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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.

8. Turn off all equipment.

11. Place the Check-in Receipt Envelope in the EV-VSC.

12. Place the envelope in the Supply Carrier Tote
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 (only a few Townships)**
  - February 1 - February 27, 2023
- **General Grace Period**
  - March 8 - April 3, 2023

- **Primary Early Voting (only a few Townships)**
  - February 13 - February 27, 2023
- **General Early Voting**
  - March 20 - April 3, 2023

- **Primary Election Day (only a few Townships)**
  - February 28, 2023
- **General Election Day**
  - April 4, 2023

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...
- → February 10\(^{th}\), 2023 (January 31\(^{st}\) at one courthouse and the Clerk’s main office in downtown Chicago).
- → March 17\(^{th}\), 2023 (March 7\(^{th}\) at the courthouses 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!
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, Non-Provisional 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 USE of personal 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.
Judges in the Polling Place (continued)

→ On your 15 minute break or on your lunch hour, if you need to conduct any personal business, do it away from your work station.

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

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 turned 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 by 8:00 a.m. every morning.
  » Early Voting sites must be open and ready for the 1st voter at 9:00 a.m. each day (10:00 a.m. on Sunday).
→ 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.
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. 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 in the precinct):

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.

- 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
- Check-in Receipt Envelopes
- 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 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)
- 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 Bags
- Wheeled Ballot Bag (for transfer of EV Ballots)
- 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

**Poster Kiosk (in protective bag)**
Equipment Setup

♦ Setting Up the ePollbook
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◊ Audit Logs
  ▶ Touchscreen Audit Log - 30
  ▶ Scanner Audit Log - 31
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Voter Check-in Stations</strong></td>
</tr>
</tbody>
</table>

- The green ePollbook cases **WILL NOT** have seals when delivered to the Early Voting Sites.
  - **DO NOT** cut the blue tags of 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.

1. Lift the lid on the ePollbook Case and confirm that all items are inside (like 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 its 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.
      → Inserting 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.
### Setting up the ePollbook (continued)

#### Getting Started

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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 and slot on the right side of the iPad.  
→ 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. |
| 7    | Plug the shorter greenish yellow cord from the ePollbook Printer into the bottom of the Card Activator for power. |
| 8    | A. 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.  
B. Confirm the battery icon in the upper right on the iPad screen has a lightning bolt to show it’s getting power. |
| 9    | Tap the “P” at the bottom of the Home page.  
→ A screen with the election and location will appear. |
| 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. |

**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.**
Setting up the ePollbook (continued)

**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.

12. B. Tap the “Sign In” button on the right.

   → The “Check-in Option” screen will appear.

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

1. The Card Activator icon should be green.

   → If red, with an exclamation point, the Card Activator is not connected.

2. The Printer icon should be green.

   → If red, with an exclamation point, the ePollbook Printer is not connected or powered off.

3. The Multi-Peer icon should be green.

   → Green means the 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 means the ePollbook recognizes the presence of other ePollbooks in the precinct, but is not connected or synchronizing with them.

   → Red means the ePollbook is currently disconnected and not synchronizing with the other ePollbooks in the precinct.

   » Call the Early Voting Call Center if it is red.
Setting up the ePollbook (continued)
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

<table>
<thead>
<tr>
<th>1</th>
<th>Tap the word “Menu” at the top left of the screen.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Tap on the lavender colored icon with the word “Pollworker” beneath it.</td>
</tr>
</tbody>
</table>
| 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. |
|   | **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.  
→ The button will then turn into a “Sign Out” button. |
| 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.  
→ 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. |
### Setting up the ePollbook (continued)

#### eHelp & Signing Out

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tap the word “Menu” at the top left, of the screen.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Tap on the “Pollworker” icon.</td>
<td></td>
</tr>
</tbody>
</table>
| 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. |  |
| 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. |  |
| 5.   | Leave one of the ePollbooks on while you set up the Scanners, Touchscreens and Printers to sign out when setup is complete. |  |
| 6.   | 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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tap the word “Menu” at the top left, of the screen.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Tap on the “Pollworker” icon.</td>
<td></td>
</tr>
</tbody>
</table>
| 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. |  |
| 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. |  |
| 5.   | Leave one of the ePollbooks on while you set up the Scanners, Touchscreens and Printers to sign out when setup is complete. |  |
| 6.   | 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. |  |

---

**First Setup**
### Setting up the ePollbook (continued)

#### Powering Down & Packing the ePollbook Case

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 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.  
B. Tap the “Home” icon in the middle of the screen.  
→ The screen will change to the “Get Started” screen. |

### Powering Down

- **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.

- **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.**

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Ballot Box</strong></td>
<td></td>
</tr>
</tbody>
</table>
|       | 1      | A. Confirm the seal numbers on the Ballot Box with those listed on the first pages of the Audit Log.  
       |        | B. Record the seal number on the Scanner Audit Log.  
       |        | → 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.  

Setting up a Scanner (continued)

**Powering On**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 | Confirm and record the seal numbers on the Scanner on Audit Log Book.  
→ Poll Worker Memory Card Door  
→ Administrator Memory Card Door  
→ Transmission Door  
→ Latch securing the Scanner to the Ballot Box |
| 2 | Make sure you see a flashing orange light on the face of the Scanner.  
→ The flashing light indicates the Scanner is plugged in and getting power. |
| 3 | 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.  

   ![Power Button Diagram]

   *The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.*

   B. Hold it for 2-3 seconds.  
→ The Scanner will emit several beeps.  
→ 2 lights will appear.  
   » Greenish yellow  
   » Orange |
| 4 | “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. |
Setting up a Scanner (continued)
Logging in, Checking the Date & The Ballot Counter

5

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.

6

Verifying Election Files will begin.
   → Press “Confirm” to confirm the date and time.

7

Verify that the Ballot counter is at “0.”
Setting up a Scanner (continued)

Powering Down

Power down the Scanner.
A. Press “Utilities.”
B. Press “Power Options.”
C. Press “Power Down.”
D. Press “Confirm.”

The Scanner will shut down.
→ The screen will go dark.
→ The Scanner will beep.
→ The far right (of the 3 LED lights) orange light will remain lit.

Place the Ballot Box cover on top of the Ballot Box and lock the cover.
→ You do not need to seal the cover during Early Voting.
### Setting up a Voting Station

**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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Slide the privacy shield up and out of the strap on the booth.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Unhook the Velcro strip at the top.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Unlock and unfold both of the legs.</td>
</tr>
</tbody>
</table>
Setting up a Voting Station (continued)

UPS & Touchscreens

<table>
<thead>
<tr>
<th>Setting up a Voting Station (continued)</th>
<th>UPS &amp; Touchscreens</th>
</tr>
</thead>
</table>

### 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.  
   → Press and hold the power button until it beeps.  
   » You will hear one long beep, followed by a short beep.

### Touchscreens

1. A. Remove everything from the Touchscreen carrying case.  
   → Touchscreen in packing Styrofoam.  
   → ATI  
   → Headphones  
   → 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.
Setting up a Voting Station (continued)

**Ballot Printers**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 3 | Conf rm 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. Break the seal on the Power/Printer door.  
   | → Place the broken seal in Plastic Bag 605  
   | B. Check the connections.  
   | → The Touchscreen power cord and the Printer cable. |

### Ballot Printer

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Remove the Ballot Printer and power cord from its carrying case.</td>
</tr>
<tr>
<td>2</td>
<td>Place the Ballot Printer on the left side of the voting booth table top.</td>
</tr>
<tr>
<td>3</td>
<td>Connect power cord to Ballot Printer.</td>
</tr>
</tbody>
</table>
| 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. |
| 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. |
### Touchscreens (continued)

| 5 | A. Connect the audio cable to ATI.  
|   | B. Connect the headphones to the ATI.  
|   | C. Place ATI and headphones behind the Touchscreen. |
| 6 | 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. |
| 7 | Press and release the power button.  
|   | → The button is located just below the power cord connection inside the Power/Printer door. |
| 8 | A. Re-seal the door with a red seal.  
|   | → Record the seal number on the Touchscreen Audit Log.  
|   | B. Place the broken seal in Used Seals Plastic Bag 605. |

Once you have setup the Touchscreen and the Ballot Printer...

| 9 | 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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 11   | Power off the Touchscreen.  

→ Insert the Poll Worker Card, chip facing down, in the slot.  

- **See page 199, Touchscreen Troubleshooting, if the Touchscreen does not read the Poll Worker Card.**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 12   | A. Enter the 8-digit PIN.  

B. Press “Login.”  

→ A “Confirmation” window will appear, showing the date and time on the Touchscreen.  

» Illustrated below.  

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 13   | A “Confirmation” window will appear, showing the date and time on the Touchscreen.  

There will be a message telling you to ensure that the date and time match “the terminal where voter cards are activated.”

A. Check that the date on the Touchscreens match the date on the ePollbooks.  

B. Make sure the time on the Touchscreens is 5 minutes ahead of the time on the ePollbooks.  

C. Press “Confirm” if the date and time are correct.  

→ Press “Modify” if the date and time are not correct and make corrections on screen.  

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 14   | Touch the power button on the lower right of the screen to power off.  

First Setup

---

"This Side Up"
### Setting up a Voting Station (continued)
#### Powering Down

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
</table>
| 14 | 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. |
| 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 Audit Log

First Setup

April 4, 2023 Consolidated General Election
Grace Period / Early Voting
## Touchscreen Audit Log

### Grace Period/Early Voting
April 4, 2023 Consolidated General Election

**Touchscreen Audit Log for:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Touchscreen #</th>
<th>Door Seal #s</th>
<th>Judge Initials</th>
<th>Judge Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Power</td>
<td>Accessories</td>
<td>Batteries</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Machine Replaced:**

**Date:** ____________  **Time:** ________
Daily Setup

♦ Setting up the Poster Kiosk & Mail Ballot Drop Box - 35

♦ First Morning
  ◊ ePollbook Setup - 37
  ◊ Sign In - 39
  ◊ eHelp & The Statement of Ballots - 40
  ◊ Ballot Box & Scanner - 43
    ▶ Scanner & AM Zero Tape Image
  ◊ Open the Polls on the Scanner - 44
  ◊ UPS, Ballot Printers & Touchscreens - 47
  ◊ Touchscreen Login & Date - 48
  ◊ Open the Polls on the Touchscreen - 49

♦ Each Morning
  ◊ ePollbook Setup - 51
  ◊ Sign in - 52
  ◊ eHelp - 53
  ◊ Morning Statement of Ballots - 55
  ◊ Ballot Box & Scanner - 57
  ◊ Opening the Polls on the Scanner - 58
  ◊ UPS, Ballot Printers & Touchscreens - 61
Follow the steps on this checklist to set up the Kiosk.

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Remove the Kiosk from its blue bag.</td>
</tr>
</tbody>
</table>
|       | 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 its own.  
→ If not, gently squeeze the left and right sides together until it pops out any flat section. |

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 10-4pm.
→ 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.

⚠️ 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.
### Setting up the Poster Kiosk & the Mail Ballot Drop Box (continued)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 3 | 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 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

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 to check and set up the ePollbooks. Check the box next to the item as it is completed.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Lift the lid on the ePollbook Case.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Remove the foam guards covering the screen of the ePollbook. → Put them back in the case after the ePollbook is removed.</td>
</tr>
</tbody>
</table>
|       | 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 from the case. → They are located on the left and right sides of the ePollbook.  
B. Attach the 2 sections of the power cord and plug the cord into the nearest outlet or power strip. |
|       | 5      | A. Attach the ID Reader stand to the back of the ePollbook Stand. → Inserting the end of 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. |
|       | 6      | A. Remove the Card Activator, its silver brace and a stylus. → The silver brace has a black screw on it’s backside.  
B. Combine the brace and Card Activator and slide them into their ports on the right side of the ePollbook.  
C. Turn the black 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. |
### Daily Setup

#### First Morning of Early Voting (continued)

**ePollbooks Setup**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Plug the shorter greenish yellow cord from the ePollbook Printer into the bottom of the Card Activator for power.</td>
</tr>
</tbody>
</table>
| 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    | Tap the “P” 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. |
| 11   | **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. |
First Morning of Early Voting (continued)

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.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tap the word “Menu” at the top left of the screen.</td>
</tr>
<tr>
<td>2</td>
<td>Tap on the lavender colored icon with the word “Pollworker” beneath it.</td>
</tr>
</tbody>
</table>
| 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. |
| 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. |
**First Morning of Early Voting (continued)**

**eHelp**

| 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 2022 Consolidated General
Monday, March 20, 2023
Tabulator Name
ICP EV 69 W Washington (Pedway)
Tabulator ID
989003
Voting Location
69 W Washington (Pedway)
Voting Location ID
2261
Total Cast : 0
Total Regular Cast : 0
Total Provisional Cast : 0
Total Voters : 0
Total Regular Voters : 0
Total Provisional Voters : 0
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
We, the undersigned, were present during the opening of the polls and printing of this record and can verify that all candidate vote totals are zero at this time.

Election Judge Signature
Election Judge Signature
Election Judge Signature
Election Judge Signature
Election Judge Signature
Election Judge Signature
Election Judge Signature
Results are zero. Unit ready.
Tuesday March 20 8:10:07 2023
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ballot Box</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>A. Unlock the cover on the Ballot Box. &lt;br&gt; B. Remove the cover.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A. Break the seal on the Ballot Box door and unlock the door. &lt;br&gt; → Place the seal in Used Seals Plastic Bag 605. &lt;br&gt; B. Slide the door open and verify that the Ballot Box is still empty. &lt;br&gt; C. Close and lock the door. &lt;br&gt; D. Re-seal the door and record the new number on the Scanner Audit log.</td>
<td></td>
</tr>
<tr>
<td><strong>Scanner</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>A. Press the power button. &lt;br&gt; → Inside the hole on the front left side of the Scanner. &lt;br&gt; → Use the back of a pen to access the button.</td>
<td>B. Hold it for 2-3 seconds. &lt;br&gt; → The Scanner will emit several beeps. &lt;br&gt; → 2 lights will appear. &lt;br&gt; » Greenish yellow &lt;br&gt; » Orange</td>
</tr>
<tr>
<td>The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>“Ready” will appear on the screen with the message “Please apply your Security Token to login.” &lt;br&gt; A. Press the Security Key to the Security Key receptacle. &lt;br&gt; → The password screen will appear.</td>
<td>B. Remove the key from the receptacle.</td>
</tr>
</tbody>
</table>
First Morning of Early Voting (continued)

Open the Polls on the Scanner

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 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. |
| 4    | After the “Verifying Election Files…” screen: → Press the “Conf rm” button if the date and time are correct. |
| 5    | A. Press “Poll Management” on the Main Menu.  
| 6    | Press “Conf rm” on the Open Polls Confirmation screen. → Verify that the AM Zero Tape begins to print. » Make sure it’s not jammed and is printing out. |
First Morning of Early Voting (continued)

Open the Polls on the Scanner

---

7

After the zero tape prints out, “Printing Completed” will appear on the screen.
→ Press the “Continue” button.

---

8

→ “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 the Early Voting Site Details
C. Confirm that all totals on the tape are “0”.
D. Confirm that the Ballot Counter on the Scanner is “0”.

---

10

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

---

The Scanner is now ready to use!
Follow the steps on this checklist on the first morning of Early Voting for each Touchscreen and Printer.

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

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

**Touchscreen Login & Date**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 8 | A. Slowly Enter the 8 digit PIN.  
→ Found on the inside cover of the Audit Log Booklet.  
B. Press the “Login” button. |
| 9 | A “Confirmation” window will appear, showing the date and time on the Touchscreen.  
→ There will be a message telling you to ensure that the date and time match “the terminal where voter cards are activated.”  
A. Check that the date and time on the Touchscreens.  
   » The time should be 5 minutes ahead of the ePollbook.  
B. Press “Confirm” if the date and time are correct. |

⚠️ 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). |

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 10 | 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 the ePollbooks are not working.  
   » Manual Mode instruction are listed in the Troubleshooting section, starting on page 205. |
First Morning of Early Voting (continued)
Open the Polls on the Touchscreen

Open the polls.
A. Press the “Open Poll” button.
B. Press “Yes” to confirm on the “Open Poll Confirmation” screen.

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.

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.

Complete steps 1-13 on all Touchscreens and Ballot Printers
The Touchscreens and Ballot Printers are now ready to use!
Follow the steps on this checklist to check and set up the ePollbooks. Check the box next to the item as it is completed.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td><strong>DO NOT</strong> 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 <strong>WILL RESULT IN A SERIOUS REDUCTION IN PAY.</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **!** | 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 |
**Daily Setup**

**Each Morning of Early Voting (continued)**

### 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.*

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tap the word “Menu” at the top left of the screen.</td>
</tr>
<tr>
<td>2</td>
<td>Tap on the lavender colored icon with the word “Pollworker” beneath it.</td>
</tr>
</tbody>
</table>
| 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. |
| 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. |
### Each Morning of Early Voting (continued)

**eHelp**

| 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. |
### Morning Statement of Ballots

**Cook County Clerk’s Office**

**Early Voting**

**69 W WASHINGTON, PEDWAY**

**March 13, 2023 End of Day Summary**

<table>
<thead>
<tr>
<th>Applications</th>
<th>Ballots Cast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipts:</td>
<td>Provisional Voters:</td>
</tr>
<tr>
<td>Check-Ins:</td>
<td>Scanner Results:</td>
</tr>
</tbody>
</table>

Tap to specify

- Total Voters: 0

**Example**

Cancel  Save
Statement of Ballots

You will not need to complete the Morning Statement of Ballots on the first day of Early Voting.

1. A. Press the Home button on the right side on the face of the iPad. → The Home screen will appear.
   B. Tap the “Statement of Ballots” button at the bottom of the screen.
   C. Tap the “Early Voting” button. → The “End of Day Summary” screen from the night before will appear.
   → The “Summary Report” Receipt will be in the Statement of Ballots’ Voter Check-in Receipt Envelope from the night before.

2. A. Make sure the “PM Ballot Count” on the Scanner Audit Log from the night before matches the Public Counter on the Scanner.

3. B. Make sure the “Total Voters” on the “End of Day Summary” (page 54) matches the “Overall “Total Scanner & Provisionals” from the night before
   → Make sure to keep in mind if there was a count mismatch the night before.

The Overall “Total Scanner & Provisionals” is the combined total of the “PM Ballot Count” and overall “Provisional Envelopes.”

Total Voters: 119
Each Morning of Early Voting (continued)
Morning Statement of Ballots

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Tap the “Continue” button. → The “Previous Day Count Confirmation” window will appear.</td>
</tr>
<tr>
<td>5</td>
<td><img src="image" alt="Previous Day Count Confirmation Window" /> Tap the “Confirm &amp; Open...” button if the totals match. → Call the Early Voting Call Center and let us know if they do not match.</td>
</tr>
<tr>
<td>6</td>
<td>An “Info” window will appear with a message that the totals have been confirmed. → Tap on the word “Close.”</td>
</tr>
<tr>
<td>7</td>
<td><img src="image" alt="Info Window" /> A. Press the Home button again. B. Tap the “P” button again.</td>
</tr>
</tbody>
</table>
Follow the steps on this checklist to set up the Ballot Box and Scanner each morning.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballot Box</td>
<td>1</td>
<td>Unlock the cover on the Ballot Box.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Remove the cover.</td>
</tr>
</tbody>
</table>

### 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.
   - **The power button is located to the left of the 3 LED lights next to the Administrator Memory Card Door.**

   B. Hold it for 2-3 seconds.
   - The Scanner will emit several beeps.
   - 2 lights will appear.
     - Greenish yellow and Orange

   "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.

2. 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.
Each Morning of Early Voting (continued)

Opening the Polls on the Scanner

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 4    | After the “Verifying Election Files...” screen:  
→ Press the “Confirm” button if the date and time are correct.  
» The Main Menu will appear. |
| 5    | You will see “Poll was open” at the top left corner of the screen.  
A. Press “Poll Management” on the Main Menu.  
C. Enter the 8-digit PIN.  
→ Found on the inside front cover of the Audit Log Booklet.  
D. Press “Enter.” |
| 6    | A. Press the “Next” button.  
B. Press “Conf rm” on the “Re-Open Polls Confirmation” screen.  
C. Press “Accept” on the “Results are not Zero” screen.  
» The "Interrupt" tape will start printing. |
| 8 | “Printing Completed” will appear on the screen.  
→ Press “Continue.” |
|---|---|
| 9 | **Open the Polls.**  
→ “Opening Polls” will appear briefly.  
→ The screen will show an image of the Scanner.  
→ “Please Insert Ballot” will appear. |
| 10 | 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. |
| 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!**
Each Morning of Early Voting (continued)

*UPS, Ballot Printers & Touchscreens*

Follow the steps on this checklist on the first morning of Early Voting for each Touchscreen and Printer. Check the box next to the item as it is completed.

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

Each Morning of Early Voting (continued)

Touchscreens

8

A. Slowly Enter the 8 digit PIN.
   → Found on the inside cover of the Audit Log Booklet.

B. Press the “Login” button.

9

A “Confirmation” window will appear, showing the date and time on the Touchscreen.
→ There will be a message telling you to ensure that the date and time match “the terminal where voter cards are activated.”

A. Check that the date and time on the Touchscreens match the date and time on the ePollbooks.
   » The time should be 5 minutes ahead of the ePollbook.

B. Press “Confirm” if the date and time are correct.

![Confirmation](image)

9

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

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.
Each Morning of Early Voting (continued)

**Touchscreens**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Remove the Poll Worker Card.</td>
</tr>
</tbody>
</table>

- 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 1-13 on all Touchscreens and Ballot Printers

The Touchscreens and Ballot Printers are now ready to use!
Processing Voters

♦ Processing Regular Voters
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◊ Processing Regular Voters - 67
◊ Activating a Voter Card for the Touchscreen - 70
◊ Touchscreen Ballot Casting Instructions for the Voter - 71
◊ Advanced Search Options - 72
◊ ID Required - 73

♦ Special Circumstance Voters
◊ Three Types of Voters - 75
◊ Special Circumstance Chart - 76
◊ Voter Requesting Assistance (Language or Disability) - 77
◊ Voter Requested a Mail Ballot
   ► Voter Requested a Mail Ballot, and IS Surrendering It - 81
   ► Voter Requested a Mail Ballot, & IS NOT Surrendering It - 83
◊ Inactive Voter
   ► Voter Has 2 IDs - 85
   ► Voter only has 1 or No ID - 87
◊ Name Change - 89
◊ Voter Listed as Voted Early, but DID NOT Vote Early - 91
◊ Voting Status IS Challenged - 93
◊ Signature Issues
   ► Voter’s Signature Challenged - 97
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◊ Grace Period Voters
   ► Acceptable Forms of ID - 104
   ► Examples of Acceptable ID - 105
   ► Who May Register to Vote - 106
   ► Change of Address - 107
   ► New Voter - 111

♦ Cancelling a Voter Check-in (Call Center use ONLY) - 117
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

   Franklin D. Roosevelt vs. Franklin D. Roosevelt

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

   Millard Fillmore vs. Millard Fillmore

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

   William Buren vs. William Buren

   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

   Vs. Vs.

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

   Vs. Vs.

**Step 2**

**PARTICULAR, CLOSE CONSIDERATIONS**

1. First letters tend to be the most consistent

   Vs. Vs.

2. How letters are connected – or not – matters

   Vs. Vs.

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

   Vs. Vs.

4. Similar flourishes are indicative of the same hand

   Vs. Vs.

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

   Vs. Vs.
## Processing Voters

### Processing Regular Voters

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

### 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 DOES NOT 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. Tap on the voter’s name.
      → Make sure you have selected the correct voter.
### 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.  

| 4 | The “Ballot Language” screen will appear.  
A. Ask the voter what language they would prefer the ballot in.  
B. Tap the language the voter would like.  
   > Touchscreens will have all 12 languages offered by the Cook County Clerk’s Office.  
C. Tap the blue “Accept” button on the top right.  
   > The “Signature Confirmation” screen will appear.  

| 5 | Skip this step in a General Election.  
The “Party Selection” screen will appear in a Primary, but not in a General Election.  
A. Tap on the voter’s party if it’s a Primary Election.  
B. Tap the blue “Accept” button on the top right.  

> There will only be one Party listed in the February Primary, based on Precinct.  
   > Either Democratic or NonPartisan. No precinct will have both.
**Processing Regular Voters (continued)**

A. Flip the screen toward the voter.
B. Instruct them to sign the screen after reading the certification language.

→ Tell the voter to tap the black “Listen to Oath” button, if they want the ePollbook to read the certification aloud.

C. Flip the screen toward you after they sign.
D. Tap the blue “Done Signing” button.

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.**

---

A screen with the message “Choose the type of ballot you are providing the voter” will appear.

→ Tap on the “Touchscreen” button.

---

**DO NOT** select “Paper!”

→ Voters can only mark their ballots on the Touchscreen during Early Voting.
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.

B. Tap the “Touchscreen” button.

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.
B. Place the longer receipt inside the Regular Voter Check-in Receipt Envelope.
   → This white envelope has a black seal on its face.
C. Give the Ballot Style Receipt to the voter.

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.

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 give the voter an “I Voted” sticker after they cast their ballot.
### 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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Tap the “Advanced Search” button, to the right of the black “Search” button.</td>
</tr>
</tbody>
</table>
| **2** | The “Advanced Search” button will turn black and a list of selections will appear beneath the “Last Name” and “First Name” boxes. 
  - **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. |
### Processing Regular Voters (continued)

**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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
|       | 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  
  » Utility Bill  
  » Bank Statement  
  » Government Check  
  » Paycheck  
  » Other Government Document  

  **Important:** 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 |
|       | 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

1. Non-Provisional
2. Provisional
3. Grace Period

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

Non-Provisional Voters

Non-Provisional Voters have issues that Election Judges can resolve during Early Voting.

→ They must sign a Non-Provisional Affidavit.
→ They are allowed to vote a regular ballot on the Touchscreen.

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 a Provisional ID Number attached.
  » 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 Votes are examined to determine if they should be counted or not.
→ 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 Voters

There are Two types of Grace Period 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.
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.

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Issue</th>
<th>Page</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voter needs</td>
<td>Voter has difficulty speaking, reading or writing the English language and requests help</td>
<td>77</td>
<td>Non-Provisional</td>
</tr>
<tr>
<td>Assistance</td>
<td>Voter with a disability requests assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail Ballot</td>
<td>Received a Mail Ballot, and is surrendering it or a part of it today</td>
<td>81</td>
<td>Non-Provisional</td>
</tr>
<tr>
<td></td>
<td>Did not receive a ballot</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Received a ballot, but is not surrendering the ballot</td>
<td>83</td>
<td></td>
</tr>
<tr>
<td>Inactive Voter</td>
<td>Inactive and has ID</td>
<td>85</td>
<td>Provisional</td>
</tr>
<tr>
<td></td>
<td>Inactive and has insufficient or no ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ID Required</td>
<td>Voter does not have ID</td>
<td>87</td>
<td>Provisional</td>
</tr>
<tr>
<td></td>
<td>(follow Inactive and has insufficient or no ID instructions)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name Change</td>
<td>Voter’s name has changed</td>
<td>89</td>
<td>Non-Provisional</td>
</tr>
<tr>
<td>Already Checked-in</td>
<td>Voter is listed as “Checked-in,” but says they did not check-in</td>
<td>91</td>
<td>Provisional</td>
</tr>
<tr>
<td>Voter Status</td>
<td>A challenge to a voter’s status is upheld</td>
<td>93</td>
<td>Provisional</td>
</tr>
<tr>
<td>Challenged</td>
<td>A challenge to a voter’s signature is upheld</td>
<td>97</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td>Voter’s signature is missing or the signature in the ePollbook is wrong</td>
<td></td>
<td>Non-Provisional</td>
</tr>
<tr>
<td></td>
<td>Voter’s signature has changed and needs to be updated (No Match)</td>
<td>101</td>
<td></td>
</tr>
<tr>
<td>Voter Moved</td>
<td>Voter moved and did not re-register (Change of address)</td>
<td>107</td>
<td>Grace Period</td>
</tr>
<tr>
<td>New Voter</td>
<td>Voter is not in the ePollbook and is not verified by Voter Verification</td>
<td>111</td>
<td></td>
</tr>
</tbody>
</table>
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 voter requesting assistance on the ePollbook.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Non-Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>This Check-in starts as a “Regular Voter” Check-in.</td>
<td>Non-Provisional</td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Process Voter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Steps 3 - 6, starting on page 68 in “Processing Regular Voters” for instructions on checking a voter in.</strong></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>On the “Poll Worker Confirmation” screen</td>
<td>Non-Provisional</td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Select the “Assistance Required” box, next to the Judge Initial box, if the signatures match.</td>
<td></td>
</tr>
</tbody>
</table>

If the voter was challenged and/or there are issues with the voter’s signature, turn to the following associated checklists.

→ **Voting Status Challenged, pages 93** for instructions on handling challenged voters.

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

→ **Voter’s Signature On File Is Wrong or Missing, pages 101** for instructions on handling voters whose signatures wrong or missing.

→ **These 3 issues should be processed before selecting Assistance Required.**

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.
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 on the attached affidavit. 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.

   *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.

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.
<table>
<thead>
<tr>
<th>6</th>
<th>A screen with the message “Choose the type of ballot you are providing the voter” screen will appear.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Steps 8 - 11, starting on page 69, “Processing Regular Voters” for instructions on activating a Voter Card for the Touchscreen.</strong></td>
</tr>
<tr>
<td></td>
<td>Two Non-Provisional Receipts will print when the “Activate Card” button is tapped after the ballot marking choice selection at the end of the Check-in.</td>
</tr>
<tr>
<td></td>
<td>→ These receipts are different than the receipts printed for a Regular Voter.</td>
</tr>
<tr>
<td></td>
<td><strong>I.</strong> The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.</td>
</tr>
<tr>
<td></td>
<td>→ Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.</td>
</tr>
<tr>
<td></td>
<td>» This white envelope has a <strong>blue</strong> seal on its face.</td>
</tr>
<tr>
<td></td>
<td><strong>II.</strong> The second receipt is shorter, with the Ballot Style Number.</td>
</tr>
<tr>
<td></td>
<td>→ Hand this receipt to the voter.</td>
</tr>
</tbody>
</table>
Processing Voters
**Voter Requested a Mail Ballot, and IS Surrendering It**

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.
  » 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.

![Warning]

*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.*

→ 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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete: Non-Provisional</th>
</tr>
</thead>
</table>
|       | 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 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. |
Voter Requested a Mail Ballot, and IS Surrendering It (continued)

3. Tap the “Has Ballot” button.
   → The “Voter Oaths” screen will appear.

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 Non-Provisional 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 different than the receipts printed for a Regular Voter.
   
   I. The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.
      → Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.
      » This white envelope has a blue seal on its face.
   II. The second receipt is shorter, with the Ballot Style Number.
      → Hand this receipt to the voter.
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>A voter who requested a Mail Ballot will have a blue tint with the words “Mail Ballot Sent” on the Voter Search screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ “Mail Ballot has been sent” will be in the blue bar on the first screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Ask the voter if they have the ballot with them.</td>
</tr>
</tbody>
</table>

|       | 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. |
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.

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 Non-Provisional 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 different than the receipts printed for a Regular Voter.
   I. The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.
      → Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.
         » This white envelope has a blue seal on its face.
   II. The second receipt is shorter, with the Ballot Style Number.
      → Hand this receipt to the voter.
## Inactive Voter with ID

Follow the steps on this checklist to process an Inactive on the ePollbook.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Task to complete:</th>
<th>Non-Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A voter who is inactive will have an olive tint with the word “Inactive” on the Voter Search screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>→ “Inactive” will be in the blue bar on the first screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>→ Ask the voter if they have two forms of ID.</td>
<td></td>
</tr>
</tbody>
</table>
| 2      | Tap the “IDs Presented” button, if the voter has ID. | 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. |  |
| 3      | 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. |  |
| 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. |  |
| 5      | 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 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.

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 voter’s 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 Non-Provisional 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 different than the receipts printed for a Regular Voter.
   I. The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.
      → Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.
      » This white envelope has a blue seal on its face.
   II. The second receipt is shorter, with the Ballot Style Number.
      → Hand this receipt to the voter.
### Inactive Voter with ONLY 1 or NO ID

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>A voter who is inactive will have an olive tint with the word “Inactive” on the Voter Search screen.</td>
<td><img src="image" alt="Inactive Voter" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ “Inactive” will be in the olive bar on the first screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Ask the voter if they have two forms of ID.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>→ Tap the “No IDs Presented” button, if the voter does not have ID.</td>
<td><img src="image" alt="No IDs Presented" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Tap the “IDs Presented” button, if the voter only has 1 ID.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Enter the ID the voter has.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Tap the “Voter Only Has One ID” button on the “What is the SECOND form of ID?” screen.</td>
<td><img src="image" alt="Voter Only Has One ID" /></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>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.”</td>
<td><img src="image" alt="Provisional Voter" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Flip the screen toward the voter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Instruct them to sign the screen after reading the affidavit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C. Flip the screen toward you after they sign.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>D. Tap the blue “Submit” button.</td>
<td></td>
</tr>
</tbody>
</table>

ℹ️ Tell the voter to tap the black “Listen to Oath” button if they want the ePollbook to read the affidavit aloud.
The “Ballot Language” screen will appear.

→ Select the language the voter wants their ballot in and continue the Check-in.

→ Though checking a voter in at this point follows the same flow as a Regular Check-in, the screens after the “Ballot Language” 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 Provisional ID number, the reason for the Provisional check-in and the Ballot Style Number.

I. The first long receipt is the Provisional Instruction Receipt

   » Hand this receipt to the voter.

II. The second long receipt has the voter’s check-in signature and the Judge’s initials.

   » Place this receipt in the Provisional Voter Check-in Receipts Envelope.

      › This white envelope has a pink seal on its face.

III. The third, shorter receipt.

   A. Attach this receipt to a Provisional Ballot Envelope.

   B. Hand the envelope to the voter.

   C. Instruct the voter to...

      a. Place the printed ballot from the Ballot Printer in the Provisional Ballot Envelope.

      b. Seal the envelope.

      c. Hand the sealed envelope and Voter Card to a Judge at the Scanner.

   D. Place the envelope in Provisional Envelope 606.

Provisional Ballots DO NOT go into the Ballot Box and will be rejected by the Scanner if inserted.
# Name Change

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Non-Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Task to complete:</strong></td>
<td>Name Change</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>During a Regular Voter Check-in, the first screen has the message “Please verify the voter’s name &amp; address is correct.”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Verify the voter’s address.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Tap the “Name Is Not Correct” button, if the voter tells you they have changed their name.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>The voter is required to sign a Non-Provisional Name Change affidavit, stating “I have changed my name. I was registered as the name indicated above.”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Flip the screen toward the voter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Instruct them to sign the screen after reading the affidavit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Voter will sign with their new name.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C. Flip the screen toward you after they sign.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>D. Tap the blue “Submit” button.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tell the voter to tap the black “Listen to Oath” button if they want the ePollbook to read the affidavit aloud.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>A screen, with the voter’s name and birthdate will appear.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Type in the voter’s new name.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Tap the green “Next” button at the top right.</td>
<td></td>
</tr>
</tbody>
</table>
Processing Voters

Name Change (continued)

4 The “Voter Address” screen will appear.

→ Tap the green “Next” button at the top right.

If the voter’s address has changed as well, turn to “Change of Address,” page 107 and change the voter’s address, starting on step 3.

5 The Registration Identification screen will appear.
A. Select “Name Change Only - No ID Needed.”
B. Tap the “Next” button at the top right.
C. Draw a line across the “Voter Signature of Confirmation” screen.
D. Tap the “Submit” button at the top right.
→ DO NOT give the voter the Voter Registration Receipt when it prints out.

6 An “Updated” message will pop up, with the voter’s new name listed.

→ Tap the green “Accept” button.

» A Voter Registration Receipt will print.

» DO NOT hand this receipt to the voter.

7 The “Ballot Language” screen will appear.

→ Ask the voter what language they would prefer the ballot in.

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 Non-Provisional 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 different than the receipts printed for a Regular Voter.

I. The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.

→ Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.

» This white envelope has a blue seal on its face.

II. The second receipt is shorter, with the Ballot Style Number.

→ Hand this receipt to the voter.
## Voter Listed as Already Checked-in, but says they HAVE NOT

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A voter who is listed as having voted early will have a pink tint with the word “Checked-in” on the Voter Search screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ “This voter has already been checked-in” will be in the red bar on the first screen.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ Tell the voter that they are listed as having already checked-in.</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>Tap the “Process Provisionally” button, if the voter maintains they have not voted.</td>
<td>PROCESS PROVISIONALLY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A. Flip the screen toward the voter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Instruct them to sign the screen after reading the affidavit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>C. Flip the screen toward you after they sign.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>D. Tap the blue “Submit” button.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Tell the voter to tap the black “Listen to Oath” button if they want the ePollbook to read the affidavit aloud.</em></td>
<td></td>
</tr>
</tbody>
</table>
The “Ballot Language” screen will appear.
→ Select the language the voter wants their ballot in and continue the Check-in.
→ Though checking a voter in at this point follows the same flow as a Regular Check-in, the screens after the “Ballot Language” 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 Provisional ID number, the reason for the Provisional check-in and the Ballot Style Number.

I. The first long receipt is the Provisional Instruction Receipt.
   » Hand this receipt to the voter.

II. The second long receipt has the voter’s check-in signature and the Judge’s initials.
   » Place this receipt in the Provisional Voter Check-in Receipts Envelope.
      › This white envelope has a pink seal on its face.

III. The third, shorter receipt.
   A. Attach this receipt to a Provisional Ballot Envelope.
   B. Hand the envelope to the voter.
   C. Instruct the voter to...
      a. Place the printed ballot from the Ballot Printer in the Provisional Ballot Envelope.
      b. Seal the envelope.
      c. Hand the sealed envelope and Voter Card to a Judge at the Scanner.
   D. Place the envelope in Provisional Envelope 606.

Provisional Ballots **DO NOT** go into the Ballot Box and will be rejected by the Scanner if inserted.
Follow the steps on this checklist to process a voter who has been challenged in the ePollbook.

### Check 1
1. This Check-in starts as a “Regular Voter” Check-in.  
   → Process the Voter.

   *Steps 3 - 6, starting on page 68, “Processing Regular Voters” for instructions on checking a voter in.*

### Check 2
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, write your initials in the “Initial” box at the bottom right.
   - B. Tap the “Provisional Voter” button at the bottom of the “Poll Worker Confirmation” screen, If the signatures match.
     » A majority of the judges MUST agree to the challenge.

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

- “Voter’s Signature IS Challenged,” pages 97, for instructions on handling voters whose signatures have been challenged.
- “Voter’s Signature On File Is Wrong or Missing,” pages 101 for instructions on handling voters whose signatures wrong or missing.

### Check 3
3. The “Provisional” screen will appear.
   - A. Select one of the three “Voter Challenge by” choices from the “Choose Reason” dropdown menu.
   - B. Enter the details for the Challenge in the “Details” box.
     → Brief explanation for why the voter was challenged.
Voting Status Is Challenged (continued)

4. Tap the blue “Apply” button at the bottom right, under the “Details” box. The “Provisional Voter” button at the bottom of the screen will now be black.

5. Tap the “Affidavit” button at the bottom of the screen.
→ The “Voter Oaths” screen will appear.

6. A. Select the box next to the “Affidavit of Challenged Voter”
B. Tap the “Next” button on the top right of the screen.

7. 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.

8. The screen will go back to the “Poll Worker Confirmation” screen.
A. Write your initials in the “Initial” box.
B. Tap the “Submit” button.

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 Provisional ID number, the reason for the Provisional check-in and the Ballot Style Number.

I. The first long receipt is the Provisional Instruction Receipt.
   » Hand this receipt to the voter.

II. The second long receipt has the voter’s check-in signature and the Judge’s initials.
   » Place this receipt in the Provisional Voter Check-in Receipts Envelope.
     › This white envelope has a pink seal on its face.

III. The third, shorter receipt.
   A. Attach this receipt to a Provisional Ballot Envelope.
   B. Hand the envelope to the voter.
   C. Instruct the voter to...
      a. Place the printed ballot from the Ballot Printer in the Provisional Ballot Envelope.
      b. Seal the envelope.
      c. Hand the sealed envelope and Voter Card to a Judge at the Scanner.
   D. Place the envelope in Provisional Envelope 606.

⚠️ Provisional Ballots DO NOT go into the Ballot Box and will be rejected by the Scanner if inserted.
Voter’s Signature Is Challenged

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>This Check-in starts as a “Regular Voter” Check-in. → Process the Voter.</td>
<td></td>
</tr>
</tbody>
</table>

*Steps 3 - 6, starting on page 68, “Processing Regular Voters” for instructions on checking a voter in.*

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>If the voter’s signature appears to be different from the “Signature on File” on the “Poll Worker Confirmation” screen, challenge it. → Tap the “Provisional Voter” button at the bottom of the “Poll Worker Confirmation” screen. » A majority of the judges MUST agree that the signatures are drastically different</td>
<td>Provisional Voter</td>
</tr>
</tbody>
</table>

*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.*

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>The “Provisional” screen will appear. A. Select “Signature Challenge” from the “Choose Reason” dropdown menu.</td>
<td></td>
</tr>
</tbody>
</table>

![Choose Reason dropdown menu]

B. Tap the blue “Apply” button at the top right on the screen.

[Apply button]

The “Provisional Voter” button at the bottom of the screen will now be black.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>Tap the “Affidavit” button at the bottom of the screen. → The “Voter Oaths” screen will appear.</td>
<td>Af davit</td>
</tr>
</tbody>
</table>

The “Provisional Voter” button at the bottom of the screen will now be black.
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **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.** |
| **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. | **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. |
Voter’s Signature Challenged (continued)

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 Provisional ID number, the reason for the Provisional check-in and the Ballot Style Number.

I. The first long receipt is the Provisional Instruction Receipt.
   » Hand this receipt to the voter.

II. The second long receipt has the voter’s check-in signature and the Judge’s initials.
    » Place this receipt in the Provisional Voter Check-in Receipts Envelope.
       › This white envelope has a pink seal on its face.

III. The third, shorter receipt.
A. Attach this receipt to a Provisional Ballot Envelope.
B. Hand the envelope to the voter.
C. Instruct the voter to...
   a. Place the printed ballot from the Ballot Printer in the Provisional Ballot Envelope.
   b. Seal the envelope.
   c. Hand the sealed envelope and Voter Card to a Judge at the Scanner.
D. Place the envelope in Provisional Envelope 606.

Provisional Ballots **DO NOT** go into the Ballot Box and will be rejected by the Scanner if inserted.
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Non-Provisional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>This Check-in starts as a “Regular Voter” Check-in. → Process the Voter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Steps 3 - 6, starting on page 68, “Processing Regular Voters” for instructions on checking a voter in.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>On the “Poll Worker Confirmation” screen → Select the “Signature Wrong or Missing” box, on the left, beneath the Ballot Style Number.</td>
<td>Signature Wrong or Missing</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>The “Challenge Report” affidavit window will open with a drop down menu for “Challenge Reason.”</td>
<td>Select the signature issue from the “Challenge Reason” dropdown menu.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>The voter is required to sign a Non-Provisional Signature Issue affidavit, stating “My name is in the system, but my signature is either wrong or missing.”</td>
<td>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.</td>
</tr>
</tbody>
</table>

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)

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 5    | The “Poll Worker Confirmation” screen will appear, with a check mark in the “Assistance Required” box.  
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. |

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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 Non-Provisional Receipts will print when the “Activate Card” or “Submit” button is tapped after the ballot marking choice selection at the end of the Check-in.  
→ These receipts are different than the receipts printed for a Regular Voter.  
I. The first receipt is longer, with the voter’s check-in signature and the Judge’s initials.  
   → Place this receipt in the Non-Provisional Voter Check-in Receipts Envelope.  
   » This white envelope has a **blue** seal on its face.  
II. The second receipt is shorter, with the Ballot Style Number.  
   → Hand this receipt to the voter. |
## Acceptable Forms of ID

<table>
<thead>
<tr>
<th>Type of ID</th>
<th>ID Number Box</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items with Name and Address</strong></td>
<td></td>
</tr>
<tr>
<td>Illinois Driver’s license with current address</td>
<td>Driver’s license number</td>
</tr>
<tr>
<td>Illinois State ID with current address</td>
<td>State ID number</td>
</tr>
<tr>
<td>Bank statement</td>
<td>Bank name</td>
</tr>
<tr>
<td>Lease/rental contract</td>
<td>Landlord, rental company or leasing agent</td>
</tr>
<tr>
<td>First Class Mail addressed to the voter</td>
<td>Sender</td>
</tr>
<tr>
<td>Other government document</td>
<td>Agency or type of document</td>
</tr>
<tr>
<td>Payroll check with current address</td>
<td>Employer and date of check</td>
</tr>
<tr>
<td>Utility bill in applicant’s name <em>(last 30 days)</em></td>
<td>Company and date</td>
</tr>
<tr>
<td>**Items with Name <em>(with or without address)</em></td>
<td></td>
</tr>
<tr>
<td>Illinois Driver’s license</td>
<td>Driver’s license number</td>
</tr>
<tr>
<td>Illinois State ID</td>
<td>State ID number</td>
</tr>
<tr>
<td>Social security card</td>
<td>Last 4 digits</td>
</tr>
<tr>
<td>Bank statement</td>
<td>Bank name</td>
</tr>
<tr>
<td>Birth certificate</td>
<td>State</td>
</tr>
<tr>
<td>Civic, union or professional membership card</td>
<td>Organization name</td>
</tr>
<tr>
<td>Credit card</td>
<td>Type <em>(Visa, Mastercard, etc.)</em></td>
</tr>
<tr>
<td>Employment/student ID</td>
<td>Company/school name</td>
</tr>
<tr>
<td>Lease/rental contract</td>
<td>Landlord, rental company or leasing agent</td>
</tr>
<tr>
<td>Library card</td>
<td>Municipality/library district</td>
</tr>
<tr>
<td>First Class Mail addressed to the voter</td>
<td>Sender</td>
</tr>
<tr>
<td>Other government document</td>
<td>Agency or type of document</td>
</tr>
<tr>
<td>Out of state driver’s license</td>
<td>State and number</td>
</tr>
<tr>
<td>Payroll check</td>
<td>Employer and date of check</td>
</tr>
<tr>
<td>Utility bill in the applicant’s name <em>(last 30 days)</em></td>
<td>Company and date</td>
</tr>
<tr>
<td>Public aid card <em>(LINK card)</em></td>
<td>Number</td>
</tr>
<tr>
<td>Valid U.S. passport</td>
<td>Number</td>
</tr>
<tr>
<td>Voter registration card</td>
<td>Number</td>
</tr>
</tbody>
</table>
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 citizens who turn 18 on or before the General Election may be registered 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 who’s address has changed.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
<th>Grace Period Voting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Voter HAS the Required ID</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>During a Regular Voter Check-in, the first screen has the message “Please verify the voters name &amp; 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>A screen, with the voter’s name and birthdate will appear. → Tap the green “Next” button at the top right.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>The “Voter Address” screen will appear. A. Enter the voter’s new address. → The rest of the address will disappear when you change the “House #” → If the address is in our system, it will give you a dropdown bubble with the rest of the full address when you enter the first few letters of the “Street Name.” » Tap the address in the dropdown bubble and the rest of the address fields will automatically fill. B. Tap the green “Next” button.</td>
<td></td>
</tr>
</tbody>
</table>

If the voter is also doing a name change, type in the voter’s new name.
The “Residency Verification” 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.
   → Tap the “Keyboard” button to collapse the keyboard.
I. Tap the green “Next” button at the top right of the screen.
   → The Voter Signature of Confirmation screen will appear.

⚠️ 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

The voter is required to sign a Grace Period Voting affidavit, stating...
“I hereby swear (or affirm) that I am a citizen of the United States, that I was born on or before April 4, 2005, 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.

Tell the voter to tap the black “Listen to Oath” button if they want the ePollbook to read the affidavit aloud.

An “Updated” message will pop up, with the voter’s name listed.
→ Tap the green “Accept” button.
   » The Voter Registration Receipt will print.
   » Hand it to the voter.
The “Ballot Language” screen will appear.
→ Ask the voter what language they would prefer the ballot in.

Steps 4 - 11, starting on page 68, “Processing Regular Voters” for instructions on checking a voter in.

Two Voter Check-in Receipts will print when the “Activate Card” or “Submit” button is tapped after the ballot marking choice selection at the end of the Check-in.
→ These receipts are different than Regular Voter receipts.

I. The second long receipt has the voter's check-in signature and the Judge's initials.
   → Place this receipt in the Grace Period/EDR Voter Check-in Receipts Envelope.
   » This white envelope has a green seal on its face.

II. The third receipt is shorter, with the Ballot Style Number.
   → Hand this receipt to the voter.
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 and you have gone through all of the voter search options 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 on Election Day.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Grace Period Voting</strong></td>
</tr>
</tbody>
</table>

**Voter HAS the Required 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.

1. Tap the Register button.

2. 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.
New Voter (continued)

Voter Information

3 A Grace Period Voting 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 email address.
      → The phone number is required if the voter is a Naturalized Citizen.
         » They will also need their Naturalization papers for later in the process.
   C. Tap the green “Next” button.

4 A blank “Voter Address” screen will appear.
   A. Enter the voter’s address.
      → If the address is in our system, it will give you a dropdown bubble with the rest of the full address when you enter the first few letters of the “Street Name.”
         » Tap the address in the dropdown bubble and the rest of the address fields will automatically fill.
   B. Tap the green “Next” button.
The “Residency Verification” screen will appear.

A. Tap the arrow on the far right of the “ID Types” dropdown.
B. Select “Two Documents of ID”

C. Tap the arrow on the far right of the “Document with Current Name and Address” 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 ID/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.

⚠️ If the VOTER DOES NOT HAVE SUFFICIENT ID,
   → They CANNOT vote during Early Voting.
   → They can vote Provisionally at their precinct on Election Day.
The voter is required to sign a Grace Period Voting affidavit, stating...
“I hereby swear (or affirm) that I am a citizen of the United States, that I was born on or before April 4, 2005, 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.

Tell the voter to tap the black “Listen to Oath” button if they want the ePollbook to read the affidavit aloud.

An “Updated” message will pop up, with the voter’s name listed.
→ Tap the green “Accept” button.
   » The Voter Registration Receipt will print.
   » Hand it to the voter.
New Voter (continued)
Ballot language & Naturalized Citizen Information

The “Ballot Language” screen will appear.
→ Ask the voter what language they would prefer the ballot in.

Steps 4 - 11, starting on page 68, “Processing Regular Voters” for instructions on checking a voter in.

Two Grace Period Voting Receipts will print when the “Activate Card” or “Submit” button is tapped after the ballot marking choice selection at the end of the Check-in.
→ These receipts are different than Regular Voter receipts.

I. The second long receipt has the voter’s check-in signature and the Judge’s initials.
   → Place this receipt in the Grace Period/EDR Voter Check-in Receipts Envelope.
     » This white envelope has a green seal on its face.

II. The third receipt is shorter, with the Ballot Style Number.
   → Hand this receipt to the voter.

Naturalized Citizen Information
Write the following information from the voter’s Naturalization papers mentioned in step 3 on the second long receipt before placing it in the Check-in Receipts Envelope.

- Court
- City
- Phone Number
- State
- Date

The voter’s phone number is required and can be used if they do not have the other four items.
## Canceling a Voter Check-in

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 changes their mind about their party selection.
   → Voters must declare a party in a Primary Election.

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td></td>
<td>Check-ins can ONLY be cancelled by Early Voting Call Center staff:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voters will need to be processed Provisionally</td>
</tr>
<tr>
<td></td>
<td>→</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Example:</td>
<td>“My dad, with the same name, must have mistakenly checked in as me.</td>
</tr>
<tr>
<td></td>
<td>→</td>
<td>If the check-in doesn’t fit any of the 3 requirements above.</td>
</tr>
</tbody>
</table>

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

- The options listed below are not available on the ePollbooks in your location.

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

A screen with a message, “This voter has already checked in” will appear.

→ Tap the “Cancel Check-in” button if the cancellation is based on the issues listed at the top of this page.
**Canceling a Voter Check-in (continued)**

2. A password window will pop up. Enter the Password.

3. The “Step 1: Poll Worker Name and Reason” screen will appear.
   A. Enter your name on the “Poll Worker Name” line.
   B. Select the Reason from the “Select Reason” dropdown.
   C. Tap the blue “Next” button, on the top right of the screen.

   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.
### Canceling a Voter Check-in (continued)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **5** | 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. |
| **6** | Have the Judge…  
A. Find the Check-in Receipt, with the voter’s name in the appropriate Voter Check-in Receipt Envelope.  
B. Write the word “CANCELED” across the receipt.  
C. Place the receipt back in the same Voter Check-in Receipt Envelope, keeping it separate from the other receipts.  
→ Remind the Judge cancelled check-ins are NOT counted in the Total Check-ins at closing. |
Ballots & Ballot Boxes

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  - Casting Ballots - 123
- Scanner Messages - 124
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- Mail Ballot Drop Box Work - 127
**Ballot Transfer Form**

**Grace Period / Early Voting**  
April 4, 2023 Consolidated General Election

Ballot Transfer Log for:  
Scanner Tabulator #:  

<table>
<thead>
<tr>
<th>Date</th>
<th>Ballot Counter</th>
<th>Judge 1</th>
<th>Judge 2</th>
<th>Rover</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Signature</td>
<td>Signature</td>
<td>Signature</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>A Judge will stand near the Scanner during Early Voting to...&lt;br&gt;→ Initial ballots.&lt;br&gt;→ Assist any voter who requests help.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>A. Remind the voter to place the Privacy Shield on top of their ballot to keep their selections private.&lt;br&gt;B. Tell them to leave the line at the top uncovered.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Initial the top of the ballot in the Judge initials line.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Ask the voter to insert their ballot into the Scanner slot.&lt;br&gt;→ The Privacy Shield does not get inserted.&lt;br&gt;→ The Scanner will accept the ballot much like a vending machine accepts a dollar bill.&lt;br&gt;→ If the ballots have been marked and initialed properly, the Scanner will accept, read and store them.</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Retrieve the privacy shield and Voter Card from the voter.</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>Hand the voter an “I Voted” sticker or place them in a location where voters can pick it up.</td>
</tr>
</tbody>
</table>
## Scanner 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.

<table>
<thead>
<tr>
<th>LCD Message</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please Insert Ballot</td>
<td>Scanner is ready for use.</td>
</tr>
<tr>
<td>Processing Ballot</td>
<td>Ballot is being read.</td>
</tr>
<tr>
<td>Thank you for voting</td>
<td>Vote has been properly processed.</td>
</tr>
<tr>
<td>Close Poll Confirmation Screen</td>
<td>Press “Conf rm” if ready to close the polls</td>
</tr>
<tr>
<td>Polls are closed</td>
<td>Polls should not be closed during Early Voting. Call the EV Call Center.</td>
</tr>
<tr>
<td>Report printing Please wait</td>
<td>No action necessary, wait for report to finish printing.</td>
</tr>
</tbody>
</table>

*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

*See Scanner Troubleshooting - Ballot Issues, page 187 for instructions on handling ballot issues.*
### Filled Ballot Box

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | When the public counter is nearing 1,500, send an eHelp message that your Ballot Box has XXX number of ballots.  

   **If there are 2 or more Scanners at your location...**  
   → Specify which Scanner, by Tabulator number, is almost full in the eHelp message.  
   → **ONLY** empty the Ballot Boxes of Scanners with totals nearing 1,500 ballots.  
   » If only one Scanner is nearing 1,500 ballots, only empty that Scanner. |
| 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, BEFORE the Early Voting polls open 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.  

   A. Remove all the ballots.  
   B. Place them in the Ballot Transfer Bag.  
   C. Seal the bag with a red seal.  

   **If there are 2 or more Scanners at your location that are nearing 1,500 ballots, the Rover will assist you with removing the ballots and placing them in their own Ballot Transfer Bags.**  

   → **IT IS EXTREMELY IMPORTANT TO NEVER MIX BALLOTS** from different Scanners. |
| 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. |
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.

---

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

**Full Ballot Box (continued)**

---

**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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4 PM Mail Ballot Drop Box Packaging</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Retrieve and date stamp each ballot.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Record the number of collected ballots on the provided Mail Ballot Drop Box form (image on page 126) and on the front of the Mail Ballot Security Bag.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Seal the clear Mail Ballot Security Bag with Mail Ballots and the Mail Ballot Drop Box form inside.</td>
</tr>
</tbody>
</table>

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. → A 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 last 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 sealed clear Mail Ballot Security Bags in the Wheeled Blue Transfer Bags or anywhere inside the EV-VSCs. → 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 - 131
- ATI Handset
  - ATI Handset Control Buttons - 132
- Accessible Voting Sessions (AVS)
  - Activating an AVS - 133
  - Ballot Navigation, Using the ATI Handset - 136
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.
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
|       | 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. |
|       | 4      | Select the “AVS” box at the bottom of the screen.  
|       |        |   ![Ballot Style: 80-1 DEM  
|       |        |   AVS  
|       |        |   Provisional  
|       |        |   Activation Code: 9055601  
|       | 5      | Tap the “Activate Card” button at the top right of the screen.  
|       | 6      | 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. |
|       | 7      | A. Walk the voter to a Touchscreen.  
|       |        | B. Insert the Voter Card into the slot.  
|       |        | → Chip facing down. |
### Assisting Voters

#### Accessible Voting Sessions (AVS) (continued)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 8 | Hand the voter the headphones and the ATI Handset.  
   → With the green “Help” button at the bottom. |
| 9 | Select the language for the voter. |
| 10 | 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. |
| 11 | 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. |
| 12 | 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 seeing the screen.  
   → This masks the screen, so no one can see the voter’s ballot as they vote.  
   → 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 & Puf.” }
### Accessible Voting Sessions (AVS) (continued)

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 13   | → 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. |
|      | **Tip:** The “Help” screen can be closed at any time by pressing the green “Help” button on the bottom of the ATI Handset. |
| 14   | Step away from the Touchscreen. |
### Accessible Voting Sessions (AVS) (continued)

#### Ballot Navigation, Using the ATI Handset

During Accessible Voting, the ballot is marked and cast by the voter, using their selected device.

- Instruction on how to use their selected device is given through the headphones.
- A voter can navigate through the ballot contests and choices
- The voter can select the language, text size, audio volume, tempo and screen colors.

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

<table>
<thead>
<tr>
<th>Step #</th>
<th>Instruction to Voter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Contest</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
| 1      | 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.
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

The voter will be directed or escorted to the Scanner, where they will insert their ballot to cast it.
→ Make sure their ballot is covered by a Voter Privacy Shield as they insert it into the Scanner.
End of Day Operations

♦ Last Voter Rules - 141
♦ Alternate Ballot Box - 143
♦ End of Day Statement of Ballots
  ◊ Summary Report & Opening the Statement of Ballots - 145
  ◊ Check-in & Receipt Totals - 146
  ◊ Provisional & Scanner Totals - 147
  ◊ Matching Totals - 148
  ◊ Totals Don’t Match - 149
♦ End of Day Voting Equipment
  ◊ Scanner(s) - 151
  ◊ Touchscreens - 152
  ◊ Ballot Printers, UPS & Secure the Voting Equipment - 153
♦ End of Day ePollbook
  ◊ Signing out - 155
  ◊ eHelp & Powering Down - 156
  ◊ Packing the ePollbook Case - 157


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 to 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 when 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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
|       | 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. Lift the gray cover to reveal the Alternate Ballot Box slot.  
                      D. Have voters insert their ballots there until the Scanner is back in service. |
|       | 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 Scanner Audit Log. |

### Please Note:

Call the Early Voting Call Center if the Scanner is still not working at the end of the night.
Cook County Clerk's Office
Early Voting
69 W WASHINGTON, PEDWAY

March 13, 2023 End of Day Summary

Applications
Receipts: [Tap to specify]
Check-Ins: [Tap to specify]

Ballots Cast
Provisional Voters: [Tap to specify]
Scanner Results: [Tap to specify]
Total Voters: [Tap to specify]

Grace Period / Early Voting
April 4, 2023 Consolidated General Election

Statement of Ballots Audit Log for

Early Voting Location: ____________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>End of Day Totals (totals by day)</th>
<th>Overall Totals (Sum of Daily Totals)</th>
<th>Judges' Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Check-In Receipts</td>
<td>Provisional Envelopes</td>
<td>Total Scanner &amp; Provisionals</td>
</tr>
<tr>
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</tbody>
</table>

Cancel  Save
### End of Day Statement of Ballots

#### Summary Report & Opening the Statement of Ballots

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

**Important:** 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.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Task to complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Press “Menu” at the top left, on the screen.</td>
</tr>
</tbody>
</table>
   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. |
| 3      | A. Press the Home button on the right side on the face of the iPad. → The Home screen will appear.  
   B. Tap the “Statement of Ballots“ button. → The “Statement of Ballots“ screen will appear as illustrated at the top of page 144.  
   C. Tap the “Early Voting“ button. |

**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.
Statement of Ballots (continued)

Check-in & Receipt Totals

A. Enter the Early Voting Location in the “Start typing to select your location” box.

B. Tap on your location when you see it.

C. Tap the “Continue” button.

→ The “Statement of Ballots” screen will appear as illustrated on page 144.

You will only need to complete this step on the first night of Early Voting.

→ The Early Voting Location will be listed on screen for the rest of Early Voting.

Check-ins & Receipt Totals

A. Count the Check-in Receipts in each smaller Voter Check-in Receipt Envelope.

B. Write the totals on each envelope, by check-in type.
   → Regular (white)
   → Provisional (pink)
   → Non-Provisional (blue)
   → Grace Period/EDR (green)

C. Combine their totals and write it on the Outer Voter Check-in Receipt Envelope.
   → Larger tan colored envelope.

D. Record the total from the Outer Check-in Receipt Envelope in the “Check-in Receipts” column on the Statement of Ballots Audit Log.
   → Each day after the first night, add the “Daily Total” of Check-in Receipts to the “Overall Total” from the night before to get that night’s “Overall Total” on the Statement of Ballots Audit Log.

E. Place the smaller envelopes inside the larger Outer Check-in Receipt Envelope.

F. Enter the total in the “Receipts” box on the Statement of Ballots.
Statement of Ballots (continued)
Provisional & Scanner Totals

6

A. Combine the “Total Check-ins” and the total “Provisional” check-ins listed on the “Summary Report” receipt.

B. Enter their total in the “Check-ins” box on the Statement of Ballots Audit Log.

→ Start in the Overall Totals columns on the first night of Early Voting.

→ Each day after the first night, add the day’s “End of Day Totals” to the “Overall Totals” from the night before to get the “Overall Totals” each day.

C. Place the “Summary Report” receipt in the Voter Check-in Receipt Envelope for the Statement of Ballots ePollbook.

7

The total Voter Check-in Receipts and total Voter Check-ins should match.

→ Make note of any discrepancies on the back of the “Summary Report.”

Provisional Voters & Scanner Totals

8

A. Count the Provisional Ballot Envelopes in Provisional Envelope 606.

→ The total number of envelopes should match the “Provisional” total on the “Summary Report” Receipt.

B. Record the total “Provisional Envelopes” on the Statement of Ballots Audit Log.

C. Enter the total in the “Provisional Voters” box on the Statement of Ballots.

9

A. Record the Scanner Ballot Counter number in the “PM Ballot Counter” 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.
**End of Day Operations**

**Statement of Ballots (continued)**

**Matching Totals**

1. **Check-ins & Total Voters**
   - The “Total Voters” number will automatically populate when both “Ballot Cast” boxes are filled.
   - **A.** Verify the total “Check-ins” match the “Total Voters.”
     - In other words, verify that you have the same number of voters and votes.
   - **B.** Tap the “Save” button if the totals match.
     - The “End of Day Summary” screen will appear.
   - **C.** Tap the “Continue” button at the bottom.

2. **Count Mismatch**
   - If the totals in DO NOT match, the “Count Mismatch” window will appear.
   - **A.** Explain the reason for the discrepancy in the box.
     - There is a list of possible reasons for a mismatch on the following page.
   - **B.** Tap the blue “Submit With Mismatch” button after entering a valid reason for the mismatch.
     - It will be gray until a reason is entered.
Statement of Ballots (continued)

Totals Don’t Match

Statement of Ballots Complete

| 13 | Tap the word “Close” when the “Info” window pops up, stating that the end of day counts have been submitted. |

| 14 | A. Press the Home button again.  
B. Tap the “P” button again. |

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.

→ 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.

More voters than votes

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.
End of Day Voting Equipment

Scanner(s)

Follow the steps on this checklist at the end of everyday.

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

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
| 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. |
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.

→ The message “Preparing to turn off” will be followed by beeping.
→ The screen will go dark and the green light will disappear.

A. Place the cover on the Ballot Box, over the Scanner.
B. Lock the cover.
   → There is no need to seal it each night.

A. Insert the Pollworker Card.
   → Chip facing down.
B. Enter the 8-digit PIN
C. Press the “Login” button.

A. Press the “Admin menu” button.
B. Touch the power button on the lower right of the screen to power off.
End of Day Operations (continued)

Ballot Printers, the UPS & Secure the Voting Equipment

### Ballot Printers

Power off the Ballot Printer.

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

### 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.

### Secure the Voting Equipment

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Close and lock the door to the room at the end of each day.</td>
</tr>
<tr>
<td>2</td>
<td>If the room is being used after Early Voting, → Place all voting equipment in another area that can be secured.</td>
</tr>
<tr>
<td>3</td>
<td>Place the Audit Log Booklet in the Supply Carrier Tote at the end of the day. → It should never be left out.</td>
</tr>
</tbody>
</table>

You have completed your Early Voting end of day duties.
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

### Signing Out

1. Tap the word “Menu” at the top left, of the screen.

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.
   Once the blue “Sign Out” button is tapped...
   → The date and time of the sign-out will appear under the Judge’s name.
   → The blue button will then turn into a “Sign Out” button.
## End of Day Operations
### End of Day ePollbook (continued)
#### eHelp & Powering Down

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td>Once all of the Judges have signed out, all of the boxes next to their names will be cleared of the blue check mark.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A. Tap the word “Menu“ again.</td>
<td>→ The screen will go back to the “Menu” screen.</td>
</tr>
<tr>
<td></td>
<td>B. Tap the “Home” icon in the middle of the screen.</td>
<td>→ The screen will change to the “Get Started” screen.</td>
</tr>
</tbody>
</table>

| **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

<table>
<thead>
<tr>
<th></th>
<th>ePollbook power down:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>A. Press and hold the power button at the top of the left side of the iPad for 5-6 seconds.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>B. Release the button when you see the “slide to power off image.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C. Slide the power sign to the right to power down, as instructed on screen.</td>
<td>→ The ePollbook will power down.</td>
</tr>
</tbody>
</table>

| **2** | ePollbook Printer power down: |   |
|   | Press and hold the power button on the ePollbook Printer. | → The printer will power down. |
End of Day ePollbook (continued)

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
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.
Closing & Packing Up

♦ Scanner(s) - 161
♦ Touchscreens - 163
♦ Ballot Printers - 164
♦ UPS & Voting Booths - 165
♦ ePollbooks - 166
♦ Return Carrier Plastic Bag & Poster Kiosk - 167
♦ Supplies, Materials & Equipment Pickup - 168
♦ Election Day Super Centers - 169
## Closing, Packing & Pickup

**Scanner(s)**

Follow the steps on this checklist to close the Scanner at the end 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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Press the Security Key to the Security Key receptacle to access the menu.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>![Image of Security Key receptacle]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A. Enter the 8 digit PIN.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Press the “Enter” button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>→ The message, “Correct! Your password has been confirmed” will appear.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>![Image of Main Menu screen]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A. Press the “Utilities” button on the Main Menu screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Press the “Power Options” button on the Utilities screen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>![Image of Power Options screen]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>A. Press the “Power Down” button on the Power Options screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. Press the “Confirm” button.</td>
</tr>
</tbody>
</table>
The message “Preparing to turn off” will be followed by beeping.

→ The screen will go dark and the green light will disappear.

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.

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.
### Closing, Packing & Pickup (continued)

**Touchscreens**

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 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.  
B. Make sure the Ballot Box is locked and sealed. |

**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.
### Closing, Packing & Pickup (continued)

#### Ballot Printers

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 4 | ![Image of headphones and voting machine controls] | 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 Touchscreen carrying case.  
→ Face down, handle up  
→ Touchscreen  
→ Power Cord  
→ ATI  
→ Headphones |

### Ballot Printers

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 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. |
Closing, Packing & Pickup (continued)

UPS & Voting Booths

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.

A. Wrap the power cord neatly.
B. Place the Printer and power cord in the Printer Carrying Case.
Closing & Packing Up

Closing, Packing & Pickup (continued)

ePollbooks

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Slide the privacy shield in the strap on the booth. → Metal connectors should be at the top, as illustrated here.</td>
</tr>
</tbody>
</table>

**ePollbooks**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A. Complete the Statement of Ballots and sign out. B. Send a message through eHelp that the equipment is packed up and ready for pickup.</td>
</tr>
<tr>
<td>2</td>
<td><strong>ePollbook power down:</strong> 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.</td>
</tr>
<tr>
<td>3</td>
<td><strong>ePollbook Printer power down:</strong> Press and hold the power button on the ePollbook Printer. → The printer will power down.</td>
</tr>
<tr>
<td>4</td>
<td>A. Unplug the ePollbook Printer power cord from the wall. B. Disconnect the 2 sections of the cord. C. Wrap the cord up.</td>
</tr>
<tr>
<td>5</td>
<td>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 its slot.</td>
</tr>
</tbody>
</table>
### Return Carrier Plastic Bag 600

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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.
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**

April 3rd

Drivers will arrive at each site after 5:30 p.m. on April 3rd.

*(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

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

→ 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
Changing Printer Tape

- Changing Scanner Printer Tape - 173
- Changing the ePollbook Printer Tape - 175
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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Lift the printer cover door.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>A. Lift up on the printer Pressure Roller. B. Remove the printer Pressure Poller. C. Remove the empty paper roll spool and core.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>A. Insert the white core into the new paper roll. B. Place the new paper roll in the printer. C. Pull the tape forward.</td>
</tr>
</tbody>
</table>
| 5 | Place the Printer pressure roller back into its guides.  
   → The guides are a white “Wheel” on the left side.  
   → 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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td><img src="image1.png" alt="Image" /> 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.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td><img src="image2.png" alt="Image" /> 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 spool from the printer.</td>
</tr>
</tbody>
</table>

*Changing the ePollbook Printer Tape*
### Changing the ePollbook Printer Tape (continued)

<table>
<thead>
<tr>
<th></th>
<th>A. Place the new roll inside the printer with the tape positioned up and over.</th>
<th>B. Pull a few inches of the tape out and up.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td></td>
<td>A. Close the door to the printer, while holding the few inches you’ve pulled out.</td>
<td>B. Tear the excess tape from the printer.</td>
</tr>
<tr>
<td></td>
<td>→ The red light will turn back to blue and the tape will advance forward.</td>
<td></td>
</tr>
</tbody>
</table>
Troubleshooting

- **ePollbook**
  - ePollbook Printer Issues - 181
  - ID Reader & Power Issues - 182
  - Card Activator Issues - 183
  - Rebooting the iPad - 184
  - eHelp Messages
    - Receiving & Sending Messages - 185

- **Scanner**
  - Power & Ballot Issues - 187
  - Clearing Ballot Jams - 190
  - Printer Issues - 194
  - Memory Card Issues - 195

- **Scanner Replacement - 197**

- **Touchscreen**
  - Activation Issues - 199
  - ATI Handset Issues - 201
  - Ballot Printer Issues - 202
  - Screen Issues - 203

- **Touchscreen Replacement - 204**

- **Manual Mode**
  - ePollbook & Touchscreen - 205
    - Regular Voters & Provisional Voters - 206
    - Voters using the ATI Handset - 207
    - Voter Fled - 209
### 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.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Tasks to Complete:</th>
</tr>
</thead>
</table>
| **Printer Issues** | 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. |
| A red light appeared on the top left on the face of 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.  
  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. |
| Paper is not advancing from the printer. | 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. |
**Troubleshooting**

**ePollbook Troubleshooting**

**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 cord from the ePollbook Printer is securely attached to the Card Activator.
   c. The connection between the iPad and the Card Activator is secure.
      
      → The lightning bolt icon is a way of confirming you have a secure connection.
   d. The silver Card Activator 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 black 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. Plug them both back in without the power.
   e. Tighten the black 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.
Card Activator Issues

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, it's not leaning or loose and that the black 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.

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 black 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. Plug 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

1. Press and hold the Home and power buttons at the same time.
   a. Keep holding them through the “slide to power off” prompt.
      → 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.
      → The Apple logo will show up a few seconds after the “slide to power off” prompt goes away.
      → The reboot will take a few seconds.
      → The screen will show a colorful background, with the time at the top after the reboot.

2. Press the Home button again.

3. Tap the “P” at the bottom of the screen.
   → The screen will go back to the Get Started Screen.

4. Tap the black “Get Started” button.
   → The “Enter Pollworker Credentials” screen will appear.

5. Enter the Username and Password.

6. Tap the black “Sign-in” button on the right.
   → The “Check-in Option” screen will appear.
   → The reboot is complete.
**eHelp Messages**

**Receiving & Sending Messages**

### 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

<table>
<thead>
<tr>
<th>⇒ Receiving a message from the Early Voting Call Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>The eHelp link is the envelope looking icon on the top right side of the screen.</td>
</tr>
</tbody>
</table>

⇒ 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

<table>
<thead>
<tr>
<th>⇒ Sending a message to the Early Voting Call Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tap on the eHelp icon on the upper right side of the screen.</td>
</tr>
</tbody>
</table>
   → 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.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Tasks to Complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power Issues</strong></td>
<td></td>
</tr>
<tr>
<td>No lights indicating power</td>
<td>1. Check all connections.</td>
</tr>
<tr>
<td>Not powering up</td>
<td>2. Make sure the cord is plugged into the Scanner and the Scanner to a wall outlet or power strip.</td>
</tr>
<tr>
<td></td>
<td>3. Make sure the wall outlet or power strip is working properly.</td>
</tr>
<tr>
<td><strong>Ballot Issues</strong></td>
<td></td>
</tr>
<tr>
<td>Blank Ballot Detected</td>
<td>A message that the ballot is blank will appear on the LCD.</td>
</tr>
<tr>
<td></td>
<td>1. Explain to the voter that no votes were detected on the ballot.</td>
</tr>
<tr>
<td></td>
<td>→ The review screen will say “Blank Ballot.”</td>
</tr>
<tr>
<td></td>
<td>2. Ask the voter if they want to mark the ballot or override and leave the ballot blank.</td>
</tr>
<tr>
<td></td>
<td>⇒ If the voter wants to leave the ballot blank:</td>
</tr>
<tr>
<td></td>
<td>A. Explain that no votes will be counted.</td>
</tr>
<tr>
<td></td>
<td>B. Instruct them to press the “Cast” button on the Scanner.</td>
</tr>
<tr>
<td></td>
<td>⇒ If the voter wants to mark a new ballot:</td>
</tr>
<tr>
<td></td>
<td>A. Have them press the “Return” button and gently remove their own ballot.</td>
</tr>
<tr>
<td></td>
<td>B. Give the voter a chance to mark a new ballot.</td>
</tr>
<tr>
<td></td>
<td>→ Follow instructions for “Voter wants to mark a new ballot” on page 188.</td>
</tr>
<tr>
<td></td>
<td>C. Spoil the blank ballot and put it in Spoiled Ballot Envelope 303.</td>
</tr>
<tr>
<td>Ballot is not initialed</td>
<td>A message that the Judge’s initials are missing will appear on the LCD screen and the ballot will eject.</td>
</tr>
<tr>
<td></td>
<td>1. Have the voter gently pull their ballot from the slot on the Scanner.</td>
</tr>
<tr>
<td></td>
<td>2. Instruct the voter to cover their votes with the Voter Privacy Shield.</td>
</tr>
<tr>
<td></td>
<td>3. Initial the ballot in the Judge’s initials box.</td>
</tr>
<tr>
<td></td>
<td>4. Have the voter re-insert the ballot into the Scanner.</td>
</tr>
</tbody>
</table>
### 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 where they 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” at the bottom of this page.
     C. Spoil their undervoted ballot and put it in Spoiled Ballot Envelope 303.

#### 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 have a judge reactivate their Voter Card.
2. Bring up the voter’s record.
3. Tap the gear icon on the left of the voter’s name.
4. Tap the “Reactivate Voter Card” button.
   → A “Creating Card” message will appear.
5. Tap the “OK” button when the “Success” window pops up.
6. Send them to the Touchscreen to mark a new ballot.
## Ballot Issues (continued)

### 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.

*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.

### Ballot Mis-read

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 mis-read will appear on the LCD screen and the ballot will eject.

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 188.
   C. Spoil the ballot and put it in Spoiled Ballot Envelope 303.
### Clearing Jammed Ballots (continued)

#### Clearing Ballot Jams

<table>
<thead>
<tr>
<th>Jam in the Front Slot</th>
<th>The Scanner will give a message “Clear Paper Jam” with a red arrow pointing toward the ballot.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Explain that the ballot has not been counted and needs to be re-inserted.</td>
</tr>
<tr>
<td></td>
<td>2. Instruct the voter to gently remove their ballot.</td>
</tr>
<tr>
<td></td>
<td>⇒ If the edges and corners are not visibly damaged, have them re-insert the ballot.</td>
</tr>
<tr>
<td></td>
<td>⇒ If there is visible damage to the ballot...</td>
</tr>
<tr>
<td></td>
<td>A. Give the voter the opportunity to mark a new ballot.</td>
</tr>
<tr>
<td></td>
<td>→ Follow instructions for “Voter wants to mark a new ballot” on page 188.</td>
</tr>
<tr>
<td></td>
<td>B. Spoil the ballot and put it in Spoiled Ballot Envelope 303.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Jam in the Exit Slot</th>
<th>The Scanner will give a message saying “Assistance Required”.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballot WAS cast</td>
<td>1. Press the Security Key to the Security Key receptacle.</td>
</tr>
<tr>
<td>(part 1)</td>
<td>2. Enter the PIN.</td>
</tr>
<tr>
<td></td>
<td>→ 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”</td>
</tr>
<tr>
<td></td>
<td>3. Explain that the ballot has been counted but is jammed in the Exit slot.</td>
</tr>
<tr>
<td></td>
<td>4. Break the seals on the Transmission cover and the cover on the latch that locks the Scanner in place.</td>
</tr>
<tr>
<td></td>
<td>→ Place the broken seals in Used Seals Plastic Bag 605.</td>
</tr>
<tr>
<td></td>
<td>5. Open the Transmission door by lifting it to the right.</td>
</tr>
<tr>
<td></td>
<td>6. Unlock and Lift the latch cover and unlatch the Scanner.</td>
</tr>
<tr>
<td></td>
<td>7. Slide the Scanner forward and remove the ballot.</td>
</tr>
<tr>
<td></td>
<td>→ Place it in the Ballot Box slot so that it drops into the Ballot Box.</td>
</tr>
<tr>
<td></td>
<td>8. Slide the Scanner back into place.</td>
</tr>
<tr>
<td></td>
<td>9. Re-latch the Scanner.</td>
</tr>
<tr>
<td></td>
<td>10. Close the covers to both the latch and the Transmission door with red seals from New Seals Plastic Bag 603.</td>
</tr>
<tr>
<td></td>
<td>11. Record the seal numbers on the Scanner Audit Log.</td>
</tr>
<tr>
<td></td>
<td>12. Press the “OK” button.</td>
</tr>
</tbody>
</table>
### Clearing Jammed Ballots (continued)

13. Press the “Exit” button on the “Main Menu” screen.
   → You will see “Start Voting Session Confirmation”.

14. 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 4-10.
   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.

15. Lock and seal the cover when the Scanner is working properly.

16. 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)

⇒ 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

<table>
<thead>
<tr>
<th>Problem</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paper Jam</strong></td>
<td>1. Break the seal on the Printer cover.</td>
</tr>
<tr>
<td></td>
<td>- Place it in Used Seals Plastic Bag 605.</td>
</tr>
<tr>
<td></td>
<td>2. Lift the Printer door.</td>
</tr>
<tr>
<td></td>
<td>3. Make sure the paper is feeding through evenly.</td>
</tr>
<tr>
<td></td>
<td>4. Reinstall the pressure roller over the paper tape.</td>
</tr>
<tr>
<td></td>
<td>5. Thread the tape through the slot on the door.</td>
</tr>
<tr>
<td></td>
<td>6. Close the Printer cover.</td>
</tr>
<tr>
<td></td>
<td>7. Re-Seal the door.</td>
</tr>
<tr>
<td></td>
<td>- Record the seal number on the Scanner Audit Log.</td>
</tr>
<tr>
<td><strong>The Pressure Roller is loose</strong></td>
<td>The pressure roller is loose or incorrectly installed, the message “Make sure paper is loaded and everything is OK” will appear.</td>
</tr>
<tr>
<td></td>
<td>1. Break the seal on the Printer cover.</td>
</tr>
<tr>
<td></td>
<td>- Place it in Used Seals Plastic Bag 605.</td>
</tr>
<tr>
<td></td>
<td>2. Open the Printer door.</td>
</tr>
<tr>
<td></td>
<td>3. Remove, then Reinstall the pressure roller over the paper tape.</td>
</tr>
<tr>
<td></td>
<td>4. Close the Printer cover.</td>
</tr>
<tr>
<td></td>
<td>5. Re-Seal the door.</td>
</tr>
<tr>
<td></td>
<td>- Record the seal number on the Scanner Audit Log.</td>
</tr>
<tr>
<td><strong>No paper loaded</strong></td>
<td>When the Printer runs out of paper, the message “Make sure paper is loaded and everything is OK” will appear.</td>
</tr>
<tr>
<td></td>
<td>1. Follow the instructions in Changing Scanner Printer Tape, page 173, to correctly install or re-install the Printer paper.</td>
</tr>
<tr>
<td></td>
<td>- If you see a pink stripe on the tape, the tape is nearing the end.</td>
</tr>
<tr>
<td></td>
<td>2. Press “OK.”</td>
</tr>
<tr>
<td></td>
<td>- The message “Printer is recovering! Please Wait” will appear.</td>
</tr>
<tr>
<td></td>
<td>3. Wait for the Printer to recover and press “OK.”</td>
</tr>
<tr>
<td></td>
<td>- If it stops while printing, press “Resume” to continue printing the report.</td>
</tr>
<tr>
<td><strong>Report is not printing</strong></td>
<td>- Make sure that there is paper loaded into the thermal Printer.</td>
</tr>
<tr>
<td></td>
<td>- Make sure that the paper was not installed backward.</td>
</tr>
<tr>
<td></td>
<td>- If so, remove the paper roll.</td>
</tr>
<tr>
<td></td>
<td>- In either case above, follow the instructions in Changing Scanner Printer Tape, page 173, to correctly install or re-install the Printer paper.</td>
</tr>
</tbody>
</table>
### Memory Card Issues

| 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. |

| 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. Record the number on the Ballot Counter for use at the end of the day.  
|                   | 2. Break the seals on the Alternate Ballot Box and unlock it.  
|                   | 3. Open the slot.  
|                   | 4. Re-seal the Alternate Ballot Box.  
|                   | → Record the seal numbers on the Scanner Audit Log.  
|                   | 5. 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.  
|                   | 6. Place the cover on the Ballot Box, lock it and seal it.  
|                   | → The Rover will remove it from your Early Voting site.  
|                   | 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 start at zero.  
|                   | → The new Scanner is programmed with the same Tabulator number as the old Scanner.  
|                   | » You will not need to enter a new Scanner in the Statement of Ballots.  
|                   | » Your “Start” number will be “0”.  
|                   | ⇒ 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. |
Memory Card Issues (continued)
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 after 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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
|       | 1      | A. Break the seals on the Alternate Ballot Box.  
|       |        | B. 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. |
|       | 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.  
|       |        | → The new Scanner will continue with the same numbers. |
# 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.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Tasks to Complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Not reading the Poll Worker Card</strong></td>
<td><strong>Activation Issues</strong></td>
</tr>
<tr>
<td>Reboot the Touchscreen.</td>
<td>1. Break the seal on the Power door.</td>
</tr>
<tr>
<td></td>
<td>2. Press the power button to power down.</td>
</tr>
<tr>
<td></td>
<td>3. Press the power button to power back up.</td>
</tr>
<tr>
<td></td>
<td>4. Insert the Poll Worker Card and continue with step 8 on page 48, <em>First Morning of Early Voting, Touchscreen Login &amp; Date</em>.</td>
</tr>
<tr>
<td></td>
<td>5. Place a new seal on the Power door if this worked.</td>
</tr>
<tr>
<td></td>
<td>→ Record the new seal number on the Touchscreen Audit Log.</td>
</tr>
<tr>
<td></td>
<td>⇒ If this does not work, call the Early Voting Call Center.</td>
</tr>
<tr>
<td><strong>Not reading the Voter Card</strong></td>
<td><strong>The Date and Time are wrong</strong></td>
</tr>
<tr>
<td>Verify that the clock on the Touchscreen is 5 minutes ahead of the clock on the ePollbook.</td>
<td>1. Reboot the Touchscreen</td>
</tr>
<tr>
<td></td>
<td>» You will be given the option to “Modify” the time after you login back in.</td>
</tr>
<tr>
<td></td>
<td>a. Press the “Modify” button.</td>
</tr>
<tr>
<td></td>
<td>b. Set the time one or two minutes ahead of the time on the ePollbook.</td>
</tr>
<tr>
<td></td>
<td>c. Press the “Save Changes” button.</td>
</tr>
<tr>
<td></td>
<td>→ The message “Date and Time were changed successfully” will appear.</td>
</tr>
<tr>
<td></td>
<td>2. Call the Early Voting Call Center if step 1 does not work.</td>
</tr>
<tr>
<td><strong>Voter inserted the Voter Card incorrectly</strong></td>
<td><strong>1. Pull the Voter Card out.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>2. Have the voter insert the card with the chip facing down.</strong></td>
</tr>
</tbody>
</table>
Activation Issues (continued)

Reactivating a Voter Card because it has timed out

Voter Cards time out an hour after activation. The Voter Card will need to be reactivated if this happens.

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.
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.
   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

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Action</th>
</tr>
</thead>
</table>
| Voter says they have the wrong ballot                                    | 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. Remove the Poll Worker Card.  
   → The screen will go back to the Voter Activation screen.  
5. Send the voter back to the Check-in Station.  
6. Call the Early Voting Call Center at 312-603-1178 to edit the voter’s check-in.  
7. 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. |
| The ATI has lost connectivity                                             | 1. Break the seal on the door.  
2. Verify that the ATI cable is connected to the USB port in the upper left door of the Touchscreen.  
3. Verify that the power light on the top of the ATI is on. |
| 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 Issues

<table>
<thead>
<tr>
<th>Front of the Printer</th>
<th>Back of the Printer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pull the paper tray out.</td>
<td>1. Open the rear cover.</td>
</tr>
<tr>
<td>2. Slowly pull out the jammed paper.</td>
<td>2. Gently pull the jammed paper out of the fuser unit.</td>
</tr>
<tr>
<td>→ Use both hands.</td>
<td>3. Close the fuser cover and the back cover.</td>
</tr>
<tr>
<td>→ Dispose of the paper or spoil the ballot if it has votes on it.</td>
<td>4. Step 4 for both scenarios.</td>
</tr>
<tr>
<td>3. Push the paper tray back into the Printer.</td>
<td>→ Press and hold the X button on the printer until it says “Ready” on the printer screen.</td>
</tr>
<tr>
<td>→ The Touchscreen will give the option to reprint or cancel the ballot.</td>
<td>→ This is to clear any existing print jobs in the printer queue.</td>
</tr>
<tr>
<td>→ Use the option on the touchscreen to reprint the ballot.</td>
<td>→ Use the option on the touchscreen to reprint the ballot.</td>
</tr>
</tbody>
</table>

### Troubleshooting

**The ballot cannot be read by the Scanner because it was printed with marks on the paper**

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. Press the “OK” button.
      → The page will print.
   E. Throw the page away.
### Screen Issues

<table>
<thead>
<tr>
<th>The Printer is not printing</th>
<th>Verify that...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>→ The Printer is powered on.</td>
</tr>
<tr>
<td></td>
<td>→ The connection to the Printer and the Touchscreen are secure.</td>
</tr>
<tr>
<td></td>
<td>→ There is sufficient paper in the paper tray.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Ballot Printer lost connection to the Touchscreen</th>
<th>Verify that...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The “Ready” light is on.</td>
</tr>
<tr>
<td></td>
<td>→ The Printer is plugged into the UPS and that the UPS is powered on.</td>
</tr>
<tr>
<td></td>
<td>→ The USB cable is plugged into the Touchscreen and into the printer.</td>
</tr>
<tr>
<td></td>
<td>→ The USB cable is connected to the USB port and NOT to the network port.</td>
</tr>
</tbody>
</table>

### Screen Issues

<table>
<thead>
<tr>
<th>The screen is not responding to touch.</th>
<th>Below are 2 resolutions.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A. Clean the screen with a soft cloth.</td>
</tr>
<tr>
<td></td>
<td>B. Re-boot the Touch Screen.</td>
</tr>
<tr>
<td></td>
<td>Power down</td>
</tr>
<tr>
<td></td>
<td>1. Insert the Poll Worker card (<em>chip down</em>).</td>
</tr>
<tr>
<td></td>
<td>2. Enter the 8 digit PIN.</td>
</tr>
<tr>
<td></td>
<td>3. Press the power button symbol at the bottom right of the screen.</td>
</tr>
<tr>
<td></td>
<td>Power up</td>
</tr>
<tr>
<td></td>
<td>4. Break the seal on the power door on the bottom right back side of the Touchscreen.</td>
</tr>
<tr>
<td></td>
<td>5. Press the power button, under the power cord.</td>
</tr>
<tr>
<td></td>
<td>6. Insert the Poll Worker card.</td>
</tr>
<tr>
<td></td>
<td>7. Acknowledge the date/time.</td>
</tr>
<tr>
<td></td>
<td>8. Open the poll.</td>
</tr>
<tr>
<td></td>
<td>9. Remove the Poll Worker card.</td>
</tr>
<tr>
<td></td>
<td>10. Verify that the Touchscreen is working.</td>
</tr>
<tr>
<td></td>
<td>11. Close and re-seal the power door.</td>
</tr>
<tr>
<td></td>
<td>12. Record the new seal number in the Touchscreen Audit Log.</td>
</tr>
</tbody>
</table>
## 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 - only *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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>

**DO NOT** start these steps, unless a technician/Rover has looked at the Touchscreen and said that it must be replaced.

<table>
<thead>
<tr>
<th>1</th>
<th>Turn off the power to the Touchscreen.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Record the date and time that the machine was returned on the designated lines at the bottom of the Audit Log.</td>
</tr>
<tr>
<td>3</td>
<td>Set up the new Touchscreen as soon as possible, starting with step 3 in the “First Morning of Early Voting, UPS, Ballot Printers &amp; Touchscreens” section on page 47.</td>
</tr>
<tr>
<td>4</td>
<td>Complete the Audit Log sheet for the new Touchscreen.</td>
</tr>
<tr>
<td>5</td>
<td>Record and initial the red seal numbers on the Touchscreen Audit Log.</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Check</th>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ePollbook or Signature Book</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A.</td>
<td>Check the voter in.</td>
<td></td>
</tr>
</tbody>
</table>
| 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. |

**Touchscreen**

<table>
<thead>
<tr>
<th>Step #</th>
<th>Task to complete:</th>
</tr>
</thead>
</table>
| 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.” |
| 3 | Press “Ballot Activation” button.  
→ The “Activate Ballot” window will open. |
Enter the Activation Code from the Ballot Style Slip.

**Regular Voters**

4

Press the “Regular” button.

5

→ To start a regular voting session.
→ The Language Selection screen will appear.

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.
Manual Mode (continued)

Voters using the ATI Handset

1. 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.

6. ▶ If the ePollbooks are down...
   A. Write the number in the “Provisional Receipt” box under the sticker strip on the Provisional Ballot Envelope.
      → It is extremely important that the correct Provisional ID# number is written in the box.
   ▶ If the ePollbooks are working...
   A. Attach the Ballot Style receipt from the ePollbook with the Provisional ID number to the Provisional Ballot Envelope.
   B. 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.
**Provisional Voters**

| 4 | **A.** Press the “Provisional” button.  
    → To start a Provisional Voting session.  
    → A window with the Provisional ID will appear.  
**B.** Write the number in the “Provisional Receipt” box on the Provisional Ballot Envelope.  
    → It is extremely important that the correct Provisional ID#number is written in the box.  
| 5 | Remove the Poll Worker Card.  
| 6 | Select the language for the voter.  
| 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.  

**Troubleshooting**

*Manual Mode (continued)*

*Voters using the ATI Handset (continued)*
Manual Mode (continued)
Voter Fled

Voter fled while in Manual Mode

If a voter leaves the Touchscreen before printing out their ballot, cancel their activation.

1. Press “More,” 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