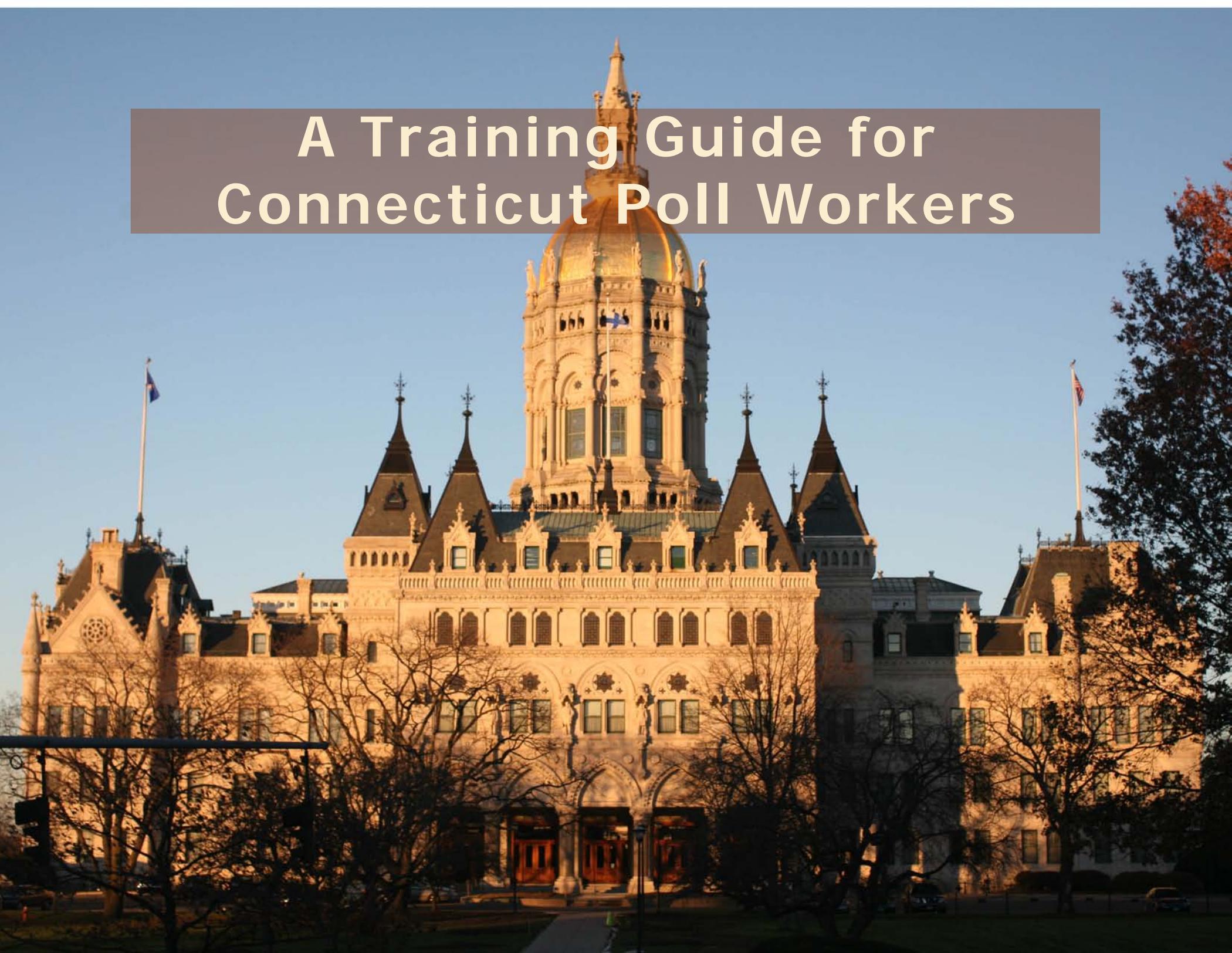


# A Training Guide for Connecticut Poll Workers



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*Connecticut Poll Worker Training Guide*

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Connecticut Poll Worker Guide, Rev. 3  
August 25, 2008

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# Chapter 1

## What to Expect

### *Chapter Contents*

#### **Equipment**

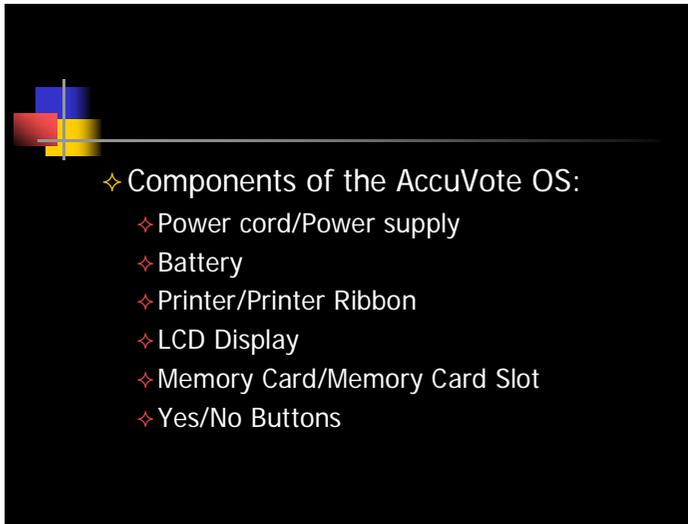
- Optical Scan OS
- Ballot Box

#### **Basics**

- How to setup a polling location
- Poll Worker roles and duties

## The AccuVote OS

The AccuVote OS Optical Scan is a straightforward, simple, and reliable piece of election equipment. As a poll worker you will find that the AccuVote OS (aka "OS" or "Optical Scan") will allow you to run a smooth and trouble-free election. The unit is easy to set-up, run, and shut-down. This section will take you on a tour of the unit. Refer to this section any time you have a question regarding where to find something on the Optical Scan unit.



### Power Cord/Power Supply

The power supply and power cord are important in that they allow the Optical Scan to have power in order to operate. They also allow the battery to charge.

### Keys

The keys supplied to you with your Optical Scan unit are of critical importance. Without them you will not be able to lock or unlock the ballot box or the unit itself. The key with a plastic cap around it is for the ballot box and the plain key is for the printer compartment on the Optical Scan unit. Keys will be given to each Moderator.

### Battery

The AccuVote OS was designed to ensure that voting never stops. To do that the unit was given an onboard battery. The battery charges anytime the unit is plugged in AND turned on. When fully charged, the battery will last for approximately 2 hours.

### **LCD Display**

Poll workers can see what is going on with the unit by looking at the LCD Display. Messages will be displayed on the LCD (or Liquid Crystal Display) allowing the poll worker to act accordingly.

### **Memory Card**

The memory card contains ALL the election data.

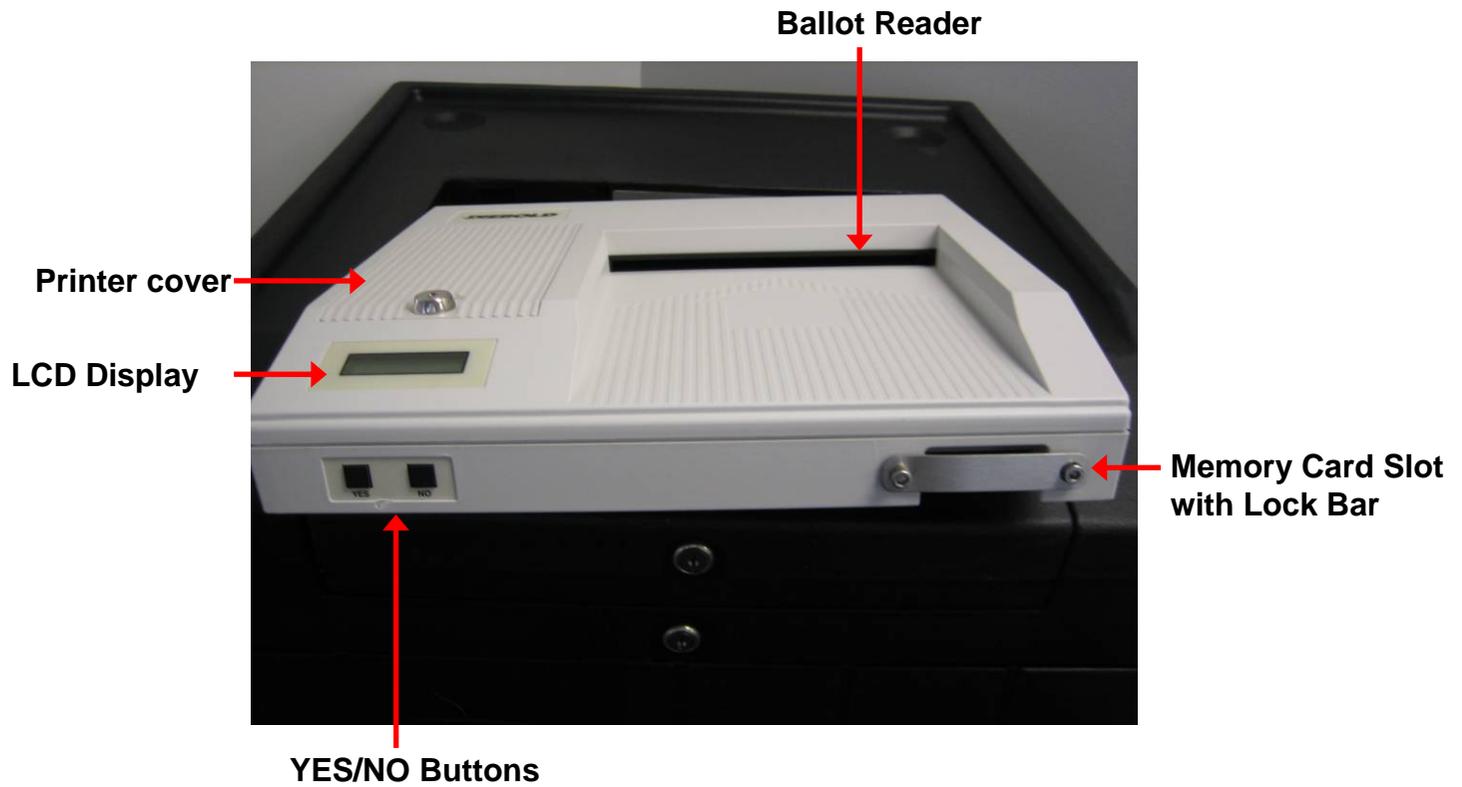
### **Uninterruptible Power Supply**

You will also have access to an uninterruptible power supply. A UPS is designed to keep electronic devices running even when the power goes out. The UPS systems you have access to will add up to 16 hours of power for the Optical Scan unit.



**Uninterruptible Power Supply**

Note: UPS systems in all locations may not be exactly the model shown in the picture. Yours may differ slightly.



## The Ballot Box

The Ballot Box that accompanies the AccuVote OS is a completely secure ballot storage system. It allows for the storage of all voted ballots. The ballot box will also sort out ballots into a different compartment. For instance, the box sorts write-in ballots into a separate compartment from other ballots. This eliminates the need for you as a poll worker to sort out the write-ins at the end of the night, making your job easier.

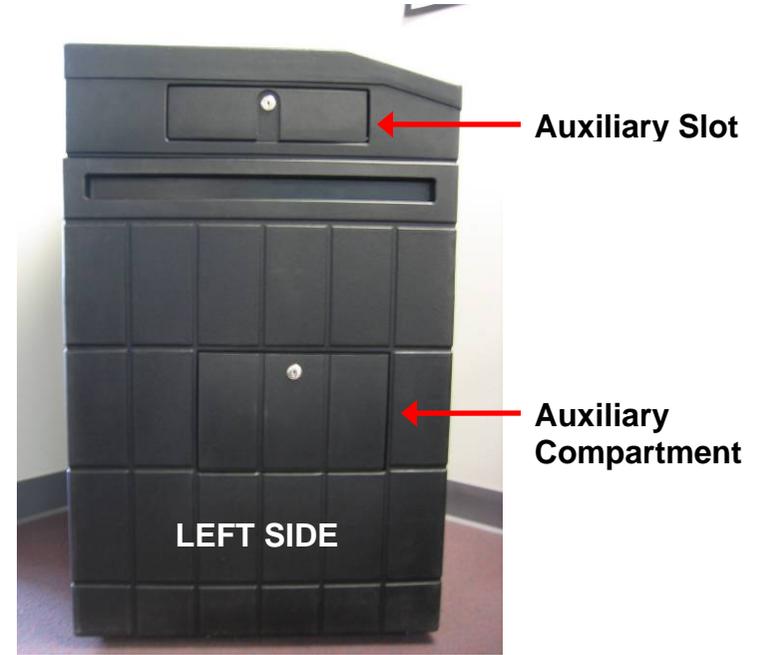
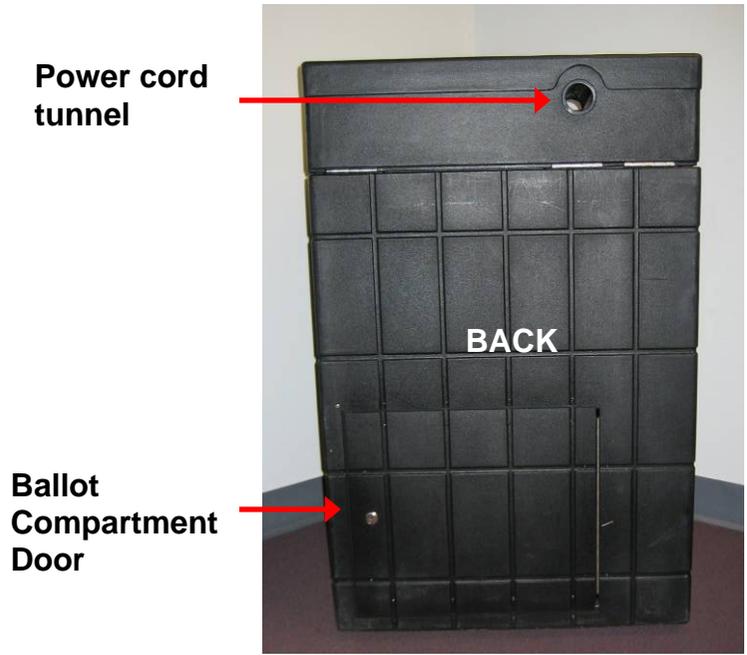
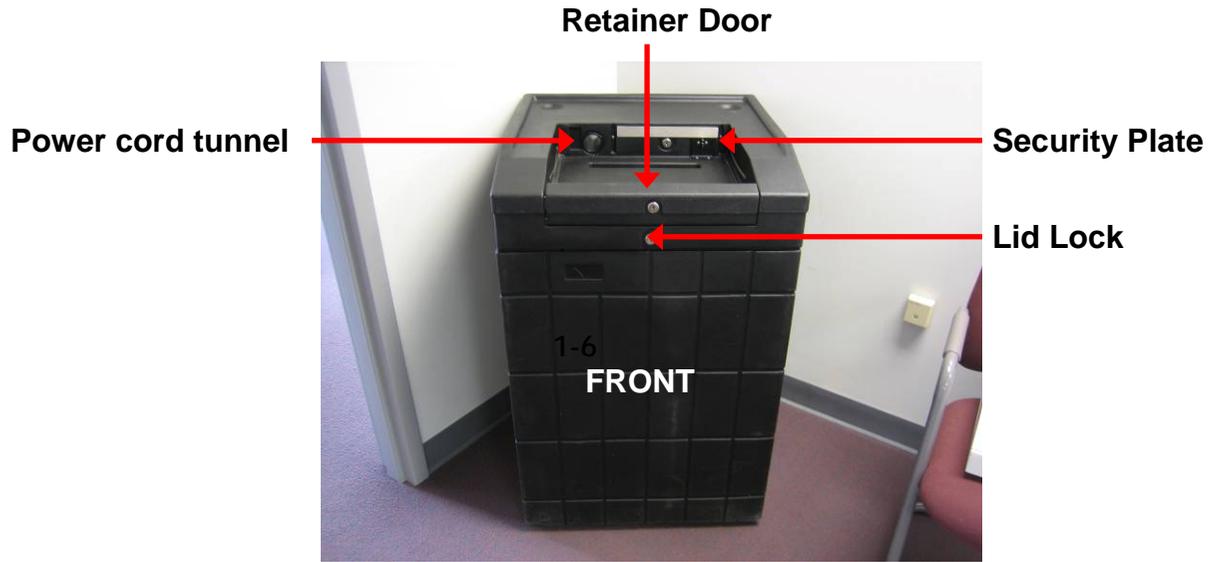
### Auxiliary Compartment

There is a compartment on the side of the unit to hold ballots that have NOT been scanned. If there is ever a problem, a voter can always place their ballot into this side compartment and it can be counted later according to procedure.

### Main Compartments

There are two main compartments. The first is called the **Main Ballot Bin** and handles the vast majority of the ballots scanned. The second is called the **Write-in Bin** and holds the write-in ballots sorted by the ballot box.

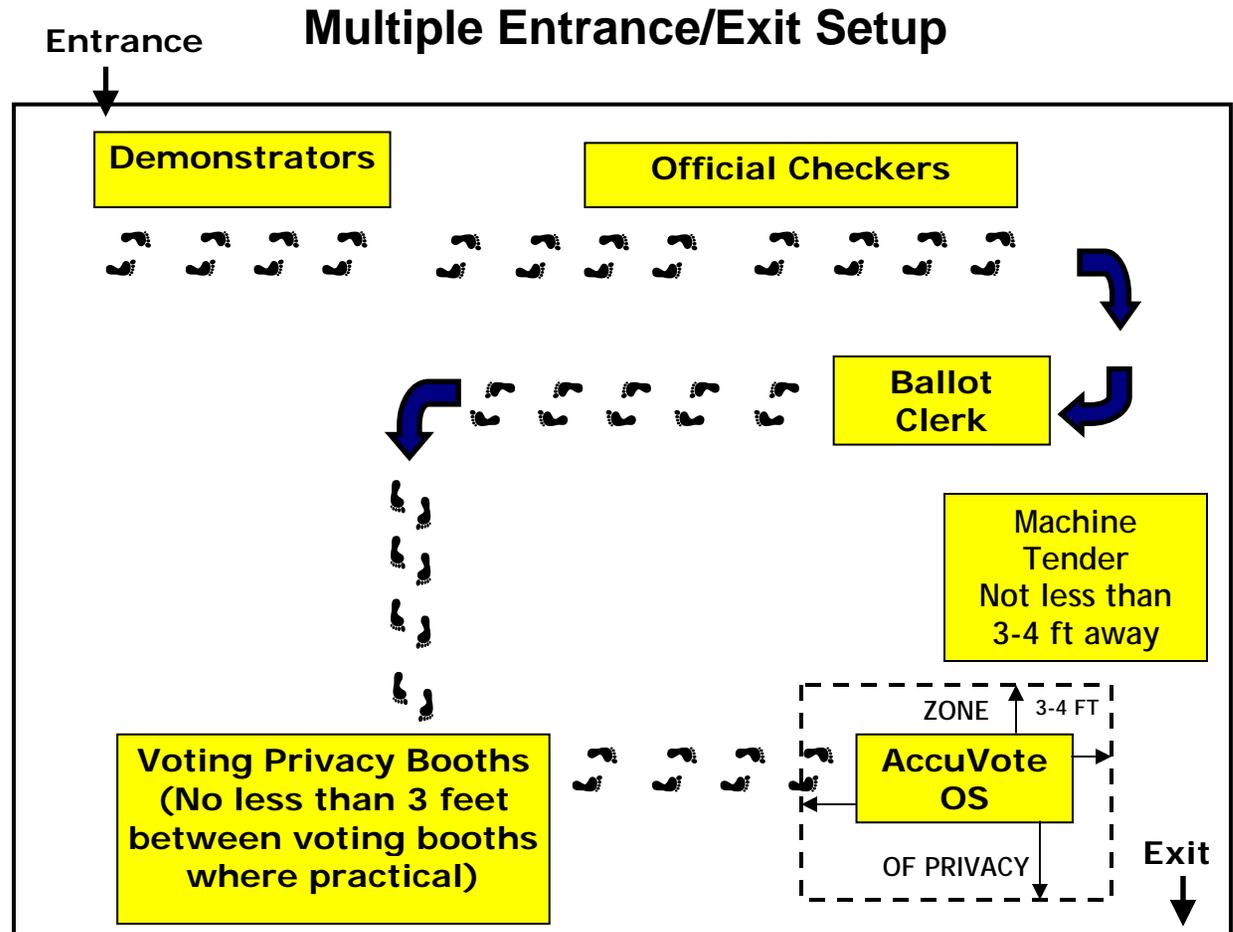




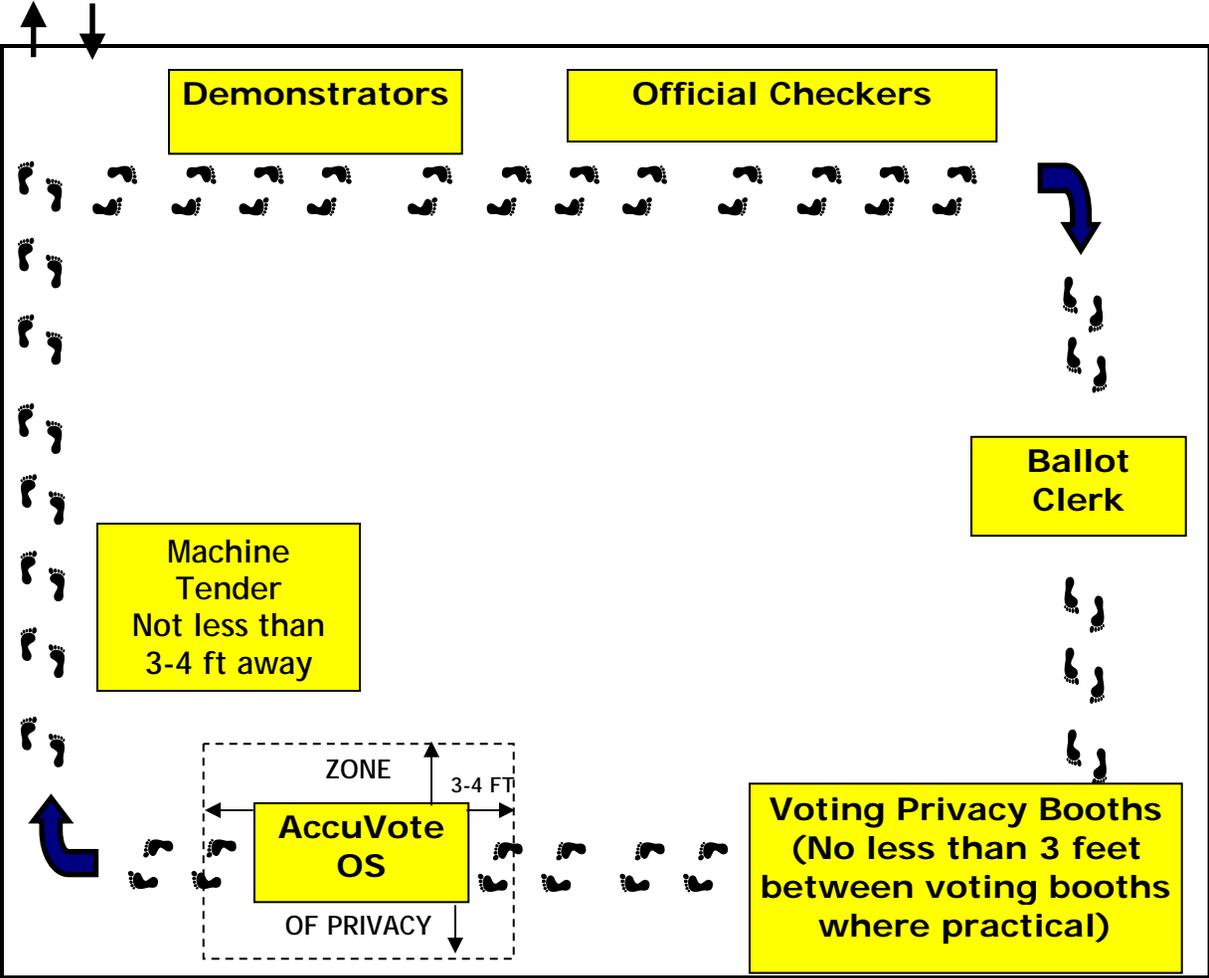
# IMPORTANT GUIDELINES

## How to set up a polling place

There are many ways of setting up a polling location. Every Registrar of Voters should review each polling location and make a final determination as to the best setup. Below is a SAMPLE of how to setup a polling place.



# Single Entrance/Exit Setup



## How to set up a polling place (continued)

Use the following steps to set up the individual voting booth.

1. Open case and remove legs.
2. Close case, and lay so the bottom is facing up.
3. Expand the 4-piece leg section by rotating the **A** legs opposite the **B** legs.
4. Insert the **A** legs into the **A** slots.
5. Insert the **B** legs into the **B** slots.
6. On the expanded leg unit, fit the large silver peg into the round hole. This keeps the leg unit from collapsing.
7. Add one leg extension to each of the four legs.
8. Flip booth over so that it stands upright.
9. Open case and rotate side panels up and snap into the lid of the case.
10. Booth is ready to use.



**Booth is ready for use**

## **Poll Worker Roles and Duties**

Each polling location will have a number of poll workers assigned to it. It is critical that every poll worker know his/her duties. This will ensure a smooth and organized election.

### **Moderator**

The Moderator serves as the chief public official at each polling place. In effect, the Moderator represents all the citizens in their municipality and is therefore responsible for ensuring that all election laws and procedures are followed. In addition, the Moderator must do whatever is in his power to allow for a smooth voting process for all voters.

### **Voting Machine Tender**

Responds to voters who ask for assistance in placing their ballot into the optical scanner. He or she is positioned at least 3 to 4 feet away from the scanner to ensure voter privacy. Should any jams occur, the voting machine tender will identify them and report them to the moderator.

### **Ballot Clerk**

The ballot clerk is charged with handing out ballots to voters whose names have been checked by the official checker. He or she keeps track of the number of ballots issued and the number of ballots that have been spoiled.

### **Privacy Sleeve**

The registrars of voters shall either ensure each ballot clerk offer every elector a privacy sleeve into which the ballot can be inserted and fully shielded from view or, place such privacy sleeve in every voting booth for the elector's use. No elector shall be required to accept a privacy sleeve.

### **Demonstrators**

Demonstrators are individuals who are available to educate voters on the correct manner in which to cast their ballots. They are available to answer questions from voters, show voters how to mark a sample ballot, and show voters an educational video.

### **Registrar of Voters**

The local election official responsible for elections and/or their party's primary. The registrars are jointly responsible for proper voting machine preparation, polling place preparation, poll worker training and other duties as required by Connecticut Election Law.

### **Assistant Registrar of Voters**

Individuals appointed by the registrars of voters to discharge the duties of the registrar in each polling place.

### **Official Checker**

The election official responsible for ensuring that an elector's name is on the official voter list. The official checkers must check the elector's name off the official list before the person may be allowed to vote.

### **Zone of Privacy**

The voting tabulator shall be placed not less than three feet from any wall, partition, or guardrail and not less than four feet from the checkers' table. The registrars of voters shall place a guardrail or other marking device around such tabulator to prevent electors waiting in line from encroaching upon an

elector who is submitting their ballot into the tabulator. Such guardrail or other marking device shall be placed not less than three feet from the tabulator and shall be arranged in a manner to prevent electors from determining the votes cast on each ballot submitted into the tabulator.



# Chapter 2

## The Big Day

### *Chapter Contents*

#### **Election Day**

How to open the polls

Required signage

How to manage the polls during the day

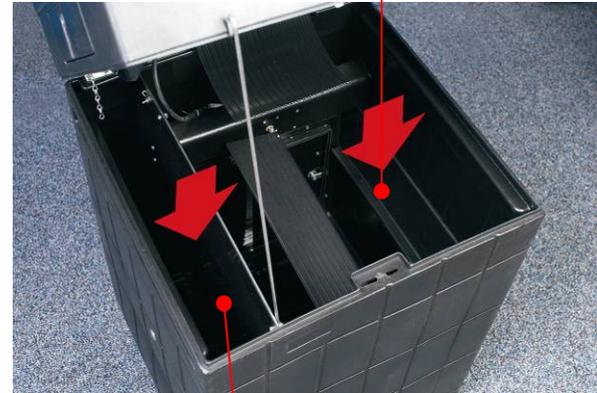
How to close the polls

## How to open the polls

The following to be completed by the Moderator and Assistant Registrars.

1. Open the ballot box door (lower front lock) and the Auxiliary Compartment door with the ballot box key. Check to ensure that no ballots are in the box. Then close and lock the compartments. (see photo)
2. Ensure that ballot box is locked.
3. Check the seal on the black carrying case and record the number here (# \_\_\_\_\_).
4. Remove the seal on the carrying case and inspect the Optical Scan unit. Record the Voting District \_\_\_\_\_ and Town \_\_\_\_\_ information located on the unit's label. If the information is not correct for the polling place, contact the Registrars of Voters immediately. Ensure that an Ender Card is available, and contact a Registrar of Voters if it is missing. (see photo)
5. Check the seal on the front of the unit for signs of tampering and record the number on the Moderator's Return. (# \_\_\_\_\_).

Check Main & Write-In Compartment to ensure no ballots are inside



Step 1

Check Auxiliary Compartment to ensure no ballots are inside



Step 4

Unpack Optical Scan unit and inspect it

6. Using the plastic cap key unlock and open the retainer door (front panel) where the Optical Scan is to be placed on the ballot box.
7. Remove the security plate from the back of the ballot box. Be sure to leave the lock in the open position.
8. Slide the Optical Scan unit half-way onto the ballot box.



Step 7

Set the security plate in the groove as shown



Unlock security plate

Step 6-7

Unlock retainer door (top lock)



Step 8

Slide the Optical Scan halfway into the ballot box

9. Feed the power cord through the tube from the back of the ballot box. (see photo)
10. Plug one end (female end) of the cord into the Optical Scan and the other end into the Uninterruptible Power Supply. Then plug the UPS into the extension cord or wall outlet. (see photo)
11. Turn the UPS system on by pressing and holding the power button until unit is on.
12. Remove (with the brass key) the printer cover to the Optical Scan. (see photo)



Step 9

Feed power cord through tunnel



Step 12

Unlock and remove printer cover



Step 10

Plug female end into OS unit

13. Turn the unit on using the red switch on the back of the machine. (see photo)
14. The zero report will begin to print automatically. The Moderator and both Assistant Registrars will sign the bottom of this printout and attach it to the duplicate copy of the Moderator's return. Check to ensure that the Town, State, Date and Voting District are correct. (see photo)
15. Inspect the zero report to ensure that all Offices, Candidates' Names, Questions, Write-In Lines are correctly listed with no votes.
16. When the Optical Scan asks for another printout, press the YES button. Another copy will print. Post this copy on the wall.
17. Print a third copy. Sign this printout and DO NOT TEAR IT OFF. Fold it so it fits under the printer cover and lock it. (see photo)



Turn the Optical Scan unit on

Review and sign the Zero Report



Step 14



Step 17

Fold up third copy and replace printer cover

18. When the Optical Scan asks for another printout, press the NO button. The machine should now display the voting district number and show a vote count of zero. If the machine does not display this information, contact the Registrars of Voters immediately.

19. Slowly slide the Optical Scan unit back until it fits securely against the back of the ballot box. (see photos)

20. Close and lock the retainer door. (see photo)

21. Unlock and open the Auxiliary Compartment and leave it open for the day.

22. Ensure all signage is posted.



Close and lock  
retaining door

Step 20



Slide the Optical Scan  
unit all the way back  
until securely seated

Step 19



Unlock and open  
Auxiliary Slot

Step 21

## Required Signage

The following objects MUST be posted in clear view for all voters to be able to see.

- ✘ Voter Bill of Rights
  - ✘ Voter ID poster
  - ✘ Provisional poster (Federal Election Only)
  
  - ✘ Sample ballots
    - One must be visible to voters being instructed by the demonstrators
    - One should be posted where it is visible to those voters who are waiting in line
    - One should have a large print voting machine instructions posted above it.
  
  - ✘ When there are constitutional questions on the ballot, explanatory posters must be posted in the same manner as the sample ballots.
- ✘ When there are local questions on the ballot the moderator must post one of the following:
    - Local question explanatory text poster
    - Copy of each local question printed in a minimum 14-point type as provided by the municipal clerk.
  
  - ✘ At least 20 minutes before the polls open, signs should be posted to define the 75-foot area that is to be free from electioneering as defined by law. These signs should be provided by the Registrar of Voters.
    - IMPORTANT - The 75 feet is to be measured from the entrance to the building (See Connecticut State Statutes for details)

## How to manage the polls during the day

This section covers several topics that deal with running the polls during the day. If you encounter any situations not covered here, refer to the Troubleshooting section.

### Offering Assistance at the Polls

If a voter asks for assistance in filling out their ballot, two election officials of opposite political parties shall listen to the voter's question and decide on the appropriate answer to the question.

### Processing a Voter

1. Official checkers check-off the name of the voter on the official check list.
2. The ballot clerk issues the voter a ballot and privacy sleeve.
3. When a privacy booth is available, the voter shall be directed to enter a booth and mark their ballot.
4. The voter shall then proceed to the optical scan voting machine and insert the ballot for counting.
5. After the machine accepts the ballot, the voter shall immediately exit the polling place.

### Handling Spoiled Ballots

1. Any voter may request a new ballot at any time prior to the acceptance of their ballot by the Optical Scan.
2. To obtain a replacement ballot, the voter shall contact an election official and return with the ballot to the ballot clerk.
3. Before a replacement ballot is issued, the voter shall give the mismarked/damaged ballot to the ballot clerk, holding it in such a way that the markings are not visible. Voters MUST surrender their original ballot BEFORE being given a new ballot.
4. Without looking at the markings, the ballot clerk shall mark the word "SPOILED" on the old ballot, draw a line through the timing marks on the edge of the ballot and place the ballot in a depository envelope, or other suitable container reserved for spoiled ballots.
5. After the ballot clerk has placed the spoiled ballot in the envelope, the ballot clerk shall issue a new ballot and privacy sleeve to the voter.
6. An election official shall direct the elector to an available voting booth to mark his new ballot.

## Handling Returned Ballots

*If a ballot is rejected by the scanner, the following steps must be taken:*

**UNDER NO CIRCUMSTANCES ARE THE MACHINE TENDERS TO LOOK AT THE MARKINGS ON A VOTER'S BALLOT; A VOTER'S RIGHT TO A SECRET BALLOT MUST BE PRESERVED.**

1. Instruct the voter to read the LCD message before proceeding further.
2. If the LCD window displays:  
**Ballot not read, please re-insert**
  - a. Have the voter try feeding the ballot again facing a different direction. If the ballot is rejected again, the voter can decide to get a new ballot and try again.

**OR**

- b. The voter can place their ballot in the Auxiliary Compartment. In this case, make sure to inform the voter that their ballot will be manually counted at the end of the day.

3. If the LCD window displays:  
**Blank voted card**

- a. The machine tender should confirm that the voter followed the directions for voting.

**THEN**

- b. Have the voter try feeding the ballot again facing a different direction. If the ballot rejects again, the voter can decide to get a new ballot and try again.

**OR**

- c. The voter can place their ballot in the Auxiliary Compartment. In this case, make sure to inform the voter that their ballot will be manually counted at the end of the day.

4. If the LCD window displays:

**OVERVOTED race**

- a. The machine tender shall ask the voter to recheck the ballot to be sure that they did not vote for more than the allowed number of choices for an office or race. The voter should also check for any stray marks on the ballot. If the voter is unable to see his/her error...

**THEN**

- b. Have the voter try feeding the ballot again facing a different direction. If the ballot is rejected again, the voter can decide to get a new ballot and try again.
- c. If the voter does not want to get a new ballot, the voter can place their ballot in the Auxiliary Compartment. In this case, make sure to inform the voter that their ballot will be manually counted at the end of the day.
- d. The voter should also be advised that when their ballot is counted

any race or office where they voted for more than the number of choices allowed will not be counted. The rest of the ballot that IS voted correctly will be counted.

5. If the LCD window displays:

**Invalid ballot, see official**

- a. The voting machine tender should ask the voter to look at the ballot and verify that the ballot belongs to that specific Town and District. If it is the wrong ballot, have the voter return to the ballot clerk who will spoil the ballot and give the voter the correct ballot and privacy sleeve.

**THEN**

- b. If the ballot is the correct one for that specific polling location, have the voter try feeding the ballot again facing a different direction. If the ballot is rejected again, the voter can decide to get a new ballot and try again.

**OR**

- c. If the voter does not want to get a new ballot, the voter can place their ballot in the Auxiliary Compartment. In this case, make sure to inform the voter that their ballot will be manually counted at the end of the day.

**AND**

- d. Notify the Registrar of Voters immediately if ballot is from wrong location.

### **Clearing Jams in the Optical Scan**

*If a ballot jam occurs, the following steps must be taken:*

1. READ THE LCD MESSAGE!
2. The Moderator will take the plastic covered key and unlock the retainer door (front panel).
3. Slide the Optical Scan forward.

4. If the LCD window displays:

#### **Counted ballot jammed in reader**

The ballot has been read. Remove the ballot and manually deposit it into the ballot box through the slot at the back of the Optical Scan;

**OR**

5. If the LCD window displays:

#### **Returned ballot jammed in reader**

*DO NOT LET IT FALL INTO THE BALLOT*

*BOX.* The ballot has not been read and must still be fed through the Optical Scan unit. Remove the ballot, place it immediately in a privacy sleeve and slide the Optical Scan back into place, lock the front panel access door and then re-insert the ballot into the machine. (See SOTS Election Day Protocol document for details)

## How to close the polls

1. Moderator shall announce "It's 8PM, the polls are now closed." (Anyone in line at this time must be permitted to vote.)
2. Check to ensure all voters have finished voting and have left the room.
3. Lock Auxiliary Slot
4. Unlock and open the retainer door. (see photo)
5. Scan the ballots (if any) from the Auxiliary Compartment by feeding them into the Optical Scan. If there are any ballots that continually reject, check to see if there is an overvote. If there is, you may over-ride the rejection by **pressing and holding** the YES button while feeding the ballot through the unit. (see photos)



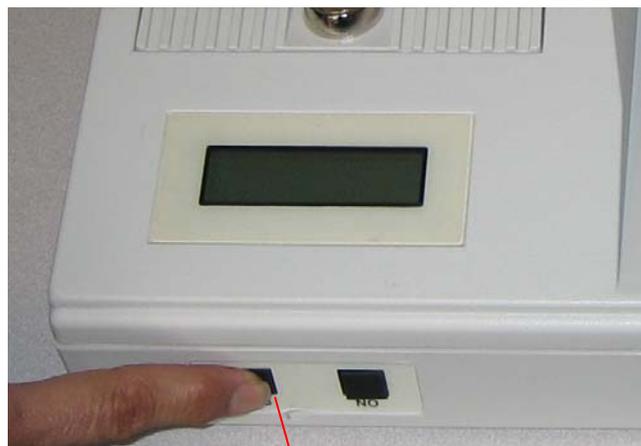
Unlock and open  
retaining door

Step 4



Open Auxiliary Compartment  
and remove un-scanned  
ballots

Step 5



Step 6

Override overvote rejections  
by holding the YES button  
and feeding the ballot

6. If there are any ballots that are continually rejected, hand -count these ballots in accordance with the Moderators Handbook.
  
7. If the Absentee ballots are to be counted at the polling place, process them at this time. Record the number of Absentee ballots that were processed at this time. (\_\_\_\_\_). All absentee ballots, worksheets and Record of Vote were sealed in depository envelopes and labeled by voting district.
  
8. The Moderator and Assistant Registrars of Voters find the number of votes cast displayed on the Optical Scan's LCD display. Record that number (\_\_\_\_\_). (see photo)
  
9. Using the brass key, unlock and remove the printer door. (see photo)



Step8

Record vote totals



Step 8

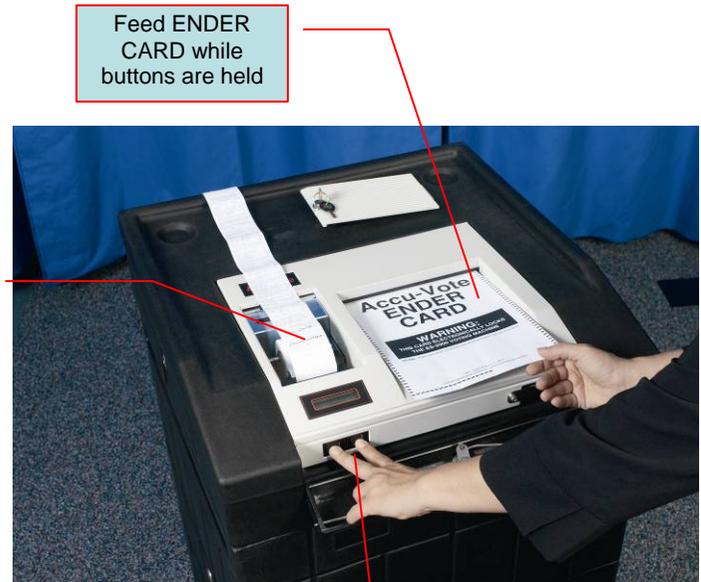
Unlock and remove printer cover

10. Obtain the ENDER card and insert it into the machine while pressing and holding both the YES and NO buttons at the same time, this will lock the Optical Scan unit, preventing any more ballots from being cast. This will also begin the Election Results Report to begin printing. Lock Security Plate in place. (see photo)

11. Remove and sign the Elections Results Report from the machine. The Moderator shall read the results for each Candidate and Question as shown on the Elections Results Report. Suggestion: Each Assistant Registrar of Voters should enter the total in the column "Machine Total" on the Tally Sheet. (see photo)

12. Record the number of Total ballots from the bottom of the report.  
( )

13. Attach the report to the Tally Sheet that is filed with the Registrar of Voters. *Note: If the number of total ballots on the report is not the same as the public counter on the LCD, Moderator should contact the Registrars of Voters.*



Feed ENDER CARD while buttons are held

Unfold Zero Report from the morning and let hang out of the way

Press and hold YES and NO buttons

Step 10

Review and sign Election Results Report



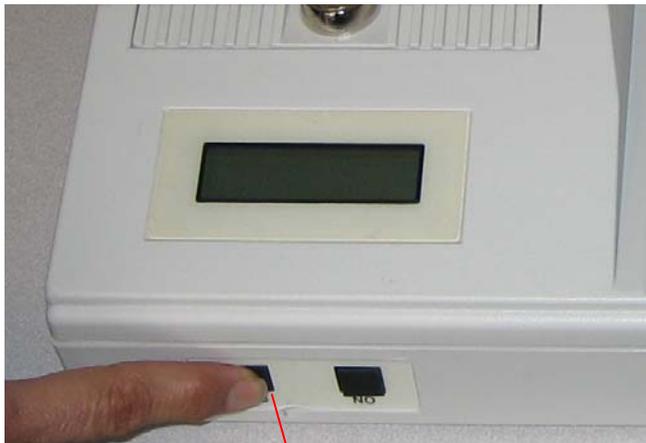
Step 11

14. When the unit asks for another printout, press YES. This printout is signed by the Moderator and Assistant Registrars of Voters and posted in the polling place for public inspection. (see photos)
15. When the unit asks for another printout, press YES. Tear off this tape and include with ballots. (see photo)
16. When the unit asks for another printout, press NO. (see photo)
17. Turn the Optical Scan off with the red switch located in the rear of the machine. (see photo)



Press NO after you have printed three copies

Step 16



Step 14 & 15

Press YES for 2<sup>nd</sup> and 3<sup>rd</sup> copies of Results Report



Step 17

Turn the Optical Scan unit off

18. Replace and lock the printer cover back on the unit. (see photo)
19. Check the seal on the front of the Optical Scan and ensure that it is not broken. Record the seal number (# \_\_\_\_\_).
20. Place the machine along with the power cord into the black carrying case so that the red on/off switch faces the handles. (see photo)
21. Unlock the Write-In Bin and record the number of ballots in the bin was (\_\_\_\_\_). The Moderator and Assistant Registrars need to hand-count the votes cast for the office in which the voter indicated a write-in vote. Next, record them on the tally sheet. (see photo)



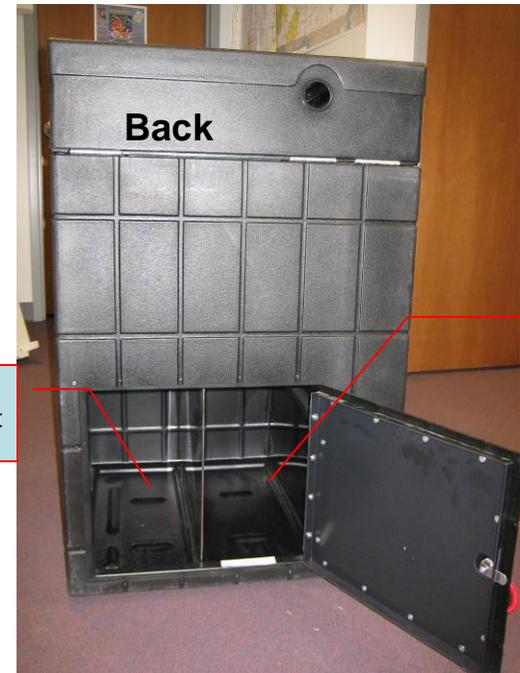
Replace and lock printer cover

Step 18

Place Optical Scan unit back into carrying case with power switch by handles



Step 20



Main Compartment

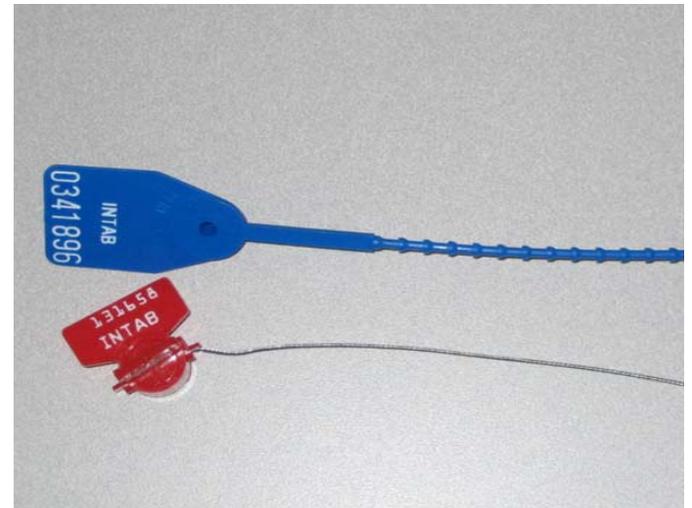
Write-In Bin

Step 21

22. Put all ballots containing write-in votes in a separate depository envelope marked write-in bin. Seal the envelope and place it in the ballot transfer case.
23. The Moderator will total all Optical Scan votes and hand counted votes on the Moderator's Return and publicly declare the total votes cast for each candidate and question.
24. Once the Moderator has read out loud the results, the officials sign the results.
25. All ballots from the main bin are then placed in the Ballot Transfer Case.
26. The ballot transfer case is sealed with a new seal bearing the number (\_\_\_\_\_).
27. Ensure the Provisional Ballots and Challenged Ballots are returned the ROV and not locked into the ballot transfer case.



**Ballot Transfer Case**



**Two types of seals available**

# Chapter 3

Hmmmm.....

## *Chapter Contents*

### **Special Situations and Requirements**

Voter ID requirements

Provisional Ballots

Challenge Ballots

Absentee Voters

## Voter ID requirements

In the State of Connecticut, voters must show certain forms of identification. In addition to the state required items, certain voters may be required to fulfill a federal ID requirement. This happens only in certain situations. These persons will have an asterisk \* next to their name in the voter list.

### For voters subject to the federal (HAVA) ID requirement:

- ✘ Copy of a current and valid photo ID
- ✘ Copy of a current utility bill, bank statement, government check, paycheck, or government document that shows the name and address of the voter

### For all other voters:

After announcing their name and address to the checkers each voter shall show **one** of the following items:

- ✘ Social security card
- ✘ Pre-printed form of identification showing his name and address
- ✘ Pre-printed form of identification showing his name and signature
- ✘ Pre-printed form of identification showing his name and photograph
- ✘ Sign a statement under the penalty of false statement on form ED-681



## Provisional Ballots

Provisional ballots are ballots that are kept separate from the regular ballots. These ballots require additional research before being allowed to count. Registrar of Voters will research the issues regarding the ballot and make a decision after the election.

**Provisional Ballots are issued only for elections for federal office.**

A voter can be issued a ballot in three different situations.

1. A voter goes to his/her polling location, but their name is not on the **Official Voter List** even though they are registered to vote.
2. A voter has been challenged (pursuant to section 9-232 to 9-232f of Connecticut General Statutes) and the moderator decides they are not eligible to vote for federal office.
3. A voter is required to submit HAVA compliant identification, but does not have or is not willing to provide such identification.

## Issuing a Provisional Ballot

Once the determination has been made that a voter is to vote provisionally, follow the steps below to issue and track the ballot.

1. Have the voter fill out the provisional ballot application which is printed on the provisional envelope.
2. Assistant Registrars should check off the voter's name in a way so that they will not be included in the count of voters at the end of the night.
3. Assistant Registrars should add the voter's name to the **Provisional Ballot Inventory Form**.
4. The voter shall mark their ballot.
5. After marking their ballot, the voter should fold the ballot and place it in the provisional envelope. Make sure the voter seals the envelope.
6. Give the voter the necessary documentation to track the status of their ballot.
7. Place the sealed provisional envelope in the provisional depository envelope.

ED-250 Provisional Ballot Envelope

Serial Number of Provisional Ballot Envelope Issued: \_\_\_\_\_

Application Envelope for Provisional Ballot for Federal Office – Issued at Polls

Name of Applicant:	Last Name	First	Middle	Jr., Sr., Dr.	Date of Birth (mm/dd/year)	Polling Place
Bona Fide Residence Address:	No.	Street	Apt.	Town	Zip (Connecticut)	Previous Voting Address in Town (if different from above)
						Name Under Which Registered (if different from above)

AFFIRMATION: I, the undersigned, do hereby state, under penalties of false statement, that:

- (1) I am a registered elector in the town indicated above;
- (2) I am eligible to vote in the election (or primary of the \_\_\_\_\_ Party) for federal office today in the town and polling place indicated above;
- (3) **(Check One)**
  - \_\_\_ (a) My name does not appear on the official list of eligible voters for the polling place listed above, and the polling place officials called the registrars of voters and were told that my name did not appear on the active registry list for this town for at least one of the four years previous or on one of the preliminary active registry lists for this year. (If so, the voter could file a transfer of address, or restoration form and vote in the polling place that serves his present residence address in the same town);
  - \_\_\_ (b) An election official asserts that I am not eligible to vote for federal office or in the town indicated above for the following reason: (lack of identity; disfranchisement, or lack of bona fide residence in town); or
  - \_\_\_ (c) I am required to present identification at the polling place and have failed to present such identification;
- (4) My residence address is located in the voting district that

votes at this polling place;

- (5) I have not voted and will not vote other than by this ballot in person or by absentee ballot at said election or primary;
- (6) I apply for a Provisional Ballot for Federal office.

**FOR USE BY REGISTRARS OF VOTERS – DO NOT WRITE IN THIS SPACE**

Signature of Assistant Registrar in Polls \_\_\_\_\_

Decision: We, the registrars of voters of the above town decide to:

\_\_\_ Count the Provisional Ballot

\_\_\_ Not count the Provisional Ballot for the following reason:

\_\_\_\_\_

\_\_\_\_\_  
Registrars of Voters

\_\_\_\_\_  
Registrars of Voters

\_\_\_\_\_  
Date

Signature of Applicant / Elector Making Statement	Date	Warning: If you sign this statement even though you know it is untrue, you can be convicted and imprisoned up to one year and fined up to \$2,000.
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## Challenge Ballots:

Challenge Ballots are ballots that are kept separate from the regular ballots. These ballots are only counted if the results of an election or primary are contested in court and the court orders the ballots to be counted. Challenge ballots are issued in both Federal and State/Municipal elections or primaries. A challenge ballot can be used in three different situations: (1) want of identity; (2) disfranchisement for a conviction of a felony; or (3) lack of bona fide residence.

Once the determination has been made that a voter is to vote by a challenge ballot, follow the steps below to issue a challenge ballot:

1. Have the voter fill out the challenge ballot application.
2. The challenged voters name shall be checked off the official check list differently so at the close of the polls the name shall not be included in the total number of names check as having voted.
3. The name and address shall then be added to the end of the check list where it shall be designated "Challenged Ballot" and serially numbered using the serial number which appears on the challenge ballot envelope.

4. The challenged voter is then handed an absentee ballot and marks the ballot.
5. The challenged voter shall then deposit the marked ballot into the serially numbered envelope.
6. The moderator shall then deposit the envelope into a depository envelope.

## Absentee Voters

Absentee voters are marked in the **Official Voter List** with an "A" by their name. If a voter appears at the polls and has an "A" near their name and wishes to vote at the polls, direct them to the Municipal Clerk's Office. They must have the Clerk withdraw their absentee ballot before 10AM. Upon withdrawing the ballot, the Clerk shall provide the voter with a statement allowing them to vote at the polls.

Once a voter returns with the above mentioned statement, Assistant Registrars should do the following:

1. Draw a line through the "A" next to the voter's name.
2. Allow the voter to vote.
3. Attach the statement from the Clerk to the **Official Voter List**.

# Appendix A

## What if...

### **Chapter Contents**

This section is where you can find help with issues that may occur throughout the day. Make sure to look here before calling for help. Rarely is there an issue that isn't addressed in this section.

No.	Issue	Action
1	They keys to the OS unit are not in the case or with the Moderator.	Contact the Registrar of Voters
2	The report printing is too light.	1) Ensure that the printer paper is hanging freely 2) Do not pull on the paper while the paper is printing 3) Check the ribbon to make sure that it is seated properly.
3	The LCD screen is blank.	Check the following: <ul style="list-style-type: none"> <li>• Be sure the OS unit is turned on.</li> <li>• Verify that the power cord is plugged into the UPS, wall outlet, and the OS unit. If the problem persists, contact the Registrar of Voters.</li> </ul>
4	The LCD screen displays the message POWER FAIL.	Do one or all of the following: <ul style="list-style-type: none"> <li>• Verify that the power cords are firmly plugged into the OS unit, UPS, and into the wall or an extension cord.</li> <li>• Plug the OS unit into a different wall outlet. (If the alternate wall outlet is far away, then use an extension cord.)</li> </ul> <p>NOTE The OS unit may be used for up to two hours on battery power and up to 16 hours with the UPS backup system If the problem persists, contact the Registrar of Voters.</p>
5	The zero total report does not print.	Determine if the following conditions exist: <ul style="list-style-type: none"> <li>• The printer cover is unlocked.</li> <li>• The printer paper position is incorrect.</li> <li>• The printer ribbon is secure.</li> <li>• The printer paper jammed.</li> <li>• Turn the OS unit off and then on; and then try to reprint the report. If the report does not print, call the Registrar of Voters.</li> </ul>

No.	Issue	Action
6	The printer paper jams while printing.	Contact the Registrar of Voters.
7	The LCD screen displays the message TEST BALLOTS?	Contact the Registrar of Voters.
8	The LCD screen displays the message OK TO FORMAT THIS MEM CARD.	Contact the Registrar of Voters Immediately.
9	The LCD screen displays the message MEMORY CARD BAD – PLEASE REMOVE.	Contact the Registrar of Voters Immediately.
10	The LCD screen displays the message. BALLOT NOT READ – PLEASE REINSERT.	The voter must reinsert the ballot.
11	The LCD screen displays the message OVER VOTE.	Complete the following steps: <ul style="list-style-type: none"> <li>• Allow the voter to inspect ballot.</li> <li>• If the voter decides not to revote, voter places ballot into the Auxiliary Slot to be counted later at the poll</li> </ul>
12	The LCD screen displays the message INVALID BALLOT – SEE OFFICIAL RACE.	<ul style="list-style-type: none"> <li>• Reinsert the ballot.</li> <li>• If the problem persists, contact the Registrar of Voters immediately.</li> </ul>
13	The LCD screen displays the message COUNTED BALLOT – JAMMED IN READER.	Check to see if the ballot box slot is jammed with ballots. Then, drop the counted ballot down the chute.

No.	Issue	Action
14	The LCD displays the message BALLOT NOT READ – PLEASE REINSERT.	Turn the ballot over and then reinsert the ballot into the ballot box. If the problem persists, contact the Registrar of Voters immediately.
15	The LCD screen displays BLANK VOTED BALLOT.	Allow the voter to inspect ballot. If the voter decides to revote, then have the ballot clerk spoil the ballot and then issue a new ballot.
16	A voter leaves the polling location without scanning their ballot.	Spoil the ballot
17	You do not have the Ender Card.	Contact the Registrar of Voters immediately.
18	When the Ender card is inserted into the OS unit the LCD screen displays the message INVALID BALLOT – SEE OFFICIAL.	<p style="text-align: center;"><b>NOTE</b></p> <p>You must perform step 1 and step 2 at the same time.</p> <ol style="list-style-type: none"> <li>1. Press the YES and the NO buttons</li> <li>2. Insert the Ender card into the OS unit.</li> </ol>
19	The LCD screen displays the message GENERATING REPORT and then the zero totals report does not print.	<ol style="list-style-type: none"> <li>1. Verify that the printer ribbon is properly fitted in the printer compartment.</li> <li>2. Press the YES button on the OS unit. If the problem persists, contact the Election Office immediately.</li> </ol>

Appendix B

I have a question...

No.	Question	Answer/Explanation
1	Exactly what is the State providing us with?	The Secretary of the State is providing each City/Town with two AccuVote OS units per District and one spare/absentee unit per City/Town. The number of voting booths provided will be base on voting registration numbers. Each District will be given one ADA (Americans with Disabilities Act) compliant booth. In addition, the State will furnish ballot boxes for each unit given to a District, two ballot transfer/supply bags per district, and all necessary supplies for each District.
2	What happens if I mark more than the number of ovals allowed (as defined in the instructions) for a given race?	This is called and "overvote." The machine is set to reject overvotes. You may see an election official for another ballot or deposit it to be hand-counted later in the day.
3	What happens if I leave a race or multiple races blank?	You are no required to vote for every race. The Optical Scan unit will count only the races you vote for.
4	What happens if I make a mistake? Can I get another ballot?	If you make a mistake see an election official who will void your ballot and provide you with a new one.
5	How do I know that my ballot is counted?	The unit's LCD display shows how many ballots have been cast on it. Notice the number before you cast your ballot. After you cast your ballot you will see that the number on the counter will go up by one.

No.	Question	Answer/Explanation
6	If I have more than one ballot card, do I have to wait after inserting the first one before I can insert the second?	Yes. It is a good idea to pause between ballots to prevent a paper jam. After inserting the first ballot card, wait until it has been fully scanned before inserting the second card.
7	If I lose electricity, how long will the battery last?	With a fully charged battery, you should expect to get at least 2 hours of battery life. You are being provided a UPS (uninterruptible power supply) with every Optical Scan unit. The UPS must be charged for 24 hours prior to Election Day. When charged properly, the UPS should provide up to 16 hours of power.
8	Does it matter how I put the unit in the bag?	We ask that you put the ON/OFF buttons facing toward the handles so the switch does not get bumped into the ON position.
9	What is the Ender Card?	The Ender Card is a specially coded form used to close the election and electronically lock the Optical Scan unit. The Ender Card should be kept out of sight at all times, and only brought out after the polls have been declared closed.
10	Why do I have two keys?	The key with a colored plastic ring around it is used to lock/unlock all locks on the ballot box. The bare key is for the printer cover on the Optical Scan unit.
11	I hear something that sounds like a motor inside the ballot box. What is that?	The noise is coming from the ballot deflector. The deflector turns to sort the write-in ballots from the rest of the ballots. This way, the poll workers do not need to sort manually at the end of the night, saving you valuable time in closing your polling location.

# Appendix C

## Glossary

### *Chapter Contents*

This section contains a list of terms commonly used in the Election industry as well as in this manual.

## A

**AccuVote Optical Scan** - An electronic scanning device used to record and tally paper ballots.

**Auxiliary Compartment** - The compartment located on the lower left side of the ballot box. This compartment collects ballots to be scanned or hand-counted at the end of the night.

## B

**Ballot** - The official form containing races and candidates that is used by voters to mark their selections..

**Blank Vote** - A race or entire ballot that had been left blank. A voter has the right to cast a blank ballot or leave any race they choose blank.

**Ballot Box** - A piece of equipment that acts both as a base for the Optical Scan unit and collects and sorts the ballots as they are cast.

**Ballot Transfer Bag**- A large bag that is used to secure and transport ballots.

## E

**Election Totals Report** - A report listing the election results for all race and candidates.

**Ender Card** - A pre-printed form used for ending the election and locking the Optical Scan unit at the end of the day.

## K

**Keys** - The plastic rimmed key is used for unlocking and locking the ballot box. The plain brass key is used for obtaining access to the Optical Scan unit.

## L

**LCD (Liquid Crystal Display)** - The message display on the Accuvote Optical Scan.

**Lock Bar** - A metal bar that can be locked in place to secure the memory card in it's place.

## M

**Memory Card** - An electronic memory card which holds all election information including results for a specific polling location.

## O

**Override** - The act of forcing the Optical Scan to read a ballot that has been rejected.

**Overvote** - A race or candidate that has been marked with more selections than allowed by the instructions.

**Optical Scan** - The common name for the AccuVote OS Ballot System.

## P

**Printer Cover** - A plastic cover that is locked in place by a key over the printer to protect it.

**Printer Ribbon** - An inked ribbon used by the printer to produce reports.

**Printer Tape** - Used to print reports and vote totals.

**Privacy Sleeve** - A folder or cover in to which a ballot is placed to ensure voter privacy

**Privacy Zone** - (See Zone of Privacy.)

S

**Sample Ballot** - A copy of a ballot, not used for voting, but rather for display purposes as well as instruction.

**Seals** - The seals are serialized and can be tracked and are used to secure the following items:

- the memory card in the Optical Scan units
- the Ballot Transfer Bag
- the Optical Scan unit in its carrying case.

The other seal is an adhesive seal used on all depository envelopes.

**Security Plate** - The metal bar that protects the slot through which the Optical Scan feeds the ballots into the ballot box.

**Spoiled Ballots** - Ballots that were marked in error or damaged and returned to the poll workers in exchange for a replacement ballot.

T

**Test Ballot** - A ballot used by Elections Officials to test and confirm the accuracy of the units before deployment for use in an election.

**Test Deck** - A set of test ballots pre-marked in a specific manner as to test and confirm the accuracy of the Optical Scan units

U

**UPS (Uninterruptible Power Supply)** - A battery unit that is capable of delivering power during a power failure.

**Undervote** - Any race in which the voter votes for less than the allowed amount is referred to as an undervote.

**Unscanned Ballot** - Any ballot unable to be read, or rejected by the Optical Scan unit. These ballots will be required to be counted by hand at the end of the night.

W

**Write-In** - Voters may choose to vote for someone not listed on the ballot. They must fill in the oval and write in the persons name in the designated area.

Z

**Zone of Privacy** - A visual marker easily seen by the voter placed 3-4 feet around the optical scan machine.

# Appendix D

## Handouts

### *Chapter Contents*

In this section you will find handouts such as Quick Reference Guides and How to Vote instructions. Use these in addition to the rest of the manual to help you throughout Election Day.

# VOTING INSTRUCTIONS

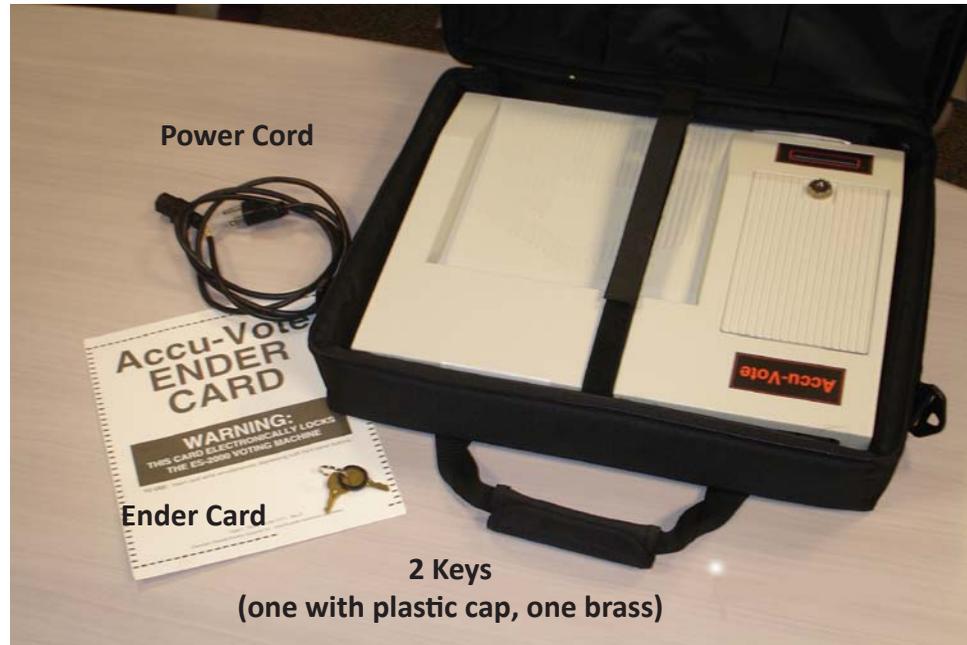
---

**TO VOTE,  
BLACKEN  
THE OVAL  
COMPLETELY**



**USE ONLY THE SPECIAL PEN PROVIDED**

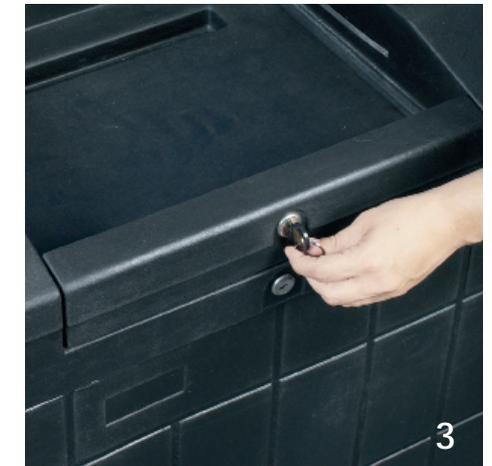
IF YOU MAKE AN ERROR  
PLEASE RETURN YOUR BALLOT TO THE ELECTION OFFICIAL  
AND REQUEST A NEW BALLOT



Using the key with plastic cap unlock the bottom lock on the front of the ballot box and lift the lid. Verify that the ballot box is empty of ballots and close and re-lock.



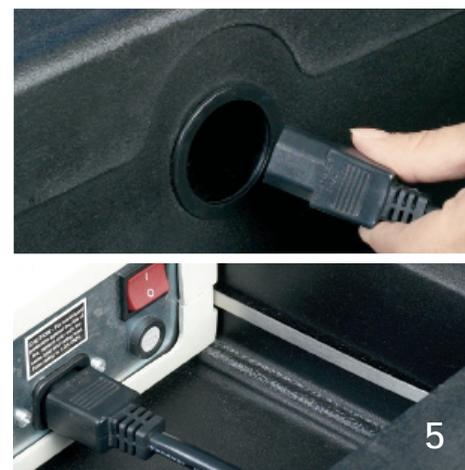
Remove the security plate from the ballot path on rear top of ballot box, and place in indent. Remove the key and ensure the ballot slot is completely clear of obstructions.



Unlock the retaining door of the ballot box by inserting the key with the plastic cap in the top lock on the front of the ballot box.



Remove the AccuVote unit from its carrying case and guide the unit into position on top of the ballot box. Be sure to leave enough space between the unit and the ballot box to reach the red ON/OFF switch on the back of the unit.



Thread the power cord through the power cord tunnel on the back of the ballot box and connect to the AccuVote unit. Plug the power cord into the UPS unit. Plug the UPS unit into the wall.



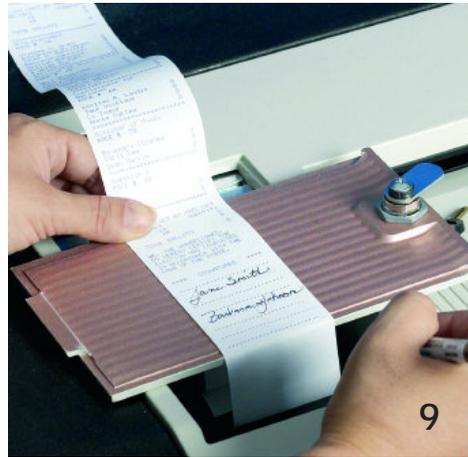
Using the plain brass key, unlock and remove the printer cover. Place it on the back of the ballot box.



Power the AccuVote unit on by pushing the red ON/OFF switch on the back of the unit and then finish sliding the unit firmly into place.



Within 15 seconds, the Zero Totals Report will automatically print. When the printing is complete, verify that all totals show "0" votes.



9

After verifying the Zero Totals Report, sign the tape. Use the printer cover as a writing surface.



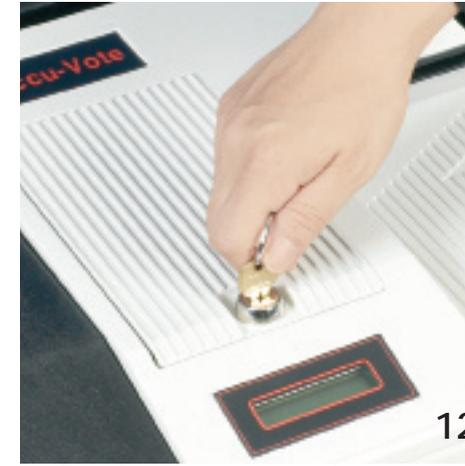
10

The LCD Screen on the AccuVote Unit will display, "Need Another Copy?" Following directions from your local elections official push YES or NO on the AccuVote Unit.



11

When all necessary reports have printed and been signed, fold or roll at least one report and place it in the printer compartment.



12

Replace the printer cover and using the plain brass key, lock the printer.



13

Lock the retaining door on the ballot box using the key with plastic cap.



14

Unlock the auxiliary slot located at the top left side of the ballot box using the key with plastic cap.



15

Verify the LCD display on the AccuVote Unit shows the precinct or poll number and that the public counter (TOT COUNT) is at "0."



16

You are now ready to open the polls!

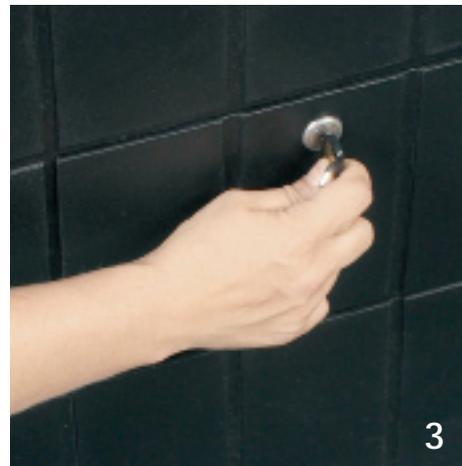
## Start



1 After the last voter has cast their ballot, lock the auxilliary on the left side of the ballot box and unlock the lower door using the key with the plastic cap.



2 If any uncounted ballots were dropped in the lower auxilliary door, remove them and handle per instructions from your local election office. Uncounted ballots may be processed through the AccuVote OS unit at this time while pressing the yes button.



3 When all uncounted ballots have been removed, re-lock the auxilliary door.



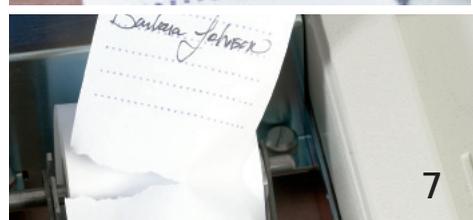
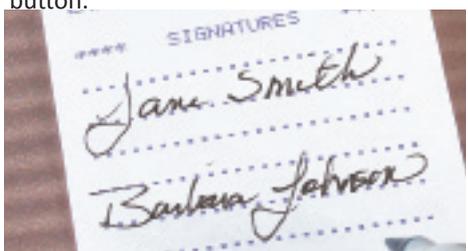
4 Unlock and remove the printer cover using the plain brass key. Unlock and open the retaining door of the ballot box using the brass key with plastic key cap.



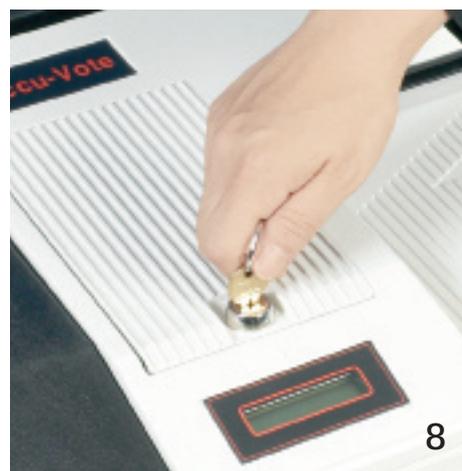
5 Locate the ENDER Card. Press and hold the YES and NO buttons at the same time. While holding the two buttons, insert the ENDER CARD into the AccuVote unit.



6 The final Summary Results Report will print automatically. When the tape is finished printing, the LCD on the AccuVote will display: "Need Another Copy?" Following directions from your local Elections Office push YES or NO on the unit.



7 After verifying the Summary Results Report, sign the tape, then CAREFULLY tear the tape off.



8 When all copies of the Summary Results Report needed have printed, replace the printer cover and lock the printer using the plain brass key. Slide the AccuVote forward to access the power switch.



9 Turn off the AccuVote unit by pressing the red ON/OFF switch on the back of the unit. Unplug the power cord from the UPS unit, unplug the unit and remove the power cord. Repack the unit in its case.

**Your local elections office will provide direction on how to securely store and transport your Summary Results Reports, Voted Ballots, Write-in Ballots, Optical Scan Units, and other supplies. Follow the directions as provided.**