meet the

POLL PAD®

knowINK
Innovative Election Solutions

1 Power Button   **2** Home Button   **3** Poll Pad & Plastic Shell

4 Stand Arm   **5** Poll Pad Base   **6** Camera   **7** ID Tray

1. **Green Case**

2. **Poll Pad**

3. **Poll Pad Base**
   (stand arm located under base)

4. **Lightning to USB Cable & USB Power Adapter**

5. **(2) Stylus**

6. **ID Tray**

7. **Printer & Cords**

8. **Screen Cloth**

4 PLUG PRINTER INTO OUTLET

Plug your printer into a wall outlet.

NOTE: Make sure your check-in table is close to the wall outlet or you have an extension cord available.

5 TURN PRINTER ON

The ON/OFF switch is located on the left side of the printer. If you do not see a green power light on the front panel, check the power cord connections and make sure the outlet has power.
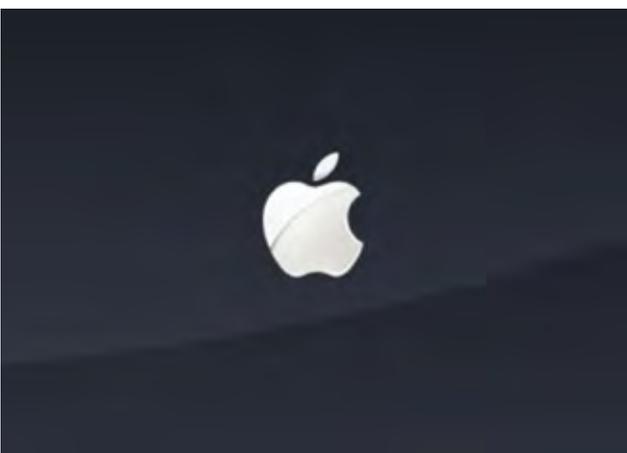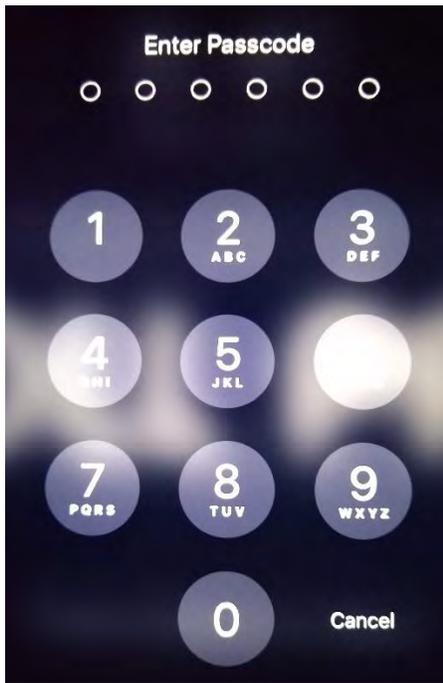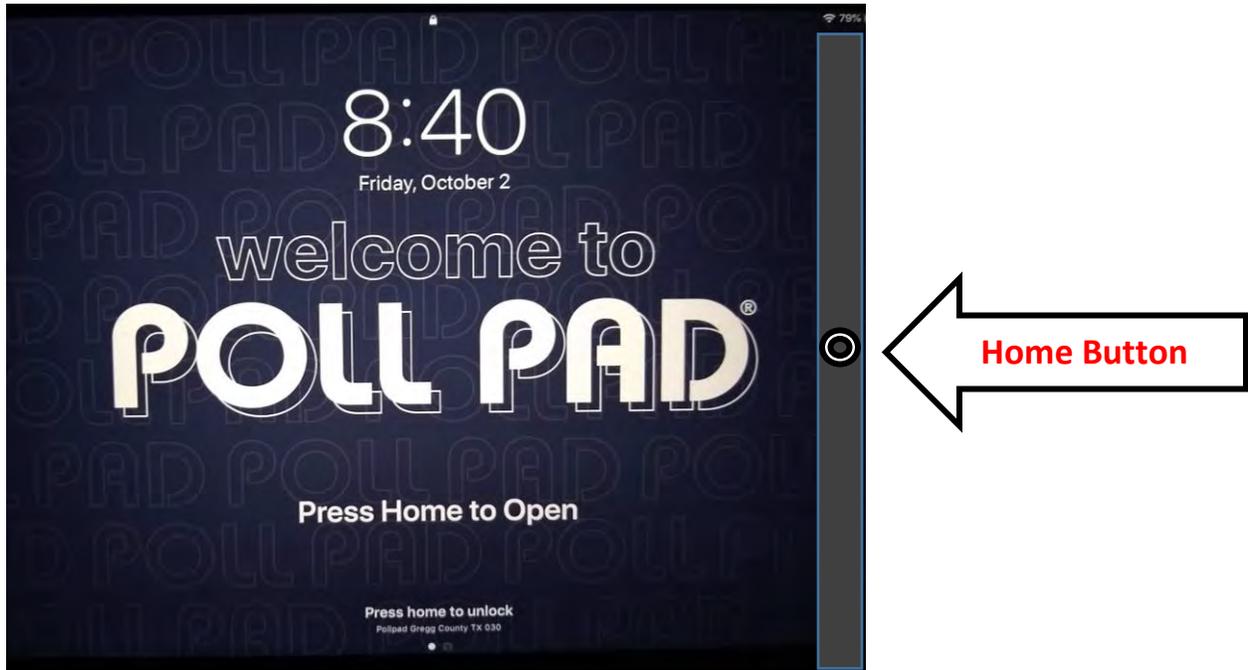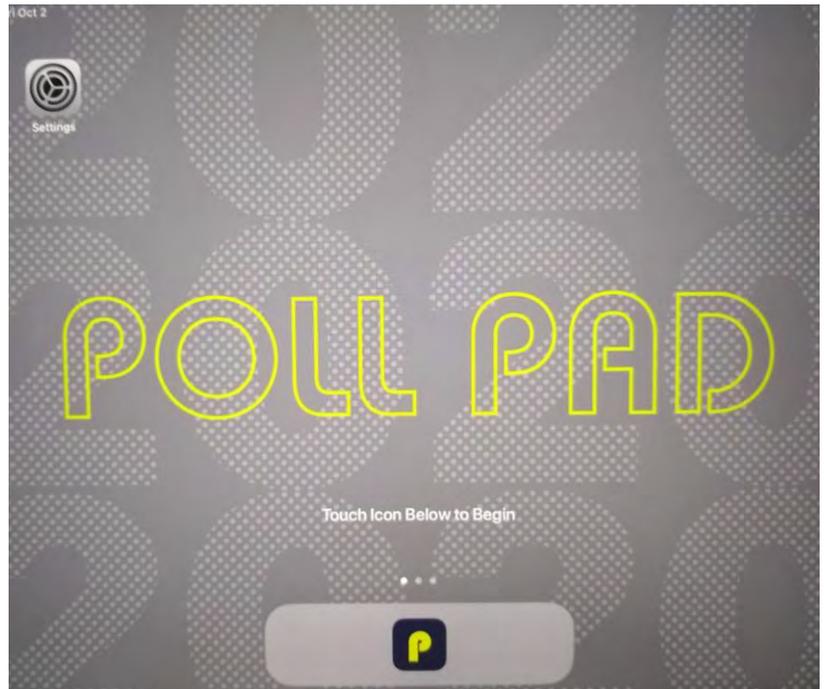
6 POWER ON POLL PAD

Press the power button on the top left edge of the unit until you see the Apple icon, then release. The iPad will power on, and the Poll Pad application with launch automatically.

NOTE: Poll Pad will power on if connected to AC power

Home Button

PASSCODE: __ __ __ __ __ __
2 Digit Month / 4 Digit Year
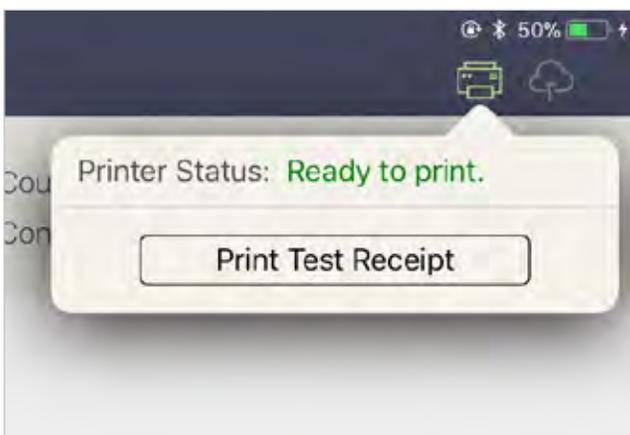**of Election Day**

Poll Pad App
Access Button

❼ 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)

❽ CONFIRM CONNECTION

Look for blue light on the back of the printer to confirm the wireless printing connection is successful.

❾ CONNECT & TEST PRINT

A green printer icon on the Poll Pad means you are connected to the printer.

Press the green printer icon and select 'Print Test Receipt' and a sample receipt will print. You are now ready to sign in and process voters.

PRINTER ICONS & COLORS

Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.

Poll Pad recognizes the printer and is currently in the process of pairing with the device.

Poll Pad is not paired with the printer. Select the printer icon, followed by Pair and Connect.

MULTI-PEER ICONS & COLORS

Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.

The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.

Poll Pad recognizes the presence of other precinct Poll Pads but is not connected or synchronizing with these units.

The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Contact Election Authority.
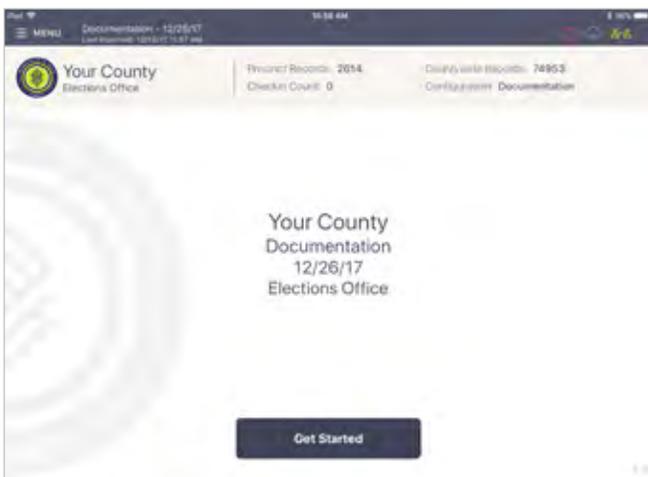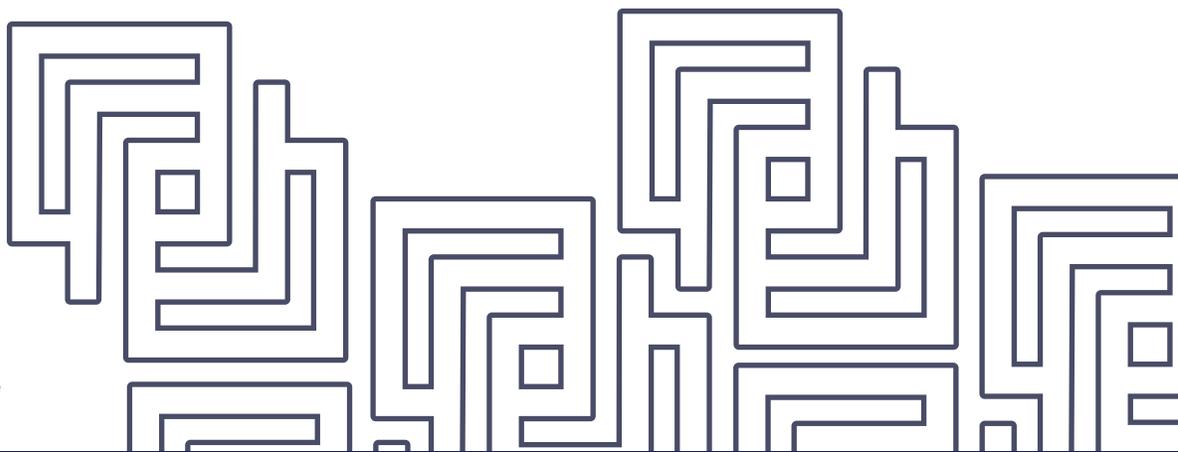
CLOUD SYNC ICONS & COLORS

Poll Pad is currently connected and synchronizing with the central election database.

Poll Pad is in the process of connecting to the central election database.

Poll Pad is currently disconnected and not synchronizing with the central election database.
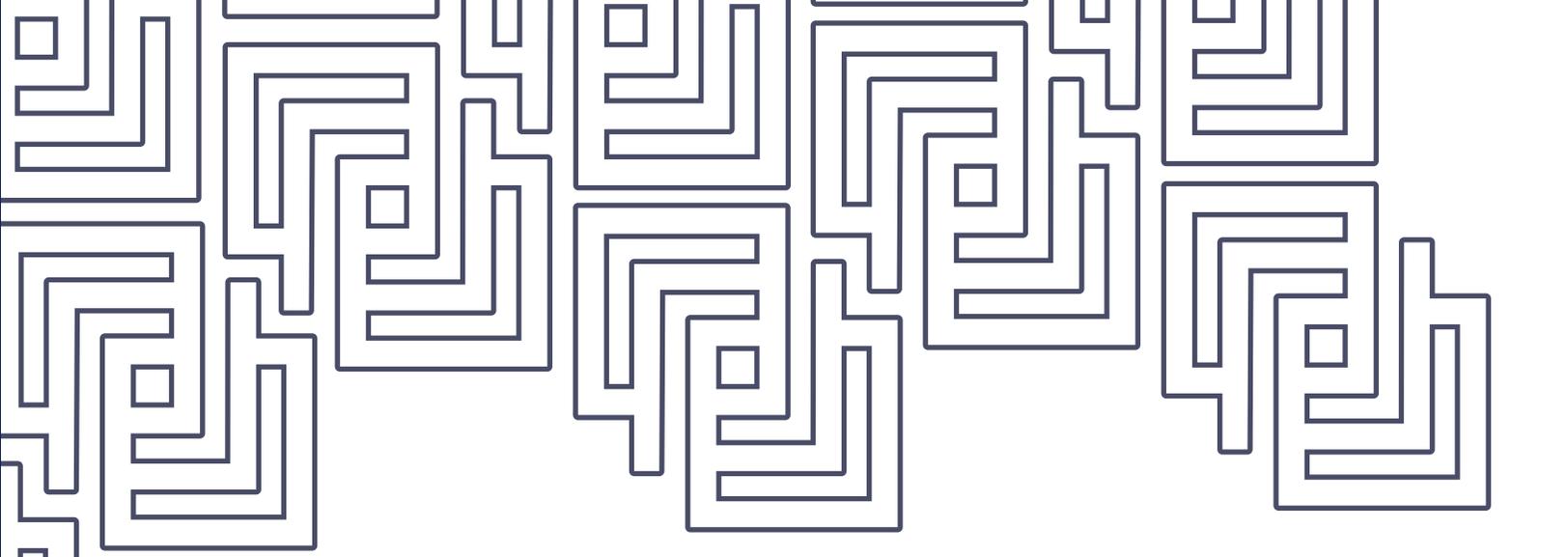
PROCCESSING VOTERS

❶ VERIFY VOTER'S INFO

Ask the voter to provide an acceptable form of ID. After verifying the voter's ID is valid, start the check-in process by touching **Scan Barcode.**

❷ SCAN VOTER'S ID

Place his or her photo ID (with the barcode facing the camera) onto the ID Tray.

NOTE: If the camera is unable to scan the voter's photo ID or if the ID is not placed onto the holder within five seconds, the Poll Pad will display "Barcode Scan Failed." If this occurs, find the voter using the manual search method.
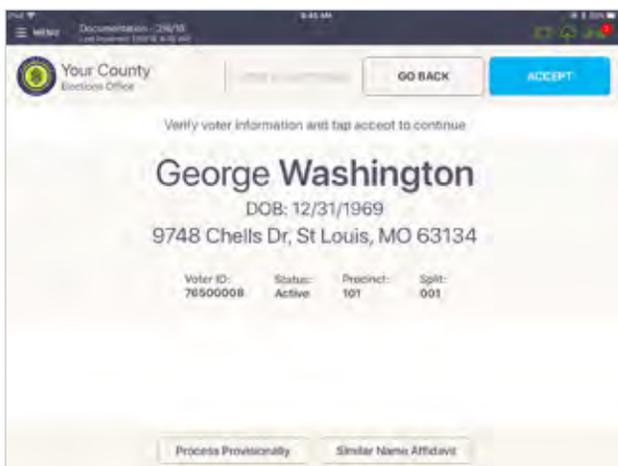
❸ VOTER CONFIRMATION

Once the barcode is recognized, the screen displays the voter's information. If all information is correct, press **ACCEPT**.

④ PRIMARY ELECTIONS

During a primary election, there will be a Party Selection screen. Ask the voter to choose a party. Press **ACCEPT** to continue.
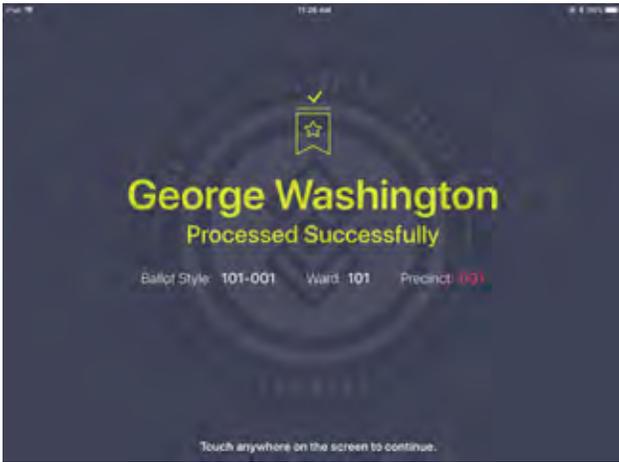

⑤ VOTER SIGNATURE

Rotate screen to capture voter's signature. Once complete, rotate back and press **DONE SIGNING**.

⑥ POLL WORKER CONFIRMATION

Poll worker confirmation page will appear. Poll worker to verify and confirm all information is correct. If correct, initial in provided field and press **SUBMIT**.

7 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

1 WHY SEARCH BY NAME?

Since not every voter has a form of identification that can be scanned, you may have to locate the voter using his or her first and last name.

2 ENTER VOTER'S NAME

Use the on-screen keyboard to enter the first three (3) letters of the voters last and first name, then press **SEARCH**.

3 SELECT VOTER'S RECORD

Records matching the search criteria display on screen. Locate the voter's record and verify it does not contain any exceptions, then select the voter by touching his or her record.

NOTE: Search results show both in-precinct and out of precinct voters. Out of precinct voters display in gray with an indicator that reads "Wrong Precinct."

4 VOTER CONFIRMATION

Screen displays voter's information.
Verify information, if all is correct press **ACCEPT**.

5 PRIMARY ELECTIONS

During a primary election, there will be a Party Selection screen. Ask the voter to choose a party. Press **ACCEPT** to continue.
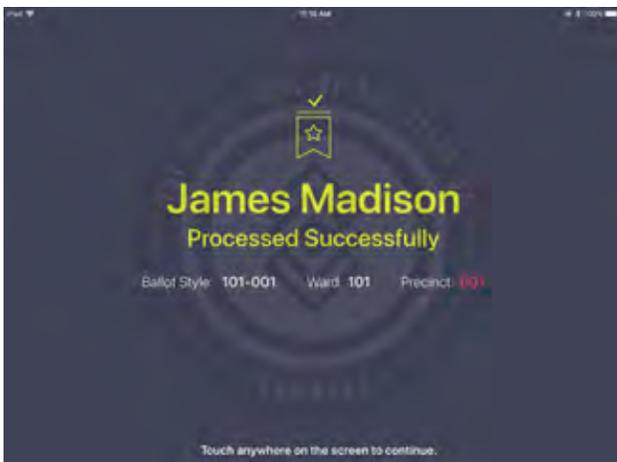
6 VOTER SIGNATURE

Rotate screen to capture voter signature. Once complete, rotate back and press **DONE SIGNING**.
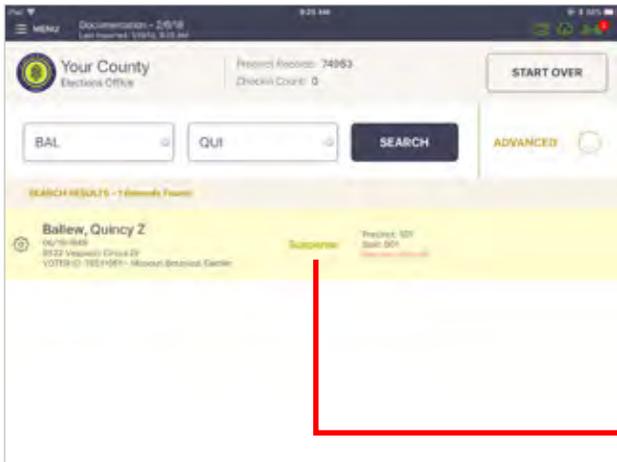
7 POLL WORKER CONFIRMATION

Poll worker confirmation screen will appear. Poll worker to verify and confirm all information is correct. If correct, initial in provided field, then press **SUBMIT**.

8 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions. You'll notice their record contains a status that reads "Suspense." Press voter record.

❷ FOLLOW PROMPT

A prompt will appear reading, **"Address Confirmation".** Follow polling place protocol for form completion. Once form is complete, and voter provides proper identification, press **Cast Regular Ballot**.
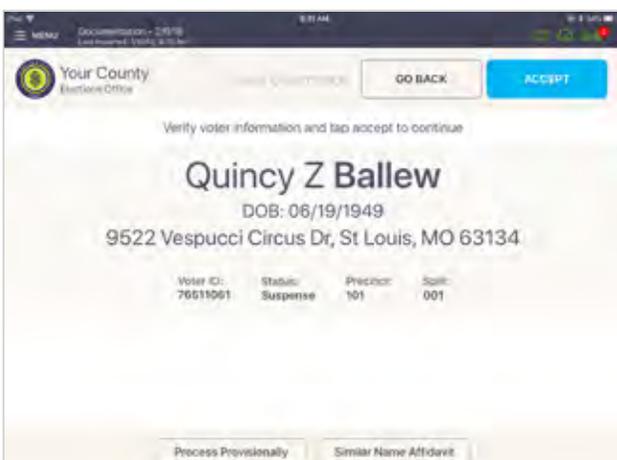
❸ VOTER CONFIRMATION

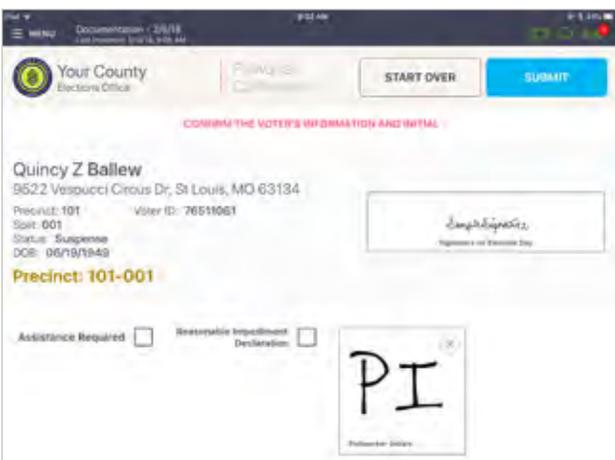Screen displays voter's information. Press **ACCEPT**.

④ PRIMARY ELECTIONS

During a primary election, there will be a Party Selection screen. Ask the voter to choose a party. Press **ACCEPT** to continue.
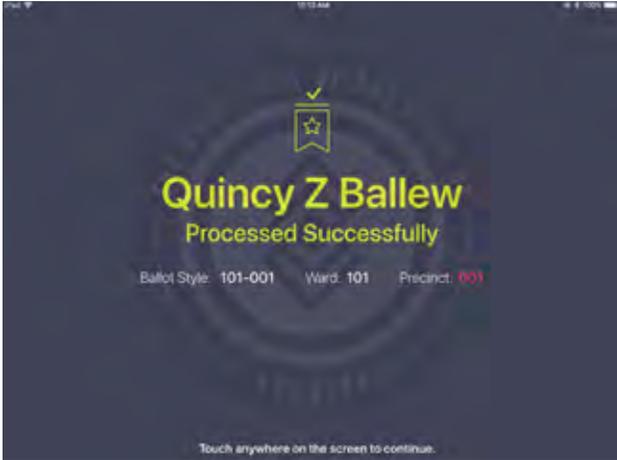

⑤ VOTER SIGNATURE

Rotate screen to capture voter signature. Once complete, rotate back and press **DONE SIGNING**.

⑥ POLL WORKER CONFIRMATION

Poll worker confirmation page will appear.
Poll worker to initial in provided field then press **SUBMIT**.

7 PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ LOOK UP VOTER

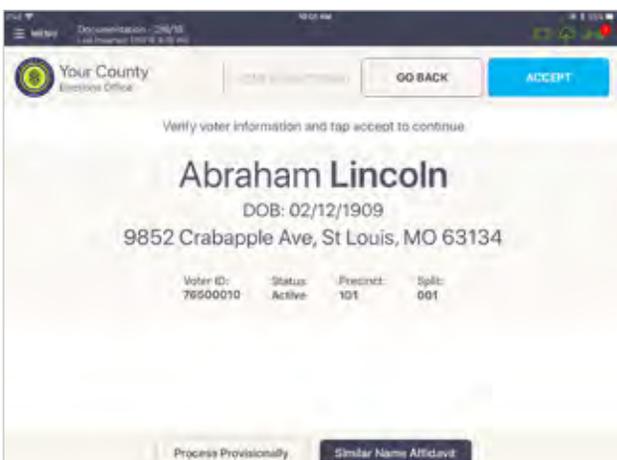Lookup the voter's record using either Scan Barcode or Manual Entry instructions.

If the voter's recorded name and the name on the ID are not the same, but are substantially similar, press "**Similar Name Affidavit**."

❷ AFFIDAVIT FOR SIMILAR NAME

Voter to read and confirm Affidavit for Similar Name. Voter must sign by the X, then press **CONTINUE**.
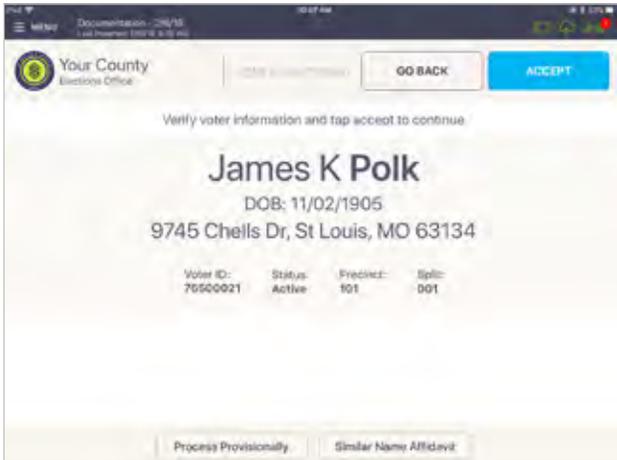
NOTE: If the voter would like to update their voter registration record to match the name on their ID, the voter should fill out a Voter's Similar Name Correction Form, Statement of Residence, or Voter Registration Application

❸ CORRECT VOTER

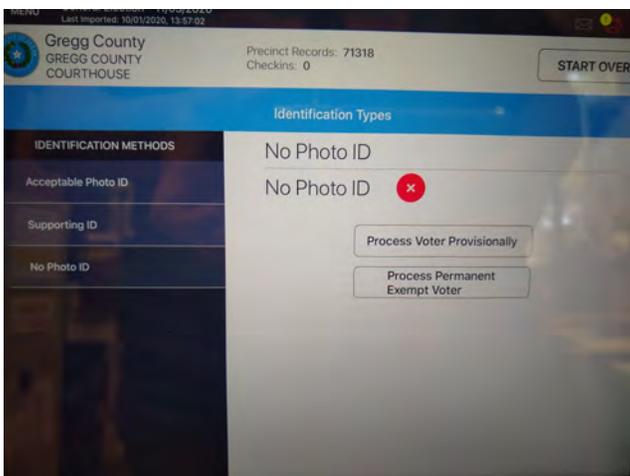**Similar Name Affidavit** will now be highlighted. Press **ACCEPT** to continue voter checkin.

1 LOOK UP VOTER

Lookup the voter's record using either the Search by Scan Barcode or Manual Entry instructions.

Poll worker to confirm all information on the screen. If voter fails to meet requirements to be processed he/she can vote provisionally, select **Process Provisionally**.
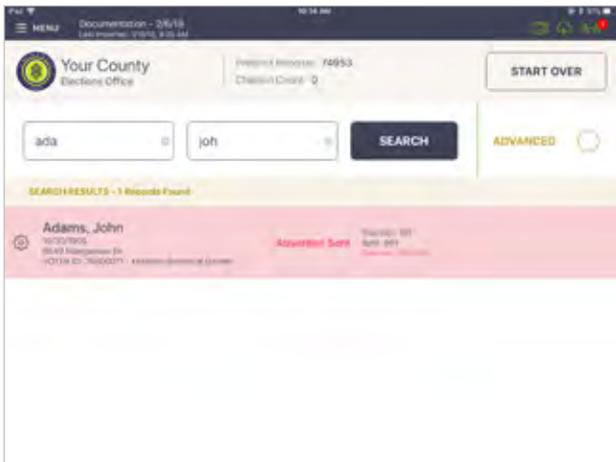

2 PROCESS PROVISIONALLY

Some voters may be in the system, but need to vote provisional due to NO ID. You will press the Provisional Button.


3 POLL WORKER CONFIRMATION

A new screen will appear. Poll worker to confirm all information on the screen. If the voter record is correct, press **ACCEPT** to continue voter check-in.

❶ LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions. Voter record will be highlighted red, with a voter status of **Absentee Sent**. Select voter record to proceed.
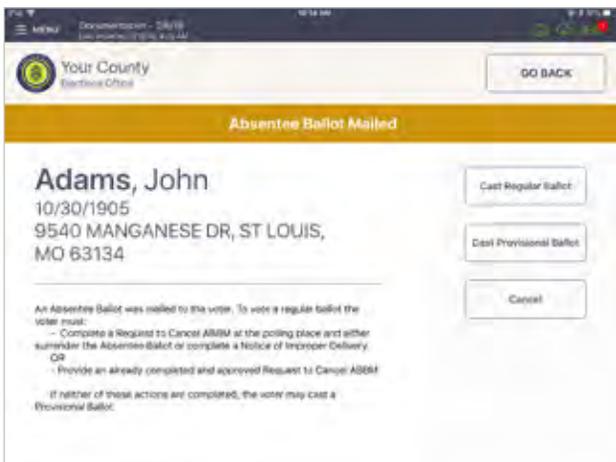
❷ ABSENTEE BALLOT MAILED

A pop-up with options will appear.
If criteria is met, select **Cast Regular Ballot**.

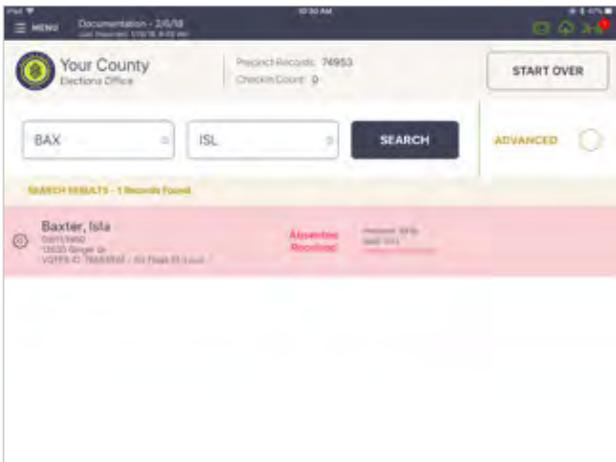If criteria is not met, select **Cast Provisional Ballot**.

❸ FOLLOW PROMPT

After surrendering Absentee Ballot and providing a Request to Cancel ABBM Form, press **Yes**.

If there is no ballot to surrender, or a Request to Cancel ABBM Form is not provided, press **No**.

1 LOOK UP VOTER

Lookup the voter's record using either Scan Barcode or Manual Entry instructions.
Voter record will be highlighted red, with a voter status of **Absentee Received**. Select voter record to proceed.
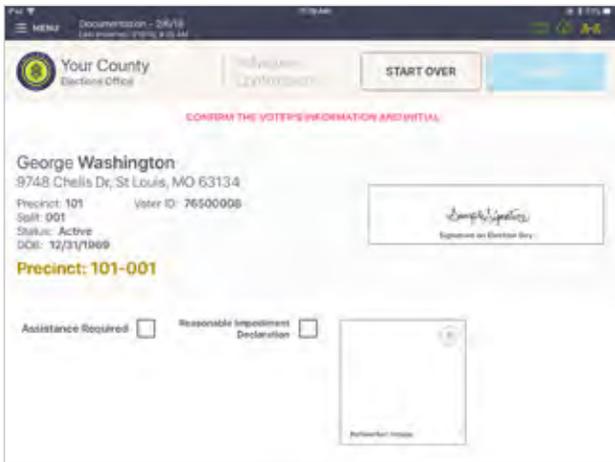
2 CORRECT VOTER

A pop-up will appear. Follow written instructions.
If the voter chooses to cast a ballot, then select **Cast Provisional Ballot**.
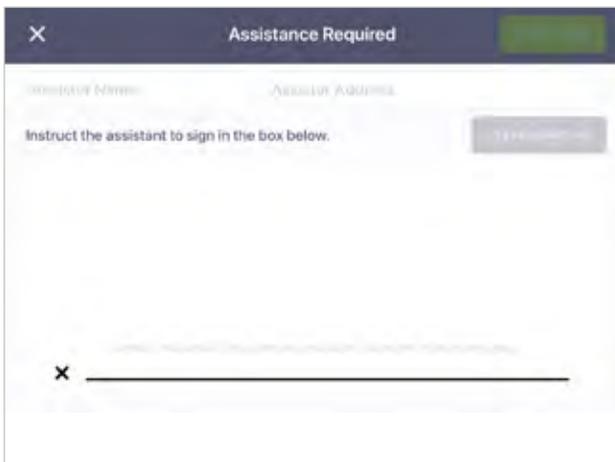
3 PROVISIONAL VOTER
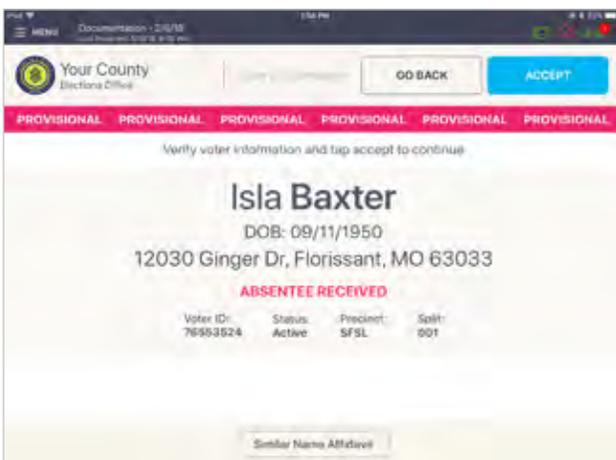
Proceed to process voter as Provisional Voter.

❶ VOTER ASSISTANCE

If a voter requires assistance, an Assistance Required box is found on the Poll Worker Confirmation page. Poll worker checks Assistance Required box.

❷ ASSISTANT SIGNATURE

A pop-up will instruct the assistant to sign in the box below. Once signed poll worker presses **CONTINUE**. Poll worker then verifies voter's information and ballot style. If all is correct, press **SUBMIT**.
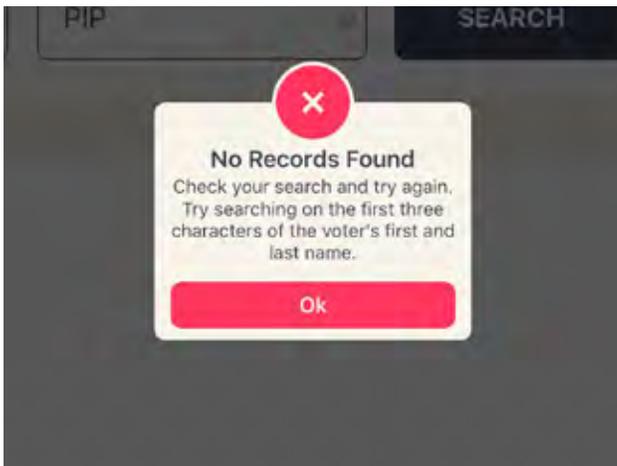
NOTE: The signature pop-up is an optional feature.
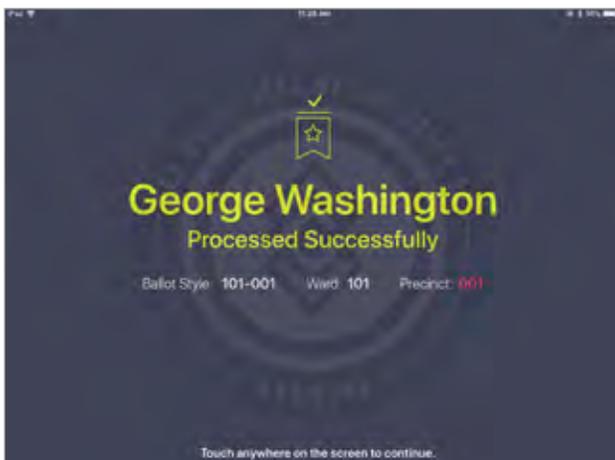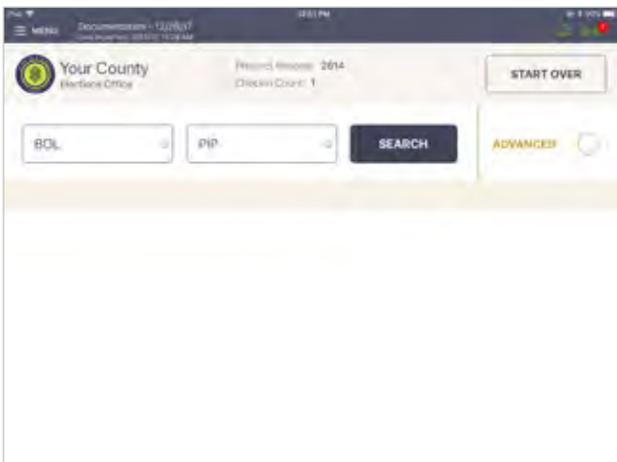
❸ PROCESSED VOTER

Good Job! You successfully processed the voter. Follow polling place protocol to direct voter to next polling station.

❶ VOTER NOT FOUND

If Scan Barcode and Manual Entry have been used to find a voter, and he or she is still not found, a pop-up will appear reading, **No Records Found**. Press **OK** to go back to Voter Lookup.

❷ ADVANCED SEARCH

Once back on the Voter Lookup Screen, press the circle nect to **ADVANCED**.

NOTE: Clear Name Fields by Pressing X in First and Last Name Boxes Before Searching
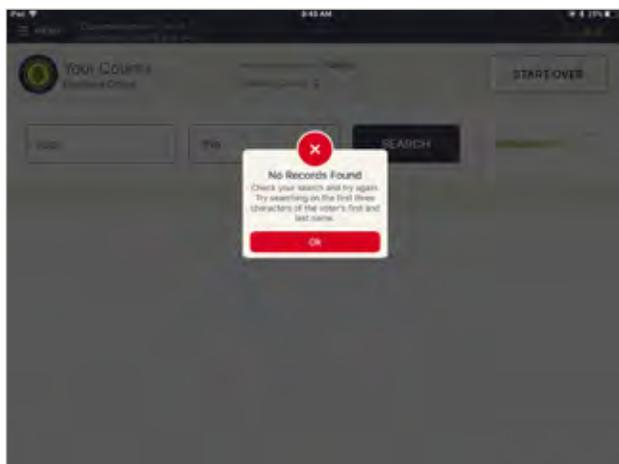

❸ SEARCH BY:

Lookup voter by using **DATE OF BIRTH (DOB), ADDRESS, LICENSE NUMBER, VOTER ID,** etc., press **DONE** then **SEARCH**. If voter is found using Advanced Search, follow same protocol as scan barcode/manual entry to process voter.

❶ LOOK UP VOTER

Lookup the voter's record using either the Search by Scan Barcode, Manual Entry or Advanced Search instructions.

❷ NO RECORD FOUND

If voter is not found, perform alternative searches using different fields, fewer letters in the name or alternate first name spellings (Bob vs Robert for example).
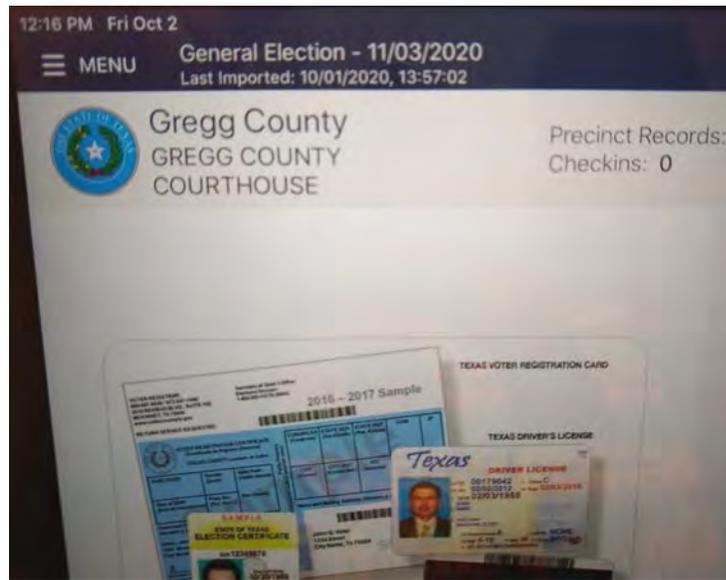

❸ PROVISIONAL VOTER

If voter is still not found, ask if the voter registered to vote in Gregg County by the deadline.
If yes or if they registered with the DPS, have the voter vote provisionally.
You can call our office to confirm registration.

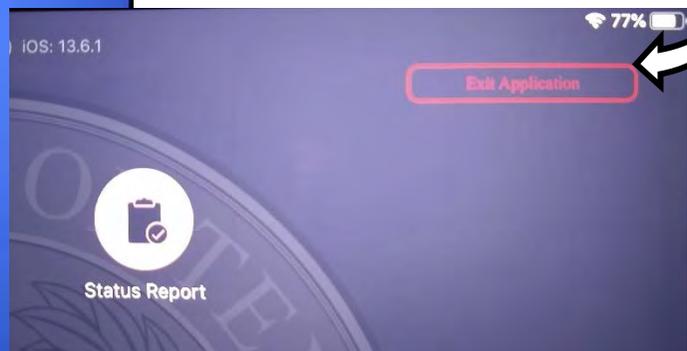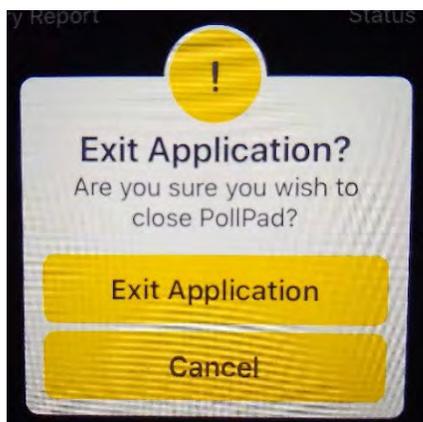# CLOSING PROCESDURES

1. Press MENU

MENU SCREEN

2. Select EXIT APPLICATION

DO NOT SELECT ANY OTHER MENU CHOICES.

3. Select EXIT APPLICATION

**4.
Press & Hold
POWER button
until SLIDE
BAR appears**

5. Swipe the Slide Bar
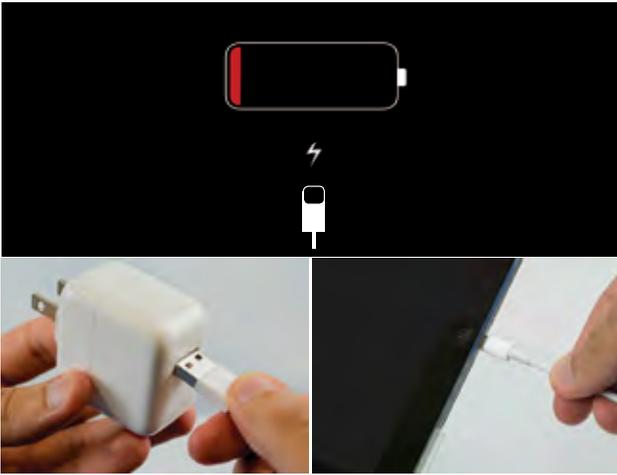
You are now CLOSED

On the last day of Early Voting and on Election Day night,

leave everything where it is and we will pack up the next day.

HELP DESK

Trouble shooting

CHARGING POLL PAD

❶ Plug USB end of power cable into power cube

❷ Plug power cube into an AC wall outlet

❸ Plug power cable into Lightning Connector on Poll Pad

❹ Wait about five minutes for the Poll Pad to charge

❺ Once there is sufficient power, Poll Pad will auto power on

❻ Resume normal operations

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

OPENING POLL PAD
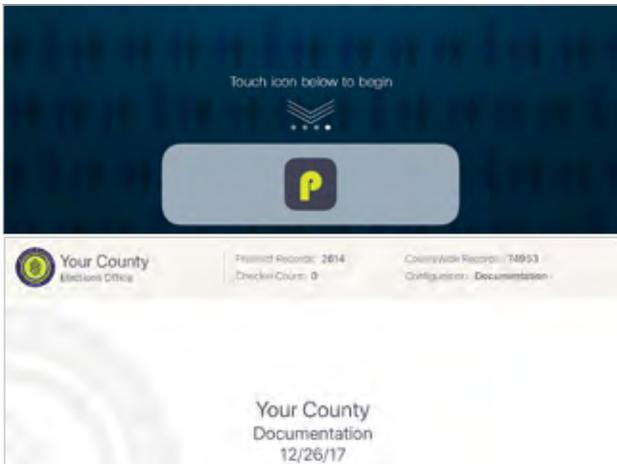
❶ If application does not automatically launch when powered on, touch the Poll Pad App at the bottom of the Home Screen

❷ Verify the Texas 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:

❶ Touch Later from the list of on screen options

❷ Press the Home button and verify Poll Pad app remains open
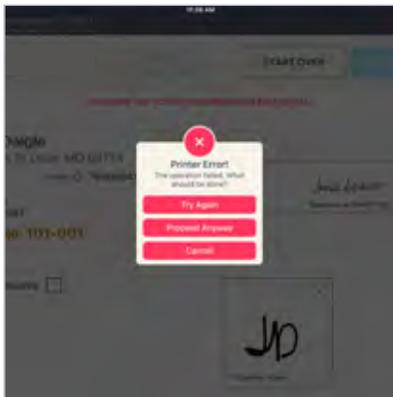
POLL PAD SCREEN IS UNRESPONSIVE

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

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

❷ Hold down the Sleep/Wake and Home buttons simultaneously

❸ Release both buttons once the Apple logo displays on screen

❹ After application launches, return to previous activity.

Connected

Not Connected

NOT PRINTING / STOPS PRINTING

❶ Make sure the printer is turned 'ON.'

❷ Confirm the printer is plugged into outlet and cords are securely connected.

❸ Check paper is installed correctly.

❹ Confirm connection with Poll Pad (green icon).

CHANGING PAPER

❶ Open printer

❷ Reload paper with the paper flap toward you, feeding from the bottom/underneath roll.

❸ Close and Print Test Receipt

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