San Diego County
California

ePollbook Manual

Gubernatorial (Statewide Direct) Primary Election
June 7, 2022

SDVOTE
COUNTY OF SAN DIEGO
REGISTRAR OF VOTERS

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Assembly

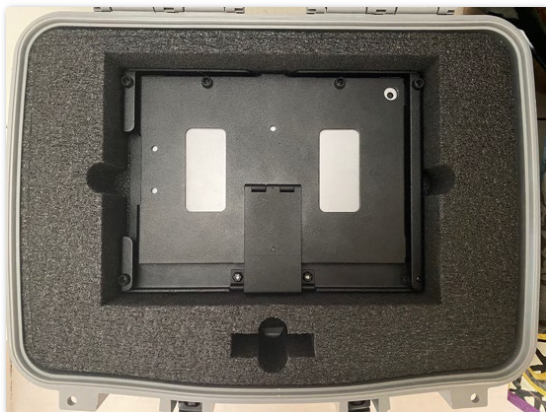**1** The Touchpad carrying case should be set on the check-in table as pictured.

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

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

**4** Power on the Cradlepoint then plug it into a power source (Poll Worker Manual pgs. 72-74).

5 Open your Touchpad 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 touchpad on the table.
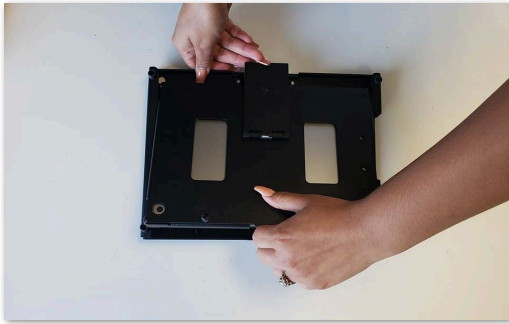
6 Once the Touchpad has been properly set up, locate the power port on the right-hand side of the unit.

7 Insert the compatible end of the white charging cord into the charging port on the Touchpad.
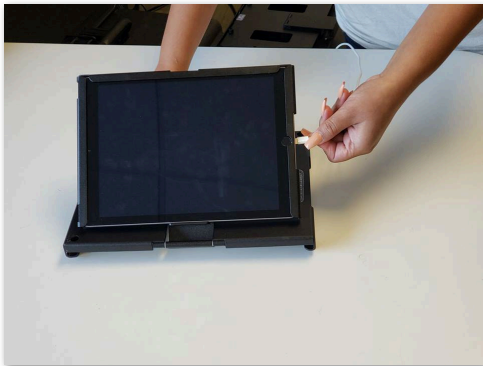
8 Plug the other end of the charging cord into the USB charging brick.
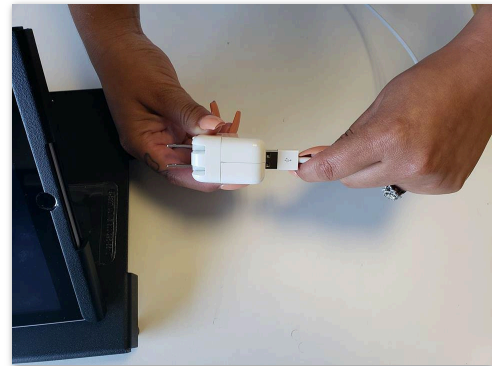
9 Plug the brick into the power outlet. The Touchpad will turn on automatically.

10 Your hardware is now set up and you are ready to log in to the Touchpad.
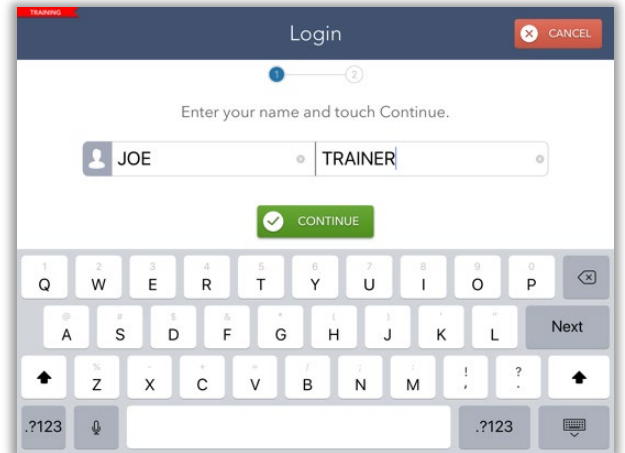
Logging into the ePollbook
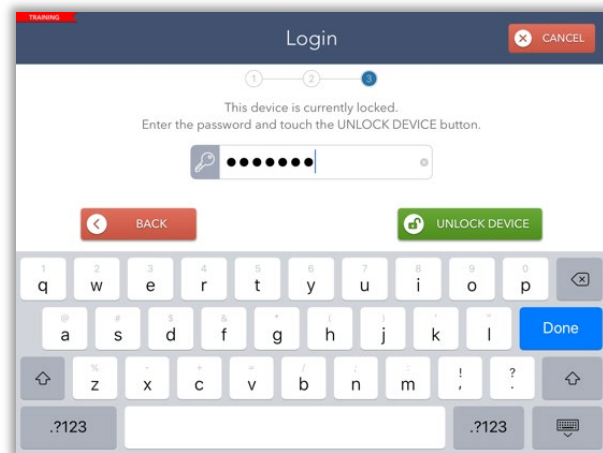
1 The EPB application will automatically launch. Touch the green **START** button to begin logging in.

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 Touchpad 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	Troubleshooting Menu	❹	Vote Center location, your job title, 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, but only use the **Manual Voter Search** button to look up a voter.

Broken Red Heart
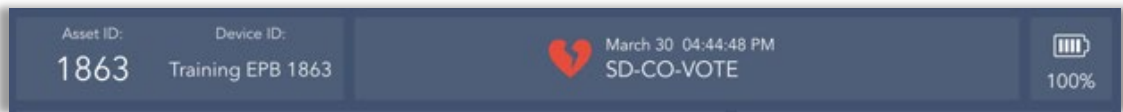
If any EPB displays a broken red heart, please take steps to reconnect immediately.
See FAQs under Troubleshooting on page 48.

The Launchpad Menu

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

Launchpad Menu options:

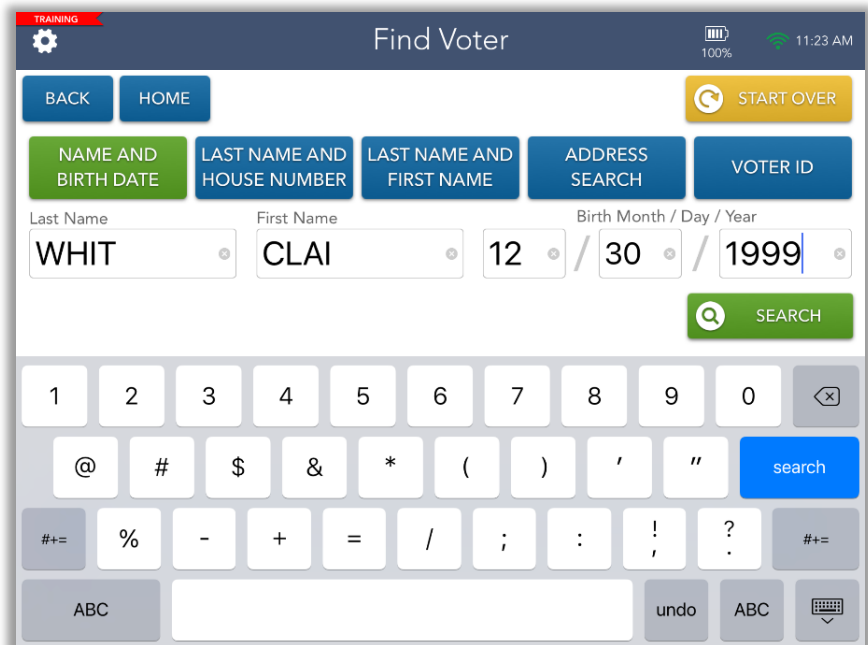|	
❶	**CHECK-IN LOGS** – View a running log of all check-ins
❷	**CHECK-IN TOTALS** – View running totals of different ballot styles issued throughout the day
❸	**WORKER CLOCK-IN** – Use this feature for poll worker board timekeeping *(not applicable this election)*
❹	**PROCESS CVR** – Process a Conditional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

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 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 left 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.

VBM Ballot Issued Voters

BMD (Ballot Marking Device) – "No Changes" (N/C)

1	Once you have found the correct voter, their information will display on the **Voter Eligibility** 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 if they are voting on their mailed 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 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 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. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.

5

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

6

The Touchpad does not automatically select a ballot type, so you will need to do so manually.

Select **BMD**.

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

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.

Non-BMD: Mailed Ballot (N/C)

1	Once you have found the correct voter, their information will display on the **Voter Eligibility** 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 9.*	
2	Ask the voter if they are voting on their mailed ballot in person. If yes, verify the sequence number on the Touchpad matches the sequence number on the mailed ballot. If they match, select **YES**. This voter will mark their selections on their mailed ballot 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. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.	
5	Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.	
6	The Touchpad 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 mailed 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	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.

Non-BMD: Emergency Ballot (N/C)

1	Once you have found the correct voter, their information will display on the **Voter Eligibility** 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 9.*	
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 26. 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. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.	
5	Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.	
6	The Touchpad 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.	

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7	The **Non-BMD** ballot type button will turn **green** once it has been selected, then select **COMPLETE CHECK-IN.**	
8	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.
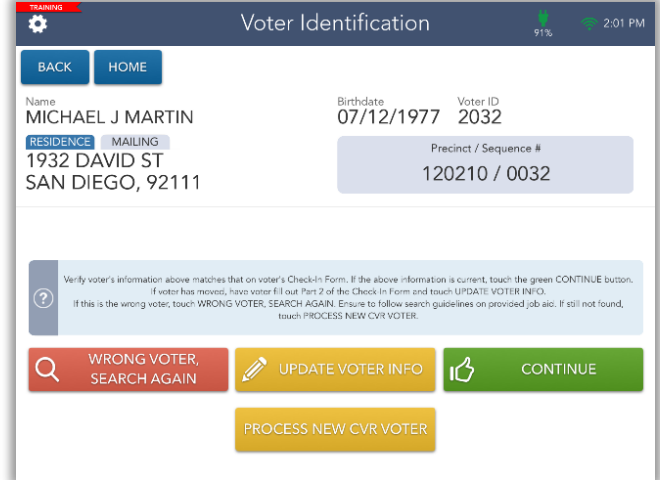
Voted- Voter has brought in their completed Emergency Ballot. Hand voter a secrecy sleeve. Direct voter to Checkout Station.

Residential Address Change (SB207)
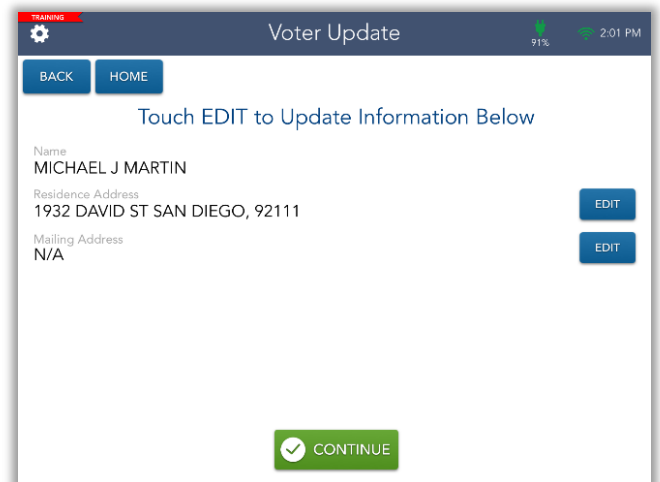
1 If a voter moved and their address on the Check-In Form does not match the address on the Touchpad, select the **UPDATE VOTER INFO** button on the **Voter Identification** screen. This process can also be initiated from the Voter Eligibility screen under MORE OPTIONS.

To view the message in the blue box, see page 9.
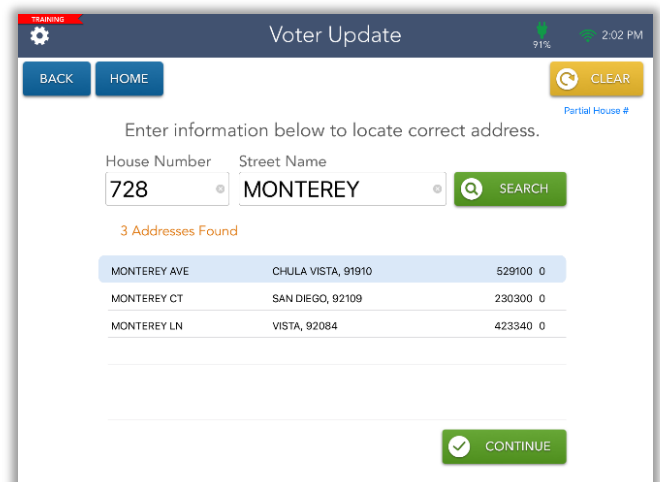
2 Select the **EDIT** button next to the **Residence Address** field.

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 then press the **CONTINUE** button.

4	If the voter's address includes an apartment 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, tilt the screen back toward you and select **CONTINUE**.	
9	Now that the voter's address has been updated, select **CONTINUE** to begin the check-in process and follow the steps on pages 9-11. *To view the message in the blue box, see page 9.*	

Conditional Voter Registration

1

If a voter cannot be found in the ePollbook after using their name and birthdate, search again using one of the other four available options. If still not found, you will process them as CVR by pressing the **PROCESS NEW CVR VOTER** button on the **Find Voter** screen.

2

Enter the voter's **full name** and **date of birth** in the provided fields. 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.
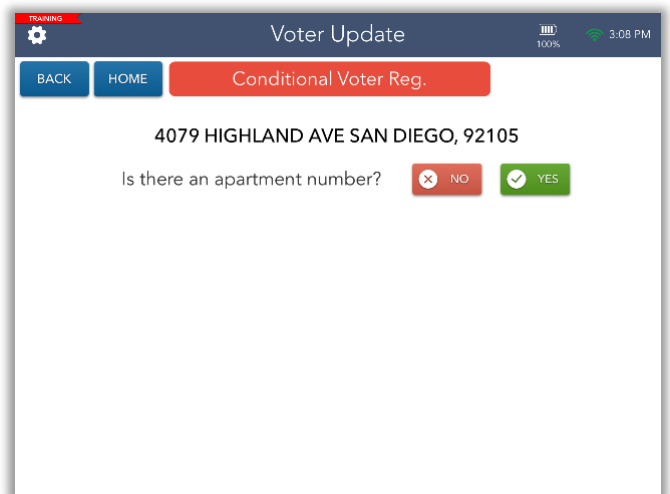
Select the voter's address, then press **CONTINUE**.

4

If the voter's address includes an apartment 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

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.

7	Once the voter has verified that their information is correct, tilt the screen back toward you and select **CONTINUE**.	
8	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, see page 9.*	
9	Scroll through the blue message box and follow the instructions to process them as a **CVR** voter. Select **PROCESS CVR** to continue.	

The blue message box states:
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 including their signature. Touch the green button below to continue.
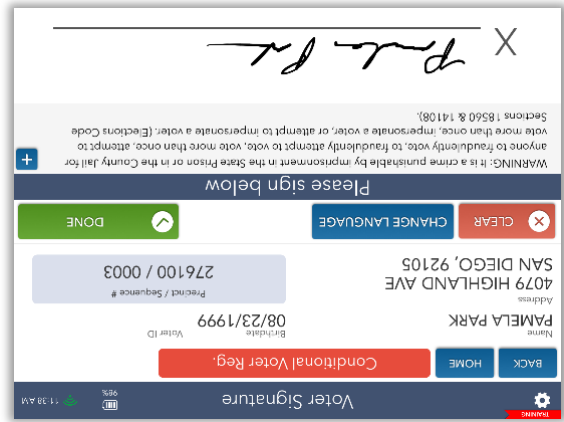
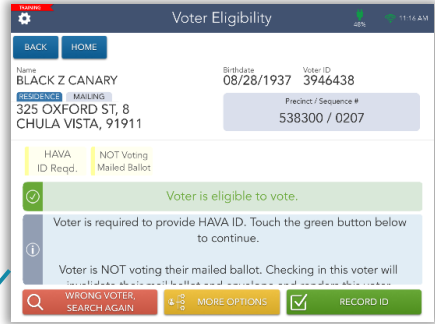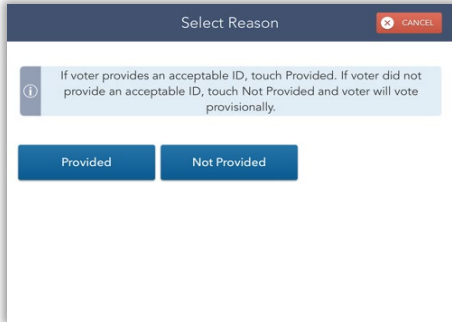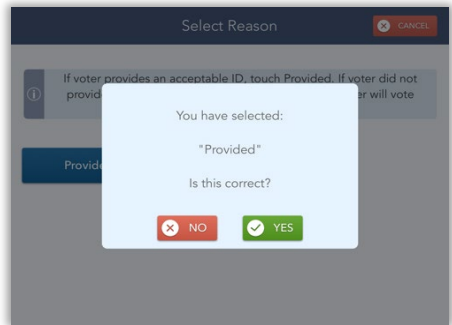|		
10	The **Voter Signature** screen will appear. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.	
11	Flip the screen back toward you. Select the **ISSUE BALLOT** button to continue.	
12	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN**.	
13	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.	
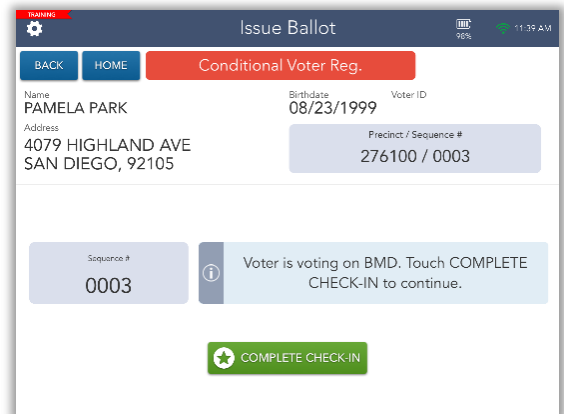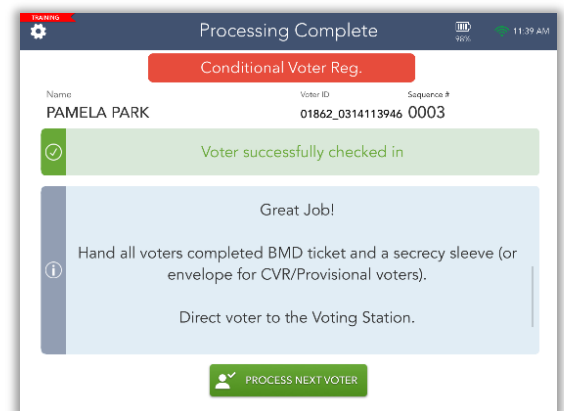
HAVA ID Required: Photo ID Provided

1	If a voter is flagged as needing to fulfill a HAVA ID requirement, they will need to provide a valid form of photo ID to vote regularly on Election Day. 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. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button. Once they have done this, tilt the screen back toward you and continue processing them as a VBM Ballot Issued voter on pages 10-11.	

No HAVA ID Provided

1	If a voter is flagged as needing to fulfill a HAVA ID requirement, they will need to provide a valid form of photo ID to vote regularly on election day. If a voter does **not** provide a valid form of ID, they will need to be processed as a provisional voter. Select the **RECORD ID** button to continue. *To view the message in the blue box, see page 25.*	
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**.	

Voter was required to provide HAVA ID and did not provide it. Process as a Provisional Voter. For staff: 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 A and write the voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.

5	The **Voter Signature** screen will appear. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.	
6	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	

7	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.**	

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.	

VBM Ballot Already Returned

1	The Touchpad will identify any voter who has already returned their vote-by-mail ballot. However, if the voter still insists on voting at your Vote Center, you may process them as a **provisional** voter. Scroll through the blue message box and follow the instructions to process the voter. 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. For staff: 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 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. Tilt the Touchpad 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

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.

Ballot Already Issued by EPB

1	The Touchpad 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. Scroll through the blue message box and follow the instructions to process the voter. Select **PROCESS PROVISONAL**.

The blue message box states: A ballot has already been issued by EPB to this voter. If voter insists on voting, process as Provisional. For staff: 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 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. Tilt the Touchpad 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	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 Touchpad 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. Scroll through the blue message box and follow the instructions to process the voter. Select **PROCESS PROVISONAL**.	

2	The **Voter Signature** screen will appear. Tilt the Touchpad 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.	

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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	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.	

Unconfirmed Address

1	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. Process them as a **Provisional** voter. After two searches have been performed, an **ADDRESS NOT FOUND** button will appear. Select this button to begin updating the voter's address.	

The red message box states:
If voter maintains address is coreect, 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**.

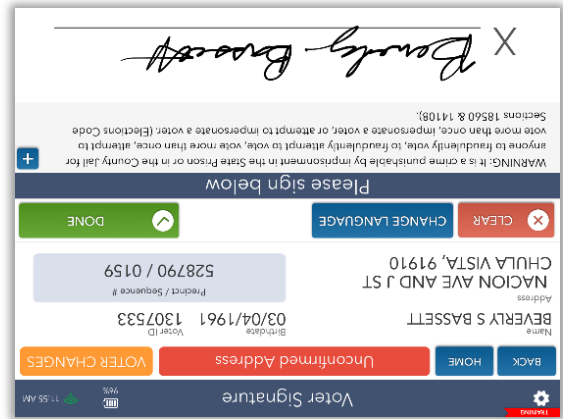|		
7	Once the voter's address has been updated, you will be able to process them as a **Provisional** voter. Select **CONTINUE** to begin this process.	
8	This voter was issued a VBM Ballot but is being processed as a **Provisional** voter. Since they will vote on the **BMD,** select **NO**.	
9	A yellow **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. For staff: 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 voter's sequence #. Ensure voter fills out the entire voter side including their signature. Touch the green button below to continue.

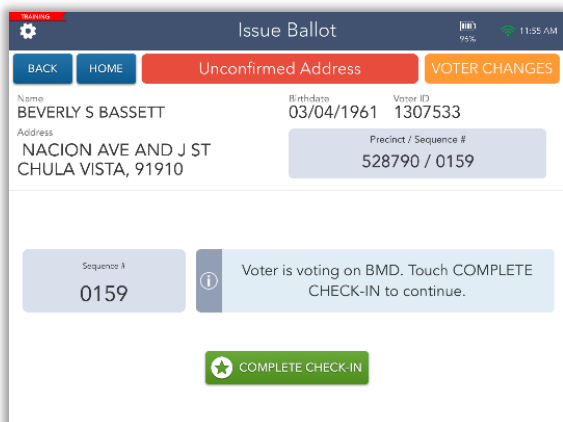|		
10	The **Voter Signature** screen will appear. Tilt the Touchpad screen toward the voter and have them sign. Once they have signed, they will need to select the **DONE** button.	
11	Tilt the screen back toward you and select the **ISSUE BALLOT** button to continue.	
12	The voter's **Sequence #** will appear on the screen. Review the procedures for the selected ballot type in the blue box then select **COMPLETE CHECK-IN.**	
13	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.	
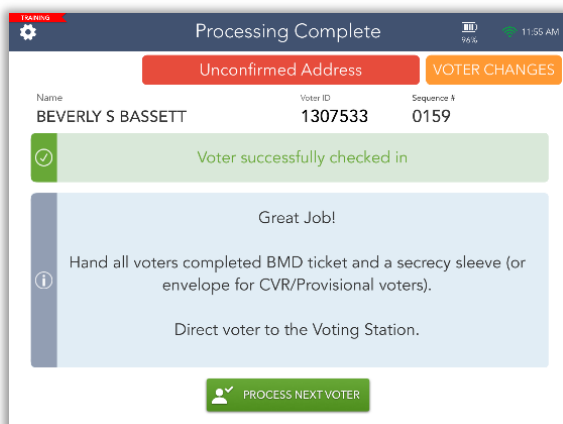
Decertified

Decertified voters are voters who were registered to vote at some point but are no longer eligible to vote. **DO NOT** process these voters! Instead, notify the **Site Manager** at your Vote Center.

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 mailed a ballot 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.

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 throughout the day.

These totals allow you to account for all ballots issued and will be used to complete the Daily Ballot Statement every night at closing.

To change from **This Location** to **This Touchpad**, select the appropriate button in 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 been checked in on a particular Touchpad 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.

Enter Wait Time

From the **Launchpad** screen, select the **ENTER WAIT TIME** link from the **Launchpad Menu** to view this screen. On Election Day only, follow the Wait Time Ticket process every hour on the hour and if there are more than 10 voters in line.

Enter the time written on the Wait Time Ticket into the EPB before checking in the voter. 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 Touchpad will return to the SDVOTE screen, and the poll worker covering your break will need to log in using their name.
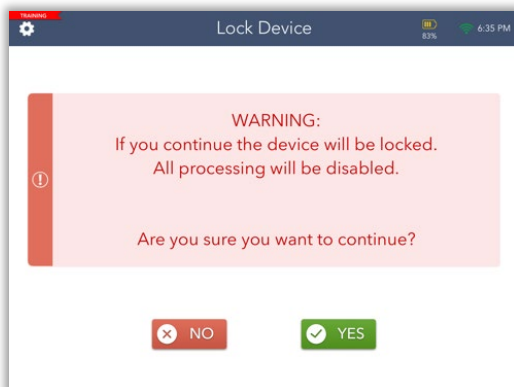
Closing for the Day

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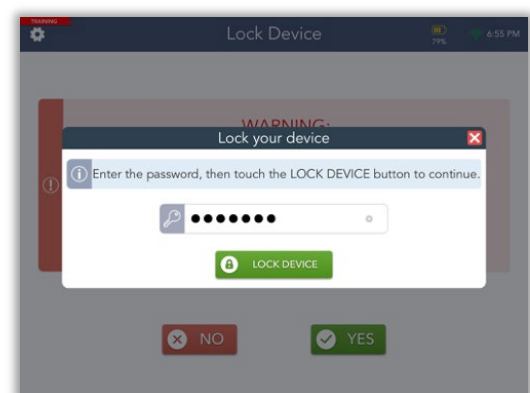

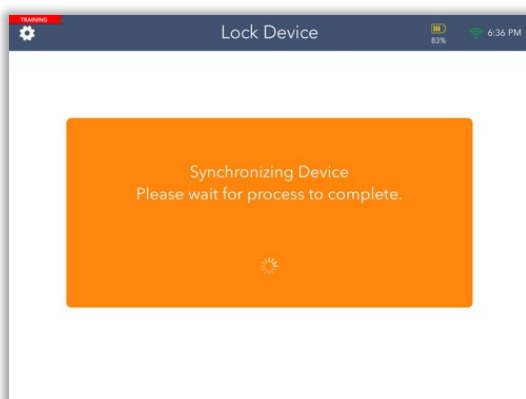**2** A pop-up will appear. Select the yellow **CLOSE FOR THE DAY** button to begin the closing process.

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.
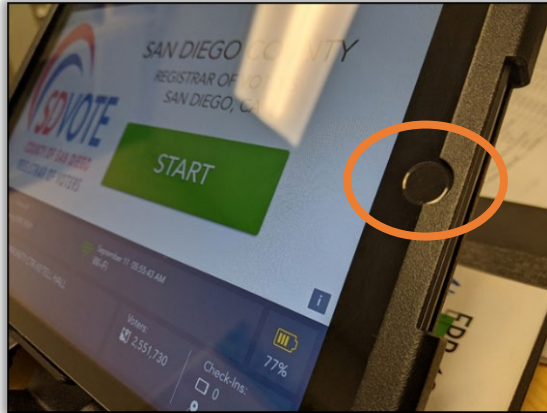

6 Congratulations, you have closed out for the day!

If your Device has not sent all of its transactions, **PENDING** will appear in the left-hand corner.

Don't panic! This is normal. Complete the rest of your end-of-day procedures.
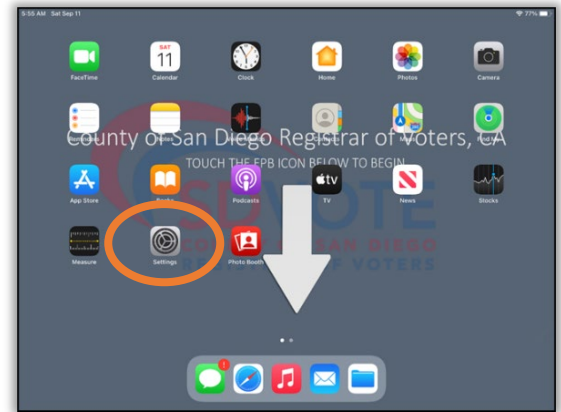

45
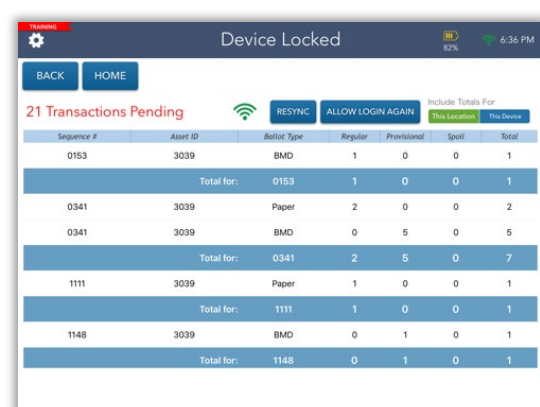
Troubleshooting

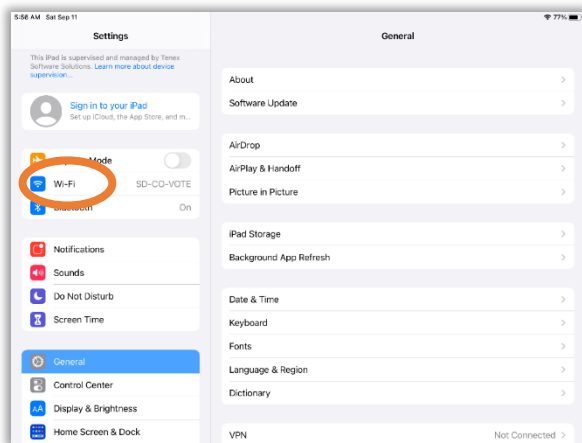**Manually Connecting EPB to Cradlepoint**

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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).

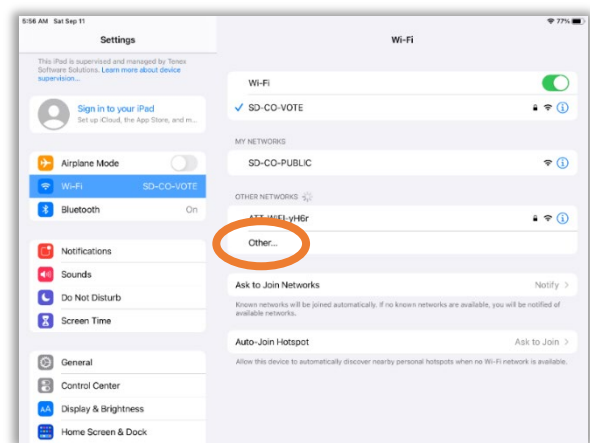
3   Touch **WI-FI.**

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**
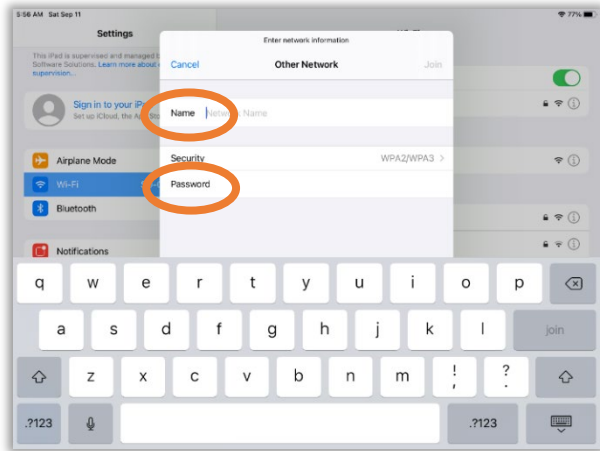
5
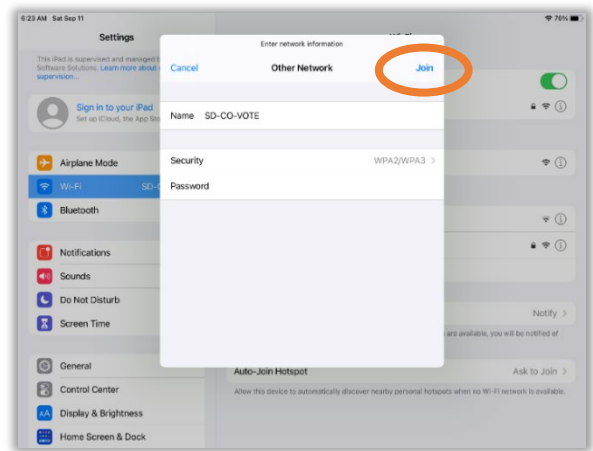Once **Other** is selected, a pop-up window will appear, asking you to enter network information:

- **Name: SD-CO-VOTE**
- **Security: leave as is**
- **Password: ROV!56@@**

(To type the !, hold down the upward arrow and touch !)
(To type the @, touch the 123 and the @ option appears)

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