

Virginia Beach Office of Voter Registration & Elections

Election Day Guide For Officers of Election



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Checklist of Polling Place Operations

Election Day General Reminders

*****Voters are allowed to take sample ballots, guides, and campaign materials with them into a voting booth!*****

*****Section 24.2-604(D) allows a person who approaches or enters the polling place for the purpose of voting to wear a shirt, hat, or other apparel, or a sticker or button attached to their apparel, on which a candidate's name or a political slogan appears. This permission does not apply to candidates, representatives of candidates and any other person who enters the polling place for a purpose other than voting.*****

1. Arrive at assigned polling place on Election Day by 5:00 am.
2. Do not leave the working precinct on Election Day unless directed to by a member of the electoral board or the General Registrar (§ 24.2-115.1).
3. An officer who is registered to vote in the precinct in which they are working may vote there on Election Day. Otherwise, the officer is eligible and encouraged to vote absentee by the applicable deadline.
4. Voting comes first! Limit conversations with voters and friends.
5. Non-voters, including family and friends, should not be visiting the polling place.
6. Continuously observe the polling area.
7. Do not eat at the pollbook table, near any voting equipment, or directly in front of voters.
8. Strictly adhere to the required 6:00 a.m. opening and 7:00 p.m. closing times.
9. Voters in line at 7:00 p.m. must be allowed to vote.
10. Check and sign both copies of the Statement of Results.

Election Official / Political Party Representation

§ 24.2-115 Code of Virginia. The Electoral Board shall ensure that representation be split equally between the two political parties at each precinct having an even number of officers and shall vary by no more than one at each precinct having an odd number of officers. The electoral board may appoint additional citizens who do not represent any political party to serve as officers. No more than one-third of the total number of officers appointed for each precinct may be citizens who do not represent any political party. The officer designated as the assistant for a precinct shall not represent the same political party as the Chief officer for the precinct.

Election Official Dual Rule

- Virginia Beach Elections requires the set up and breakdown of election equipment to be conducted by, and any voting related incident to be observed by, two Election Officials representing different political parties (i.e. one Democrat and one Republican). In single primary elections the dual rule would mean two Election Officials representing the same political party.

The General Registrar and Electoral Board will investigate performance of an appointed Election Official and may remove such individual (without notice) whose services are no longer satisfactory during their appointment period. In addition, a late arrival to a training class or on Election Day may be grounds for immediate dismissal and from future elections. If you fail to show up on Election Day, your appointment will be cancelled.

Chief Election Officer/Assistant Chief Election Officer
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Chief/Assistant Chief – Before the Polling Place Opens

- Arrive at the polling place as instructed.
- Use the Chief's Checklist to ensure orderly administration of paperwork associated with the election process.
- Provide direction to and supervise the Student Page(s), when assigned.
- Maintain custody of the keys to the voting equipment cage, and passwords for the EPBs, DS200 and ExpressVote.
- Supervise all Election Officials during their interface with the voting public ensuring that the election process is conducted in a fair and transparent process and that all voters are treated with respect.
- As appropriate, log polling place issues on the Incident Report forms provided.
- Evaluate all Election Official performance on evaluation form. Be detailed regarding errors, problems, outstanding work, etc.

Welcome authorized representatives (reps)

- Ask each rep for proof or confirmation of identity and voter registration status.
 - If the rep has a voter registration card or confirmation document, the card is sufficient proof of both identification and voter registration status.
 - If possible, use the pollbook to determine registration status.
 - If the pollbook does not display the name of the rep, contact the general registrar to verify registration status.
- Ask each rep for their required entry statement.
 - The steps above in no way remove the requirement that the rep must provide a written statement designating the individual as a representative.
 - The statement presented may be a written statement or a photocopy of a written statement. Return the statement to the individual.
 - The statement must be signed by either the local political party chairman or by a local independent/third party candidate (e.g. Libertarian Party of Virginia, Green Party of Virginia, or Independent Green Party of Virginia). If the local party chairman does not designate party representatives, the state or district political party chairman may do so.
- See ***Dos and Don'ts for Campaigners and Authorized Representatives***.
- Be familiar with "Virginia Department of Elections Guidelines for News Media during Elections" and ensure compliance by news media.

Swear in your fellow officers of election

- Administer the officer of election oath and have each sign the form.
- Sign and complete the *Officer of Election Oath* form at bottom.
- Place *Officer of Election Oath* form in envelope #2.

Implement Emergency Procedures

- Review emergency procedures with all officers:
 - Evacuation route and location of exits
 - Evacuation assignments
 - Designate a safe location to meet and wait outside the building
 - Designate a precinct official to contact the electoral board

Verify election supplies

- Check supplies, forms, and materials against supply list.

Supervise the setting up of polling room

- Arrange tables and chairs for best flow of traffic.
- Place voting equipment and booths at least 4 feet away from the tables.
- Set up Electronic Pollbook (EPB) laptop(s) per your locality's EPB procedures.

Supervise the setting up of both the voting equipment and EPBs

- Immediately report unsealed equipment to the general registrar.
- Enter or confirm serial, seal, private (or "protective") counter and public counter numbers for each piece of voting equipment.

Assigned officer must examine the equipment and tape to see that no vote has been cast and the counters register zero; any rep present may also examine but not touch the equipment or tape.

- Designated officers print zero tape and immediately have Chief and assistant Chief sign zero tape(s).
- Set up EPBs per your locality's EPB procedures.
- Voting equipment and EPBs must be operational by 6:00 a.m.
- Be familiar with the Department of Elections "What if..." document and its use.
- Assist voters in filling out required forms.

Verify paper and/or optical scan ballots

- Confirm that ballots are for your precinct and match your sample ballot(s).
- Confirm that number of ballots on hand equals the number of ballots provided by the electoral board

Verify final absentee ballot report (AB List)

- All ABs should be included except for those Emergency Voters who applied on Monday. The Chief will receive a phone call with a list of any emergency voters.
- Do not post AB List. Make it available for public inspection (by any person) upon request

Assign officials to post signs outside the polling place

Section 24.2-310(E) gives the local electoral board flexibility in the designation of the 40-foot prohibited area if an entrance to the building is from an adjoining building, or if establishing the prohibited area outside the polling place would hinder or delay a qualified voter from entering or leaving the building.

- Set up “Polling Place” and “Vote Here” signs at most visible sites.
- Post “Prohibited Area” sign visible at 40-foot line from each polling place entrance or in the area designated by the electoral board (see above).
- Post “Disabled Parking/Entrance” signs as needed.

Assign officials to post signs inside the polling place

- Post the “Sample Ballot”.
- Post “Voter Rights and Responsibilities” poster.
- Post “Attention All Voters” ID sign.
- Post “Explanation of Political Party Abbreviations” sign, if applicable.
- Post other signs as directed.
- Place “Virginia Voters’ Election Day Complaint Form” where they are easily accessible.
 - Reminder: For accessibility, post signs at eye level for all voters. For signs with a large amount of text or small print (e.g., the “Voter Rights and Responsibilities” poster), you may want to place a magnifier near the sign if available.

Read 1VAC20-60-40 “When ballot cast” regulation aloud to all the officers of election and authorized representatives present. If a part of the regulation is not applicable in the polling place based on the type of voting method/voting equipment in use, the Chief may skip reading the irrelevant section of the regulation. The full regulation is included below for your convenience.

1VAC20-60-40. When ballot cast.

A. A voter, voting in person on election day or voting absentee in-person, has not voted until a permanent record of the voter’s intent is preserved.

B. A permanent record is preserved by a voter pressing the vote or cast button on a direct recording electronic machine, inserting an optical scan ballot into an electronic counter, or placing a paper ballot in an official ballot counter.

C. A vote has not been cast by the voter unless and until the voter or an officer of election or assistant at the direction of and on behalf of the voter pursuant to § 24.2-649 of the Code of Virginia completes these actions to preserve a permanent record of the vote.

D. If any voter’s ballot was not so cast by or at the direction of the voter, then the ballot cannot be cast by any officer of election or other person present. Notwithstanding the previous sentence, if a voter inserts a ballot into an optical scanner and departs prior to the ballot being returned by the scanner due to an undervote or overvote, the officer of

election may cast the ballot for the absent voter. If the ballot is unrecognized by the DS200, it will need to be placed in the Emergency Bin and hand counted during closing.

E. An absentee voter who votes other than in person shall be deemed to have cast his ballot at the moment he personally delivers the ballot to the general registrar or electoral board or relinquishes control over the ballot to the United States Postal Service or other authorized carrier for returning the ballot as required by law.

Statutory Authority: §§ 24.2-103 and 24.2-663 of the Code of Virginia.

Open the polling place

- **Verify the correct time. At exactly 6:00 a.m., announce outside the polling place entrance loudly and clearly, “The polls are now open.”**

Welcome and instruct authorized representatives (reps)

- Welcome reps, check written authorization forms and verify registration. Refer to page 3 within this guide for verification procedures and to the *Dos and Don'ts for Campaigners and Authorized Representatives*.

Chief/Assistant Chief– While the Polling Place is Open
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*****KEEP THE LINES MOVING!!!*****

Have officials record the number of ballots cast

- Using starting time of 6:15 am and then hourly, verify that the total number of voters from all EPBs is the same as the total number from the public counter on each voting unit. **Record this on the EPB-DS200 Worksheet.**

***Remember to account for the number of voided optical scan ballots.

- **Spoiled ballot (voter wants a replacement)**
 - Mark the ballot “Spoiled” and place in envelope #4.
 - Enter one tally mark on the Ballot Record Report under “Spoiled”.
 - Issue the voter a new ballot.
- **Void ballot (voter leaves ballot in booth or removes ballot from the polling place)**
 - Retrieve ballot, if possible, mark “VOID”, and place in envelope #4.
 - Enter one tally mark on the ballot record report under “Void”.
 - DO NOT issue another ballot.
 - Add details to incident report.

Number of provisional votes cast during election day

Each polling place is required to report its total number of provisional ballots cast during Election Day after it closes.

- 1) A provisional voter is considered a **“non-registered” voter** after confirmation is given by the general registrar's office that the voter is not registered but is given permission to vote a provisional ballot anyway. A voter is also considered non-

registered if their name does not appear upon the pollbook and the general registrar cannot be reached for confirmation. The log for these voters must be marked on the provisional ballot log with reason code 1. Voter may be eligible for a Same Day Registration (SDR) Ballot.

- 2) A provisional voter is a **“no ID” voter** if they have not shown the pollbook officer one of the acceptable forms of ID or ID statement. The no ID category applies **EVEN** if a combination of provisional reasons is also marked on the provisional ballot log. This is recorded as reason code 7.
- 3) A provisional voter is an **“other” voter** as long as the ID reason code is unmarked on the provisional ballot log. The main categories capturing “other” reasons are codes 3 – 6 on the provisional ballot log.
- 4) All Same Day Registration Provisionals are recorded on the log as reason code 1 and SDR.

The Provisional Ballot Log must be maintained throughout the day. The Chief or assistant Chief must be prepared to provide accurate numbers on provisional votes cast during Election Day within the polling place when the unofficial results are reported after the polling place closes. Ensure there is an adequate supply of ELECT-653 LOG – Precinct Provisional Ballot Log forms in case the precinct must transition from sporadic to full-time provisional voting (e.g. EPB fails and no alternative voter list or pollbook is available or court orders an extension to voting hours).

Verify the correct time at 6:45 p.m.,

- **Announce outside the polling place entrance loudly and clearly, “This polling place will close in 15 minutes.”**

Chief/Assistant Chief – After the Polling Place is Closed

Close the polling place

- Verify the correct time. At exactly 7:00 p.m., announce outside the polling place entrance loudly and clearly, “This polling place is officially closed.” If there is a court order to extend voting hours, see special procedures.
- Allow anyone in line when the polling place closed at 7:00 p.m. to vote using the voting equipment.
- On the last voter list, record names of voters, if any, waiting in line. Start the list with the name of the last person in line and work forward.
- Begin to ascertain the results after the last person who voted on the DS200 has departed the building.
- After all voting in the polling place is completed, close each EPB per the EPB procedures.
- Run four tapes, which follow the DS200 closing instructions.

Instruct authorized representatives (reps)

- Explain to reps that they may not leave the polling place until the tabulation of results has been completed and announced to election headquarters (i.e. Virginia Beach Office of Voter Registration & Elections).
- If less than four reps request to be present, the officers shall select from among any bystanders, so that as many as four reps and bystanders are present while the votes are counted [see *Dos and Don'ts for Campaigners and Authorized Representatives*.]

Supervise obtaining of results (closing the polling place)

- Refer to the requirements noted on the Chief's checklist and equipment manuals.

Provisional Ballots

- Place used sealed green envelopes in the larger green Envelope #1A.
- Clip the Provisional Ballot Log to envelope #1A.
- Enter in the certification section, on the reverse side of Envelope #1A, the number of green envelopes enclosed.
- Two officers must sign certification section on the reverse side of Envelope #1A.
- If no provisional votes are cast in the polling place, two officers may instead complete a certification in place of provisional votes Envelope #1A ELECT-1A form. When there are no provisional votes, this form can be sent to the circuit court for retention allowing reuse of the empty envelope. The unused, unmarked envelope(s) should be returned with other supplies to Voter Registration & Elections.

*****NOTE:** If voting hours are not extended, leave envelope #1B unmarked and unused. Place in the red bag returning to the general registrar's office. DO NOT put empty or unused provisional vote envelopes into large green envelopes 1A or 1B.***

Announce unofficial results

- Add hand-count numbers to all four tape totals using the hand-count instructions.
- **Report online all unofficial election results and the number of all provisional votes in the precinct** by reason code.
- Announce unofficial results. If media, reps, or others are still present in the polling place, they may leave at this time.

Complete the Statement of Results (SOR) (two identical copies)

- Record a detailed description when there is a discrepancy between the Grand Total from Part 1 and the Total Ballots Cast from Part 2.
- Use the Ballot Record Report, Incident Report, and the EPB-DS200 Worksheet to assist in developing your explanation for your discrepancy.
- Discrepancies can be written on page 2 (signature side) of the SOR.

Complete Printed Return Sheet (printed on yellow paper)

- All officers sign the Printed Return Sheet.
- Attach results tape #3 to Printed Return Sheet.
- Seal signed Printed Return Sheet in envelope #2A.

Supervise/pack envelopes and boxes [see Chief's Checklist]

- Check off each envelope/box as it is packed, sealed, and signed.
- Confirm that precinct name and/or number and date of election are printed on each envelope/box.
 - If necessary, enter this information in the upper right corner of each envelope/box label.

Supervise/take down the voting equipment and EPB units

- Refer to the user instructions for the voting machine.
- Refer to your locality's EPB procedures.

Supervise/make final checks

- Remove all signs and return as instructed.
- Pack election materials according to the Chief's Checklist.
- Leave polling place and inside of 40' prohibited area clean and organized.

Special Procedures, only if voting hours are extended by court order

- All voters voting after normal voting hours must vote by provisional ballot. Reason code 3 must be checked on the provisional envelope.
- A separate Precinct Provisional Ballot Log must be used for all "after hours" provisional voters. Reason code 3 must be circled on the provisional log for each voter. If additional reason codes are needed, circle the appropriate code on the log and check the appropriate box on the provisional envelope.
 - A provisional "after hours" voter who does not present an acceptable form of ID must, along with checking reason code 3, must check the box labeled "Voter ALSO did not present required identification".
- Separate out all provisional ballots with reason code 3 checked (even if another reason is also checked).
- Enclose the "after hours" provisional ballots in the larger green envelope #1B.
 - If so instructed by Election Board/GR, attach Precinct Provisional Ballot Log to the front of envelope #1B.
- Enter in the certification section, on the reverse side of envelope #1B, the number of green envelopes enclosed.
- Two officers must sign the certification section on the reverse side of envelope #1B if voting hours are extended.

Information Officer/Greeter

- Make sure you are positioned near the inside entrance door of the polling room.
- Greet all incoming voters.
- Operate Look up Device in accordance with the Look up device instructions.
- Operate Ballot Drop Box in accordance with the Ballot Drop Box Instructions.
- Assist voters in determining that this is the correct polling location.
- Brief voters on Election Day procedure.
- Offer a demonstration of the equipment using the posters for the DS200 and ExpressVote.
- Remind the voter to have their ID ready to present to the Pollbook Officer.
- Point out the signage on use of voting equipment, information regarding ballot issues, etc.
- Offer sample ballots to voters.
- Direct voters to pollbook table.
- Notify the Chief Election Officer of any voter needing assistance.
- Notify the Chief Election Officer of any Outside Polls voters in parking area.
- Notify the Chief Election Officer of any suspicious activity.
- Remind the voter that they may ask an election official for further instructions on any aspect of the voting equipment at any time.

Electronic Pollbook Officer

Definitions and Explanations

Note: For EPBs, all AB applicants should be included in the EPB database except those who applied on Monday before the election. The Office of Voter Registration & Elections will call the Chief Officer on Tuesday morning to notify them of any emergency voters. Refer to your locality's EPB procedures for detailed instructions.

- Final Absentee Ballot Applicant List (AB List): the official record of voters who were issued an absentee ballot before Election Day.
 - Treat each name marked "AB" on the pollbook as a person who has already voted. Refer to Problem 19 in the *What If* for guidance if a person offers to vote and "AB" is marked next to her name.
- Pollbook: the official record of registered voters in the precinct. In addition to the identifying information listed for each voter, the pollbook will show, to the left of some voters' names, a symbol that affects a voter's qualification to vote.
 - Appears as "inactive" in the EPB message box) means that there is a **question** about the voter's current resident **address** (see Problems 4 – 7 in the *What If*).

- **A Federal Only Voter:** means the voter is an overseas voter eligible to vote in federal elections only (see Problem 8 in the *What If*). Also check AB List to see if a ballot has been sent (see Problem 19 in the *What If*).

Electronic Pollbook Officer – Before the Polling Place Opens

- Remove Electronic Pollbooks (EPBs) from voting equipment cage.
- Set up the EPBs in accordance with instructions and the training provided.
- At 6:00am be ready to check in voters.

Electronic Pollbook Officer – While the Polling Place is Open

KEEP THE LINES MOVING!

- During Election Day, check in voters on the EPB:
 - Request voter present acceptable ID. Use the provided documentation, including ID Chart and What if... guide.
 - Ask voter to provide their full name and current address.
 - The voter is NOT required to state his name or address, but the EPB Officer MUST repeat/read out loud the **voter's name but NOT their address**.
 - The ID is used to determine the name of the voter. The address acknowledged by the voter can be stated, written, or displayed and must match the pollbook address. Otherwise, the "What if..." guide is used, and the Chief/Assistant Chief must be involved.
 - Process each voter promptly, using a 60 second per voter processing time as a goal.
 - Ensure that prospective voters are not turned away from the polling location without being directed to the Chief/Assistant Chief to offer a provisional ballot or receive correct precinct information.
 - Provide the voter with a Check-in Receipt after the check in process is completed and explain that this receipt is to be exchanged for a ballot provided by the Ballot Officer.
 - Direct the voter to the Ballot Officer.
- Assist in maintaining the EPB-DS200 Worksheet throughout the day.

Determine if voter is qualified

When determining a person's qualification to vote, if you encounter a problem that cannot be resolved quickly, get the Chief or Assistant Chief.

Electronic Pollbook Officer – After the Polling Place is Closed

- Print a Summary Report to return to the Chief along with the isync drive.
- Close the EPBs as instructed by the manual and the training provided.
- Place EPBs in the voting equipment cage for return to the warehouse the following day.

Electronic Pollbook (EPB) Supervisor

A Pollbook Supervisor should be chosen in advance by the Chief Election Official to lead and assist Pollbook workers. The duties described below are in addition to those included in the Electronic Pollbook Officer duties/standards/responsibilities.

- Before the polls open at 6am prepare to lead and assist in setup of all Electronic Pollbooks.
- Lead team of EPB officers.
 - Ensure assigned EPB officers are familiar with their duties as specified.
 - Have team ready to receive voters by 6:00am.
 - Verify that the first entries made by each EPB Officer, after each rotation, are complete and correct.
 - Provide one-on-one instruction to EPB Officers who may need assistance.
- Maintain operation of the Electronic Pollbooks verifying voters are checked in properly.
- Monitor traffic and flow at EPB table(s).
- Communicate with Chief Election Officer and Voter Registration & Elections staff to resolve technical problems as necessary.
- Assist Chief in resolving voter check-in problems.
- If designated by the Chief Election Officer, maintain the EPB-DS200 worksheet, starting at 6:15 am and hourly thereafter. Notify Chief immediately of any discrepancies.
- Provide input to Chief for incident reports as appropriate.
- Process Same Day Registration Provisionals using the same day registration step-by-step.
 - Voter must register and cast their ballot in the correct polling location
 - Voter completes Voter Registration Application before providing a Provisional Ballot
 - Check box in Election Officer section of SDR VRA, check “Yes” or “No” to question “Did voter show ID or complete ID Confirmation Statement?”, and sign.
 - When completing the log circle 1 and SDR.
- After polls close at 7pm and after last voter has left, lead and assist team in closing of Electronic Pollbooks and store properly in cage.

Ballot Officer

Ballot Officer – Before the Polling Place Opens

- Manages paper ballots and ExpressVote ballot cards.
- Count paper ballots and ExpressVote ballot cards to verify the Chief's count before entering the information on the Ballot Record Report. Do not open packages that are not needed.

Ballot Officer – While the Polling Place is Open

- Make sure Ballot Officer is positioned to ensure that a voter leaving the pollbook table proceeds immediately to the Ballot Officer table.
- Provide each voter with a paper ballot or an ExpressVote ballot card in exchange for the Check-in Receipt provided by the EPB Officer during check in.
- Remind the voter to mark the ballot correctly by completely filling in the ovals by their choice using the pen provided at the voting booth.
- Direct the voter to the Booth Officer.
- Maintain the Ballot Record Report to account for each ballot throughout the day.
- Account for all spoiled and voided ballots.

Ballot Officer – After the Polling Place is Closed

- Count unused ballots. Leave sealed (pre-counted) packages sealed.
- Record on Ballot Record Report.
- Complete Ballot Record Report after closing and give to Chief for review and signature.

Booth Officer

Booth Officer – Before the Polling Place is Open

- Remove the voting booths, privacy screens and the ExpressVote ballot marking device from the voting equipment cage.
- Set up the voting booths in the polling location.
 - Ensure that each booth has a privacy screen and a pen for marking ballot.
 - Position booths so that no person other than the voter can see their ballot marking surface, and no voters, officers or observers will walk behind any voter where they can see how the voter is voting.
- Set up the ExpressVote ballot marking device in accordance with written instructions and the training provided.

- Place this device on a sturdy table near the ADA voting booth when possible.

Booth Officer – While the Polling Place is Open

- While voting is in progress, be positioned to observe that voters leave the Ballot Officer and proceed to the voting booth area.
- Direct new voters to next available booth.
- Maintain an orderly line of voters waiting on the next available voting booth when all voting booths are in use.
- Establish a separate line for voters who choose to use the ExpressVote system and review procedures with the voter including if the voter needs assistance in reading or marking the ballot due to blindness, physical disability, inability to read or write. Translation of the ballot into another language requires the voter and assistant to complete a Request for Assistance form.
- Remind voters
 - Use the instructions on the top of the ballot as a guide to properly mark ballot.
 - Mark their ballot with the pens provided.
- Remind voter of option to ask an officer on how to use the ballot or equipment at any time. Voter and assistant must complete *Request for Assistance* form if the voter needs assistance in reading or marking the ballot. This includes translation of the ballot into another language.
- Direct the voters with their marked ballot to proceed to the DS200 Digital Scanner to insert their ballot for tabulation.
- Once the voter has left the booth, remove extraneous materials, and make sure there are not marks on equipment or booth.
- If the voter leaves the booth without casting the ballot and has left the polling place, notify the Chief immediately. The un-voted ballot must be voided.

Booth Officer – After the Polling Place is Closed

- Follow the instruction for closing the polls.
 - Disassemble the voting booths, pack them in their boxes and return them to the voting equipment cage.
 - Shut down the ExpressVote ballot marking device in accordance with written instructions and the training provided. Return the ExpressVote ballot marking device to the voting equipment cage.

Machine Officer

Machine Officer – Before the Polling Place is Open

- For security, verify seal(s) has not been tampered. If there is no seal or it has been tampered with notify the Chief immediately.
- Verify seals are intact and match the seal numbers of voting machines assigned to the precinct listed on Printed Return (Yellow); remove each seal, when required, and place on Printed Return (Yellow).
- Set up the DS200 Digital Scanner in accordance with instructions and the training provided.
- Ensures that the Ballot Box and Blue Tote bin within the Ballot Box are empty of ballots before the polls open and after the polls are closed.
- Position machines so no person other than the voter can see the voter's ballot marking surface, and no voters, officers or observers will walk behind any voter where they can see (even unintentionally) how the voter is voting. The voter's perception of privacy in voting is as important as actual privacy.
- Re-read and have available 1VAC20-60-40 "When ballot cast." regulation.

Machine Officer – While the Polling Place is Open

- Positioned about 4 feet from the DS200 while voting is in progress
 - Observe each voter as they leave the voting booth area and proceed to the DS200 Optical Scanner to insert their ballot.
 - Remind voter that the voter has the responsibility to verify their vote and no summary of votes will appear on the screen of the DS200.
 - Advise the voter if the DS200 displays an error message on the screen.
 - Ensure that a voter does not come directly from the Ballot Officer and attempts to insert a blank ballot into the DS200.
 - Attempt to correct jammed ballots in the DS200 using troubleshooting instructions.
 - Remove the Blue Tote bin located inside the Ballot Box when full using the troubleshooting instructions by monitoring the Public Count on the DS200.
 - Assist the Pollbook Supervisor in maintaining the EPB-DS200 Worksheet throughout the day by periodically verifying that the total number of voters from all EPBs is the same as the total number from the Public Count on DS200.
- Remind voter of option to ask an officer on how to use the ballot or equipment at any time. Voter and assistant must complete *Request for Assistance* form if the voter needs assistance in reading or marking the ballot. This includes translation of the ballot into another language.

For optical scan ballot –

- **Spoiled ballot (voter wants a replacement)**

- Mark the ballot “Spoiled” and place in envelope #4.
- Enter one tally mark on the Ballot Record Report under “Spoiled”.
- Issue a new ballot.
- **Void ballot (voter leaves ballot in booth or removes ballot from the polling place)**
 - Retrieve ballot, if possible, mark “VOID”, and place in envelope #4.
 - Enter one tally mark on the Ballot Record Report under “Void”.
 - DO NOT issue another ballot.
 - Add details to Incident Report
- For each departing voter:
 - Share information about becoming an Election Official, when appropriate.
 - Provide the voter with an “I Voted” sticker.
 - Thank the voter for coming out to vote.

Machine Officer – After the Polling Place is Closed
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- Process any ballots found in emergency ballot bin.
- Shut down the DS200 Digital Scanner in accordance with written instructions and the training provided.
- Return the DS200 Digital Scanner to the voting equipment cage.

PACKING ENVELOPES AND BOXES

Envelope Number	Contents	Sealing and Signing Requirements*
Envelope #1A and Certification in place of Provisional votes Envelope #1A ELECT-1A to be used if none	<ul style="list-style-type: none"> ● Provisional Ballot(s) VOTED [Sealed Green Envelopes] ● Precinct Provisional Ballot Log 	<u>Certification of Officers</u> <ul style="list-style-type: none"> ● Enter number of envelopes enclosed ● Sign certification (Two officers) ● Seal with label ● Sign and date label (Two officers)
Envelope #1B ONLY if instructed	<ul style="list-style-type: none"> ● Provisional Ballot(s) Cast After Hours by court order extending voting hours ● Precinct Provisional Ballot Log (After Hours) 	
Envelope #2	<ul style="list-style-type: none"> ● Officer of Election Oath ● Pollbooks ● Pollbook Count Forms ● Statement of Results (Two identical copies) ● Write-Ins Certification (Two identical copies) ● Incident Report ● Ballot Record Reports ● EPB-Worksheet ● Final AB Report ● EPB isync drive ● Chief’s Evaluation ● Payroll Sheet ● Last voter list 	<ul style="list-style-type: none"> ● Seal with label ● Sign and date label (Two officers)

Envelope Number	Contents	Sealing and Signing Requirements*
Envelope #2A	<ul style="list-style-type: none"> • ELECT-658 Printed Return Sheet (Yellow) with results tapes attached 	<ul style="list-style-type: none"> • Seal with label • Sign and date label (Two officers)
Box/Envelope #3	<ul style="list-style-type: none"> • Counted Ballots 	<ul style="list-style-type: none"> • Seal with label • Sign and date labels (All officers)
Envelope #4	<ul style="list-style-type: none"> • Spoiled Ballots • Void Ballots 	<ul style="list-style-type: none"> • Seal with label • Sign and date label (Two officers)
Envelope #6	<ul style="list-style-type: none"> • Unused Express Vote Ballot cards 	<ul style="list-style-type: none"> • Seal with label • Sign and date label (Two officers)
Box #6	<ul style="list-style-type: none"> • Unused Ballots 	<ul style="list-style-type: none"> • Lock bin and seal • Sign and date label(s) (Two officers)
Envelope #7C	<ul style="list-style-type: none"> • 2 set of keys • Thumb drive from DS200 • Thumb drive from Express Vote 	<ul style="list-style-type: none"> • Attach plastic seal through zipper
Envelope #8	<ul style="list-style-type: none"> • Completed Voter Registration Applications • Completed Affirmation of Eligibility Forms • Completed Request for Assistance Forms • Notification of Death and Registered Voter Forms • Virginia Voters' Election Day Complaint form • Duplicate Names list • Authorization to Reproduce Ballots Form • Election Official Interest Forms • ID Confirmation Statements 	<ul style="list-style-type: none"> • No seal required
Envelope #9	<ul style="list-style-type: none"> • Virginia Election Laws 	<ul style="list-style-type: none"> • No seal required
Envelope #10	<ul style="list-style-type: none"> • Officer of Election Buttons/Name Badges 	<ul style="list-style-type: none"> • No seal required
Envelope #11	<ul style="list-style-type: none"> • Optical Scanner Results Tape #4 	<ul style="list-style-type: none"> • No seal required

* **“Two Officers” means:**

- **General/Special/Dual Party Primaries: Officers of different political parties**
- **One Party Primary: Any two officers**

ELECT provides only those envelopes specifically required by the Code of Virginia. All other envelopes must be provided by the localities themselves. The ELECT website offers print-ready materials and artwork for each of the required envelopes and labels. A locality may develop its own envelopes #9 through #12 and use them, if desired.

<p align="center">Persons Allowed Inside Polling Places (see Prohibited Areas Poster)</p>
--

- Officers of election.
- Qualified voters offering to vote and persons assisting them at their request.
- Candidates may enter to vote or visit for NO longer than ten (10) minutes per day per polling place. While in the polling place, candidates MAY NOT campaign.
- Minors age 15 or younger accompanying a parent. The minor is also permitted to accompany his or her parent into the voting booth.

- Any member or authorized representative of the electoral board.
- Any authorized party representative (see “Activities Prohibited Inside Polling Place” on the next page for more details).
- Any authorized candidate representative (see “Activities Prohibited Inside Polling Place” on the next page for more details).
- Voting equipment custodians.
- News media representatives [see § 24.2-604.5 for permitted activities and limitations].
- Neutral observers or others as authorized in writing by electoral board [see § 24.2-604.5].
- High school election pages.

Activities Prohibited Inside Polling Places (see Prohibited Areas Poster)

- Campaigning is not permitted by anyone inside the polling place.
- No person may give, tender, or exhibit any ballot, ticket or other campaign material to any person.
- No person may solicit or in any manner attempt to influence any person in casting her vote.
 - See “Election Day General Reminders” on page 2 for more information on worn items (e.g. political apparel, stickers and/or buttons, etc.)
- No one may hinder or delay any officer of election or voter.
- Neutral observers [§ 24.2-604.5] and candidate or party authorized representatives [§ 24.2-604(C)] (other than interpreters) are prohibited from assisting voters with voting or wearing any indication that they are authorized to assist voters either inside the polling place or within 40 feet of any entrance to the polling place. See Dos and Don'ts for Campaigners and Authorized Representatives (Rev 10/21) for more details.

Primary Elections

What is a primary election?

A primary is an election held for the purpose of selecting one or more candidates to represent a political party for election to a particular office(s). In a primary election, voters decide who will be the nominee(s) of the political party. In a dual primary or multiple primary, two or more parties' primaries are held on the same day. Virginia law permits a voter to vote in either primary, but in only one party's primary per election. (§ 24.2-530)

Currently only two political parties meet the definition of “political party” as defined by § 24.2-101. They are the Democratic Party of Virginia (DPVA) and the Republican Party

of Virginia (RPVA). Only authorized representatives of DPVA and RPVA are eligible to request a primary election as a method to nominate a candidate for elected office.

Exceptions to “general election” procedures

In a primary election, write-in votes are not permitted. (§ 24.2-644, Code of Virginia). The other procedures that are different from a “general election” are addressed on the next page.

Dual or multiple primary elections only ...	
Voter must be asked ...	<p>“In which party’s primary do you wish to vote?”</p> <ul style="list-style-type: none"> • Note: For EPBs, refer to your locality’s EPB procedures for detailed instructions. • Look up voter in both (Democratic and Republican) pollbooks to make sure voter has not already voted in either primary (including voting absentee). • Mark the pollbook count sheet for the selected primary only. • Enter the pollbook count number in the pollbook for the selected primary only. • Do not mark the other party’s count sheet or pollbook. • Give the voter the proper ballot for the party primary they selected.

Paper Pollbooks (Use only if EPBs are inoperable)

- Contact the office.
- Follow the instructions for use of paper pollbooks.
- Continue use of EPB-DS200 worksheet.
- Paper Poll Book Users: Verify “AB” is indicated in the pollbook ** (double asterisk column) for each name listed on the AB List. Call the general registrar’s office if there are any discrepancies.

Pollbook References

- Alphabetical Sections: A paper pollbook may be divided into alphabetical sections (A-J, K-Z, etc.) depending on the number of voters in the precinct. Be prepared to re-divide the pollbooks should long lines appear on Election Day. Alphabetical sections are not used with the EPBs.

- Pollbook Count Form (PBC): A set of pre-printed forms that list numbers 1 – 1,000, 1,001 – 1,500 and 1,501 – 2,000 in consecutive order. A separate pollbook count form or set of forms are used for each alphabetical section of each pollbook.

Confirm pollbook and pollbook count forms

- Using a black or blue pen, mark “AB” (for absentee ballot) in the ** (double asterisk) column of the pollbook for each name listed on the AB List, or confirm that this already has been done.
- Confirm that you have one pollbook count form set for each alphabetical division of the pollbook.
- Confirm identifying information on the pollbook count form (top of each page).
- All voters who qualified to vote after the books were printed will have been hand-entered at the end of the appropriate alphabetical section or will be listed on a supplemental pollbook page.

Suggestion: To assist in keeping a record of the number of voters voting by paper ballots, use a different colored pen to mark off the *pollbook count* number, or mark a “P” (instead of “X” or “O”) in the numbered space on the *pollbook count* form.

Note: The pollbook count numbering procedures listed on the next page do not apply to EPBs. Refer to your locality’s EPB procedures for detailed instructions.

The majority of voters will be checked in following the procedures outlined below.

Standard Procedure	What to do if ...
<p>Step 1: Ask the voter for their full legal name and current residence address even if you know the person.</p> <p>Repeat the voter’s full name in a loud and clear tone so that the party and/or candidate representatives can hear..*</p> <p>Ask the voter for any one of Virginia’s acceptable forms of identification</p>	<p>If voter’s qualification to vote is challenged by another voter or an officer of election, see Problem 13 in the <i>What If</i>.</p> <p>If you have questions about which IDs are acceptable, see Problem 1 in the <i>What If</i>.</p> <p>If voter has no acceptable ID, see Problem 2 in the <i>What If</i>.</p>

Step 2: Locate voter's name on the pollbook.	<p>If “?” is printed next to voter's name or if the voter has moved, see Problems 3 – 7 in the <i>What If</i>.</p> <p>If voter's name is already marked with a consecutive number on pollbook, see Problem 14 in the <i>What If</i>.</p> <p>If “A” or “F” is indicated next to voter's name, see Problems 8 and 18 in the <i>What If</i>.</p>
Step 3: Compare voter's current address with the address printed on the pollbook.	If voter's address has changed, see Problems 4 – 7 in the <i>What If</i> .
Step 4: Mark off pollbook count number.	
Step 5: Enter the marked-off number in the pollbook in the 2 nd column titled “Enter Consecutive Voter Number”.	
Step 6: Give the voter a Check-in Receipt and direct the voter to the ballot officer. After being checked in and marked on the pollbook, the voter must remain in the polling place until they cast their vote.	
* NOTE: As of July 1, 2020, officers should no longer repeat aloud the voter's address, only their full name.	

<i>If...</i>	<i>Then</i> , in addition to entering the pollbook count number...
Voter votes outside the polling place.	Enter “OP” opposite voter's name in pollbook (in ** column).
Voter is required to sign <i>Affirmation of Eligibility</i> statement.	Enter “S” opposite voter's name in pollbook (in ** column).

*****See *What If* for all other issues and detailed instructions on the issues above.*****

Dual Primary Election: Mark the voter's name with the pollbook count number in the pollbook for the primary in which they are voting. A voter may only vote in one party's primary. When dual primaries are held, see "Primary Elections" at the end of this document.

Certify Pollbook Count form (does not apply to EPBs)

- Enter the last number marked off on the pollbook count form in the certification section (page 4 of the form).
- Sign pollbook count certification (only the last pollbook officer for each pollbook is required to sign).



★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

the Handbook

Chapter II

Election Day Manual

September 2023

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11. Election Day Manual

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11.1 CHAPTER ORGANIZATION

This chapter should be a resource for general registrars, local electoral board members, and officers of election. §11.2 addresses common questions and situations that can arise on election days such as general disruptions, campaigning near or in the polling place, voters or elections officials bringing weapons into polling places, electronic devices, authorized representatives, and children in the polling place. This section also addresses the exception in the Code of Virginia permitting a voter on the sex offender registry to go to a public school if that is the voter's lawful polling place.

Read §11.3 before an election day, so that you can be familiar with emergency procedures. However, you can also use §11.3 as a quick resource guide. §11.3 can be used in each polling place by the chief officers of election who are responsible for reacting to emergencies, providing notice, and following emergency protocols. §11.3.1 specifically discusses preparedness planning; §11.3.2 provides guidance for where, when, and how to resume voting if the circumstances require a polling place to be evacuated. Use §11.3.4 as a resource for emergencies that will arise immediately such as the inability to enter a polling place due to high water or locked doors. Refer to §11.3.5 for all other emergency responses.

§11.5 discusses Election Day complaints (both informal complaints and Help America Vote Act complaints). §11.6 covers common Election Day offenses and how to respond appropriately.

11.2 GUIDELINES FOR ELECTION DAY

11.2.1 General Disruption and Campaigning Within the Polling Place

If a voter or any other person is disrupting the polls, or any person is campaigning within the prohibited area or polling place, there are certain steps that can be taken to contain the situation.



As a first step, election officials (preferably two officials) should ask the person to cease the disruption or ask the person who is campaigning to leave the prohibited area and polling place. If the person is entering or inside the polling place to vote, make sure the voter is aware of the prohibition on campaigning in this area. If the person continues to campaign or becomes disruptive, officers of election should call 9-1-1. (Note: If you call 9-1-1, be sure to identify yourself as the chief election officer or an election official.) Remember to **complete an Incident Report**.

Please keep in mind the restrictions applicable to any person in the polling place, outlined in the Code of Virginia §§24.2-604 and 24.2-607, which include the following:¹

- **No person** in the polling place may **hinder or delay** a qualified voter, give, tender or in any manner **try to influence a voter**, be in a position to **see the marked ballot of any voter**, or **otherwise impede** the orderly conduct of the election. Code §24.2-604(D).
- **Do not allow observers to provide any assistance to any voter.** Make sure observers are not wearing any indication that they are authorized to help voters. Code §24.2-604(C).
- **No person can intimidate or interfere** with any qualified voter so as to prevent the voter from casting a secret ballot. Code §24.2-607.

These prohibited activities shall not be construed to prevent a person approaching or entering the polling place for the purpose of voting from wearing a shirt, hat, or other apparel (including a sticker or button) with a candidate's name or slogan on it.²

11.2.2 Weapons in the Polling Place

Virginia law prohibits bringing firearms and other weapons within 40 feet of any building or any part thereof that is being used as a polling place unless otherwise authorized by law such as:³

- any law-enforcement officer or any retired law-enforcement officer qualified pursuant to subsection C of §18.2-308.016;
- any person occupying his own private property that falls within 40 feet of a polling place
- an armed security officer, licensed pursuant to Article 4 (§9.1-138 et seq.) of Chapter 1 of Title 9.1, whose employment or performance of his duties occurs within 40 feet of any building, or part thereof, used as a polling place

Officers of election have authority to preserve order in the polling place. If a person in possession of a weapon or firearm is acting in violation of Virginia law, the officers of election may first order the person to stop and leave the prohibited area. If the person does not stop, the officers of election, or most of them, may order the arrest of the individual by a law

¹ See the Code of Virginia §§[24.2-604](#) and [24.2-607](#).

² See the Code of Virginia [§24.2-604](#).

³ *Id.*





enforcement officer. **In no circumstance should an officer of election or other elections official possess any weapon while in the polling place.**

11.2.3 Sex Offender Registry Exception

A voter listed on the sex offender registry normally cannot go near or inside a public school. However, the Code of Virginia §18.2-370.5 provides an **explicit exemption for voters** whose polling location is located inside a school: these provisions “shall not apply to such adult if he is a lawfully registered and qualified voter, and is coming upon such property solely for purposes of casting his vote”.⁴

11.2.4 Electronic Devices in the Polling Place (1VAC20-60-30)

The use of electronic devices in the polling place is generally accepted. However, representatives of candidates and political parties authorized to observe the election are prohibited from taking photos or video within the polling place.⁵

Officers of election may restrict the use of electronic devices *if* such use hinders, delays, or disrupts the voting process. The decision to restrict the use of electronic devices must be agreed to by most officers of election. This decision is immediately appealable to the local electoral board. While an individual may be asked to leave the polling place for being disruptive, no voter may be removed from the polling place until after the voter has cast their ballot.

No electoral board may enact a policy that completely disallows the use of electronic devices by all individuals.⁶

11.2.5 Representatives and Observers

Questions regarding authorized representatives and neutral observers are addressed in the Code of Virginia §24.2-604(C), 24.2-604.4, and 24.2-604.5.⁷ Please remember that no person in the polling place may hinder or delay a qualified voter, give, tender or in any manner try to influence a voter, be in a position to see the marked ballot of any voter, or otherwise impede the orderly conduct of the election.

Do not allow observers to provide any assistance to any voter. Make sure observers are not wearing any indication that they are authorized to help voters.

11.2.5.1 Authorized Representatives

Officers of election shall admit authorized representatives for the Democratic and Republican parties and independent candidates to the polling place as long as the total number of representatives complies with the Code of Virginia §24.2-604.4; this statute limits the number of representatives for each political party or candidate to either one

⁴ See the Code of Virginia [§18.2-370.5](#)

⁵ See Virginia Administrative Code [1VAC20-60-30](#).

⁶ See Va. Att’y. Gen. Op. [16-038](#).

⁷ See the Code of Virginia §§[24.2-604\(C\)](#), [24.2-604.4](#), and [24.2-604.5](#).



authorized representative per pollbook, or up to three representatives for each in the room – whichever number is greater.⁸

Each authorized representative must be a qualified voter in the Commonwealth (of any jurisdiction).⁹ Each authorized representative must present a written statement authorized and signed by the party chair or independent candidate. Photocopies of the written statement are acceptable.

11.2.5.1 Neutral Observers

The local electoral board or general registrar may authorize in writing the presence of additional neutral observers as appropriate.¹⁰ If your locality (whether the general registrar or the local electoral board) grants authorization to additional neutral observers, consider the implications of granting permission to one group without also providing notice and the opportunity to other similar or opposing groups that may wish to be present.

11.2.5.1.1 Must Be Authorized in Writing

The local electoral board or general registrar may authorize *in writing* the presence of additional neutral observers as may be deemed appropriate.¹¹

Local electoral boards and registrars should consider adopting a consistent policy for responding to such requests and objective criteria for deciding. This will help ensure fair treatment of requestors.

11.2.5.1.2 Grant Equal Access

If a local EB or GR grants authorization to neutral observers in addition to the authorized representatives, please keep in mind the optics of granting permission to one group without also providing notice and the opportunity to other similar or opposing groups that may wish to be present. Other factors that may be considered by the electoral board or general registrar are the number of voters expected, the amount of equipment allocated, and the number of officers scheduled to be in each precinct.

While a general policy denying requests from any group not required to have access to polling places is allowable, you should consider if there are other options that would assist in making the election process more transparent. These options include limiting neutral observers to the less busy times of day and/or offering to allow access during a non-presidential election.

11.2.6 Children in the Polling Place

As a rule, a voter may be accompanied into the voting booth by children aged fifteen or younger.¹² Under laws that prohibit disruption of voting, the officers may ask a parent whose

⁸ See the Code of Virginia [§24.2-604.4](#).

⁹ *Id.*

¹⁰ See the Code of Virginia [§24.2-604.5](#).

¹¹ *Id.*

¹² See the Code of Virginia [§24.2-643\(A\)](#).



child becomes unruly to get them under control. **In no case should an officer of election or electoral board member ever touch or discipline the child.** It is the parent's responsibility to control the child he or she has brought into the polling place. If the child feeds the ballot into the tabulator or otherwise casts the ballot and the voter has not completed the ballot, a new ballot will **not be provided**. If a ballot is damaged, the voter may "void" it and a new ballot can be issued. However, children should not be allowed to mark or play with a ballot. While Code language allowing a child to accompany the voter is written in the singular, there is not a one child per voter limit.

The officer should normally assume that the child accompanying the voter is "his [or her] child." No affirmation of kinship is required. Only the most obvious abuses should be questioned. For example, a teacher trying to claim a class of twenty as "his children" obviously does not fall within the intended meaning of the law. The class would fall under the definition of "neutral observers", which can only be authorized in writing in advance by the electoral board.¹³

11.3 IN CASE OF EMERGENCY

The Code of Virginia states that polls **MUST** be open for voters to place their vote at 6:00 a.m.¹⁴ Officers of election **MUST** be present by 5:15 a.m.¹⁵ Officers other than the chief and assistant chief may be assigned to work less than a full election day.¹⁶

11.3.1 Preparedness and Immediate Response

Each Chief Officer of Election should be instructed to divide the below in-case-of-emergency tasks amongst the officers of election *before voting commences at 6 am on Election Day*. If this has not been done, the Chief Officer of Election should assign these tasks by priority prior to announcing the emergency to the public.

Prepare by assigning one of the below mandatory tasks to each officer of election *in advance of the emergency*.

1. Take a headcount of all persons in the polling location.
2. Call the general registrar and/or electoral board.
3. Alert all present individuals of the emergency circumstances as calmly as appropriate and remind them of the predetermined assembly area. All present persons should assemble at a predetermined assembly point at least 300 feet away from the building (or as close to 300 feet as terrain/conditions will allow) and outside of parking areas, if possible.
4. Take quick note of the "Public Counter" number on the machine(s).
5. List the names of those who checked in before the evacuation but were unable to vote.
6. If the emergency permits, all officers of election should be prepared to take the below items out of the compromised polling place:
 - a. Counter
 - b. Ballot container(s)

¹³ See the Code of Virginia [§24.2-604](#).

¹⁴ See the Code of Virginia [§24.2-603](#) (polls must be open by 6:00 a.m.).

¹⁵ See the Code of Virginia [§24.2-639](#) (officers of election must be present by 5:15 a.m.).

¹⁶ See the Code of Virginia [§24.2-115.1](#) (officers other than the chief and assistant may work less than a full day).



- c. Pollbook(s)
- d. Unused ballots
- e. Necessary forms and materials to allow voting to continue
 - i. Affirmation of Eligibility
 - ii. Provisional voting materials
 - iii. Precinct lists
- f. Vital Supplies (cell phone, tape, etc.)

11.3.2 Resume Voting After Evacuation: How, When and Where

General registrars and officers of election should seek to ensure that voting can recommence (outside the polling place) as soon as it is both possible and safe.

11.3.2.1 If the polling place does not have operational voting equipment or sufficient ballots

Use emergency paper ballots as per the Code of Virginia §24.2-642.¹⁷ If electronic pollbooks are used and unavailable, provisional ballots should be issued to all voters.

11.3.2.2 If you cannot re-start voting outside the polling place

Contact your local electoral board to request authorization for an alternative polling location. The local electoral board may authorize moving the polling to another location, but must do so with the Department of Elections' approval. If the relocation is authorized, an election official must leave directions to the new location posted on the doors (post on both regular and handicapped accessible entryways).

The directions should indicate the time this polling place was vacated and on whose authority, e.g., "Vacated by authority of the electoral board, 2 p.m. To vote, please report to _____."

11.3.3 Emergency Polling Place Relocation on Election Day

After receiving notice of an emergency at a polling place, the general registrar or electoral board should

- Contact local law enforcement and local emergency management.
- Contact the Commissioner of the Department of Elections to propose an alternative location. An alternate location must be established within the precinct or within 1 mile outside the precinct boundary. The safest, most efficient shelter should be used to resume voting as soon as possible after the Commissioner has approved the new location.
- Prepare and email or fax the Emergency Polling Place Relocation form (ELECT-310) located in [FormsWarehouse](#) Category *Emergency Procedures* to the Department of Elections as quickly as possible. Links to these forms are also provided on page 3.¹⁸

¹⁷ See the Code of Virginia [§ 24.2-642](#).

¹⁸ See FormVWarehouse, [Emergency Procedures](#).



- Advise voters and candidates on the ballot (or their campaigns) must be notified by the most efficient means, such as fliers and the news media (television and radio, if possible), of the new polling location.

The chief officer of election should

- Plan to transport the necessary equipment & supplies to the new location.¹⁹
- Advise voters at the polling location who had not yet voted, of the new polling location.
- Post notices at and outside the old (original) polling place, if possible.

11.3.4 Common Election Day Emergencies

11.3.4.1 *Cannot Enter the Polling Location*

In the case of **high water** before or after the polls open:

- First notify the registrar, who will in turn contact the local electoral board.
- The electoral board must follow the guidelines established in your Election Emergency Procedures.
- After the alternate plans have been finalized, the electoral board and chief election official will notify election officials on how to proceed.

In the case of **locked doors**:

- If the Chief Officer of Election does not have the key for the polls, they should ensure, prior to Election Day, that they have phone numbers for contacting a facility custodian or the management staff.
- If the Chief Officer of Election cannot contact facility staff, they should contact the registrar and begin following the guidelines for an alternate polling location.

11.3.5 Emergencies Involving Election Officials and Supplies

If the **chief election official does not arrive with the supplies by 5:15 a.m.**:

- Any election official present should notify the general registrar.
- The office staff will attempt to reach the chief at their home.
- If the chief cannot immediately get to the polls with the supplies and books, the electoral board will deliver supplies, ballots, and a machine key immediately to the polling place.
- Until the pollbooks (which are in the custody of the chief) arrive, the registrar's office must be called to verify that each voter is qualified. For each qualified voter who votes on the registrar's authorization before the pollbooks arrive, record the voter's full name, street address and pollbook count (PBC) number on a note pad.
- Once the officers have the pollbooks, they record the voters and PBC numbers in the appropriate sections (double-checking names and addresses to make sure the correct voter is marked).
- If there is no phone service, or the registrar is not available, follow the normal procedures for a voter who is not listed on the pollbook, using a paper ballot, and

¹⁹ See the Code of Virginia [§24.2-638](#) (allowing voting equipment to be moved in cases of emergency).



completing the Provisional Ballot envelope. Do not mark these voters on the notepad or pollbook.

If a voter must leave before you receive ballots, take their name and phone number. If the voter returns later in the day, place them at the front of the line, if one exists. However, a voter who has already been checked in on the pollbook as present to vote and then leaves may not return and vote later.

If the chief election official is ill or has a family emergency before the election

- The assistant chief or other designated official will be notified to pick up the supplies and ballots.
- That individual will serve as chief in absence of the originally designated chief.

If the supplies are destroyed, immediately call the registrar so that new supplies may be furnished.

- The supplies and ballots must not be left overnight in an automobile. The chief should ensure the supplies, equipment, and ballots are safely secured both at home and at the polling location when they go to check their equipment. If the supplies are destroyed, the registrar's staff will then replace supplies.

In the event that the precinct is short of election officials

- The shortage must be reported as the chief or assistant chief becomes aware.
- The registrar's office will attempt to replace the official.
- The other election officials must proceed in opening the polls.
- If an officer of election is absent or unable to serve and the polls have been open for one hour, the remaining officers of election shall appoint a substitute officer of election for the precinct. The substitute officer shall possess the same qualifications and, after taking the requisite oath, have the same powers as officers appointed by an electoral board.²⁰

11.4 OTHER DIFFICULTIES ON ELECTION DAY

In the event that voting equipment **malfunctions or is damaged**:

- Immediately report to the voting machine technicians or the registrar/electoral board's office.
- Follow procedures in the Code under "Inoperative Equipment."
- When using optical scan ballots, voting will continue normally except for the tabulating.
 - Any voted ballots must be placed in the emergency ballot container. The ballots will remain in that container until the polls close and then the ballots will be fed through the counter.
 - If the officials neglect to place the ballots in the emergency ballot container before running the tapes, the technicians and an electoral board member must

²⁰ See the Code of Virginia [§24.2-118](#).



be summoned to the precinct and observe while all the ballots are run through the counter again before the results can be reported.

- The ballots may have to be read or hand counted if the locality does not have the equipment.

In the event that the **ballot container is damaged or missing**

- Immediately report this to the registrar and a technician will be sent to repair or replace the container.
- If the emergency ballot slot cannot be used, the voters must place their ballots in the black supply container, or other container that is sealed and has a slot on top.
- The ballots must remain in that container until the polls close and then the ballots must be fed through the tabulator.

In the event that the **precinct phone is not working**

- Report the problem to the facility's custodial or the management staff.
- Another phone may be obtained to report the nonfunctional phone or down service to the registrar.
- If needed, a wireless phone may be provided until phone service is restored.

In the event that the **registrar's phones are not working**

- Use wireless phones until service is restored.
- Notify all precincts of the new temporary number at which the registrar's staff may be reached.

In the event of **power failure at the registrar's office**

- Decide if the staff will be relocated.
- Notify election officials of the new location and contact information.

In the event of a **power failure at the polling location**

- Immediately report this to the registrar.
- If multiple outages are reported, the general registrar must report the outages to the Department of Elections.
- Report the problem to the facility's custodial or the management staff.
- Continue voting on available ballots, using provisional ballots as needed if electronic pollbooks are unavailable.

In the event the **ballot box fills**, officers of election may open the ballot container and empty the ballots with the following safeguards:

- The optical scan ballot container shall be opened in plain sight of any authorized party representatives or other observers and, once the ballots have been deposited into an auxiliary ballot container, both ballot containers shall remain in plain sight in the polling place.



- Any such auxiliary ballot container used shall have a lock and key and an opening of sufficient size to admit a single folded or unfolded ballot and no more.²¹
- At least two officers of election, representing both political parties, must transfer the ballots.²² Two members of one single party may transfer the ballots if the election taking place is a single-party primary.

11.5 ELECTION DAY COMPLAINTS

One of the most important responsibilities of state and local election officials is ensuring the transparent and fair operation of elections. In support of this endeavor, local election officials should ensure that all Election Day workers are trained in Election Day procedures and be prepared with appropriate responses to any complaints or violations. The purpose of this section is to discuss election officials' response to complaints and violations that may occur.

11.5.1 Election Day Complaints

Voters should make complaints directly to the local general registrar or to the Department of Elections at any time. Complaints can range from a polling place having a long line to voting equipment being inaccessible. Election officials should take each complaint seriously and decide what solutions they can provide and be aware of when complaints or conflicts should be escalated to proper authorities. Generally, complaints can be categorized into informal and formal. Election officials that witness Election Day violations or receive complaints should document the incident or complaint using the Incident Report Form supplied in the Forms Warehouse.

11.5.2 Informal Complaints

Local election officials can receive informal complaints from any voter; thus, procedures should be in place to handle complaints or conflicts and officials should aim to resolve these issues on the local level. Voters may also make informal complaints directly to the Department of Elections. Complaints filed online, by e-mail, or received by phone to the Department will immediately be sent to the appropriate election official. The Department will assign the appropriate staff member as expeditiously as possible to resolve informal complaints.

11.5.3 HAVA Complaints

The Help America Vote Act (HAVA) of 2002 made reforms to America's voting process by establishing minimum standards for states regarding election administration. Title III of HAVA contains standards regarding voting systems, provisional voting and voting information, computerized statewide voter registration list, and requirements for first-time voters who register by mail.²³ HAVA standards are critical to the operation of an election.

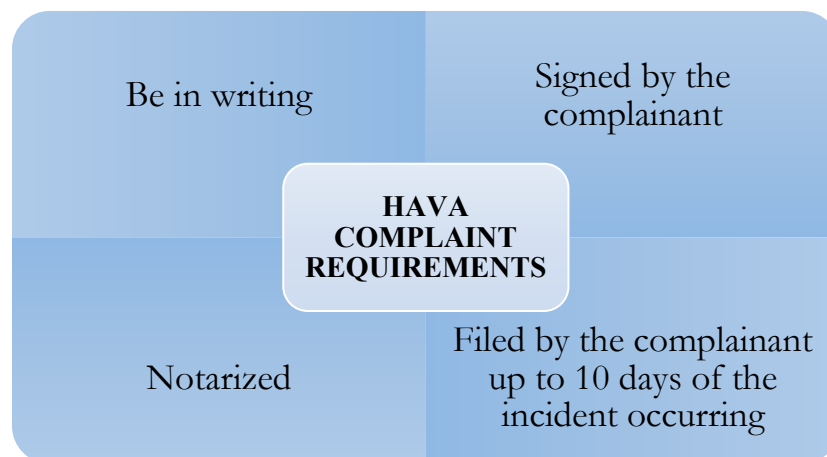
²¹ See the Code of Virginia [§24.2-623](#).

²² See Virginia Administrative Code [1VAC20-60-50](#).

²³ See HAVA, [52 U.S.C. §21081 et. seq.](#)



Section 402 of HAVA requires states to establish a procedure for Election Day complaints. The State Board of Elections developed the HAVA Administrative Complaint Procedure for handling complaints consistent with HAVA requirements.²⁴ HAVA complaints will fall into two categories: informal and formal.



Regulation Note

1VAC 20-20-80: Complaints

A. Any person may make an informal complaint electronically or by telephone. Localities are primarily responsible for responding to all voter complaints they receive and may request board staff for assistance as needed.

B. A person may file a formal written complaint with the board as required by the Help America Vote Act of 2002, 42 USC § 15301 et seq., using the form and instructions available from the board. Formal complaints require review and response by the Commissioner or Deputy Commissioner who may contact local election officials for information. Any complaints not meeting the criteria for formal complaints will be responded to informally by appropriate staff. See the Code of Virginia §24.2-103.

The State Board of Elections adopted a formal grievance procedure to handle HAVA complaints. See: SBE HAVA Administrative Complaint Procedure. This procedure has been implemented through State Board regulation 1VAC20-20-80.²⁵ The complaint form is available for printing through the Forms Warehouse and should be available at each polling location for voters.²⁶ A voter may also file a HAVA complaint without a Department complaint form. The general registrar or local electoral board will be contacted for information concerning the complaint and will be allowed an opportunity to review the proposed response.

²⁴ See Formswarehouse, [Election Management](#).

²⁵ See Virginia Administrative Code [1VAC20-20-80](#).

²⁶ See Formswarehouse, [Election Management](#).



A HAVA complaint must be in writing (a complaint does not have to be on the Department's official complaint form), signed by the complainant, notarized, and filed up to 10 days before or after the incident occurs. If a complaint is improperly notarized, please report the notary to the Secretary of the Commonwealth. The Department of Elections determines the severity of the complaint and whether a complaint is formal or informal. HAVA requires complaints be resolved within 90 days or referred to alternative dispute resolution as per 52 U.S.C §21112.²⁷

11.6 ELECTION DAY OFFENSES

Local election officials may receive complaints regarding violations or witness violations that are outside the scope of their authority. An official should know what situations should be referred to authorities and what situations can be handled within their office.



Best Practice

Properly training Election Day workers is the best way officials can prevent confusion and misunderstandings that might lead to offenses.

11.6.1 Common Election Day Offenses

Loitering within the prohibited 40-foot boundary area of a polling place is probably the most frequent Election Day violation as per 24.2-604.²⁸ Usually, officers of election warn such violators before taking legal action. If a violator repeatedly refuses to heed such a warning, then law enforcement may be requested.

Offenses relating to assisting voters: Any voter who needs assistance in preparing his ballot because of a physical disability or inability to read or write (including those with limited English proficiency) can request such assistance as per 24.2-649.²⁹ The assistant (who can be an officer of election) must cast the ballot for the voter according to the direction of that voter. The assistant cannot in any way influence the decision of the voter. Finally, the assistant cannot divulge how the person voted. Violation of any of these laws related to assistance is punishable as a Class 1 misdemeanor and may be a felony if related to absentee voting or fraudulent as per 24.2-649(D).³⁰

11.6.2 Campaign Finance Related Offenses: Reporting and Advertising

The general registrar is required to perform certain duties relating to the filing of campaign finance reports, assessing civil penalties, and referring matters to the Commonwealth's attorney. Campaign related offenses are, for the most part, outside the scope of local election officials' authority.

²⁷ See HAVA, 52 U.S.C. [§21112](#).

²⁸ See the Code of Virginia [§24.2-604](#).

²⁹ See the Code of Virginia [§24.2-649](#).

³⁰ *Id.*



Complaints about campaign telephone calls to solicit or convey information for participating candidates or political parties are also not within the scope of the authority of the local election official.

The local government is responsible for enforcing ordinances such as the placement of campaign signs.³¹ Refer all complaints to the city or county attorney or administrator. Political calls are not covered by the federal or state “Do Not Call” laws and lists. Voters may ask political parties and committees voluntarily to remove the voter’s information from their contact lists.

11.6.3 Violations of Federal Law

Questions or complaints regarding violations of federal laws should be directed to the appropriate United States Attorney for the geographic area ([Eastern](#) or [Western](#) District of Virginia) or to the [United States Department of Justice Voting Rights Section](#).

11.6.4 Severe Offenses

Local election officials often receive complaints regarding issues outside the scope of their authority. When this occurs, the official should refer the complainant to the appropriate authorities. Officials may also witness violations and should be prepared to document and report these violations. The Department of Elections staff, local election officials, or the public may report an alleged violation of any provision of Title 24.2 to the Commonwealth’s Attorney as per the Code of Virginia §24.2-1019.³² Questions regarding state offenses and suspected violations of state law should be directed to the Commonwealth’s Attorney for the locality in which the incident allegedly occurred or may be directed initially to the Virginia Attorney General.

³¹ See the Code of Virginia [§15.2-109](#).

³² See the Code of Virginia [§24.2-1019](#).



APPENDIX A: IVAC20-20-80. COMPLAINTS

- A. Any person may make an informal complaint electronically or by telephone. Localities are primarily responsible for responding to all voter complaints they receive and may request board staff for assistance as needed.
- B. A person may file a formal written complaint with the board as required by the Help America Vote Act of 2002, 42 USC § 15301 et seq., using the form and instructions available from the board. Formal complaints require review and response by the deputy secretary or secretary who may contact local election officials for information. Any complaints not meeting the criteria for formal complaints will be responded to informally by appropriate staff.

Statutory Authority

§ 24.2-103 of the Code of Virginia.



APPENDIX B: EMERGENCY REPRODUCTION OF BALLOTS

SBE Policy 2008-004 defines inoperable or unavailable equipment for the purposes of the Code of Virginia §§ 24.2-642 and 24.2-646.1, which allow for the use of paper ballots, and the reproduction of emergency paper ballots by the officers at the polls in certain emergency situations.³³ SBE Policy 2008-004 “Inoperable Equipment” and 2008-011 “Unavailable Voting Equipment,” are available online.³⁴

The Department of Elections also granted permission to all localities which used optical scan ballots for any precinct (including absentee voting), to use the optical scan ballot or a copy of the optical scan ballot in lieu of the official paper ballot.³⁵

When distributing election materials to the polling locations, ensure each precinct is provided a master copy of form,³⁶ Authorization to Reproduce Ballots. Chief and assistant chief officers should be instructed on the purpose and use of this form in their training, which should also include examples of situations in which such reproduction might be needed. Emergency supplies should include copies of the form and instructions.

Before the election, the electoral board or general registrar for each polling place should determine if a copy machine is available for officer use, and how the officers can obtain access to it, especially before and after normal business hours. If there is no access to a copy machine at the polling location, the Chief should know where the nearest quick copy store is, and its hours.

Such copying capability might also be needed if the polling hours are extended by court order and the number of provisional ballot envelopes runs low and cannot be resupplied in time to continue voting without interruption.³⁷ If additional provisional ballot envelopes are needed, an officer may photocopy both sides of a blank provisional ballot envelope to be attached to a plain envelope or securely wrapped and sealed around the outside of the folded paper or optical scan ballot (with the information normally on the envelope visible, but the ballot kept private) if no plain envelopes are available. Do not staple through any ballot.

³³ See the Code of Virginia [§24.2-642, 24.2-646.1](#) (explaining when emergency equipment may be allowed).

³⁴ Both SBE Policy [2008-004](#) Definition of Inoperable Equipment, and [2008-011](#) “Definition of Unavailable Equipment” are available online.

³⁵ See SBE Policy [2008-005](#), authorizing the Reproduction of Optical Scan Ballots.

³⁶ See [ELECT-646.1](#).

³⁷ See the Code of Virginia [§24.2-653\(C\)](#) (explaining the circumstances in which a court may extend the polling hours).



APPENDIX C: COURT EXTENDS POLLING HOURS

In any situation where the officers of election are notified that the polling hours have been extended by court order, any person who offers to vote after the normal closing time of 7 p.m. must vote a provisional ballot. This does not apply to voters who are in line at 7 p.m.³⁸

- If news of the extended hours did not come from the general registrar or electoral board or via delivery of an official copy of the order from the court, the chief or assistant chief officer should immediately attempt to verify the extension with the registrar or electoral board. If a copy of the order is delivered to the polling place, the chief or assistant chief should immediately inform the general registrar or electoral board of its receipt and contents.
- Estimate the number of extra paper or optical scan ballots and provisional ballot envelopes that will be needed during the extended polling hours (all voters during that time must vote provisional ballots) and ask the general registrar or electoral board to have them delivered to the polling place. If there is not enough time to have them delivered, proceed with the stock on hand and use the procedures for emergency paper ballots, only if approved by the electoral board.³⁹ If additional provisional ballot envelopes are needed, an officer may photocopy both sides of a blank provisional ballot envelope to be attached to a plain envelope or securely wrapped and sealed around the outside of the folded paper or optical scan ballot (with the information normally on the envelope visible, but the ballot kept private) if no plain envelopes are available. Do not staple through any ballot. Provisional voting envelopes can also be printed from SharePoint [FormsWarehouse](#) or stored on a flash drive.
- All qualified voters who are in line when polls would normally close must vote in the usual manner.
- Any voter entering the line after the normal closing time, but before the extended closing time, must vote by provisional ballot. Keep a separate running count of the number of provisional ballots issued after the normal poll closing time. What one judge orders, a higher court may overturn, so the ballots and counts must be kept separate. These voters may also be voting a provisional ballot for any of the usual reasons such as lack of ID and all applicable reasons should be marked. These voters will not be marked with a pollbook count number to indicate that they have voted but will be listed in the same manner as other provisional voters. These ballots will be counted and added to the results by the electoral board; they are not counted at the polls by the officers.⁴⁰
- After all voters in line by the extended poll closing time have voted, proceed to close the polls and report the results normally. If extra lines or comments must be added to the Statement of Results to separately account for the ballots cast after the normal poll closing time, do so before the Statement is signed and the materials are sealed.

³⁸ See the Code of Virginia [§24.2-653\(C\)](#).

³⁹ See the Code of Virginia [§24.2-642](#).

⁴⁰ See Chapter 13 Provisional Ballots.



APPENDIX D: 1VAC20-60-40. WHEN BALLOT CAST

A. A voter, voting in person on Election Day or voting absentee in-person, has not voted until a permanent record of the voter's intent is preserved.

B. A permanent record is preserved by a voter (i) pressing the vote or cast button on a direct recording electronic machine, (ii) inserting an optical scan ballot into an electronic counter, or (iii) placing a paper ballot in an official ballot container.

C. A vote has not been cast by the voter unless and until the voter or an officer of election or assistant at the direction of and on behalf of the voter pursuant to § 24.2-649 of the Code of Virginia completes these actions to preserve a permanent record of the vote.

D. If any voter's ballot was not so cast by or at the direction of the voter, then the ballot cannot be cast by any officer of election or other person present. Notwithstanding the previous sentence, if a voter inserts a ballot into an optical scanner and departs prior to the ballot being returned by the scanner due to an undervote or overvote, the officer of election may cast the ballot for the absent voter.

E. An absentee voter who votes other than in person shall be deemed to have cast his ballot at the moment he personally delivers the ballot to the general registrar or electoral board or relinquishes control over the ballot to the U.S. Postal Service or other authorized carrier for returning the ballot as required by law.

Statutory Authority

§ 24.2-103 of the Code of Virginia.



APPENDIX E: IVAC20-60-50. OVERFULL OPTICAL SCAN BALLOT CONTAINER

If an optical scan reader in use in a registrar's office or a polling place malfunctions because the connected ballot container includes too many ballots, election officials may open the ballot container and empty the ballots with the following safeguards:

1. The optical scan ballot container shall be opened in plain sight of any authorized party representatives or other observers and, once the ballots have been deposited into an auxiliary ballot container, both ballot containers shall remain in plain sight in the polling place.
2. Any such auxiliary ballot container used shall meet the requirements of § 24.2-623 of the Code of Virginia.
3. In a general, special, or dual-party primary election, a minimum of two officers of election, not representing the same political party, shall execute such a transfer of ballots. In a single-party primary election, the transfer shall be conducted by a minimum of two officers of election who may represent the same party.

Statutory Authority

§ 24.2-103 of the Code of Virginia.



APPENDIX F: IVAC20-60-60. PROVISIONAL VOTES

The electoral board or general registrar may attempt to contact an individual who has voted a provisional ballot when required by § 24.2-643 of the Code of Virginia and remind the individual that he is permitted to provide a copy of a form of identification as specified in subsection B of § 24.2-643 of the Code of Virginia to arrive no later than noon on the Friday after election day. However, there shall be no requirement that the electoral board or general registrar contact such individuals.

Statutory Authority

§ 24.2-103 of the Code of Virginia.





BALLOT DROP BOX INSTRUCTIONS

The Virginia General Assembly passed a law providing for the use of drop off locations for voted ballots that voters received in the mail. We must operate a drop off location at each precinct's polling place.

MONDAY SUPPLY PICK UP

- Ballot Drop Box and supply envelope will be picked up by Chief Election Official on Monday with election supplies.

SECURITY

- Must be located at the information table where the Information Officer may oversee it and point voters in its direction.
- Seals are used at the end of the night not for morning operation. A second seal is included for emergency purposes.

OPERATION

- Ballot drop off will be available from 6:00 am to 7:00 pm.
- Voters should NOT wait in line to place their absentee by mail ballot inside.
- Wall and a-frame signage must be displayed directing voters to its location.
- Any Virginia voter can insert their voted absentee by mail ballot at ANY Ballot Drop Box.
- If voter arrives at the polling location and decides to vote their absentee by mail ballot, place the voter in a private area near the Information Table. This ballot CANNOT be scanned into the DS200.
- Voter's B envelope is REQUIRED and should be completed with legible name, address, last four of SSN, year of birth, signature and date. Envelope B should be placed in the return envelope with barcode when possible. Extra B envelopes will be packed in your black trolley.
- Voter's ID is NOT required, and absentee by mail ballot does NOT have to be dropped off by the voter.
- Ballots given at the polling location cannot be inserted in the Ballot Drop Box.
- Voted ballots in the Ballot Drop Box will be processed by the Central Absentee Precinct Election Officials.
- If a voter makes a mistake on their mail ballot voter should be directed to EPB Officer.

CLOSING PROCEDURE

- Count voted ballots.
- Complete Ballot Collection Form (even if no ballots were collected).
- Return voted ballots to Ballot Drop Box.
- Close zipper and secure with seal. No seal required if no ballots inside.
- Close plastic slide.
- Pack Ballot Collection Form in Red Bag.
- Chief and Assistant Chief must return with all voted mailed ballots on Election Night.

POLL PAD |

City of Virginia Beach, VA



meet the

POLL PAD[®]



Green Case Contents

- Pollpad including stand and printer with power adapter attached
- Power cord for printer
- Apple power adapter and lightning cable
- Stylus (2)
- Screen cleaning cloth
- ID tray to attach to stand
- Extra paper roll for printer

Set up your Pollpad(s)



Open the green case for each Poll Pad and remove the screen protection padding.



Carefully remove the Poll Pad and attached power cords from the protective padding and place it on the table. If not done carefully you run the risk of detaching the power cables from inside the printer.



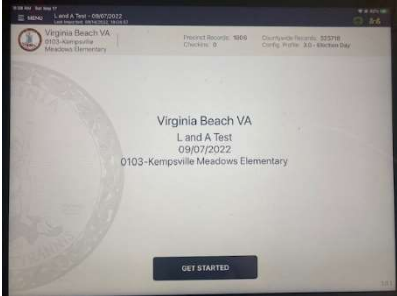
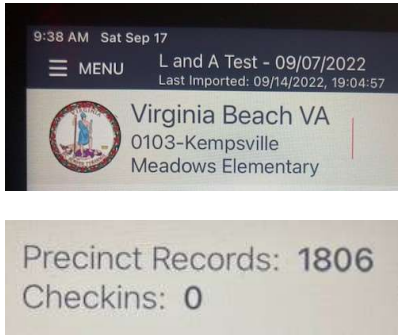


Plug in green power cord to port on the side of the Poll Pad beneath the home button on the right side.

Attach the ID tray to the back of the metal stand by slightly tilting the tray and inserting in cutout on the back of the stand.



Plug in power cord to printer power supply and connect to a surge protector.

Set up your Pollpad(s)

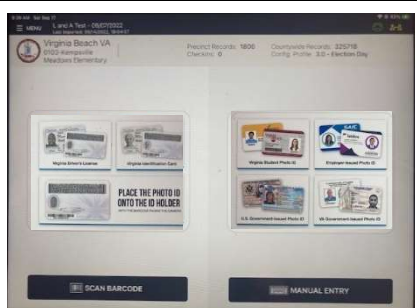
	<p>The Poll Pad and printer will power on automatically. If they do not power on, check your connections to all power sources. Ensure cords are placed to limit possibilities for disconnections.</p>
	<p>On the Get Started screen, check:</p> <ul style="list-style-type: none"> • Election name and date • Polling location • Check-in count is 0 • Battery percentage is sufficient and charging • Peer to peer connections (one less than the total number of Poll Pads in the precinct) • Printer icon is green
<p>Open the paper compartment on the printer, remove the roll and ensure the roll is tightly wound. Place the roll back in the printer in the proper orientation holding a small amount of paper out of the printer opening when closing. Close the printer door and the printer will cut the excess for you to remove. This will help to prevent jams due to the transportation of the equipment.</p>	
	<p>At the top of the screen:</p> <ul style="list-style-type: none"> • Tap the green printer icon • Tap Print Test Receipt to print a sample receipt at each Poll Pad to ensure the printer is functioning properly
	<p>The Poll Pad is now ready to begin checking in voters. At 6:00 am, tap Get Started to begin searching for the first voter.</p>

Scanning Virginia ID

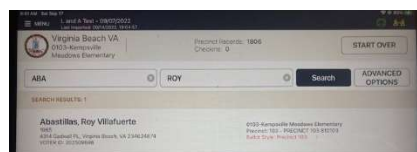
The Poll Pad can search voters by scanning an ID card. This is done using the integrated camera system to scan the barcodes on certain Virginia issued ID cards. What can be scanned?

- Virginia Driver's License Barcode
- Virginia Photo ID Card Barcode
- Voter Photo ID Card Barcode
- Voter Notice Barcodes

Use the steps below to scan IDs listed above.

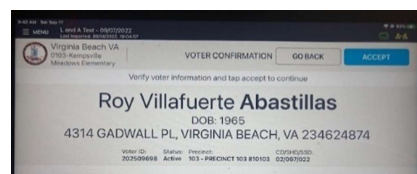


Ask the voter to provide their first and last name, and identification. If the ID is one of the scannable types referenced above. Start the check in by pressing SCAN BARCODE. This will initialize the camera.



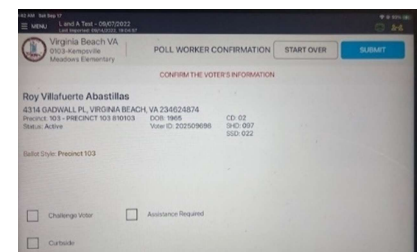
Place the ID on the ID tray with the barcode facing the camera. The Poll Pad will then search for a matching record using the ID.

The matching record will be displayed on the screen. Ask the voter for their current residence address. If the address matches what is in the pollbook proceed to the next screen by tapping on the voter's record.

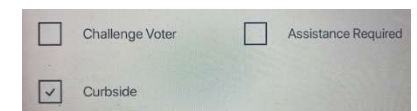


Verify the voter's information is correct and press ACCEPT to continue the check-in.

If the address does not, match refer to the *What If... Guide* to complete the process for this voter.

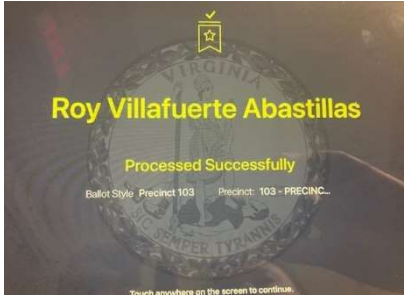


At the next screen, confirm the voter's identity by reading the name of the voter aloud.



Select any of the required flags that may apply to the voter. If the voter is being challenged, select the Challenge Voter checkbox. If the voter needs assistance, select the Assistance Required checkbox. If the voter is voting outside the polls, select the Curbside checkbox.

Scanning Virginia ID



Select SUBMIT to finalize the check-in.
The screen will change and read Processed Successfully.



A check-in receipt will automatically print from the printer. Hand the receipt and ID back to the voter and instruct them to exchange the receipt for the ballot with the ballot officer.

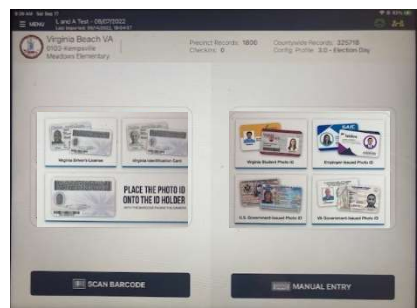
Manual Search

The Poll Pad can search voters by manually entering information in the appropriate search boxes.

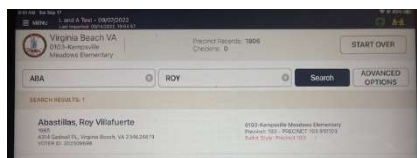
When to do manual searches?

- A scannable form of ID is not presented.
- A barcode is not clear enough to be read by the camera system.
- Voters information not found when scanning an ID.

Use the steps below to manually search for a voter.



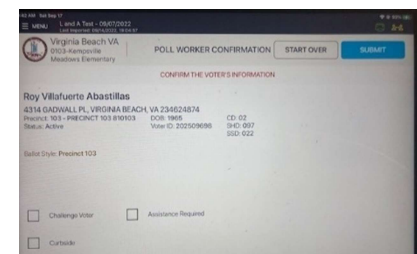
Ask the voter to provide their first and last name, and identification.
Press the MANUAL ENTRY button on the Poll Pad.



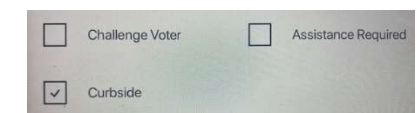
Enter the first three letters of the voters last name in the appropriate search box.
Enter the first three letters of the voters first name in the appropriate search box.
Tap SEARCH.
Select the correct voter.



Verify the voter's information is correct and press ACCEPT to continue the check-in.
If the information does not match refer to the *What If... Guide Problem 2 or 3* to complete the process.

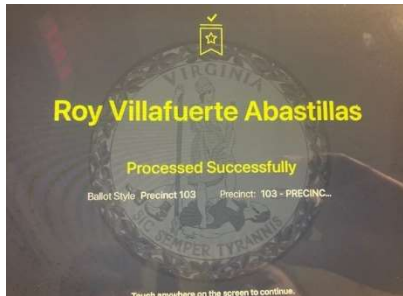


At the next screen, confirm the voter's identity by reading the name of the voter aloud.



Select any of the required flags that may apply to the voter.
If the voter is being challenged, select the Challenge Voter checkbox.
If the voter needs assistance, select the Assistance Required checkbox.
If the voter is voting outside the polls, select the Curbside checkbox.

Manual Search



Select SUBMIT to finalize the check-in.
The screen will change and read Processed Successfully.



A check-in receipt will automatically print from the printer. Hand the receipt and ID back to the voter and instruct them to exchange the receipt for the ballot with the ballot officer.

Closing the Pollpad

- ☐ Allow 2 minutes after the last check-in for all Poll Pads to sync.
- ☐ At each Poll Pad, tap MENU, in the top left corner of the screen.
- ☐ At the radial menu, tap Summary Report.
- ☐ Verify Check-ins count matches on all Poll Pads.
- ☐ Select Print at the bottom of the screen at one Poll Pad to print a summary to return to the Chief so they may attach to the SOR-1.
- ☐ Print a second copy to return to the Chief so they may attach to SOR-2.
- ☐ Press the Home button at the top right of the screen.

The following instructions will have to be completed at each Poll Pad.

- ☐ Remove the green power cable from the lightning port on the Poll Pad.
- ☐ Insert the Isync drive provided in the EPB envelope.
- ☐ When available tap Export Voter Check-ins.
- ☐ When the process finishes, continue to the next Poll Pad and repeat the above steps.
- ☐ Once all data has been collected, return the drive and all summary reports to the Chief.
- ☐ You will not be able to power off the Poll Pad.
- ☐ Place the stylus back in the green case.
- ☐ Unplug the power cord from the surge protector.
- ☐ Unplug the power cord from the printer's power supply and place it in the green case.
- ☐ Remove the ID Tray and place it with the power cord in the green case.
- ☐ Carefully place the Poll Pad back in the case making sure all wires are secured in the appropriate area.
- ☐ Replace the screen protective padding.

Additional Information

Undo Checked in Voter

If the wrong voter was checked in, you can undo the check in for that voter and check in the correct voter in the pollbook. **You may only do this if the voter is still in the polling location and can be verified.** This will require the Chief's password.

Record the transaction on the Incident Report.

Examples: Father checked in for a son, Voter changes mind in dual primary.

Display the Percentage of Turnout

Throughout the day the turnout percentage can be viewed by following these instructions:

Tap on the Menu icon in the top left of the Poll Pad.

On the radial menu, tap Summary.

The turnout will be displayed among other data available.

Absentee Voters

Absentee voters will require the Chief Election Official's username and password combination to finalize the check in procedure. On screen instruction will guide you to check in voters correctly. If necessary, the What If... guide can also be used.

Absentee voters are grouped into 5 categories:

- **PRE-PROCESSED**- Voter returned a ballot and has already voted in this election. Vote will be tabulated Election Day.
- **MARKED**- Voter returned a marked absentee ballot to the office. This determines that the voter has already voted in this election.
- **ON_MACHINE** – Voter came in person to vote either at the office or a satellite location during the absentee voting period. This determines that the voter has already voted in this election.
- **UNMARKED**- Voter has returned an unmarked absentee ballot to the office. This determines that the voter has not cast a vote in this election.
- **ISSUED** – Voter has been issued an absentee ballot, but the status of the ballot has not been determined at the time of pollbook preparation. The ballot status must be verified by the office if the voter does not have the absentee package, including the ballot, when attempting to vote.

Troubleshooting

Poll Pad does not power on

- Ensure all power connections are properly seated.
- Check the surge protector is plugged in and the switch is in the ON position.
- Hold down the power button located on the top left corner of the Poll Pad until the Apple logo displays. At the top right of the screen verify the unit is charging.
- The power cable may have been dislodged from the printer compartment. A technician may be dispatched to assist.

Printer does not power on

- Ensure all power connections are properly seated.
- Check the surge protector is plugged in and the switch is in the ON position.
- The power connection within printer may have become dislodged. A technician may be dispatched to assist.

Election Information is incorrect

- Do not check in voters.
- Call the office immediately.

Polling location is incorrect

- Do not check in voters.
- Call the office immediately.

<p>1 VOTER LOOK UP</p> <p>Ask the voter to provide their full legal name (first and last), current address, and an acceptable form of ID. Once located in the EPB, repeat the name aloud. You may then check the voter in.</p>	<p>NOTE: Less is more, it is often better to enter just a few letters of the last name to narrow your search.</p>
<p>2 VOTER NEEDS ASSISTANCE</p> <p>The voter indicates they need assistance to cast their ballot. The chief will need to be involved to resolve. The voter and assistant/official will need to complete the <i>Request for Assistance</i> form prior to check in at the EPB.</p>	<p>What If... 15-18</p> <ul style="list-style-type: none"> • <i>If voter is Visually Impaired see 17</i>
<p>3 INACTIVE VOTER</p> <p>Voter is marked inactive. The chief will need to be involved to resolve. The voter and an official will complete an <i>Affirmation of Eligibility</i> and preferably a <i>Voter Registration Application</i>. They will then return to the EPB to check in.</p>	<p>What If... 4</p> <ul style="list-style-type: none"> • <i>May need to complete forms.</i>
<p>4 OUTSIDE POLLS VOTER</p> <p>The precinct receives a call indicating there is a voter that would like to vote from their vehicle. A designated official retrieves the necessary information to process the individual for check in.</p>	<p>What If... 18</p> <ul style="list-style-type: none"> • <i>Follow steps at check in to mark voter for outside polls.</i>
<p>5 MISSPELLED NAME</p> <p>Less is more sometimes. You may search for the voter just using a few of the letters from their name. Summon the Chief and call the office if needed.</p>	<p>What If... 2</p> <ul style="list-style-type: none"> • <i>Have the voter complete a new Voter Registration Application if information needs to be updated.</i>
<p>6 VOTER NOT FOUND</p> <p>Check for the correct spelling or recent name change? Check to see when and where they registered to vote.</p>	<p>What If... 10</p> <ul style="list-style-type: none"> • <i>Check with the Voter Registration office for possible solutions. May be SDR voter.</i>
<p>7 VOTER ALREADY CHECKED IN</p> <p>When searching for the voter, you notice they have already checked in. The chief will need to be involved to resolve. What can we offer this voter?</p>	<p>What If... 12</p> <ul style="list-style-type: none"> • <i>A provisional ballot must be offered to this voter.</i>
<p>8 ABSENTEE VOTER</p> <p>When reviewing the voter details screen, you notice the voter is listed as an <i>Absentee Voter</i>. The Chief will need to be involved to resolve.</p>	<p>What If... 19-20</p> <ul style="list-style-type: none"> • <i>What is the status in the EPB?</i> • <i>Does the voter have the absentee ballot that was issued?</i>



★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

Voter Identification

All voters casting a ballot in-person will be asked to show one form of identification. Any voter who does not present acceptable identification may instead sign a statement, subject to felony penalties, that they are the named registered voter who they claim to be. Any voter who does **not** present acceptable identification or sign this statement **must** vote a provisional ballot.

Identification	Is Accepted?
Virginia driver's license	Yes, may be current or expired.
Virginia DMV-issued ID card	Yes, may be current or expired.
Valid employee ID card, containing a photograph, issued by voter's employer in ordinary course of business (public or private employer)	Yes
U.S. Military ID	Yes
Valid student ID issued by a public or private high school or institution of higher education located in Virginia	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid student ID, containing a photograph, issued by a public or private institution of higher education located in the U.S.	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid U.S. passport or passport card	Yes
Government-issued ID card from a federal, Virginia, or local political subdivision	Yes
Voter ID card issued by the Department of Elections	Yes
Voter confirmation documents	Yes
Valid tribal enrollment or other tribal ID	Yes, if issued by one of the 11 tribes recognized by Virginia.**
Nursing home resident ID	Yes, if issued by a government facility.
Current utility bill, bank statement, government check, or paycheck containing the name and address of the voter	Yes. The document cannot be more than 12 months old. Acceptable in physical or electronic form.
Any other current government document containing the name and address of the voter	Yes. Acceptable in physical or electronic form.
Signed ID Confirmation Statement	Yes
Out-of-state driver's license	No
Student ID from a high school located outside of Virginia	No
Membership card from private organization displaying a photograph	No
Credit card displaying a photograph	No
Virginia Driver Privilege card (limited-duration license, permit or special identification card)	No. Nearly identical in appearance to driver's license or DMV-issued ID card. Front of card will display "9" under restrictions; back will state that the restriction is "Limited duration."

*"Valid" means the document is genuine and is not expired for more than twelve months, except for a Virginia driver's license or DMV-issued ID card, for which the expiration date should not be considered when determining its validity.

**The eleven [recognized](https://www.commonwealth.virginia.gov/virginia-indians/state-recognized-tribes/) tribes are: Cheroenhaka (Nottoway), Chickahominy, Chickahominy Eastern Division, Mattaponi, Monacan, Nansemond, Nottoway, Pamunkey, Patowomeck, Rappahannock, and Upper Mattaponi. (<https://www.commonwealth.virginia.gov/virginia-indians/state-recognized-tribes/>)



How to use this form

This form will aid in the troubleshooting and identification of possible errors with the EPB check-in process, possible hardware malfunctions, or the incorrect setup of the EPB system. There are spaces available for 14 entries; entries are not required to be done at specific times of the day. Although, we do recommend an entry for every hour the polls are open. This will aid in identifying problems and quickly address any situations that may arise.

- The first entry labeled **BEFORE Polls Open**, is required to be completed prior to the opening of the polls at 6:00 AM. This entry should contain a **0** for all entries. **If any of the entries are not zero, call Voter Registration & Elections.**
- The second entry should be done at the **specified time** to ensure all pollbooks are operating correctly.
- Fill in the time of day the entries in rows 3-14 occur. Entries 3-14 are recommended to be done approximately every hour or when traffic at the polling location is slowest during the hour.
- The entries for columns reading **EPB1, EPB2, EPB3, EPB4, and EPB5** are found in the summary on each pollpad.
 - At the top left tap on the **MENU**
 - In the menu options tap **SUMMARY**
 - You will record the **Total Check-ins (should match on all pollpads)**
- The entry for **Voters Checked-In (In Booth or Waiting)** will include the counts of all voters that have checked into the EPB and are waiting for an available privacy booth, in a privacy booth, and waiting to scan their ballot.
- The entry for the column **DS200 [Public Count]** can be found on the DS200 Digital Scanner near the top of the main screen (**see Figure 2**).
- The entry for **Voided + Hand Count Ballots** will include any ballots that the Chief/Assistant Chief have voided due to a voter being checked into the EPB but did not cast a vote on the DS200 **and** any ballots in the Emergency Bin to be hand counted after the polls close.
- The Total column will need to be calculated by adding the **Voters Checked-In, DS200, and Voided + Hand Count Ballot** entries. Once calculated, the Total should match the entries on EPB columns.

Troubleshooting tips:

- If the Total is more than the EPB count, ensure that all voters are being checked in on the EPBs properly. Report findings on the Incident Report.
Check that the Ballot Officer is certain there is only one ballot being given out (no ballots sticking together) and that no ballot is given without the check-in receipt.
- If the Total is less than the EPB count, check available booths for a ballot that may have been left. Report findings on the Incident Report.
- **In addition, ballots placed in the emergency bin are recorded as Hand Count Ballots.**



Election Type:

General Election

County/City:

Virginia Beach

Election Date:

MM/DD/YYYY

Precinct:

0000 Sample

Use the Summary Check-ins from the pollpad. Total Check-ins from the EPB counts and the Total (DS200+Voters Checked in+Voided) should match.										
	EPB 1 (Voters Checked In)	EPB 2 (Voters Checked In)	EPB 3 (Voters Checked In)	EPB 4 (Voters Checked In)	EPB 5 (Voters Checked In)	Notes	Voters Checked- In (In Booth or Waiting)	DS200 [Public Count]	Voided + Hand Count Ballots	Total (Voters Checked-In +DS200 +Voided)
BEFORE Polls Open	0						0	0	0	0
Time: 6:15 AM	2	2	2	2	2		0	2	0	2
Time: 7 am	14	14	14	14	14		0	14	0	14
Time: 8 am	20	20	20	20	20		1	19	0	20
Time: 9 am	25	25	25	25	25		0	25	0	25
Time: 10:30 am	30	30	30	30	30		2	28	0	30
Time: 12 pm	35	35	35	35	35	Completed ballot found in booth	2	32	0	34
Time: 1 pm	55	55	55	55	55		0	54	1	55
Time: 2 pm	59	59	59	59	59		5	53	1	59
Time: 3 pm	74	74	74	74	74		4	69	1	74
Time: 4 pm	81	81	81	81	81		3	77	1	81
Time: 5 pm	87	87	87	87	87	Voter left - did not enter ballot in DS200	5	80	2	87
Time: 6 pm	100	100	100	100	100		8	90	2	100
AFTER Last Voter	125	125	125	125	125			123	2	125

What to do when...

A complete guide for helping
voters with exceptional situations

Identification

Problems 1-3

Address Changes

Problems 4-8

Pollbook

Problems 9-13

Provisional

Problem 14

Accessibility

Problems 15-18

Absentee

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Abbreviations

AB	Absentee Ballot
AB Report	List of voters who have absentee voted or applied for an absentee ballot
CAP	Central Absentee Precinct
EPB	Electronic Pollbook
ID	Identification
OP	Outside Polls
S	Voter has completed a required statement including the <i>Affirmation of Eligibility</i> and <i>Virginia Registration Application</i> .
SOR	Statement of Results
VRA	Voter Registration Application
24.2	Title of the Code of Virginia, also known as the Virginia Election Laws.
	Voter may have moved and must confirm their current residential address. Voter may also be listed as “inactive” or “marked for address confirmation.”
	Federal Only – overseas voter eligible to vote for federal offices only.
	Voter has yet to provide their social security number and it is required.
	The answer to this question determines which way to proceed.
	Indicates additional information.

Acceptable Voter ID List¹

- Voter registration confirmation documents.
- Virginia driver's license or Virginia DMV-issued ID (may be current or expired).
- Valid United States passport or passport card.*
- United States Military ID.
- Voter ID card issued by the Department of Elections.
- Nursing home resident ID issued by a government facility.
- Any other valid ID issued by a government agency of the Commonwealth, one of its political subdivisions, or the United States government.
- Valid student ID issued by any public or private high school or institution of higher education located in Virginia. (electronic form acceptable only if it is an officially adopted method of issuing a student ID by the institution).**
- Valid student ID issued by a public or private institution of higher education located in the United States (electronic form acceptable only if it is an officially adopted method of issuing a student ID by the institution).**
- Valid employee ID containing a photograph issued in ordinary course of business (public or private employer).
- Copy of a current utility bill, bank statement, government check, or paycheck containing the name and address of the voter (cannot be more than 12 months old; may be in physical or electronic form).
- Any other government document containing the name and address of the voter (may be in physical or electronic form).
- Signed ID Confirmation Statement.
- Tribal ID issued by one of the 11 recognized tribes in Virginia, [§8.01-385, 51.1-700]:
 - Cheroenhaka (Nottoway)
 - Chickahominy
 - Eastern Chickahominy
 - Mattaponi
 - Monacan
 - Nansemond
 - Nottoway of Virginia
 - Pamunkey
 - Patawomeck
 - Rappahannock
 - Upper Mattaponi

*When used on this list, "valid" means the document is genuine and is not expired for more than twelve months, except for a Virginia driver's license or DMV-issued ID card, for which the expiration date should not be considered when determining its validity.

**Chief should have a list of qualified colleges and universities.

¹ For complete list, see [Department of Elections Voter Identification List](#)

1

Voter does not have acceptable ID or you are unsure you can accept the provided ID.

If the voter does not have an acceptable form of ID, the voter may sign an ID Confirmation Statement. Officer places completed documents in Envelope #8.

If the voter does not have an acceptable form of ID and does not complete or sign the statement, the voter can vote a provisional ballot. Go to problem 14.

- If federal election, first see Help America Vote Act section below.



Never turn a voter away because of lack of ID. If you are unsure whether a voter has presented an acceptable ID, call the General Registrar.

Help America Vote Act

If the voter is required by the Help America Vote Act (52 U.S.C. § 21083(b)) to show identification the first time they vote in a federal election, the voter must present one of the following:

- A current and valid photo identification.
- A copy of a current utility bill, bank statement, government paycheck, paycheck, or other government document containing the name and address of the voter.

If the voter does not have an acceptable form of ID, go to problem 14 and have them vote a provisional ballot. An ID Confirmation Statement is not acceptable in these circumstances.

Use Affirmation of Eligibility form ELECT – 651
§24.2-643

2

Name on ID does not match name in pollbook.

1. Allow voter to vote if the name on the voter's ID is:
 - similar to the name in the pollbook; and/or
 - lists a maiden name, nickname, or initials instead of the full name.
2. Ask voter to complete and sign a Voter Registration Application.
3. Officer places completed documents in Envelope #8.



If you believe the person on the ID is not the voter, use the Affirmation of Eligibility to challenge the voter.

1. Officer fills out and initials Section A on the Affirmation of Eligibility and checks Box C.
2. Officer (or other Challenger) fills out and signs the Statement of Challenger using Reason #7.
3. Voter fills out and signs Section B – Affirmation of Voter.
4. Officer makes sure voter signs Section B.
5. Officer checks voter into the pollbook and indicates in the pollbook that a statement was signed.
6. Officer places completed documents in Envelope #8.
7. Voter casts ballot as normal in precinct.



If challenged voter will not sign the Affirmation of Eligibility, they cannot vote a traditional ballot. Go to problem 14 for provisional vote procedures.

§24.2-643 (C)

3

Voter provides address (orally or in writing) that does not match address in pollbook.

Does the address the voter provides orally or in writing match the address in pollbook?

- If yes, check the voter in normally.
- If no, go to problems 4-8.



The address the voter provides orally or in writing must match the address in the pollbook but it does NOT have to match the address on the ID.



If an address on an ID does not match the address on the pollbook, it does not make the ID unacceptable for proving voter identity.



Some acceptable forms of ID do not have an address.



If you are uncertain, call the General Registrar.

Use Affirmation of Eligibility form ELECT-651
§ 24.2-428.2, §24.2-651

4

There is a  next to voter's name or pollbook says "Inactive" or "Marked for address confirmation."

Has voter moved?

- If yes, go to problems 5-8
- If no, you must challenge the voter using the Affirmation of Eligibility Form.
 1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box A.
 2. Officer does **not** complete *Statement of Challenger* section (leave blank).
 3. Voter fills out and signs Section B –Affirmation of Voter.
 4. Officer makes sure voter signs Section B.
 5. Officer checks voter into the pollbook and indicates in the pollbook that a statement was signed. Depending on how your pollbooks are set up, you might need to enter the Chief's password.
 6. Officer places completed documents in Envelope #8.
 7. Voter casts ballot as normal in precinct.



Why does this happen?

Voter was sent an address confirmation notice and the Elections Office did not receive a response. The confirmation notice was sent because:

- There was a possible address change OR
- Previous mailings from the Election Office were returned as undeliverable.

Use this “Moving Conditions” chart when a voter has moved.

Ask the voter:

Question #1: Where did you move?

Question #2: When did you move?

How far did voter move? → ----- When did voter move? ↓	Within precinct	Within county/city AND congressional district (but not the same precinct).	To a different county/city OR congressional district (still within Virginia)	Outside of Virginia
On or After November 9, 2022	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered.	See problem 7: Voter can vote in precinct where registered.	See problem 8b for presidential elections; see problem 8a for non-presidential elections.
From November 4, 2020 and November 8, 2022	See problem 5: Voter can vote.	See problem 6: Voter can vote in precinct where registered with Affirmation of Eligibility.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.
On or Before November 3, 2020	See problem 5: Voter can vote.	See problem 6: Voter may vote provisionally in precinct where they live.	See problem 7: Voter may vote a provisional ballot in precinct where they live.	See problem 8a for presidential elections; see problem 8a for non-presidential elections.

§24.2-401

5

Voter moved within the same precinct.



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'

1. Officer asks voter to complete and sign a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Officer places completed documents in Envelope #8.
4. Voter casts ballot as normal in the precinct.



Do not enter voter's new address in pollbook.

Town Elections Only

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections § 24.2-101; *Qualified voter in a town.*

§24.2-401

6

Voter moved to a different precinct within the same county/city AND congressional district.



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'

Choose which statement describes **when** the voter moved and use the instructions that follow.



Voter moved on or after November 9, 2022.

1. Voter completes and signs a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Envelope #8.



Voter moved between November 4, 2020 and November 8, 2022.

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 4.
2. Voter fills out and signs Section B – Affirmation of Voter using their new address.
3. Officer checks voter into the pollbook and indicates in the pollbook that a statement or oath was signed.
4. Voter casts ballot as normal in precinct where still registered.
5. Officer places completed documents in Envelope #8.



Voter moved on or before November 3, 2020.

Voter may vote a provisional ballot. See problem 14a for Same Day Registration.



Do not enter voter's new address in pollbook.

Town Elections Only

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections. § 24.2-101; *Qualified voter in a town.*

7

Voter moved to a different county/city OR a different congressional district within the same county/city.



There may be a **?** next to voter's name or the pollbook says 'inactive' or 'marked for address confirmation.'



Some counties/cities have more than one congressional district. If you do not have a street file map, call the General Registrar.

Choose which statement describes **when** the voter moved and use the instructions that follow.



? Voter moved on or after November 9, 2022.

1. Voter completes and signs a Voter Registration Application.
2. Officer checks voter into the pollbook as normal.
3. Voter casts ballot as normal in precinct where still registered.
4. Officer places completed documents in Envelope #8.



? Voter moved before November 9, 2022.

Voter may vote a provisional ballot. See problem 14a for Same Day Registration.



Do not enter voter's new address in pollbook.



If voter moved to a new precinct within the same county/city AND congressional district go to Problem 6.

Town Elections Only

A voter who moved out of town **cannot** vote in the town election but may be eligible to vote in non-town elections. § 24.2-101; *Qualified voter in a town.*

8

Voter moved to another state.

Is this a presidential election?

? If No, go to problem 8a.

? If Yes

- Did the voter move out of state more than 30 days ago? Go to problem 8a.
- Did the voter move out of state less than 30 days ago? Go to problem 8b.

8a:

Voter is no longer eligible to vote in Virginia.

1. Ask voter to fill out a Cancellation Request form (ELECT 427(A)) or write and sign a note that:
 - states they have moved out of state;
 - asks to cancel their Virginia voter registration; and
 - includes their name, date of birth, and new address, (SSN optional).

2. Place Cancellation Request or note in Envelope #8.

If voter insists they are registered and eligible to vote in the precinct, they may vote a provisional ballot. See problem 14.

8b:

Voter may vote a “Presidential-Only” Ballot.

(This is a presidential election AND voter moved out of state less than 30 days ago.)

1. Officer fills out and initials Section A on the Affirmation of Eligibility form and checks Box C and Box 3.
2. Voter fills out and signs Section B – Affirmation of Voter using new address.
3. Officer tells voter that the General Registrar will cancel the voter’s Virginia registration after this election.
4. Officer checks voter into the pollbook and indicates in the pollbook that a statement was signed.
5. Officer indicates in the pollbook that voter voted a presidential-only ballot.
6. Officer issues a presidential-only ballot.
7. Voter casts presidential-only ballot as normal in the precinct.
8. Officer places completed documents in Envelope #8.

§ 24.2-420.1, § 24.2-453, , § 24.2-653.1, § 24.2-708, § 24.2-711, §24.2-712

9

Voter marked with federal symbol **F** in pollbook.

Symbol may be in the voter's details, message box, or ballot style.

Voter can only vote for federal offices.

Find the Federal-Only Ballot Record Report and follow instructions.

Check voter into the pollbook.

Check 'Federal Only' flag.

Give voter a Federal Only ballot.

9a

Voter marked with federal **F and absentee symbols **AB** in pollbook and they have their absentee ballot.**

Go to problem 19 and follow instructions.

9b

Voter marked with federal **F and absentee symbols **AB** in pollbook and they DO NOT have their absentee ballot.**

Go to problem 20 and follow instructions.

Use Affirmation of Eligibility from ELECT-651
§24.2-652

10

Voter's name is not in the pollbook.



Make sure to look:

- in the pollbook;
- at the end of the alphabetical section in the pollbook; and
- in any other listings provided by the General Registrar.

1. Check for correct spelling or a recent name change.
2. Check if voter is in the right polling place. Ask voter for their:
 - address;
 - when/where they registered to vote; and
 - when/where they last voted.
3. Collect any documentation or registration receipts provided by the voter and put them in Envelope #8.
4. If the voter is a Same-Day Registration (SDR) voter, see problem 14a.
5. Call the General Registrar. The GR will either:
 - instruct you to add a voter's name to the pollbook;
 - tell you the person can vote a provisional ballot. (See problem 14a); or
 - let you know if voter is registered and eligible to vote in another precinct.



If General Registrar is unavailable or unable to confirm qualifications, voter may vote a provisional ballot.
See problem 14.



Overseas and Military voters (or voters who have recently separated from the military) as well as spouses and dependents may be able to register today, § 24.2-420.1. Call the General Registrar.



Only the General Registrar can authorize adding a voter to the pollbook. The General Registrar will give you instructions if that is necessary.

Use Affirmation of Eligibility from ELECT-651
§24.2-651

11

Voter is challenged.



A qualified voter can challenge another voter.
An Election Officer may be required to challenge a voter.

1. Officer fills out and initials Section A of the Affirmation of Eligibility form and checks Box C.
2. Challenger fills out and signs the Statement of Challenger in Section A.
3. Challenged voter fills out and signs Section B – Affirmation of Voter.
4. Officer makes sure voter signs Section B.
5. Officer checks voter into the pollbook and indicates in the pollbook that a statement or oath was signed.
6. Voter casts ballot as normal in the precinct.
7. Officer places completed documents in Envelope #8.



If challenged voter will not sign the Affirmation of Eligibility but maintains that they are qualified (including that they are a resident of the precinct) then they must vote a provisional ballot. Go to problem 14.



If challenger will not sign the Affirmation of Eligibility, then there is no challenge and the voter, if otherwise qualified, votes in the normal way in the precinct.

12

Voter's name marked in pollbook as already voted.

1. Tell voter they can vote a provisional ballot.
2. Go to problem 14b and follow instructions using Reason #5.



Voter does not have to fill out a Voter Registration Application, unless needed for another reason.

Voter changes mind about which primary ballot they want to vote.

If voter has NOT yet scanned their ballot, they may switch ballots and vote in the other political party's primary election:

For electronic pollbooks (EPBs), use your EPB instructions to:

1. look up the voter;
2. undo check-in and
3. re-check the voter in for the correct primary or leave unchecked if there is only one political party's primary election taking place.

The pollbook officer will likely need the Chief Officer to enter the Chief's password to complete the check-in process.



If voter has already been issued a ballot, you will first need to spoil the ballot and place it in the spoiled ballot envelope.



After the polls close, the number of names stricken from a primary election's pollbook because the voter changed their mind or was given the wrong ballot must be entered on that Primary's Statement of Results for in the EXPLANATION OF DISCREPANCY section.

For paper pollbooks, follow the separate instructions from ELECT.

Constitution of Virginia Art. II, § 2; § 24.2-418; § 24.2-643(D)

13

There is an A symbol in the pollbook on the voter's record.



On the EPB, the A symbol may be in the voter's details or in the message box. On paper pollbooks, the A symbol appears left of the voter's name.

This is very rare.

1. Voter fills out a Voter Registration Application.
2. Officer writes 'SSN update' next to or above the social security number on the form.
3. Do not enter the social security number in the pollbook.
4. Do not ask voter to say their social security number aloud.



What does this mean?

The Election Office does not have this voter's social security number and it is required.

Provisional Reason Codes

Same Day Registration (or not on pollbook)	
1	<p>Voter not on the pollbook and:</p> <ul style="list-style-type: none"> • is unregistered and otherwise qualified to register using Same Day Registration; • is a resident of the precinct or has been since the November general election last year; or, • has been a resident of the precinct for the last two federal elections, is now a resident of the county or city, and current residence is in the same congressional district as this precinct.
Non-Same Day Registration	
3	Voter is voting after hours due to court order.
4	Voter applied for an absentee ballot, but does not have the ballot with them.
5	Voter is shown in the pollbook as already having voted.
6	Other (any reason not captured in the other codes).
7	Voter did not show required ID and did not sign a statement swearing to their identity.

14

Voter must vote a provisional ballot.

14a: Voter Using Same Day Registration (or not on pollbook).

Complete only Same Day Registration (SDR) side of provisional envelope.

1. Voter completes SDR side of envelope and signs the affirmation statement.
2. Officer selects “Reason Code #1: Same Day Registration (or not on pollbook)” in ELECTION OFFICER box on the envelope.
3. Officer asks voter for ID and selects “Yes” or “No” to question “Did voter show ID or complete ID Confirmation Statement?” in the ELECTION OFFICER box on the envelope.
4. Officer signs envelope in ELECTION OFFICER box on envelope.
5. Officer proceeds to **14c** to issue ballot and complete provisional log.

14b: Non-SDR Voter using Reason Codes #3-7.

Complete only Non-SDR side of provisional envelope.

1. Voter completes non-SDR side of envelope and signs the Statement of Voter.
2. Officer asks voter for ID. If ID is not provided (and ID Confirmation Statement is not completed), Officer selects “Reason Code #7: Voter does not have required ID and declined to complete ID Confirmation Statement” in ELECTION OFFICER box on envelope.
3. Officer marks all other applicable Reason Codes #3-6 as reason for casting a provisional ballot in ELECTION OFFICER box on envelope.
4. Officer signs envelope in ELECTION OFFICER box on envelope.
5. Officer proceeds to **14c** to issue ballot and complete provisional log.

14c: Voter casts provisional ballot.

1. Officer gets a ballot from the ballot officer.
2. Ballot Officer marks on the Ballot Record Report that a provisional ballot was used.
3. Voter votes a ballot and seals ballot in the provisional ballot envelope.
4. Officer copies the information from the green provisional envelope onto

Provisional Ballot Log.

5. Officer places the envelope in provisional ballot box.
6. Officer gives voter the green Provisional Voter Notice.
7. Officer checks voter in as a provisional voter or otherwise indicates in the pollbook that voter voted a provisional ballot.



Provisional ballots must be cast in the precinct where the voter is qualified to vote—this usually means the provisional ballot will be cast in the precinct where the voter currently lives.



If there is a dual-party primary, there will be a separate Provisional Ballot Log for each primary.

Use Request for Assistance form ELECT-649.
§ 24.2-649

15

Voter asks for help voting.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria on the Request for Assistance form.
3. Voter signs Section A – Request of Voter.



If voter is unable to sign, ask the assistant to write 'voter unable to sign' and to print the voter's name.

4. Assistant fills out and signs Section B – Agreement of Assistant.
5. Officer checks in voter as normal.
6. Officer indicates in the pollbook that assistance was given.
7. Officer shows the voter and assistant to the voting booth.
8. Voter or assistant places the ballot in the scanner or ballot box.
9. Officer places completed documents in Envelope #8.



If appropriate, let voters know they have the option to mark their ballot using an electronic ballot marking device with an audio ballot and/or larger text.



If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

Use Request for Assistance form ELECT-649.
§ 24.2-649(C)

16

Voter asks an Election Officer to translate the ballot.

Who is allowed to translate a ballot and instructions for a voter?

- An Election Officer. Follow the instructions below.
- A volunteer including third party volunteers. See Problem 15.
- A person designated by the voter. See Problem 15.



One representative interpreter for each party or candidate is allowed to observe.

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Voter fills out and signs Section A – Request of Voter.
3. Election Officer-Translator fills out and signs Section C – Voter Asks Officer to Translate Ballot.
4. If Election Officer-Translator will be assisting the voter in the booth, they must also complete and sign Section B – Agreement of Assistant.
5. Officer checks voter in as normal and indicates they used an assistance form.
6. Officer shows voter to the voting booth (and assistant, if requested).
7. Voter or assistant places the ballot in the scanner or ballot box.



If the assistant chosen by the voter is age 15 or younger, neither the voter nor the assistant is required to complete the form.

Use Request for Assistance form ELECT-649.
§ 24.2-649

17

Voter is blind or low vision and asks for assistance.



Let voters know they have the option to mark their ballot independently using an electronic ballot marking device with an audio ballot and/or larger text.



If voter chooses to use the electronic ballot marking device, an assistant may help but is not required. If an assistant is used:

1. Officer explains the purpose of the Request for Assistance form to the voter and assistant.
2. Officer helps the voter determine who the assistant will be. Use the criteria for blind voters on the Request for Assistance form.



Voters who are blind do not have to sign this form, but they must show ID.

1. Officer writes 'blind voter' on the signature line in Section A – Request of Voter and prints voter's name on the line below the signature.
2. Assistant completes and signs Section B – Agreement of Assistant.
3. Officer checks in voter as normal.
4. Officer indicates in the pollbook that assistance was given.
5. Officer shows the voter and assistant to the voting booth.
6. Voter or assistant places the ballot in the scanner or ballot box.
7. Officer places completed documents in Envelope #8.

If Election Officer is explaining how the electronic ballot marking device works, but will not be assisting voter with the ballot itself, no Request for Assistance form is needed.

§ 24.2-638, § 24.2-649,
42 U.S.C §12102, 42 U.S.C. §12132

18

Voter asks to vote outside of the polling place.

Voters may vote outside and within 150 feet of the entrance to the polling place if they are:

- 65 or older; OR
- Disabled (mentally or physically).

1. Check voter into the pollbook as normal (including a review of ID).
2. Indicate in the pollbook that this is an Outside the Polls (OP) voter.
3. Election Officer takes the Request for Assistance form, pen, privacy envelope, and ballot to the voter.
4. Officer will place the voted ballot in the scanner or ballot box.



If this would leave too few Election Officers in the polling place to meet legal requirements, then the Election Chief or Assistant Election Chief can go alone.



If voter asks for help voting, go to problem 15.

§ 24.2-708; § 24.2-709

19

Absentee voter comes to polling place WITH their absentee ballot. If voter does not have their absentee ballot, go to 20.

1. Officer makes sure that voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, call general registrar's office.
2. Officer notes on the absentee voter applicant list, opposite the name of the person returning the ballot, the fact that the ballot was returned unused and the date of the return.
3. Voter removes ballot from envelope and writes 'SPOILED' on the front of the ballot. If voter filled in any part of the ballot, they can fill in the rest of the ovals for privacy.
4. Voter returns the ballot and any other related materials to the envelope or attaches them together.
5. Officer places the spoiled ballot pkg. in Envelope #4.
6. Officer checks voter into pollbook and has them cast vote as normal.
 - Checking in this voter may require the Chief's password to override the AB symbol and complete the check-in process.
7. Ballot officer indicates on the Ballot Record Report that an **absentee** ballot has been returned and spoiled.



On paper pollbooks, draw line through 'AB' next to voter's name and assign the next pollbook count number.



Voters marked with a federal symbol **F** in pollbook may vote a ballot for federal offices only. A ballot issued to this voter must be a federal-only ballot.

§ 24.2-653; § 24.2-707; § 24.2-708

20

Absentee voter comes to polling place WITHOUT their absentee ballot.

20a

On Election Day: Voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, go to 20c.

Call the Election Office to ask if voter returned an unmarked ballot.

1. If GR tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If GR tells you that voter did not return their ballot or you cannot reach the Election Office, have voter vote a provisional ballot. Go to problem 14b using Reason #4.


20b

Before Election Day: Voter's name in the pollbook OR Final Absentee List shows status as "Issued" or "Unmarked." If not, go to 20c.

Call the Election Office to ask if voter returned an unmarked ballot.

1. If GR tells you that voter returned an unmarked ballot, have voter cast vote as normal.
2. If voter lost or did not receive their ballot, and GR tells you that voter did not return their ballot (or you cannot reach the Election Office), voter may complete a "Statement of Voter to be Used when Absentee Ballot Not Received or Lost" form. If voter signs and completes this form, they can vote a replacement ballot.
3. If the voter does not wish to sign the form, have the voter vote a provisional ballot. Go to problem 14b using Reason #4



Voters marked with a federal symbol  in pollbook, may vote a ballot for federal offices only. A provisional ballot issued to this voter must be a federal-only ballot.



Voter does not have to fill out Voter Registration Application, unless needed for another reason.

20c

Voter's name in the pollbook OR Final Absentee List shows status as "Marked" or "On Machine."

1. If voter's record says 'marked' or 'on machine' (instead of "issued") voter has already voted and cannot vote again.
2. If voter says they did not vote, go to problem 14b using Reason #5.

21

Court orders polls to stay open past 7 p.m.

Voters who arrive at the polling place after 7 p.m. will vote a provisional ballot.



Let all voters who arrive BEFORE 7 p.m. finish voting before you begin issuing Provisional ballots to those who arrive after 7 p.m.

1. Locate a new Provisional Ballot Log for each check-in line.
2. Check voters into pollbook as provisional.



On paper pollbooks, **do not** write anything in the paper pollbook.

1. Record each voter's information onto Provisional Ballot Log using Reason #3.
2. Go to problem 14b and follow instructions for issuing a provisional ballot using Reason #3.



Voter does not have to fill out Voter Registration Application, unless needed for another reason.



All provisional ballots issued using Reason #3 (and their log pages) must be separated from other provisional ballots and placed in Envelope #1B

Use Authorization to Reproduce Ballots form ELECT-646.1.
§ 24.2-646.1

22

You run low on official ballots or provisional ballot envelopes.

22a

If you run low on official ballot supplies:

1. Chief Officer will ask the Electoral Board for more ballots.
2. If directed by the local Electoral Board, follow instructions on the “Authorization to Reproduce Ballots” form to reproduce ballots.

22b

If you run low on provisional ballot envelopes, create an envelope on plain paper:

1. Use problem 14 for provisional ballot instructions.
2. Copy the relevant side (SDR or Non-SDR) of an unused provisional envelope onto a single piece of paper. This paper does not need to be green.
3. Fill out fields as you would on the normal provisional ballot envelope.
4. Wrap and secure the paper with the provisional ballot-envelope information around the voter’s completed provisional ballot.



Use available materials, such as paper clips.



Keep voter’s information visible.

23

Voting equipment has malfunctioned.

23a

Electronic Pollbooks

1. Contact the General Registrar and follow their instructions.
2. Use provided paper copies of pollbooks.

23b

Tabulation Machine - Scanner

1. Contact the General Registrar and follow their instructions.
2. Continue normal check-in procedures allowing voters to vote.
3. Place the uncounted ballots in a secure container or compartment.
4. Count the ballots after the polls close.
 - a. If you have a working scanner, run each of the uncounted ballots through the scanner.
 - b. If you do not have a working scanner, count the ballots manually.



SAME DAY REGISTRATION STEP-BY-STEP

Same Day Registration (**SDR**) Provisionals should be completed by the Pollbook Supervisor, Assistant Chief, or Chief. Ensure you are utilizing the Provisional Voting Procedure to process each Provisional voter.

These steps must be followed for every same day registrant.

1. Look voter up in EPB.
2. If the voter is not registered, it would become a SDR (Same Day Registration) Provisional.
3. The Pollbook Supervisor or Chief **MUST** call Voter Registration & Elections to verify the voter is in the **CORRECT POLLING LOCATION**.
4. Ask voter for valid identification and verify the address provided is current.
5. Voter completes SDR side of Provisional envelope and signs the affirmation statement.
6. Officer selects "Reason Code #1: Same Day Registration" in ELECTION OFFICER box on envelope.
7. Officer selects "Yes" or "No" to question " Did voter show ID or complete ID Confirmation Statement?"
8. Officer signs envelope in ELECTION OFFICER box on envelope.
9. The Pollbook Supervisor, Assistant Chief, or Chief must double check the voter registration application for accuracy and completeness (see sample).
10. Refer to Provisional Procedures for further instructions including log and envelope.

Things to Remember

- If the voter registration application is not complete the Provisional Ballot will not count (double check before voter leaves).
- If the voter is a same day registrant, you **MUST** have the voter fill out the SDR voter registration application on the envelope.
- Verify the address provided on the application is current.
- It does not matter if the voter states they registered at DMV yesterday. If they are not in your pollbook, VRO cannot verify registration status, or the voter has moved, and they need to update their address to vote in the correct polling location they must complete the Same-Day Registration application side of the envelope before filling out the Provisional Ballot.
- Same day registration must be recorded on the Provisional log as #1 and SDR.



Ballot Record Report

Do NOT RECORD ABSENTEE BALLOTS RETURNED TO THE POLLING LOCATION

- 1. WHEN OPENING A SEALED PACKAGE OF PAPER BALLOTS OR EXPRESSVOTE BALLOT CARDS, CHIEF OR DESIGNATED OFFICIAL, COUNT THE NUMBER OF BALLOTS IN THE PACKAGE AND ENTER THE “ACTUAL COUNT” ON THE NEXT AVAILABLE LINE.
- 2. THE OFFICIAL COUNTING THE BALLOTS MUST INITIAL IN THE NEXT COLUMN. INITIALS (1)
- 3. A SECOND OFFICIAL/BALLOT OFFICER WILL COUNT THE SAME PACKAGE OF BALLOTS THEN INITIAL IN THE NEXT COLUMN. INITIALS (2)

0000 PRECINCT 0000			
PAPER BALLOTS (INCLUDES FOLDED)		1800	
PACK #	ACTUAL COUNT	INITIALS(1)	INITIALS(2)
SAMPLE	100	CDL	KDH
1	100	CDL	KDH
2	100	CDL	KDH
3	100	CDL	KDH
4	100	CDL	KDH
5	100	CDL	KDH
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
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41			
42			
43			
44			
SEALED PAPER BALLOT PACKAGES (RECORD THE NUMBER OF SEALED PACKAGES)		13	
UNUSED PAPER BALLOTS FROM OPENED PACKAGES (RECORD THE NUMBER OF BALLOTS REMAINING FROM OPENED PACKAGES)		47	

SAMPLE ELECTION JANUARY 10, 2023			
EXPRESSVOTE CARDS RECEIVED		50	
PACK #	ACTUAL COUNT	INITIALS(1)	INITIALS(2)
SAMPLE	25	CDL	KDH
1	50	CDL	KDH
2			
SEALED EXPRESSVOTE PACKAGES (RECORD THE NUMBER OF SEALED PACKAGES)		0	
UNUSED EXPRESSVOTE CARDS FROM OPENED PACKS (RECORD THE NUMBER OF EXPRESSVOTE CARDS REMAINING FROM OPENED PACKAGES)		49	

RECORD THE NUMBER OF SPOILED BALLOTS	
TOTAL SPOILED BALLOTS/BALLOT CARDS (DO NOT INCLUDE AB/EARLY BALLOTS) [ENVELOPE #4]	5

RECORD THE NUMBER OF VOIDED BALLOTS	
TOTAL VOIDED BALLOTS/BALLOT CARDS (DO NOT INCLUDE AB/EARLY BALLOTS) [ENVELOPE #4]	1

RECORD THE NUMBER OF PROVISIONAL BALLOTS	
PROVISIONAL BALLOTS [PLACED IN ENVELOPE 1A OR 1B]	7

Ballot Count Reconciliation	
Inventory (include ExpressVote)	1850
Subtract Total Sealed Ballots	1300
Subtract Total Unsealed Ballots	47
Subtract Total Sealed ExpressVote	0
Subtract Total Unsealed ExpressVote	49
Subtract Total Spoiled	5
Subtract Total Voided	1
Subtract Total Provisional	7
Subtract Total Ballots Cast from SOR	441
Final result should be Zero	0

Signature: _____
CHIEF REQUIRED

Date: _____ MM/DD/YYYY

SPOILING A BALLOT

NOTIFY THE CHIEF OR ASSISTANT CHIEF IF A VOTER NEEDS A NEW BLANK BALLOT/CARD TO CONTINUE VOTING DUE TO THE NEED TO CHANGE SELECTIONS AFTER THE BALLOT/CARD WAS MARKED, IF A BALLOT IS REJECTED BY THE EQUIPMENT, OR IF A BALLOT IS DAMAGED IN ANY WAY.

(A SPOILED BALLOT INDICATES THE VOTER HAS CHECKED INTO THE POLLBOOK AND NEEDED TO EXCHANGE THE BALLOT, DUE TO ONE OF THE AFOREMENTIONED REASONS, AND CASTS A VOTE.)

- WRITE “SPOILED” ACROSS THE FRONT OF THE DAMAGED OR MARKED BALLOT.
- PLACE THE BALLOT IN ENVELOPE #4.
- GIVE THE VOTER A NEW PAPER BALLOT OR BALLOT CARD.
- SPOILED BALLOTS ARE RECORDED ON THE BALLOT RECORD REPORT.
- NOTE: MARK MISPRINTED OR DAMAGED BALLOTS AS “SPOILED”; PLACE IN ENVELOPE #4.
- (DO NOT COUNT SPOILED AB/EARLY BALLOTS)

VOIDED BALLOT

NOTIFY THE CHIEF OFFICER OR ASSISTANT CHIEF OFFICER IF A VOTER LEAVES THE POLLING PLACE LEAVING HIS OR HER BALLOT IN A VOTING BOOTH OR IF THE VOTER DECIDES TO VOID HIS OR HER BALLOT AND CHOOSSES NOT TO VOTE.

(A VOIDED BALLOT INDICATES THE VOTER HAS ALREADY CHECKED INTO THE POLLBOOK ~~BUT DID NOT VOTE.~~)

- WRITE “VOID” ACROSS THE FRONT OF THE BALLOT.
- PLACE THE BALLOT IN ENVELOPE #4.
- VOIDED BALLOTS ARE RECORDED ON THE BALLOT RECORD REPORT.

USE THIS SECTION ONLY IF BALLOTS ARE RECEIVED OR REPRODUCED WHILE THE POLLS ARE OPEN

RECEIVED FROM ELECTORAL BOARD WHILE POLLS ARE OPEN

EXPLANATION	INITIALS	INITIALS	# OF BALLOTS
TOTAL			

PAPER BALLOTS REPRODUCED WHILE POLLS ARE OPEN

REASON EXPLANATION	INITIALS	INITIALS	# OF BALLOTS
TOTAL			

PRINTED RETURN SHEET

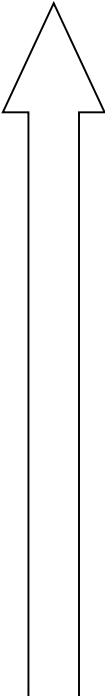
MM DD, YYYY
DATE OF ELECTION

COUNTY/CITY VIRGINIA BEACH

PRECINCT 0000 SAMPLE

ExpressVote Serial #		Tamper Evident Seal #	
EV 123456789		147258369	
ExpressVote Serial #			
N/A			

DS-200 Serial #	Protected Count	Tamper Evident Seal #
DS 987654321	2345	60764899
DS-200 Serial #	Protected Count	Tamper Evident Seal #
N/A	N/A	N/A
Tech Initials	Date	
CDL	MM DD, YYYY	



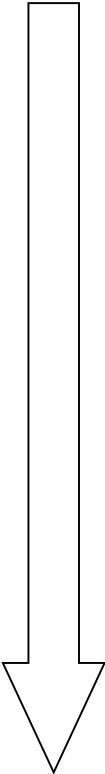
ATTACH DS200 PRECINCT VOTING
RESULTS REPORT HERE

THIS FORM MUST BE SIGNED BY ALL OFFICERS OF ELECTION AND PLACED IN ENVELOPE 2A.

THE CLERK OF CIRCUIT COURT MUST MAKE IT AVAILABLE FOR PUBLIC INSPECTION ON THE DAY FOLLOWING THE ELECTION AND FOR SIXTY DAYS THEREAFTER.

We hereby certify that the attached results tape is a true and correct copy of the election results printed out by the electronic voting machines used in this precinct.

1. <u>G. Washington</u> Chief	10. _____ Officer of Election
2. <u>John Adams</u> Assistant Chief	11. _____ Officer of Election
3. <u>J. Jefferson</u> Officer of Election	12. _____ Officer of Election
4. <u>J. Madison</u> Officer of Election	13. _____ Officer of Election
5. _____ Officer of Election	14. _____ Officer of Election
6. _____ Officer of Election	15. _____ Officer of Election
7. _____ Officer of Election	16. _____ Officer of Election
8. _____ Officer of Election	17. _____ Officer of Election
9. _____ Officer of Election	18. _____ Officer of Election





CITY OF VIRGINIA BEACH

Voter Registration & Elections



DS200 Guide

Overview



1. Emergency Ballot Bin

2. Ballot Box

3. Rear Access Panel

4. Ballot Box Lid

5. Ballot Box Lid Latch

6. Ballot Box Lid Lock

7. DS200 Screen Lock

8. DS200 Screen

9. Memory Stick Access

10. Printer Compartment

Opening Procedures

Overview

Two Election Officials of differing political parties (or two of the same party for Primaries) are responsible for setting up the DS200 Digital Scanner. A Machine Officer should be stationed with the scanner throughout Election Day.

Preparing Ballot Box

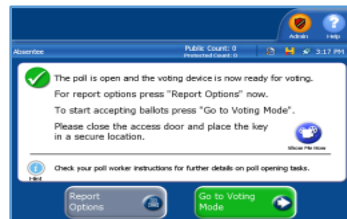
- ❑ Unlock and open the Emergency Ballot Bin with Silver Key and ensure it is empty. Place the metal flap in the down position so that ballots may be inserted into the bin.
- ❑ Close and lock the Emergency Ballot Bin.
- ❑ Unlock and open the Ballot Box using the Silver Key. Remove the Blue Tote Bin. Ensure the Blue Tote Bin is empty.
- ❑ Place the Blue Tote Bin back inside the Ballot Box. Open both lids, resting them on the inside of the Ballot Box to expose the inside of the bin. Close and lock the Ballot Box.

Opening DS200

- ❑ Unlock and open the rear access panel of the DS200 Ballot Box. Unwrap power cord and plug it into an AC outlet or surge protector.
- ❑ Verify white clip is securing the metal bar. Leave this access panel open while voting.
- ❑ Unlock and open DS200 Ballot Box lid with the Silver Key. To open, pull both latches out and flip up to lift lid.
- ❑ Using the Black Barrel Key, unlock and open the DS200 screen. Raise the screen to its fully upright position. The Ds200 will power up (this will take a few minutes).
 - If the DS200 doesn't power up automatically, this is an indication that the unit is not correctly connected to AC power. See Troubleshooting guide.

Print Reports

- ❑ Verify the Tamper Evident Seal number(s) to those recorded on the **Printed Return Sheet (Yellow)**. If matching, remove the seal from the Memory Stick Access Panel. Place it on the **Printed Return Sheet (Yellow)** in the space provided. If seal numbers do not match, CALL THE OFFICE IMMEDIATELY.
- ❑ Enter the **Election Code**, then press **Accept**. The scanner automatically prints a Configuration Report.
- ❑ On the screen, verify the precinct name is correct and unit is receiving power. The screen will read "Plugged into electricity"
- ❑ Press the **Open Poll** button. The scanner will automatically print a Zero Totals Report. The Chief Officer and Assistant Chief Officer must inspect and sign tape on the lines. If tape doesn't print, CALL THE OFFICE. **Do not tear off the tape. Do not tear off the tape.**
- ❑ Press **Go to Voting Mode**.





Opening Procedures

- ☐ Using the Black Barrel Key, unlock and open the DS200 Memory Stick access panel.
- ☐ Open printer compartment by pressing the light blue lever, roll the tape and place in the printer compartment. Close the printer.
- ☐ Close and lock Memory Stick access panel.
- ☐ **Verify Public Count is zero. If not, CALL THE OFFICE IMMEDIATELY.**
- ☐ **Record the Serial Number and Protected Count below.**
(Some Precincts may have a 2nd DS200)

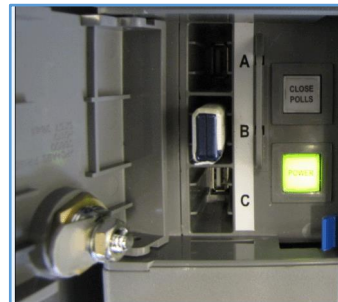
Serial Number (Unit 1)	
Protected Count	
Public Count	0

Serial Number (Unit 2)	
Protected Count	
Public Count	0

- ☐ **Return keys and instructions to Chief Officer.**

Chief/Assistant Chief

- ☐ **Record the Public Count and Protected Count on the card inside the 7C. (Open)**





Voting Procedures

Overview

Outlined below is a list of steps that should be followed when operating the DS200 Digital Scanner on Election Day.

A ballot can be fed into the DS200 Digital Scanner, short edge first, in any orientation. The scanner will display any errors that may occur, and display instructions to assist in clearing the error.

Election Officials

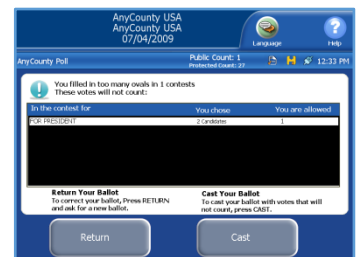
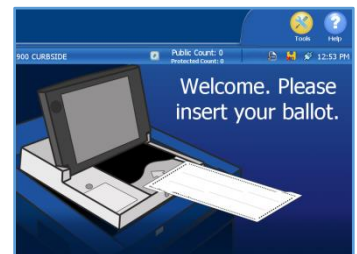
- ❑ Stand at least four feet to the side of the Digital Scanner to ensure voter privacy.
- ❑ Instruct the voter to insert his or her ballot into the Digital Scanner.
- ❑ Gently slide the ballot into the DS200 Scanner. Do not force the ballot. When the ballot is inserted far enough the machine will pull the ballot into the scanner.
- ❑ The screen read “Thank you for voting. Your ballot has been counted.”
- ❑ Give voter an “I Voted” sticker and thank him or her for voting.

Overvoted Ballot

Display reads “You filled in too many ovals in (number) contests.” The display also lists which contest(s) is overvoted.

- ❑ Inform the voter that he or she has selected a greater number of candidates for one or more contests.
- ❑ Inform the voter the ballot can be cast as is (overvoted) or the voter may choose to spoil the ballot and obtain a new one.
- ❑ Inform the voter that no vote is recorded for the overvoted contest(s). All other contest(s), which are neither blank nor overvoted, are recorded.
- ❑ If the voter chooses to cast the ballot as is, instruct the voter to touch “Cast”.
- ❑ If the voter chooses to spoil the ballot, instruct the voter to touch “Return” and see **“Spoiling a Ballot”** on the next page.
- ❑ Once the officer issues the voter a blank ballot, ask the voter to go to an open voting booth to mark his or her selections(s) and insert the voted ballot into the DS200.

If a Ballot is left in the DS200, an Election Official may press the “Cast” button to finish the process and allow the next voter to insert their ballot. This applies to Blank and Overvoted ballots as well.



Voting Procedures

Blank Ballot

If a voter attempts to insert a blank ballot, the DS200 will display a message indicating that no selections have been made and the voter will have the option to cast the ballot or have it returned to be marked correctly.

Ballot That Will Not Scan

If a voter's ballot cannot be scanned, and the voter insists on casting the ballot as is.

- ☐ Direct the voter to insert their ballot into the Emergency Ballot Bin.
- ☐ Continue to process voters normally.
- ☐ The ballots in the Emergency Ballot Bin will be scanned before closing the DS200. Any ballot unreadable by the equipment will be hand counted using the procedures and guidance found in the Polling Location Handbook.

Spoiling a Ballot

Notify the Chief or Assistant Chief if a voter needs a replacement ballot to continue voting due to the need to change selections after the ballot was marked, if a blank ballot is rejected by the equipment, or if a ballot is damaged in any way.

(A spoiled ballot means the voter has checked into the pollbook and needed to exchange the ballot, due to one of the aforementioned reasons, and cast a vote.)

- ☐ Write "SPOILED" across the front of the ballot.
- ☐ Place the ballot in Envelope #4.
- ☐ Give the voter a new ballot.
- ☐ Spoiled ballots are recorded on the Ballot Record Report.

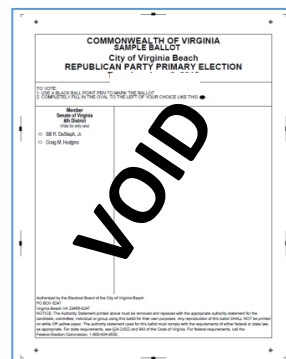
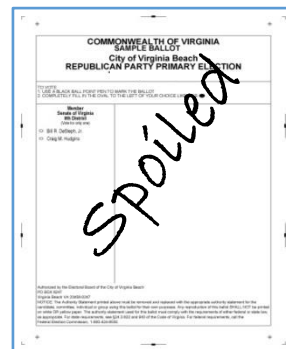
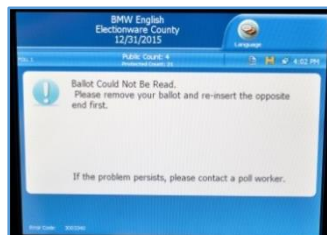
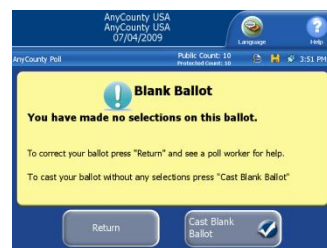
Voided Ballot

Notify the Chief/Assistant Chief Officer if a voter leaves the polling place, leaving his or her ballot in a voting booth, or if the voter decides to void their ballot and chooses not to vote.

(A voided ballot means the voter has already been checked into the pollbook but did not vote.)

- ☐ Voided ballots are recorded on the Ballot Record Report.

An Election Official may not place a ballot into the DS200 unless a Request for Assistance has been completed or the voter is an Outside Polls voter.





Closing Procedures

Overview

Two Election Officials representing differing political parties (or two of the same party for Primaries) are responsible for shutting down the DS200 Digital Scanner.

Closing DS200

- ❑ **Remove unscanned ballots (if any) from Emergency Ballot Bin. Scan those ballots into the DS200.** Close and lock the Emergency Ballot Bin. (Ballots that will not scan will need to be hand counted, see instructions in the Polling Location Handbook for Hand Counting Ballots.)
- ❑ **Record the Serial Number, Protected Count, and Public Count below (Some Precincts may have a 2nd DS200)**

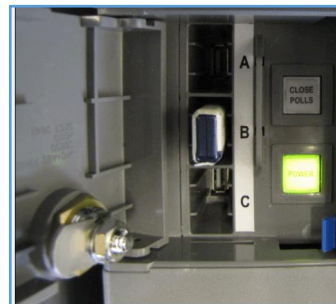
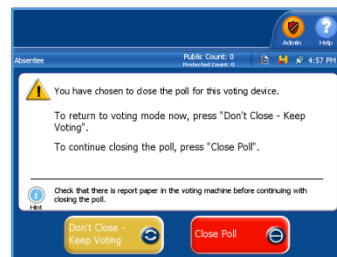
Serial Number(Unit 1)	
Protected Count	
Public Count	

Serial Number(Unit 2)	
Protected Count	
Public Count	

- ❑ Open DS200 Memory Stick access panel with Black Barrel Key.
- ❑ Open Printer Compartment, pull out and unroll the tape to a blank area.
- ❑ Close Printer Compartment.
- ❑ Press and release the **Close Poll** button inside the Memory Stick access panel (button turns red when first pressed).
- ❑ When available on the screen, press **Close Poll**. The DS200 automatically prints one copy of the Ballot Accounting Status Report, one copy of the Voting Results Report, and one copy of the Write-in Review Report.
- ❑ **After inspection reveals tapes are complete and legible**, you may now tear off the tape for processing. (Tape #1 attach to SOR 1)

Tape #2

- ❑ Once reports have finished printing, you must print a second copy manually by pressing **Report Options**.
- ❑ Select **Voting Results** report type.
- ❑ Select **Detailed**.
- ❑ Select **Include Affidavit**.
- ❑ Press **Print Report**. Once printing is complete, continue to next step.
- ❑ **Continued next page**



VOTING RESULTS REPORT
10:44 AM January 18, 2011
Unity Serial Number: 010738001

AnyCounty USA
AnyCounty USA
01 AnyCounty Poll
Election Date: July 04, 2011
Poll Opened Date: July 04, 2011
Poll Opened Time: 8:00 AM
Poll Closed Date: July 04, 2011
Poll Closed Time: 9:00 PM
Public Count: 11
Poll Voting Report





Closing Procedures

- ☐ **Select Write-in Review Report.**
- ☐ Press **Print Report.**
- ☐ **After inspection reveals tape is complete and legible,** you may now tear off the tape for processing. (Tape #2 attach to SOR 2)

Tape #3

- ☐ Select **Voting Results** report type.
- ☐ Select **Detailed.**
- ☐ Select **Include Affidavit.**
- ☐ Press **Print Report.**
- ☐ **After inspection reveals tape is complete and legible,** you may now tear off the tape for processing. (Tape #3 attach to Printed Return Sheet (Yellow))

Tape #4 (Final copy)

- ☐ Select **Voting Results** report type.
- ☐ Select **Detailed.**
- ☐ Select **Include Affidavit.**
- ☐ Press **Print Report.**
- ☐ **After inspection reveals tape is complete and legible,** you may now tear off the tape for processing. (Tape #4 insert into envelope #11)
- ☐ **Ensure you have all the tapes needed with required reports and signature lines before proceeding!**

Tape Review

Chief Officer and Assistant Chief Officer must sign on the lines at the bottom of all FOUR RESULTS tapes.

Place tapes according to the following:

- ☐ **Tape #1 includes:**
 - ☐ **Configuration Report**
 - ☐ **Zero Totals Report**
 - ☐ **Ballot Status Accounting Report**
 - ☐ **Voting Results Report**
 - ☐ **Write-in Review Report****PAPERCLIP TO SOR #1**
- ☐ **Tape #2 includes:**
 - ☐ **Voting Results Report**
 - ☐ **Write-in Review Report****PAPERCLIP TO SOR #2**
- ☐ **Tape #3 includes:**
 - ☐ **Voting Results Report****PAPERCLIP TO PRINTED RETURN SHEET (yellow)**
- ☐ **Tape #4 includes:**
 - ☐ **Voting Results Report****PLACE IN ENVELOPE #11 (red)**



Closing Procedures

- ☐ Once printing has finished, press **Cancel**.
- ☐ Press **Finished – Turn Off**. DS200 powers off. Once the light on the **Power** button goes out, remove the memory stick and return it to the Chief to be placed in Envelope #7C.
- ☐ Close and lock the DS200 Memory Stick access panel using the Black Barrel Key.
- ☐ Close and lock the DS200 screen using the Black Barrel Key.
- ☐ Close and lock the Ballot Box lid using the Silver Key.

Removing Blue Tote Bin

- ☐ Open Ballot Box using the Silver Key.
- ☐ Close Blue Tote Bin, right side first, then left side.
- ☐ Using the handle, remove the Blue Tote Bin from the Ballot Box.
- ☐ Open the Blue Tote Bin and remove ballots and place in Box #3.
- ☐ Close the lid on the Blue Tote Bin and place it back in the Ballot Box.
- ☐ Close and lock the Ballot Box.

Securing DS200

- ☐ Unplug power cord from AC outlet.
- ☐ Wrap cord and place inside DS200 Ballot Box Rear access panel.
- ☐ Close and lock the rear access panel using the Silver Key.
- ☐ **Return keys, tapes, memory stick, and instructions to Chief Officer.**

Additional Closing Steps

- ☐ Record the Public Count and Protected Count on the card inside the 7C. (Close). Two officers sign the card and place back in 7C.
- ☐ Place memory stick(s) into 7C.
- ☐ Complete SORs 1 & 2 and attach tape.
- ☐ Complete Printed Return Sheet (Yellow) and attach tape.
- ☐ All Officers must sign SORs 1 & 2 and Printed Return Sheet (Yellow).
- ☐ Place final tape into Red #11 envelope.
- ☐ Record the Public Count on the EPB/DS200 Worksheet.

STATEMENT OF RESULTS (SOR)

Election Type: General and Special Elections
County/City: VIRGINIA BEACH
Precinct: 00000 SAMPLE

Instructions
Complete all sections. Do not leave any blank. Enter a 0 (zero) if there is no amount to record. SOR-1 and SOR-2 need to be exact duplicates.

Part 1: Turnout
Statement of Registered Voters and Protected Summary

Registered Voters in this Precinct	1834
EPB Summary	BEFORE Polls Open AFTER Last Voter
Grand Total	0

Turnout (Outside Polls)
Obtained from the Electronic Pollbook Summary

Off Count	0
Public Count Discrepancy #1	
Public Count Discrepancy #2 (If used)	
Total Hand Counted Ballots	
Total Ballots Cast	

Verification
We hereby certify that the VVO copies of the Statement of Results and Write-In Review Reports are a complete record of this election and that all of the information entered is true and correct.

☐ Yes ☐ No

Continue to back of form

Part 4: Discrepancies

State this on discrepancy form in column space provided, please attach to back of page.

Part 4: Certification
We hereby certify that the VVO copies of the Statement of Results and Write-In Review Reports are a complete record of this election and that all of the information entered is true and correct.

Signature of Election Officials

1.	2.	3.	4.	5.	6.	7.	8.	9.
Signature	Signature	Signature	Signature	Signature	Signature	Signature	Signature	Signature
10.	11.	12.	13.	14.	15.	16.	17.	18.

PROPOSITION 2

Yes 19
No 6

WE, THE UNDERSIGNED, DO HEREBY CERTIFY THAT THE ABOVE RESULTS ARE A TRUE AND ACCURATE ACCOUNT OF ALL BALLOTS COUNTED AND THAT ALL COUNTERS WERE ZERO (0) WHEN THE POLLS OPENED AND THAT THE ELECTION WAS HELD IN ACCORDANCE WITH THE LAWS OF THE STATE.

Election Judge

Election Judge



Troubleshooting

Repair and Replacement

- **All repairs shall be made in the presence of two election officials representing the two political parties or, in the case of a primary election for only one party, two officers representing that party.** If the machine cannot be repaired on site, the electoral board shall, if possible, substitute a machine in good order for the inoperative machine and at the close of the polls the record of both machines shall be taken and the votes shown on their counters shall be added together in ascertaining the results of the election.
- No voting or counting machines, including inoperative machines, shall be removed from the plain view of the officers of election or from the polling place at any time during the election and through the determination of the vote as provided in § [24.2-657](#) except as explicitly provided pursuant to the provisions of this title.
- No voting or counting machine that has become inoperative and contains votes may be removed from the polling place while the polls are open and votes are being ascertained. If the officers of election are unable to ascertain the results from the inoperative machine after the polls close in order to add its results to the results from the other machines in that precinct, the officers of election shall lock and seal the machine without removing the memory card, cartridge, or data storage medium and deliver the machine to either the clerk of court or registrar's office as provided for in § [24.2-659](#). On the day following the election, the electoral board shall meet and ascertain the results from the inoperative machine in accordance with the procedures prescribed by the machine's manufacturer and add the results to the results for the precinct to which the machine was assigned.
- Nothing in this subsection shall prohibit the removal of an inoperative machine from a precinct prior to the opening of the polls or the first vote being cast on that machine. Any machine so removed shall be placed in the custody of an authorized custodian, technician, or electoral board representative. If the inoperative machine can be repaired, it shall be retested and resealed pursuant to § [24.2-634](#) and may be returned to the precinct by an authorized custodian, technician, or electoral board representative. The officers of election shall then open the machine pursuant to § [24.2-639](#).
- In any precinct that uses a ballot that can be read without the use of the ballot scanner machine, if the ballot scanner machine becomes inoperative and there is no other available scanner, the uncounted ballots shall be placed in a ballot container or compartment that is used exclusively for uncounted ballots. If an operative scanner is available in the polling place after the polls have closed, such uncounted ballots shall be removed from the container and fed into the scanner, one at a time, by an officer of election in the presence of all persons who may be lawfully present at that time but before the votes are determined pursuant to § [24.2-657](#). If such a scanner is not available, the ballots may be counted manually or as directed by the electoral board.

Troubleshooting

Overview

This document will serve as a guide for troubleshooting and repair of common issues that may arise on Election day. All solutions should be performed in the presence of two Election Officials representing differing political parties (or two of the same party for Primaries).

Problem:

Unit does not power on automatically (This is an indication that a connection to AC power has not been made.)

Solution:

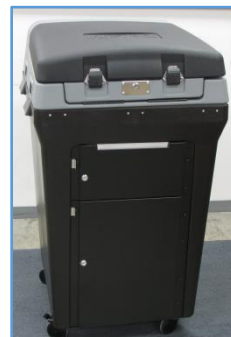
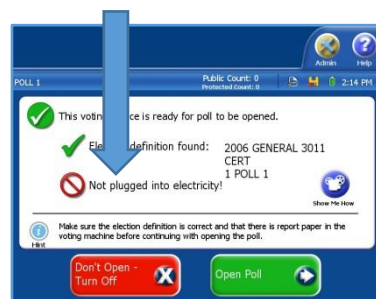
- 1) Check all AC connections.
- 2) If a surge protector is used, check that it is connected to a wall outlet and the power switch is in the on position.
- 3) Check that the DS200's power cord is plugged into a surge protector or outlet.
- 4) Check that the power cord is connected to the power supply in the rear access panel of the DS200.
- 5) Close the DS200 screen and reopen. The unit should power on.
- 6) If the above does not work, CALL THE OFFICE.

Problem:

Error occurs when printing zero tape. Zero tape may be reprinted if no votes have been cast and the DS200 is in voting mode.

Solution:

- 1) Ensure the tape is in proper position and at a blank area before proceeding.
- 2) Tap TOOLS icon on the top right of the screen.
- 3) Enter the ELECTIONS CODE provided. Press Accept.
- 4) Choose REPORT OPTIONS.
- 5) Choose ZERO TOTALS REPORT, select DETAILED, select PRECINCT, select INCLUDE AFFIDAVIT.
- 6) Press PRINT.
- 7) Once report has completed, press CANCEL.
- 8) Press RETURN TO VOTING MODE.
- 9) Roll tape and place in the printer compartment.
- 10) Lock Media Access Panel.
- 11) You are now ready for voting.



Troubleshooting

Problem:

When the scanner is turned on, the message “Election Definition Not Found” is displayed.

Solution:

- 1) Ensure the DS200 Memory Stick is in the compartment and inserted correctly.
- 2) If the error message is still displayed, CONTACT THE OFFICE, a replacement memory stick may be needed.
- 3) You will need to utilize the Emergency Ballot Bin until a new memory stick is delivered and installed.
- 4) When repair is complete, and time permits, remove and scan any ballots that may have been placed in the Emergency Ballot Bin.

Problem:

When the scanner is on, the power icon shows the plug is not connected.

Solution:

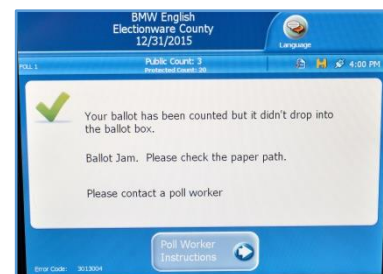
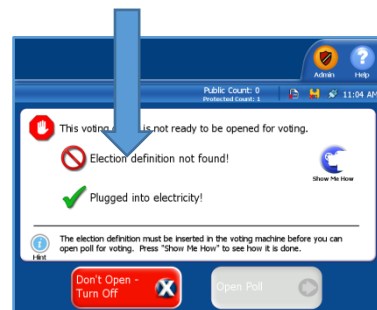
- 1) Ensure the power cord for the equipment is plugged into an AC outlet or surge protector.
- 2) If plugged into a surge protector, ensure that it's power switch is in the ON position and that it is plugged into an AC outlet.
- 3) Check that the power cord is completely seated into the power supply located inside the rear access panel.
- 4) Check cords for damage. If any cords are found to be damaged, CALL THE OFFICE for instruction or replacement.

Problem:

Ballot is jammed in equipment.

Solution:

- 1) Take note of any notifications on the screen that let you know if the ballot has been counted or not.
- 2) You may need to remove the ballot by hand from the DS200 by unlocking the front latch using the silver key. The lock can be found to the front and right of the DS200. Once unlocked open the front latch and gently pull the DS200 forward until the ballot can be seen.
 - 1) If the screen reads the ballot has been counted, you may feed the ballot into the paper path located at the back of the DS200.
 - 2) If the screen reads the ballot has not been counted, and the voter is not present, two officials representing the two political parties will insert the ballot into the DS200 or Emergency bin.
- 3) Return the DS200 to operational status.
- 4) When repair is complete, and time permits, remove and scan any ballots that may have been placed in the Emergency Ballot Bin.



Troubleshooting

Problem:

Error Message: "Voting Machine Not Programmed for Your Ballot"

Solution:

- 1) Ensure the correct ballot was received by the voter. If so, SPOIL the ballot and issue the voter a new ballot.
- 2) If found to be the correct ballot, the ballot may be inserted into the Emergency Bin for Hand Counting after the polls close.
- 3) If the ballot is incorrect for the precinct, CALL THE OFFICE IMMEDIATELY.

Problem:

Voting equipment has become inoperable.

Solution:

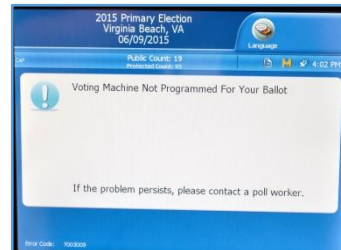
- 1) Utilize the Emergency Ballot Bin so that voting may continue. CALL THE OFFICE.
- 2) A technician will be sent to evaluate and possibly replace the equipment. Enter all information pertaining to the replacement on the Incident Report.
- 3) When repair is complete, and time permitting, remove and scan any ballots that may have been placed in the Emergency Ballot Bin.

Problem:

Inserted ballot is not drawn into the DS200 (A restart of the machine is required).

Solution:

- 1) Unlock and open the memory stick access panel using the black barrel key.
- 2) Press and hold the Power button until the unit begins to power down.
- 3) Release the Power button.
- 4) Close and lock the memory stick access panel.
- 5) After the unit has powered down completely (screen is black), close the screen.
- 6) Wait 10 seconds and open the screen. The unit should power on automatically.
- 7) Enter the Election code and press Accept.
- 8) When available press the go to voting mode button.
- 9) When repair is complete, and time permits, remove and scan any ballots that may have been placed in the Emergency Ballot Bin.



Troubleshooting

Problem:

No reports are printing.

Solution:

- 1) Ensure that the paper is pulled through the printer and out of the printer access panel.
- 2) Press the resume button on the screen, if available.
- 3) If the printer seems to be functioning properly, paper is coming out of the printer, the roll may have been placed incorrectly. Remove and turn the roll over. Reprint any reports that did not print.
- 4) If the above does not work, CALL THE OFFICE.



Problem:

Public Count on DS200 is nearing the 1300-1500 ballot threshold, or ballots jamming due to full Blue Tote Bin.

Solution:

- 1) Unlock and open the Ballot Box.
- 2) Ensure all ballots are in the Blue Tote Bin.
- 3) Close the Blue Tote Bin lids and remove it from the Ballot Box.
- 4) Lock the Blue Tote Bin.
- 5) Close and lock the Ballot Bin and continue voting.
- 6) Place the Blue Tote Bin inside the cage where the DS200 is normally stored.
- 7) Lock the cage.
- 8) After the polls close, remove the ballots and place in Box 3 with additional voted ballots from the Ballot Box.



Problem:

Tape roll depleted while printing.

Solution:

- 1) Open the Printer Access Panel and remove the empty roll.
- 2) Before inserting a new roll into the printer compartment, ensure the end of the roll is in your right hand and unwinds from the bottom of the roll. Place the roll in the printer compartment.
- 3) Close the printer compartment and press the Resume button on the screen.
- 4) When printing is complete tape results together.





CITY OF VIRGINIA BEACH

Voter Registration & Elections



ExpressVote Guide

REVISED: 3/24/2023

Opening Procedures

Overview

Two Election Officials representing differing political parties (or two of the same party for Primaries) are responsible for setting up the ExpressVote. A Voting Booth Officer should be stationed near the ExpressVote throughout Election Day. Any voter who requests to use the ExpressVote may do so.

Preparing ExpressVote

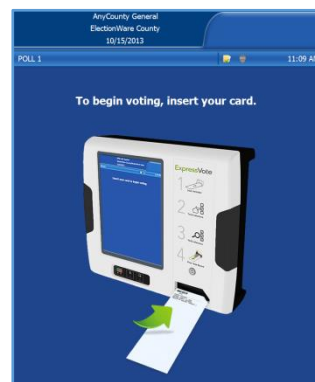
- ☐ Remove ExpressVote from its black padded carrying case and gently place face down on the table designated for accessible voting.
- ☐ Remove the power cord and headphones from the black padded carrying case. Store the carrying case in a secure location.
- ☐ Plug power cord into the rear of the ExpressVote. You should hear a click when inserted completely.
- ☐ Plug the power cord into a surge protector.
- ☐ Extend the ExpressVote Support and stand the ExpressVote upright on the table.
- ☐ Plug in headset and place next to keypad.

Opening ExpressVote

- ☐ Verify the **Serial Number** and the **Blue Tamper Evident Seal** securing the Media Compartment Door, located on the left side of the ExpressVote, matches the Printed Return Sheet (Yellow).
- ☐ Remove seal and place in the designated area on the Printed Return Sheet (Yellow).
- ☐ Unlock and open the Media Compartment door on the left side of the ExpressVote using the black barrel key.
- ☐ Place the power switch in the **On** position.
- ☐ Wait until the system initializes and the Election Code Screen is displayed before proceeding. This will take a few minutes. **Do not touch the screen until the keyboard is displayed!**

Activating ExpressVote

- ☐ Enter the **Election Security Code**, then press **Accept**.
- ☐ Verify precinct number and name displayed on screen is correct and ExpressVote is receiving power.
- ☐ Display should read **"To begin voting, insert your card."**
- ☐ Position keypad cord so it threads through circular opening at top of Media Compartment Door. **Close and lock the door.**
- ☐ Position ExpressVote screen away from public view.
- ☐ Return key to Chief Election Officer.





Voting Procedures (5 Pages)

Overview

Outlined below is a list of steps that should be followed when operating the ExpressVote on Election Day.

Touch Screen Display Options

Use icons at top of the screen to access display options and navigate ballot card.

- ❑ **Text Size** adjusts size of text on the display. Instances where a contest extends off the screen, use navigation bar to scroll up and down to view all choices within a contest.
- ❑ **Display** changes screen display from color to black and white (white text on black background).
- ❑ **Quit** returns a voter's ballot card unmarked after following the on-screen instructions.

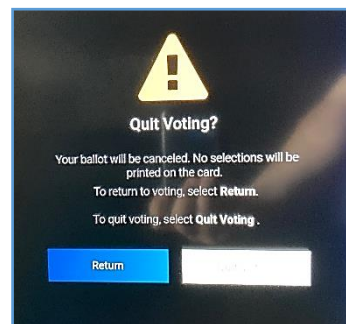
Election Official

Display reads **"To begin voting, insert your card."**

- ❑ Stand at least four feet to the side of the ExpressVote to ensure voter privacy.
- ❑ Instruct voter to insert ballot card into the slot, face up with the cut corner to the right and at the top of the ballot.

Voting on the ExpressVote

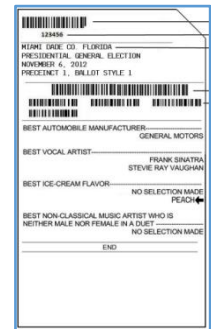
- ❑ The voter will insert a blank Ballot Card.
- ❑ The full ballot will appear. The voter will continue from this point. (The officer will stay close but allow voter their privacy).
- ❑ Select a candidate or contest choice by pressing their choice. Once selected, the selection turns green, and a white checkmark appears next to the choice.
- ❑ To change a selection in a "vote for one" contest, press a new selection. The previous selection is de-selected, and the new selection turns green, and a white checkmark appears next to the candidate or contest choice.
- ❑ To select a write-in (General and Special Elections only), press **Write-in**. The screen will display a digital keyboard. Enter the write-in using the keyboard, then press **Accept**. The write-in displays as the selection turns green, and a white checkmark appears next to the write-in text.





Voting Procedures

- ❑ To clear a write-in, press the write-in selection again. Screen displays a digital keyboard. Press **Clear**, then Press **Accept**.
- ❑ After voter is finished making his or her selections, press **Review Selections**.
- ❑ A Summary of Selections screen is displayed. Undervoted contests are marked with a blue circle (). All fully voted contests are displayed in green.
- ❑ To change a selection, press the **Contest** on the Summary of Selections screen. After changes are made, press **Return to Summary**. ExpressVote will return to Summary screen.
- ❑ When finished reviewing the selections, press **Print Ballot**.
- ❑ To mark ballot card, press **Print**. A printed ballot card ejects from input slot.
- ❑ Direct voter to remove the printed ballot card and insert it into the DS200 Digital Scanner.



Keypad Functions

- ❑ **Up Arrow** and **Down Arrow** are used to navigate through selections of a contest and to scroll through letters while selecting a write-in candidate.
- ❑ **Left Arrow** and **Right Arrow** are used to navigate between contests.
- ❑ **Select** chooses available option/selection.
- ❑ **Home** opens a screen with voting instructions.
- ❑ **Pause** stops audio.
- ❑ **Screen** toggles the screen to a blank screen or the full screen views.
- ❑ **Repeat** replays last spoken phrase.
- ❑ **Tempo** adjusts speed at which the synthesized voice reads text. Each time Tempo is pressed, the current phrase is restarted at the newly selected speed.
- ❑ **Volume** adjusts synthesized voice to preferred audio level.



Voting Procedures

Marking Ballot Card: Audio Headset and Keypad

- ❑ Instruct the voter to place the headphones on and follow the instructions given by the audio.
- ❑ If the voter needs assistance, instruct the voter to insert ballot card into input slot, face up with the cut corner to the right.
- ❑ Instruct voter to press **Screen** on the keypad if they prefer to hide the contests and selections from view.
- ❑ Instruct voter to use **Down Arrow** on keypad to scroll through available language options. Press **Select** to select desired language and to begin voting.
- ❑ ExpressVote identifies the ballot card, begins playing voting instructions, and provides an overview on keypad functions.
- ❑ Press **Right Arrow** to proceed to first contest. ExpressVote identifies contest information, including name, number of permitted selections and number of candidates or choices.
- ❑ Press **Down Arrow** to scroll through candidates or choices.
- ❑ Press **Select** to make a selection after it has been read.
- ❑ To change a selection in a “vote for one” contest, press **Down Arrow** or **Up Arrow** to scroll through selections. Press **Select** to make a new selection. The new selection replaces the previous one.
- ❑ To change a selection in a “vote for more than one” contest, press **Down Arrow** or **Up Arrow** to scroll through selections. Press **Selection** to remove previous selection. Press **Down Arrow** or **Up Arrow** to scroll through selections. Press **Select** to make a new selection.
- ❑ To select a write-in (General and Special Elections only), press **Down Arrow** to navigate to the write-in option. Press **Select**. ExpressVote begins playing write-in instructions and provides an overview on keyboard functions. Press **Down Arrow** or **Up Arrow** to scroll through letters. Press **Select** to choose a letter. When finished, press **Right Arrow**. The ExpressVote returns to the contest and repeats the write-in selection.
- ❑ To remove a write-in, press **Down Arrow** to navigate to write-in option. Press **Select**. Press **Down Arrow** or **Up Arrow** to scroll to **Clear**. Press **Select**, then press **Right Arrow**. The write-in selection is removed.
- ❑ Press **Left Arrow** or **Right Arrow** to navigate between contests.





Voting Procedures

- ☐ After a voter is finished making his or her selections, a Summary of Selections begins. Press **Down Arrow** or **Up Arrow** to navigate through and review selections.
- ☐ To change a selection, press **Down Arrow** or **Up Arrow** to navigate to contest then press **Select**. After changes are made, press **Right Arrow**. ExpressVote returns to Summary of Selections. When finished reviewing selections, press **Right Arrow**.
- ☐ To mark ballot card, press **Select**. The printed ballot card ejects from input slot.
- ☐ Direct voter to remove the printed ballot card and insert it into the DS200 Digital Scanner.

Verifying Marked Ballot Card

ExpressVote allows a voter to reinsert his or her marked ballot card back into the input slot to verify his or her selections. This step is for verification purposes only. No changes can be made, as the voter will only be able to view or hear the summary of his or her selections.

- ☐ Instruct voter to insert ballot card into input slot, face up with the cut corner to the right.
- ☐ A **Verification** screen displays listing instructions on how to review selections.
- ☐ Press **Next** to Access Verification Summary screen.
- ☐ Review selections. When done, press **Next**. The ballot card will eject from the input slot.
- ☐ Direct voter to remove the printed ballot card and insert it into the DS200 Digital Scanner.

Exchanging a Ballot

Notify the Chief Officer or Assistant Chief Officer if a voter chooses to exchange his or her ballot card for a standard ballot.

- ☐ Instruct voter to press **Exit**. Ensure the ballot card is returned unmarked.
- ☐ Return the unmarked ballot card to the Ballot Officer.
- ☐ The Ballot Officer will issue the voter a paper ballot and direct voter to an open privacy booth to mark his or her selections(s).
- ☐ Direct voter to DS200 Digital Scanner to insert his or her marked ballot.



Voting Procedures

Voided Ballot

Notify the Chief Officer or Assistant Chief Officer if a voter leaves the polling place before printing his or her ballot card or if the voter decides to void his or her ballot card and chooses not to vote.

(A voided ballot means the voter has already been marked in the pollbook but did not vote.)

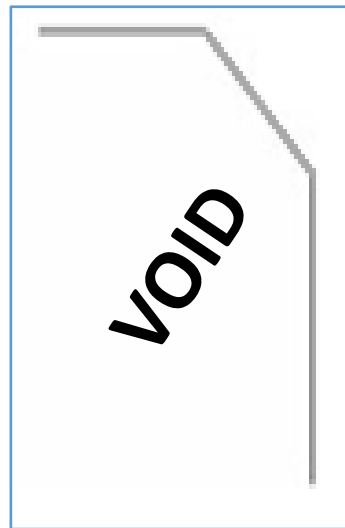
- ☐ Press **Quit**. Follow on screen instructions to return the ballot card unmarked.
- ☐ Write “VOID” across face of returned ballot card.
- ☐ Place ballot in Envelope #4.
- ☐ Voided ballot cards are recorded on the Ballot Record Report.

Spoiling a Ballot

Notify the Chief or Assistant Chief if a voter needs a new blank ballot card to continue voting due to the need to change selections after the ballot card was printed, if a blank ballot card is rejected by the equipment, or if a ballot is damaged in any way.

(A spoiled ballot means the voter has checked into the pollbook and needed to exchange the ballot, due to one of the aforementioned reasons, and cast a vote.)

- ☐ Write “SPOILED” across the front of the damaged or marked ballot.
- ☐ Place the ballot in Envelope #4.
- ☐ Give the voter a new ballot card or paper ballot.
- ☐ Spoiled ballots are recorded on the Ballot Record Report.





Closing Procedures

Overview

Two Election Officials of differing political parties (or two of the same party for Primaries) are responsible for shutting down the ExpressVote.

Closing ExpressVote

- ☐ Open the Media Compartment door, located on the left side of the machine, using the black barrel key.
- ☐ Place power switch to the **Off** position.
- ☐ Once powered down, remove the ExpressVote Memory Stick (will be returned to the Chief to be placed in 7C).
- ☐ Position the keypad cord so it threads through the circular opening at top of Media Compartment door.
- ☐ Close and lock Media Compartment door.
- ☐ Attach the keypad using the Velcro fastener below the Media Compartment door.

Securing ExpressVote

- ☐ Unplug headphones and rotate the earpieces inward. Wrap the cord loosely around the headphones and set aside.
- ☐ Gently position ExpressVote face down on the table.
- ☐ Close ExpressVote support on the back of unit.
- ☐ Unplug power cord from the port on the back of ExpressVote (remember to pull the collar on cord to remove).
- ☐ Unplug power cord from AC outlet or surge protector.
- ☐ Place ExpressVote in the black padded carrying case.
- ☐ Place the headphones inside the black padded carrying case next to the ExpressVote on the opposite side from the keypad.
- ☐ Close and secure the top of the case using the zipper to secure it.
- ☐ Place the power cord in the zippered pouch on the outside of the padded carrying case.
- ☐ Place the ExpressVote on the upper right shelf of the precinct cage.
- ☐ Return key, memory stick, and instructions to Chief Officer.



Troubleshooting

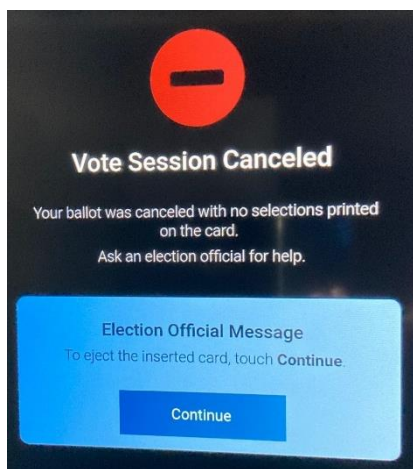
Overview

This document will serve as a guide for troubleshooting and repair of common issues that may arise on Election Day.

Issues with the ExpressVote will be displayed with the following symbol:



Pressing on the symbol will open additional instructions or options depending on the error type.



Problem:

Upon startup the ExpressVote displays that the firmware has been corrupted.

Solution:

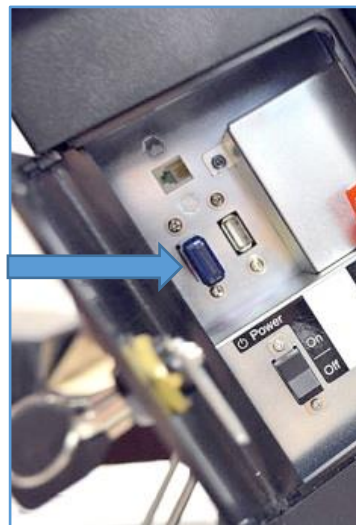
- 1) Shutdown the ExpressVote by switching the Power Switch to the "Off" position. Wait for the machine to power completely down. Wait 30 seconds then repower the machine. If the error remains, **CONTACT THE OFFICE.**

Problem:

Ballot card is jammed inside the equipment.

Solution:

- 1) Follow the onscreen instructions.
- 2) If the error still occurs, **CONTACT THE OFFICE.**





Troubleshooting

Problem:

When the voter feeds the card, the machine does not accept.

Solution:

- 1) Check that the card is being inserted correctly.
- 2) Check that there is no damage to the card. If the card is damaged **SPOIL** the card and issue a new one to the voter.
- 3) Ensure the correct card is being used. The card should be the same length as the paper ballots used. If the card is the wrong length, **CONTACT THE OFFICE.**
- 4) It is possible there is an obstruction in the path of the card. See the problem "Ballot card is jammed inside the equipment". If problem still exists, **CONTACT THE OFFICE.**

Problem:

The following message is displayed on the machine: "There has been no activity for five minutes".

Solution:

- 1) The machine has been idle, with a card inserted, for 5 minutes. If the voter is still present, they may press the "Previous" button to continue voting.
- 2) If the voter has left the polling place, an Election Official will need to follow the instructions on the screen to return the ballot. Do not reuse this blank card, follow the instructions to VOID the ballot.

