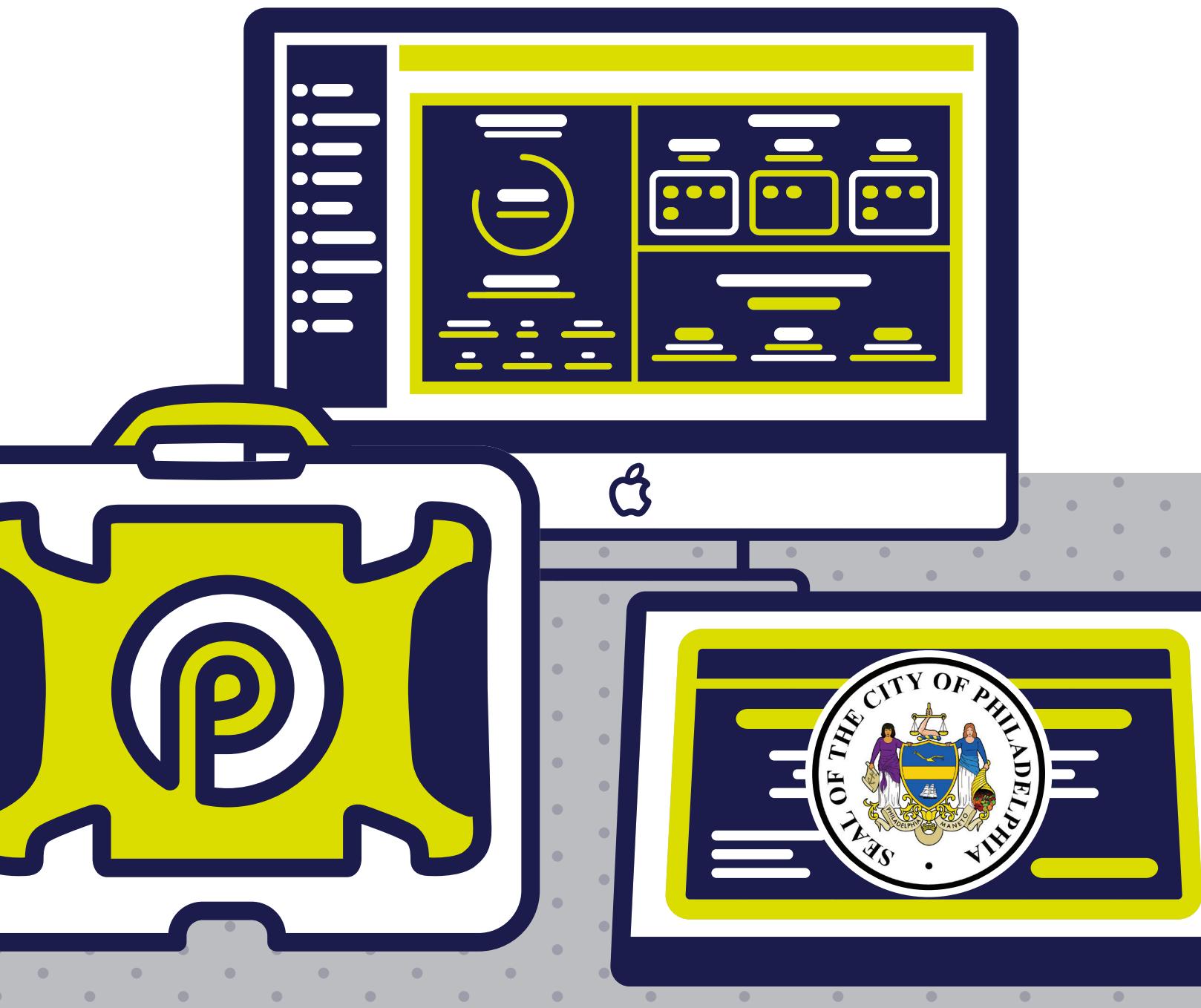
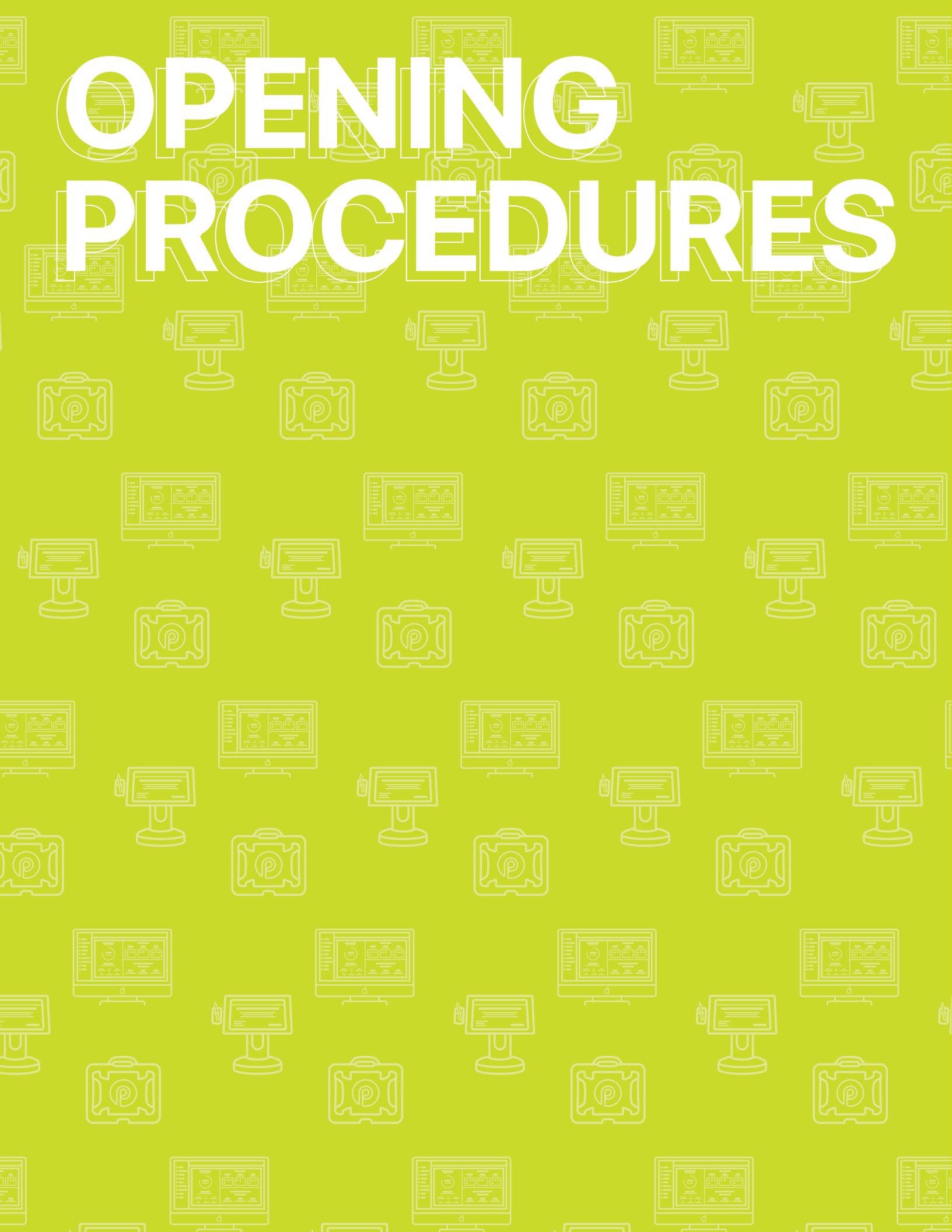


POLL PAD | training guide

THE CITY OF PHILADELPHIA



OPENING PROCEDURES



OPENING PROCEDURES | POLL PAD SETUP



1 LOCATE PRINTER

Locate ExpressVote printer and cables.



2 CONNECT TO POWER ADAPTER

Connect the power cord to the power adapter.

NOTE: Ensure secure connection

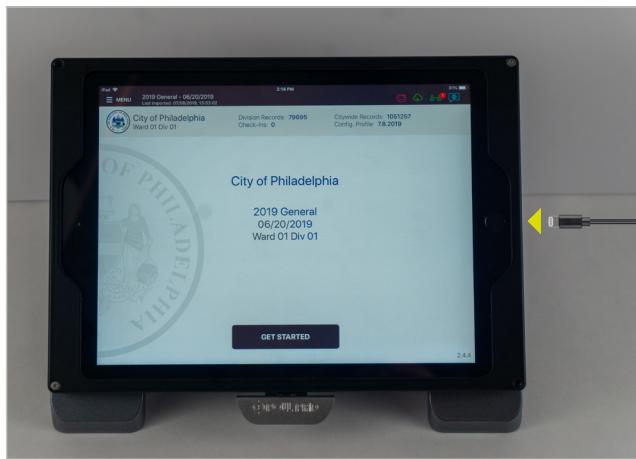


3 CONNECT TO PRINTER

Plug Poll Pad cord into port labeled USB.

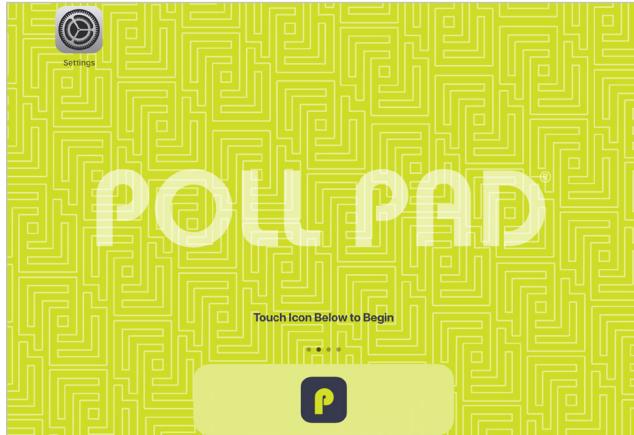
NOTE: Ensure secure connection

OPENING PROCEDURES | POLL PAD SETUP



4 POWER ON POLL PAD

Connect lightning cable into Poll Pad.



5 APPLICATION LAUNCHES

Press the application icon at the bottom of the screen.

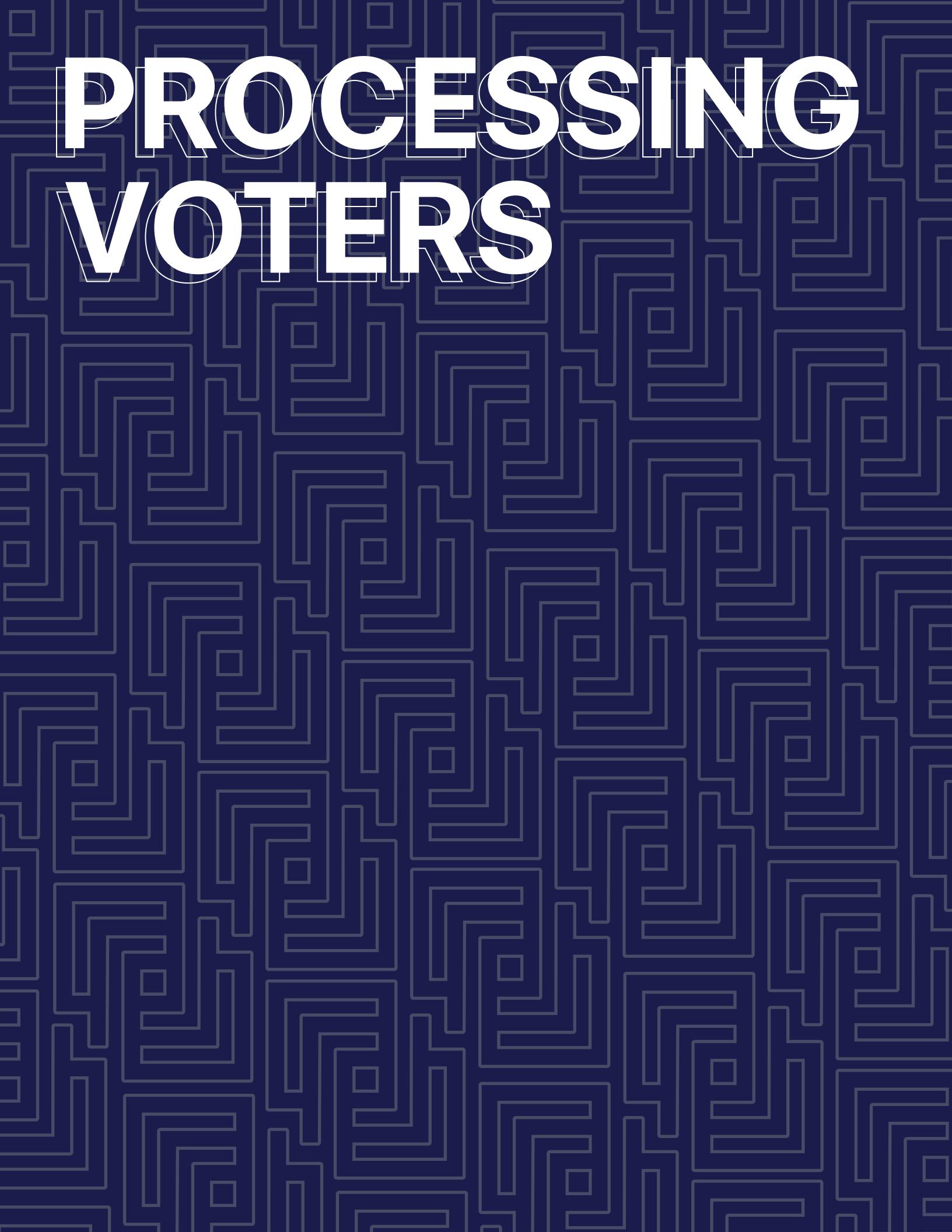
When the application launches, you will be directed to your county's homepage.



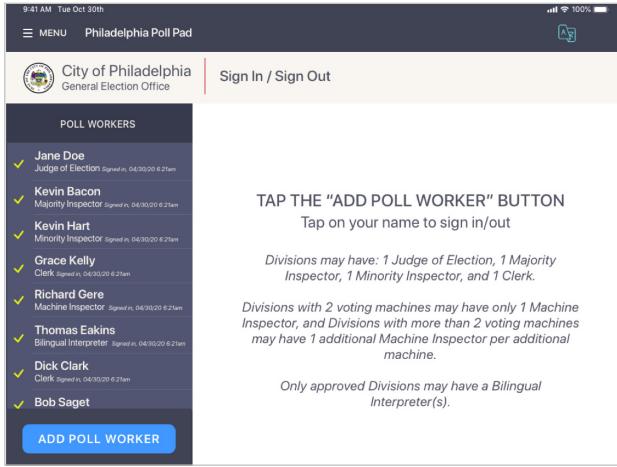
6 HOME SCREEN CHECKLIST

- Name of Jurisdiction
- Election Name and Date
- Polling Place Location is Correct (Most Important)
- Check-in Count = 0
- Battery Life is Close to Full (90% or greater)

PROCESSING VOTERS



PROCESSING VOTERS | ADD WORKER



① SELECT ADD WORKER

Tap Add Worker to begin.

A screenshot of the "Personal Information" screen. The title bar says "Previous Step" and "Personal Information". Below this, there's a "SCAN" button and a progress bar with steps 1, 2, and 3, where step 1 is highlighted. The main form fields include "Bilingual Interpreter" (selected), "Choose Position" (set to "Frank"), "First Name" (Joseph), "Middle Name" (Cambeletta), "Last Name" (Jr.), "Date of Birth" (09/02/1977), "Social Security" (123-45-6789), "Phone Number" (954 249 7766), and "Email" (hello@gmail.com). A numeric keypad is at the bottom.

② PERSONAL INFORMATION

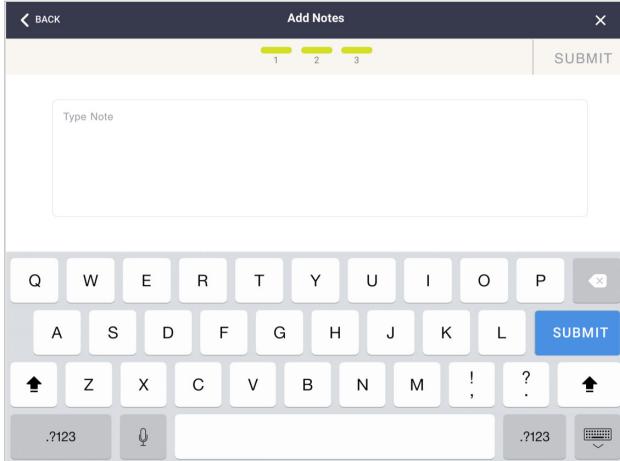
Select the position. Any poll worker who is also authorized to serve as a bilingual interpreter will have to be added a second time with the bilingual interpreter position selected. Ensure all personal information is completed for both additions. Personal information is mandatory to ensure quick and proper payment for poll workers.

A screenshot of the "Address Information" screen. The title bar says "Previous Step" and "Address Information". Below this, there's a progress bar with steps 1, 2, and 3, where steps 1 and 2 are highlighted. The main form fields include "House #", "Dir.", "Street Name", "Street Type", and "Dir." for a "Townhouse" unit. The address is listed as "1234 N. Accomac Drive S." with "33367-1001" as the zip code. Below this, there's a "Mailing Address" note and fields for "PO BOX #", "City", and "Zip". A numeric keypad is at the bottom.

③ ADDRESS INFORMATION

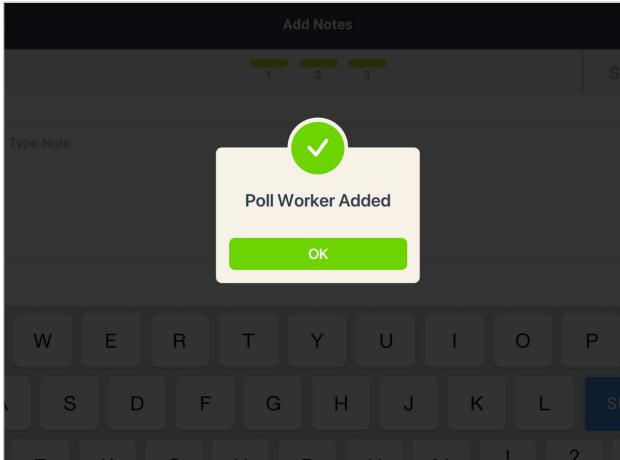
Enter the worker's residential address. Only enter a mailing address if it is not the same as the residential address.

PROCESSING VOTERS | ADD WORKER



4 ADD NOTE

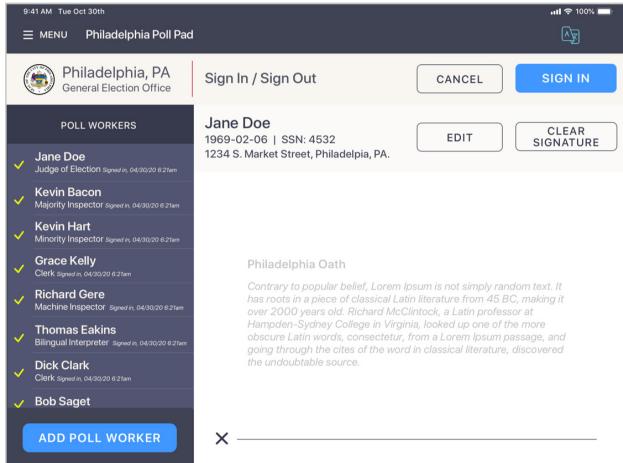
Enter any additional comments regarding the addition.



5 SUCCESS

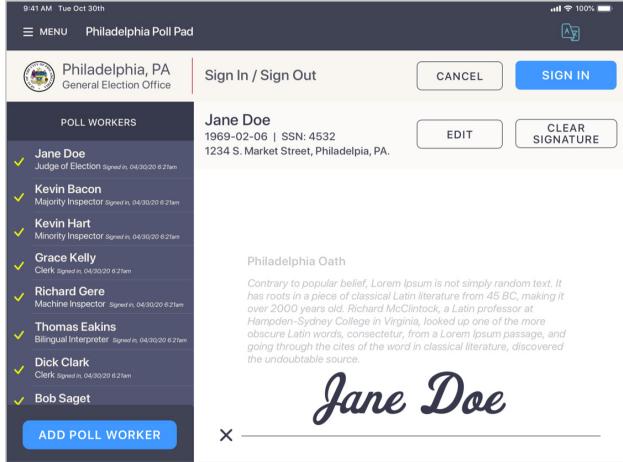
The worker has been added and is now able to sign in.

PROCESSING VOTERS | WORKER SIGN IN



1 SELECT WORKER

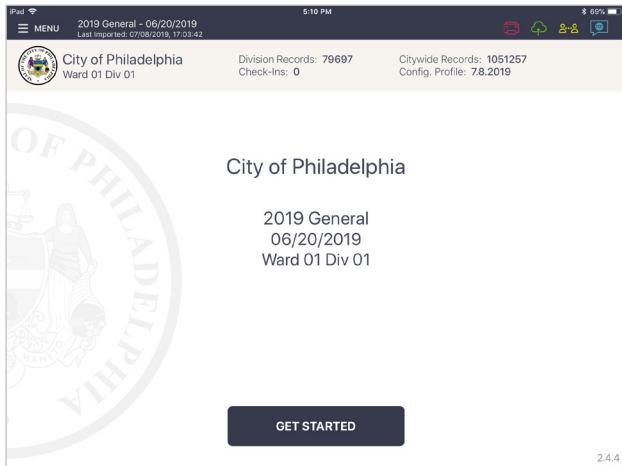
Tap the worker name from the left and read the on-screen instructions for taking an oath for the position.



2 SIGN IN

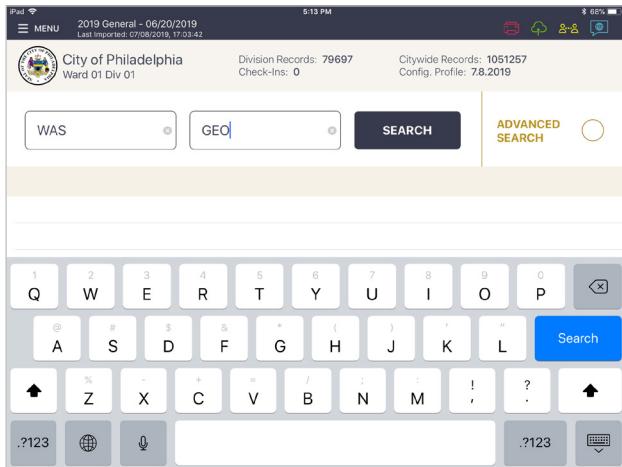
Sign on the signature line, then tap **Sign In** to complete.

PROCESSING VOTERS | NORMAL CHECK-IN



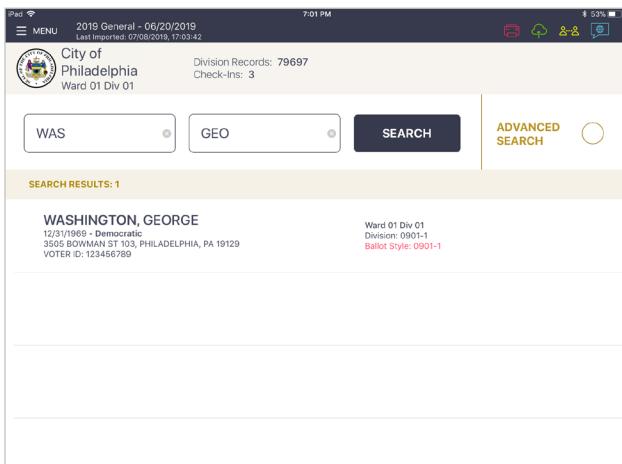
① SEARCH BY NAME

Tap **GET STARTED**.



② SEARCH BY NAME

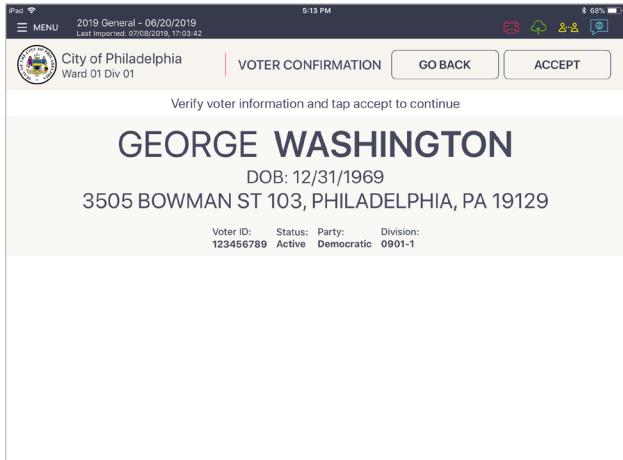
Enter the Last and First names of the voter. For best results, enter at least 3 letters of each name and tap **Search**.



③ SEARCH RESULTS

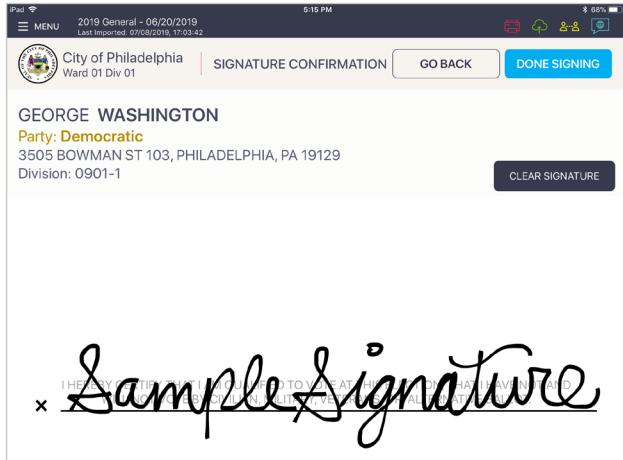
The search results are displayed. Tap the correct search result to proceed.

PROCESSING VOTERS | NORMAL CHECK-IN



4 VOTER CONFIRMATION

Verify the voter information displayed on the Voter Confirmation screen. Tap **Accept** to proceed if the information displayed is correct.



5 VOTER SIGNATURE

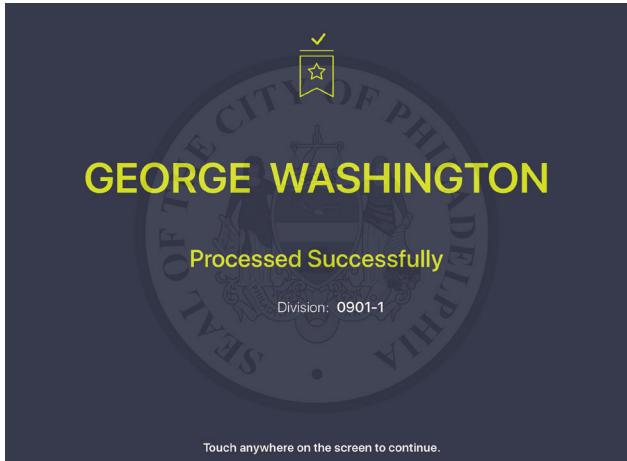
Turn the Poll Pad toward the voter and obtain the voter signature. Instruct the voter to tap **Done Signing** when the signature is correct. If the voter makes an error signing the poll book, instruct them to tap **Clear Signature** to try again.



6 POLL WORKER CONFIRMATION

Enter the poll worker initials in the square box as indicated. If there is a signature on file for this voter, compare the two signatures.

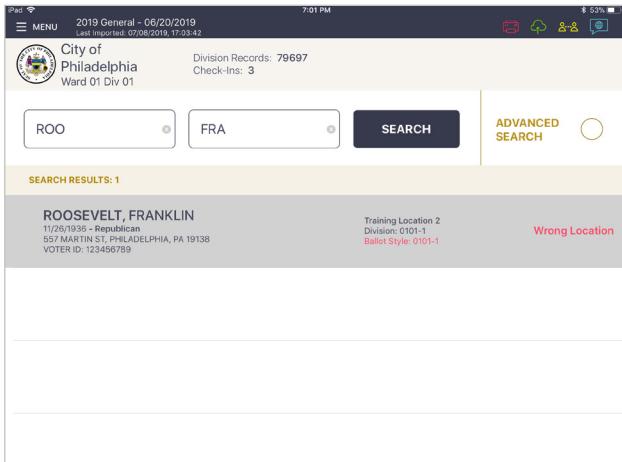
PROCESSING VOTERS | NORMAL CHECK-IN



7 PROCESSED VOTER

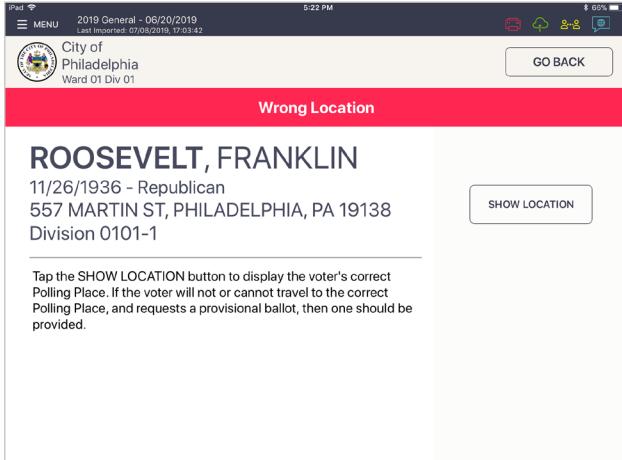
Congratulations, the voter has been checked in!

PROCESSING VOTERS | WRONG LOCATION



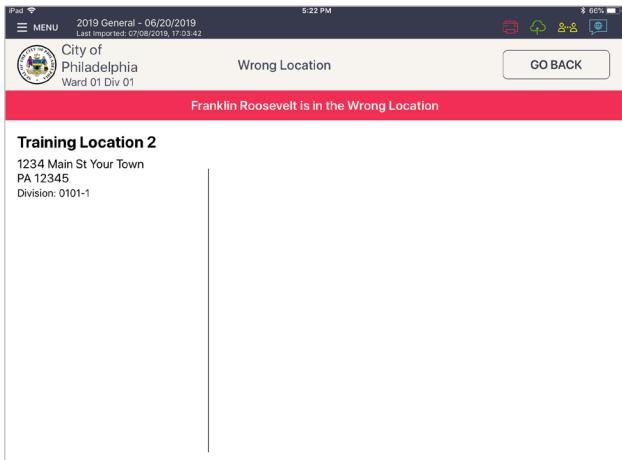
1 SEARCH

The search results show the voter is in the wrong location. Tap the search result to proceed.



2 SEARCH RESULTS

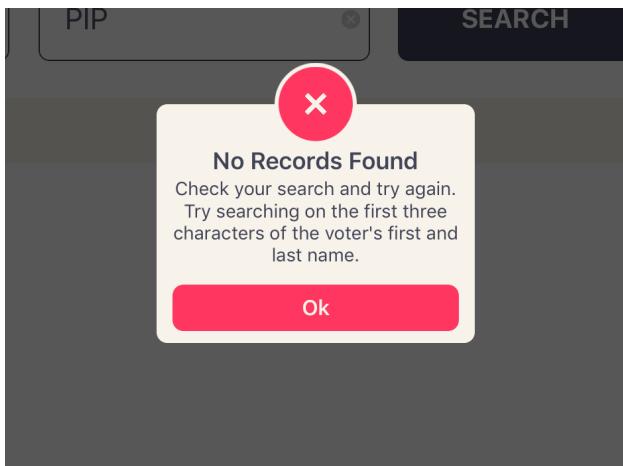
Read the on-screen instructions. Tap **Show Location** to obtain the voter's correct polling place or **Go Back** if the location information is not needed.



3 WRONG LOCATION PROMPT

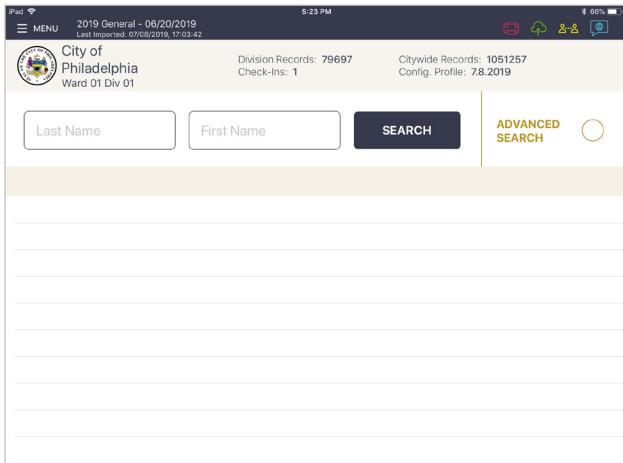
Provide the voter with the address of the correct polling location, then tap **Go Back** to return to the search results.

PROCESSING VOTERS | ADVANCED SEARCH



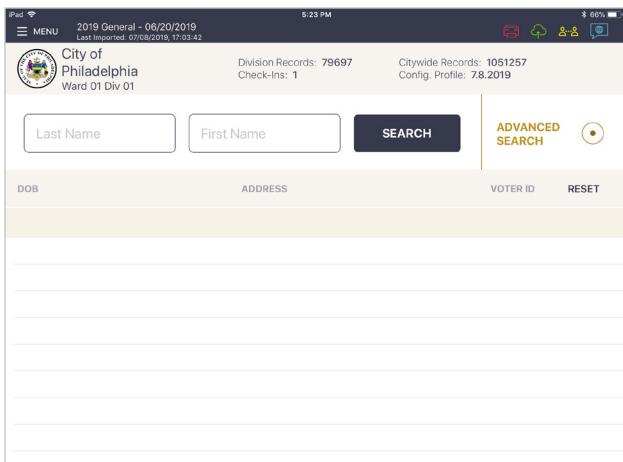
① VOTER NOT FOUND

If the voter could not be found by last and first names, or the No Records Found message displays, tap **OK** on the message and try an advanced search option.



② ADVANCED SEARCH

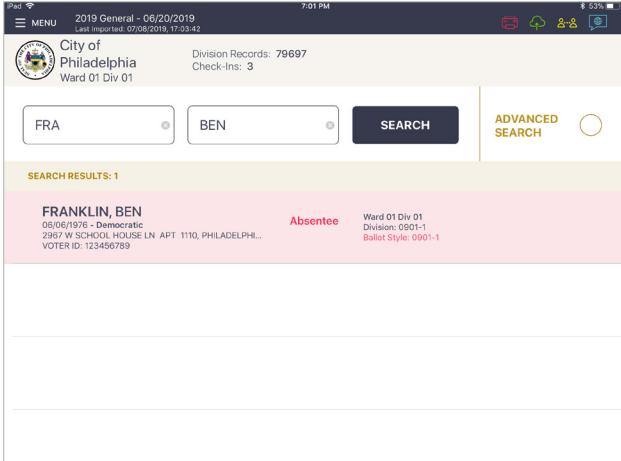
On the voter search screen, tap **Advanced**.



③ SEARCH BY:

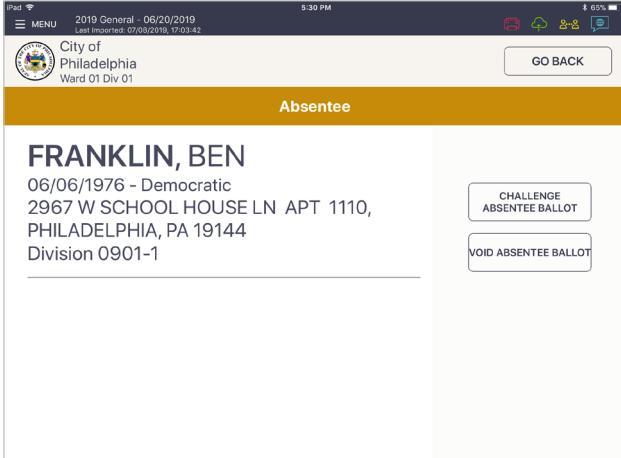
A list of search options displays. Tap the desired option and enter the search criteria. The Poll Pad can find results based on one or more criteria, whether they be names and date of birth or other combinations. Tap **Search** to look up a voter with the additional information.

PROCESSING VOTERS | VOID ABSENTEE CHECK-IN



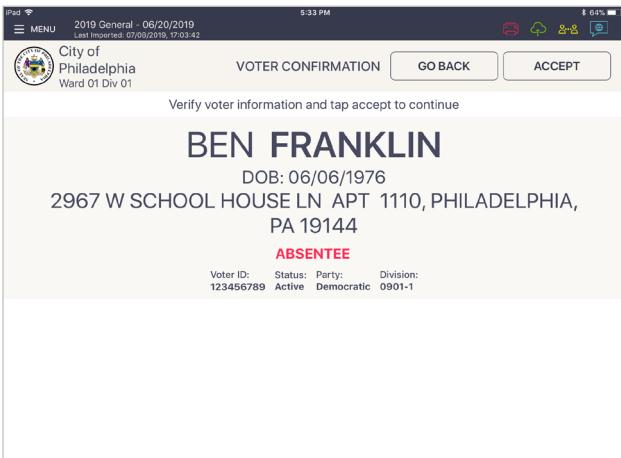
1 SEARCH RESULTS

When a voter search result displays the status **Absentee**, the voter has previously been issued an absentee ballot. Tap the record to begin the workflow.



2 ABSENTEE PROMPT

Tap one of the two buttons on the right. If the voter absentee ballot is being challenged, tap **Challenge Absentee Ballot**. If the voter wishes to void their absentee ballot and vote at the polling location instead, tap **Void Absentee Ballot**.



3 VOID ABSENTEE VOTER CONFIRMATION

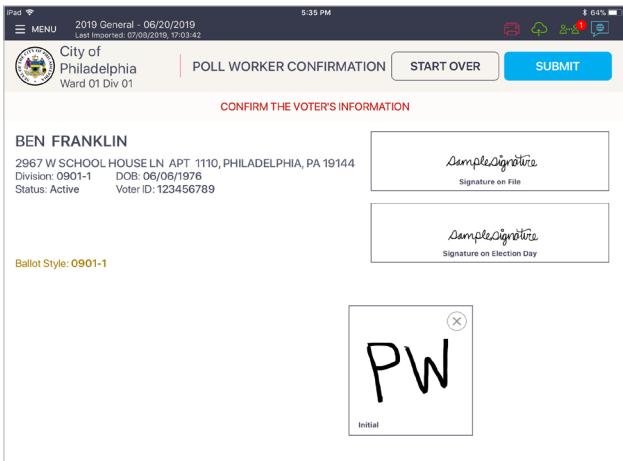
Verify the voter information and tap **ACCEPT** to continue or **GO BACK** to search again.

PROCESSING VOTERS | VOID ABSENTEE CHECK-IN



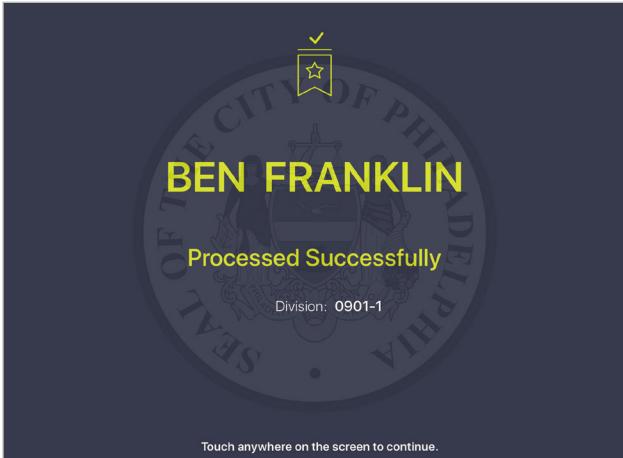
4 VOTER SIGNATURE

Turn the Poll Pad toward the voter and obtain the voter signature. Instruct the voter to tap **Done Signing** when the signature is correct. If the voter makes an error signing the poll book, instruct them to tap **Clear Signature** to try again.



5 POLL WORKER CONFIRMATION

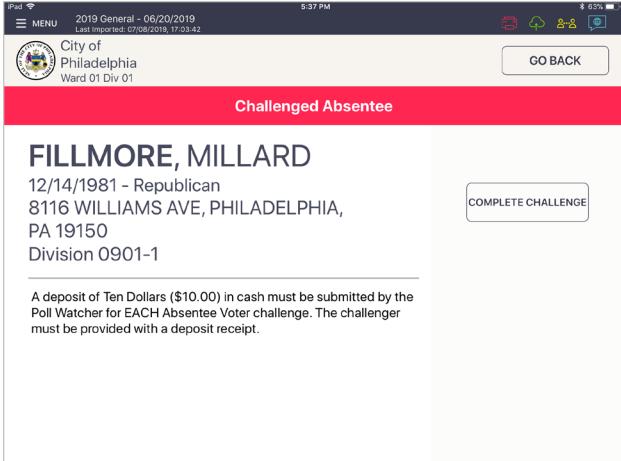
Enter the poll worker initials in the square box. If there is a signature on file for this voter, compare the two signatures.



6 SUCCESS

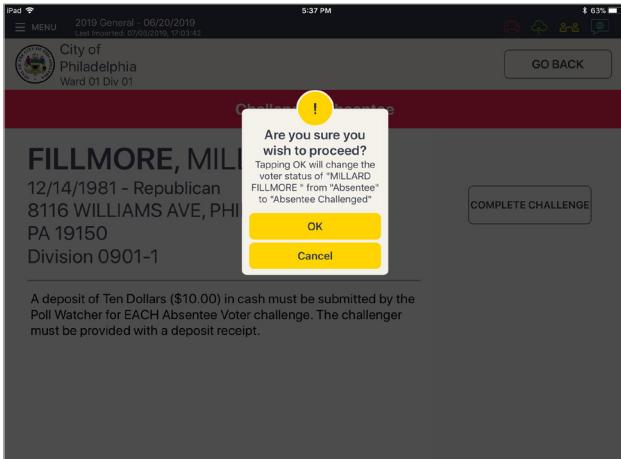
Congratulations! The absentee ballot has been voided and the voter is checked in!

PROCESSING VOTERS | CHALLENGE ABSENTEE



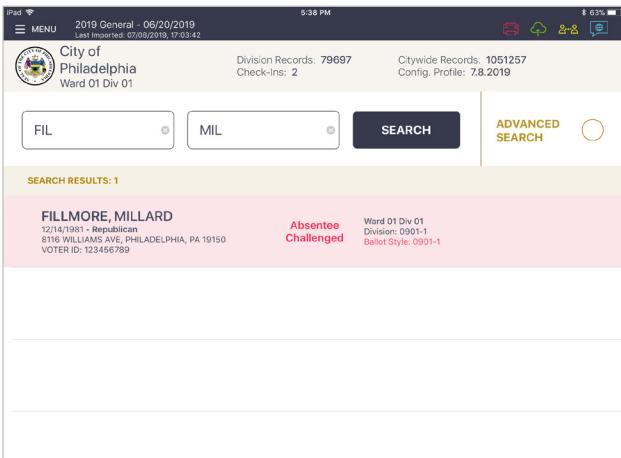
① CHALLENGE ABSENTEE BALLOT PROMPT

Verify the voter information, read and perform the on-screen instructions and tap **Challenge Complete** if the challenge instructions are met, or **Go Back** if the challenger declines.



② ABSENTEE CHALLENGE WARNING

Read the statement on the warning message. If the change described is correct, tap **OK**. If the change described is not correct, tap **Cancel**.

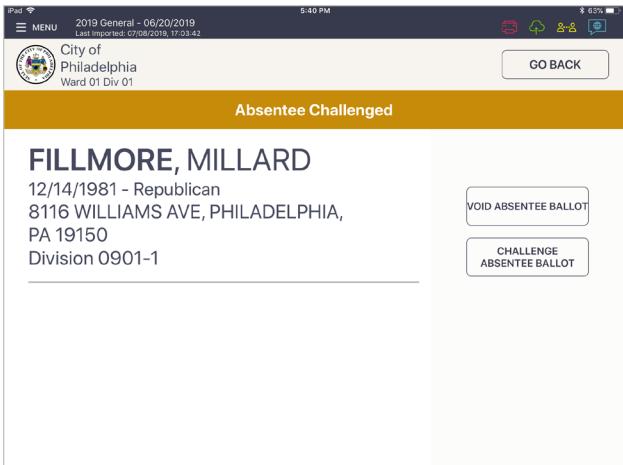


③ SEARCH RESULTS - ABSENTEE CHALLENGED STATUS

If searched again, the voter search result will display the **Absentee Challenged** status as indicated.

NOTE: An absentee voter can be challenged more than once, and can also be checked in. Tap the voter search result to continue processing the voter.

PROCESSING VOTERS | CHALLENGE ABSENTEE



④ CHALLENGED ABSENTEE VOTER PROMPT

If a challenged absentee voter arrives to be checked in, tap **Void Absentee Ballot** and perform the steps in the previous section labeled **Void Absentee Check-In**.

PROCESSING VOTERS | AFFIRMATION CHECK-IN

7:01 PM
MENU 2019 General - 06/20/2019
Last imported: 07/08/2019, 17:03:42
City of Philadelphia Division Records: 79697
Ward 01 Div 01 Check-Ins: 3
ADA JOH SEARCH ADVANCED SEARCH
SEARCH RESULTS: 1
ADAMS, JOHN
06/26/1959 - Democratic
5506 W GODFREY AVE, PHILADELPHIA, PA 19138
VOTER ID: 123456789
Inactive Ward 01 Div 01
Division: 1201-1
Ballot Style: 1201-1

1 SEARCH RESULTS

Tap the voter search result displaying an Inactive status.

5:41 PM
MENU 2019 General - 06/20/2019
Last imported: 07/08/2019, 17:03:42
City of Philadelphia GO BACK
Ward 01 Div 01
Affirmation Required
ADAMS, JOHN
06/26/1959 - Democratic
5506 W GODFREY AVE, PHILADELPHIA,
PA 19138
Division 1201-1
Please have the voter complete and sign the "Affirmation of Elector" form.
AFFIRMATION FORM COMPLETED
AFFIRMATION FORM NOT COMPLETED

2 AFFIRMATION PROMPT

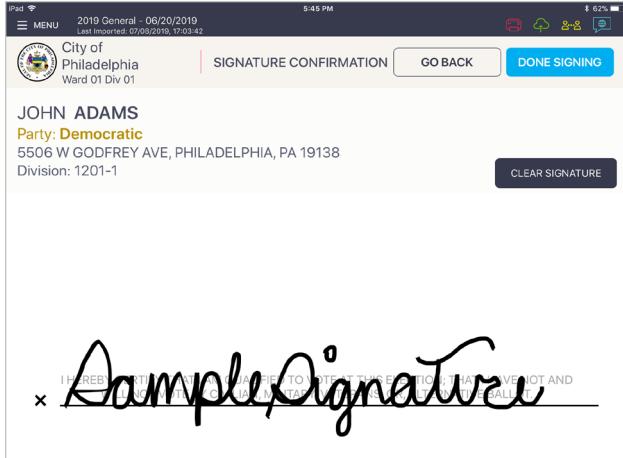
Ask the voter to complete the Affirmation form. If the voter does not complete the form, tap **Affirmation Form Not Completed** to return to search and voter should be allowed to vote provisionally. If the voter completes the form, tap **Affirmation Form Completed**.

5:41 PM
MENU 2019 General - 06/20/2019
Last imported: 07/08/2019, 17:03:42
City of Philadelphia VOTER CONFIRMATION GO BACK ACCEPT
Ward 01 Div 01
Verify voter information and tap accept to continue
JOHN ADAMS
DOB: 06/26/1959
5506 W GODFREY AVE, PHILADELPHIA, PA 19138
Voter ID: 123456789 Status: Inactive Party: Democratic Division: 1201-1

3 ADDRESS CONFIRMED VOTER CONFIRMATION

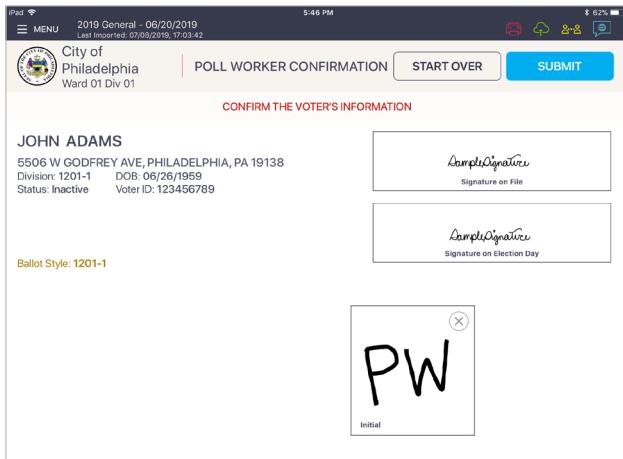
The voter now proceeds through the normal check-in procedure.

PROCESSING VOTERS | AFFIRMATION CHECK-IN



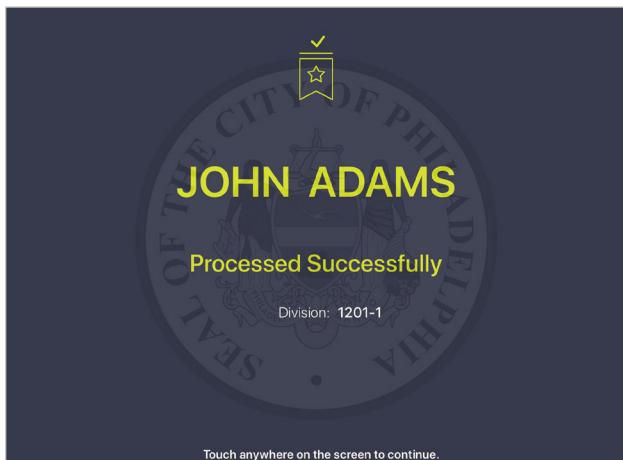
4 VOTER SIGNATURE

Turn the Poll Pad toward the voter and obtain the voter signature. Instruct the voter to tap **Done Signing** when the signature is correct. If the voter makes an error signing the poll book, instruct them to tap **Clear Signature** to try again.



5 POLL WORKER CONFIRMATION

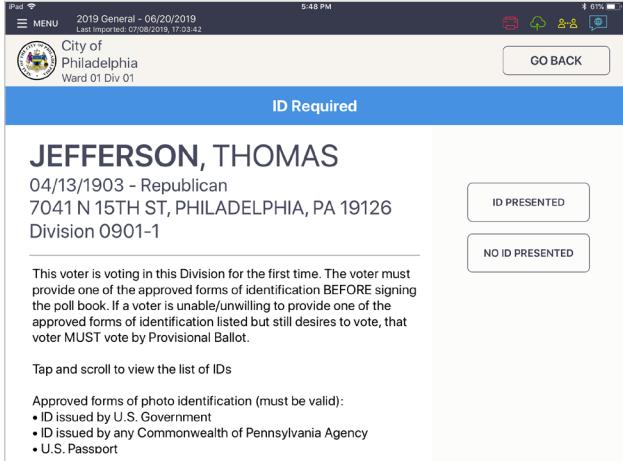
Enter the poll worker initials in the square box as indicated. If there is a signature on file for this voter, compare the two signatures.



6 SUCCESS

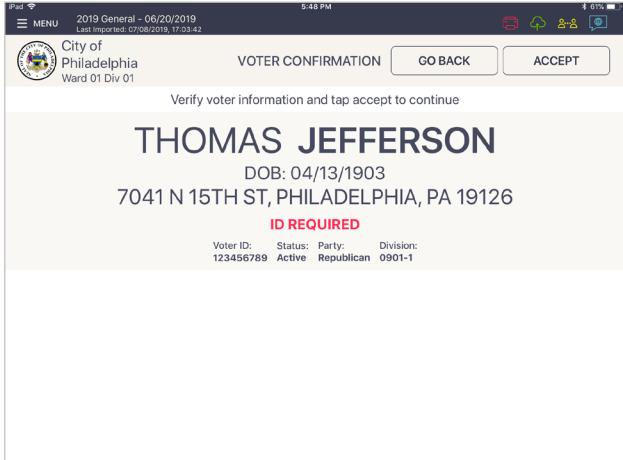
Congratulations! The absentee ballot has been voided and the voter is checked in!

PROCESSING VOTERS | ID REQUIRED CHECK-IN



① ID REQUIRED PROMPT

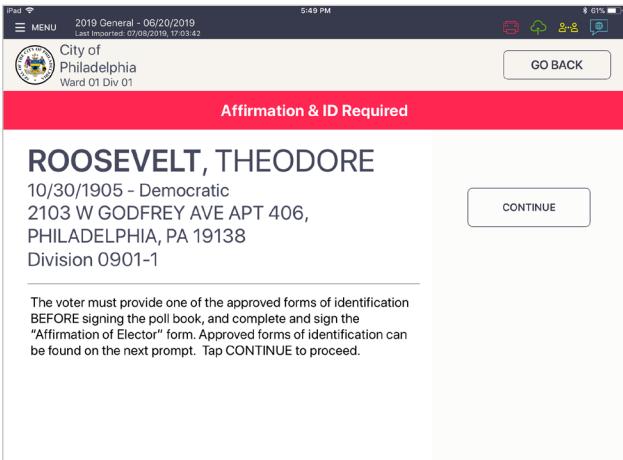
Verify the voter information and read and perform the on-screen instructions. If the voter presents valid identification(s), tap **ID Presented** to proceed with the normal check-in process. If the voter does not provide identification, tap **No ID Presented** to end the process and voter should be allowed to vote provisionally.



② ID PRESENTED VOTER CONFIRMATION

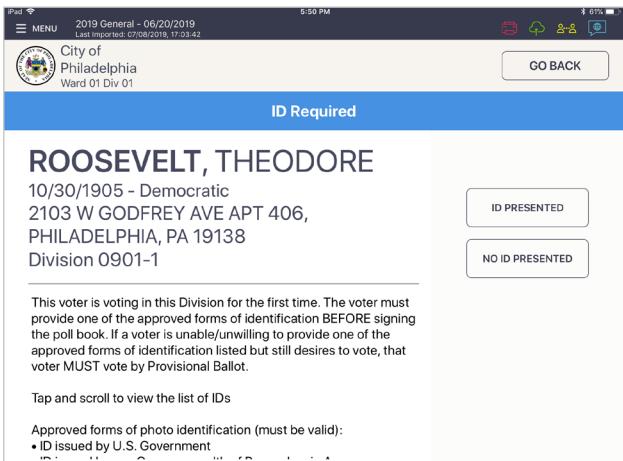
If the voter presents a valid ID, the voter confirmation screen is presented. Proceed through the normal check-in procedure.

PROCESSING VOTERS | AFFIRMATION & ID REQUIRED



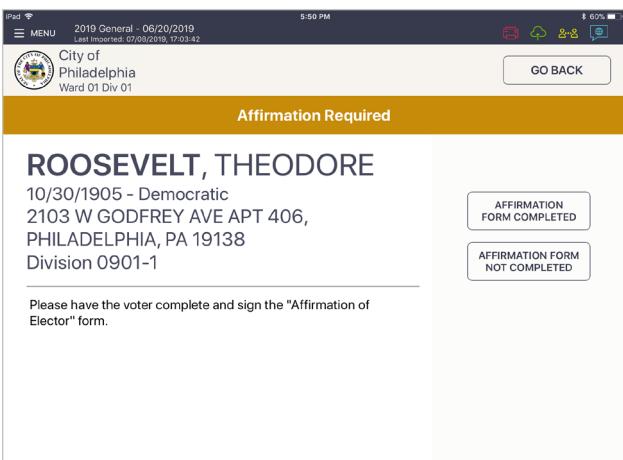
① AFFIRMATION AND ID REQUIRED PROMPT

The voter requires both an affirmation and ID verification.



② ID REQUIRED PROMPT

Tap **ID PRESENTED** to proceed to affirmation step. Tapping **NO ID PRESENTED** will return the poll worker to the Search Results and voter should be allowed to vote provisionally.



③ AFFIRMATION PROMPT

The poll worker provides the voter with an affirmation form.

If the voter completes it, tap **Address Confirmed**.

If the voter does not complete the form, the poll worker is navigated back to Search Results and voter should be allowed to vote provisionally.

PROCESSING VOTERS | AFFIRMATION & ID REQUIRED

The screenshot shows the 'VOTER CONFIRMATION' screen. At the top, it displays '2019 General - 06/20/2019' and 'Last Imported: 07/08/2019, 17:03:42'. Below this is the City of Philadelphia logo and the text 'Ward 01 Div 01'. There are 'GO BACK' and 'ACCEPT' buttons. A message at the bottom says 'Verify voter information and tap accept to continue'. The voter's name is listed as 'THEODORE ROOSEVELT' with 'DOB: 10/30/1905' and '2103 W GODFREY AVE APT 406, PHILADELPHIA, PA 19138'. A red 'ID REQUIRED' message is prominently displayed. Below it, voter details are shown: 'Voter ID: 12345689', 'Status: Inactive', 'Party: Democratic', and 'Division: 0901-1'.

4 ADDRESS CONFIRMED VOTER CONFIRMATION

The voter now proceeds through the normal check-in procedure.

The screenshot shows the 'SIGNATURE CONFIRMATION' screen. At the top, it displays '2019 General - 06/20/2019' and 'Last Imported: 07/08/2019, 17:03:42'. Below this is the City of Philadelphia logo and the text 'Ward 01 Div 01'. There are 'GO BACK' and 'DONE SIGNING' buttons. The voter's name is listed as 'THEODORE ROOSEVELT' with 'Party: Democratic' and '2103 W GODFREY AVE APT 406, PHILADELPHIA, PA 19138'. A 'CLEAR SIGNATURE' button is also present. A large area for a handwritten signature is shown with the text 'Sample Signature' written over it. Below the signature area is a statement: 'I HEREBY CERTIFY THAT I AM QUALIFIED TO VOTE IN THIS ELECTION AND THAT THE VOTER LISTED ABOVE IS THE PERSON I AM GOING TO VOTE FOR ON THIS DAY.'

5 VOTER SIGNATURE

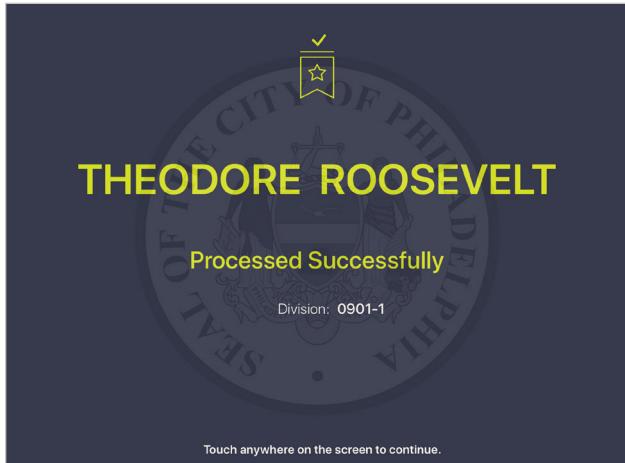
Turn the Poll Pad toward the voter and obtain the voter signature. Instruct the voter to tap **Done Signing** when the signature is correct. If the voter makes an error signing the poll book, instruct them to tap **Clear Signature** to try again.

The screenshot shows the 'POLL WORKER CONFIRMATION' screen. At the top, it displays '2019 General - 06/20/2019' and 'Last Imported: 07/08/2019, 17:03:42'. Below this is the City of Philadelphia logo and the text 'Ward 01 Div 01'. There are 'START OVER' and 'SUBMIT' buttons. The voter's name is listed as 'THEODORE ROOSEVELT' with '2103 W GODFREY AVE APT 406, PHILADELPHIA, PA 19138'. Below this, it says 'Division: 0901-1', 'DOB: 10/30/1905', 'Status: Inactive', and 'Voter ID: 12345689'. A section titled 'CONFIRM THE VOTER'S INFORMATION' contains two boxes labeled 'Signature on File' and 'Signature on Election Day', each containing 'Sample Signature'. Below these boxes is a square box labeled 'Initial' containing the initials 'PW'.

6 POLL WORKER CONFIRMATION

Enter the poll worker initials in the square box as indicated. If there is a signature on file for this voter, compare the two signatures.

PROCESSING VOTERS | AFFIRMATION & ID REQUIRED

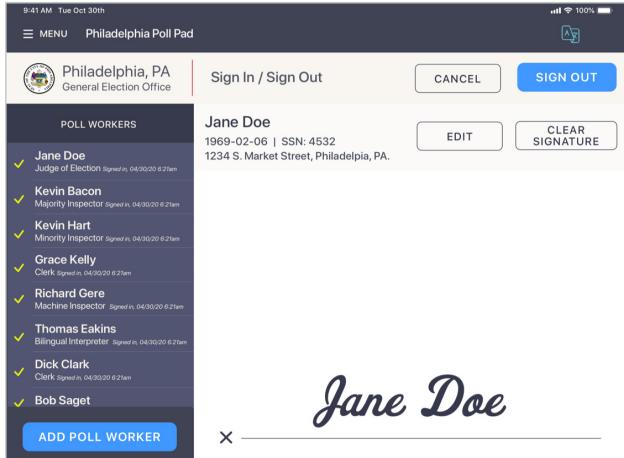


7 SUCCESS

Congratulations! The absentee ballot has been voided and the voter is checked in!

CLOSING PROCEDURES

CLOSING PROCEDURES



WORKER SIGN OUT

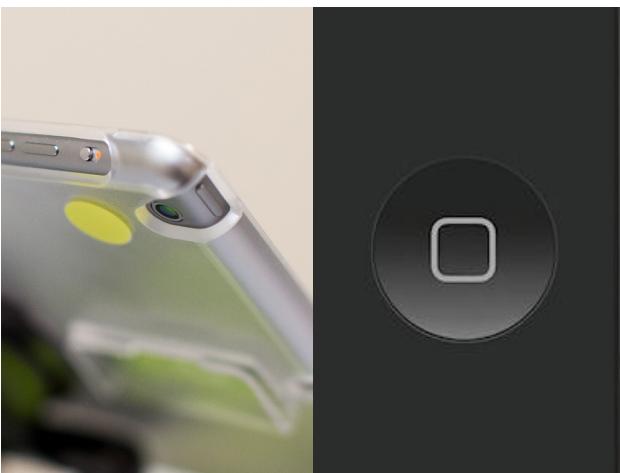
Sign on the signature line, then tap **Sign Out** to complete.



POWER OFF & UNPLUG PRINTER

Power off the printer and unplug from outlet, disconnect printer cable from transformer box and printer.

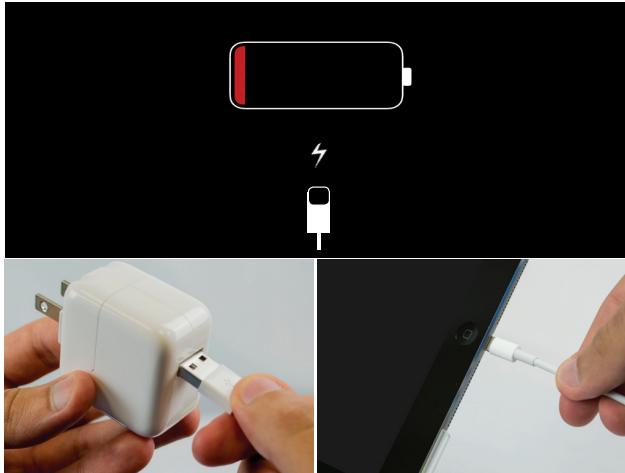
NOTE: Keep Poll Pad powered ON



POWER OFF POLL PAD

Turn off Poll Pad by holding the power button and the home button (pictured) simultaneously until the screen goes black. Place Poll Pad in the carrying case.

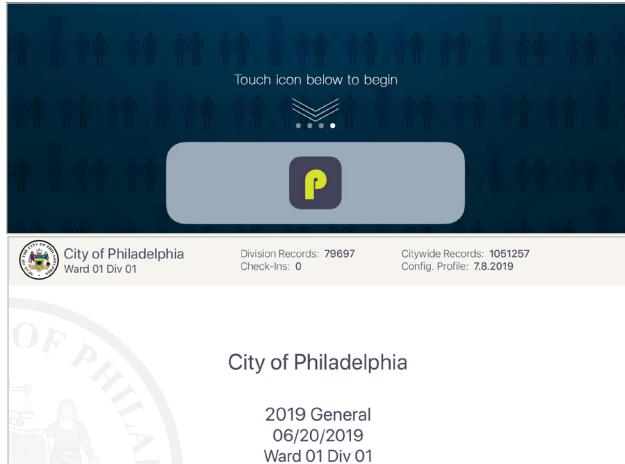
HELP DESK



CHARGING POLL PAD

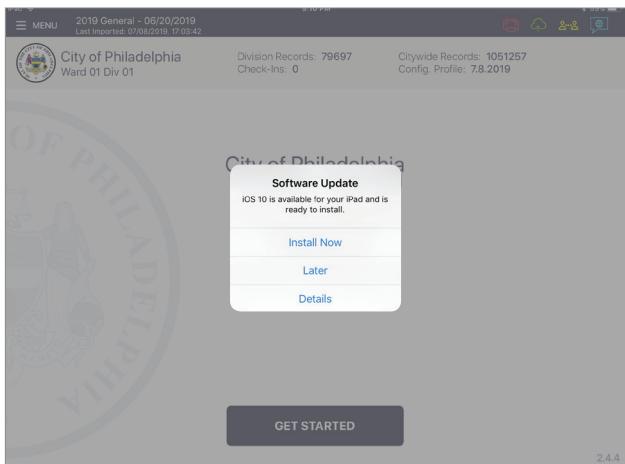
- ① Plug USB end of power cable into power cube
- ② Plug power cube into an AC wall outlet
- ③ Plug power cable into Lightning Connector on Poll Pad
- ④ Wait about five minutes for the Poll Pad to charge
- ⑤ Once there is sufficient power, Poll Pad will auto power on
- ⑥ Resume normal operations

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed. 



OPENING POLL PAD

- ① If application does not automatically launch when powered on, touch the Poll Pad App at the bottom of the Home Screen
- ② Verify the correct homepage displays on screen



iOS SOFTWARE UPDATE

DO NOT perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

- ① Touch Later from the list of on screen options
- ② Press the Home button and verify Poll Pad app remains open

HELP DESK

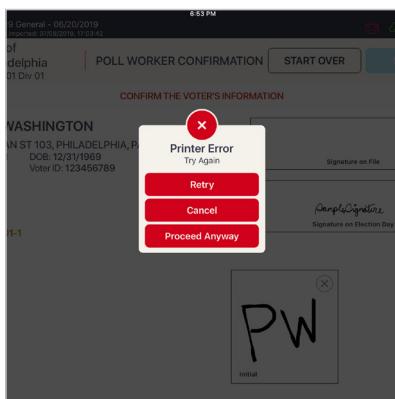


POLL PAD SCREEN IS UNRESPONSIVE

- ① Unplug unit from power source (electrical outlet, battery, etc.)

If the Poll Pad screen is unresponsive, perform the following steps:

- ② Hold down the Sleep/Wake and Home buttons simultaneously
- ③ Release both buttons once the Apple logo displays on screen
- ④ After application launches, return to previous activity



NOT PRINTING / STOPS PRINTING

- ① Make sure the printer is turned 'ON'
- ② Confirm the printer is plugged into outlet and cords are securely connected
- ③ Check paper is installed correctly
- ④ Confirm connection with Poll Pad (green icon)

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