ePollbook
Reference Manual

November 4, 2025
Special Election

Table of Contents

Assembly

1 The ePollbook carrying case should be set on the check-in table as pictured.

2 Open the case by unlatching the two locks at the top of the case.

**3** Once opened, you will see 3-4 ePollbooks and charging cords. Remove the ePollbooks and charging cords from the case and set them on the table.

4 Plug in Cradlepoint into a dedicated wall outlet. Keep it plugged in until the vote center is closed on election night. (Poll Worker Manual pgs. 72-73).

5 Open your ePollbook by inserting your finger under the tab opposite the hinge. Open the case as if opening a book, breaking the binding and flipping it open. Set the ePollbook on the table.
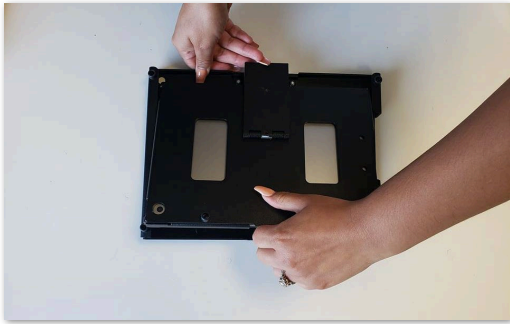
6 Once the ePollbook has been properly set up, locate the power port on the right-hand side of the unit.

7 Insert the compatible end of the white charging cord into the charging port on the ePollbook.
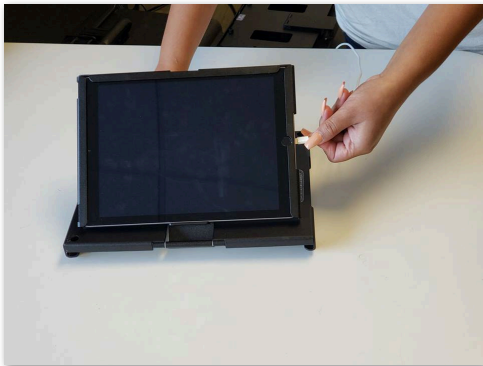
8 Plug the other end of the charging cord into the USB charging brick.
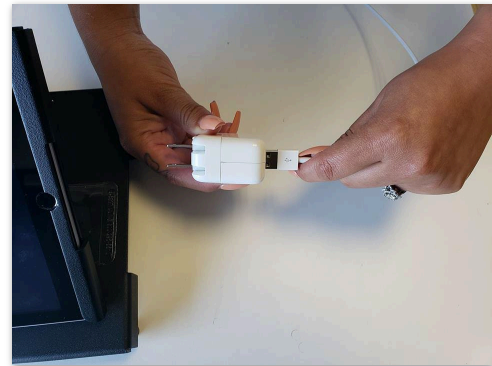
9 Plug the brick into the power outlet. The ePollbook will turn on automatically.
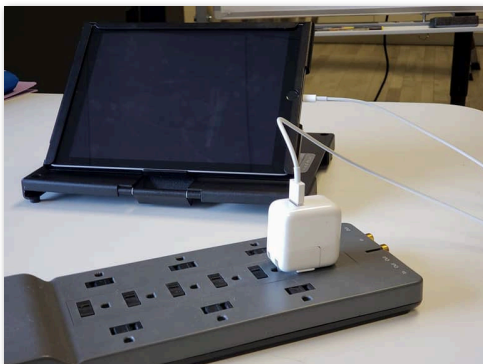
10 Your hardware is now set up and you are ready to log in to the ePollbook.

Logging into the ePollbook

1 Touch the home button to get to launch screen. Touch the green **START** button to begin logging in.

2 Enter your full first and last name using the pop-up keyboard and touch **CONTINUE**.

3 Enter the password given then touch **UNLOCK DEVICE.**

4 After the ePollbook has been unlocked, you will be redirected to the **Launchpad** screen and ready to begin checking in voters.

The Launchpad

This is the Launchpad screen. After every check-in, you should arrive back at this screen.

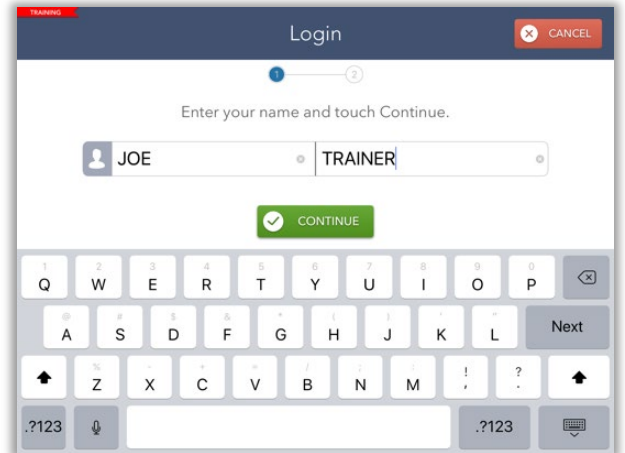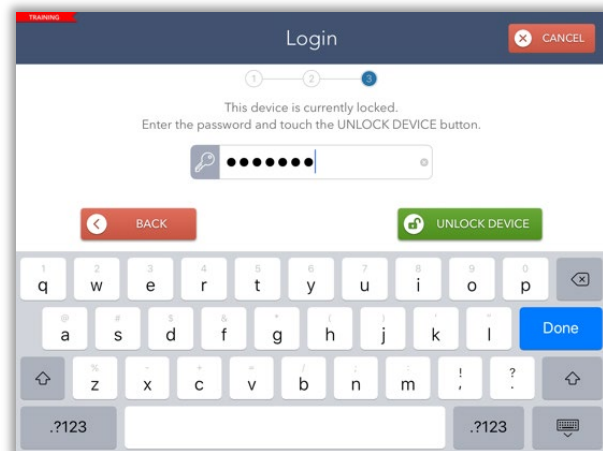| At the top of the screen, you will see		At the bottom of the screen, you will see	
❶	Settings Menu	❹	Vote center location and your name
❷	Election Name	❺	Connectivity status (*must **always** display green fan*)
❸	Launchpad Menu	❻	Battery status

Green and Orange Buttons

To manually search for a voter, touch the green **Manual Voter Search** button.

The orange **Scan Voter Info Guide** button will scan a voter's sample ballot if provided. This will access the voter's registration record. Complete all verification steps as directed by the **VOTER IDENTIFICATION SCREEN.**

Broken Red Heart
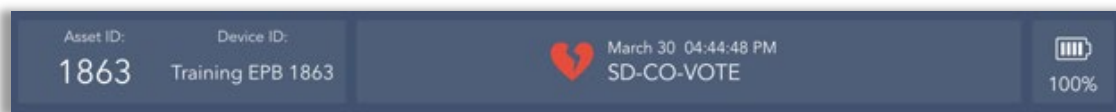
If any EPB displays a broken red heart, please take steps to reconnect immediately.
See FAQs under Troubleshooting on page 56.

The Launchpad Menu

The Launchpad Menu provides menu options to access additional system functions.

Launchpad Menu options:

|	
❶	**CHECK-IN LOGS** – View a running log of all check-ins
❷	**CHECK-IN TOTALS** – View running totals of different ballot styles issued throughout the day
❸	**WORKER CLOCK-IN** – Use this feature for poll worker board timekeeping *(not applicable this election)*
❹	**PROCESS CVR** – Process a Conditional Voter Registration transaction
❺	**ENTER WAIT TIME** – Use this feature to enter the length of time voters wait in line *(all voting days)*
❻	**LOGOUT** – Use this feature to temporarily logout for a break or to close the election at the end of the day

Searching for a Voter

Voter's registration records can be searched two ways, scanning the barcode on a voter's information guide or manually.

SCAN VOTE INFO GUIDE

> If a voter presents a voter information guide, **CLICK** the orange **SCAN VOTER INFO GUIDE** button from the Launchpad screen.

After tapping the orange **SCAN VOTER INFO GUIDE** button from the Launchpad screen, the EPB camera screen will be displayed within a green box,
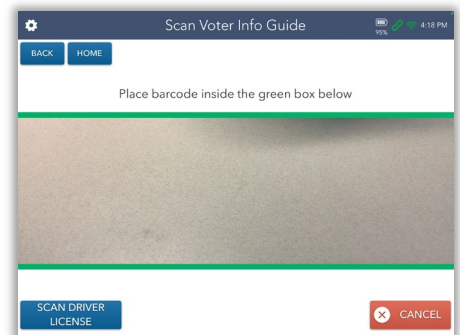
Place barcode inside the green box.

Place the **Voter Info Guide**, with the **Barcode** facing forward, behind the EPB screen, ensuring the camera captures the barcode.

Once the barcode is captured, the EPB will continue to the next screen.

Key Step: Verify that you have accessed the correct voter's record by cross-checking their information on the Check-In Form with the details on the EPB to ensure they match.
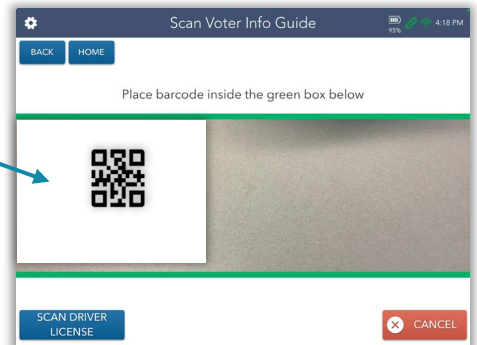
MANUAL VOTER SEARCH

> To search for a voter using the Check-In Form, touch the green **MANUAL VOTER SEARCH** button on the Launchpad screen.

Using information provided by the voter on the Check-In Form, use one of the five available search options to search for the voter's registration record.

Begin with Name and Birth Date. Enter the voter's information into the search fields chosen by using the on-screen keyboard.

Then touch the green **SEARCH** button to continue.

If only one voter matches the search criteria, the Voter Identification screen will appear automatically. Continue checking in your voter.

However, if more than one voter matches the search criteria, your screen will look like the one on the right with a list of all possible matches. Touch the correct voter from the list and then touch the green **CONTINUE** button.

After you select a voter, you will be redirected to the **Voter Identification** screen. The voter's information will be displayed.
Touch **CONTINUE** to navigate to the **Voter Eligibility** screen.

Special Topics

Blue Message Boxes

Remember to READ through all blue message boxes carefully, ACT on the instructions as directed to do or say, then CLICK to proceed to the next screen. Follow these steps: **1. READ   2. ACT   3. CLICK**

An instruction that begins with "(ROV)" only applies to the ROV office and does not apply to Vote Centers, please disregard.

Check-In Form Number

Each Check-In Form contains a **unique barcode number**. This number allows election officials to quickly retrieve the form after the election. Once the check-in process is complete, this **unique number must be manually entered into the ePollbook**. Follow the procedures outlined below to complete this step.

At the **ISSUE BALLOT SCREEN**, tap **COMPLETE CHECK-IN.** A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear.

The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers.

Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.

Congratulations! The voter has been successfully checked in. Scroll through the blue message box and follow the applicable instructions.

Select the **PROCESS NEXT VOTER** button and move on to the next voter.

VBM Ballot Issued Voters

Voting in Person – "BMD"

1 Once you have found the correct voter, their information will display on the **Voter Identification** screen. Read all instructions in blue message box before proceeding. If voter information is current, select **CONTINUE** to begin processing them.	

The blue message box states:
Verify voter's information above matches that on voter's Check-In Form. If the above information is current, touch the green CONTINUE button.
If voter has moved, have voter fill out Part 2 of the Check-In Form and touch UPDATE VOTER INFO.
If this is the wrong voter, touch WRONG VOTER, SEARCH AGAIN. Ensure to follow search guidelines on provided job aid. If still not found, touch PROCESS NEW CVR VOTER.

2 Ask the voter: "Did you bring the ballot you received in the mail?" Wait for the response, if the answer is Yes, then ask: "Are you voting your mail ballot in person?" If not, select **NO**. This voter will use the BMD to make their selections and cast their ballot.	

3

If the voter is eligible to vote a regular ballot, the screen will display a green "Voter is eligible to vote" message.

Scroll through the blue message box and follow the applicable instructions to process the voter.

Select **GET VOTER SIGNATURE** to continue.

The blue message box states:

Voter is NOT voting their mailed ballot. Checking in this voter will invalidate their mail ballot and envelope and renders this voter ineligible to vote by mail.

Instruct voter will be voting a BMD replacement ballot. Select BMD on the Issue Ballot screen. On voter's Check-In form, mark the "N/C" bubble and write the voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #.

4

The **Voter Signature** screen will appear.

Complete the sequence number verification step with the voter prior to asking for their signature.

Tilt the ePollbook screen toward the voter.

Verify with voter that the Sequence Number from the EPB matches their voting materials.

Once the verification step is completed, request voter's signature, and select the **DONE** button.

Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.

5

Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.

6	The ePollbook does not automatically select a ballot type, so you will need to do so manually as previously directed by the blue box.

Select **BMD** under the **Select ballot type** field. | |
| **7** | The **BMD** ballot type button will turn **green** once it has been selected.

Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.** | |
| **8** | A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear.

The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers.

Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number. | |
| **9** | Congratulations! The voter has been successfully checked in.

Complete all applicable instructions in the blue box then select the **PROCESS NEXT VOTER** button and move on to the next voter. | |

VBM Ballot Issued Voters

Voting in Person – "Non-BMD" – Carry-In Ballot

1

Once you have found the correct voter, their information will display on the **Voter Identification** screen.

Read all instructions in blue message box before proceeding. If voter information is current, select **CONTINUE** to begin processing them.

To view the message in the blue box, see page 8.

2

Ask the voter: "Did you bring the ballot you received in the mail?" Wait for the response, if the answer is Yes, then ask: "Are you voting your mail ballot in person?"

If yes, verify the sequence number on the ePollbook matches the sequence number on the mail ballot. If they match, select **YES**.

This voter will mark their selections on their official ballot that was sent to them in the mail and cast it into the Ballot Box.

3

If the voter is eligible to vote via a regular ballot, the screen will display a green "Voter is eligible to vote" message.

Scroll through the blue message box and follow the applicable instructions to process the voter.

Select **GET VOTER SIGNATURE** to continue.

The blue message box states:
Voter is voting their mailed ballot in person which will go straight into the Ballot Box. Checking in this voter will invalidate their mail envelope and renders this voter ineligible to vote by mail.

On voter's Check-In form, mark the "N/C" bubble. Verify and write the voter's Voter ID and sequence #. Select Non-BMD at the Issue Ballot screen.

If sequence number does not match, voter will vote on BMD. Select BMD at the Issue Ballot screen. Write "SURRENDERED" on the front of all the surrendered VBM ballot and envelope, tear all items in half, and place them in the brown box.
Touch the green button to continue.

4	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter. Verify with voter that the Sequence Number from the EPB matches their voting materials. Once the verification step is completed, request voter's signature, and select the **DONE** button. Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.

5	Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.

6	The ePollbook does not automatically select a ballot type for these voters, so you will need to do so manually. Remember, this voter requested to vote on their mail ballot. Select **Non-BMD** under the **Select ballot type** field.

7	The **Non-BMD** ballot type button will turn **green** once it has been selected, then select **COMPLETE CHECK-IN.**	
8	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
9	Congratulations! The voter has been successfully checked in. Scroll through the blue message box and follow the applicable instructions. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	

The blue message box states:
Great Job!

Mailed Ballot:
Not Voted- Voter will vote their mailed ballot in person. Hand voter a secrecy sleeve and ballot marker. Direct voter to the Voting Station.

Voted- Voter has brought in their completed mailed ballot. Hand voter a secrecy sleeve. Direct voter to the Checkout Station.

Voting in Person – "Non-BMD"- Emergency Ballot

1	Once you have found the correct voter, their information will display on the **Voter Identification** screen. Read all instructions in blue message box before proceeding. If voter information is current, select **CONTINUE** to begin processing them. *To view the message in the blue box, see page 8.*	
2	If a voter requests to vote on an Emergency Ballot, ensure that you have provided them with the information in the Poll Worker Manual on page 30. If the voter still insists on voting on an Emergency Ballot, select **NO**. Also, if a voter is returning a completed Emergency Ballot, select **NO.**	
3	If the voter is eligible to vote via a regular ballot, the screen will display a green "Voter is eligible to vote" message. Scroll through the blue message box and follow the applicable instructions to process the voter. Select **GET VOTER SIGNATURE** to continue.	

The blue message box states:

Voter is NOT voting their mailed ballot. Checking in this voter will invalidate their mail ballot and envelope and renders this voter ineligible to vote by mail.

Instruct voter will be voting on BMD replacement ballot. Select BMD on the Issue Ballot screen. On voter's Check-In form, mark the "N/C" bubble and write the voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #.

If voter is requesting an Emergency Ballot, write voter's sequence # on the ballot.
If voter is returning an Emergency Ballot, verify voter's sequence #.
In both situations, write "Emergency Ballot" on Check-In form. Select Non-BMD at the Issue Ballot screen.
Touch the green button to continue.

4

The **Voter Signature** screen will appear.

Complete the sequence number verification step with the voter prior to asking for their signature.

Tilt the ePollbook screen toward the voter.

Verify with voter that the Sequence Number from the EPB matches their voting materials.

Once the verification step is completed, request voter's signature, and select the **DONE** button.

Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.

5

Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.

6

The ePollbook does not automatically select a ballot type for these voters, so you will need to do so manually.

Remember, this voter requested to vote on an Emergency Ballot.

Select **Non-BMD** under the **Select ballot type** field.

7	The **Non-BMD** ballot type button will turn **green** once it has been selected, then select **COMPLETE CHECK-IN.**	
8	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
9	Congratulations! The voter has been successfully checked in. Scroll through the blue message box and follow the applicable instructions. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	

The blue message box states:
Great Job!

Emergency Ballot:

Not Voted- Voter will vote an Emergency Ballot in person. Hand voter the Emergency Ballot, secrecy sleeve, and pen. Direct voter to the Voting Station.

Voted- Voter has brought in their completed Emergency Ballot. Hand voter a secrecy sleeve. Direct voter to Checkout Station.

Residential Address Change (SB207)

1

If a voter moved and their address on the Check-In Form does not match the address on the ePollbook, select the **UPDATE VOTER INFO** button on the **Voter Identification** screen. This process can also be initiated from the Voter Eligibility screen under MORE OPTIONS.

To view the message in the blue box, see page 8.

2

Select the **EDIT** button next to the **Residence Address** field.

3

Enter the voter's **house number** and **street name** in the provided fields, then press the **SEARCH** button.

Select the voter's new address. It will highlight blue, then press the **CONTINUE** button.

4

If the voter's address includes an apartment or unit number, select **YES** to add this information. Otherwise, select **NO** to continue

5

At the **Mailing Address** screen, select **CONTINUE** to move onto the next step. If a voter needs to update their mailing address, they can contact the ROV or go to SDVote.com.

6

Confirm that all necessary fields have been updated then press **CONTINUE**.

7	The screen will flip, allowing the voter to verify that their updated address is correct. Tilt the screen toward them. If the updated address is correct, have the voter select **CORRECT**. If it is incorrect, have voter select **NOT CORRECT** and repeat steps 2-6.	
8	Once the voter has confirmed their updated address is correct, tilt the screen back toward you and select **CONTINUE**.	
9	On the Voter Identification screen, once the voter's address has been updated, select **CONTINUE** to begin the check-in process. Then follow the steps outlined on pages 9–11. *To view the message in the blue box, refer to page 8.* *Return to page 9, step 1, and follow the steps to complete the check-in process for this voter.*	

Conditional Voter Registration

1

If a voter cannot be found in the ePollbook after using their name, address and birthdate, search again using one of the other four available options. If still not found, ask the voter if this is their first time voting in San Diego County. If so, register voter as a Conditional Voter (CVR) by returning to the **Home** screen and pressing the **PROCESS CVR** button from the top right menu. Note: **DO NOT** use the red PROCESS NEW CVR VOTER button.

2

Hand the voter a green CVR envelope and ask them to complete all section 2 neatly and completely.

Using the voter's information on the check-in form enter the voter's **full name** and **date of birth** in the provided fields in the ePollbook. You are now completing voter registration on their behalf. Then select **CONTINUE**.

3

Enter the voter's **house number** and **street name** in the provided fields, then select the **SEARCH** button.

Select the voter's address, then press **CONTINUE**.

4

If the voter's address includes an apartment or unit number, select **YES** to add this information. Otherwise, select **NO** to continue.

5

The screen will flip, allowing the voter to verify that their information is correct. Tilt the screen toward them.

If the information is correct, have the voter select **CORRECT**.

If it is incorrect, have voter select **NOT CORRECT**. This will allow you to make changes as needed.

6

Once the voter has verified that their information is correct, tilt the screen back toward you and select **CONTINUE**.

7	Once you have completed the Conditional Voter Registration process, you will be redirected to the **Voter Identification** page. Notice that the voter's registration has been created. Select **CONTINUE**. *To view the message in the blue box, refer to page 8.*	**Voter Identification** BACK HOME Name PAMELA PARK Birthdate 08/23/1999 Voter ID RESIDENCE MAILING 4079 HIGHLAND AVE SAN DIEGO, 92105 Precinct / Sequence # 276100 / 0003 Verify voter's information above matches that on voter's Check-In Form. If the above information is current, touch the green CONTINUE button. If voter has moved, have voter fill out Part 2 of the Check-In Form and touch UPDATE VOTER INFO. If this is the wrong voter, touch WRONG VOTER, SEARCH AGAIN. Ensure to follow search guidelines on provided job aid. If still not found, touch PROCESS NEW CVR VOTER. WRONG VOTER, SEARCH AGAIN UPDATE VOTER INFO CONTINUE PROCESS NEW CVR VOTER
8	Scroll through the blue message box and follow the instructions to process them as a **CVR** voter. Select **PROCESS CVR** to continue.	**Voter Eligibility** BACK HOME Conditional Voter Reg. Name PAMELA PARK Birthdate 08/23/1999 Voter ID RESIDENCE MAILING 4079 HIGHLAND AVE SAN DIEGO, 92105 Precinct / Sequence # 276100 / 0003 Conditional Voter Reg. Voter is not eligible to vote a regular ballot. Read instructions below. Process as CVR. For staff: On voter's Check-In form, mark the "CVR" bubble and write voter's sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a green CVR Envelope. On the Poll Worker's side, mark the Conditional Voter Registration box and write the voter's sequence #. Ensure voter fills out the entire voter side. WRONG VOTER, SEARCH AGAIN MORE OPTIONS PROCESS CVR

The blue message box states:
Process as CVR. On voter's Check-In form, mark the "CVR" bubble and write voter's sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a green CVR Envelope. On the Poll Worker's side, mark the Conditional Voter Registration box and write the location # and voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.

9	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter. Verify with voter that the Sequence Number from the EPB matches their voting materials. Once the verification step is completed, request voter's signature, and select the **DONE** button. Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.	**Voter Signature** BACK HOME Conditional Voter Reg. Name PAMELA PARK Birthdate 08/23/1999 Voter ID Address 4079 HIGHLAND AVE SAN DIEGO, 92105 Precinct / Sequence # 276100 / 0003 CLEAR CHANGE LANGUAGE DONE Please sign below WARNING: It is a crime punishable by imprisonment in the State Prison or in the County Jail for anyone to fraudulently vote, to fraudulently attempt to vote, vote more than once, attempt to vote more than once; impersonate a voter, or attempt to impersonate a voter; (Elections Code Sections 18560 & 14108).

10	Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.	
11	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN**.	
12	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the Conditional Voter Registration envelope as the Affidavit number. See the example below. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number (see image below) can be entered manually by tapping on the barcode field.	

Provisional Tracking Number
The Provisional Tracking Number is the Affidavit number in Section 2 of Conditional Voter Registration envelope – see image below.

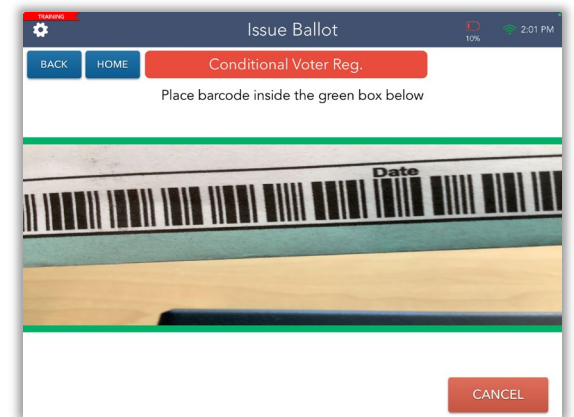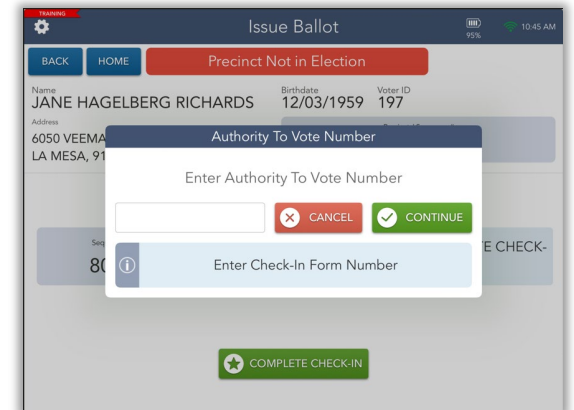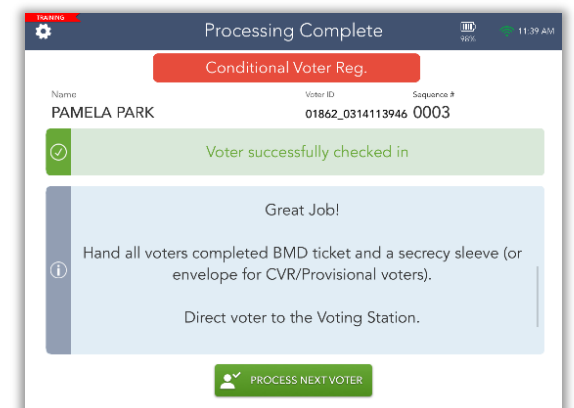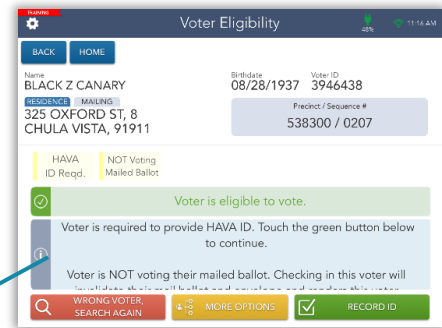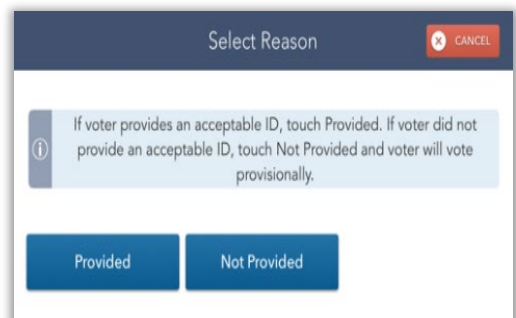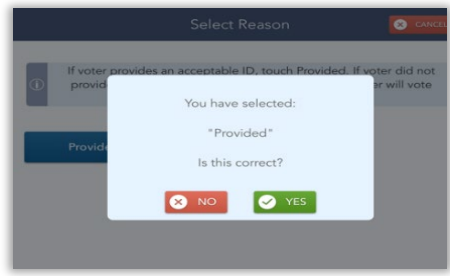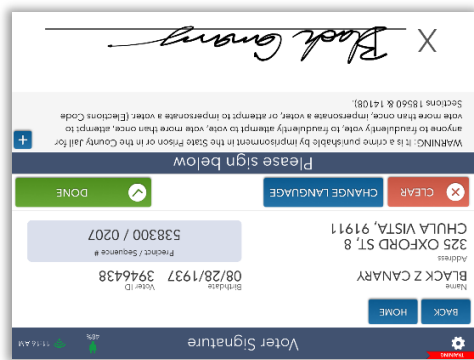|		
13	After tapping the blue barcode icon, the EPB camera screen will be displayed within a green box.	
14	**Place barcode inside the green box.** Place the **CVR envelope**, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode. Once the barcode is captured, the EPB will continue to the next screen.	
15	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
16	**PROCESSING COMPLETE** Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	
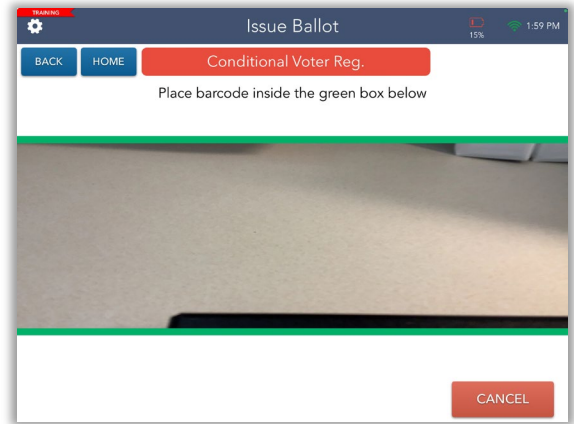
HAVA ID Required: Photo ID Provided

1	If a voter is flagged as needing to fulfill a HAVA ID requirement, they must provide a valid form of identification as required by the federal Help America Vote Act in order to vote a regular ballot. If this occurs, get assistance from your Site Manager. The Site Manager can refer to page 98 of the Poll Worker Manual for the list of acceptable identification that satisfies the HAVA ID requirement. Select the **RECORD ID** button to continue.	
	The blue message box states: Voter is required to provide HAVA ID. Touch the green button below to continue. Voter is NOT voting their mailed ballot. Checking in this voter will invalidate their mail ballot and envelope and renders this voter ineligible to vote by mail. Instruct voter will be voting a BMD replacement ballot. Select BMD on the Issue Ballot screen. On voter's Check-In form, mark the "N/C" bubble and write the voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #.	
2	Select the **Provided** button if the voter has provided a valid form of photo ID.	
3	A prompt will appear. Select **YES** to confirm that the voter has provided a valid form of photo ID.	
4	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter before requesting their signature. Tilt the ePollbook screen toward the voter. Confirm with the voter that the sequence number on the ePollbook matches their voting materials. After verification, request the voter's signature and select **DONE**. Verify that all voting materials match the information on the Check-In Form and that the Check-In Form is signed	

No HAVA ID Provided

1	If a voter is flagged as needing to fulfill a HAVA ID requirement, the voter is required by the federal Help America Vote Act to provide a valid form of identification ID to vote regularly. If a voter does **not** provide a valid form of ID, they will be processed as a provisional voter. Select the **RECORD ID** button to continue. *To view the message in the blue box, see page 26.*	
2	Select the **Not Provided** button.	
3	A prompt will appear. Select **YES** to confirm that the voter has **not** provided a valid form of photo ID.	

4

You will be redirected to the **Voter Eligibility** page.

Scroll through the blue message box and follow the instructions to process the voter.

Select **PROCESS PROVISONAL**.

5

The **Voter Signature** screen will appear.

Complete the sequence number verification step with the voter before requesting their signature.

Tilt the ePollbook screen toward the voter. Confirm with the voter that the sequence number on the ePollbook matches their voting materials.

After verification, request the voter's signature and select **DONE**.

Verify that all voting materials match the information on the Check-In Form and that the Check-In Form is signed

28

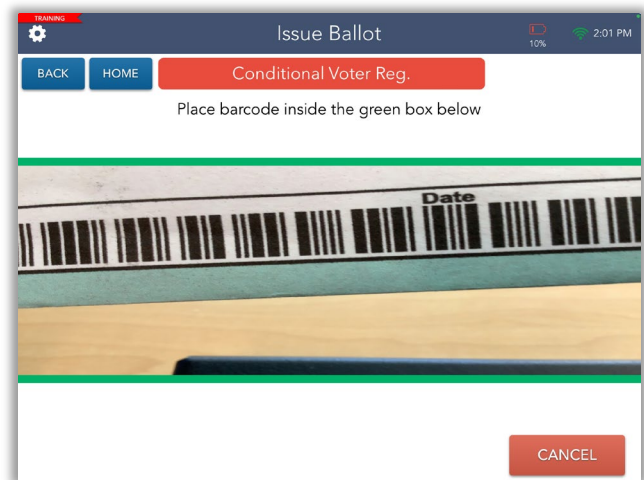|	
6	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**	
7	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	
8	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the Provisional envelope as the Affidavit number. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.	

7

Place barcode inside the green box.

Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode.
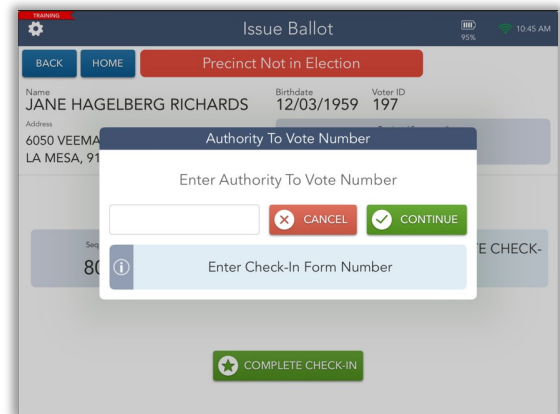
See page 25 for more information.

8

A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear.

The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers.

Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.
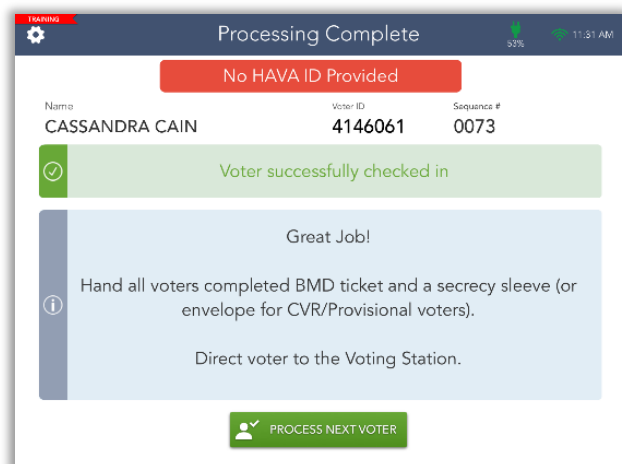

9

Congratulations! The voter has been successfully checked in.

Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card.

Select the **PROCESS NEXT VOTER** button and move on to the next voter.

VBM Ballot Already Returned

1	The ePollbook will identify any voter who has already returned their official ballot they received in the mail. However, if the voter still insists on voting at your vote center, process them as a **provisional** voter. Scroll through the blue message box and follow the instructions to process the voter. Hand the voter a peach Provisional envelope and instruct the voter to complete section 2 neatly and completely. Select **PROCESS PROVISONAL**.	

The blue message box states:	
Voter's VBM ballot has already been returned to the ROV. If voter insists on voting, process as Provisional. On voter's Check-In form, mark the "PROV" bubble and write down voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a peach Provisional Envelope. On the Poll Worker's side, mark Box B and write the location and voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.	

2	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter. Verify with voter that the Sequence Number from the EPB matches their voting materials. Once the verification step is completed, request voter's signature, and select the **DONE** button. Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.	

3	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	

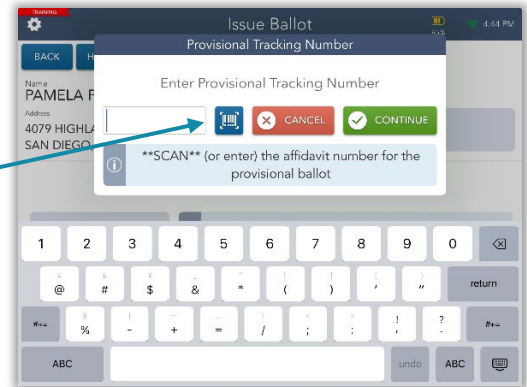|		
4	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**	

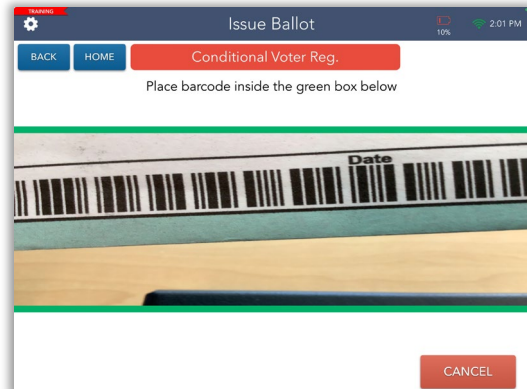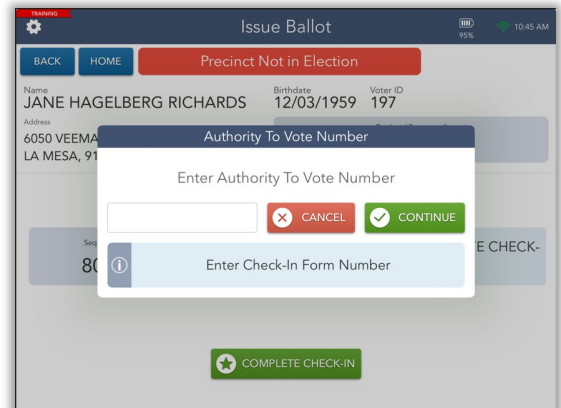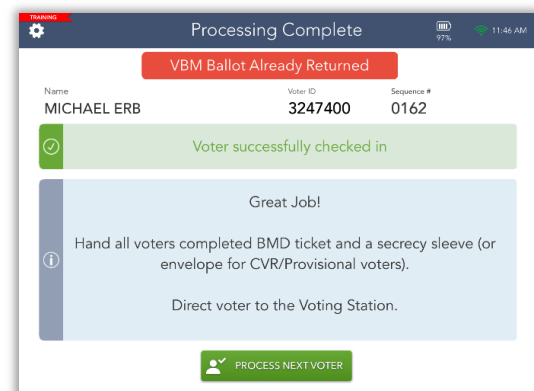|		
5	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the Provisional envelope as the Affidavit number. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.	Issue Ballot screen — Provisional Tracking Number pop-up. "Enter Provisional Tracking Number" with barcode field, CANCEL and CONTINUE buttons. "**SCAN** (or enter) the affidavit number for the provisional ballot"
6	**Place barcode inside the green box.** Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode. See page 25 for more information.	Issue Ballot screen — Conditional Voter Reg. "Place barcode inside the green box below" with barcode image and CANCEL button.
7	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	Issue Ballot screen — Precinct Not in Election. Name JANE HAGELBERG RICHARDS, Birthdate 12/03/1959, Voter ID 197. "Authority To Vote Number" pop-up with "Enter Authority To Vote Number" field, CANCEL and CONTINUE buttons, "Enter Check-In Form Number". COMPLETE CHECK-IN button.
8	Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	Processing Complete — VBM Ballot Already Returned. Name MICHAEL ERB, Voter ID 3247400, Sequence # 0162. "Voter successfully checked in". "Great Job! Hand all voters completed BMD ticket and a secrecy sleeve (or envelope for CVR/Provisional voters). Direct voter to the Voting Station." PROCESS NEXT VOTER button.

Ballot Already Issued by EPB

1	The ePollbook will identify any voter who has already voted during this election. However, if the voter still insists on voting at your vote center, you may process them as a **provisional** voter. Hand the voter a peach Provisional envelope and ask them to complete section 2 neatly and completely. Scroll through the blue message box and follow the instructions to process the voter. Select **PROCESS PROVISONAL**.

<div align="center">

The blue message box states:

A ballot has already been issued by EPB to this voter. If voter insists on voting, process as Provisional. On voter's Check-In form, mark the "PROV" bubble and write down voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a peach Provisional Envelope. On the Poll Worker's side, mark Box C and write the location and voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.

</div>

2	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.

3	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.

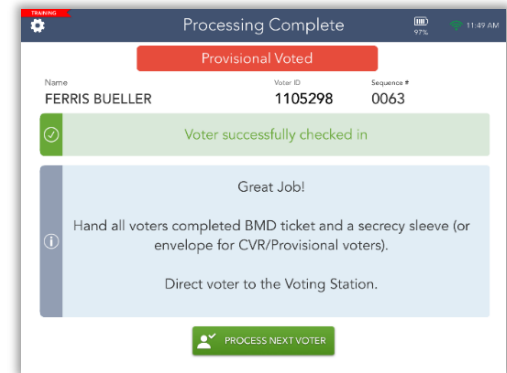|		
4	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**	
5	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the Provisional envelope as the Affidavit number. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.	
6	**Place barcode inside the green box.** Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode. See page 25 for more information.	
7	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
8	Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box then select the **PROCESS NEXT VOTER** button and move on to the next voter.	

Provisional Voted

1	The ePollbook will identify any voter who has already voted provisionally during this election. However, if the voter still insists on voting at your vote center, you may process them as a **provisional** voter. Hand the voter a peach Provisional envelope and ask them to complete all section 2 neatly and completely. Scroll through the blue message box and follow the instructions to process the voter. Select **PROCESS PROVISONAL**.	

The blue message box states:
Voter has already voted a Provisional ballot. If voter insists on voting, process as Provisional. On voter's Check-In form, mark the "PROV" bubble and write down voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a peach Provisional Envelope. On the Poll Worker's side, mark Box C and write the location and voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch to continue.

2	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter. Verify with voter that the Sequence Number from the EPB matches their voting materials. Once the verification step is completed, request voter's signature, and select the **DONE** button. Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.

3	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.

4

The voter's **Sequence #** will appear on the screen.

Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**

5

SCAN or **ENTER** the **Provisional Tracking Number**.

The Provisional Tracking Number is located on section 2 of the Provisional envelope as the Affidavit number.

Tap the blue barcode icon to scan the Affidavit number.

Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.

6

Place barcode inside the green box.

Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode.

See page 25 for more information.

7

A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear.

The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers.

Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.

8	Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	

Unconfirmed Address

1	An unconfirmed address is an address that has not been verified in San Diego County as accurate or complete. This can happen for several reasons, including the address is outside San Diego County. If a registered voter provides an invalid address or one that cannot be found but insists that it is correct, you can manually enter it when updating their information. Get assistance from your Site Manager who will help you process them as a **Provisional** voter. Hand the voter a peach Provisional envelope and ask them to complete all section 2 neatly and completely. If EPB does not recognize the address an **ADDRESS NOT FOUND** button will appear. Check for typos. Select this button to begin updating the voter's address. [Example: Voter address on the Check-In Form: Nacion Ave and J St, Chula Vista, CA, 91910]	
	For ADDRESS NOT FOUND: If voter insists address is correct, refer to the precincting app to obtain voter's assigned precinct number. Touch ADDRESS NOT FOUND to continue.	
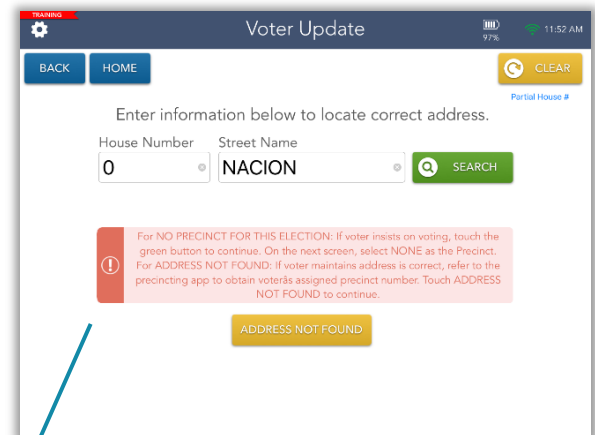
2	Enter the address provided by the voter on the Check-In Form, then select **CONTINUE**.	
3	The Site Manager will use the **Precincting Application** on the laptop to determine the correct precinct for this voter. Select it from the **Precinct** dropdown, and this will assign the voter a **Sequence #**. Once you have done this, select **CONTINUE**.	
4	Confirm that all necessary fields have been updated then select **CONTINUE**.	
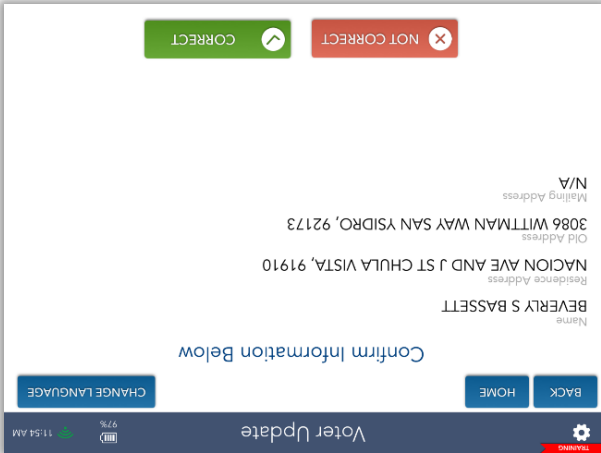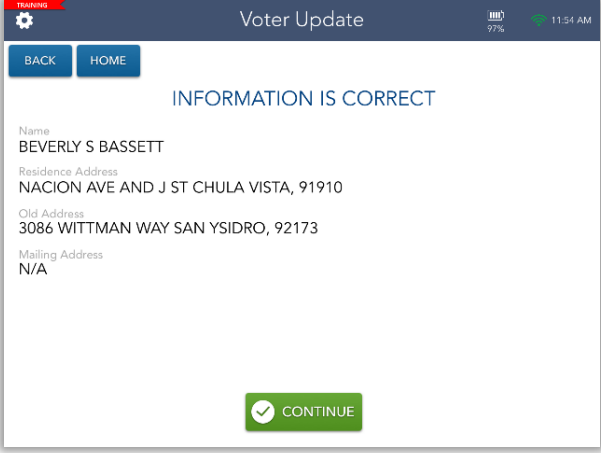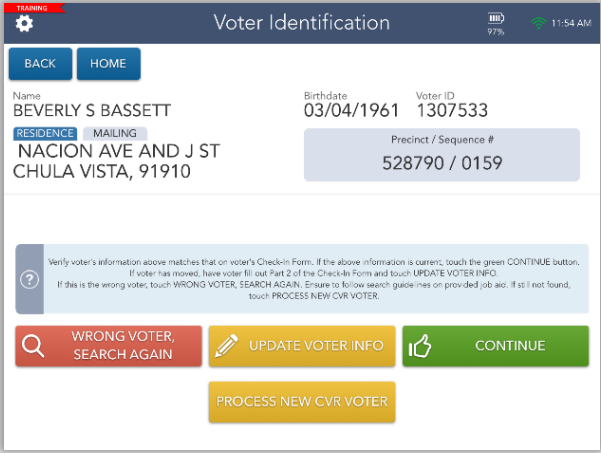
5	The screen will flip, allowing the voter to verify that their updated address is correct. Tilt the screen toward them. If the updated address is correct, have the voter select **CORRECT**. If it is incorrect, have voter select **NOT CORRECT**. This will allow you to make changes as needed.	
6	Once the voter has confirmed their updated address, tilt the screen back toward you and select **CONTINUE**.	
7	Once the voter's address has been updated, you will be able to process them as a **Provisional** voter. Select **CONTINUE** to begin this process.	

8	This voter was issued a VBM Ballot but is being processed as a **Provisional** voter. Since they will vote on the **BMD,** select **NO**.	

9	A yellow **Unconfirmed Address** flag displays on the **Voter Eligibility** page for voters whose addresses could not be verified. Scroll through the blue message box and follow the instructions to process the voter. Select **PROCESS PROVISONAL**.	

The blue message box states:

Process as Provisional. On voter's Check-In form, mark the "PROV" bubble and write down voter's Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a peach Provisional Envelope. On the Poll Worker's side, mark Box D and write the location # and voter's sequence#. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.

|		
10	The **Voter Signature** screen will appear. Complete the sequence number verification step with the voter prior to asking for their signature. Tilt the ePollbook screen toward the voter. Verify with voter that the Sequence Number from the EPB matches their voting materials. Once the verification step is completed, request voter's signature, and select the **DONE** button. Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.	

11	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	
12	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**	
13	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the **Provisional** envelope as the Affidavit number. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.	

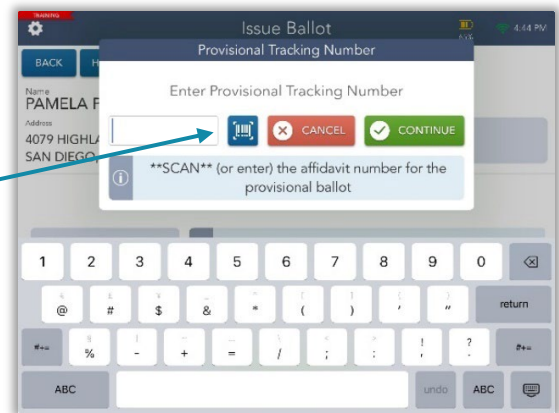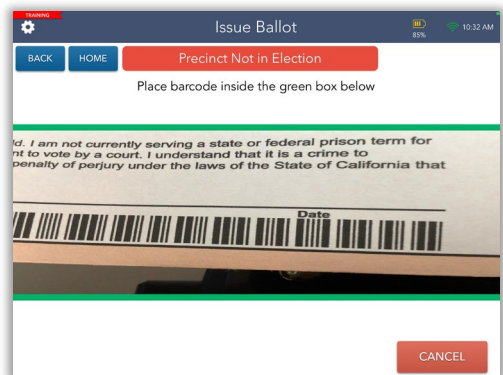|		
14	**Place barcode inside the green box.** Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode. See page 25 for more information.	
15	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
16	Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	
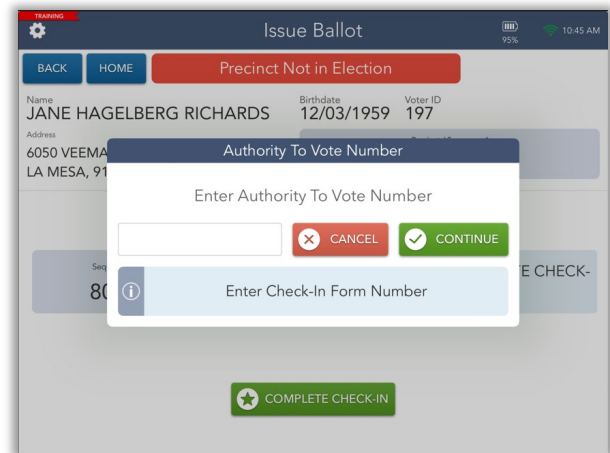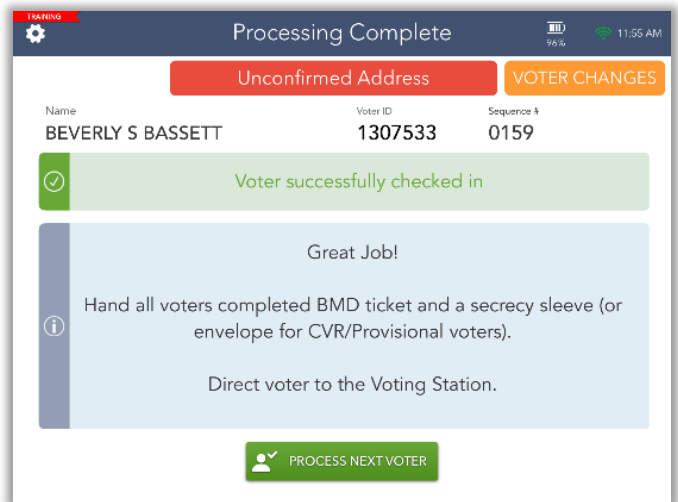
Precinct Not in Election

<table>
<tr>
<td>1</td>
<td>
Only voters residing within the boundaries of the election are eligible to vote in this election.

The Touchpad will identify a voter that is not eligible to vote and will state **Precinct Not in Election**.

However, if the voter still insists on voting at your Vote Center, process them as a **provisional** voter.

Scroll through the blue message box and follow the instructions to process the voter. Select the red **PROCESS PROVISONAL.**
</td>
<td></td>
</tr>
</table>

The blue message box states:

Voter Precinct not eligible to participant in the election. If voter insists on voting (including CVR voters), touch PROCESS PROVISIONAL and seslct sequence # 8001.

For Provisional voters: On voter's Check-In form, mark the 'PROV' BUBBLE AND WRITE VOTER'S Voter ID and sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a peach Provisional Envelope. On the Poll Worker's side, write in Box E – 'PNE' and write the location # and voter's sequence #. Ensure voter fills out the entire side including their signature. Touch the red Process Provisional to continue.

For CVR-PNE voters: On voter's Check-In form, mark the 'CVR' bubble and write voter's sequence #. On voter's BMD Ticket, write voter's sequence #. Obtain a green CVR Envelope. On the Poll Worker's side, mark the Conditional Voter Registration box and write the location # and voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the red Process Provisional to continue.

<table>
<tr>
<td>2</td>
<td>
Because the voter's address is not in a precinct within the boundaries of the election, you must assign a generic sequence number.

Enter and select sequence number **8001. Press Continue.**
</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>
The **Voter Signature** screen will appear.

Complete the sequence number verification step with the voter prior to asking for their signature.

Tilt the ePollbook screen toward the voter.

Verify with voter that the Sequence Number from the EPB matches their voting materials.

Once the verification step is completed, request voter's signature, and select the **DONE** button.

Verify all voting materials reflect the same information as the Check-In Form and that the Check-In Form is signed.
</td>
<td></td>
</tr>
</table>
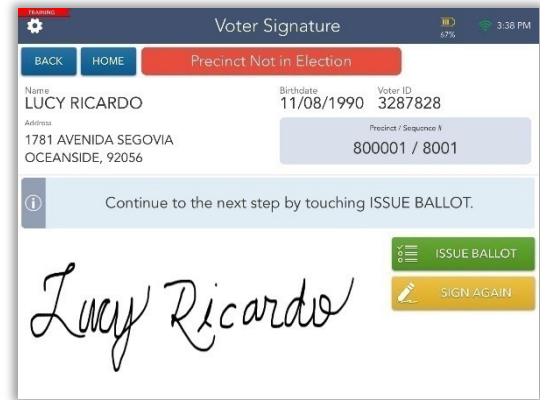
4	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	
5	The voter's **Sequence #** will appear on the screen. The ballot type will default to BMD for all Provisional Precinct Not in Election (PNE) voters. Select **COMPLETE CHECK-IN.**	
6	**SCAN** or **ENTER** the **Provisional Tracking Number**. The Provisional Tracking Number is located on section 2 of the **Provisional** envelope as the Affidavit number. Tap the blue barcode icon to scan the Affidavit number. Alternatively, the Affidavit number can be entered manually by tapping on the barcode field.	
7	**Place barcode inside the green box.** Place the **Provisional** envelope, with **Section 2** facing forward, behind the EPB screen, ensuring the camera captures the image of the affidavit barcode. See page 25 for more information.	

8	A pop-up window titled **AUTHORITY TO VOTE NUMBER** will appear. The blue instruction box will prompt you to **ENTER CHECK-IN FORM NUMBER.** Locate the number on the bottom left corner of the Check-In Form and enter it exactly as shown, including both letters and numbers. Tap the green **CONTINUE** button. A confirmation window will appear asking you to verify the number entered matches the number on the Check-In Form. Tap **YES** if it is correct. Tap **NO** if it is incorrect, allowing you to re-enter the correct number.	
9	Congratulations! The voter has been successfully checked in. Complete all applicable instructions in the blue box as well as hand the voter a Provisional / Conditional Registration Status Card. Select the **PROCESS NEXT VOTER** button and move on to the next voter.	

Decertified

Voters can be Decertified for a variety of reasons; the Poll Worker's responsibility is to get assistance from the Site Manager while getting the Voter information necessary for the office to process them accurately. **DO NOT** process these voters yourself! Instead, notify the **Site Manager** who will call the Poll Worker **Hotline** for instructions on how to assist this voter. The Site Manager will call the **hotline** to receive instructions on how to assist this voter.	

Eligible/Inactive Voter

This voter did not receive a mail ballot. Either they have not voted recently and were not sent a ballot in the mail, or their ballot was undeliverable. Regardless, this **Voter is eligible to vote** at the vote center.

The EPB does not provide instructions in the blue message box for this voter. Follow the procedures to assist a **VBM Ballot Issued Voter** on pages 9-11.

Curbside Voter

On the **Voter Eligibility** screen select **Curbside Voter** by tapping on the yellow **MORE OPTIONS** button. Tap on Curbside Voter. The EPB will confirm 'Is this voter requesting to vote curbside?'. Select YES or No.

Check-In Totals

From the **Launchpad** screen, select the **CHECK-IN TOTALS** link from the **Launchpad Menu** to view this screen. Here, you will be able to see a running total of all ballots issued. These ballot totals will be used to complete the Daily Ballot Statement every night at closing.
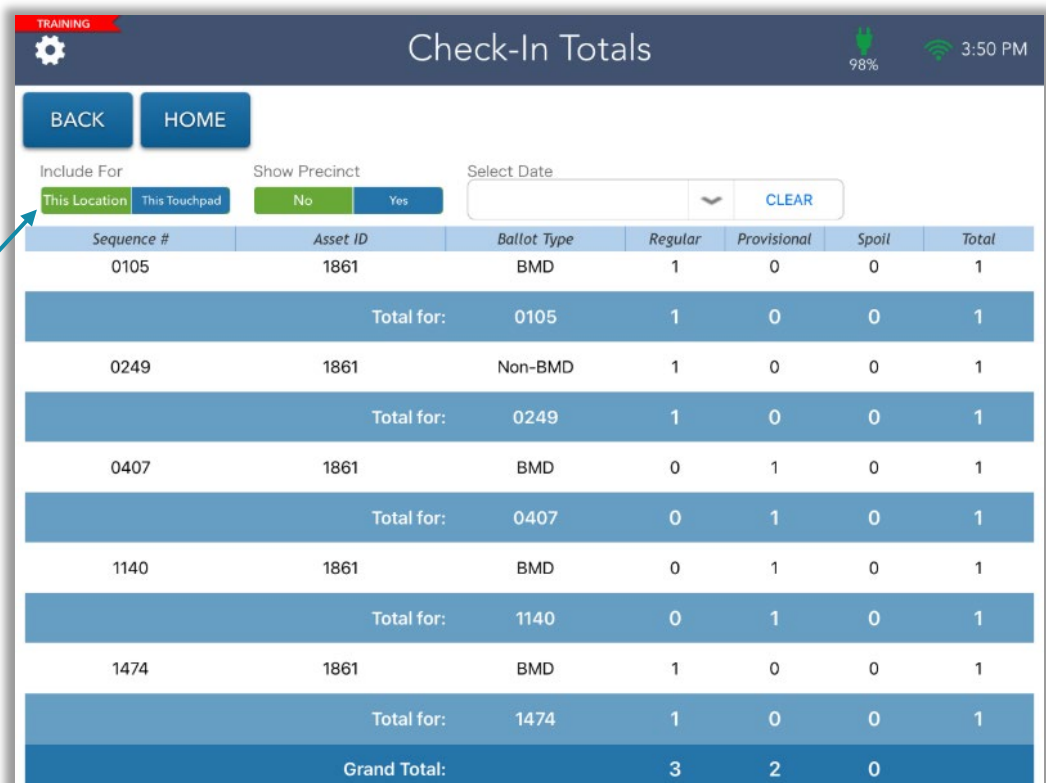
Use the dropdown arrow to select the desired date.

To change from '**This Location**' to '**This Touchpad**' **(EPB)**, select the appropriate button under the '**Include For**' section.

Check-In Logs

From the **Launchpad** screen, select the **CHECK-IN LOGS** link from the **Launchpad Menu** to view this screen. Throughout the days the vote centers are open, a log is kept of all voters who have checked in on a particular ePollbook and at the location.

These logs allow you to account for all voters checked in as well as provisional ballots. To change from "**This Location**" to "**This Touchpad**", select the appropriate button in the "**Include For**" section.

Select a voter to view an image of their signature.

Wait Time Ticket (Not Applicable This Election)

The Wait Time Ticket Process is designed to provide voting wait times at vote centers on all voting days for voter's convenience.

From the **Launchpad** screen, select the **ENTER WAIT TIME** link from the **Launchpad Menu** to view this screen.

1	From the **Launchpad** screen, select the **ENTER WAIT TIME** from the **Launchpad Menu** to view this screen.	
2	Enter the time written on the Wait Time Ticket into the EPB before checking in the voter. Enter the hour and minutes. No colon is needed. Select AM / PM	
3	When you press **SEND,** the amount of time the voter waited to be checked in will be calculated and sent to the ROV.	

Logout Temporarily

1　During lunches and breaks, you will need to logout temporarily. From the **Launchpad** screen, open the **Launchpad Menu** and select **LOGOUT**.

2　A pop-up will appear. Select the green **LOGOUT TEMPORARILY** button.

3　The ePollbook will return to the SDVOTE screen, and the poll worker covering your break will need to log in using their name.
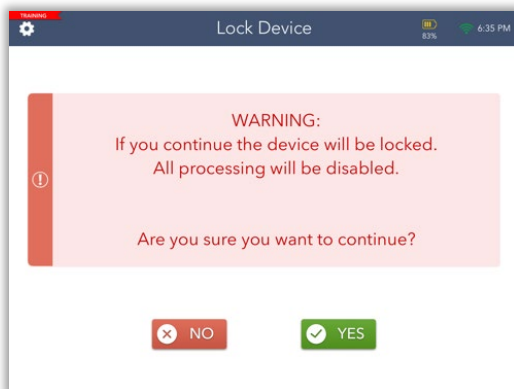
Closing for the Day

1 At the end of each voting day, you will need to lock the ePollbooks. From the **Launchpad** screen, open the **Launchpad Menu** and select **LOGOUT**.
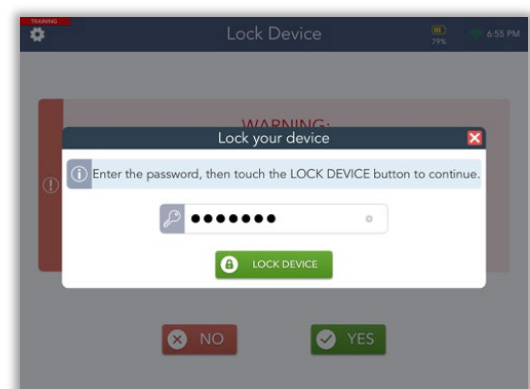

2 A pop-up will appear. Select the yellow **CLOSE FOR THE DAY** button to begin the closing process.

**3** A warning screen will appear. If you are ready to close for the day, select **YES.**

**4** Enter the password you've been given to lock the device then select the **LOCK DEVICE** button.

5 An orange screen will appear with a "Synchronizing Device" message. Wait for the message to disappear.
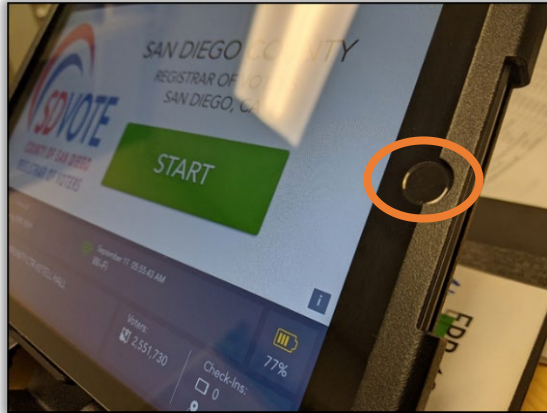
Congratulations, you have closed out for the day!

6 If your Device has not sent all transactions, **PENDING** will appear in the left-hand corner.
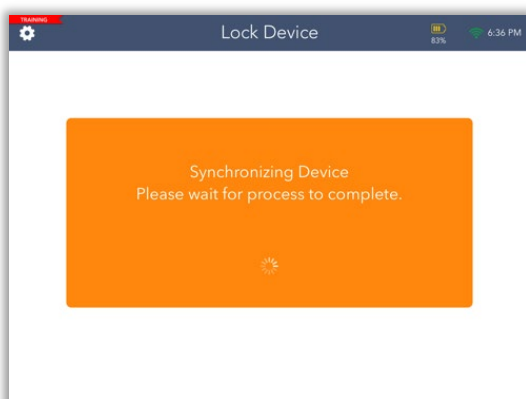
Select OK, CLICK on **ALLOW LOGIN AGAIN** to go back to the **LAUNCH PAD. DO NOT POWER EPB DOWN until election night after the poll is closed.**
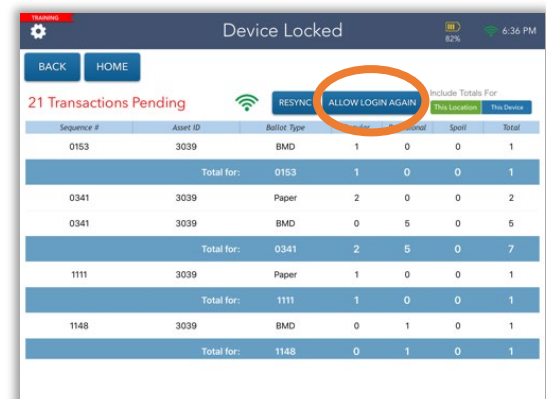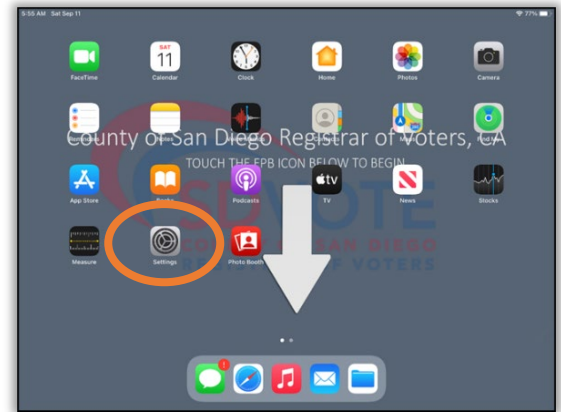
Troubleshooting
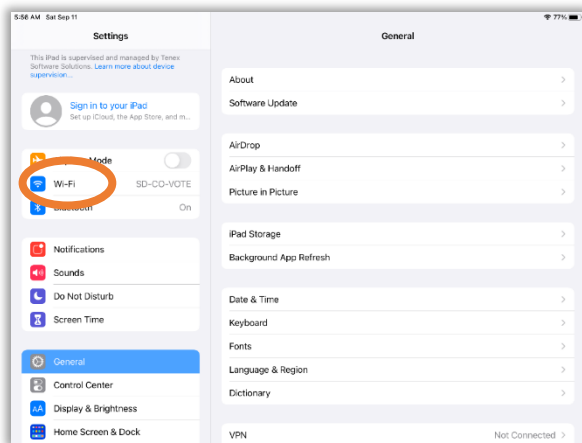
Manually Connecting EPB to Cradlepoint

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1 Touch the Home Button.

2 Touch SETTINGS (vote center EPBs will not have any other icons on their home screen except for the SETTINGS icon).
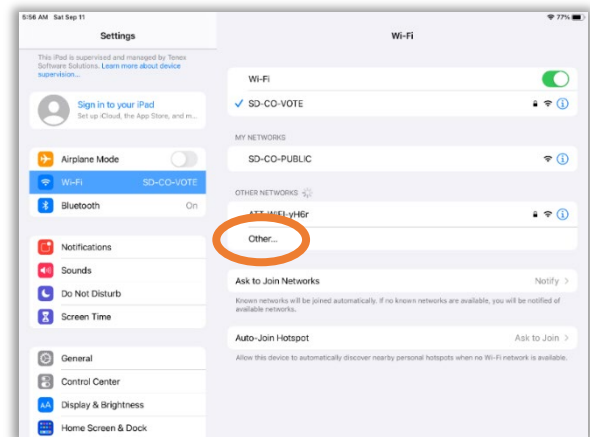

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3 Touch **WI-FI.**

4 The Cradlepoint network name is **SD-CO-VOTE. If the EPB is connected to the Cradlepoint, SD-CO-VOTE will have a checkmark next to it**. If not, manually connect device to Cradlepoint.
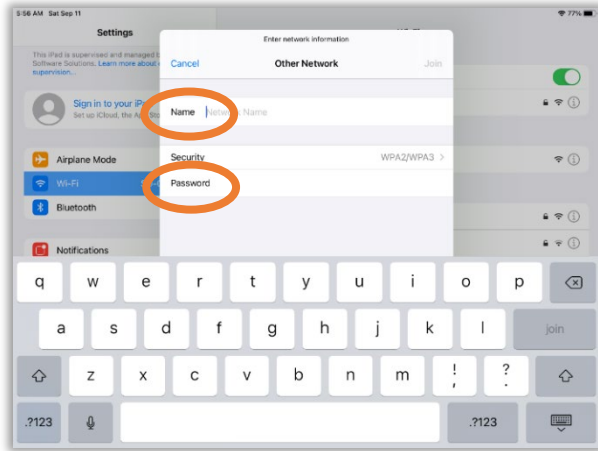- If **SD-CO-VOTE** is listed, select it. Type in password, if prompted (see Step 5)
- If **SD-CO-VOTE** is <u>not</u> listed as one of the options, select **Other**
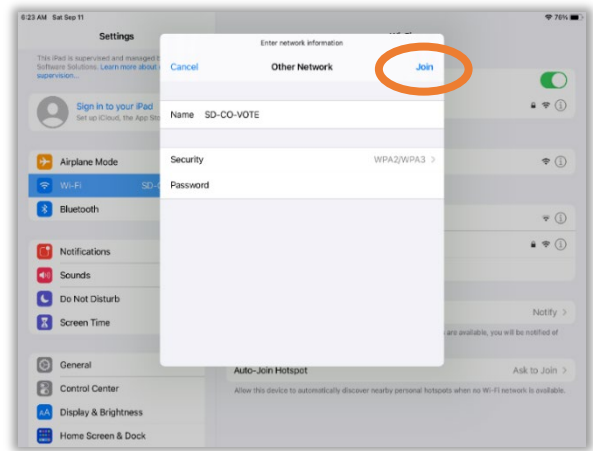
5
Once **Other** is selected, a pop-up window will appear, asking you to enter network information:
- **Call the Poll Worker Hotline.**

6
Once all fields are completed, touch **Join.**

FAQs

❖ **The EPB is not connected to the Cradlepoint and shows a broken red heart. What should I do?**
- Touch the broken red heart a few times to attempt to reset the connection
- Ensure Cradlepoint is functioning properly
- If Cradlepoint is functioning and broken red heart is still displayed, connect EPB manually using the steps above

Note: The EPBs will be monitored at all times.

❖ **The EPB is plugged in but is not charging. What should I do?**
- Ensure all sections of the EPB charger are securely attached
- Plug it in to a different wall outlet
- Use a different EPB charger

❖ **I need to log in to the EPB but the screen shows "Device Locked." What should I do?**
- Touch the blue **ALLOW LOGIN AGAIN** button close to the top of the screen
- Follow instructions on pg. 4 to log in