that I am a citizen of the United States, that I was born on or before November 5, 2006, that as of the date of this election, I will have resided in the State of Illinois and in the election precinct in which I reside for 30 days and that I intend that this location shall be my permanent residence, that I am fully qualified to vote and that the above statements are true."

A. **Flip** the screen toward the voter.

B. **Instruct** them to confirm the updated information on the screen.

C. **Instruct** them to sign the screen after reading the affidavit.

D. **Flip** the screen toward you after they sign.

→ The "Submit" button will turn green when the voter signs.

E. **Tap** the green "Submit" button.   **SUBMIT**

ℹ️ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*

First Voter Registration Receipt

6	An "Updated" message will pop up, with the voter's name listed.

A. **Tap** the green "Accept" button.

→ One Voter Registration Receipt will print.

» This receipt is in English and Spanish with information about the voter's registration.

✓
Updated
JOHN SMITH
Accept

B. **Hand** the Voter Registration Receipt to the voter.

⚠️ ***This will be the 1st of 3 receipts for an Grace Period Registration Voter Check-in.***

→ *The other 2 receipts will print at the end of the check-in.*

» *They are to be handled the same as every other check-in.*

» *See step 8 on the next page for instruction.*

7	The "Ballot Language" screen will appear. A. **Ask** the voter in what language they would prefer the ballot. B. **Hand** the voter green Form 504. ▶ **ONLY IF** they select any other language than English or Spanish. ⓘ *Steps 4 - 11, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.*

Two More Voter Registration Check-in Receipts

8	The "Ballot Language" screen will appear.
	
	A. **Flip** the screen toward the voter.
	
	B. **Ask** the voter to tap the button for their preferred language.
	
	ⓘ *Steps 4 - 11, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.*
	
	Two more receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	
	→ These two receipts are different than the Regular Voter Check-in receipts.
	
	  I. Ballot Style Receipt
	
	    » The shorter receipt
	
	      › Hand this receipt to the voter.
	
	        - The voter will now have the Voter Registration Receipt and the Ballot Style receipt.
	
	  III. The Check-in Receipt
	
	    » The second longer receipt will show the new address and the ID used.
	
	    » **Place** this receipt in the Voter Check-in Receipt Envelope.
	
	⚠ *If the **VOTER DOES NOT HAVE SUFFICIENT ID**,*
	   → *They **CANNOT** vote during Early Voting.*
	   → *They can show ID or vote Provisionally at their precinct on Election Day.*

New Voter

(!) ▶ If a voter has not registered to vote in their precinct, you will not find them in the ePollbook.

▶ If the voter insists they are registered <u>and you have gone through all of the voter search options</u> in this manual, contact the Early Voting Call Center at 312-603-1178.

→ Advanced Search Options are in "Processing Regular Voters," on page 72.

▶ If the voter tells you they are not registered to vote in their precinct, register them as a new voter on the ePollbook, following the New Voter Grace Period Voting Process below.

Follow the steps on this checklist to process a new voter during Early Voting.

Check	Step #	Task to complete:	*Grace Period Registration Voter*
Voter <u>HAS</u> the Required ID when asked			
	1	**Ask** the voter if they have 2 pieces of ID. → They must be from the "Acceptable Forms of ID" list on page 104. → One must have the current address. → If they used their Drivers License or State ID with the current address to check-in, ask them for a 2nd piece of ID.	

During a manual search, the "Register" button will appear at the top right of the screen when you tap the black "Search" button, after entering search criteria.

→ If the voter tells you they are not registered to vote in their precinct, tap the black "Search" button.

» **Tap** the yellow "OK" button when you see the "Empty Search" popup.

> (!) **Empty Search**
> You must add parameters to your search.
> [OK]
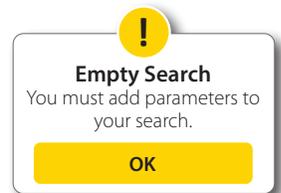
	2	**Tap** the Register button.	REGISTER
	3	The "Eligibility Verification" screen will appear. A. **Tap** the "Yes" button if the voter will be 18 years old by the next General Election. B. **Tap** the "Yes" button if the voter is a U.S. or Naturalized Citizen. C. **Tap** the green "Next" button at the top right of the screen. [Next]	‹ Previous Step Eligibility Verification ✕ 1 2 3 4 5 6 **Next** Please ask the Voter: **Ask the Voter** Will you be 18 years old by the next General Election? [Yes] [No] **Ask the Voter** Are you a U.S. or Naturalized Citizen? [Yes] [No] (!) *If <u>NO</u> is selected for either question, the voter is not eligible to vote in this Election.*

New Voter (continued)
Voter Information

4	The "Naturalization Information" screen will appear.
	
	→ If the voter **IS NOT** a Naturalized Citizen.
	   » **Tap** the green "Next" button.
	→ If the voter **IS** a Naturalized Citizen,
	   A. **Enter** their Naturalization information.
	   B. **Tap** the green "Next" button.	

5	The "Election Day Registration" Screen will appear with the message, "Enter Voter Information." A. **Enter** the voter's name and date of birth. → Name and date of birth are required for every voter. B. **Enter** the voter's phone number and email address. C. **Tap** the green "Next" button. **Next**	

6	The "Voter Address" screen will appear.
	
	A. **Enter** the voter's "Street Number".
	B. **Enter** the first 2-3 letters of the voter's "Street Name".
	C. **Wait** 2-3 seconds.
	   → If the address **IS** in the precinct, a dropdown list of addresses with the same "Street Number" and first 2-3 letters you entered will appear.
	     » **Tap** the address in the dropdown bubble and the rest of the address fields will automatically fill with the address.
	
	Next D. **Tap** the green "Next" button.	
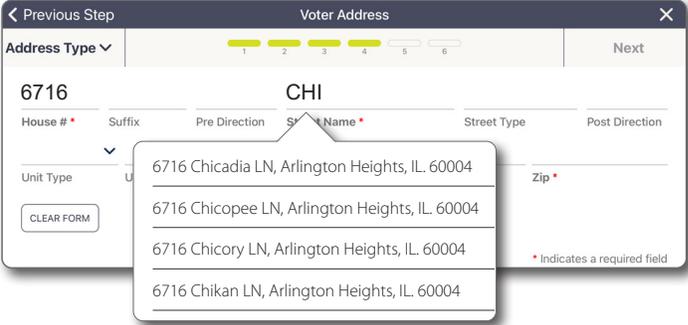
New Voter (continued)
Residency Verification

7	The "Residency Identification" screen will appear.

The "Residency Identification" screen will appear.

A. **Tap** the arrow on the far right on the "Type of Verification Presented" dropdown.

B. **Select** "Two Documents of ID"

C. **Tap** the arrow on the far right of the "First Document" dropdown.

→ This ID **DOES NOT** need to be the current address.

→ Only 1 of the voter's ID's requires the current address. It does not have to be one of the IDs listed in this dropdown.

D. **Select** the voter's ID from the list of IDs.

E. **Enter** the ID number in the ID number box.

F. **Tap** the arrow on the far right of the "Second Document with current Name and Address" dropdown.

→ This ID must have the current address.

G. **Select** the voter's ID from the list of IDs.

H. **Enter** the ID number in the ID number box.

> ⓘ **NO SPACES**
> There must be **NO SPACES** in the ID information you enter in the ID number box.
>
> **Examples:**
>
> → COMED 3/10/2024
> » Should be COMED3-10-24
>
> → First National Bank
> » Should be FirstNationalBank

I. **Tap** the green "Next" button at the top right of the screen.

→ The Voter Signature of Confirmation screen will appear.

Next

> ⓘ If the **VOTER DOES NOT HAVE SUFFICIENT ID**,
> → They **CANNOT** vote during Early Voting.
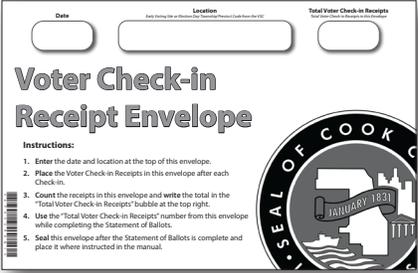> → They can show ID or vote Provisionally at their precinct on Election Day.

New Voter (continued)
Grace Period Voting Affidavit

5	The voter is required to sign an Grace Period Registration affidavit, stating… "I hereby swear (or affirm) that I am a citizen of the United States, that I was born on or before November 5, 2006, that as of the date of this election, I will have resided in the State of Illinois and in the election precinct in which I reside for 30 days and that I intend that this location shall be my permanent residence, that I am fully qualified to vote and that the above statements are true."

A. **Flip** the screen toward the voter.

B. **Instruct** them to confirm the updated information on the screen.

C. **Instruct** them to sign the screen after reading the affidavit.

D. **Flip** the screen toward you after they sign.

→ The "Submit" button will turn green when the voter signs.

E. **Tap** the green "Submit" button.   **SUBMIT**

ⓘ *Tell the voter to tap the black "Listen to Oath" button if they want the ePollbook to read the affidavit aloud.*

First Voter Registration Receipt

6	An "Updated" message will pop up, with the voter's name listed.

A. **Tap** the green "Accept" button.

→ One Voter Registration Receipt will print.

» This receipt is in English and Spanish with information about the voter's registration.

✓
Updated
JOHN SMITH
Accept

B. **Hand** the Voter Registration Receipt to the voter.

! **This will be the 1st of 3 receipts for an Grace Period Registration Voter Check-in.**

→ *The other 2 receipts will print at the end of the check-in.*

» *They are to be handled the same as every other check-in.*

» *See step 8 on the next page for instruction.*

New Voter (continued)
Ballot language & Naturalized Citizen Information

7	The "Ballot Language" screen will appear. A. **Ask** the voter in what language they would prefer the ballot. B. **Hand** the voter green Form 504. ▶ <u>**ONLY IF**</u> they select any other language than English or Spanish. ⓘ *Steps 4 - 11, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.*

Two More Voter Registration Check-in Receipts

7	The "Ballot Language" screen will appear.
	
	A. **Flip** the screen toward the voter.
	
	B. **Ask** the voter to tap the button for their preferred language.
	
	ⓘ *Steps 4 - 11, starting on page 68, "Processing Regular Voters" for instructions on checking a voter in.*
	
	Two more receipts will print when the "Activate Card" button is tapped after the ballot marking choice selection at the end of the Check-in.
	
	→ These two receipts are different than the Regular Voter Check-in receipts.
	
	    I. Ballot Style Receipt
	
	        » The shorter receipt
	
	           › Hand this receipt to the voter.
	
	              - The voter will now have the Voter Registration Receipt and the Ballot Style receipt.
	
	    III. The Check-in Receipt
	
	        » The second longer receipt will show the new address and the ID used.
	
	        » **Place** this receipt in the Voter Check-in Receipt Envelope.
	
	⚠ *If the **VOTER DOES NOT HAVE SUFFICIENT ID**,*
	    → *They* <u>**CANNOT**</u> *vote during Early Voting.*
	    → *They can vote Provisionally at their precinct on Election Day.*

Canceling a Voter Check-in

Follow the steps on this checklist to cancel a Voter Check-in.

Check	Step #	Task to complete:
Judge Steps		

Voter Check-ins are only canceled for the following reasons:

1. You checked the wrong voter in.

2. Voter left without voting or decided not to vote after you've checked them in.

3. Voter selected the wrong party or changes their mind about their party selection.

   → Voters must declare a party in a Primary Election.

	1	Call the Call Center to request to cancel the Voter Check-in. → Call Center Advisers **WILL NOT** cancel check-ins that do not meet the above criteria.
	2	**Find** the Check-in Receipt, with the voter's name in the Voter Check-in Receipt Envelope.
	3	A. **Write** the word "CANCELED" across the receipt. B. **Place** the receipt back in the Voter Check-in Receipt Envelope, keeping it separate from the other receipts. → Cancelled check-ins **ARE NOT** counted in the Total Check-ins at closing.

> ❗ **Check-ins can ONLY be cancelled by Call Center staff:**
>
> **Process the voter Provisionally if...**
>
> → The check-in wasn't done by you and has the message "Checked-in" on the Voter Search screen or "Already Checked-in" on the Voter Information screen.
>
>   **Example:** "My dad, with the same name, must have mistakenly checked in as me."
>
> → The check-in doesn't fit any of the 3 requirements above.

Canceling a Voter Check-in (continued)

Call Center Staff ONLY

The following Check-in Cancelation procedures are for Call Center staff use ONLY

► **The options listed below are not available on the ePollbooks in your precinct.**

1

The voter will have the message "Checked-in" next to their information on the Voter Search screen.

| SMI ⊗ | J ⊗ | Search | ADVANCED SEARCH |

SEARCH RESULTS: 3

Smith, John Jr
12/19/1940
9804 CRABAPPLE AVE, Arlington Heights, IL 60004
VOTER ID: 76500031
Checked-In   John Hersey High School   Precinct: 101   Split 001   CHK: 01/28/2022, 15:32:33

Smith, John
07/27/1925
9319 MANGANESE DR, Arlington Heights, IL 60004
VOTER ID: 76500030
John Hersey High School
Precinct: 101
Split 001

Smith, John
12/14/1981
John Hersey High School

A. **Tap** the gear on the left.

B. **Tap** the "Cancel Check-in" button if the cancelation is based on the issues listed at the top of page 121.

CANCEL CHECK-IN

2

The "Step 1: Poll Worker Name and Reason" screen will appear.

A. **Enter** your name on the "Poll Worker Name" line.

Step 1: Poll Worker Name and Reason ✕

Cancel Voter Check-In   Next

Poll Worker Name   SELECT REASON ⌄
Poll Worker Name

Type Details

SELECT REASON ⌄

Wrong Voter Processed

Voter Left Without Voting

Voter Selected Wrong Party

Other
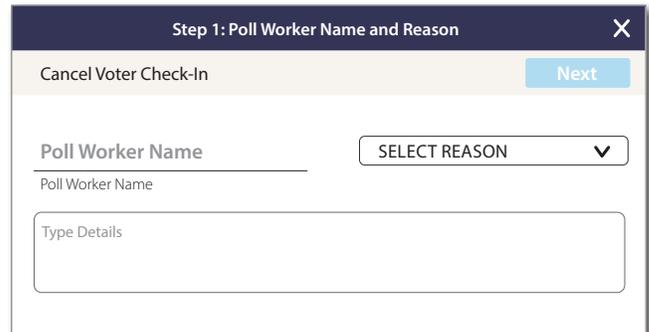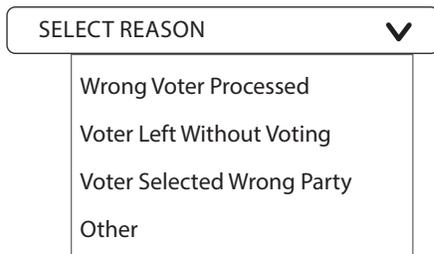
B. **Select** the Reason from the "Select Reason" dropdown.

C. **Tap** the blue "Next" button, on the top right of the screen.

NEXT

Canceling a Voter Check-in (continued)

3	**Back** Step 2: Review, Sign and Submit **X** Cancel Voter Check-In Submit **Voter Information:** Smith, John - 12/14/1981 9425 MANGANESE DR, Arlington Heights, IL. 60004 Cancellation Reason: Wrong Voter Processed Clear Signature × _____ Election Judge Signature	The "Step 2: Review, Sign and Submit" screen will appear. A. **Review** the "Voter Information" section on the top left of the screen. B. **Sign** your name on the "Election Judge Signature" line. C. **Tap** the blue "Submit" button, on the top right of the screen. **SUBMIT**
4	The "Already checked in" screen will appear again. → **DO NOT** tap the "Cancel Check in" button. → **Tap** the "Go Back" button at the top right of the screen. » The Voter Search screen will appear. » The "Checked-In" message will be removed.	**GO BACK**

Ballots & Ballot Boxes

Ballot Transfer Form

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Ballot Transfer Log for: _____

Scanner Tabulator #: _____

Date	Ballot Counter	Seal Number	Judge 1 Signature	Judge 2 Signature	Rover Signature

Ballots & Ballot Boxes
Casting Ballots

Follow the steps on this checklist to ensure that voters cast their ballots during Early Voting.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
Casting Ballots		
	1	A Judge will stand near the Scanner during Early Voting to... → **Initial** ballots. → **Assist** any voter who requests help. (!) *Make sure to give the voter enough space to allow them to insert their ballot privately.*
	2	A. **Remind** the voter to place the Privacy Shield on top of their ballot to keep their selections private. B. **Tell** them to leave the line at the top uncovered. (!) *At no point should any Judge look at or handle a voter's ballot.*
	3	**Initial** the top of the ballot inside the Judge's initials box
	4	**Ask** the voter to insert their ballot into the Scanner slot. → The Privacy Shield does not get inserted. → The Scanner will accept the ballot much like a vending machine accepts a dollar bill. → If the ballots have been marked and initialed properly, the Scanner will accept, read and store them.
	5	**Retrieve** the privacy shield and Voter Card from the voter.
	6	**Hand** the voter an "I Voted" sticker or place them in a location where voters can pick it up.

Ballots & the Ballot Box (continued)
Scanner Messages

Messages

During Scanner operation, there are several messages that appear on the screen.

→ The chart below contains messages that you may see on the Scanner and the action to take when each appears.

LCD Message	Action
Please Insert Ballot	Scanner is ready for use.
Processing Ballot	Ballot is being read.
Thank you for voting	Vote has been properly processed.
Close Poll Confirmation Screen	Press "Confirm" if ready to close the polls
Polls are closed	Polls should not be closed during Early Voting. Call the EV Call Center.
Report printing Please wait	No action necessary, wait for report to finish printing.

ⓘ *The voter can press the "Language" button on the "Insert Ballot" screen to change the language of the messages they see.*

Error Messages

A ballot card will provide an error message if the Scanner detects:

→ A blank ballot

→ An undervote *(only for statewide Illinois offices)*

→ No Judge's initials

→ Misread ballot

Ballots & the Ballot Box (continued)
Full Ballot Box

Filled Ballot Box		ⓘ *The Ballot Box holds about 2,000 ballots.*

	1	When the public counter is nearing 1,500, **send** an eHelp message that your Ballot Box has XXX number of ballots.
	2	Before the end of the day, a Rover will bring a Ballot Transfer Bag with a tag on it and a "Ballots Transfer" form.
	3	The next morning, **<u>BEFORE the Early Voting polls open</u>** for the day... A. **Break** the seal on the Ballot Box and unlock it. B. **Place** the broken seal in Used Seal Plastic Bag 605.
	4	**Open** the Ballot Box door.
	5	A. **Remove** all the ballots. B. **Place** them in the Ballot Transfer Bag. C. **Seal** the bag with a red seal and record the seal number on the Ballot Transfer Audit log. D. **Close** and lock the Ballot Box door. E. Seal the door with a red seal and record the number on the Scanner Audit Log.
	6	On the "Ballots Transfer Log": → Enter the date. → Enter the number of ballots. *(Ballot counter number)* → Two Judges must sign.
	7	A. **Place** the bag in a secure location. → The Rover will be at your Early Voting site as early as they can to pick up the bag and form. B. **Make sure** it is not visible to any voter.
	8	A. **Have** the Rover sign the "Ballot Transfer Log". B. **Give** the "Ballot Transfer Bag" to the Rover.

Step 6 form:

Date	Ballot Counter	Seal Number	Judge 1 Signature	Judge 2 Signature
3/5/24	1,702	07776871	Kimberly Madison	Lisa O'Neal

Step 8 form:

Judge 2 Signature	Rover Signature
Lisa O'Neal	Lonnie Beasley

Ballots & the Ballot Box (continued)
Full Ballot Box (continued)

9	The Rover will complete a "Ballot Transfer Bag Label" and attach it to the bag. **A.** **Make sure** the Scanner serial number matches the serial number on the label. **B.** **Send** an eHelp message with the time the Rover picked the bag up.

EV Ballot Transfer Bag Label
(Please place this label on any ballot bag collected)

69WPedway
EVBBX001
EVICP001
FAL19320157

Replacement SN
(If scanner is replaced): FAL19320158

Ballot Count: 1,702
Judges Name: Lisa O'Neal
Rover Name: Lonnie Beasley
Date: 3/05/2024
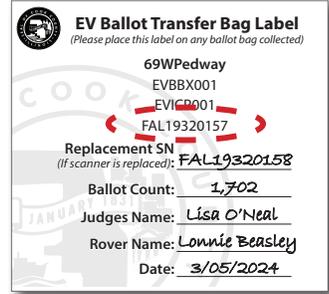
MAIL BALLOT CERTIFICATION DROP OFF FORM

Security Bag Serial # _____

Township/EV Site _____

Number of Ballots Received _____

EV Judge(s) Sign Off _____

_____

EOC *(Receipt of Delivery)* _____

Date & Time of Delivery *(EOC)*

Date _____

Time _____
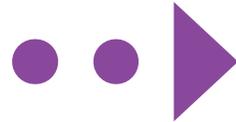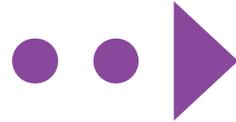
Ballots & the Ballot Box (continued)
Mail Ballot Drop Box Work

Follow the steps on this checklist to ensure that Mail Ballots are handled properly during Early Voting.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
4 PM Mail Ballot Drop Box Packaging		
	1	**Retrieve** and date stamp each ballot. → Date stamps will be provided. Make sure to change the date daily.
	2	**Record** the number of collected ballots on a completed Mail Ballot Drop Box Form *(image on page 126)* and on the front of the Mail Ballot Security Bag. → Both must be complete.
	3	A. **Seal** the clear Mail Ballot Security Bag with Mail Ballots and the white copy of the Mail Ballot Drop Box Form inside and **place** it in the EV-VSC until it is retrieved. → Any Mail Ballots collected after the 4pm packaging is complete, will remain within the Mail Ballot Drop Box until the next day. B. **Place** the yellow copy of the Mail Ballot Drop Box form in Envelope 303.

Daily Pickup of the Mail Ballot Drop Box Security Bags

Each day a Pickens Kane Representative (with a badge) will visit your location to retrieve the prepared clear Mail Ballot Security Bag(s) from the evening before. **Give** them the following.
→ The final copy of the completed Mail Ballot Drop Box form in step 2.
→ Sealed clear Mail Ballot Security Bag(s) of counted Mail Ballots.

Final Day for the Mail Ballot Drop Box

	1	**Follow** the daily 4 PM Mail Ballot Drop Box Packaging procedure as you have throughout Early Voting. → Pickens Kane is scheduled to arrive at your location between 4:30 and 5:00 pm to pick up the Mail Ballot Security Bag(s).
	2	A. **Prepare** all clear Mail Ballot Security Bags for a final pick up. B. **Place** the following in the purple pouch. → Any Mail Ballots collected after the 4pm packaging is complete on the last day → Date Stamp → Mail Ballot Drop Box form

> **!** **DO NOT** place this final sealed clear Mail Ballot Security Bags in the Wheeled Blue Transfer Bags or anywhere inside the EV-VSC on the final day of Early Voting.
> → The clear Mail Ballot Security Bags are to be picked up separately from the equipment by Pickens Kane couriers.
> **FAILURE TO FOLLOW PROCEDURE WILL RESULT IN A SEVERE REDUCTION OF PAY AND POSSIBLE REMOVAL FROM THE EARLY VOTING JUDGE ACTIVE LIST.**
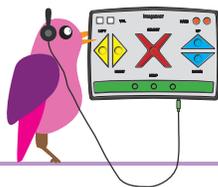
Assisting Voters

Assisting Voters Who Need Assistance

▶ Be alert to the needs of voters with disabilities.

▶ Be considerate of the extra time it might take for the elderly or a person with a disability to complete the voting process.

▶ Provide unhurried attention to a person who has difficulty speaking.

▶ Speak directly to the person who has a disability rather than to a companion who may be along.

▶ Speak calmly, clearly and directly to a person who is deaf or hard of hearing.

▶ Do not shout or speak in a person's ear.

▶ Rephrase rather than repeat what you've said, or write a note, if the person doesn't understand you.

▶ Before providing assistance to a person in a wheelchair, ask if you may do so and how you should proceed.

▶ Greet a person who is blind or visually impaired by letting the person know who and where you are. Describe what you are doing. Let the voter know when you need them to do something. If necessary, offer your arm. Don't take the voter's arm without their consent.

▶ Be sure you recognize that physical disabilities are not cognitive or intellectual impairments.

Courtesy

Communication

Common Sense

Be Aware

Be Flexible

Be Sensitive

Be Patient
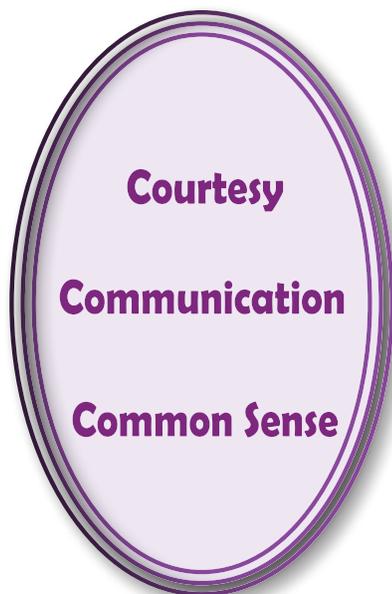
ATI Handset

Audio Voting

The Touchscreen is equipped with an Audio Ballot, a headset and an ATI *(Audio Tactile Interface)* handset to allow voters who are blind or visually impaired, have limited manual dexterity, or have limited reading skills to hear the ballot and make their selections through the Touchscreen's AVS *(Accessible Voting Session)*.

ATI Handset Control Buttons

SELECT Button	The red **X** Select button allows the voter to make selections and cast the ballot after voting is complete.
LEFT & Right Arrow Buttons	The yellow Left and Right Arrow buttons allow the voter to navigate backward and forward through contests on the ballot.
UP & Down Arrow Buttons	The blue Up and Down Arrow buttons enable the voter to navigate through contests on the ballot and the candidate's names in a particular contest.
RATE Buttons	The orange round buttons on the top right side of the keypad control the speed of the narrator's voice. The right button increases the speed. The left button decreases speed.
VOLUME Buttons	The two white square buttons on the top left side of the keypad control the volume. The right button increases volume. The left button decreases volume.
HELP Button	The long green rectangular button provides guidance and assistance to the voter. The voter can press the Help Button at any time during voting.
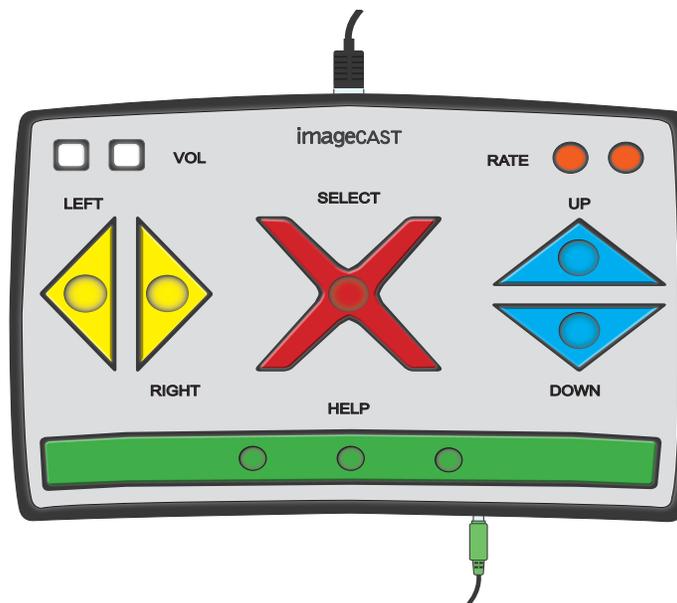
Accessible Voting Sessions *(AVS)*
Activating an AVS

Follow the steps on this checklist to activate an AVS and use the ATI Handset.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	The check-in process will not change until the end of the check-in. → All AVS ballots are done on the Touchscreen. → **Begin** checking the voter in, based on the type.
	2	A. **Insert** the Voter Card into the Card Activator when you get to the "Choose the type of ballot you are providing the voter" screen. → With the chip facing you and the arrow facing the voter. → A blue light will appear on the Card Activator. B. **Tap** the "Touchscreen" button.
	3	**Select** the "AVS" box at the bottom of the screen.
	4	**ACTIVATE CARD** **Tap** the "Activate Card" button at the top right of the screen.
	5	A. **Remove** the Voter Card from the Card Activator. B. **Hand** it to the voter. → Along with a Voter Privacy Shield or a Provisional Ballot Envelope if the check-in requires.
	6	A. **Walk** the voter to a Touchscreen. B. **Insert** the Voter Card into the slot. → Chip facing down.
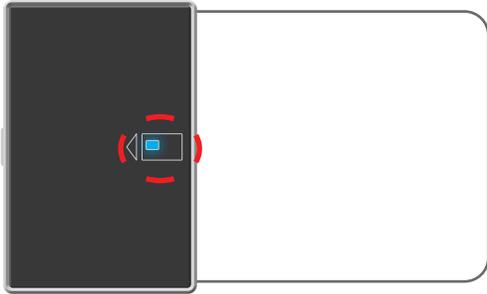
This Side Up

VOTER
Return Card After Voting
DVS PN: 123-000410

Ballot Style: 80-1 DEM
Activation Code: 9055601

☑ AVS
☐ Provisional

This Side Up

VOTER
Return Card After Voting
DVS PN: 123-000410

Accessible Voting Sessions (AVS) (continued)

7	**Hand** the voter the headphones and the ATI Handset. → With the green "Help" button at the bottom.
8	**Select** the language for the voter.
9	A. **Tell** the voter that their ballot will print out after they select "Print Ballot." B. **Remind** the voter to remove their printed ballot from the Printer.
10	**Instruct** them to insert the printed ballot into the Scanner. A. **Inform** them that a judge at the Scanner must initial it before they insert it. B. **Tell** them to let you know if they need assistance when they are finished.
11	A. **Explain** to the voter that in one moment there will be instructions through the headphones on how to use the ATI. B. **Have** the voter put the headphones on. → Ask the voter for their preferred accessible voting device. C. **Click** on the "Privacy Mask" if they want to vote audio without anyone seeing the screen. → This masks the screen, so no one can see the voter's ballot as they vote. (i) *Audio/Visual mode is only available if the Privacy Mask is turned off.* D. **Select** the voter's preferred device. → If the voter is using Paddles or a Sip and Puff device, make sure to connect their preferred device to the port at the bottom left of the ATI Handset, labeled "Sip & Puff."

Accessible Voting Sessions (AVS) (continued)

12	→ The screen will change to the "ATI Help and Instructions to use" screen.
	
	   » This screen can be accessed by pressing the green "Help" button on the bottom of the device at any time.
	
	→ The Touchscreen will then start giving the voter instruction on how to navigate through the ballot, using the ATI.
	
	   » It will describe all of its functions.
	
	→ When instructions are complete, or at any point during the instructions, the voter may press the red "X" on the handset to move on to the ballot.
	
	→ The voter can now vote independently.
	
	ATI Help and instructions to use
	Confirm a selection
	Change the audio volume Change the audio speed
	Move left/right Move up/down
	Ask for instructions on using ATI
	
	ⓘ *The "Help" screen can be closed at any time by pressing the green "Help" button on the bottom of the ATI Handset.*

13	**Step** away from the Touchscreen.

Accessible Voting Sessions (AVS) (continued)
Ballot Navigation, Using the ATI Handset

During Accessible Voting, the ballot is marked by the voter, using their selected device.
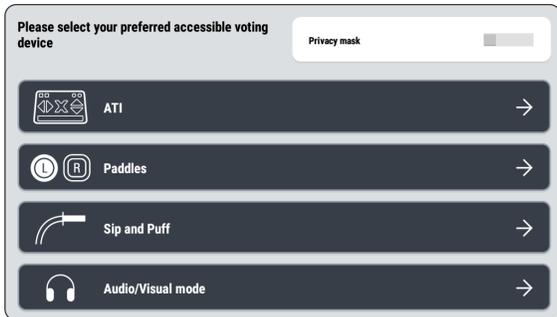
Please select your preferred accessible voting device Privacy mask	▶ Instruction on how to use their selected device is given through the headphones.
ATI →	▶ A voter can navigate through the ballot contests and choices
Paddles →	▶ The voter can select the language, text size, audio volume, tempo and screen colors.
Sip and Puff →	
Audio/Visual mode →	

The ballot is presented to the voter in the following order during Accessible Voting.

Step #	Instruction to Voter
First Contest	
1	The first contest on the ballot is selected and spoken. The voter will hear instruction on how to use their device to vote for the first contest or to navigate to any other contest. → When a voter chooses to enter the first contest, » They will hear a description and instructions on how to hear the available choices. → When a voter chooses to vote for a selected contest and listen to the list of choices. » They will hear the first choice and instructions on how to mark a choice. » They can also hear how to navigate to the next choice.
2	The voter repeats the same process until all choices of the selected contest are presented. → They can make a selection or hear the next choice.
Next Contests	

After hearing/selecting all available choices in a contest, the voter can navigate to the next contest using the navigation buttons and choose to select the next contest.

→ The voter will repeat the procedure to vote for each available contest.

Accessible Voting Sessions (AVS) (continued)
Ballot Navigation, Using the ATI Handset

Ballot Review

1	When the last contest is reached, after selecting all the available choices, the voter is moved to the "Ballot review" screen.
	
	→ The Ballot Review Screen can be navigated to at any time by:
	
	   » Using the navigation button on the bottom of the screen *(Audio Visual Voting)*.
	
	   » Navigating through screen action buttons as instructed by the voice instructions for the selected Accessible Voting device.

2	On the Ballot Review Screen, the voter will: → Hear the first summary of their ballot selections. → Get instruction on how to hear and review all contests. → Learn how to cast their ballot. » When the voter reaches the last contest.

Marking the Ballot

1	When the voter makes the selection to print their ballot, the voter will get the 2 options. **A. Accept** and print the ballot. **B. Review/make changes** to their choices by returning to the Review screen.
2	When the voter chooses to accept and print their ballot, they will get one of the following: → The screen will give confirmation and the voter will hear through the headphones that their ballot has been marked. → The screen will give a warning or message and the voter will hear through the headphones that something went wrong in marking the ballot.
3	The voter will be instructed to select the "Continue" button. → The Accessible Voting session is complete. → The "Ready for next Voter" screen will appear on the Touchscreen.

Casting the Ballot

Regular, Other Affidavit & EDR Voters

The voter will be directed or escorted to the Scanner, where they will insert their ballot cards to cast.

→ **Make sure** their ballot is covered by a Voter Privacy Shield as they insert it into the Scanner.

Provisional Voters

The voter will be instructed to place their ballot in their Provisional Ballot Envelope and directed or escorted the Scanner to hand their ballot to a Judge to be placed in the Provisional Envelope 606.

→ **Make sure** the Provisional Ballot Envelope contains their ballot cards and is sealed.

End of Day Operations

Last Voter Rules

Important last voter rules

For Early Voting locations that stay open until 7pm during the second week of Early Voting, instructions on how to handle long standing lines at or near the closing of voting will apply:

→ If long standing lines are still heavy near the close of voting at 7pm, an Early Voting Judge will indicate/mark the cut off placement for voting check-ins at 6:45pm.

  » This is to ensure the ability to close voting as close to 7pm as possible.

→ Any voters that are remaining after the cut off indicator is placed, must return the following day to vote if applicable or vote in precinct if it is the last day of Early Voting.

> ! **Please Note:**
> *If the cut off time has been called and there are only 2 or 3 persons already being checked-in to vote, please use discretion when allowing additional voters to check in as to not extend too far past the 7pm closing time.*

Alternate Ballot Box

If the Scanner was out of service during the day and voters put their ballots into the Alternate Ballot Box, you will have to process those ballots at the end of the day **only when all voters have left the polling place** and the Scanner is back in service.

Follow the steps on this checklist to process ballots from the Alternate Ballot Box during Early Voting.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:

> **!** *Remember:*
> *Ballots in the Alternate Ballot Box are processed **ONLY** at the end of the day and **ONLY** when all voters have left the polling place*

Check	Step #	Task to complete:
	1	A. **Break** the seals on the Alternate Ballot Box door on the back of the Ballot Box and **unlock** it. B. **Place** the broken seal in Used Seal Plastic Bag 605. C. **Slide** the gray cover over to close the Alternate Ballot Box slot.
	2	**Remove** all ballots from the Alternate Ballot Box once the Scanner is back in service.
	3	**Scan** all of the ballots. → **Remember** to initial them first. » The Scanner will not accept ballots with missing initials. **!** *See Scanner Troubleshooting - Ballot Issues, page 187 for instructions on handling ballot issues if there are any issues scanning the ballots.*
	4	A. **Close** the slot. B. **Lock** and **re-seal** the Alternate Ballot Box.
	5	**Record** the seal number on the next row on the Scanner Audit Log.

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: _69 W Washington_

Scanner Tabulator #: _9876543_

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover		Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
			Front	Back									
3/4/24	0	100	0130771	0130772	0130773	0130774	0130775	0130776	0130777	0130770	0130778	KM	JB
						0130780							

> **!** *Please Note:*
> *Call the Early Voting Call Center if the Scanner is still not working at the end of the night.*

Statement of Ballots Tools

Summary Report

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/4/2024, 9:30:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0

Scanner Audit Log

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: _____

Scanner Tabulator #: _____

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover Front	Cover Back	Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		

Statement of Ballots Audit Log

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Statement of Ballots Audit Log for

Early Voting Location: _____

Date	End of Day Totals *(totals by day)*			Overall Totals *(Sum of Daily Totals)*			Judges' Initials
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*	

Provisional Envelope 606

for use during Early Voting

Envelope 606 — Location: _____

○ **Provisional Ballots**

1. Write today's date. _____

2. Make sure voters seal their Provisional Ballot Envelope before handing it to you

3. Place all sealed Provisional Ballot Envelopes in this envelope

4. Write the total number of Provisional Ballot Envelopes at the end of the day. _____

5. After sealing this envelope, each judge must sign the Judge Certification label on the back

Place this envelope in the EV-VSC

End of Day Statement of Ballots
Summary Report & Opening the Statement of Ballots

Follow the steps on this checklist **at the end of EACH day** to complete the Statement of Ballots on one ePollbook.

! *Submitting the Statement of Ballots should be the first order of business at the end of the day.*

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
!		*Complete the Statement of Ballots on only one ePollbook.*

Summary Report Receipt

	1	☰ **Menu** **Press** "Menu" at the top left, on the screen.
	2	**A. Tap** the "Summary Report" icon. → The "Summary Report" screen will appear. **PRINT** **B. Tap** the Print button at the bottom of the screen. → The "Summary Report" receipt will print. **C. Remove** the receipt and keep it near for step 3.

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/4/2024, 9:30:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0
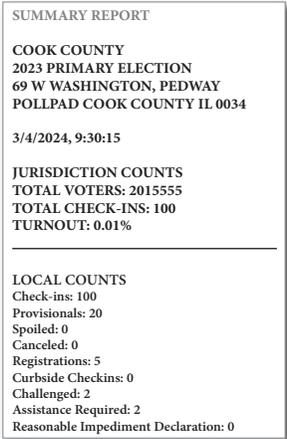
Nightly Totals
Voter Check-in & Provisional Totals

Nightly Totals

ℹ️ **ePollbook & Scanner counts are cumulative**
Check-in and Provisional counts on the ePollbook *(Summary Report)* and the total votes on the Scanner are cumulative. They will increase daily and their totals will be overall.

Provisional Ballot Envelope counts are daily
Provisional Ballot Envelope counts are daily and based on the number of envelopes inside Envelope 606. The Statement of Ballots Audit Log will help to find their overall total.

Voter Check-in Totals *(Regular + Provisional)*

3

A. **Write** the "Check-in" & "Provisional" totals from the "Summary Report" receipt in the "Regular Check-in" & "Provisional Check-in" boxes in the "End of Day" section on the Statement of Ballots Audit log.

B. **Write** their combined total in the "Check-ins" box in the "Overall Totals" section.

→ Overall Check-ins = Regular + Provisional.

SUMMARY REPORT

COOK COUNTY
2023 PRIMARY ELECTION
69 W WASHINGTON, PEDWAY
POLLPAD COOK COUNTY IL 0034

3/4/2024, 9:30:15

JURISDICTION COUNTS
TOTAL VOTERS: 2015555
TOTAL CHECK-INS: 100
TURNOUT: 0.01%

LOCAL COUNTS
Check-ins: 100
Provisionals: 20 — A
Spoiled: 0
Canceled: 0
Registrations: 5
Curbside Checkins: 0
Challenged: 2
Assistance Required: 2
Reasonable Impediment Declaration: 0

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for
Early Voting Location: *69 W Washington*

| Date | End of Day Totals *(totals by day)* | | | Overall Totals *(Sum of Daily Totals)* | | | Judges' Initials |
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*	
3/4/24	100	20		120			

A (under Regular/Provisional Check-ins)   B (under Check-ins Overall)

Provisional Envelope Total

4

A. **Count** the Provisional Ballot Envelopes inside Provisional Envelope 606 and **write** the total in the bubble in step 4 on the face of the envelope.

B. **Write** the total from Envelope 606 in the "Provisional Ballot Envelopes" boxes in both the "End of Day" and "Overall Totals" sections on the Statement of Ballots Audit log.

for use during **Early Voting**

Envelope 606   Location *69 W Washington*

○ **Provisional Ballots**
1. Write today's date. *3/4/23*
2. Make sure voters seal their Provisional Ballot Envelope before handing it to you
3. Place all sealed Provisional Ballot Envelopes in this envelope
4. Write the total number of Provisional Ballot Envelopes at the end of the day. *20* — A
5. After sealing this envelope, each judge must sign the Judge Certification label on the back

❗ **Place this envelope in the EV-VSC**

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for
Early Voting Location: *69 W Washington*

| Date | End of Day Totals *(totals by day)* | | | Overall Totals *(Sum of Daily Totals)* | | | Judges' Initials |
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*	
3/4/24	100	20	20	120	20		

B (under Provisional Envelopes End of Day)   B (under Provisional Envelopes Overall)

Total Voters

| 5 | A. **Place** the Summary Report Receipt inside the Voter Check-in Receipt Envelope.

B. **Make sure** that the information at the top of the envelope is complete.

⚠️ *There is no need to count the receipts unless Totals Check-in do not match Total Votes.* | |

Overall Provisional Envelope Total

| Every night AFTER the First Night | 6 | A. **Add** the "End of Day" Provisional Envelope count from step 4 to the "Overall Totals" Provisional Envelope count from the night before.

B. **Write** the total in the "Overall Totals" box for the night.

example of a 2nd night of Early Voting, with a 550 total on the Scanner ballot counter. |

<div align="center">

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for
Early Voting Location: *69 W Washington*

</div>

Date	End of Day Totals *(totals by day)*			Overall Totals *(Sum of Daily Totals)*			Judges' Initials	
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*		
3/4/24	100	20	20	120	20	120	KM	JB
3/5/24	550	50	30	600	50		KM	JB

Scanner Total

| 7 | | A. **Record** the number from the Scanner Ballot Counter in the "PM Ballot Count" column on the Scanner Audit Log.

B. **Initial** the line confirming all information on the correct date.
→ Make sure the information is written on the correct log. |

<div align="center">

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Scanner Audit Log for: *69 W Washington*
Scanner Tabulator #: *9876543*

</div>

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #				Scanner Seal #					Judges Initials	Judges Initials
			Cover Front	Back	Ballot Box	Alternate Ballot Box	Pollworker	Administrator	Transmission Port	Scanner Latch	Other		
3/4/24	0	100	0130771	0130772	0130773	0130774	0130775	0130776	0130777	0130770	0130779	KM	JB

Totals Do Not Match

Total Votes *(Scanner + Provisional)*

8

A. Combine the overall "Provisional Ballot Envelope" total from the Statement of Ballots Audit log with the "PM Ballot Count" from the Scanner Audit Log.

→ Total Votes = Scanner + Provisional.

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election

Scanner Audit Log for: *69 W Washington*

Scanner Tabulator #: *9876543*

Date	AM Ballot Count	PM Ballot Count	Ballot Box Seal #					
			Cover Front	Cover Back	Ballot Box	Alternate Ballot Box	Pollworker	Administrator
3/4/24	0	100	0130771	0130772	0130773	0130774	0130775	0130776
		A						

Grace Period / Early Voting
March 19, 2024 Presidential Primary Election
Statement of Ballots Audit Log for

Early Voting Location: *69 W Washington*

Date	End of Day Totals *(totals by day)*			Overall Totals *(Sum of Daily Totals)*			Judges' Initials	
	Regular Check-ins	Provisional Check-ins	Provisional Envelopes	Check-ins *(Regular + Provisionals)*	Provisional Envelopes	Total Votes *(Scanner + Provisionals)*		
3/4/24	100	20	20	120	20	120	KM	JB
					A	**B**		

B. Write the total in the "Total Votes" box in the "Overall Totals" section on the Statement of Ballots Audit log.

If Check-ins & Total Voters Do Not Match

Now that you've figured out how many voters were checked in, make sure you have the correct number of votes cast *(Provisional and Scanner totals)*.

→ If not, you need to give a very good explanation of why.

More voters than votes

→ A Touchscreen **voter fled** without pressing Print Ballot, and you had to cancel out the ballot.

» If you know which voter fled, call the Call Center to cancel the voter's check-in.

» If you don't know, use this as your explanation.

→ A **voter fled** with their ballot, or spoiled their ballot and left without voting.

» If you know which voter, call the Call Center to cancel the voter's check-in.

» If not, use this as your explanation.

→ The **Scanner is not working at the end of the night.**

» If there are uncounted paper ballots, type "Uncounted Paper Ballots" in the text box.

» If all ballots were counted, but you couldn't retrieve the total because the Scanner was off, call the Early Voting Call Center to report you were unable to retrieve your Total Votes because the Scanner wasn't working.

→ **Other**

» If none of the above apply, enter your explanation.

(!) *It is very important that the number of voters matches the number of votes, so don't just use "Other" as a catch-all. If your totals don't match, you need to find out why and tell us why.*

(!) *If totals don't match, after completing the Statement of Ballot steps 1 - 6, starting on page 149...*
A) follow *steps 1 & 2 on page 148.* **B) Select** *"Count Mismatch" from the "Select a Reason" dropdown menu.* **C) Enter** *the mismatch reason in the "Enter Poll Book Description" box. You will need to give a very good explanation for why the Total Check-ins & Voters do not match.* **D) Tap** *the "Submit" Button.*

Statement of Ballots Entry
Opening the Statement of Ballots & Check-in Total

Statement of Ballots Entry

Opening the Statement of Ballots

1

A. **Tap** the word "Menu" at the top left on screen.

≡ **Menu**

The "Menu" screen will appear.

The "Poll Book Entries" screen will appear.

B. **Tap** the "Statement of Ballots/Poll Book Entries" icon.

Poll Book Entries			✕
View or add New Poll Book Entry			ADD
Name	**Description**	**Entry**	
Edward Vedder Voter ID: 123456789	Edit Registration	3/4/2024 16:45:12	
Patrick Jones Voter ID: 143256789	Edit Registration	3/4/2024 15:32:13	
Scott Weiland Voter ID: 123455432	Edit Registration	3/4/2024 13:50:03	
Joe Schmo Voter ID: 135081789	Edit Registration	3/4/2024 12:15:36	

2

A. **Tap** the "ADD" button at the top right for the.

→ The "Statement of Ballots" screen will appear.

B. **Enter** your name.

ADD

‹ BACK	Poll Book Entries	✕
Add New Poll Book Description and tap Submit		SUBMIT
		Select a Reason ⌄
Reporter's Name		Entry Reason
Enter Poll Book Description		

Check-in Total

3

Select a Reason ⌄

Ent

A) Ballot Style(s) Received
B) Initial Paper Ballot Count
C) Unused Paper Ballot Count
D) Spoiled Ballot Count
E) Check-in Receipt Count
F) Check-in Totals (Summary Report)
G) Provisional Ballots
H) Scanner Results
I) Count Mismatch

A. **Select** "Check-in Totals (Summary Report)" from the "Select a Reason" dropdown menu on the upper right.

B. **Enter** the "Check-in" total from the "Overall Totals" section on the Statement of Ballots Audit log in the "Enter Poll Book Description" box.

C. **Tap** the "Submit" Button.

SUBMIT

→ The "Poll Book Entries" screen will appear.

D. **Check** that "Check-in Totals (Summary Report)" is listed on the "Poll Book Entries" screen.

Poll Book Entries			✕
View or add New Poll Book Entry			ADD
Name	**Description**	**Entry**	
Sue Smith	F) Check-in Totals (Summary Report)	120	3/4/2024 17:15:12
Patrick Jones Voter ID: 143256789	Edit Registration		3/4/2024 16:45:12
Scott Weiland Voter ID: 123455432	Edit Registration		3/4/2024 15:32:13
Joe Schmo Voter ID: 135081789	Edit Registration		3/4/2024 13:50:03
Edward Vedder Voter ID: 123456789	Edit Registration		3/4/2024 12:15:36

Total Provisional & Scanner Voters

Provisional Ballot Total

4

Select a Reason ⌄

Ent
| A) Ballot Style(s) Received |
| B) Initial Paper Ballot Count |
| C) Unused Paper Ballot Count |
| D) Spoiled Ballot Count |
| E) Check-in Receipt Count |
| F) Check-in Totals (Summary Report) |
| G) Provisional Ballots |
| H) Scanner Results |
| I) Count Mismatch |

A. **Tap** the "ADD" button and **enter** your name again.

B. **Select** "Provisional Ballots" from the "Select a Reason" dropdown menu.

C. **Enter** the "Provisional Envelope" total from the "Overall Totals" section on the Statement of Ballots Audit log in the "Enter Poll Book Description" box.

D. **Tap** the "Submit" Button.

→ The "Poll Book Entries" screen will appear.

SUBMIT

E. **Check** that "Provisional Ballots" is listed on the "Poll Book Entries" screen.

Scanner Results

5

Select a Reason ⌄

Ent
| A) Ballot Style(s) Received |
| B) Initial Paper Ballot Count |
| C) Unused Paper Ballot Count |
| D) Spoiled Ballot Count |
| E) Check-in Receipt Count |
| F) Check-in Totals (Summary Report) |
| G) Provisional Ballots |
| H) Scanner Results |
| I) Count Mismatch |

A. **Tap** the "ADD" button and **enter** your name again.

B. **Select** "Scanner Results" from the "Select a Reason" dropdown menu.

C. **Enter** the count from the "PM Ballot Count" column on the Scanner Audit Log in the "Enter Poll Book Description" box.

SUBMIT

D. **Tap** the "Submit" Button.

→ The "Poll Book Entries" screen will appear.

E. **Check** that "Scanner Results" is listed on the "Poll Book Entries" screen.

Total Check-ins & Voters *(Check-ins = Scanner + Provisional)*

6

Verify the total "Check-ins" match the "Total Voters" on the "Poll Book Entries" screen.

Check-ins
=
Scanner + Provisional

Poll Book Entries			✕
View or add New Poll Book Entry			ADD
Name	**Description**	**Entry**	
Sue Smith	H) Scanner Results	100	3/4/2024 17:21:12
Sue Smith	G) Provisional Ballots	20	3/4/2024 17:18:55
Sue Smith	F) Check-in Totals (Summary Report)	120	3/4/2024 17:15:12

(!) **Poll Book Entry Error Correction**

A. **Create** a new entry.

B. **Enter** the corrected number in the "Enter Poll Book Description" box.

C. **Tap** the "Submit" Button.

→ Check that the "Provisional Ballots" count is listed on the "Poll Book Entries" screen.

End of Day Voting Equipment
Scanner

Follow the steps on this checklist at the end of everyday power off all voting equipment.

> ⚠ *Submitting the Statement of Ballots should be the first order of business at the end of the day.*
> → *If you <u>HAVE NOT</u> yet submitted the Statement of Ballots, return to page 145 and do so.*

Check	Step #	Task to complete:
Scanner(s)		
	1	A. **Press and hold** the Security Key against the Security Key Receptacle. B. **Release** the key once the number pad appears on screen.
	2	A. **Enter** the 8-digit PIN. B. **Press** "Enter." → The message, "Correct! Your password has been confirmed" will appear.
	3	A. **Press** the "Utilities" button on the Main Menu screen. B. **Press** the "Power Options" button on the Power Options screen.
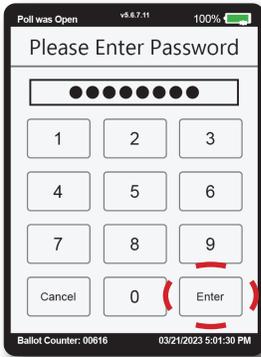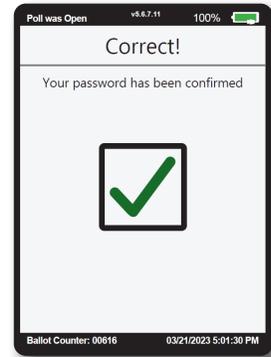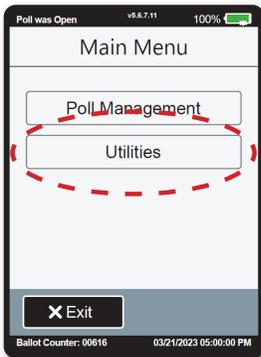
Touchscreens

4	Poll was Open v5.6.7.11 100% **Power Options** (Power Down...) Restart... ◀ Back Ballot Counter: 00616 03/21/2023 05:01:30 PM	A. **Press** the "Power Down" button on the Utilities screen. → The message "You have chosen to power down the machine. Do you want to continue?" will appear on the screen. B. **Press** the "Confirm" button. Poll was Open v5.6.7.11 100% **Power Down** You have chosen to power down the machine. Do you wish to continue? ✖ Cancel ✔ Confirm Ballot Counter: 00616 03/21/2023 05:01:30 PM
5	Poll Open v5.6.7.11 100% **Preparing to turn off** Please wait... Ballot Counter: 00616 03/21/2023 05:02:30 PM	→ The message "Preparing to turn off" will be followed by beeping. → The screen will go dark and the green light will disappear.
6		A. **Place** the cover on the Ballot Box, over the Scanner. B. **Lock** the cover. → There is no need to seal it each night.

Touchscreens

1		A. **Insert** the Pollworker Card. → Chip facing down. B. **Enter** the 8-digit PIN C. **Press** the "Login" button.
2	Selection ① Admin Login ② Selection Please select one of the following options: (Admin menu) Ballot Activation →	A. **Press** the "Admin menu" button. B. **Touch** the power button on the lower right of the screen to power off. Power off ⏻

Ballot Printers, the UPS & Secure the Voting Equipment

3	**Power off** Please, select power off action Power off Prepare for storage Cancel	A "Power Off" window will appear **A. Press** the "Power Off" button → Another "Power Off" window will appear. **B. Press** the "Yes" button. **C. Remove** the Poll Worker Card. **Power off** Are you sure you want to power off the device? Yes No

Ballot Printers

Power off the Ballot Printer.

→ **Press** the power button on the front of the Ballot Printer.

UPS

Power down the UPS

→ **Press** the power button on the face of the screen on the UPS.

Secure the Voting Equipment

1	If the room is being used after Early Voting, → **Pack and place** all voting equipment in another area that can be secured.
2	**Place** the Audit Log Booklet in the Supply Carrier Tote at the end of the day. → It should never be left out.

You have completed your Early Voting end of day duties.

End of Day ePollbook
Signing out

Follow the steps on this checklist **at the end of every day** to sign out for the day, power down and pack away the ePollbooks (if necessary) in your Early Voting Location.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
❗		*The Statement of Ballots ePollbook is the only ePollbook that should stay on after the Statement of Ballots is submitted. It should stay on until the "End of Day" tasks are complete and the judges have all signed out.*

Signing Out

	Step #	Task to complete:
	1	**Tap** the word "Menu" at the top left, of the screen. ☰ **Menu**
	2	**Tap** on the "Pollworker" icon.
	3	The "Pollworker Sign In" Screen will appear. → There will be a list of Judges assigned to your Early Voting Location in the blue section on the left, with blue checked boxes next to their names and the words "Signed In," with the date and time of sign-in beneath them. ☑ → There will be a message in the middle of the screen, instructing you to "Find Your Name" from the list to the left and tap on it. **Tap** on your name.
	4	A signature screen, with your name, party and the Election Judge Oath will appear. Each Judge must... → There is no need to read the Election Judge Oath aloud or tap the black "Listen to Oath" button. A. **Sign** the screen where indicated. B. **Tap** the blue "Sign Out" button at the top right of the screen. **SIGN OUT** Once the blue "Sign Out" button is tapped... → The date and time of the sign-out will appear under the Judge's name.

eHelp & Powering Down

5	Once all of the Judges have signed out, all of the boxes next to their names will be cleared of the blue check mark. **A. Tap** the word "Menu" again. → The screen will go back to the "Menu" screen. ≡ **Menu** **B. Tap** the "Home" icon in the middle of the screen. → The screen will change to the "Get Started" screen.	
6	Send a message through eHelp that the "End of Day" tasks are complete and the judges have all signed out. **A. Tap** on the Message icon on the upper right side of the screen. **B. Enter** a message that all equipment is powered down and the judges are all signed out. **C. Tap** on the little blue circle with the arrow to send the message.	

Powering Down

1	**ePollbook power down:** **A. Press and hold** the power button at the top of the left side of the iPad for 5-6 seconds. **B. Release** the button when you see the "slide to power off image. **C. Slide** the power sign to the right to power down, as instructed on screen. → The ePollbook will power down.	slide to power off
2	**ePollbook Printer power down:** **Press and hold** the power button on the ePollbook Printer. → The printer will power down.	

Packing the ePollbook Case

Packing the ePollbook Case

> **!** *Complete the following steps if the equipment is in an unsecured room.*
>
> → *The equipment can remain setup in most locations until the end of Early Voting.*

A. **Unplug** the ePollbook Printer power cord from the wall.

B. **Unplug** the Card Activator and **slide** it out of its brace.

C. **Remove** the stylus from the brace.

D. **Unscrew** the brace and slide it out of it's slot.

E. **Place** all items back into the ePollbook Case

F. **Place** the foam guards back over the ePollbook screen.

G. **Close** the ePollbook Case.

H. **Seal** the ePollbook Case with a red seal.

> **!** *Each Night:*
>
> A. **Lock** the EV-VSC.
>
> B. **Put** the key back into the lock box.
>
> C. **Close and lock** the door to the room.

Closing & Packing Up

Closing, Packing & Pickup
Scanner

Follow the steps on this checklist to close the Scanner at the end of the final day of Early Voting.

> (!) *Submitting the Statement of Ballots should be the first order of business at the end of the final day of Early Voting.*

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
Scanner(s)		
	1	**Press** the Security Key to the Security Key receptacle to access the menu.
	2	**A. Enter** the 8 digit PIN. **B. Press** the "Enter" button. → The message, "Correct! Your password has been confirmed" will appear.
	3	**A. Press** the "Utilities" button on the Main Menu screen. **B. Press** the "Power Options" button on the Utilities screen.
	4	**A. Press** the "Power Down" button on the Power Options screen. **B. Press** the "Confirm" button.
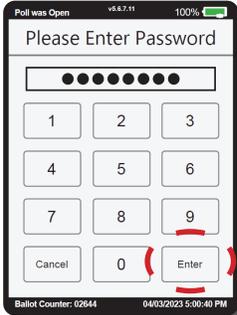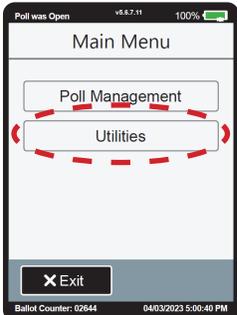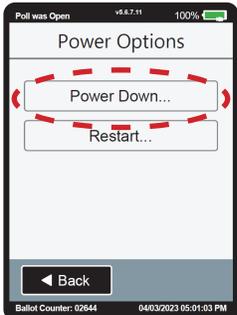
Scanner

5	Poll was Open v5.6.7.11 100% Preparing to turn off Please wait... Ballot Counter: 02644 04/03/2023 05:02:00 PM	→ The message "Preparing to turn off" will be followed by beeping. → The screen will go dark and the green light will disappear.

6	**Remove** the Memory Card.
	
	A. **Verify** that the Scanner is off before removing the memory card.
	  → The screen should be powered off and dark.
	  → The green light on the front of the Scanner should be off.
	
	B. **Break** the seal on the "Poll Worker" door and **place** it in Used Seal Plastic Bag 605.
	
	C. **Open** the "Poll Worker" door.
	
	D. **Push** on the Memory Card to eject it.
	  → The Memory Card will pop out.
	
	E. **Pull** out the Memory Card and **place** it in the small plastic bag.
	
	F. **Place** the small plastic bag with the Memory Card into Plastic Bag 601.
	
	G. **Close** the door.

Failure to return Memory Card(s) will result in a serious
REDUCTION IN PAY.

7	A. **Remove** all ballots from the Ballot Box.
	  → **Place** them in the Ballot Transfer Bag.
	
	B. **Seal** the Ballot Transfer Bag with a red seal.
	  → **Record** the seal number on the Ballot Transfer Log.
	
	C. **Lock** the Ballot Box.
	
	D. **Seal** the ballot box
	  → **Record** the seal number on the Scanner Audit Log.

Touchscreens

	8	A. **Unplug** the power cord from the wall or power strip. B. **Wrap** it into the top container of the Ballot Box.
	9	A. **Place** the cover on the Ballot Box, over the Scanner. B. **Lock** the cover.
	10	A. **Place** one seal on each end of the Ballot Box, securing the cover. → **Record** the seal number on the Scanner Audit Log.

Touchscreens

	1	A. **Insert** the Pollworker Card. → Chip facing down. B. **Enter** the 8-digit PIN. C. **Press** the "Login" button.	
	2	A. **Press** the "Admin menu" button. B. **Touch** the power button on the lower right of the screen to power off.	
	3	A "Power Off" window will appear A. **Press** the "Power Off" button → Another "Power Off" window will appear. B. **Press** the "Yes" button. C. **Remove** the Poll Worker Card.	
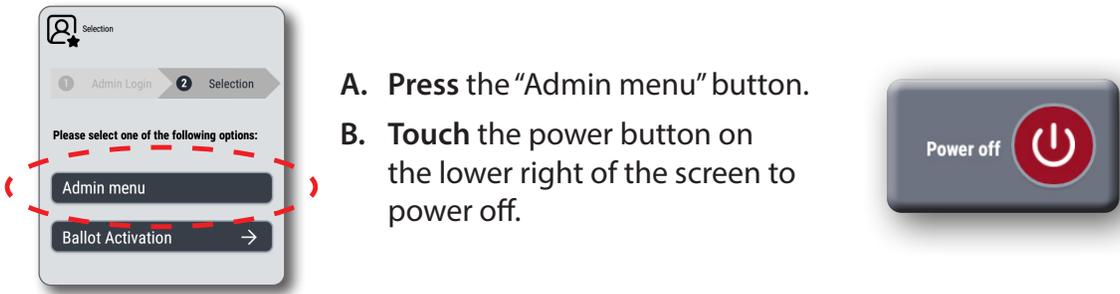
Ballot Printers

4		A. **Remove** the Privacy Shield. B. **Unplug** the headphones from the ATI Device. C. **Unplug** the cord to the ATI Device.
5		A. **Unplug** the power adapter from the power cord. B. **Unplug** the power cord from the UPS. C. **Pull** the cord up through the hole in the Voting Booth.
6		A. **Unplug** the printer cable from the back of the printer. B. **Wrap** the cords up neatly.
7		A. **Push** in the stand on the back of the Touchscreen. B. **Lay** the Touchscreen flat on a table. → Not on the Voting Booth.

8		A. **Carefully** pack it back into the packaging material you saved from unpacking.
		  → **Take care** that all of the cords are wrapped neatly and that the packing material secures the Touchscreen.
		B. **Pack** it all in the respective *(by ID tag)* Touchscreen carrying case.
		  → Face down, handle up → Power Cord
		  → Touchscreen → Headphones
		  → ATI

Ballot Printers

1	Power off the Ballot Printer. → **Press** the power button on the front of the Ballot Printer.	
2	A. **Unplug** the Printer from the UPS. B. **Pull** the cord up through the holes in the Voting Booth. C. **Unplug** the Printer power cord from the back of the Printer.	

UPS & Voting Booths

3	A. **Wrap** the power cord neatly.
	B. **Place** the Printer and power cord in the respective *(by ID tag)* Printer Carrying Case.

UPS

Power down the UPS

A. **Press** the power button on the face of the screen on the UPS.

B. **Press** the "Setup/Enter" button.

C. **Unplug** the power cord.
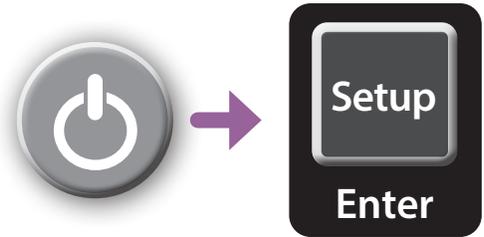
Voting Booths

1	Lift up on the wheel latches to unlock them.
2	Slide the locks under the table top on both sides to unlock the table top.
3	A. **Lift** the tabletop up to remove the pins from the tabs and lower it toward the floor. B. **Slide** the locks to secure the tabletop.
4	Close the legs.
5	Hook the Velcro strip at the top.
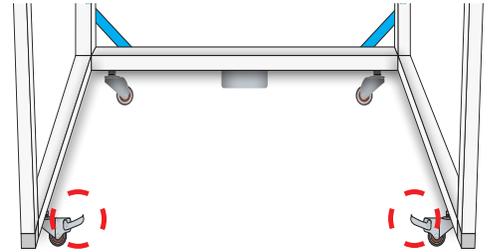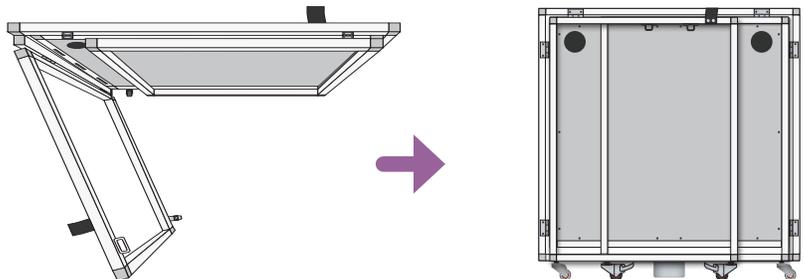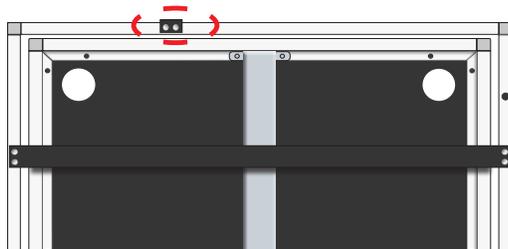
ePollbooks

| 6 | Slide the privacy shield in the strap on the booth.

 → Metal connectors should be at the top, as illustrated here. | |
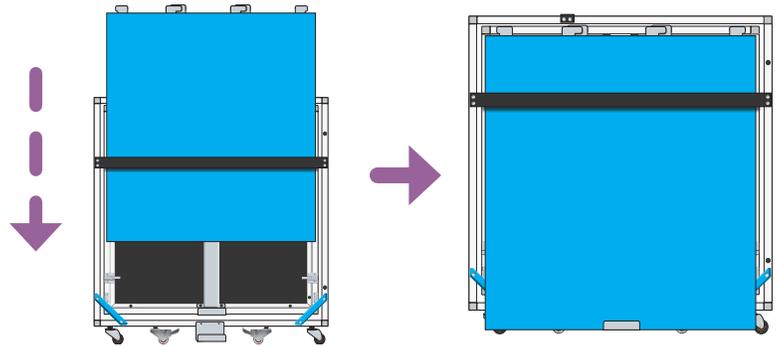
ePollbooks
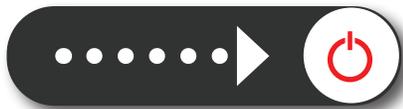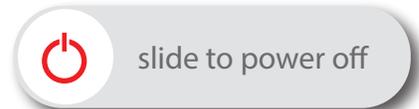
1	**ePollbook power down:** A. **Press and hold** the power button at the top of the left side of the iPad for 5-6 seconds. B. **Release** the button when you see the "slide to power off image. C. **Slide** the power sign to the right to power down, as instructed on screen. → The ePollbook will power down.
2	**ePollbook Printer power down:** **Press and hold** the power button on the ePollbook Printer. → The printer will power down.
3	A. **Unplug** the ePollbook Printer power cord from the wall. B. **Disconnect** the 2 sections of the cord. C. **Wrap** the cord up.
4	A. **Unplug** the Card Activator. B. **Slide** it out of its brace. C. **Remove** the stylus from the brace. D. **Unscrew** the brace and slide it out of it's slot.
5	A. **Place** all items back into the respective *(by ID tag)* ePollbook Case. B. **Place** the foam guards back over the ePollbook screen. C. **Close** the ePollbook Case.

Plastic Bag 600 & Poster Kiosk

Return Carrier Plastic Bag 600

1	Plastic Bag 601: → The Scanner Memory Card(s) in the small plastic bag(s) → AM Zero Tape. → All the daily "Interrupt" tapes → All Lanyards, with the following items attached: 　» Poll Worker Card 　» Scanner Security Key 　» Ballot Box Key → All additional Poll Worker Cards on lanyards
2	Audit Log Booklet
3	Check-in Receipt Envelopes → With Check-in Receipts.

Poster Kiosk

A. **Collapse and fold** the Kiosk.

B. **Place** it in its protective bag.

C. **Place** it back in the EV-VSC.
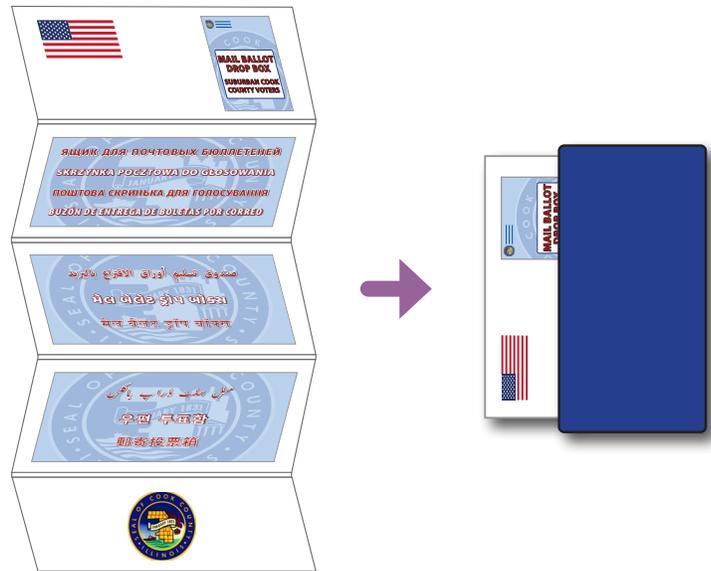
Supplies, Materials & Equipment Pickup

Packing Supplies & Materials

A. Pack all supplies and materials in the EV-VSC.

! **Use ONLY these bags and Envelopes.**

- → Return Carrier Plastic Bag 600
- → Envelope 303
- → Envelope 604
- → Envelope 606

- → Poster kiosk
- → New Seals Plastic Bag 603
- → Used Seals Plastic Bag 605
- → Unused Check-in Receipt Envelopes

B. Lock the EV-VSC.

C. Place the EV-VSC Key back in the lock box and attach it to the back of the VSc

Equipment Pick Up

Last Day of Early Voting Equipment & Supply Pickup   March 18th

Drivers will arrive at each site after 5:30 p.m. on March 18th
(Time is based on the Early Voting site's closing time)

⇒ There are seven Early Voting Sites with 7:00 p.m. closing times in June.

- → The Early Voting Unit will let those Judges know that their sites are on that list.
- → The drivers for those sites will arrive after 7:30 p.m.

A. They will pick up:

- → The EV-VSC(s)
- → ePollbook Cases
- → All Scanner(s)/Ballot Box(es)
- → Mail Ballot Drop Box
- → All Touchscreens
- → All Printers
- → All Voting Booths

B. All Early Voting Judges must remain at their Early Voting Site until the equipment has been picked up.

Call the Early Voting Call Center when your equipment has been picked up.

Election Day Super Centers

Election Day Super Centers

The following locations will serve as Election Day Super Centers in March.

→ They will have the same hours as a regular Election Day Polling Place, but will have the capability of an Early Voting site.

→ Voters from all over Suburban Cook County will be allowed to vote at the Super Centers.

The Early Voting Unit will give more detailed instruction to the Judges that will be working at these locations closer to Election Day.

Election Day Super Center

→ 69 W Washington, 5th Floor

→ Markham Couthouse

→ Maywood Courthouse
   » Whitcomb Building

→ Rolling Meadows Courthouse

→ Skokie Courthouse

→ Bridgeview Courthouse

Changing Printer Tape
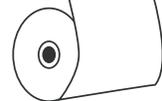
Changing Scanner Printer Tape

Follow the steps on this checklist to change the Printer Tape on the Scanner.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	**Lift** the printer cover door.
	2	**A. Lift up** on the printer Pressure Roller. **B. Remove** the printer Pressure Poller. **C. Remove** the empty paper roll spool and white core.
	3	**A. Insert** the white core into the new paper roll. **B. Place** the new paper roll in the printer. **C. Pull** the tape forward.

Changing Scanner Printer Tape (continued)

5	**Place** the Printer pressure roller back into its guides. → The guides are a white "Wheel" on the left side and the metal pin on the right. → It will snap into place. » It is important that the roller snaps into place on both sides.	
6	A. **Pull** the tape out long enough to stretch past the open lid. B. **Thread** the tape through the slot in the Printer cover door. C. **Close** the Printer cover door. D. **Cut** off any excess paper.	
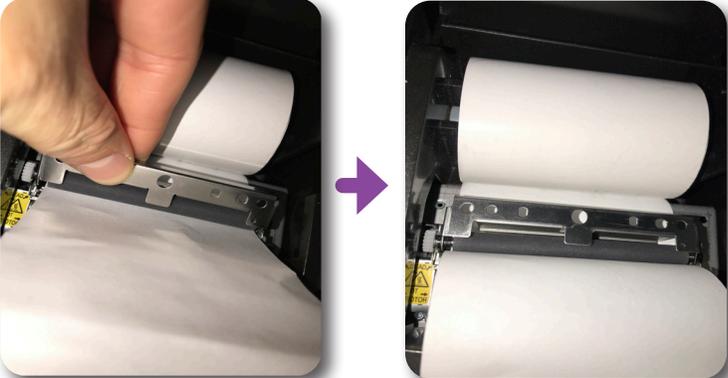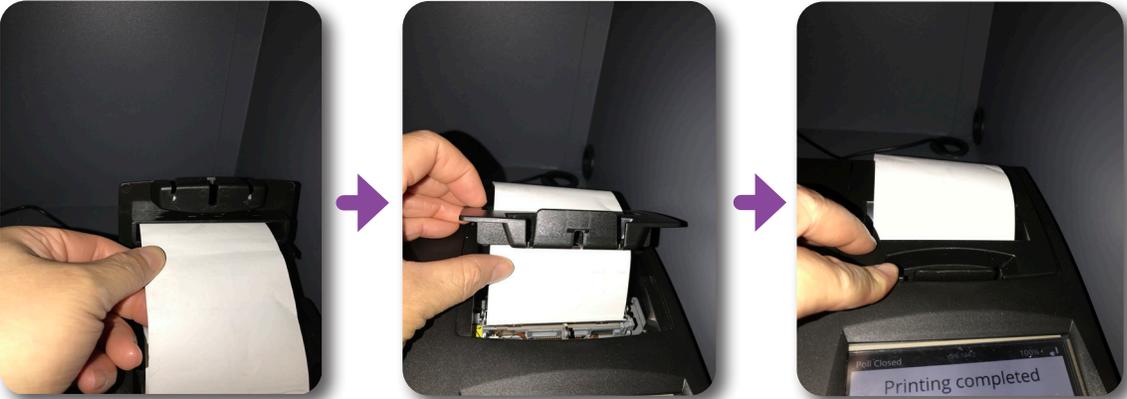
Changing the ePollbook Printer Tape

Follow the steps on this checklist to change the ePollbook Printer Tape.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	There will be a red light on the face of the printer when the printer tape starts running low. → It hasn't run out yet but will soon. → **Change** the tape after a few more check-ins.
	2	**A. Pull down** on the printer door tab on the upper left side of the printer. → The door will open as you pull the tab. **B. Remove** the empty roll's black spool core from the printer.

Changing the ePollbook Printer Tape (continued)

3	**A. Place** the new roll inside the printer with the tape positioned up and over. **B. Pull** a few inches of the tape out and up.
4	**A. Close** the door to the printer, while holding the few inches you've pulled out. → The red light will turn back to blue and the tape will advance forward. **B. Tear** the excess tape from the printer.
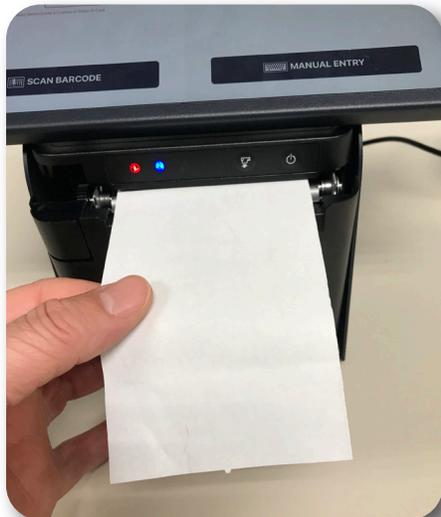
Troubleshooting

ePollbook Troubleshooting
ePollbook Printer Issues

During ePollbook operation, there are several situations that may require simple repair functions. In other cases, you will have to call the Early Voting Call Center. The table below notes some common situations and the corrective action required.

Problem	Tasks to Complete:
Printer Issues	
A red light appeared on the top left on the face of the printer.	The printer tape is running low on tape and will need to be changed. → You can continue printing until you start to see a pink streak on the take. » Changing the ePollbook Printer Tape, on page 175.

Paper is not advancing from the printer.	1. **Press** the paper advance button on the face of the printer.
	→ The tape should advance forward.
	2. **Re-seat** the paper tape.
	  a. **Open** the printer door.
	  b. **Remove & reinsert** the tape.
	  c. **Close** the door.
	  d. **Tap** the green printer icon on the upper right of the ePollbook screen.
	
	Printer Status: Ready to Print
	Print Test Receipt
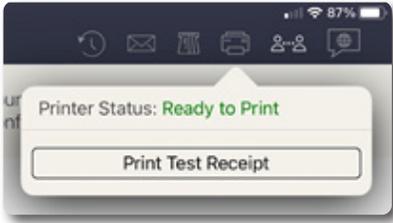	
	  e. **Tap** the "Print Test Receipt" button.
	    » A "Printer Test" receipt should print out.
	3. **Call** the Early Voting Call Center if step one doesn't work. .

The printer isn't printing	1. **Check** the printer icon at the top right on the ePollbook. → It will more than likely be red with an exclamation point. 2. **Check** to see if there are lights on the face of the printer. 3. **Press** the power button on the top right corner of the printer. 4. **Check** that the 2 sections of the power cord are firmly connected. 5. **Make sure** the printer power cord is connected to an outlet. 6. **Call** the Early voting Call Center if steps 1-5 do not work.
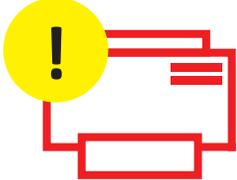
ID Reader & Power Issues

ID Reader Issues

The ID Reader is not reading the ID	1. **Make sure** the ID Reader stand is connected to the ePollbook stand correctly. 2. **Make sure** the ID is placed on the ID Reader stand, with the barcode in clear view of the ID Reader camera. 3. **Adjust** the stand or move the ID around in front of the camera on the ePollbook iPad to reduce glare on the ID. 4. **Call** the Early Voting Call Center if steps 1 and 3 do not work.

Power Issues

The ePollbook iPad isn't getting power.	1. **Make sure...**
	   a. The ePollbook Printer is powered on.
	   b. The greenish-yellow power cord from the ePollbook Printer is securely attached to the Card Activator.
	   c. The connection between the iPad and the Card Activator is secure.
	   d. The silver brace is securely in place, not leaning or loose.
	2. **Re-seat** the Card Activator and silver brace..
	   a. **Unplug** the power cord from the Card Activator.
	   b. **Unscrew** the screw on the silver brace.
	     → Just enough to loosen it. DO NOT completely unscrew it.
	   c. **Unplug** both the Card Activator and silver brace.
	     → **Wait** 5 seconds after unplugging.
	   d. **Slide** them both back in without the power.
	   e. **Tighten** the screw on the back of the brace.
	   f. **Plug** the power cord back into the Card Activator.
	   g. **Press and hold** the power button on the top left corner of the iPad.
	     → A white Apple logo will appear.
	3. **Call** the Early Voting Call Center if these steps do not work.
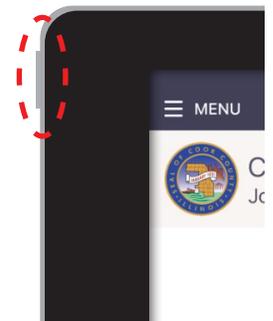
The ePollbook is completely dead and won't charge	There is no reserve battery power left in the iPad. → It can only be charged with an iPad lightning charger. » **Call** the Early Voting Call Center if no there is no lightning charger in the polling place.

Card Activator Issues

Card Activator Issues

Not responding to the Activation Card

1. **Check** the Card Activator icon at the top right on the ePollbook.

    → It will more than likely be red with an exclamation point.

2. **Make sure** that the silver brace is far enough into the slot on the right side of the ePollbook, its not leaning or loose and that the screw is tight.

3. **Make sure** the Activation Card is inserted properly in the Card activator slot.

    → The face of the side with the Voter Arrow should be facing the voter and the white side should be facing you.

This Side Up

VOTER
Return Card After Voting
DVS PN: 123-000410

4. **Make sure** the blue light on the Card Activator comes on when the Activation Card is inserted.

5. **Re-seat** the Card Activator and silver brace.

    a. **Unplug** the power cord from the Card Activator.

    b. **Unscrew** the screw on the silver brace.

        → Just enough to loosen it. DO NOT completely unscrew it.

    c. **Unplug** both the Card Activator and silver brace.

        → **Wait** 5 seconds after unplugging.

    d. **Slide** them both back in without the power.

    e. **Tighten** the black screw.

    f. **Plug** the power cord back in if the Card Activator icon at the top right turns green again.

6. **Reboot** the ePollbook if steps 1- 5 do not work.

7. **Call** the Early Voting Call Center if steps 1-6 did not work.

Rebooting the iPad

Rebooting the iPad

1. **Press and hold** the Home and power buttons at the same time.

    a. **Keep holding** them through the "slide to power off" prompt.

    $\rightarrow$ **DO NOT** slide to power off for this step.

    b. **Let both buttons go** when the screen goes black and you see the Apple logo.

    $\rightarrow$ The Apple logo will show up a few seconds after the "slide to power off" prompt goes away.

    $\rightarrow$ The reboot will take a few seconds.

    $\rightarrow$ The screen will show a colorful background, with the time at the top after the reboot.
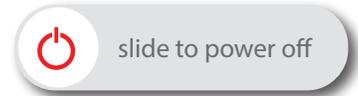
Power
Button
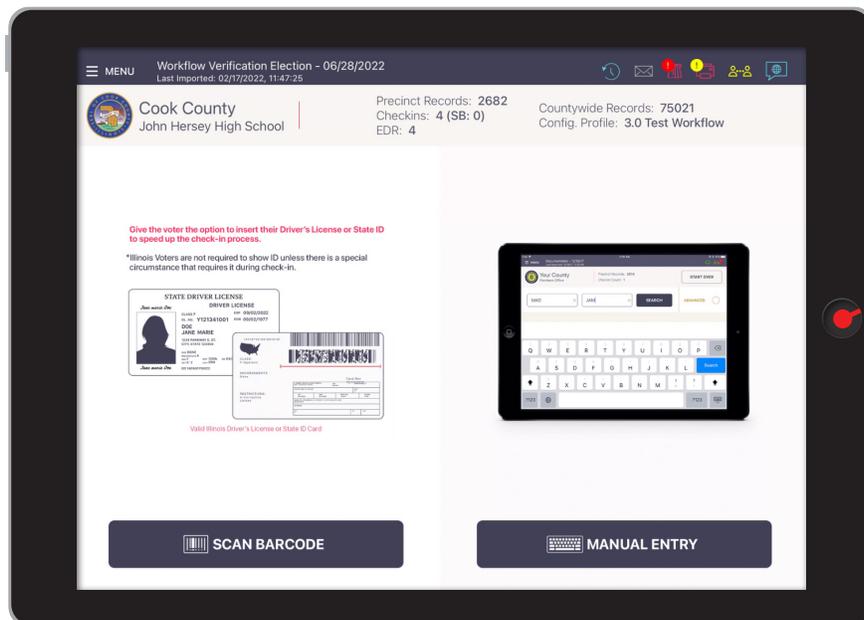
Home
Button

3. **Press** the Home button again.

4. **Tap** the "P" at the bottom of the screen.

    $\rightarrow$ The screen will go back to the Get Started Screen.

5. **Tap** the black "Get Started" button.

    $\rightarrow$ The "Enter Pollworker Credentials" screen will appear.

6. **Enter** the Username and Password.

7. **Tap** the black "Sign-in" button on the right.

    $\rightarrow$ The "Check-in Option" screen will appear.

    $\rightarrow$ The reboot is complete.

Receiving & Sending Messages with eHelp

eHelp

eHelp is an ePollbook messaging system that can be used during Early Voting for a variety of needs, such as supply requests, reporting equipment problems and voter registration verification.

▶ The Early Voting Unit will use it to broadcast messages to all sites.

▶ If there is a ballot change, for example, you will be notified through eHelp.

Messages from the Early Voting Unit through eHelp	⇒ **Receiving a message from the Early Voting Call Center** The eHelp link is the envelope looking icon on the top right side of the screen. → **When a message is sent from the Early Voting Call Center**, the envelope will appear with a number of how many messages have been sent. 1. **Tap** on the eHelp icon on the upper right side of the screen. → The message board will drop down. 2. **Read** the message. 3. **Act** according to the message. 4. **Respond** to the message. 5. **Tap** on the little blue circle with the arrow to send the message. 6. **Tap** anywhere outside the message box to close the message board.
Messages to the Early Voting Unit through eHelp	⇒ **Sending a message to the Early Voting Call Center** 1. **Tap** on the eHelp icon on the upper right side of the screen. → The message board will drop down. 2. **Type** the message in the space provided. 3. **Tap** on the little blue circle with the arrow to send the message. 4. **Tap** anywhere outside the message box to close the message board.

Scanner Troubleshooting
Power & Ballot Issues

During Scanner operation, there are several situations that may require Judges to perform simple repair functions. In other cases, Judges will have to call the Call Center. The table below notes some common situations and the corrective action required.

Problem	Tasks to Complete:
Power Issues	
No lights indicating power Not powering up	1. **Check** all connections. 2. **Make sure** the cord is plugged into the Scanner and the Scanner to a wall outlet or power strip. 3. **Make sure** the wall outlet or power strip is working properly. ▶ **If there is still no power…** → **Set up and use** the Alternate Ballot Box until the Scanner is fixed.
Ballot Issues	
Blank Ballot Detected	A message that the ballot is blank will appear on the LCD. 1. **Explain** to the voter that no votes were detected on the ballot. → The review screen will say "Blank Ballot." 2. **Ask** the voter if they want to mark the ballot or override and leave the ballot blank. ▶ **If the voter wants to leave the ballot blank:** A. **Explain** that no votes will be counted. B. **Instruct** them to press the "Cast" button on the Scanner. ▶ **If the voter wants to mark a new ballot:** A. **Have** them press the "Return" button and gently remove their own ballot. B. **Give** the voter a chance to mark a new ballot. → Follow instructions for "Voter wants to mark a new ballot" on page 188. C. **Spoil** the blank ballot and put it in Spoiled Ballot Envelope 303.
Ballot is not initialed	A message that the Judge's initials are missing will appear on the LCD screen and the ballot will eject. 1. **Have** the voter gently pull their ballot from the slot on the Scanner. 2. **Instruct** the voter to cover their votes with the Voter Privacy Shield. 3. **Initial** the ballot in the Judge's initials box. 4. **Have** the voter re-insert the ballot into the Scanner.

Ballot Issues (continued)

Undervote Detected	A message that the ballot has undervotes will appear on the LCD.
	1. **Explain** to the voter that the screen shows what race(s) that were undervoted.
	2. **Ask** the voter if they want to mark a new ballot or override and leave the ballot as is.
	▶ **If the voter wants to leave the ballot as is.**
	A. **Explain** that all contests marked correctly will be counted, but the undervoted contests will not.
	B. **Instruct** them to press the "Cast" button on the Scanner.
	▶ **If the voter wants to mark a new ballot:**
	A. **Have** them press the "Return" button and gently remove their own ballot.
	B. **Give** the voter a chance to mark a new ballot.
	→ Follow instructions for "Voter wants to mark a new ballot" on page 189.
	C. **Spoil** their undervoted ballot and put it in Spoiled Ballot Envelope 303.
Overvote Detected	A message that the ballot has overvotes will appear on the LCD.
	1. **Explain** to the voter that the screen shows what race(s) that were overvoted.
	2. **Ask** the voter if they want to mark a new ballot or override and leave the ballot as is.
	▶ **If the voter wants to leave the ballot as is.**
	A. **Explain** that all contests marked correctly will be counted, but the overvoted contests will not.
	B. **Instruct** them to press the "Cast" button on the Scanner.
	▶ **If the voter wants to mark a new ballot:**
	A. **Have** them press the "Return" button and gently remove their own ballot.
	B. **Give** the voter a chance to mark a new ballot.
	→ Follow instructions for "Voter wants to mark a new ballot" on page 189.
	C. **Spoil** their undervoted ballot and put it in Spoiled Ballot Envelope 303.

Ballot Issues (continued)

Voter wants to mark a new ballot	If the voter chooses to mark a new ballot... 1. **Send** them to the Check-in Station to reactivate their Voter Card. 2. **Spoil** the ballot by writing "Spoiled" across on it's face. 3. **Place** the spoiled ballot in Envelope 303. 4. **Bring up** the voter's name on the list of voters. 5. **Tap** the gear icon on the left of the voter's name. 6. **Tap** the "Reactivate Voter Card' button. → A "Creating Card" message will appear. **REACTIVATE VOTER CARD** 7. **Tap** the "OK" button when the "Success" window pops up. 8. **Send** them to the Touchscreen to mark a new ballot.
The Scanner is not accepting ballots	**Make sure** that the Scanner is powered on. → If power is not the issue, have voters use the Alternate Ballot Box until your Scanner is fixed or replaced. 1. **Unlock** the Alternate Ballot Box and **lift** the cover. 2. **Break** the seals on the Alternate Ballot Box. → **Place** the broken seals in Used Seals Plastic Bag 605. 3. **Unlock** the Alternate Ballot Box and **lift** the cover. 4. **Open** the Slot. 5. **Close** the cover. 6. **Lock** and **seal** the Alternate Ballot Box. → **Record** the new seal numbers on the Scanner Audit Log. 7. **Instruct** voters to place their ballots in the Alternate Ballot Box. 8. **Call** the Early Voting Call Center. (i) *If the Scanner is replaced, see "Scanner Replacement" on page 197.* (!) *At the end of the day, if the Scanner is fixed,* 1. *Remove the ballots from the Alternate Ballot Box.* 2. *Scan them in the Scanner.*

Clearing Jammed Ballots (continued)

Defective Or Misread Ballots Detected	There is damage to the marks on the edges of the ballot that the Scanner uses to process the ballot. A message that the ballot was Misread or Defective will appear on the LCD screen and the ballot will eject.

▶ **If the ballot is defective, give the voter a new ballot.**

1. **Explain** that the ballot has not been counted.
2. **Follow** instructions on page 189 for "Voter wants to mark a new ballot".
3. **Spoil** their Defective ballot and put it in Spoiled Ballot Envelope 303.

▶ **If the ballot was misread, give the voter a chance to mark a new ballot.**

1. **Explain** that the ballot has not been counted and needs to be re-inserted.
2. **Have** the voter re-insert the ballot in different orientations.
    → If after a few tries, the ballot keeps returning...
        A. **Have** them press the "Return" button and gently remove their own ballot.
        B. **Give** the voter a new ballot.
            → Follow instructions for "Voter wants to mark a new ballot" on page 189.
        C. **Spoil** the ballot and put it in Spoiled Ballot Envelope 303.

Clearing Ballot Jams

Jam in the Front Slot	The Scanner will give a message "Clear Paper Jam" with a red arrow pointing toward the ballot.

1. **Explain** that the ballot has not been counted and needs to be re-inserted.
2. **Instruct** the voter to gently remove their ballot.

▶ **If the edges and corners are not visibly damaged, have them re-insert the ballot.**

▶ **If there is visible damage to the ballot...**

A. **Give** the voter the opportunity to mark a new ballot.
    → Follow instructions for "Voter wants to mark a new ballot" on page 188.
B. **Spoil** the ballot and put it in Spoiled Ballot Envelope 303.

Clearing Jammed Ballots (continued)

Jam in the Exit Slot

*Ballot **WAS** cast (part 1)*

The Scanner will give a message saying "Assistance Required".

1. **Press** the Security Key to the Security Key receptacle.

2. **Enter** the PIN.

   → The screen will say "Paper Jam" "RESULTS HAVE BEEN SAVED" "Try to manually remove the ballot from the MAIN EXIT slot" or "Try to manually remove the ballot from the DIVERTER EXIT slot"

3. **Explain** that the ballot has been counted but is jammed in the Exit slot.

4. **Break** the seal on the door covering the latch to move the Scanner to clear the jam.

   → **Place** the broken seal in Used Seals Plastic Bag 605.

5. **Unlock and Lift** the cover and **unlatch** the Scanner.

6. **Slide** the Scanner forward and **remove** the ballot.

   → **Place** it in the Ballot Box slot so that it drops into the Ballot Box.

7. **Press** the "OK" button.

8. **Press** the "Exit" button on the "Main Menu" screen.

   → You will see "Start Voting Session Confirmation".

9. **Press** the "Confirm" button.

   → This will take you back to the main "Please insert Ballot" screen.

   → The Scanner is ready to accept ballots again.

▶ **If the ballot jam has not been cleared,** you will see "Residual Paper Jam! Please try to clear paper jam manually before entering the menu".

   A. **Repeat** steps 6-9.

   B. **Press** the "Cleared" button.

   C. **Press** the "Exit" button on the main Menu.

   → You will see "Start Voting Session Confirmation".

   D. **Press** the "Continue" button.

   → This will take you back to the main "Please insert Ballot" screen.

   → The Scanner is ready to accept ballots again.

10. **Slide** the Scanner back into place.

11. **Re-latch** the Scanner.

12. **Close** the covers to both the latch and Transmission door.

13. **Lock and seal** the cover when the Scanner is working properly with a red seal from New Seals Plastic Bag 603.

14. **Record** the seal number on the Scanner Audit Log.

Clearing Jammed Ballots (continued)

Jam in the Exit Slot *Ballot **WAS** cast (part 2 - if part 1 did not work)*	▶ **If the steps are still not successful**, you will continue to see "Paper Jam" on the screen after you try to start the Voting Session. There is a jam inside the Scanner and you will need a new Scanner. 1. **Press** the "Shut down" button. 2. **Break** the seals on the Alternate Ballot box and unlock it. 3. **Lift** the cover and **slide** the slot open. 4. **Close** and **lock** the cover, with the slot open. 5. **Re-seal** the Alternate Ballot Box. 　→ **Record** the seal numbers on the Scanner Audit Log. 6. **Use** the Alternate Ballot Box until a Rover comes with the new Scanner. 　→ If the tech determines that the Scanner is not usable, they will power it down and remove the Memory Cards. 　→ They will insert the Memory Cards into the new Scanner. 7. **Set up** the new Scanner following the Scanner setup procedures, starting on page 43. 8. **Begin using** the new Scanner. 　→ The Ballot Counter will resume where it left off on the old Scanner. 　　» The new Scanner will have the same count as the old Scanner. ▶ **After the polls are closed for the day...** 　A. **Remove** the ballots from the Alternate Ballot Box. 　B. **Scan** them into the new Scanner before completing the Statement of Ballots.
Jam in the Scanner *Ballot **WAS NOT** cast (part 1)*	The Scanner will give a message saying "Assistance Required". 1. **Press** the Security Key to the Security Key receptacle. 　→ The screen will say "Paper Jam" "RESULTS HAVE NOT BEEN SAVED" "Try to manually remove the ballot from the device." 2. **Explain** that the ballot has not been counted and is jammed in the Scanner. 　→ If the ballot is straight... 　　A. **Press** the "OK" button. 　　　» The ballot will be returned. 　　B. **Scan** it again. 　　　» Only if there is no visible damage to the ballot. 　　　» If the ballot is accepted, the issue is resolved.

Clearing Jammed Ballots (continued)

Jam in the Scanner

*Ballot **WAS NOT** cast (part 2)*

▶ **If the ballot does not return,** you will see "Residual Paper Jam! Please try to clear paper jam manually before entering the menu".

1. **Break** the seals on the Transmission cover and the cover on the latch that locks the Scanner in place.

   → **Place** the broken seals in Used Seals Plastic Bag 605.

2. **Open** the Transmission door by lifting it to the right.

3. **Unlock and Lift** the latch cover and **unlatch** the Scanner.

4. **Slide** the Scanner forward and **remove** the ballot.

5. **Spoil** the ballot and issue the voter a new Voter Card.

6. **Follow** steps 7-13 on page 191.

▶ **If the ballot cannot be removed from the Scanner in step 4 above,**

1. **Spoil** the ballot and issue the voter a new Voter Card.

2. **Call** the Early Voting call Center.

   → A Rover will be sent out with a new Scanner.

3. **Use** the Alternate Ballot Box until a Rover arrives with the new Scanner.

   → If the Rover determines that the Scanner is not usable, they will power it down and remove the memory cards and replace it.

   → They will insert the Memory cards into the new Scanner.

4. **Set up** the new Scanner following the Scanner setup procedures, starting on page 43.

5. **Begin using** the new Scanner.

   → The Ballot Counter will resume where it left off on the old Scanner.

   » The new Scanner will have the same count as the old Scanner.

Printer Issues

Printer Issues	
Paper Jam	1. **Break** the seal on the Printer cover. → **Place** it in Used Seals Plastic Bag 605. 2. **Lift** the Printer door. 3. **Make sure** the paper is feeding through evenly. 4. **Reinstall** the pressure roller over the paper tape. 5. **Thread** the tape through the slot on the door. 6. **Close** the Printer cover. ⓘ *See "Changing the Scanner Printer Tape" on page 173 for more detailed instruction.*
The Pressure Roller is loose	The pressure roller is loose or incorrectly installed, the message "Make sure paper is loaded and everything is OK" will appear. 1. **Break** the seal on the Printer cover. → **Place** it in Used Seals Plastic Bag 605. 2. **Open** the Printer door. 3. **Remove, then Reinstall** the pressure roller over the paper tape. 4. **Close** the Printer cover.
No paper loaded	When the Printer runs out of paper, the message "Make sure paper is loaded and everything is OK" will appear. 1. **Follow** the instructions in Changing Scanner Printer Tape, page 173, to correctly install or re-install the Printer paper. → If you see a pink stripe on the tape, the tape is nearing the end. 2. **Press** "OK." → The message "Printer is recovering! Please Wait" will appear. 3. **Wait** for the Printer to recover and press "OK." → If it stops while printing, **press** "Resume" to continue printing the report.
Report is not printing	→ **Make sure** that there is paper loaded into the thermal Printer. → **Make sure** that the paper was not installed backward. » If so, **remove** the paper roll. → In either case above, follow the instructions in Changing Scanner Printer Tape, page 173, to correctly install or re-install the Printer paper.
Thermal Printer Error	This message comes up whenever there is an error printing. → Could also be Jam or loose roller scenarios. → **Follow** the instructions in Changing Scanner Printer Tape, page 173.

Memory Card Issues

Memory Card Issues

Log File Mismatch	At the beginning of the day, if you see the message "Verification Failed. Audit log file verification failed", followed by "Startup Error", call the Early Voting Call Center or send a eHelp message. ▶ The Memory Cards have been corrupted and your Scanner is no longer usable. ▶ Use the Alternate Ballot Box until a Rover can resolve the issue. 1. **Break t**he seals on the Alternate Ballot Box and **unlock** it. 2. **Open** the slot. 3. **Lock and re-seal** the Alternate Ballot Box. → **Record** the seal numbers on the Scanner Audit Log. 4. **Instruct** voters to use the Alternate Ballot Box until a Rover comes with the new Ballot Box and Scanner. → If the Rover determines that the Scanner is not usable, they will power it down. 5. **Set up** the new Scanner following the Scanner setup procedures, starting on page 43. 6. **Begin using** the new Scanner. ▶ **At the end of the day...** A. **Remove** the ballots from the Alternate Ballot Box. B. **Scan** them into the new Scanner before completing the Statement of Ballots.

Scanner Replacement

Scanner is no longer accepting ballots or is damaging every ballot.

If the Scanner is damaging every ballot or is no longer accepting ballots, call the Early Voting Call Center or send a eHelp message. You may need a new Scanner.

Follow the steps on this checklist when replacing a Scanner.
Only <u>after</u> a Rover has looked at the Scanner and said that it must be replaced.

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
	1	A. **Break** the seals on the Alternate Ballot Box. B. **Place** the broken seals in Used Seals Plastic Bag 605. C. **Unlock** it.
	2	**Open** the slot.
	3	**Re-seal** the Alternate Ballot Box. → **Record** the seal numbers on the Scanner Audit Log.
	4	Use the Alternate Ballot Box until a Rover comes with the new Scanner.
	5	*Rovers* If the Rover determines that the Scanner is not usable, they will... → **Power** it down and **remove** the Memory Cards. → **Insert** the Memory Cards into the new Scanner.
	6	A. **Set up** the Scanner, following the Scanner setup procedures, page 43. B. **Begin** using the new Scanner. → The Ballot Counter will resume where it left off in the old Scanner. C. **Place** the AM Zero Tape from the new Scanner in Plastic Bag 601.
	7	After the polls are closed for the day... A. **Remove** the ballots from the Alternate Ballot Box. → One Judge from each party. B. **Scan** the ballots into the new Scanner. → Do this **before** completing the Statement of Ballots.

Touchscreen Troubleshooting
Activation Issues

During Touchscreen operation, there are several situations that may require Judges to perform simple repair functions. In other cases, the Judges will have to call the Call Center. The table below notes some common situations and the corrective action required.

Problem	Tasks to Complete:
Activation Issues	
Not reading the Poll Worker Card	**Reboot** the Touchscreen. 1. **Break** the seal on the Power door. 2. **Press** the power button to power down. 3. **Press** the power button to power back up. 4. **Insert** the Poll Worker Card and continue with step 8 on page 48, *First Morning of Early Voting, Touchscreen Login & Date*. 5. **Place** a new seal on the Power door if this worked. → **Record** the new seal number on the Touchscreen Audit Log. ▶ **If this does not work,** call the Early Voting Call Center.

Not reading the Voter Card
 	
 The Date and Time are wrong
	Verify that the clock on the Touchscreen is 5 minutes ahead of the clock on the ePollbook.
	 → If the Touchscreen clock is behind the ePollbook clock, the card cannot be read.
	  1. **Reboot** the Touchscreen
	   » You will be given the option to "Modify" the time after you login back in.
	    a. **Press** the "Modify" button.
	    b. **Set** the time one or two minutes ahead of the time on the ePollbook.
	    c. **Press** the "Save Changes" button.
	     → The message "Date and Time were changed successfully" will appear.
	  2. **Call** the Early Voting Call Center if step 1 does not work.

Voter inserted the Voter Card incorrectly	1. **Pull** the Voter Card out. 2. **Have** the voter insert the card with the chip facing down. This Side Up **VOTER** Return Card After Voting DVS PN: 123-000410
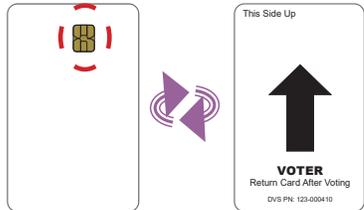
Activation Issues (continued)

Reactivating a Voter Card	The Voter Card will need to be reactivated for any of the following reasons: ▶ **Voter Card timed out** → Voter Cards time out an hour after activation. ▶ **Voter says they have the wrong ballot or selected the wrong party.** → This must happen before the ballot is cast. ▶ **Voter wants a new ballot.** → The voter says they have the wrong ballot, overvotes, undervotes, defective ballots, etc. 1. **Bring up** the voter's record on the ePollbook. 2. **Tap** the gear icon to the left of the voter's name. 3. **Tap** the "Reactivate Voter Card" button. → A "Creating Card message will appear. REACTIVATE VOTER CARD 4. **Tap** the "OK" button when the "Success" window pops up.
Voter fled	If a Voter Card is removed while voting, prior to casting the ballot, the Touchscreen will beep for 30 seconds and the following message will display on the screen: "Vote Card removed. BALLOT WAS NOT PRINTED. Please re-insert Vote Card or call for immediate help". ▶ **If the voter HAS NOT left the Early Voting site.** → Tell the voter to re-insert their card in the Touchscreen, chip facing down. » They can resume voting. ▶ **If the voter HAS left the Early Voting site,** 1. **Insert** the Poll Worker card, chip facing down. 2. **Enter** the 8-digit PIN. This Side Up VOTER Return Card After Voting DVS PN: 123-000410 3. **Press** "Login". → The ballot will be automatically cancelled in the Touchscreen. 4. **Remove** the Poll Worker card. → The Touchscreen is ready for the next voter.

ATI Handset Issues

Voter says they have the wrong ballot *They have not cast their ballot on the Scanner*	In a Primary, this issue would be party associated. 1. **Remove** the voter's Voter Card. 2. **Insert** the Poll Worker Card. 3. **Enter** 8-digit PIN. 4. **Tap** the "Login" button. 5. **Remove** the Poll Worker Card. → The screen will go back to the "Touchscreen is ready for the next voter."screen. 6. **Send** the voter back to the Check-in Station. 7. **Turn to** page 117 Canceling a Voter Check-in. 8. **Reactivate** the voter's card once the edit is complete following the "Reactivating a Voter Card because it has timed out" steps on page 200.

ATI Handset Issues

The ATI has lost connectivity	1. **Break** the seal on the door. 2. **Place** the broken seals in Used Seals Plastic Bag 605. 3. **Verify** that the ATI cable is connected to the USB port in the upper left door of the Touchscreen. 4. **Verify** that the power light on the top of the ATI is on. 5. Close and re-seal power door, 6. Record new seal number in Audit log.
Voter using audio cannot hear through the headphones	1. **Verify** that the headphones are connected to the lower right jack on the bottom of the ATI. 2. **Verify** that the ATI audio cable is connected to the green jack in the upper left door of the Touchscreen.
Voter requests an Audio Ballot, then decides to vote a regular ballot instead	1. **Have** the voter remove their Voter Card from the Touchscreen. 2. **Follow** steps 1 - 7, starting on page 205 to manually activate the voter's ballot on the Touchscreen using the Activation Code listed on their Ballot Style Slip. → Also listed on their Voter Check-in Receipt.
Voter requests an audio ballot, then decides to vote with assistance *(without audio ballot)*	1. **Have** the voter remove their Voter Card from the Touchscreen. 2. **Call** the Call Center to cancel the check-in and re-check the voter in using the Voter Requesting Assistance checklist on page 77.

**Ballot Printer Problems (continued)**

Ballot Printer Issues

Paper Jam	⇒ Front of the Printer
	   1. **Pull** the paper tray out.
	   2. **Slowly pull** out the jammed paper.
	      → Use both hands.
	      → **Dispose** of the paper or spoil the ballot if it has votes on it.
	   3. **Push** the paper tray back into the Printer .
	      → The Touchscreen will give the option to reprint or cancel the ballot.
	⇒ Back of the Printer
	   1. **Open** the rear cover.
	   2. **Gently pull** the jammed paper out of the fuser unit.
	   3. **Close** the fuser cover and the back cover.
	⇒ **Step 4** for both scenarios.
	   → **Press and hold** the X button on the printer until it says "Ready" on the printer screen.
	      » This is to clear any existing print jobs in the printer queue.
	      » Use the option on the touchscreen to reprint the ballot.

The ballot cannot be read by the Scanner because it was printed with marks on the paper	The Printer is dirty and the printer head needs cleaning.
	1. **Press** the right arrow button until you reach the "Setup Menu."
	2. **Press** the "OK" button to enter the service section.
	   → The screen will read "Service Cleaning Page."
	3. **Press** the "OK" button.
	   → The screen will read "Cleaning Mode", then "Tray 1 Plain Paper", then "Press OK to Start."
	4. **Press** the "OK" button.
	   → The paper will print and the screen will say "Cleaning."
	   → **DO NOT** remove the paper until it finishes printing.
	5. **Throw** the paper away.
	6. **Verify** a clean print by printing a service page.
	   A. **Press** the right arrow button until you reach "Reports."
	   B. **Press** the "OK" button.
	   C. **Press** the left arrow button until you reach the "Reports Service Page."
	   D. **Pres**s the "OK" button.
	      → The page will print.
	   E. **Throw** the page away.

Screen Issues

The Printer is not printing	**Verify** that... → The Printer is powered on. → The connection to the Printer and the Touchscreen are secure. → There is sufficient paper in the paper tray.
The Ballot Printer lost connection to the Touchscreen	**Verify** that... The "Ready" light is on. → The Printer is plugged into the UPS and that the UPS is powered on. → The USB cable is plugged into the Touchscreen and into the printer. → The USB cable is connected to the USB port and **NOT** to the network port.

Screen Issues

The screen is not responding to touch.	Below are 2 resolutions. A. **Clean** the screen with a soft cloth. B. **Re-boot** the Touch Screen. **Power down** 1. **Insert** the Poll Worker card *(chip down)*. 2. **Enter** the 8 digit PIN. 3. **Press** the power button symbol at the bottom right of the screen. **Power up** 4. **Break** the seal on the power door on the bottom right back side of the Touchscreen. 5. **Press** the power button, under the power cord. 6. **Insert** the Poll Worker card. 7. **Acknowledge** the date/time. 8. **Open** the poll. 9. **Remove** the Poll Worker card. 10. **Verify** that the Touchscreen is working. 11. **Close** and re-seal the power door. 12. **Record** the new seal number in the Touchscreen Audit Log.

Touchscreen Replacement

When you receive a new Touchscreen to replace one that is not working properly, the Technician or Rover will have a replacement form to fill out. They will keep this form and return it with the Touchscreen.

Follow the steps on this checklist when replacing a Touchscreen - o*nly after a technician/Rover has looked at the Touchscreen and said that it must be replaced.*

Check the box next to the item as it is completed.

Check	Step #	Task to complete:
		⚠ **DO NOT** start these steps, unless a technician/Rover has looked at the Touchscreen and said that it must be replaced.
	1	A. **Turn off** the power to the Touchscreen. B. **Pack** the Touchscreen into it's carrying case. ⓘ *See "Closong, Packing the Touchscreen" on page 163, steps 1 - 8.*
	2	**Record** the date and time that the machine was returned on the designated lines at the bottom of the Audit Log. **Machine Replaced:** ‹ Date: *3/6/24* Time: *11:30am* ›
	3	**Set up** the new Touchscreen as soon as possible, starting with step 3 in the "First Morning of Early Voting, UPS, Ballot Printers & Touchscreens" section on page 47.
	4	**Complete** the Audit Log sheet for the new Touchscreen.
	5	**Record and initial** the red seal numbers on the Touchscreen Audit Log.

Manual Mode
ePollbook & Touchscreen

When the Card Activator on the ePollbook is not working, voters can continue to vote on the Touchscreen in Manual Mode without the use of a Voter Card.
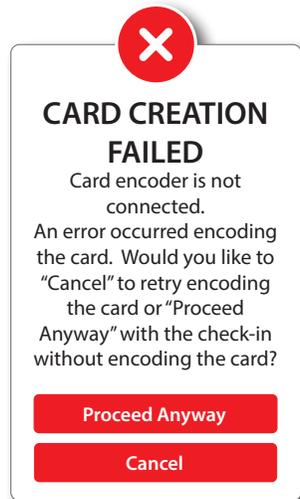
Follow the steps on this checklist for every voter.

Check	Step #	Task to complete:

ePollbook or Signature Book

> **⚠ ONLY REASON to use the Emergency Kit.**
> ▶ *All ePollbooks in the precinct are not working.*
>> ⇒ *NOT reason enough to use the Emergency Kit.*
>>> → *There is no peer-to-peer connection between ePollbooks.*
>>> → *At least one ePollbooks is working.*
>>> → *One or all card activators are not working.*

A. Check the voter in.

B. Tap "Proceed Anyway" on the "Card Creation Failed" Popup.
  → If the ePollbook is not working, **write** the Activation Code from the Signature Book on the Ballot Style slip from the Emergency Kit.

C. Take the Ballot Style receipt from the ePollbook to the Touchscreen.
  → Only use the Emergency Kit if **ALL** ePollbooks in your location aren't working.

D. Continue on to the Touchscreen.

> ❌
> **CARD CREATION FAILED**
> Card encoder is not connected.
> An error occurred encoding the card. Would you like to "Cancel" to retry encoding the card or "Proceed Anyway" with the check-in without encoding the card?
>
> **Proceed Anyway**
>
> **Cancel**

Touchscreen

	Step	Task
	1	**Insert** the Poll Worker Card into the card slot on the Touchscreen. → Chip facing down.
	2	**Enter** the 8-digit PIN. → The next window will give the choice "Admin Menu" or "Ballot Activation."

Regular & Provisional Voters

3	**Press** "Ballot Activation" button. → The "Activate Ballot" window will open.	
4		A. **Enter** the Activation Code from the Ballot Style Slip. B. **Press** the "Next" button, at the bottom right. **NEXT →**

Regular Voters

5	**Press** the "Regular" button. → To start a regular voting session. → The Language Selection screen will appear. ⓘ *Regular Voters include:* → *Voters with no Special Circumstance* → *Other Affidavit Voters* → *Election Day Registration Voters*	
6	**Remove** the Poll Worker Card.	
7	**Step** away from the Touchscreen. → The voter can now vote.	

Provisional Voters

5		**Press** the "Provisional" button. → To start a Provisional Voting session. → A window with the Provisional ID will appear.

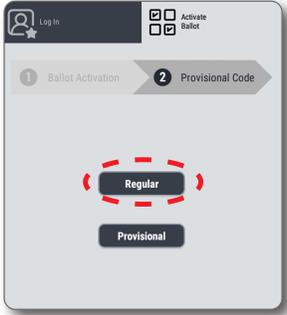*Voters using the ATI Handset*

6	**A. Write** the Voter's Name on the "Voter's Name" line on the Provisional Ballot Envelope. → It is extremely important that the correct Voter's name is written on the envelope. **B. Attach** the Ballot Style receipt to the Provisional Ballot Envelope. → If the ePollbooks are working. **C. Press** the "Continue" button. → The Language Selection screen will appear.
7	**Remove** the Poll Worker Card.
8	**Step** away from the Touchscreen. → The voter can now vote.

Voters using the ATI Handset

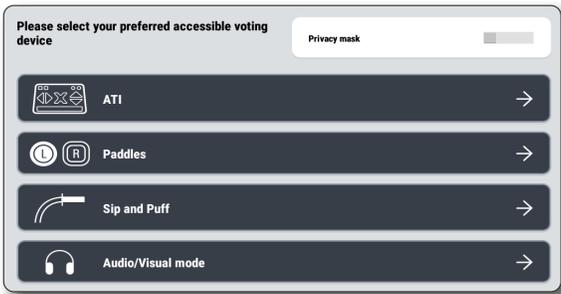| 1	**A. Enter** the Activation Code from the Ballot Style Slip. **B. Press** the box next to "Enable AVS Controller." → A check mark will appear in the box.
2	**Hand** the voter the headphones and the ATI Handset.
3	**A. Press** the "Next" button, at the bottom right.
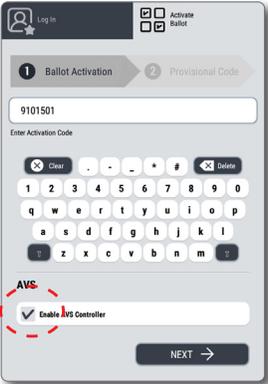
Voters using the ATI Handset (continued)

Regular Voters

4	**Press** the "Regular" button.
	 → To start a regular voting session.
	 → The Language Selection screen will appear.
	
	    🛈 *Regular Voters include:*
	      → *Voters with no Special Circumstance*
	      → *Other Affidavit Voters*
	      → *Election Day Registration Voters*	

5	**Remove** the Poll Worker Card.	
6	**Step** away from the Touchscreen. → The voter can now vote.	

Provisional Voters

4	**A.** **Press** the "Provisional" button.
	    → To start a Provisional Voting session.
	    → A window with the Provisional ID will appear.
	 B. **Press** the "Continue" button.
	    → The Language Selection screen will appear.	
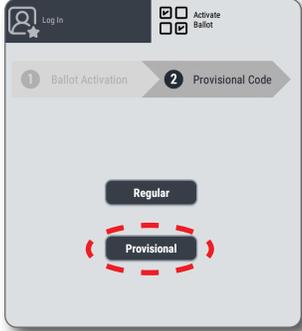
5	**Remove** the Poll Worker Card.	
6	Vote in English → Votación en Español → 投票中文 → ইংরেজিতে ভোট →	**Select** the language for the voter.

Voter Fled

	7	**A. Press** "Privacy Mask" if the voter does not want to see the screen. **B. Select** the voting device, according to the voter's need. → The Touchscreen will start giving the voter instructions through the headphones.
	8	**Step** away from the Touchscreen.

Voter fled while in Manual Mode

If a voter leaves the Touchscreen before printing out their ballot, **cancel** their activation.

1. **Press** the "More" button, at the top right of the screen.
2. **Press** "Cancel Activation."
   → The screen will return to the voter screen.

Important Early Voting Help Information

Early Voting Call Center

Send a message through **eHelp**

OR

Call this phone number if you are having any of the issues listed below during Early Voting and Grace Period hours.
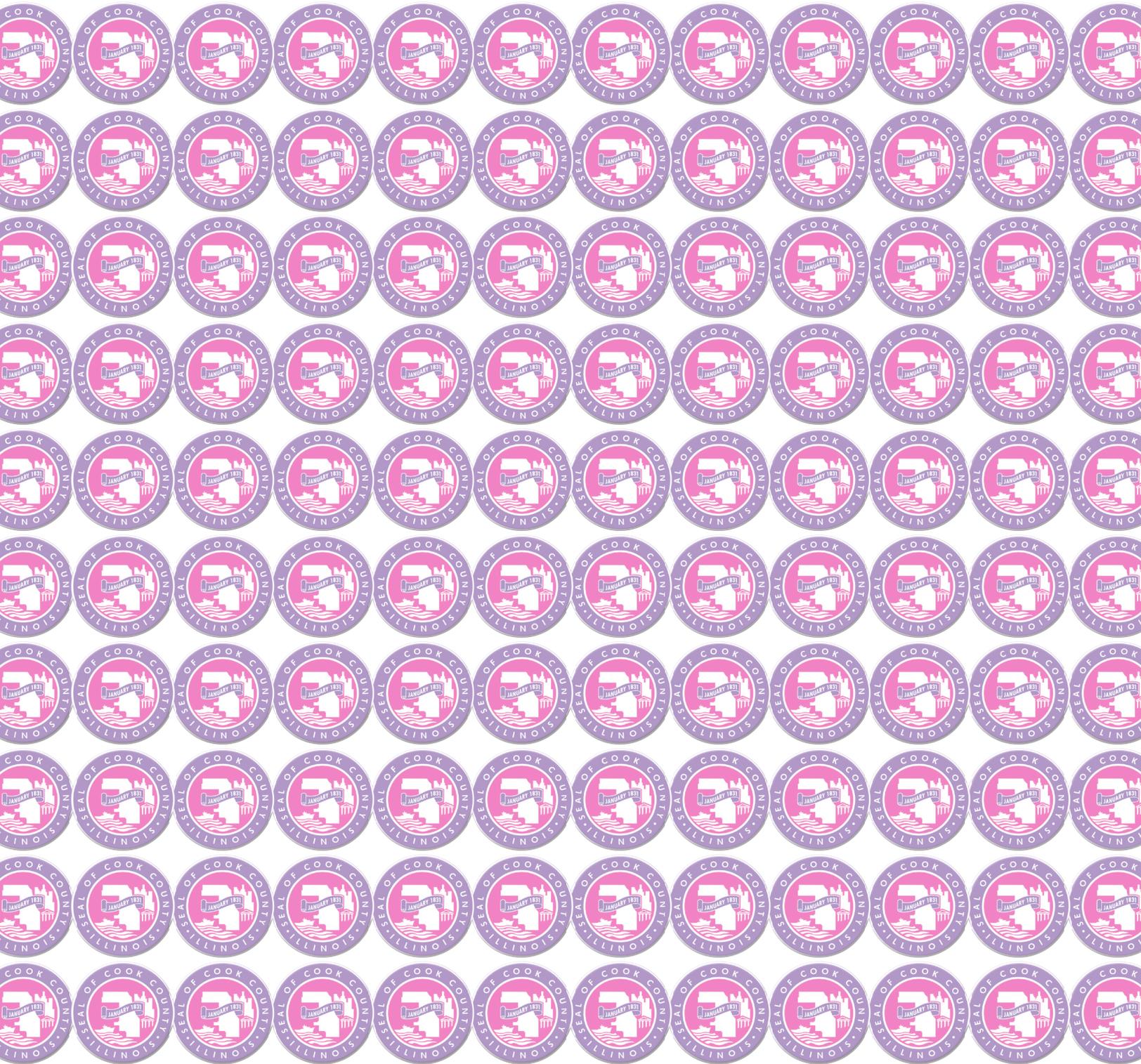
(312) 603-1178

Note: *The phone number on the ePollbook is for voting on Election Day.*

→ Setup
→ Delivery & pickup
→ Opening & closing
→ ePollbook
→ Card activation
→ Attendance/Running late
→ Voter Verification
→ Activation code issues
→ Supplies
→ Equipment issues
→ Internet

Office of the Cook County Clerk
Karen A. Yarbrough

69 W. Washington, 5th Floor
Chicago, Illinois 60602
cookcountyclerkil.gov