



POLL WORKER TRAINING MANUAL

May 2026 Primary Election



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1. INTRODUCTION

Welcome!

We would like to personally thank you for your commitment to Cuyahoga County elections by signing up to serve as an Election Day Worker. Your hard work and dedication are critical to providing a positive experience for the voters of Cuyahoga County. We strive to execute free and fair elections for our community, and we thank you for joining us in protecting and safeguarding democracy.



1.1 HOW TO USE THIS MANUAL

We created this training manual as a go-to resource for you to use on Election Day. In this manual, you will find information on the following:

- setting up the Polling Location
- opening the polls on Election Day
- processing different types of voters
- using and troubleshooting equipment
- closing the polls and packing up the Polling Location supplies
- and more!

Symbol Key:



Additional Information



Important information not to be missed



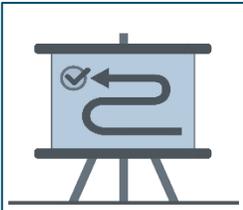
Mandatory Call that Polling Location is required to make



Troubleshooting Tip

1.2 STANDARDS OF CONDUCT

At the Cuyahoga County Board of Elections, our team of dedicated Election Officials is committed to following our Election Day Standards of Conduct.



PROFESSIONALISM

- Attend trainings to understand the election process.
- Wear appropriate dress and keep good personal hygiene.
- Maintain appropriate, nonpartisan conversations.



INTEGRITY

- Abide by all laws and rules and do not interfere with election processes.
- Follow all processes and procedures provided by the Board of Elections and in training materials.



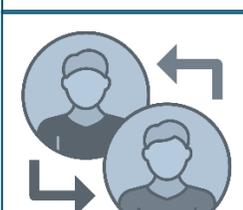
CIVILITY

- Ensure all voters successfully cast a ballot.
- Engage with the voters through a friendly, nonpartisan approach.
- Never discuss politics at the Polling Location.



HONESTY

- Champion a fair election process, not a specific outcome.
- Ask for help when needed.



TEAMWORK

- Maintain respect towards everyone at the Polling Location.
- Complete all required tasks on both Monday and Tuesday.
- Provide feedback to help improve future elections.



TRUSTWORTHINESS

- Report any issues as soon as they arise.
- Help to stop the spread of misinformation.

To read about election integrity in Cuyahoga County, visit our website at: <https://boe.cuyahogacounty.gov/voters/election-integrity>

1.3 WHAT TO EXPECT AS A POLL WORKER

Congratulations, you made it to training! What happens between now and Election Day, or even after? Here we have outlined some of the steps you should expect in the process of becoming a poll worker in Cuyahoga County.

1. Complete Your Training

- New poll workers, or those who have not worked the polls in a while, are required to attend an in-person training class. Poll workers who have worked in recent elections may be eligible for online training or other refresher courses.
- Training requirements depend on the election, procedural changes, and/or state directives.

2. Confirm Your Assignment

- Once your training requirement is complete, you will receive your Polling Location assignment, via phone, letter, or email.
- Confirm your assignment by completing the digital form linked in the email, returning the letter attachment in the mail, or verbally confirming over the phone.

3. Review Materials

- Prior to Election Day, you will be given multiple options for reviewing training.
- Depending on the election, you may be eligible to attend a Zoom meeting, an in-person review session, or review training materials online.

4. Monday Night Organizational Meeting

- Report to your assigned Polling Location by 6:00 p.m. the Monday before Election Day to set up the location.
- The Voting Location Manager (VLM) will take attendance and assign duties.
- Everyone must work together as a team to complete setup and leave together, around 8:00 p.m. approximately.

WHAT TO EXPECT AS A POLL WORKER (CONT.)

5. Election Day

- Arrive at your assigned Polling Location by 5:30 a.m.
- Clock-in on the Electronic Pollbook and sign the paper Payroll Card.
- Complete all duties as assigned by the Voting Location Manager (VLM).
- Remain at the Polling Location until all pack-up duties have been completed at the end of the evening.

6. Post-Election

- The Board of Elections immediately begins processing poll worker payroll the day after the election. Paychecks are mailed out within 4 – 6 weeks after Election Day.
- Paychecks must be deposited or cashed within 180 days of issuance.
- Each Polling Location is evaluated on their performance, based on these four (4) categories:
 - Opening and Closing of the Polls
 - Self-Reporting of Problems
 - Handling of Provisional Ballots
 - Reconciliation After Polls Close
- Grade Sheets that show how each Polling Location performed are created and sent out via email.

7. Re-hire Process

- Those who worked in the most recent election are among the first people to be contacted to work the next election.
- Placement depends on performance, party affiliation, election size, and operational needs.
- Inform the Board of Elections if you have any changes in your address or contact information.
- If you are not available for the next election, you may contact the Board of Elections when you are available again to work the polls.

1.4 ELECTION DAY WORKER DUTIES AND RESPONSIBILITIES

Voting Location Manager (VLM)

- Oversees all activities at the Polling Location.
- While the VLM should assist Precinct Election Officials (PEOs) throughout the election, their primary function is managing the location.
- Serves as a technical resource to resolve issues and troubleshoot election equipment.
- At the end of the night, the VLM, along with the Voting Location Deputy (VLD), transports the Election Day supplies from the Polling Location to an assigned Drop-Off Location.

Voting Location Deputy (VLD)

- Assumes the leadership role of the Polling Location in the absence of the VLM and is of a different political party than the VLM.
- Serves as lead worker at the Voter Assistance Table (VAT) which handles Provisional Voters.
- The primary person responsible for setting up and closing the ADA Ballot Marking Device.
- VLD accompanies the VLM in taking supplies to the Drop-Off Location.

Precinct Election Official (PEO)

- Must ensure that the election process is handled in an orderly, professional, and lawful manner by performing all duties assigned by the VLM.
- Assigned to different teams during their assignment as they set up the Polling Location on Monday and process voters on Election Day.
- Required to assist with the breakdown of the Polling Location at the end of Election Day.

Election Substitute Official (ESO)

- Also known as Standby workers, ESOs are poll workers who have trained and are willing to travel to any Polling Location in the county.
- Report to the BOE the morning of Election Day and are deployed to Polling Locations that need poll workers.

Rover

- Serve as liaisons between the Polling Locations and the Board of Elections.
- Assigned to Zone Stations with captains who dispatch Rovers to Polling Locations.
- Responsible for supporting the delivery of supplies, replacing broken equipment, ADA signs, parking and keeping campaigners outside the neutral zone.

Election Response Team (ERT)

- Comprised of BOE staff, Trainers, and Training Assistants.
- Visit Polling Locations during Monday Night Organizational Meeting and during Election Day.
- Provide onsite guidance and informational training related to procedures.
- Help troubleshoot election equipment.

1.5 PRECINCT ELECTION OFFICIAL (PEO) POSITIONS

Voter Greeters

- Welcome voters as they enter the Polling Location.
- Direct voters to the next available Check-In Station.
- Maintain an efficient flow of voter traffic which is vital to the success of Election Day.

Check-In Officials

- Verify ID and confirm the voter's name and current address.
- Check voters into the Electronic Pollbook (EPB) and verify their signature.
- Issue the correct precinct ballot to the voter after scanning the stub into the EPB.
- Refer voters to the Voter Assistance Table (VAT) as needed.

Ballot Officials

- Verify the Authority to Vote slip given to them by the Check-In Official.
- Provide the correct precinct ballot to the Check-In Official.
- Must issue ALL sheets of the precinct ballot.

Scanner Officials

- Collect the ballot stubs after voters have removed them from their ballot.
- Provide instructions if general error messages appear on the Ballot Scanner.
- Remain at least six (6) feet away from the Ballot Scanners to give voters privacy.

Voter Assistance Table (VAT) Officials

- Work alongside the VLD at the Voter Assistance Table.
- Assist those who are in the correct Polling Location but must vote provisionally.
- Ensure that the Provisional Envelope is filled out correctly for each Provisional Voter.
- Record each Provisional Voter in the VAT Log.

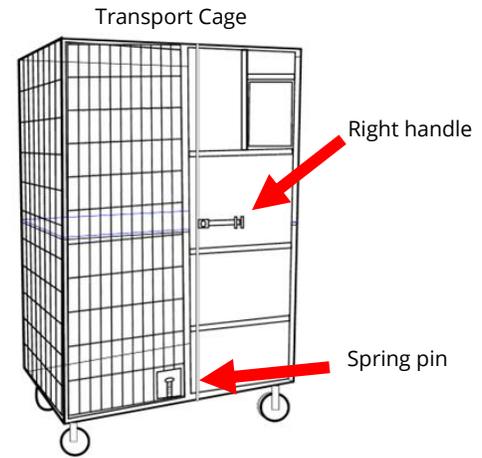
Bilingual Officials (Spanish Translators)

- Provide voting instructions to voters in need of Spanish language assistance.
- May be assigned by the VLM to be a Check-In Official, Ballot Official, VAT Official, Scanner Official, and/or Voter Greeter, but must be available to help voters as needed.
- Not every Polling Location will be assigned a Bilingual Official.

2.2 OPENING THE TRANSPORT CAGE | MONDAY

! Some locations will receive either a Transport Cart, a Transport Cage, or both. Not every location will receive a Transport Cage.

1. Record the seal number on the "Transport Cage Seal" section of **Location Security Record**, packed in the **Green Binder**.
2. Remove the loop seal and pack in the Clear Plastic Envelope.
3. Lift the right handle.
4. Pull the handle out to the left.
5. Pull the right door open. (towards you)
6. Step on the spring pin to release the left door.
7. Open the left door.
8. Remove the supplies from the Transport Cage.



Lift the right handle.



Pull the handle out to the left.



Step on spring pin to release the left door.

i Do not set up outdoor signs and flags until Tuesday Morning.

Inventory the Supplies

! Verify Polling Location name on all equipment and supply bags. Report any missing/broken supplies immediately.

- | | | |
|---|--|---|
| <input type="checkbox"/> Red Ballot Bag
<input type="checkbox"/> Burgundy Ballot Bag
<i>(if applicable)</i>
<input type="checkbox"/> Gray Ballot Bag(s)
<input type="checkbox"/> Yellow Provisional Bag | <input type="checkbox"/> Blue Supply Bag
<input type="checkbox"/> Green Supply Bag
<input type="checkbox"/> EPB Transport Cases
<input type="checkbox"/> Stand-Up Display Board
<input type="checkbox"/> Voting Booths | <input type="checkbox"/> Indoor Curbside Voting sign and stand
<input type="checkbox"/> Outdoor Curbside Voting sign
<input type="checkbox"/> Outdoor flags
<input type="checkbox"/> Outdoor "vote here" signs |
|---|--|---|

2.3 SUPPLY TEAM | MONDAY

Supply Team = Two (2) or more Election Officials. Use the Supply Team QRG inside **Blue** Supply Bag.

! Report any missing supplies to the Election Response Hotline: (216) 443-3277

Arrange Polling Location

1. Locate and open Transport Cart/Cage.
2. Retrieve the **Green** Binder and the Clear Plastic Envelope from the **Green** Supply Bag.
3. Retrieve the Location Setup Diagram from the **Green** Binder and review with VLM.
4. Set up Check-In Table(s), Ballot Table(s), Voter Overflow Table, and Voter Assistance Table(s).
5. Retrieve Voting Booths and Stand-up Display Board from Transport Cart/Cage.

Inventory the Blue Supply Bag

1. Retrieve the **Location Security Record** from the **Green** Binder.
2. Retrieve the **Blue** Supply Bag from the Transport Cart/Cage.
3. Record the **Blue** Supply Bag's seal number on **the Location Security Record**.
4. Break off the bag seal and unzip the bag.
5. Pack the used seal inside the Clear Plastic Envelope.
6. Retrieve the Location Supply Bag Checklist from inside the **Blue** Supply Bag.
7. Inventory all items packed in the **Blue** Supply Bag.

Location Security Record Election Date			
POLLING LOCATION			
Signature of Election Official		Signature of Opposing Party Election Official	
Monday Night Recordings			
Transport Cage Seal (if applicable)			
Blue Supply Bag	Beginning Seal	Closing Seal	Replacement (if necessary)
Green Supply Bag	Beginning Seal	Closing Seal	Replacement (if necessary)
Yellow Provisional Bag	Beginning Seal		



Post and Distribute Items

! Post **all** signs throughout the Polling Location.

1. Retrieve Sign Kit Folder and **Brown** Expandable Folder from the **Blue** Supply Bag.
2. Remove **all** items from both folders and set up in the location.



Sign Kit Folder



Brown Expandable Folder

Arrange near Ballot Scanners:

- Voting stickers
- Voter Survey cards
- Recruitment Postcards *(countywide elections only)*

Arrange on Check-In Table:

- Write-in Candidate List *(if applicable)*
- 17-Year-Old Stamp *(Primary Elections only)*
- Primary Election Folder *(Primary Elections only)*

Post near Polling Location entrance using **blue** painter's tape:

- Issue Sign(s) *(if applicable)*
- Precinct Map(s)
- Sample Ballot(s)
- Precinct Voter List Sign(s)

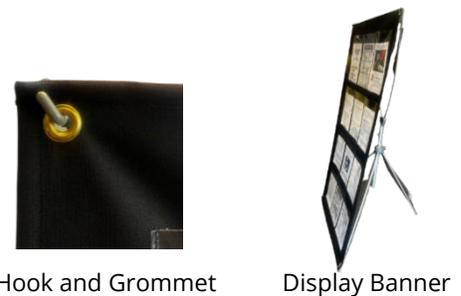
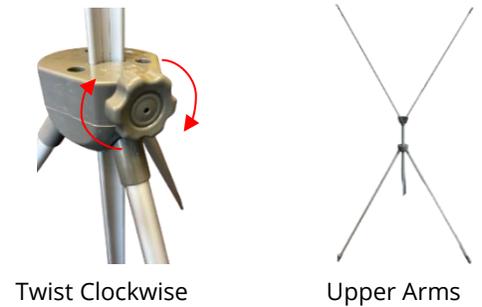
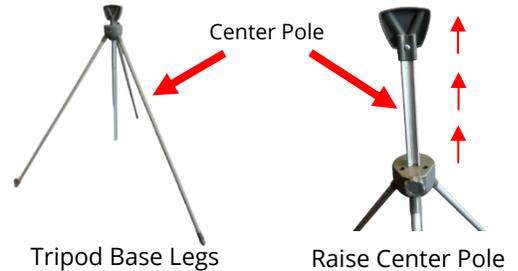
Inventory the Yellow Provisional Bag *(completed by VLD)*

1. Record **Yellow** Provisional Bag's seal number on the **Location Security Record**.
2. Break off the bag seal and unzip the bag.
3. Pack the used seal inside the Clear Plastic Envelope.
4. Inventory all packed items.
5. Arrange items on the Voter Assistance Table.



Assemble Stand-up Display Board

1. Remove all four (4) parts from the Carry Bag in the area where the stand will be displayed.
2. Locate tripod base.
3. Holding the Tripod Base upright with legs facing down, pull the legs outward.
4. Pull the center pole of Tripod Base upward to raise approximately 4 inches.
5. Twist the knob clockwise to lock the center pole into place.
6. Insert the two (2) Upper Arm Poles into the holes at the top of the center pole.
7. Spin the hooks on Upper Arm Poles to face forward.
8. Unroll Display Banner and ensure pockets are facing up.
9. While holding the base steady, attach the two (2) grommets of Display Banner to the two (2) top hooks of Upper Arm Poles. Repeat on bottom.
10. Lift the Center Pole as needed to ensure Display Banner is taut and stable.



i Center knob can be loosened to slide pole up or down by twisting knob counterclockwise.

Seal the Bags

1. Retrieve two (2) new bag seals from the Clear Plastic Envelope.
2. Record one seal number as **Blue** Supply Bag's Closing Seal on **Location Security Record**.
3. Record the other seal number as the **Yellow** Provisional Bag's Closing Seal on the **Location Security Record**.
4. Close and seal both the **Blue** Supply Bag and the **Yellow** Provisional Bag.

2.4 BALLOT TEAM | MONDAY

Ballot Team = Two (2) or more Election Officials from opposite political parties. The following steps must be completed on **all** Ballot Bags in the location.

Use the **Ballot Team | Monday Night QRG**, located in the **Red** Ballot Bag, to complete this process.

Inventory the Ballots in the Red Ballot Bag

! **Do not** remove the plastic shrink wrap from the ballot packs on Monday.
Report any missing ballots or supplies to the Election Response Hotline: (216) 443-3277

1. Locate Ballot Rack(s) and roll behind the Check-In Table.
(if applicable)
2. Retrieve all **Red, Burgundy,** and **Gray** Ballot Bags from the Transport Cart/Cage.
3. Locate the **Green** Binder from the **Green** Supply Bag.
4. Retrieve the **Ballot Security Record** and the Clear Plastic Envelope from **Green** Binder.
5. Verify City/Ward/Precinct printed on **Red** Ballot Bag label.
6. Record **Red** Ballot Bag's seal number on **Ballot Security Record**.
7. Break off bag seal and pack it in the Clear Plastic Envelope.
8. Inventory all contents inside **Red** Ballot Bag using the Location Supply Checklist, found in **Blue** Supply Bag.
9. Unpack:
 - Authority to Vote Slip Envelopes
 - **Blue** EPB & Ballot Scanner Reports Envelope
 - Curbside Envelopes
 - Soiled/Voided Envelope(s)
 - Stub A Envelope(s)
10. Deliver Stub A Envelope(s) to Scanner Team.
11. Place all other envelopes on the Check-In Table.
12. Remove Ballot Containment Folder with first ballot pack.
13. Verify City/Ward/Precinct/ on folder label and cover sheet.
14. Remove the remaining precinct ballot packs.
15. Verify City/Ward/Precinct on each cover sheet of the remaining Precinct Ballot Packs.
16. Return all Ballot Packs to **Red** Ballot Bag.
17. Retrieve new bag seal from Clear Plastic Envelope.
18. Record the new seal number on **Ballot Security Record**.
19. Close and seal **Red** Ballot Bag.



Ballot Security Record January 6, 2026 Special Election OAKWOOD COMMUNITY CENTER																			
Signature of Election Official		Signature of Opposing Party Election Official																	
<p>1. RED Ballot Bag OAKWOOD-01-A</p> <table border="1"> <tr> <td>Monday Night Beginning Seal</td> <td>Monday Night Closing Seal</td> <td>Tuesday Morning Beginning Seal</td> <td></td> </tr> <tr> <td>A.</td> <td>B.</td> <td>C.</td> <td></td> </tr> <tr> <td>Tuesday Midday 10:00 a.m. Seal</td> <td>Tuesday Midday 2:00 p.m. Seal</td> <td>Tuesday Night Closing Seal</td> <td></td> </tr> <tr> <td>D.</td> <td>E.</td> <td>F.</td> <td></td> </tr> </table>				Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal		A.	B.	C.		Tuesday Midday 10:00 a.m. Seal	Tuesday Midday 2:00 p.m. Seal	Tuesday Night Closing Seal		D.	E.	F.	
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A.	B.	C.																	
Tuesday Midday 10:00 a.m. Seal	Tuesday Midday 2:00 p.m. Seal	Tuesday Night Closing Seal																	
D.	E.	F.																	
<p>Gray Ballot Bag</p> <p>2. OAKWOOD-02-A - this ballot bag may be BURGUNDY or GRAY</p> <table border="1"> <tr> <td>Monday Night Beginning Seal</td> <td>Monday Night Closing Seal</td> <td>Tuesday Morning Beginning Seal</td> <td>Tuesday Night Beginning Seal</td> </tr> <tr> <td>A.</td> <td>B.</td> <td>C.</td> <td>D.</td> </tr> </table>				Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Beginning Seal	A.	B.	C.	D.								
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<p>3. OAKWOOD-03-A</p> <table border="1"> <tr> <td>Monday Night Beginning Seal</td> <td>Monday Night Closing Seal</td> <td>Tuesday Morning Beginning Seal</td> <td>Tuesday Night Closing Seal</td> </tr> <tr> <td>A.</td> <td>B.</td> <td>C.</td> <td>D.</td> </tr> </table>				Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Closing Seal	A.	B.	C.	D.								
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A.	B.	C.	D.																



Inventory the Ballots in the Gray/Burgundy Ballot Bag(s)

! Do not remove the plastic shrink wrap from the ballot packs on Monday. Report any missing ballots or supplies to the Election Response Hotline: (216) 443-3277.

i Some multiple precinct locations will receive a **Burgundy** Ballot Bag for one precinct.

1. Verify City/Ward/Precinct printed on **Gray/Burgundy** Ballot Bag label.
2. Record **Gray/Burgundy** Ballot Bag's seal number on the **Ballot Security Record**, Monday Night "Beginning Seal."
3. Break off bag seal from **Gray/Burgundy** Ballot Bag and pack it in the Clear Plastic Envelope.
4. Remove the Ballot Containment Folder with first ballot pack.
5. Verify the City/Ward/Precinct on the folder label and on the ballot pack cover sheet.
6. Remove the remaining precinct ballot packs.
7. Verify the City/Ward/Precinct on each cover sheet.
8. Return all ballot packs in numeric order to **Gray/Burgundy** Ballot Bag.
9. Retrieve new bag seal from Clear Plastic Envelope.
10. Record **Gray/Burgundy** Ballot Bag's seal number on **Ballot Security Record**, Monday Night "Closing Seal."
11. Close and seal **Gray/Burgundy** Ballot Bag.
12. Complete steps 1-11 for each additional **Gray** Ballot Bag at the location.
13. Pack the **Ballot Security Record** in the **Green** Binder.



Ballot Security Record January 6, 2026 Special Election OAKWOOD COMMUNITY CENTER			
		NEW	Pack me inside: The GREEN Binder
Signature of Election Official		Signature of Opposing Party Election Official	
1. RED Ballot Bag OAKWOOD -01-A			
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	
A.	B.	C.	
Tuesday Midday 10:00 a.m. Seal		Tuesday Midday 2:00 p.m. Seal	Tuesday Night Closing Seal
D.		E.	F.
Gray Ballot Bag			
2. OAKWOOD -02-A - this ballot bag may be BURGUNDY or GRAY			
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Closing Seal
A.	B.	C.	D.
3. OAKWOOD -03-A			
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Closing Seal
A.	B.	C.	D.
4. OAKWOOD -04-A			
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Closing Seal
A.	B.	C.	D.
5. OAKWOOD -05-A			
Monday Night Beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal	Tuesday Night Closing Seal
A.	B.	C.	D.
***Please see reverse side for additional Gray Ballot Bag seals.			

2.5 ADA BALLOT MARKING DEVICE | MONDAY

Use the **ADA Ballot Marking Device | Monday QRG**, located on top of the ADA Device lid.

Arrange the ADA Ballot Marking Device

1. Locate the **Green** Supply Bag.
2. Retrieve **Location Security Record** from **Green** Binder.
3. Review the ADA Device location on the Location Setup Diagram.
4. Move the ADA Device to correct location based on the Location Setup Diagram.



Location Security Record | «Election_Date»
«Poll_Name»

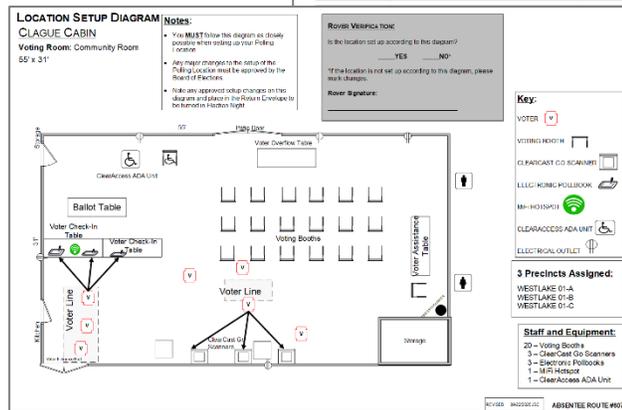
Election Official Signature	Election Official of Opposing Party Signature

Monday Night Recordings

Transport Cage Seal (if applicable)	Beginning Seal	Closing Seal	Replacement (if necessary)
Blue Supply Bag			
Green Supply Bag			
Yellow Provisional Bag			

Door Seal

--	--



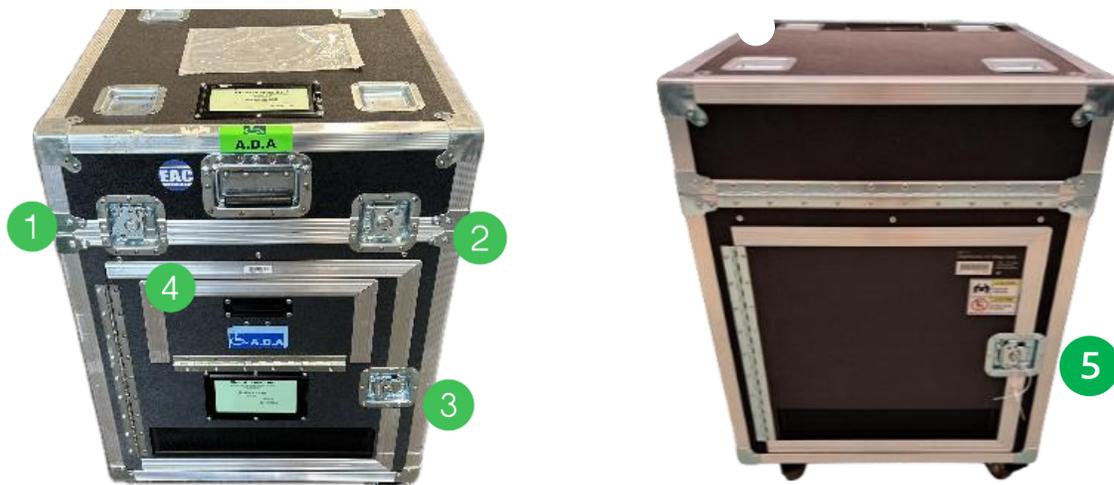
Identify ADA Ballot Marking Device by the **green** tape on lid.

Inspect the ADA Ballot Marking Device

! Do not remove any seals or tamper tape until Tuesday morning.

1. Inspect ADA Ballot Marking Device to ensure properly sealed with no signs of tampering.
2. Record five (5) seal numbers on the **Location Security Record**.

ADA Ballot Marking Device	1 Left Lid Seal	2 Right Lid Seal	3 Front Door Seal
**Do NOT remove seals until Tues. AM.			
	4 Front Flap Tamper Tape	5 Rear Door Seal	Replacement (if necessary)



Test Polling Location Power

! Do not plug the ADA Ballot Marking Device into the surge protector until Tuesday morning.

1. Plug surge protector into wall behind ADA Device.
2. Flip the surge protector switch to "ON" position.
3. Verify LED indicator light is glowing.



i Scanner Team will distribute surge protectors and extension cords.

Troubleshooting Tip

Issue:

No glowing LED indicator light appears on surge protector.

Solutions:

- Take surge protector to another outlet to check power source.
- Try using a different surge protector.
- Call the BOE if you cannot get power: (216) 443-3277.

2.6 BALLOT SCANNER | MONDAY

Scanner Team = Two (2) Election Officials from **opposite political parties**.

Arrange and Inspect the Ballot Scanners

What you will need:

- Location Setup Diagram
- Ballot Scanner Security Record
- Ballot Scanner Key
- Three (3) white loop seals
- **Blue** Painter's Tape

Ballot Scanner Security Record ELECTION DATE	
LOCATION NAME:	AB Route
ABBREVIATION:	
Signature of Election Official	Signature of Opposing Party Election Official
Monday Night Seal Recordings	
Ballot Box Lid (Left) Beginning Seal	Ballot Box Lid (Right) Beginning Seal
1. <input type="text"/>	2. <input type="text"/>
Ballot Compartment Door Beginning Seal	Display Screen (DO NOT REMOVE)
3. <input type="text"/>	4. <input type="text"/>
Access Panel (DO NOT REMOVE)	Ballot Box Lid (Left) Closing Seal
5. <input type="text"/>	6. <input type="text"/>
Ballot Box Lid (Right) Closing Seal	Ballot Compartment Door Closing Seal
7. <input type="text"/>	8. <input type="text"/>
Replacement Seal (if necessary)	Replacement Seal (if necessary)



! Report any missing/broken seals or signs of tampering to VLM/VLD and record on **Pink** Memo Sheet.

1. Review the **Location Setup Diagram**.
2. Move Ballot Scanners to the correct spot based on **Location Setup Diagram**.
3. Lock wheels.
4. Place tape strip on floor six (6) feet in front of each machine where the voter line will start.
5. Record the three (3) seal numbers from the loop seals on the **Ballot Scanner Security Record**.
6. Remove loop seals.
7. Pack the used seals in Clear Plastic Envelope.
8. Repeat steps 5-7 on each Ballot Scanner.



Remove and Distribute Supplies

1. Unlock, unlatch, and open Ballot Compartment Door.
2. Verify the Ballot Compartment is empty and/or remove the **gray** plastic bin.
3. Repeat steps 1-2 on each Ballot Scanner.
4. Distribute one (1) surge protector with USB ports and one (1) **black** extension cord to each EPB at Check-In Table.
5. Distribute one (1) surge protector to ADA Ballot Marking Device and one (1) for each Ballot Scanner.
6. Place empty **gray** plastic bin in Transport Cart/Cage.
7. Plug surge protectors into wall behind Ballot Scanners.
8. Flip the surge protector switch to "ON".
9. Verify LED indicator light is glowing.

i One of the Ballot Scanners contains a **gray** plastic bin that holds surge protectors and extension cords.



Troubleshooting Tip

Issue: No glowing LED indicator light appears on surge protector.

Solution:

- Take surge protector to another outlet to check power source.
- Try using a different surge protector.
- Call the BOE if you cannot get power: (216) 443-3277.



EPB surge protector w/ USB ports

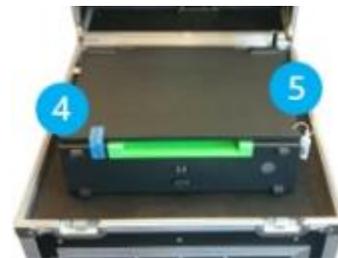


surge protector for ADA Device and Ballot Scanners

Load the Paper Roll

! Do not remove Display Screen and Access Panel security seals.

1. Unlatch the left and right Lid latches.
2. Lift the Lid using the front handle **only**.
3. Record seal numbers for Display Screen (#4) and Access Panel (#5) on **Ballot Scanner Security Record**.
(Do not remove seals.)
4. Retrieve paper roll from inside Scanner Lid.
5. Load the paper roll using the instructions on [page 20](#).



Power on the Ballot Scanners

1. Retrieve power cord from behind Display Screen.
2. Plug the power cord into the back side of Ballot Scanner.
3. Plug the other end of the power cord into the surge protector.
4. Verify glowing **green** light on the left side of Scanner and listen for beep indicating power is ON.
5. The **Power On Report** prints automatically.
6. Tear off report and verify:
 - Election Date
 - Vote Center (*Polling Location*)
 - USB 1 & 2 Present: Yes
7. Pack all reports in **Blue** EPB & Ballot Scanner Reports Envelope.



Troubleshooting Tip

Issue: Report does not print or prints wrong information.

Solution: Report to VLM/VLD and record on **Pink** Memo Sheet.
Refer to Chapter 6: Troubleshooting Issues ([pages 80-94](#)) for more.

Secure Ballot Compartment

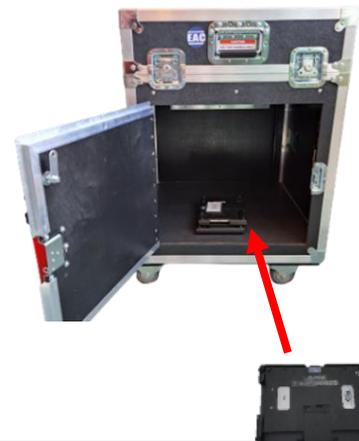
! Confirm **all** EPBs are placed inside the Ballot Scanner Compartment before sealing the Ballot Scanners.

Lids:

1. Close and latch lid.
2. Record seal numbers from seals on **Ballot Scanner Security Record**.
3. Reseal lid latches.

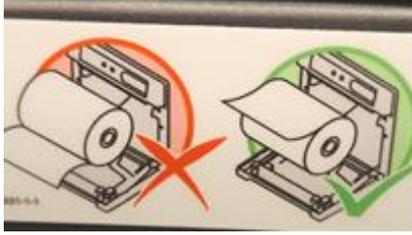
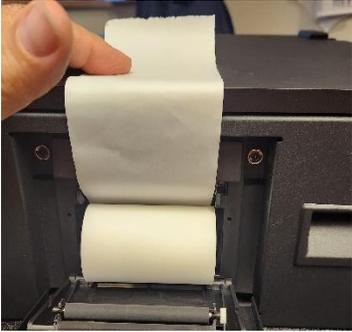
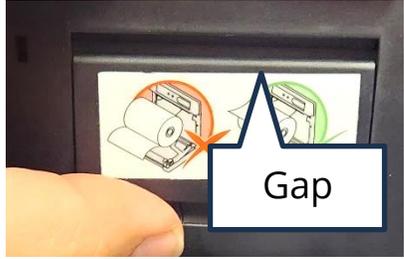
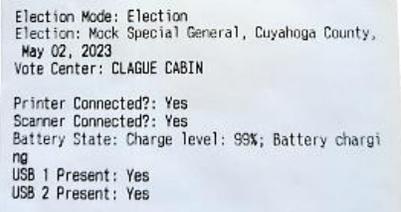
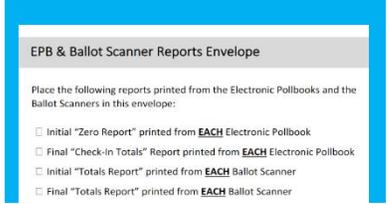
Compartments:

1. Store and secure all EPBs in one (1) Ballot Scanner Compartment and ensure all other compartments are empty.
2. Close, latch, and lock Ballot Scanner Compartment.
3. Retrieve loop seal.
4. Record seal number from seal on **Ballot Scanner Security Record**.
5. Reseal Ballot Compartment Door.



2.7 BALLOT SCANNER | LOADING THE PAPER ROLL

! These steps must be completed on each Ballot Scanner on Monday **before** plugging in the Ballot Scanners.

<p>1. Open the outer door.</p> 	<p>2. Gently pull the sides of the inner door open.</p> 	<p>3. Insert roll, feed over top.</p> 
<p>4. Hold paper at top & center.</p> 	<p>5. Close the inner door. Do not pinch the edges of the paper.</p> 	<p>6. Slide up the inner door to close any gap above it.</p> 
<p>7. Verify no gap above the inner door.</p> 	<p>8. Secure inner door with blue painter's tape.</p> 	<p>9. Close the outer door.</p> 
<p>10. Plug in the Ballot Scanner using the steps on page 19. The Power On Report will print immediately.</p> 	<p>11. Tear off the Power On Report and verify the Election Date, Vote Center, and USB 1 & 2 are present.</p> 	<p>12. Pack the Power On Report in the Blue EPB & Ballot Scanner Reports Envelope.</p> 

2.8 ELECTRONIC POLLBOOKS (EPBs) | MONDAY

EPB Team = Two (2) or more Election Officials.

Use the **Electronic Pollbook (EPB) | Monday Night QRG**, located in the EPB Transport Case Folder.

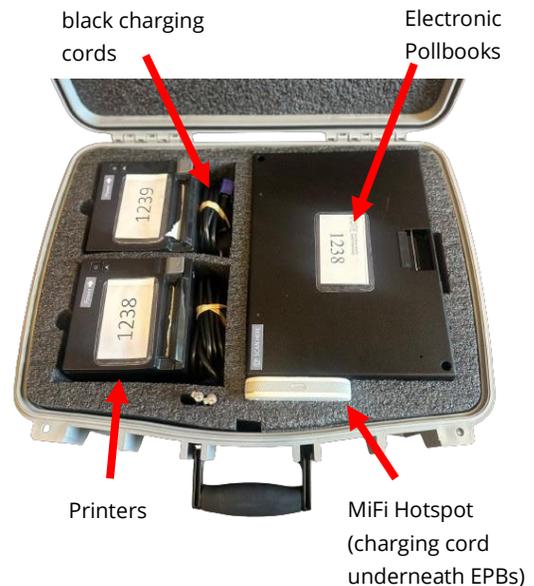
Inspect Electronic Pollbooks (EPBs)

! One surge protector will be distributed by Scanner Team for each EPB case.

1. Retrieve EPB Transport Case(s) from Transport Cart/Cage.
2. Verify Polling Location name on each label of EPB Transport Case(s).
3. Place the EPB Transport Case(s) on the Check-In Table(s).
4. Locate the **Green** Supply Bag and retrieve the **Green** Binder and Clear Plastic Envelope.
5. Retrieve **Location Security Record** from **Green** Binder.
6. Record the seal number from each EPB Transport Case on **Location Security Record**.
7. Remove the seal(s) and pack in the Clear Plastic Envelope.
8. Open case by pulling up on both latches.
9. Remove all items from the case and place on Check-In Table.
10. Retrieve EPB surge protector (has USB ports) from **gray** plastic bin inside one (1) of the Ballot Scanners.
11. Return EPB Transport Case(s) to Transport Cart/Cage for storage.



Electronic Pollbook Case 1	Beginning Seal	Electronic Pollbook Case 2 (if present)	Beginning Seal
Electronic Pollbook Case 3 (if present)	Beginning Seal	Electronic Pollbook Case 4 (if present)	Beginning Seal
Electronic Pollbook Case 5 (if present)	Beginning Seal	Electronic Pollbook Case 6 (if present)	Beginning Seal



i Only one (1) Transport Case includes a MiFi Hotspot and charging cord. Place MiFi Hotspot in exact spot indicated by  icon on the Location Setup Diagram.

2.9 MANDATORY POWER SEQUENCE (EPBs) | MONDAY

1. Plug in MiFi Hotspot



- Plug **red**-labeled end of charging cord into MiFi.
- Plug **yellow**-labeled end of charging cord into charging block.
- Plug charging block into surge protector.

2. Power on MiFi Hotspot



- Find the power button on the top of the device.
- Press down power button until screen illuminates.
- Keep the MiFi plugged in until Tuesday closing.

! Complete steps 3-7 on all printers and EPBs before moving forward.

3. Plug in Printers



- Plug **blue**-labeled end of printer cord into **blue**-labeled port on printer block.
- Plug the cord into the surge protector next to MiFi Hotspot charging block.

4. Power on the Printers



- Press the power button.
- Verify **blue** light is glowing.
- Repeat steps for all printers.

5. Open the EPB metal stand



- Gently pull lip under "Lift Here" label away from base of metal case (like opening a book).
- Flip base of case around to place screen in open position.

6. Plug in the EPBs



- Plug **orange**-labeled end of black charging cord into EPB charging port under **orange** label.
- Plug **teal**-labeled end of cord into **teal**-labeled port on surge protector.

7. Power on the EPBs



- Verify EPB automatically powers on after plugging in.
- If the EPB does not automatically turn on, press and hold labeled power button until Apple icon appears on screen.

8. Verify MiFi Central Connection



- Locate Wi-Fi icon.
- Verify number displayed on icon matches correct number of powered on EPBs at your location.

2.10 OPENING THE EPB APP

! Do not select **START** on the EPB screen and do not log into the EPBs using passwords on Monday Night.

1. Open the EPB App

- Tap the EPB's black screen to initiate the device.
- Swipe up to unlock the screen.
- Tap the EPB app icon to launch the EPB program.



2. Verify Information

- Verify the correct Election Date.
- Verify Polling Location name.



3. Verify Connection Status

- Confirm that the following icons in the bottom status bar are all **green**.
- Confirm that the number of "Touchpads Connected" equals the number of Electronic Pollbooks present in the Polling Location.



- 1 MiFi Central Communication Status
- 2 Sideways Communication Status
- 3 Charging/Battery Life Status
- 4 Printer Status

Troubleshooting Tip

Issue: Number of EPBs does not match number of Touchpads Connected.

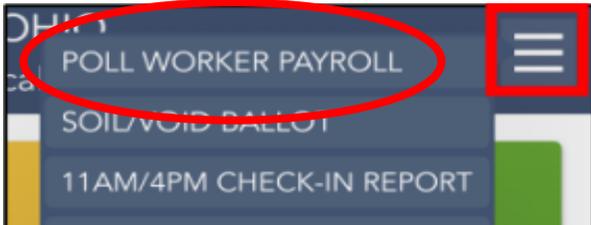
Solution: Notify VLM to troubleshoot. Refer to Chapter 6: Troubleshooting Issues (pages 80-94) for more.

2.11 POLL WORKER PAYROLL

Clock in on the Electronic Pollbook (EPB)

1. Select Poll Worker Payroll

Select the **POLL WORKER PAYROLL** option from the Tools Menu on the Home Screen.



2. Locate Poll Worker Name

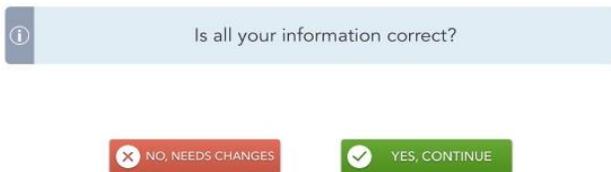
Select **CLOCK-IN**.



3. Confirm Contact Information

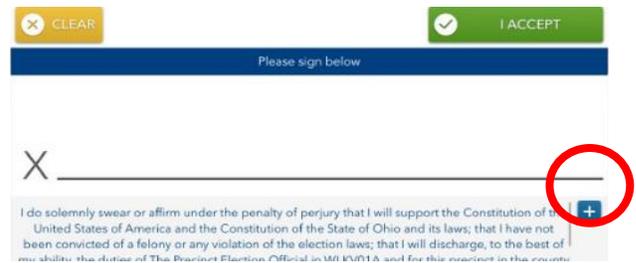
If the contact information displayed is correct, select **YES, CONTINUE**.

If the information displayed is NOT correct, select **NO, NEEDS CHANGES**, then edit the information on the next screen.



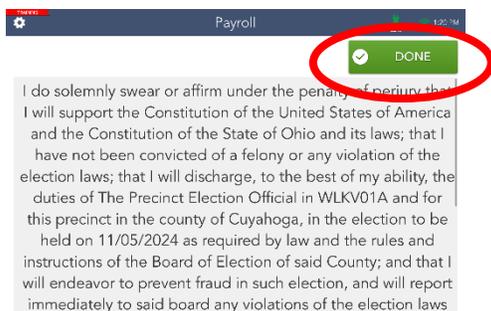
4. Open the Oath of Office

Select the + button near the bottom of the screen to enlarge the entire Oath of Office.



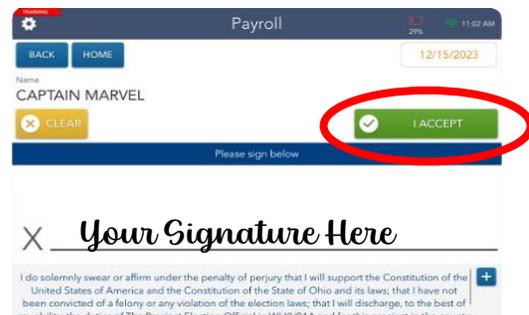
5. Read the Oath of Office

Scroll and read through the entire Oath of Office, then select **DONE**.



6. Sign the Pollbook

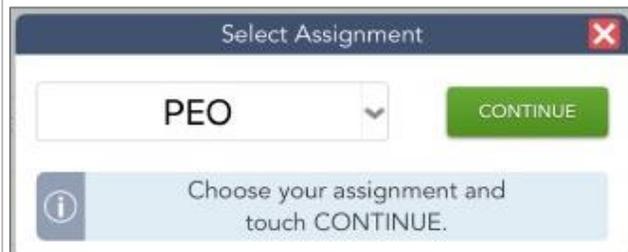
Sign on the line and select **I ACCEPT**.



- Clock in on the EPB on Monday night **no later** than 7:00 p.m.
- Clock in again on Tuesday morning **no later** than 7:00 a.m.
- Sign out on the paper payroll card Tuesday night before leaving.
- **Do not** clock out on the EPB.

Name not listed in the Electronic Pollbook?

- If a poll worker is present but is not listed in the EPB, select **ADD WORKER**.
- Select **I AM NOT ON THE LIST**. Select the election assignment and enter the information in the fields provided.
- Select **CONTINUE** and complete clock-in process.
- Alert the VLM that someone was manually added to the EPB payroll module.



Troubleshooting Tip

Issues:

- Not able to complete clock-in for any reason.
- EPB Clock-In slip does not print.

Solutions:

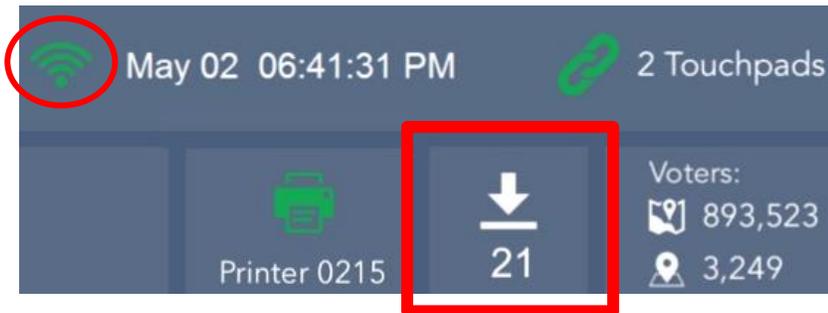
- Alert the VLM.
- Call the BOE to report: (216) 443-3277.

2.12 ABSENTEE SUPPLEMENTAL DELTA FILE DOWNLOAD

Absentee Supplemental Update Files (Delta Files)

 All EPBs must be connected to MiFi Central Communication Monday Night to ensure transmission of Absentee Supplemental Report.

1. Confirm Active MiFi Central Connection. 
2. Delta File Download Number will automatically begin to increase. 
3. Wait while all Delta File Downloads update.
4. Ensure all devices are on and connected until Delta File Download Number reaches the final number.*
5. Repeat steps on all EPBs in Polling Location.
6. Confirm the Delta File Download Number transmitted is the same on all EPBs.



 *Refer to the EPB Notification for the Delta File number.



Troubleshooting Tip

Issue: Delta File download number is not increasing.

Solution: Check MiFi unit power source.

Notify VLM to troubleshoot.

Refer to Chapter 6: Troubleshooting Issues (pages 80-94) for more.

2.13 STORING THE EPBs | MONDAY

1. Put EPBs in Sleep Mode

! Do not turn off MiFi Hotspot or the EPB printers.

- Confirm all Delta File downloads have been transmitted.
- Press the power button quickly one time.
- The screen will go black.
- Unplug the charging cord from the EPB.
- Close the metal case.
- Repeat on all EPBs.

i EPBs may lose battery power overnight if not in "sleep mode." This could delay Tuesday setup.



2. Store EPBs in Ballot Scanner Compartment

- Pack all EPBs inside the Ballot Compartment of one (1) of the Ballot Scanners.
- Close and latch the door.
- Lock Ballot Compartment with the Ballot Scanner Key.
- Confirm Scanner Team seals the Ballot Scanner.



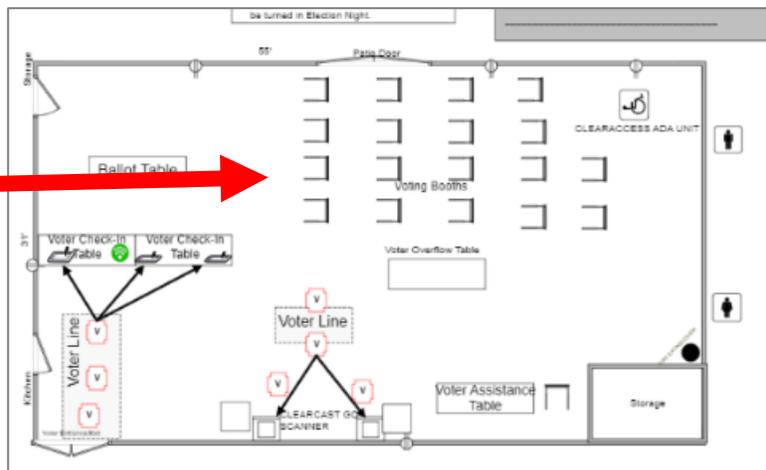
2.14 SETTING UP VOTING BOOTHS | MONDAY

Arrange the Voting Booths

1. Locate Voting Booths in Transport Cart/Cage.
2. Review the Location Setup Diagram from the **Green Binder** in **Green Supply Bag**.
3. Assemble Voting Booths and arrange in the correct position according to Location Setup Diagram.



Voting Booth Case



Assemble the Voting Booths

1. Open case facing up.
2. Remove legs from top of case.
3. Close the case and flip it upside down.
4. Assemble legs together.
5. Place legs into sockets of case.
6. Turn leg to right to secure.
7. Ensure black, rubber feet are facing out.
8. Flip booth right-side up.
9. Kick out legs to stabilize.
10. Open top of case.
11. Flip up (2) two side plastic screens.
12. Push the screens into case slots and listen for a click.
13. Ready to vote!

Voting Booth Assembled



2.15 MONDAY NIGHT READINESS CHECKLIST

Supply Team

- Polling Location is set up exactly as depicted on the Location Setup Diagram.
- All supplies from **Yellow** Provisional Bag and **Blue** Supply Bag have been inventoried.
- All indoor signs are removed from both folders and posted in the location.
- Any missing supplies have been reported to VLM/BOE.

Scanner Team

- Paper Rolls were properly loaded **prior** to plugging in the Ballot Scanner.
- The **Power On Reports** are packed in the **Blue** EPB and Ballot Scanner Envelope.
- Ballot Scanners are closed and sealed with the EPBs inside one (1) compartment.

EPB Team

- MiFi Hotspot is placed in location depicted on Location Setup Diagram and connection verified.
- All EPB printers are powered on and placed on Check-In Table.
- All Poll Workers clocked in by 7:00 p.m.
- Election Date, Polling Location, Connection, and Delta File Number confirmed on each EPB.
- All EPBs are put to sleep and stored in one (1) Ballot Scanner Compartment.

Ballot Team

- All Ballot Bags are inventoried and repacked.
- Precincts are verified on the **unopened** ballot packs and ballot containment folders.
- All Ballot Bags are closed and sealed securely.

ADA Ballot Marking Device (VLD)

- Wheeled device to correct location based on the Location Setup Diagram.
- Seal numbers are recorded on Location Security Record.



MANDATORY CALL | Set Up and Ready

The VLM must place this call prior to leaving on Monday Night. This call is to inform the Board of Elections that all equipment and supplies are set up and ready. If there were any problems (such as missing supplies or missing workers) they should be reported at this time.

3. OPENING THE POLLS – TUESDAY MORNING

3.1 SETTING UP THE LOCATION | TUESDAY MORNING



MANDATORY CALL | Tuesday Arrival

This call must be made by the VLM immediately upon entering the Polling Location to report attendance to the Board of Elections. If the VLM has not reported to the location by 5:30 a.m., a replacement VLM may be dispatched.

Attendance

- Everyone must report to their assigned Polling Location by **5:30 a.m.** on Election Day unless otherwise instructed.
- Everyone **MUST** be on time!
 - If someone is late, a replacement PEO may be sent by the Board of Elections to fill that position, and latecomers may be sent home without pay.
- The VLM or VLD will take attendance at 5:30 a.m. using the payroll card located in the **Green** Supply Bag.
- Election Officials must clock in on the EPB.

Oath of Office

- The Oath of Office is printed on the inside front cover of the VAT Log and in the Payroll Module on the EPBs.
- The VLM is responsible for conducting the Oath of Office on Tuesday Morning.
 - The Oath is read aloud by VLM to all PEOs.
 - The PEOs must repeat the Oath.
 - All PEOs must sign the Oath when clocking-in on the EPBs.

Oath of Office – VAT Log

Oath of Office – EPB

SETTING UP THE LOCATION | TUESDAY MORNING (CONT.)

Name Badges

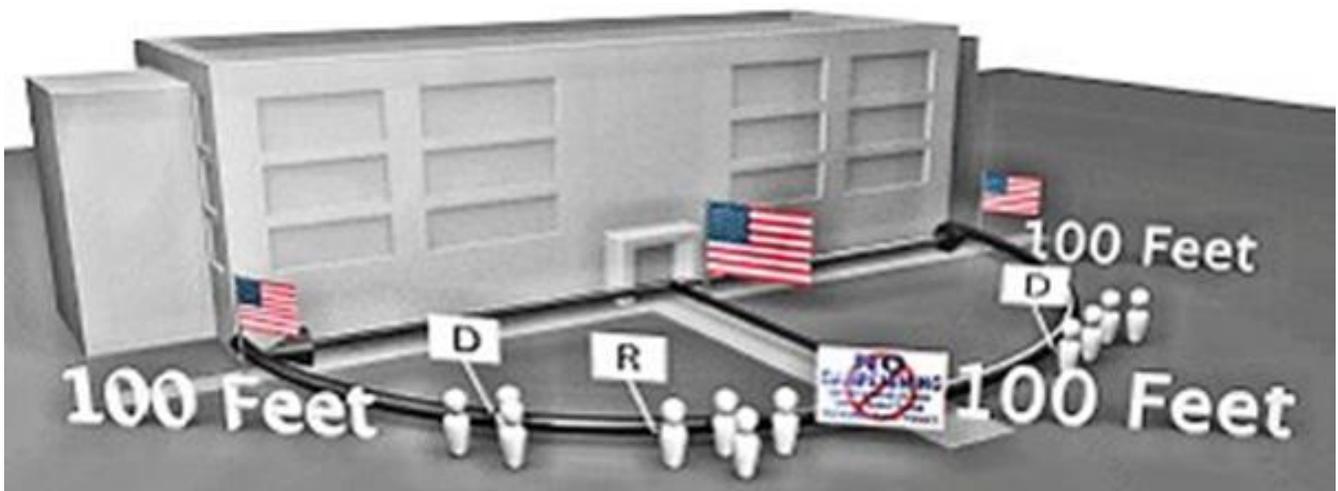
- All Officials **must** wear a name badge.
- Retrieve the Name Badges from the **Brown** Expandable Folder and clearly print your name.
- Bilingual Election Officials must also wear an “Hablo Español” badge to identify themselves to Spanish-speaking voters.

Precinct Voter Lists

- Retrieve the Precinct Voter List(s) (one per precinct) from the **Green** Supply Bag.
- Post the list(s) at the entrance of the Voting Room under the Precinct Voter List sign.
- You will only receive one (1) copy of each Precinct Voter List.
- The voter lists that are required to be posted at 11 a.m. and 4 p.m. are generated from one (1) of the Electronic Pollbooks.

Flags and Signs

- Remove all flags and outdoor signage from the Transport Cart/Transport Cage.
- Place the large American flag outside the main entrance to the Polling Location.
- Place two (2) or more small American flags approximately 100 feet from the entrance.
 - If your location does not have soft ground in which to place the flags, ask a Rover for assistance.
- Place the “No Campaigning” sign 100 feet from the entrance.
- Hang the “Election Today” Directional Arrow signs to direct voters from the parking area to the voting room.



3.2 BALLOT SCANNER | TUESDAY MORNING

Scanner Team = Two (2) Election Officials from **opposite political parties**.

Inspect the Ballot Scanner

! One (1) Ballot Scanner Compartment contains secured EPBs.
Lift the lid using the **front handle only**. **Do not** lift the lid by the corners or latches.

1. Locate the **Green** Binder and Clear Plastic Envelope from **Green** Supply Bag.
2. Retrieve **Ballot Scanner Security Record** from **Green** Binder.
3. Confirm seal numbers recorded Monday night match the seal numbers on the Ballot Scanners.
4. Remove the three (3) loop seals from Ballot Scanner and pack them inside the Clear Plastic Envelope.
5. Use Ballot Scanner Key to unlock the Ballot Compartment.
6. Unlatch and open Ballot Compartment Door.
7. Remove all EPBs and place them on Check-In Table for EPB Team.
8. Verify the Ballot Scanner Compartment is empty.
9. Close, latch, and lock Ballot Compartment Door.
10. Remove a new loop seal from Clear Plastic Envelope.
11. Record seal number from seal on the **Ballot Scanner Security Record**.
12. Seal Ballot Compartment Door.
13. Unlatch the two silver latches on the front of Ballot Scanner Lid.
14. Lift open the lid using the front handle.
15. Confirm seal numbers recorded Monday night match the seal numbers on the Display Screen and Access Panel.
16. Remove tamper tape from Display Screen and stick to back of **Ballot Scanner Security Record**.
17. Remove seal from Access Panel and pack in the Clear Plastic Envelope.
18. Repeat steps 3-17 on all Ballot Scanners.

Ballot Scanner Security Record (front and back)

Ballot Scanner Security Record ELECTION DATE	
LOCATION NAME:	AB Route
ABBREVIATION:	
Signature of Election Official	
Monday Night Seal Recordings	
1. Ballot Box Lid (Left) Beginning Seal	2. Ballot Box Lid (Right) Beginning Seal
3. Ballot Compartment Door Beginning Seal	4. Display Screen (DO NOT REMOVE)
5. Access Panel (DO NOT REMOVE)	6. Ballot Box Lid (Left) Closing Seal
7. Ballot Box Lid (Right) Closing Seal	8. Ballot Compartment Door Closing Seal
9. Replacement Seal (if necessary)	10. Replacement Seal (if necessary)
Tuesday Morning Seal Recording	
9. Ballot Compartment Door	10. Replacement Seal (if necessary)
Tuesday Midday Seal Recordings	
10. Ballot Compartment Door (10:00 a.m. - 12:00 p.m.)	11. Ballot Compartment Door (2:00 p.m. - 4:00 p.m.)
10. Replacement Seal (if necessary)	11. Replacement Seal (if necessary)
Tuesday Night Seal Recordings	
12. USB Memory Stick Door	13. Ballot Compartment Door
14. Ballot Box Lid (Left)	15. Replacement Seal (if necessary)

Pack me inside: The GREEN Binder

Ballot Scanner Security Record – Diagram
If a mistake is made or a seal needs to be replaced, use the Replacement Seal Boxes to record the new serial number. Replacement seals can be found in the Clear Plastic Envelope.

Complete the Ballot Scanner Setup

1. Remove the “Scan Ballots Here” sign and poles from inside Ballot Scanner lid.
2. Attach poles and sign holder to Ballot Scanner behind Display Screen.
3. Gently lift open the Display Screen.
4. Verify Ballot Scanner power by confirming **green** LED light and Log In Screen.
5. Repeat steps 1-4 on all Ballot Scanners.



Green LED power light



Log In Screen



Troubleshooting Tip

Issue: No power on Ballot Scanner.

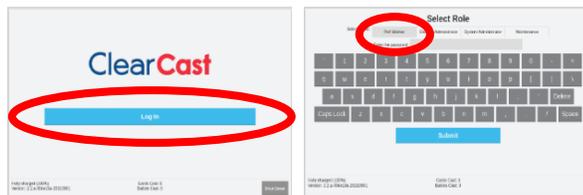
Solution: Check power cord is secured at both ends.

Verify surge protector is plugged in and turned on.
Notify VLM to troubleshoot.

Open the Polls

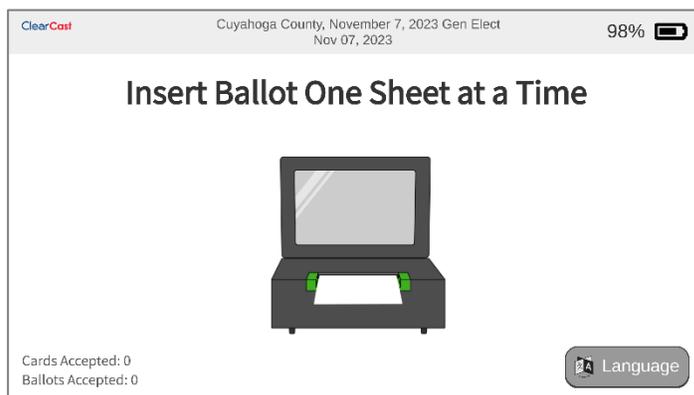
! Do not touch the screen until all reports have finished printing. Polling Locations with multiple precincts will take longer to print. Some Ballot Scanners could take 10 minutes (+) to print.

1. Retrieve Ballot Scanner password from the **Green Binder**.
2. Select "Log In" on screen.
3. Select "Poll Worker" on the Select Role screen.
4. Enter the password from the envelope.
5. Select "Submit."
6. Select "Open Polls."
7. **Wait for Polls Opened report and Totals Report to print.**
8. Repeat steps 2-7 on all Ballot Scanners.
9. Verify Display Screen has two (2) options:
 - a. Start Voting
 - b. Close Polls
10. Select "Start Voting."
11. Confirm **Voting Started** report printed.
12. Tear off all reports.
13. Two (2) Election Officials of opposite political parties **must**:
 - a. Verify Public Counter line shows "0" votes.
 - b. Sign the report.
14. Pack report inside **Blue** EPB & Ballot Scanner Reports Envelope located at Check-In Table.



The Ballot Scanner is ready for voters when the Display Screen reads:

"Insert Ballot One Sheet at a Time"



i All Ballot Scanners must be set up and ready for voters no later than 6:15 a.m.

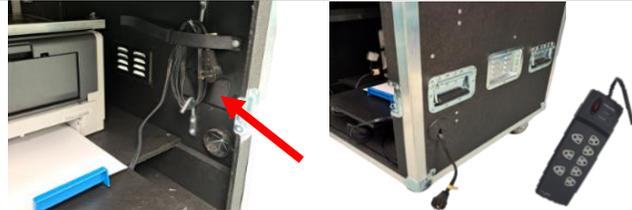
3.3 ADA BALLOT MARKING DEVICE | TUESDAY MORNING

Use the **ADA Ballot Marking Device | Tuesday Morning QRG**, on top of the ADA Ballot Marking Device lid.

- Retrieve Clear Plastic Envelope, **Location Security** Record, and ADA passwords from **Green Binder**.
- Compare seal numbers on ADA Device to numbers recorded on the **Location Security Record**.
- Remove four loop seals and pack in the Clear Plastic Envelope.
- Remove Tamper Tape and stick to bottom of **Location Security Record**.

1. Power on the ADA Ballot Marking Device.

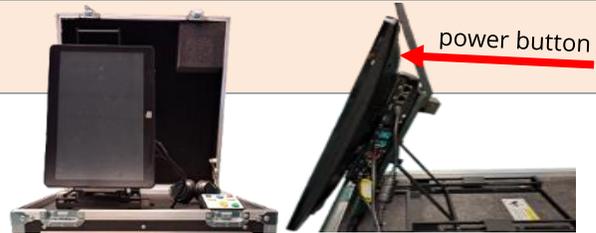
- Unlatch and open the Rear Door.
- Locate attached power cord.
- Unfasten and unwrap the power cord.
- Feed power cord through port on side of case.
- Plug the power cord into the surge protector.
- Close and latch Rear Door.



2. Set up Display Screen

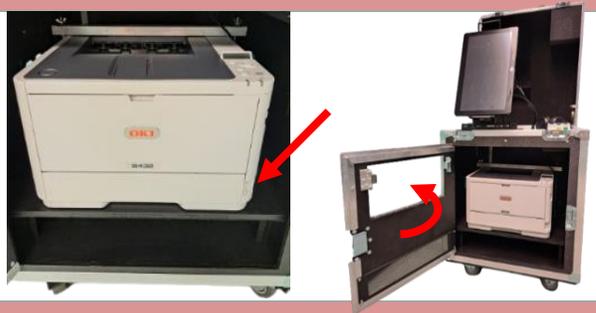
-  Lift the Lid using the Front Handle **only**.
Do not lift the Lid by the corners or latches.

- Unlatch and lift open top lid.
- Locate handle above display screen.
- Pull screen towards you to lock kickstand into place.
- Press power button on back of Display Screen.



3. Set up Printer

- Unlatch and open Front Door.
- Press and hold power button until light turns on.
- Verify **green** light is glowing.
- Check the paper tray to confirm paper is loaded with stubs in front.
- Lift open Printer Extender.
- Open the Front Flap on Front Door.
- Close and latch Front Door.



4. Secure Doors

- Retrieve two (2) loop seals from Clear Plastic Envelope.
- Record seal numbers on **Location Security Record**.
- Seal Front and Rear Doors.
- Position device to correct orientation for voter use and lock the wheels.

5. Log in

- Enter the "Windows Password" on the ClearAccess login screen.
- Select "Poll Worker" from dropdown and enter the Poll Worker password.
- Select "Resume Voting."
- When the screen shows the role selected is "Voter" the device is ready to process voters.



3.4 BALLOT TABLE | TUESDAY MORNING

Ballot Team = Two (2) Election Officials from opposite political parties.

Use the **Ballot Team | Tuesday Morning QRG**, located in the **Red** Ballot Bag.

Unpack the Ballot Bags

1. Locate the **Green** Binder and Clear Plastic Envelope from **Green** Supply Bag.
2. Retrieve **Ballot Security Record** from **Green** Binder.
3. Compare all seal numbers on **Red** and **Gray/Burgundy** Ballot Bags to the numbers recorded on Monday Night.
4. Remove bag seal to open the **Red** Ballot Bag.
5. Retrieve Ballot Containment Folder with first pack of ballots for that precinct.
6. Remove plastic shrink wrap from the first ballot pack.
7. Place ballots back inside Ballot Containment Folder.
8. Place Ballot Containment Folder onto Ballot Table.
9. Repeat steps 4-8 on all **Red** and **Gray/Burgundy** Ballot Bags.



Prepare Ballot Distribution

! Ballots are precinct specific and must be issued to the voter based on the information printed on the Authority to Vote slip.

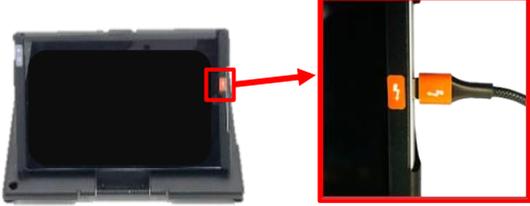
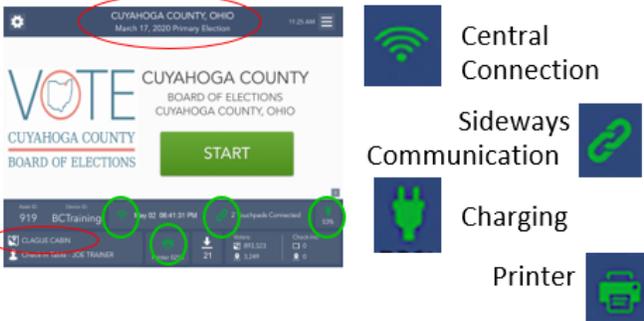
Ballot Table or
Ballot Rack

Check-In Table

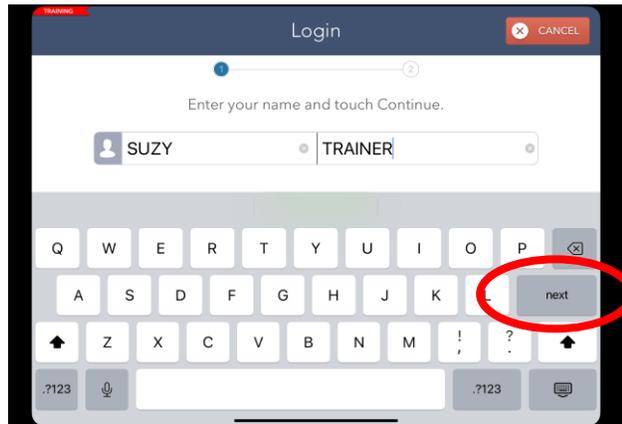


3.5 ELECTRONIC POLLBOOKS (EPBs) | TUESDAY MORNING

Use the **Electronic Pollbook (EPB) – Tuesday Morning QRG** located in the EPB Transport case.

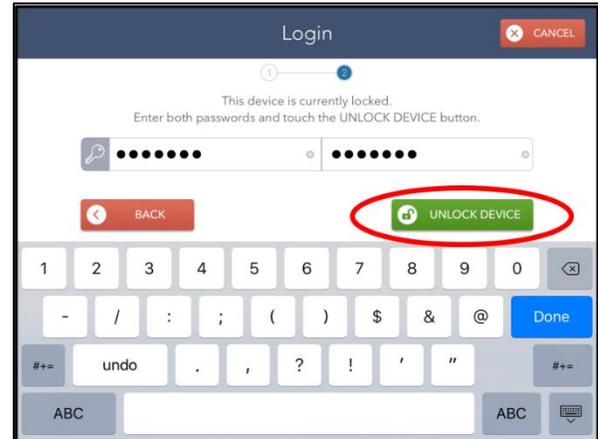
<h3>1. Open the EPB metal stand</h3>  <ul style="list-style-type: none"> Retrieve EPBs from Scanner Team. Gently pull the lip away from base of metal case, like opening a book. Flip base of case around to place screen in open position. 	<h3>2. Wake the EPBs</h3>  <ul style="list-style-type: none"> Plug orange labeled end of cord into the charging port. Tap the screen to wake up device.
<h3>3. Unlock device and launch EPB app</h3>  <ul style="list-style-type: none"> Swipe up on the screen to unlock. Tap the EPB app icon to launch the EPB program. 	<h3>4. Verify MiFi connection</h3>  <ul style="list-style-type: none"> Locate the Wi-Fi icon.  Verify number displayed on icon matches the number of powered on EPBs at the location.
<h3>5. Verify initial screen information</h3>  <ul style="list-style-type: none"> Verify correct Election Date and Polling Location. Confirm all four (4) icons on status bar are green. Confirm number of "Touchpads Connected" equals the number of EPBs in the location. 	<h3>6. Start EPB</h3>  <ul style="list-style-type: none"> Select START.

7. Log into EPB



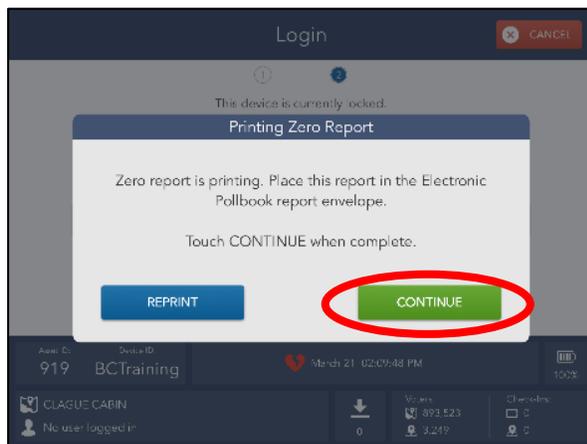
- Enter your first and last name using the on-screen keyboard.
- Select “next” on the keyboard.

8. Enter Passwords



- Locate EPB Login Passwords from envelopes in the back of the **Green** Binder.
- Enter Password #1 in the left box.
- Enter Password #2 in the right box.
- Select **UNLOCK DEVICE**.

9. Print Zero Report



- Wait for EPB to search for pre-programmed Bluetooth printer.
- Zero Report will automatically print.
- Select **CONTINUE**.
- Pack printed Zero Report in the **Blue** EPB & Ballot Scanner Reports Envelope.

10. Confirm EPB is Ready for Voters



- The EPBs are ready for voters when the screen shows the “stoplight” screen.

3.6 OPENING THE POLLS READINESS CHECKLIST

Supply Team

- The Precinct Voter List is posted at the entrance of the voting room.
- All flags and signs are placed outside the location accordingly.
- Both indoor and outdoor Curbside Voting signs are set up.

Scanner Team

- The **Polls Opened**, **Totals Reports**, and **Voting Started Reports** were printed from each scanner.
- All **Totals Reports** are signed by two (2) poll workers of opposite political parties.
- All Ballot Scanner reports are packed in the **Blue** EPB and Ballot Scanner Envelope.
- All Ballot Scanners are set up and ready for voters no later than 6:15 a.m.

EPB Team

- All EPBs are set up and plugged in at the Check-In Table.
- The MiFi Hotspot is plugged in and connection is verified.
- Zero Report printed from each EPB and packed in **Blue** EPB and Ballot Scanner Envelope.
- All EPBs are ready for voters no later than 6:15 a.m.
- All poll workers clocked in on EPBs by 7:00 a.m.

Ballot Team

- The first pack from each ballot style is open and placed on the Ballot Table.
- Ballot cities, wards, precincts, and party (primary elections only) were verified.
- Ballot Bags are resealed and Ballot Security Record is filled out.

ADA Ballot Marking Device (VLD)

- The device is powered on, and passwords were entered to log in.
- The printer is powered on and verified to have ballot paper loaded with stubs facing out.



MANDATORY CALL | Open and Ready

The VLM must place the Open and Ready NO LATER than 6:15 a.m. This call verifies that the MiFi Hotspot and all EPBs are plugged in and powered on, ballots have been placed on the Ballot Table(s), and that all Ballot Scanners are set up and ready for voters.

4. ELECTION DAY

4.1 VOTING HOURS | 6:30 A.M. – 7:30 P.M.

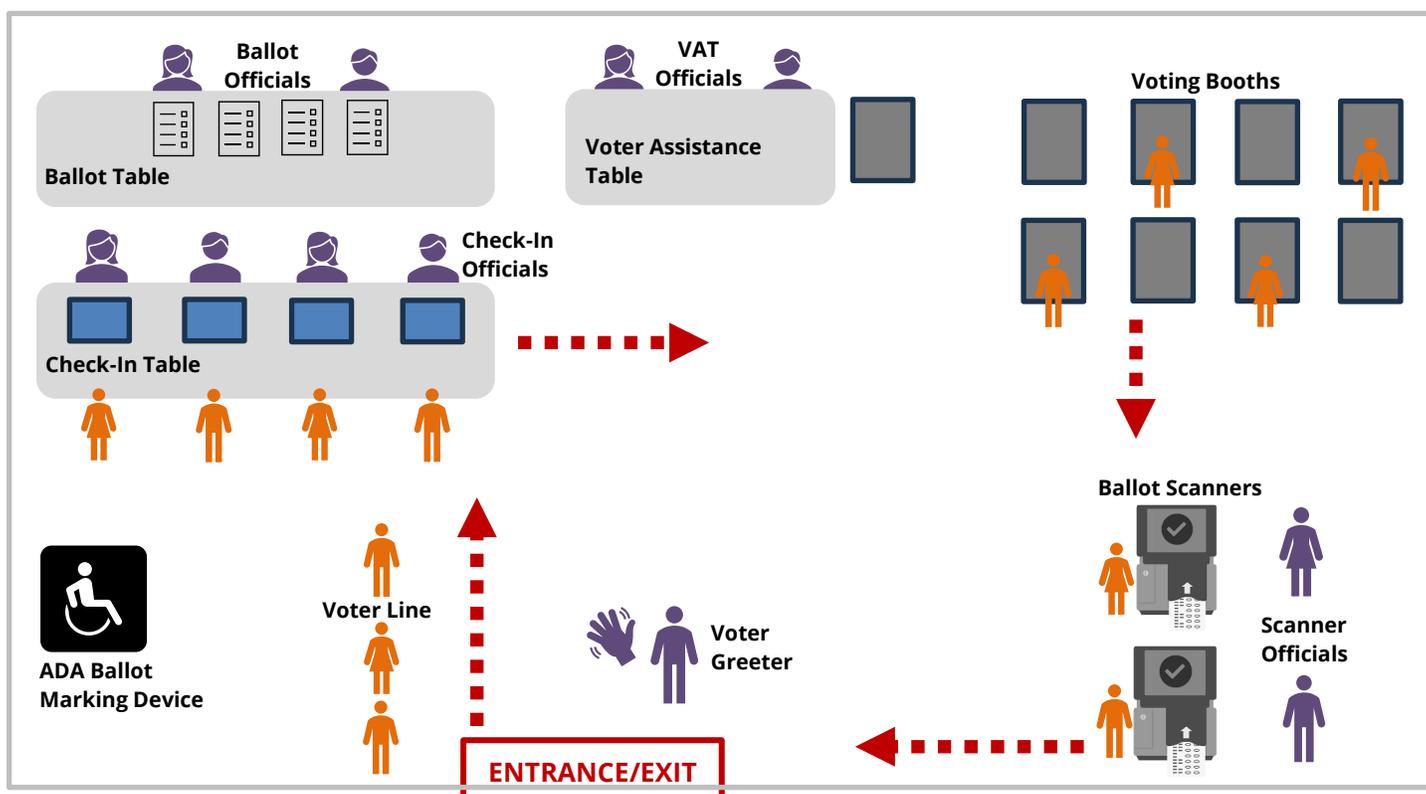
By 6:15 a.m. all setup tasks should be completed so the Polling Location is ready to process voters once the polls open. All items on the Check-In Table(s) and Ballot Table(s), all Electronic Pollbooks (EPBs), and all Ballot Scanners must be placed in the proper location and ready for use.

If there is an issue with **all** EPBs or **all** Ballot Scanners that prevents you from operating electronically, polls must still open on time. In this rare event, you must process voters manually.

4.2 FLOW OF TRAFFIC

Electronic Pollbooks (EPBs) and Ballot Scanners are programmed to accept voters from **any** precinct in the Polling Location. Voters should form one line until the next available Check-In station is available. Here is the typical flow for voters entering a location:

1. Voter enters the location and is directed to the first available Check-In Official.
2. Voter presents proper identification, verbally confirms their name and address, signs the Electronic Pollbook and receives their ballot.
3. Voter uses the Voting Booth to mark their ballot.
4. Voter removes Stub A and inserts the marked ballot into any Ballot Scanner.
5. Voter receives a sticker, then exits the location.



FLOW OF TRAFFIC (CONT.)

Voter Greeters

- When the voter enters the Polling Location, they will be met by a Voter Greeter.
- Direct voters to the next available Check-In Official.
- **Key Information to tell voters:**
 - Voters can go to any Check-In station.
 - The line will move quickly.
 - Voters should have ID out and ready.

Check-In Table | Check-In Officials

- There is one (1) Check-In Official for each EPB located at the Check-In Table.
- Required by law to ask each voter to verbally state their name and current address.
- Verify voter's ID and locate their record in the Electronic Pollbook.
- Receive ballot from Ballot Official, scan the ballot stub barcode into the EPB, and hand the ballot to the voter.

Ballot Table | Ballot Officials

- The Polling Location will have one (1) or two (2) Ballot Tables (or Ballot Racks) positioned directly behind the Check-In Table(s) and are staffed by one (1) or two (2) Ballot Officials.
- Ballot packs for ALL ballot types must be placed on the Ballot Table(s).
- Ballot Official hands the correct ballot style to the Check-In Official, based on the slip of paper the EPB generates for each specific voter.
- Pre-fold the ballot stubs before being issued to voters to make the stubs easy to remove.
- Ballots must **never** be passed back to the Ballot Table. If a ballot is mistakenly given to Check-In Officials, it must be soiled/voided.

Voting Booth

- All Voting Booths provided must be set up.
- After voter receives their ballot at the Check-In Table, direct them to any available voting booth to mark their ballot.

Ballot Scanner | Scanner Officials

- Each Polling Location will receive at least three (3) Ballot Scanners.
- Scanner Officials must stand six (6) feet away from the Ballot Scanners for voter privacy.
- After voters mark their ballot, they will proceed to the Ballot Scanner area.
- The Scanner Official instructs voters to neatly remove the stub(s) from the bottom of their ballot and collects them in the Stub A Envelope.
- Voters may use any available Ballot Scanner to scan their ballots one sheet at a time.
- After the voter has scanned their ballot, the Scanner Official will give them a sticker, thank them for voting, and direct them towards the exit.

4.3 WHO IS ALLOWED IN THE POLLING LOCATION?

Per Ohio law, only certain people may enter the Polling Location or the “Neutral Zone.” No one else may loiter or congregate in this space.

Neutral Zone =

- The inside of the Polling Location
- The area within 100 feet from the entrance to the Polling Location
- Any space within 10 feet of any elector waiting in line to vote, if the line of voters extends beyond the flags

People allowed in the Polling Location/Neutral Zone:

- Voters (including the voter’s non-voting age children when accompanied by the voter)
- A person assisting another person to vote
- People who are reviewing the 11:00 a.m. or 4:00 p.m. list of registered electors
- Observers
- Police officers
- Credentialed media
- Election Officials including:
 - Secretary of State employees
 - BOE employees
 - Election Day Workers

Ohio law prohibits anyone from soliciting or attempting to influence any elector’s vote at a Polling Location and from preventing or delaying an elector from entering or leaving a Polling Location.

CAMPAIGNERS	<ul style="list-style-type: none">• Not permitted within the Neutral Zone.• Campaigners are permitted to speak to voters and hand out literature outside of the Neutral Zone.• Voters are permitted to bring literature into the Polling Location if they keep it with them and do not share it with anyone.• PEOs should check frequently to make sure no literature is left on the Check-In Table(s) or in the Voting Booths.• Rovers and VLM are responsible for monitoring campaigners.
MEDIA	<ul style="list-style-type: none">• Credentialed media are allowed to enter the Polling Location on Election Day.• Permitted to take pictures and record video.• Must not interfere with voting or infringe on any voter’s privacy.
EXIT POLLING	<ul style="list-style-type: none">• People who survey voters as they exit the polls.• Exit Pollsters are allowed within the “No Campaigning/Neutral Zone.”• All exit polling must take place outside of the immediate voting area and must not interfere with the voting process.

4.4 OBSERVERS

Observers are sometimes appointed to watch and inspect Election Day proceedings. Not all precincts have Observers. If the precinct has an Observer, they will be issued an Observer Packet. Observers are required to follow guidelines that are provided by the Secretary of State.

Certificate of Appointment and Oath

An Observer must present their Certificate of Appointment and identification when entering the Polling Location. The VLM will give the Observer the Oath which is included in the Observer Packet. The Observer must sign in on the Observer Sign-In Sheet every time they enter the Polling Location.

Observer Guidelines

Observers are permitted to attend the Monday Night Organizational Meeting. They may enter the Polling Location at 6:00 a.m. on Election Day and stay until all duties are completed at the end of the night. They are also permitted to follow the vehicles transporting supplies to the Drop-Off Location.

Observers:

- May come and go throughout Election Day.
- Must sign in/out each time on the Sign-In Sheet in the Observer Packet.
- May only observe the precinct(s) designated on the Certificate of Appointment.
- May ask PEOs questions (unless they are processing a voter).
- May **not** interact with voters.
- May **not** use any communication/recording devices in any manner that interferes with an election, intimidates a voter, or risks violating the secrecy of the ballot or voter privacy.
- Can **never** impede the election process or prevent PEOs from completing their duties.
- Can **never** handle any election materials.

Federal Observers

Federal Observers may be assigned to Polling Locations to monitor Election Day processes and bilingual election procedures. They do **not** sign the Observer Oath and **are** allowed to speak to voters. Federal Observers do not have to follow the Election Day Observer Guidelines.

4.5 ACCEPTABLE FORMS VOTER ID

Per Ohio law, every voter must present an acceptable form of photo ID to vote a **regular** ballot. Voters must have photo ID to vote in person unless the voter has a religious objection to being photographed and attests to this on the Affidavit of Religious Objection form (Form 12-O). Voters who do not provide photo ID may cast a Provisional Ballot.

Accepted ID	Details	Example
Ohio Driver's License	<ul style="list-style-type: none"> Must not be expired. Includes commercial, motorcycle, or suspended license. Must be physically present, digital copy not accepted. 	
State of Ohio ID Card	<ul style="list-style-type: none"> Must not be expired. Must be physically present, digital copy not accepted. 	
Interim ID form issued by Ohio BMV	<ul style="list-style-type: none"> Must not be expired. Must be physically present, digital copy not accepted. 	
U.S. Passport	<ul style="list-style-type: none"> Must not be expired. Must be physically present, digital copy not accepted. 	
U.S. Passport Card	<ul style="list-style-type: none"> Must not be expired. Must be physically present, digital copy not accepted. 	
U.S. Military ID Card (any branch)	<ul style="list-style-type: none"> Must not be expired. Includes Ohio National Guard ID Card. Must be physically present, digital copy not accepted. 	
U.S. Dept. of Veterans Affairs ID (VIC)	<ul style="list-style-type: none"> Must not be expired. Digital VIC is acceptable. 	
U.S. Military Dependent ID	<ul style="list-style-type: none"> Must not be expired. Must be physically present, digital copy not accepted. 	

4.6 UNACCEPTABLE FORMS OF VOTER ID

Ohio law PROHIBITS the following forms of ID from being accepted at the polls:

- ✗ Any identification that has expired
- ✗ Driver's License or State ID Card issued by any state other than Ohio
- ✗ Driver's License or State ID Card that reads "NON-RENEWABLE/NON-TRANSFERRABLE"
- ✗ Driver's License or State ID Card that reads "NONCITIZEN" on the back
 - Note: this identification may be used with additional proof of citizenship.
- ✗ Ohio Mobile ID
- ✗ Social Security Card
- ✗ Birth Certificate
- ✗ School ID Card
- ✗ Utility Bills
- ✗ Bank Statements
- ✗ Insurance Card
- ✗ Government Issued Checks or other Government Documents
- ✗ Any registration acknowledgment notices from the county Board of Elections

What to do if a voter presents a form of ID that is not acceptable for voting:

- Ask the voter if they have another ID that is one of the acceptable forms of photo ID for voting.
- If the voter does not provide an acceptable form of photo ID, they will still be able to vote a provisional ballot. To ensure their ballot is eligible to be counted, they must return to the Board of Elections no later than four (4) days following Election Day to present the valid form of identification.
- If a voter does not have photo ID due to a religious objection to being photographed, they may vote a provisional ballot. In order for their ballot to be eligible to be counted, they must complete Form 12-O, an affidavit stating their religious objection to being photographed. This form can be found in the **Yellow** Provisional Bag.

4.7 USING THE ELECTRONIC POLLBOOK

For more details, see the EPB Election Day booklet in the EPB Transport Case.

Home Screen



Driver License/State ID

- Process voter with a valid Ohio Driver's License or State ID.
- Scan the barcode on the back of the identification.



Other ID

- Process voter with U.S. Passport or Military ID.
- Search manually for the voter by entering their information.



Precinct Lookup

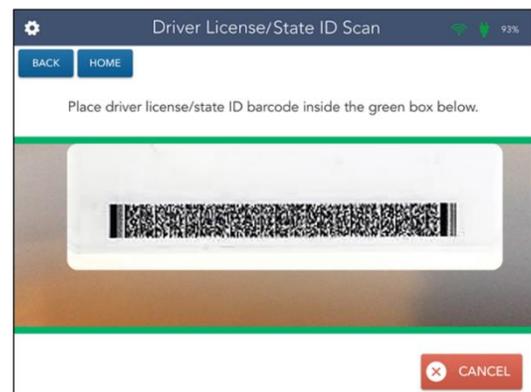
- Process voter who has moved, who cannot be found in the EPB, or who does not have proper ID.



Search for a Voter with Valid Photo ID

Voters with OH Driver's License/State ID Card:

1. Verify voter's Ohio Driver's License or State ID card is not expired.
2. Select **Driver License/State ID** on the EPB home screen.
3. Hold the barcode on the back of the ID card under the EPB camera, directly above the **SCAN HERE** label on the back-left side of the metal stand.
4. Make sure the ID barcode is facing the EPB.
5. Once the EPB camera captures the barcode, an audible beep will sound.
6. The voter's information will then automatically appear.



USING THE ELECTRONIC POLLBOOK (CONT.)

Voters with U.S. Passport/Military ID:

1. Verify voter ID has not expired.
2. Select **Other ID** on the EPB home screen.
3. Select the type of ID provided.
4. Select **CONTINUE**.
5. Select **LAST NAME AND FIRST NAME**.
6. Search for the voter using their last name and first name. Use fewer characters to increase chances of finding voter.
7. If you cannot locate the voter, try searching with one of the other options:
 - Last name and House Number
 - Last Name and Birth Year
 - Voter ID (BOE use only)
8. Select the correct voter record from the list of search results.
9. Select **CONTINUE**.
10. To see a list of voters outside of the location, select **NOT IN THIS LOCATION**. Scroll through additional search results by selecting **NEXT PAGE**.

Find Voter

BACK HOME START OVER

LAST NAME AND HOUSE NUMBER LAST NAME AND BIRTH YEAR **LAST NAME AND FIRST NAME** VOTER ID

Last Name: PIT First Name: BRA SEARCH

Search Results

BACK HOME Show voters: In this Location 1 Not in this Location 197

1 voter(s) in this voting location

BRAD PITT Birth Year: 1931	1931 KING JAMES PKY WESTLAKE, 44145	CUY	16983 REP
--------------------------------------	--	-----	--------------

TOUCH a voter in the list above. CONTINUE

Search Results

BACK HOME Show voters: In this Location 1 Not in this Location 197

197 voter(s) not in this voting location Page 1 of 35 NEXT PAGE

BARBARA A PIASCIK Birth Year: 1969	13907 HIGHLANDVIEW AVE CLEVELAND, 44135	CUY	405800 NOPTY
BRIDGET C PIASCIK Birth Year: 1976	2265 OGONTZ AVE LAKEWOOD, 44107	CUY	1014572 NOPTY
BRIAN EDWARD PIATT Birth Year: 1963	27270 WATKIN RD OLMSTED TWP, 44138	CUY	1955169 DEM
BARRY ALAN PIAZZA Birth Year: 1947	22636 MASTICK RD FAIRVIEW PARK, 44126	CUY	2253872 NOPTY
BERNICE RUTHE PIAZZA Birth Year: 1950	14404 PROSPECT RD STRONGSVILLE, 44149	CUY	468642 REP
BETTY JANE PIAZZA Birth Year: 1943	863 MC KINLEY AVE, APT A BEDFORD, 44146	CUY	2598154 NOPTY

TOUCH a voter in the list above. CONTINUE



When searching for a voter with a last name that includes special characters or spaces in their name, enter only the alphabetical characters in the search field.

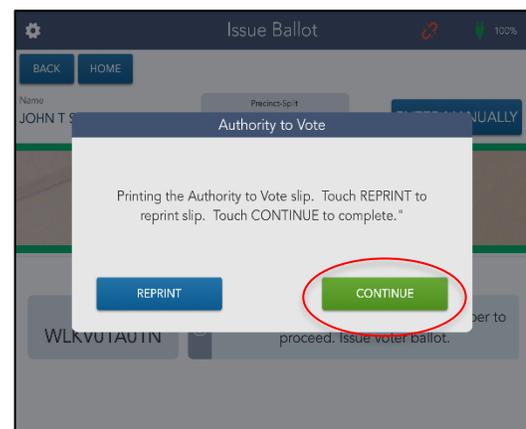
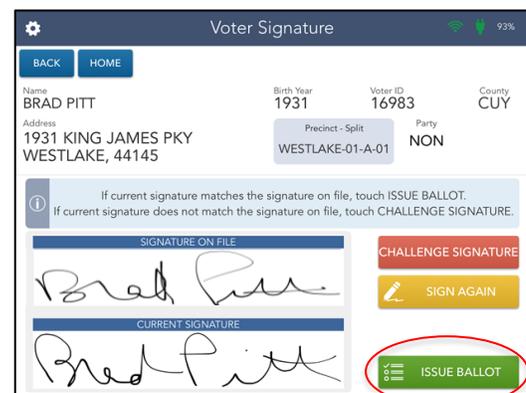
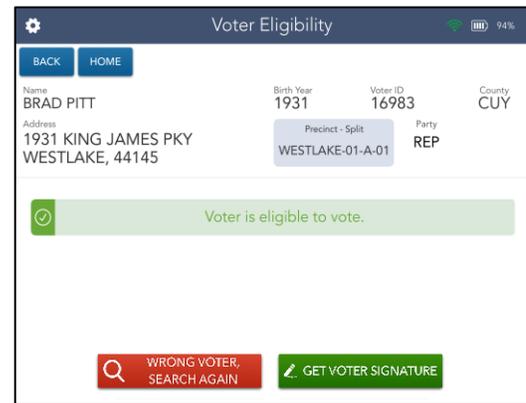
- "O'Malley" should be entered as **OMALLEY** – do not enter the apostrophe
- "Jolie-Pitt" should be entered as **JOLIE PITT** – do not enter the hyphen
- "Van Der Beek" should be entered as **VANDERBEEK** – do not enter the spaces

It is not necessary to enter the full name in the field. Start with three (3) characters and then add more to narrow the search results. Example: "Stevenson" can be entered as "Stev" or "Steven."

USING THE ELECTRONIC POLLBOOK (CONT.)

- If the voter is eligible, the screen will display a message: **"Voter is eligible to vote."**
- If this is the wrong voter record, select **WRONG VOTER, SEARCH AGAIN** to be taken back to the homepage.
- If the voter no longer lives at this address, follow the **Precinct Lookup** steps outlined on **page 51 of this manual**.

1. Ask the voter to verbally verify their name and current address.
2. Select **GET VOTER SIGNATURE**.
3. Tilt the EPB screen towards the voter.
4. Instruct the voter to sign in the box. (next to the "X")
5. Select **DONE**.
6. Tilt the EPB screen back towards you.
7. Compare the voter's signatures.
8. Select **ISSUE BALLOT** if the signatures look similar.
9. The "Authority to Vote" window will appear, and a slip will automatically print from the connected printer.
10. Hand the Authority to Vote slip to the Ballot Official.
11. Receive the correct ballot style (city/ward/precinct/party) and the Authority to Vote slip back from the Ballot Official.
12. Compare the ballot stub with the Authority to Vote slip to ensure the precinct ballot style matches exactly.
13. Pack the Authority to Vote slip in the **green** Authority to Vote Slip Envelope.
14. Select **CONTINUE** on the screen.



Troubleshooting Tip

Issue: Authority to Vote slip does not print.

Solutions: Select **REPRINT** on the EPB Screen.

Check EPB Printer power source.

Notify VLM to troubleshoot.

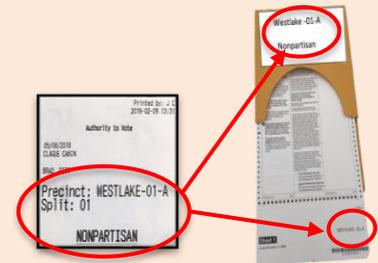
Refer to Chapter 6: Troubleshooting Issues (**pages 80-94**) for more.

USING THE ELECTRONIC POLLBOOK (CONT.)

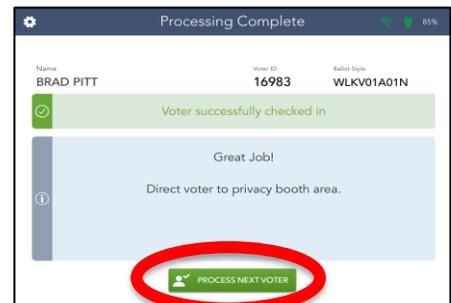
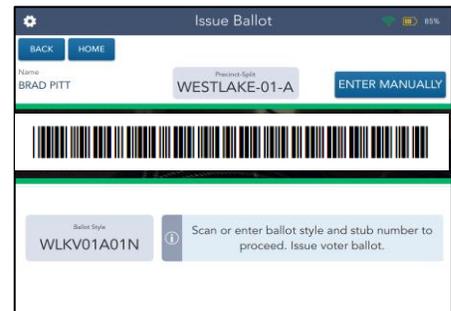
Issue Ballot to Voter



- **Only** issue a ballot when the Issue Ballot screen appears.
- The city, ward, precinct, and party on the ballot **must** match the city, ward, precinct and party on the Authority to Vote slip.
- In some elections, ballots are longer than one sheet.
- Make sure **all** sheets of the ballot are properly scanned and given to the voter.
- If a ballot is scanned or entered from the incorrect ballot pack, an error message will appear. Retrieve the correct ballot and scan or enter the new ballot stub into the EPB.



1. After verifying the correct ballot style, hold the ballot barcode under the camera of the EPB, directly above the **SCAN HERE** label on the back-left side of the metal stand.
2. Make sure the barcode stub is facing the EPB.
3. Once the EPB camera captures the barcode, an audible beep will be heard.
4. Select **PROCESS NEXT VOTER**.



Manually Entering Ballot Stubs



Only use this option if the ballot stub barcode is unable to be scanned into the EPB.

1. Select **ENTER MANUALLY** in the right-hand corner of the scanning screen.
2. Enter the voter's ballot style and ballot stub number (found under the barcode) into the text fields.
3. Select **PROCESS**.

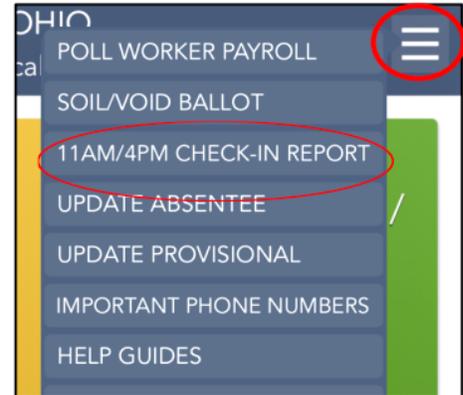


4.8 PRINTING THE 11AM / 4PM CHECK-IN REPORTS

Print the 11 AM/4 PM Check-In Reports (Voter Check-Off Lists)

! The 11AM/4PM Check-In Reports must be printed from **one (1)** EPB.

1. Select the **11AM/4PM CHECK-IN REPORT** option from the **Tools Menu** on the Home Screen.
2. Select **PRINT**.
3. Verify that the page range says ALL to ALL.
4. Select **PRINT**.
5. The EPB will print out all voters that have checked in at the Polling Location.
6. The printed report will automatically cut the paper between each Precinct.
7. Select **HOME** once the report has finished printing.
8. Post the reports in a visible location near the entrance of the Polling Location, under the Precinct Voter List sign.



Printed by: TILLY HANK
2017-03-28 09:40

Voter Check-Off List

CUYAHOGA COUNTY, OHIO
05/02/2017
CLAGUE CABIN

Precinct: WLKV01A

NICOLE KIDMAN (REP)
24501 HILLIARD BLVD

HARILYN MONROE (REP)
1378 GLENBROOK LN

DENZEL WASHINGTON (DEM)
Confidential Voter

Page 1 of 3

Printed by: TILLY HANK
2017-03-28 09:40

Voter Check-Off List

CUYAHOGA COUNTY, OHIO
05/02/2017
CLAGUE CABIN

Precinct: WLKV01B

TOM HANKS (DEM)
1492 ALLEN DR

Page 2 of 3

Printed by: TILLY HANK
2017-03-28 09:40

Voter Check-Off List

CUYAHOGA COUNTY, OHIO
05/02/2017
CLAGUE CABIN

Precinct: WLKV01C

ASHTON KUTCHER (DEM)
23536 CONCORD DR

MICKEY ROURKE (REP)
23211 HILLIARD BLVD

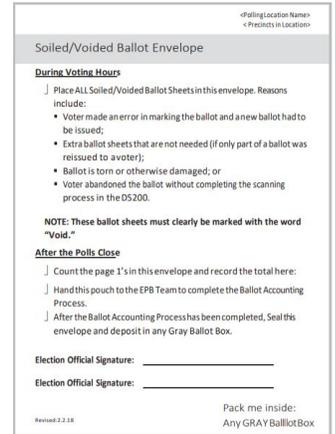
Page 3 of 3

4.9 SOILED/VOIDED BALLOTS

Soiled/Voided Ballot: any ballot sheet that has been issued but should NOT be tabulated.

Reasons to Soil/Void a Ballot:

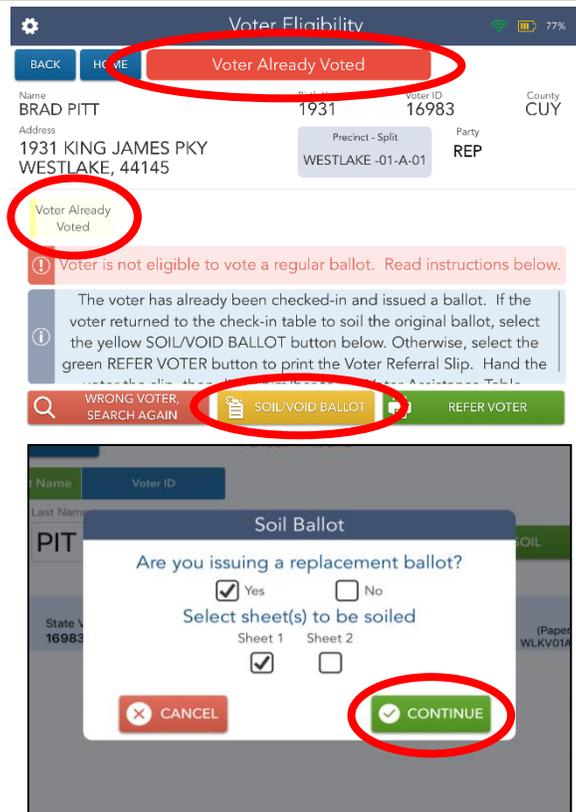
- A ballot marked by a voter is found in the Polling Location because the voter left prior to completing the process on the Ballot Scanner.
→ Do **not** cast the ballot for the voter.
- The ballot is torn or otherwise damaged and is unable to be scanned by the Ballot Scanner.
- Voter made an error marking the ballot and requested a new one.
→ Voter must return the original ballot to the Check-In Official to receive a new one.
→ Voters can request a replacement ballot up to two (2) times.
→ No voter shall be issued more than three (3) ballots.
- There are extra sheets from a partial replacement ballot issued to a voter.
→ Check-In Officials must only reissue the specific sheets that are returned to them.
→ When replacing some but not all sheets of a ballot, the unused sheets of the new replacement ballot must be voided.



Soil/Void Ballot in the EPB

! Clearly write **"VOID"** on all ballot sheets soiled by the voter and pack the sheets in the Soiled/Voided Envelope.

1. Locate the voter's record in the EPB using their valid photo ID. On the Voter Eligibility screen, there will be a message that says **Voter Already Voted**.
2. Select **SOIL/VOID BALLOT**.
3. Check off whether a replacement ballot is being issued to the voter, then check the box for each page that will be voided.
4. Select **CONTINUE**.
5. Select **YES** in the pop-up window to confirm the sheets listed will be soiled.
6. Select **GET SIGNATURE**. The voter must provide a signature and the barcode on the stub of the new ballot must be scanned or manually entered prior to issuing the ballot.
7. Write **"VOID"** on all soiled ballot sheets and pack inside the Soiled/Voided Envelope.



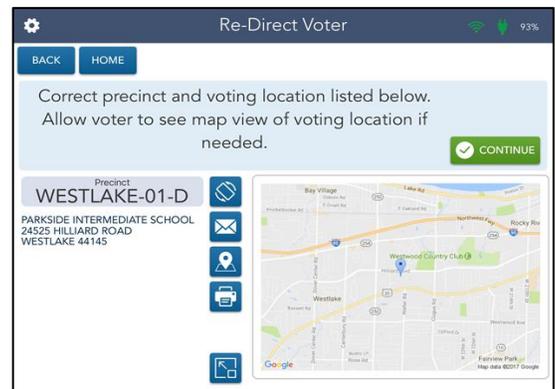
4.10 REDIRECTING VOTERS IN THE WRONG LOCATION

! If a voter comes to the VAT with a Re-Direct Slip, they must be sent to the Check-In Table to be processed.

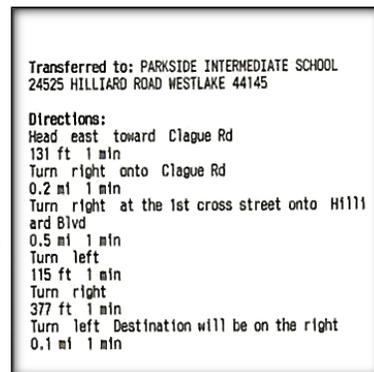
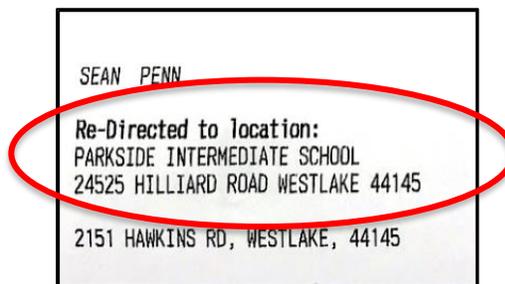
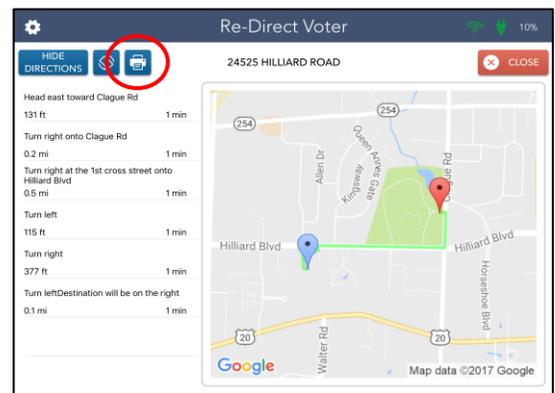
1. Voter record will show a **“Wrong Location”** label at the top of the EPB screen.
2. Verify their current address. If their current address is different than what is on the screen, proceed to the **Precinct Lookup** button on the homescreen.
3. Select **MORE OPTIONS**.
4. Select **Re-Direct Voter** to see a map and driving directions to the correct location.



-  Use this icon to flip the orientation of the screen back and forth when tilting the screen for the voters to view.
-  Use this icon to send the Polling Location details to the Voter via text or email.
-  Use this icon to return to the map view after sending a message.
-  Use this icon to print the Re-Direct Slip and/or the turn-by-turn directions.
-  Use this icon to enlarge the view of the map and to access turn-by-turn directions.



5. Select the printer icon  to print out directions to the correct Polling Location.
6. Once details have been reviewed with the voter, select **CLOSE** to return to the main Re-Direct Voter Screen.
7. Select **CONTINUE** to print a Re-Direct Slip.
8. Hand the Re-Direct Slip to the voter and instruct them to take the slip to the Check-In Table at the Polling Location listed.
9. Select **CONTINUE**.
10. Select **PROCESS NEXT VOTER**.



4.11 PROCESSING VOTERS IN A PARTISAN PRIMARY

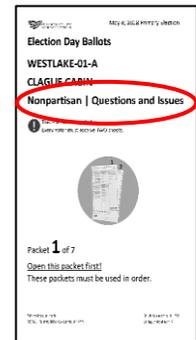
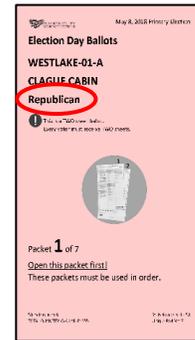
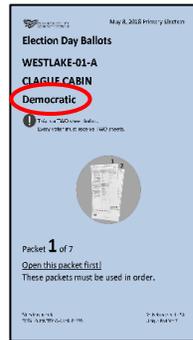
Primary Election Supplies

Primary Election Folder (**Blue** Supply Bag):

- 17-Year-Old Ballot Envelopes
- 17-Year-Old Voting Instructions (inside 17-Year-Old Envelopes)
- 17-Year-Old Stamp (loose item)
- Statement of Persons Challenged as to Party Affiliation (Form 10-X)
- Political Party Selection Tabletop Sign

Partisan Ballot Packs (**Red** Ballot Bag):

- Each Precinct will receive ballot packs for each party ballot type:
 - Democratic (**Blue** Cover Sheet)
 - Republican (**Pink** Cover Sheet)
 - Nonpartisan/Questions & Issues (**White** Cover Sheet)



1. Remove the shrink wrap from the first pack of ballots for each precinct/party type.
2. Place the packs in the Ballot Containment Folder labeled with the corresponding party type on the cover sheet.
3. Place all Ballot Containment Folders on the Ballot Table(s).



Ballot Containment Folder (Republican)

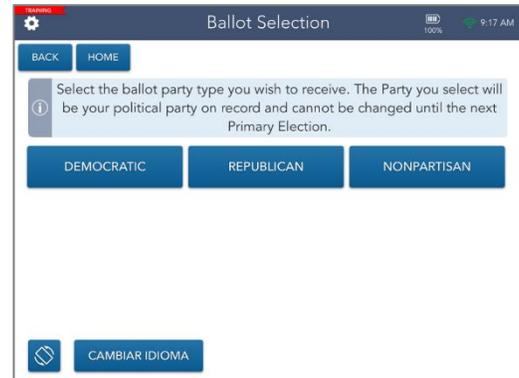


PROCESSING VOTERS IN A PARTISAN PRIMARY (CONT.)



- The political party selected will become the voter's political party on record and cannot be changed until the next Partisan Primary Election.
- Ballots are precinct specific. The city, ward, precinct and party (ballot type) on the ballot **must** match the Authority to Vote slip.
- In some elections, ballots are more than one sheet. Make sure **all** ballot sheets are scanned and given out to the voter.

1. Locate the voter's record using either **Driver License/State ID** or **Other ID**.
2. Verify the voter is eligible to vote.
3. Tap **SELECT BALLOT**.
4. Tilt the screen towards the voter.
5. Instruct the voter to select a political party.
6. Instruct the voter to select **YES, CONTINUE** if the party selected is correct.
7. Instruct the voter to select **NO, CHOOSE AGAIN** if they made a mistake in choosing their party. They will be taken back to the Party Selection screen.
8. Direct the voter to sign in the box (next to the "X") and select **DONE**.
9. Tilt the screen back to you.
10. Select **ISSUE BALLOT**.
11. Select **CONTINUE** after the Authority to Vote slip prints.
12. Hand the Authority to Vote slip to the Ballot Official. They will provide the correct ballot style (city/ward/precinct/party).
 - Do **not** call the political party out loud.
13. Scan the ballot barcode into the EPB camera, directly above the **SCAN HERE** label on the back-left side of the metal stand.
14. If the stub does not automatically scan, you may enter the number under the barcode manually into the EPB. Follow steps on [page 49](#).
15. Pack the Authority to Vote slip in the **green** Authority to Vote Slip Envelope.
16. Select **CONTINUE** on the screen.



PROCESSING VOTERS IN A PARTISAN PRIMARY (CONT.)

17-Year-Old Voters (Primary Elections Only)



- Registered 17-Year-Old voters are permitted to vote in Primary Elections and will have a message displayed on the EPB.
- They can **only** vote for candidates.
- Ballots voted by 17-Year-Olds will be placed into 17-Year-Old Voter Envelopes after the voter has finished marking their ballot.

- Complete the voter check-in process on the EPBs.
- Use the 17-Year-Old Voter Stamp to mark the top left corner of all ballot sheets to be issued to the voter.
- Hand to the voter:
 - All sheets of the ballot
 - A copy of the 17-Year-Old Voter Instructions
 - 17-Year-Old Voter Envelope
- Review the instructions with the voter and instruct them to pack the completed ballot inside the 17-Year-Old Voter Envelope and return it to the Check-In Table.
- Sign the completed 17-Year-Old Envelope.
- Pack the envelope in the **Red** Ballot Bag.

Ballot Accounting – Unused Ballots

Enter the next stub number for each ballot type and precinct in the Polling Location. Every box must have a **green** check mark ✓ before proceeding to the next step.

WLKV01A01D DEM Enter Total	WLKV01A01G GRE Enter Total	WLKV01A01N NON Enter Total
WLKV01A01R REP Enter Total	WLKV01B01D DEM Enter Total	WLKV01B01G GRE Enter Total
WLKV01B01N NON Enter Total	WLKV01B01R REP Enter Total	WLKV01C01D DEM Enter Total

TOTAL: 0

✓ WLKV01A01D DEM 496 / 500	✓ WLKV01A01G GRE 485 / 500	✓ WLKV01A01N NON 491 / 500
✓ WLKV01A01R REP 496 / 500	✓ WLKV01B01D DEM 496 / 500	✓ WLKV01B01G GRE 500 / 500
✓ WLKV01B01N NON 500 / 500	✓ WLKV01B01R REP 478 / 500	✓ WLKV01C01D DEM 500 / 500

TOTAL: 5912

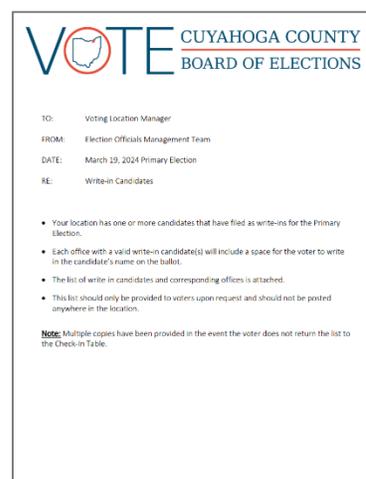
4.12 WRITE-IN CANDIDATES & WITHDRAWALS

Write-in Candidates

- A write-in candidate is someone whose name does not appear on the election ballot.
- The voter must instead write the candidate’s name on the ballot.
- Each office with a valid write-in candidate(s) will have a space for the voter to write in the candidate’s name on the ballot.
- The list of write-in candidates and corresponding offices must be made available to voters upon request.

On Election Day:

1. Retrieve the write-in candidate list from the **Brown** Expandable Folder in the **Blue** Supply Bag.
2. Set the list out at the Check-In Table.
3. Provide the list to voters upon request.
4. Do not post the list in the Polling Location.

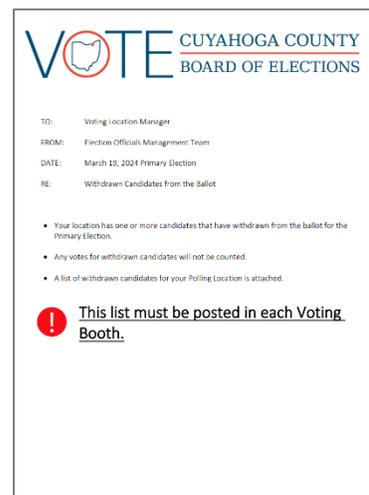


Candidate Withdrawals

- If a candidate is withdrawn from the election, a Candidate Withdrawal Notice will be provided to your Polling Location by the Board of Elections along with a Withdrawn Candidates List.
- Votes for withdrawn candidates will not be counted.

On Election Day:

1. Retrieve the Candidate Withdrawal Notice and list of withdrawn candidates from the **Green** Folder in the **Green** Supply Bag.
2. Post the Withdrawn Candidate list in each Voting Booth so it is visible to voters.



4.13 ADDITIONAL VOTER SCENARIOS

Confidential Voters

- A Confidential Voter is someone whose personal information is confidential.
- The EPB will indicate on the screen if someone is a Confidential Voter.
- The Check-in Official must call the BOE at (216) 443-3258 to verify the voter's address prior to continuing the check-in process.
- Confidential Voters will cast a regular ballot once the BOE has verified their information.

17-Year-Old Voters (Primary Elections only)

- Registered 17-Year-Old voters are permitted to vote in Primary Elections and will have a message displayed on the EPB when they check in.
- 17-Year-Old voters can **only** vote for candidates.
- Complete the regular voter check-in process on the EPBs.
- Use the 17-Year-Old Stamp to mark the top left corner of all ballot sheets to be issued.
- Issue the ballot, a copy of the 17-Year-Old Instructions, and a 17-Year-Old Envelope to the voter.
- Review the instructions with the voter.
- When the completed ballot and envelope are returned to the Check-in Table, sign the envelope and pack it in the **Red** Ballot Bag.

Spanish Language Assistance

- Spanish-speaking voters with limited English can receive assistance from:
 - A Bilingual PEO (if one is assigned to your location.)
 - The BOE Spanish Language Assistance Hotline: (216) 443-3233.
 - The Spanish-English Glossary that can be used to translate common Election Day terminology.
- All registered voters have the right to cast a ballot regardless of language. Please keep any opinion on a voter's language preference to yourself. This is not an appropriate topic to discuss at any Polling Location.

Voters with Disabilities

- Some voters have disabilities that may make it difficult for them to physically mark a ballot or enter a Polling Location. They have several options for how they can cast a ballot:
 - assistance from a family member or friend (never an employer or union representative)
 - assistance from two PEOs of opposite political parties
 - the ADA Ballot Marking Device
 - Curbside Voting
- Voters with disabilities should always be treated with respect. Do not challenge voters who are receiving assistance or have other ADA needs such as having a service animal.

Curbside Voters

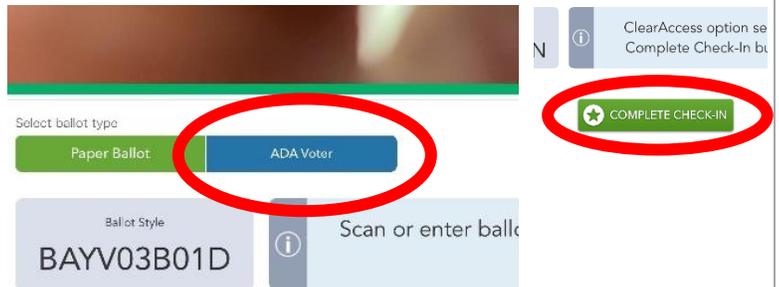
- Curbside voting is the process followed when a voter with a disability can travel to the Polling Location but is physically unable to enter the building.
- The voter may send another person inside to inform the election officials of their desire to vote.
- Two (2) PEOs of opposite political parties **must** follow the procedure outlined in the **Curbside Voting QRG** packed in the EPB Case.

4.14 ADA BALLOT MARKING DEVICE | POLL WORKER GUIDE

! Any voter may request to use the ADA Ballot Marking Device. Never challenge a voter's disability.

Check-In Official

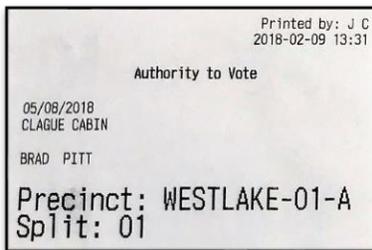
1. Locate voter in EPB.
2. Print Authority to Vote slip.
3. Select **ADA Voter** on Issue Ballot Screen.
4. Select **COMPLETE CHECK-IN**.
5. Notify VLM to escort voter to ADA Ballot Marking Device.
6. Give Authority to Vote slip to VLM.



i The VLD or a PEO may assist voters to the ADA Device if VLM is not available.

Voting Location Manager

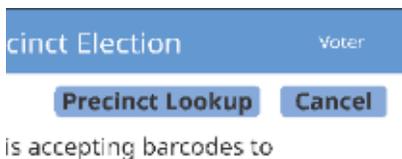
1. Bring the ADA password envelope and the Authority to Vote slip to the ADA Ballot Marking Device.



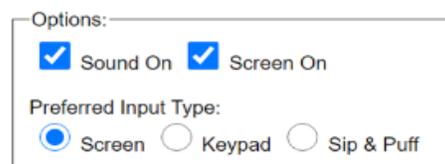
2. Set the Role to "Voter" and enter the password provided in the envelope. Then, select "OK."



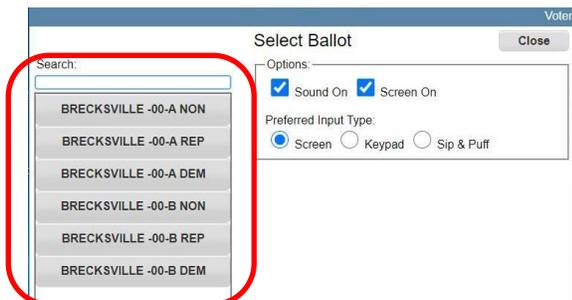
3. Select "Precinct Lookup" on the screen.



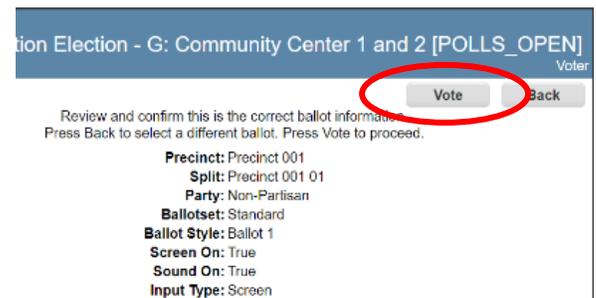
4. Select the voter's Preferred Input Type.



5. Use the Authority to Vote slip to select the voter's correct Precinct/Party.

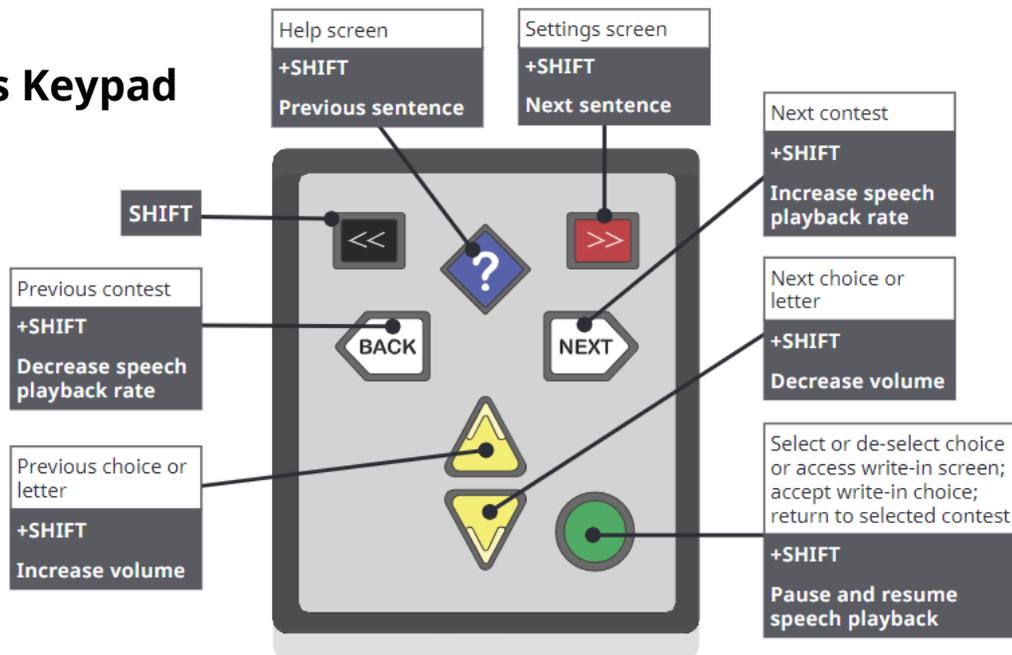


6. Review and confirm correct Precinct and Party have been selected. Then, select "Vote."



- Voter chooses their language preference, makes their selections, and is prompted to print their ballot.
- Wait until all sheets of the ballot have finished printing, then remove ballot from printer.
- Direct voter to the Ballot Scanners to remove Stub A and scan their completed ballot.

EZ Access Keypad

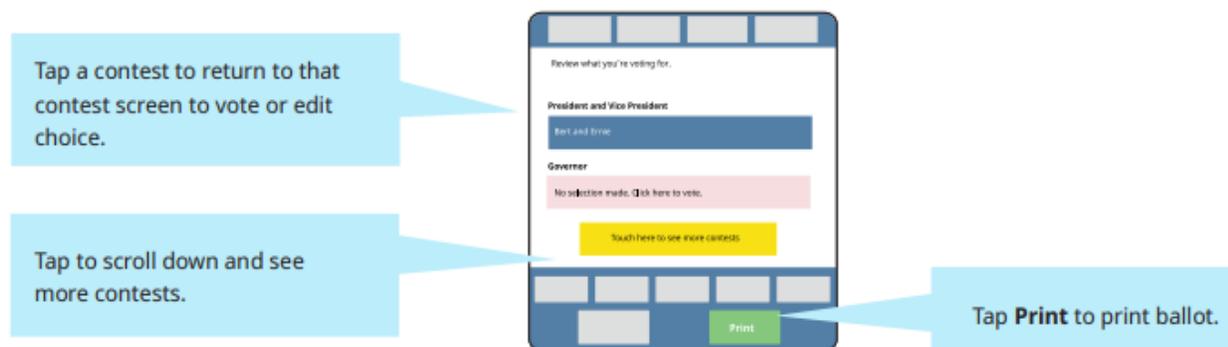


Marking a Ballot with the Touchscreen

Contest Screen



Review Screen



Marking a Ballot with the Sip-and-Puff

Contest Screen

TRIPLE PUFF

Access **Settings**:
Magnification, Color, Contrast
Audio ballot playback, and
Visual Ballot Display

SINGLE PUFF

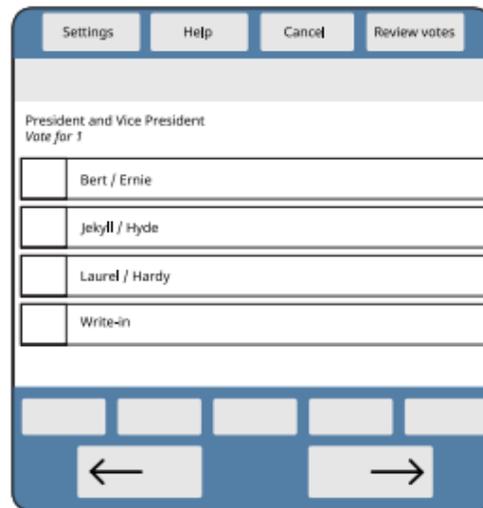
Go to next choice

SINGLE SIP

Return to previous choice

LONG PUFF

Select or deselect a choice, or
to access the **Write-in** Screen
(below)



LONG SIP

Access the top menu

TRIPLE SIP

Cancel the voting session

DOUBLE SIP

Go to the previous contest

DOUBLE PUFF

Go to the next contest

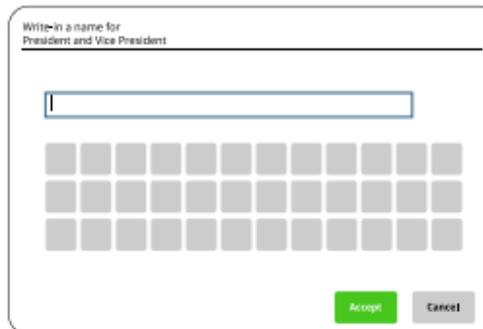
Write-in Screen

SINGLE PUFF

Scroll forward through
characters

SINGLE SIP

Scroll backward through
characters



DOUBLE PUFF

Accept letter and continue to
next character

LONG PUFF

Accept the Write-In
candidate's name

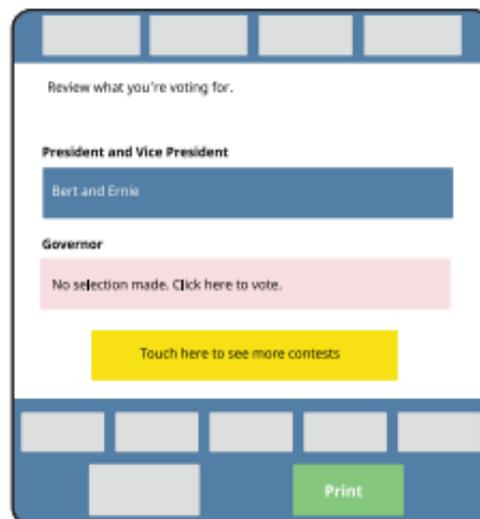
Review Screen

SINGLE SIP

Advance through the contest
and candidate list

LONG PUFF

Return to selected contest on
the ballot



DOUBLE PUFF

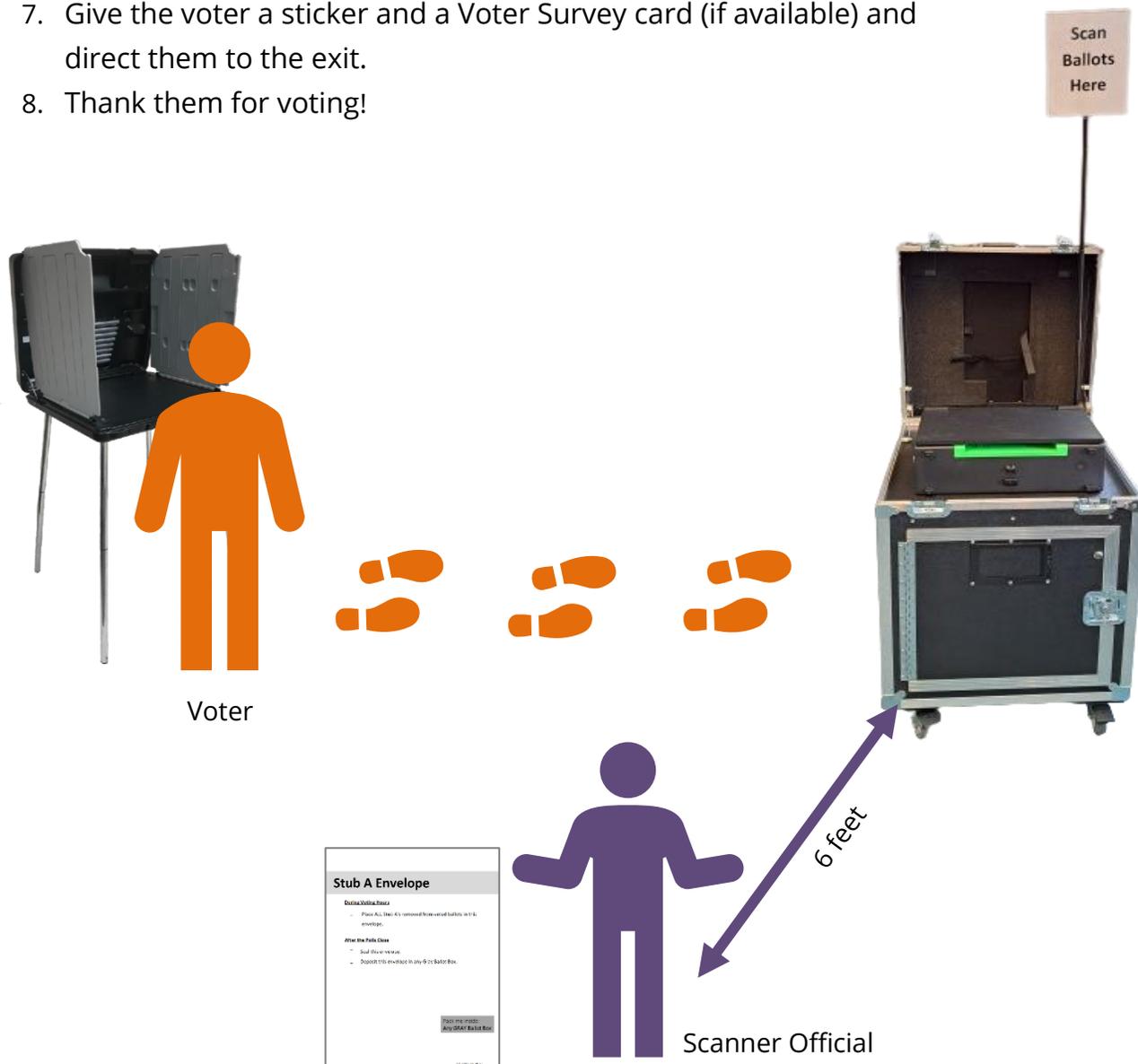
Print the ballot

4.16 USING THE BALLOT SCANNER

! **Never** make the ballot selection for the voter.

The following duties are carried out by the Scanner Official:

1. Confirm with the voter that they have marked their ballot.
2. Ask the voter to fold along the perforated line and cleanly remove the Stub A from each ballot sheet.
3. Collect the stub(s) in the Stub A Envelope.
4. Instruct the voter to insert their ballot one sheet at a time into the Ballot Scanner. The machine will accept the ballot in any direction.
5. Maintain a distance of at least 6 feet from the voter to allow the voter privacy.
6. Utilize all Ballot Scanners evenly.
7. Give the voter a sticker and a Voter Survey card (if available) and direct them to the exit.
8. Thank them for voting!



4.17 CLEARING OUT THE BALLOT COMPARTMENTS

Two (2) Election Officials from **opposite political parties** must complete the following steps on all Ballot Scanners in your location at 10:00 a.m. and at 2:00 p.m. on Election Day, or as necessary.

You will need:

- Ballot Security Record
- Ballot Scanner Security Records
- Clear Plastic Envelope
- Ballot Scanner Key
- Unused tamper tape
- **Red** Ballot Bag



1. Remove the seal from the Ballot Compartment Door.
2. Use the Ballot Scanner Key to unlock the Ballot Compartment Door.
3. Unlatch and open the door.
4. Remove **all** ballots from the Ballot Compartment and pack them inside the **Red** Ballot Bag.

! Confirm **all** voted ballots were removed from the Ballot Scanner Compartment and packed inside the **Red Ballot Bag**.

5. Close, latch, and lock the Ballot Compartment Door.
6. Place the tamper tape across the Ballot Compartment Door and record the seal number on the **Ballot Scanner Security Record**.

Repeat steps 1-6 at every Ballot Scanner in the Polling Location.

Return the **Red** Ballot Bag to the Ballot Table and put a new seal on the box. Record the seal on the **Ballot Security Record**.



Ballot Security Record «Election_Date» «Poll_Name»		
Signature of Election Official		Signature of Opposing Party Election Official
Red Ballot Box		
Monday Night beginning Seal	Monday Night Closing Seal	Tuesday Morning Beginning Seal
A.	B.	C.
Tuesday Midday 10:00 a.m. Seal	Tuesday Midday 2:00 p.m. Seal	Tuesday Night Closing Seal
D.	E.	F.
Gray Ballot Box		
Seal must be BURGUNDY or GRAY.		
	Tuesday Morning	Tuesday Night



4.18 ELECTION DAY REMINDER CHECKLIST

Voter Greeters

- All voters are promptly being greeted and made to feel welcome.
- Flow of traffic is being effectively managed.
- If there is a line, voters are thanked for their patience and assured that they will be processed.

Check-In Officials

- All voters are being asked to verbally state their name and current address.
- The expiration date is being verified on all voter ID.
- All voter ID are being checked for "NON-TRANSFERABLE" and "NONCITIZEN" notations.
- Ballot stubs are verified to ensure the city/ward/precinct/party matches the Authority to Vote slip.
- All ballot stubs are being scanned by the EPB before handing them to voters.
- The 11AM/4PM reports are printed and posted at the voting room entrance.

Ballot Officials

- Authority to Vote slips are being verified to ensure correct ballot is given to Check-In Officials.
- Political parties are **never** announced out loud.
- All** sheets of each ballot are being given to Check-In Officials along with the Authority to Vote slip.

VAT Team

- Verified all provisional voters received a Voter Referral or Precinct Lookup slip from Check-In Table.
- All provisional envelopes have been checked to ensure all required fields have been completed.
- The Voter Referral/Precinct Lookup slips are being taped to each provisional envelope.
- All provisional voters are receiving Form 12-H (and a 12-H postcard if no ID is provided.)

Scanner Officials

- Scanner Officials are remaining at least six (6) feet away from scanners for voter privacy.
- Voters are asked to remove all stubs from their ballot. Stubs are collected in the Stub A Envelope(s).
- The Ballot Scanner Compartments are cleared out at 10AM & 2PM to help prevent ballot jams.

5. CLOSING THE POLLS – TUESDAY NIGHT

5.1 CLOSING THE POLLING LOCATION

At 7:30 p.m., an Election Official must announce the polls have officially closed. All voters already in line at this time **must** be allowed to vote.

Do not begin taking down the voting equipment or any other closing procedures until the last voter has left the Polling Location. The VLM will assign workers to the Supply Team, Scanner Team, EPB Team, Ballot Team, and other miscellaneous closing tasks.

All poll workers must stay until all closing procedures are complete.

Extended Voting Hours

In rare situations, a court order could require the polls to remain open later than 7:30 p.m. The Board of Elections will notify you if your Polling Location is required to remain open and provide you with the new closing time.

- All voters who arrive at the Polling Location to vote between 7:30 p.m. and the court-ordered closing of the Polling Location must vote a Provisional Ballot.
- PEOs must clearly print “After Close of Polls by Order of the Court” on the top of each Provisional Envelope used during the extended period.
- These provisional ballots must be kept separate from other provisional ballots voted during the regular voting hours in case the court decision is later overturned.

5.2 ADA BALLOT MARKING DEVICE | TUESDAY CLOSING

You Will Need:

- Location Security Record
- Clear Plastic Envelope
- Three (3) loop seals

Tuesday Night Recordings			
Electronic Pollbook Case 1	Closing Seal	Electronic Pollbook Case 2 (if present)	Closing Seal
Electronic Pollbook Case 3 (if present)	Closing Seal	Electronic Pollbook Case 4 (if present)	Closing Seal
Electronic Pollbook Case 5 (if present)	Closing Seal	Electronic Pollbook Case 6 (if present)	Closing Seal
Memory Stick Pouch	Closing Seal	Blue Supply Bag	Closing Seal
Yellow Provisional Bag	Closing Seal	Green Supply Bag	Closing Seal
ClearAccess ADA Ballot Marking Device	Left Lid Seal	Printer Door Seal	Rear Door Seal

Revised 6/26/24

Pack me inside:
The GREEN Binder



Shut down ADA Ballot Marking Device **before** unplugging.

Close the Lid by pulling down the Front Handle **only!** Do not pull the Lid down by the corners or latches. Secure the latches on the left and right sides of the Lid.

1. Set role to "Poll Worker."
2. Enter the password provided in the **Green** Binder to log in.
3. Select "Shut Down."
4. Select "OK."
5. Lift display screen handle and guide kickstand down, returning the display screen to its original flat position.
6. Pull down Front Handle to close lid.
7. Secure latches on left and right sides of lid.
8. Lower paper guide on top of printer.
9. Close Front Flap on Front Door.
10. Remove seal from Rear Door.
11. Pack the used seal in Clear Plastic Envelope.
12. Unlatch and open the Rear Door.
13. Unplug the power cord from the surge protector.
14. Pull power cord back through port on side of case.
15. Wrap power cord up and strap to inside wall of case.
16. Close and latch Rear Door.
17. Record seal numbers from the three (3) loop seals on the **Location Security Record**.
18. Reseal the Front Door, Rear Door, and Left Lid Latch.



The printer may remain on after unplugging the power cord.

5.3 BALLOT SCANNERS | TUESDAY CLOSING

Scanner Team = Two (2) Election Officials from **opposite political parties**.

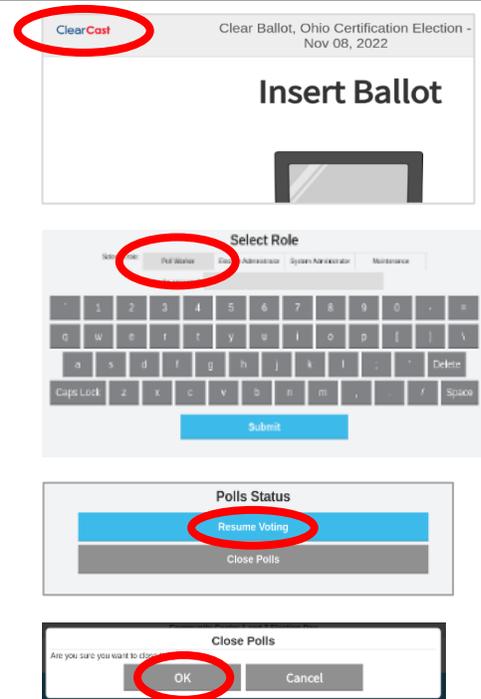
Print the Ballot Scanner Reports

! **Wait** for two (2) copies of the **Totals Report** to print. This process could take 10 minutes (+). **Do not** touch the Display Screen while this is processing, as this could delay printing reports.

Do not remove **green** USB Memory Sticks until all reports have finished printing.

- What you will need:**
- Ballot Scanner Security Record
 - Ballot Scanner passwords from **Green** Binder
 - Ballot Scanner key
 - Three (3) loop seals
 - Clear Plastic Envelope

1. Select "Clear Cast" logo on the top left corner of screen.
2. Wait for **Voting Suspended** report to print.
3. Select "Poll Worker" role on Select Role screen.
4. Enter password.
5. Select "Submit."
6. Select "Close Polls" on Polls Status screen.
7. Select "OK" on the Close Polls screen.
8. Wait for **Polls Closed** report to print.
9. **Wait** for two (2) copies of **Totals Report** to print automatically after Polls Closed Report.
10. Empty Ballot Scanner Compartments while waiting for the reports to print.
(See below for steps.)
11. Ensure two (2) Election Officials of opposite political parties verify and sign both copies of **Totals Report**.
12. Post one (1) copy of **Totals Report** at the exterior entrance to Polling Location in public view using **blue** painter's tape.
13. Give second copy of **Totals Report** to Ballot Accounting Team.
14. Repeat steps 1-13 on all Ballot Scanners.



Empty the Ballot Compartments

! All voted ballots from **all** Ballot Scanner Compartments must be packed inside the **Red/Burgundy** Ballot Bag. Unused ballots/ballot packs must be packed in the **Gray** Ballot Bags.

1. Remove Tamper Tape from Ballot Compartment Door and stick to back of Ballot Scanner Security Record.
2. Unlock Ballot Compartment with Ballot Scanner Key.
3. Unlatch and open Ballot Compartment Door.
4. Remove **all** ballots from Ballot Compartment.
5. Pack the ballots inside **Red/Burgundy** Ballot Bag.
6. Confirm **all** ballots have been removed from **all** Ballot Compartments.
7. Seal the **Red/Burgundy** Ballot Bag.

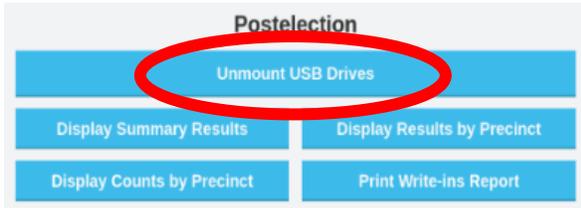


BALLOT SCANNERS | TUESDAY CLOSING (CONT.)

Remove the **green** USB Memory Stick

! Do not remove the USB Memory Stick w/ the **red** tag. The **red** Memory Stick **must remain** in the scanner.

1. Select Unmount USB Drive



2. Verify USB Drives are Not Found



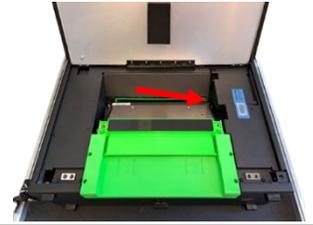
3. Open Access Panel

- Remove the loop seal from the Access Panel.
- Pack seal in Clear Plastic Envelope.
- Unlock and open Access Panel, keeping the key in lock position.



4. Record Seal Number

- Record Tamper Tape seal number on **Ballot Scanner Security Record**.
- Remove Tamper Tape and stick to the back side of Security Record.



5. Remove Memory Stick with Green Tag

- Open USB Memory Stick Door.
- Remove the Memory Stick with **green** tag.
- Pack Memory Stick inside Memory Stick Pouch.



6. Shut Down Ballot Scanner

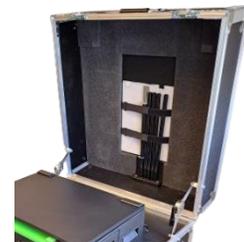
- Close USB Memory Stick Door.
- Close and lock Access Panel.
- Select "Shut Down" on Display Screen.
- Select "OK" on next screen.
- Close Display Screen.



Close and Lock the Ballot Scanner

! Close the lid using the front handle **only**. Do not close the lid by the corners or latches.

1. Retrieve **gray** plastic bin from Transport Cart/Cage.
2. Disassemble "Scan Ballot Here" sign and poles and pack inside top of Ballot Scanner Lid.
3. Close and latch Ballot Scanner Lid.
4. Unplug power cord from Ballot Scanner and surge protector.
5. Pack all Polling Location surge protectors and cords inside **gray** plastic bin.
6. Pack **gray** plastic bin inside one (1) Ballot Scanner Compartment.
7. Close, latch, and lock Ballot Compartment Door.
8. Remove two (2) loop seals from Clear Plastic Envelope and record seal numbers on the **Ballot Scanner Security Record**.
9. Seal Ballot Compartment Door and Left Latch on Ballot Scanner Lid.
10. Pack completed **Ballot Scanner Security Record** inside **Green** Binder.
11. Pack Ballot Scanner Key inside Clear Plastic Envelope.
12. Unlock Ballot Scanner wheels and roll Ballot Scanner to Transport Cart/Cage area.

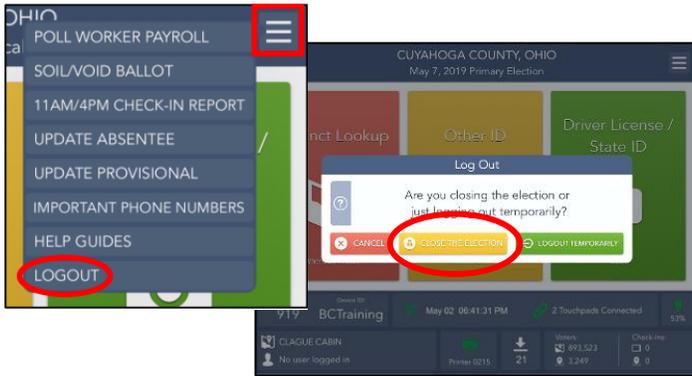


5.4 ELECTRONIC POLLBOOKS | TUESDAY CLOSING

EPB Team = Two (2) or more Election Officials.

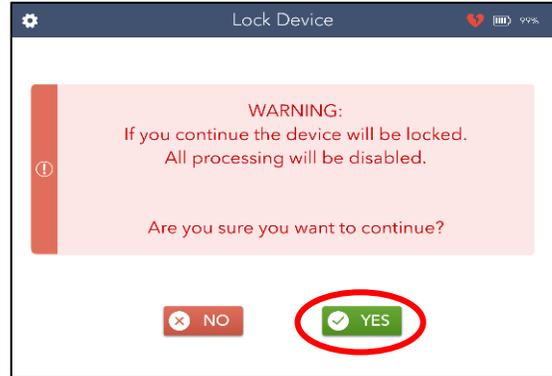
Use the **Electronic Pollbook (EPB) | Closing the Polls QRG** to complete this process.

1. Close Election on EPB



- Select **Tools Menu** on EPB Home Screen.
- Select **LOGOUT**.
- Select **CLOSE THE ELECTION**.

2. Lock Devices



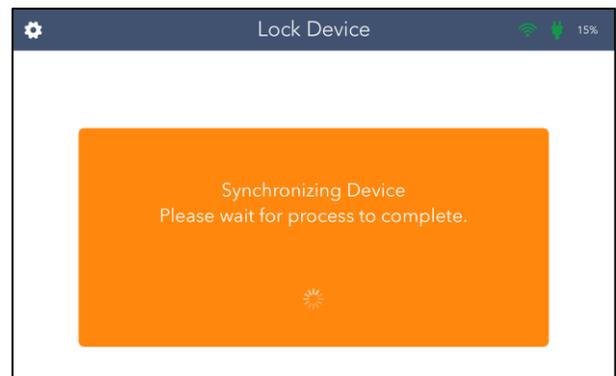
- Select **YES** on "Lock Device" screen.

3. Enter Passwords



- Locate the EPB Login Passwords from envelope in back sleeve of **Green Binder**.
- Enter Password #1 in left box.
- Enter Password #2 in the right box.
- Select **LOCK DEVICE**.

4. Synchronize Devices



- Wait while device synchronizes.

5. Print Check-In Totals Report

! Check-In Total Reports must be printed from all EPBs.



- Select **This Location**.
- Select **PRINT**.

6. Verify Totals

Total for location
Issued: 3
Provisional: 0
Spoiled: 2



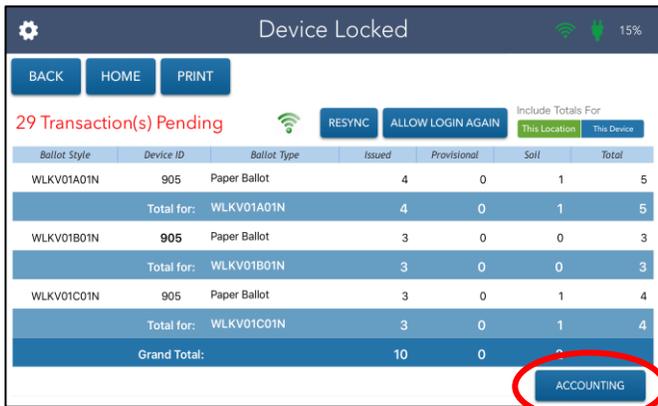
- Verify numbers from bottom "Total for Location" are the same on each Totals Report printed.
- Pack printed reports in **Blue** EPB & Ballot Scanner Envelope.

Troubleshooting Tip

Issue: Report totals do not match.
Solution: Select **RESYNC**. Reprint the Check-In Totals Reports for all devices.

7. Complete Ballot Accounting

! Completed by EPB Team and VLM on one (1) EPB only.



- Retrieve Ballot Accounting QRG from EPB Transport Case and complete each step.
- See also **pages 70-73**.
- Select **ACCOUNTING** to start.

8. Pack Up EPB Transport Case

! Power off the MiFi Hotspot after Ballot Accounting file is submitted.



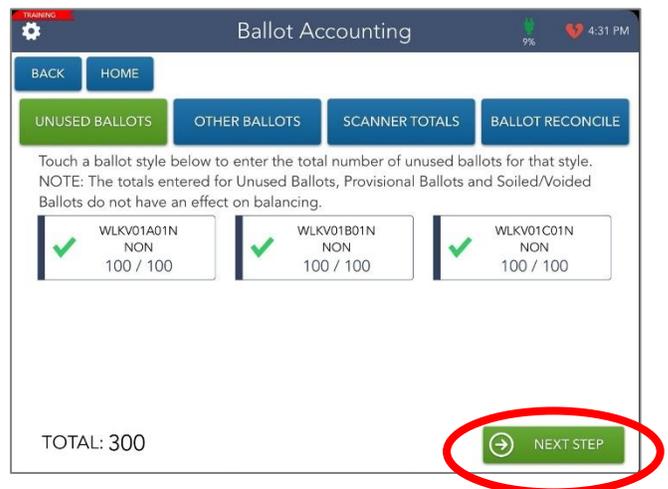
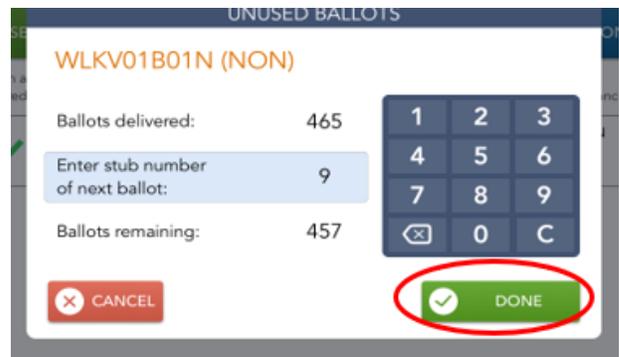
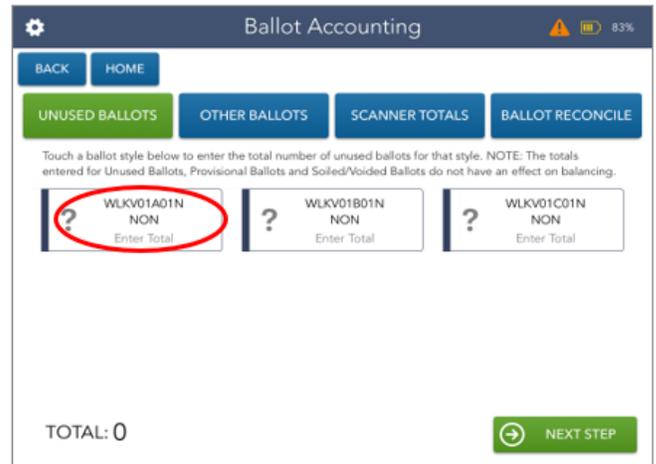
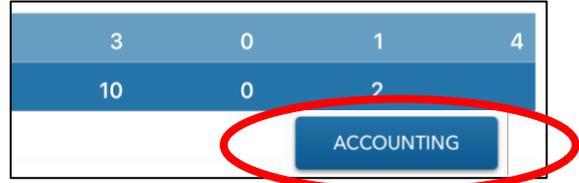
- Verify Ballot Accounting is complete.
- Ensure device is locked with no pending transactions.
- Power **off** the MiFi Hotspot.
- Pack EPB Transport Case.
- Retrieve a loop seal and record the seal number the **Location Security Record**.
- Seal EPB Transport Case.

5.5 BALLOT ACCOUNTING | TUESDAY CLOSING

Ballot Accounting Team = The EPB Closing Team + the VLM. Use the **Ballot Accounting QRG**, located in the EPB Transport Case

Unused Ballots

1. Choose one (1) EPB for Ballot Accounting process.
2. Retrieve the currently opened pack of ballots for each ballot style.
3. Select **ACCOUNTING** on the Device Locked screen of one (1) EPB.
4. Select **UNUSED BALLOTS**.
5. Retrieve the ballot pack for the ballot style listed in the first box on the EPB screen.
6. Select the box for the first ballot style.
7. Retrieve the top ballot from the open ballot pack.
8. Enter the stub number of that ballot.
9. Confirm the EPB automatically calculates the number of remaining ballots.
10. Select **DONE**.
11. Select the box of the next ballot style.
12. Enter the stub number of the next available ballot from the corresponding ballot pack.
13. Select **DONE**.
14. Repeat this process for each remaining ballot style.
15. Pack all unused ballots inside any **Gray** Ballot Bag when completed.
16. Confirm each ballot style box has a **green** check mark ✓ on the EPB screen.
17. Select **NEXT STEP** to move onto the next section.



Other Ballots

Provisional Ballots

1. Retrieve the Clear Provisional Precinct Pouches for all precincts.
2. Identify the number of voted Provisional Ballots that are recorded on each pouch label.
3. Select **OTHER BALLOTS**.
4. Select **Provisional Ballots**.
5. Select the first precinct listed on the EPB screen.
6. Enter the number of voted Provisional Ballots for that selected precinct.
7. Select **NEXT PRECINCT**.
8. Repeat these steps for all remaining precincts.
9. Select **DONE** when complete.
10. Pack all Clear Provisional Precinct Pouches in the **Yellow** Provisional Bag.

Soiled/Voided Ballots

1. Retrieve the Soiled/Voided Ballot Envelope.
2. Remove the soiled/voided ballots inside and separate the ballots by precinct.
3. Ensure each ballot is marked "Void."
4. Select **Soiled/Voided Ballots**.
5. Select the first precinct listed on the EPB screen.
6. Enter the number of Soiled/Voided Ballots for the selected precinct. (only count Sheet 1s)
7. Select **NEXT PRECINCT**.
8. Repeat these steps for all remaining precincts.
9. Select **DONE** when complete.
10. Pack the Soiled/Voided Ballot Envelope in **Gray** Ballot Bag.

Unscanned Curbside Ballots

-  Only enter Curbside Ballots that were **unable to be scanned** into the Ballot Scanners.
1. Gather all **Red** Curbside Envelopes from the **Red** Ballot Bag and separate envelopes by precinct.
 2. Select **Unscanned Curbside Ballots**.
 3. Select the first precinct listed on the EPB screen.
 4. Enter the total number of Unscanned Curbside Ballots for the selected precinct.
 5. Select **NEXT PRECINCT**.
 6. Repeat these steps for all remaining precincts.
 7. Select **DONE** when complete.
 8. Pack all **Red** Curbside Envelopes inside the **Red** Poly Mailer.
 9. Pack the **Red** Poly Mailer in the **Red** Ballot Bag.

17-Year-Old Ballots (Primary Elections Only)

1. Retrieve all voted 17-Year-Old Envelopes from the **Red** Ballot Bag and separate envelopes by precinct.
2. Select **17-Year-Old Ballots**.
3. Select the first precinct listed on the EPB screen.
4. Enter the number of 17-Year-Old Ballot Envelopes for the selected precinct.
5. Select **NEXT PRECINCT**.
6. Repeat these steps for all remaining precincts.
7. Select **DONE** when complete.
8. Pack the voted 17-Year-Old Envelopes in the **Red** Ballot Bag.

BALLOT ACCOUNTING | TUESDAY CLOSING (CONT.)

- ❑ Confirm all four (4) types of **Other Ballots** have a **green** check mark ✓ on the EPB screen.
- ❑ Select **NEXT STEP** to move onto Scanner Totals.

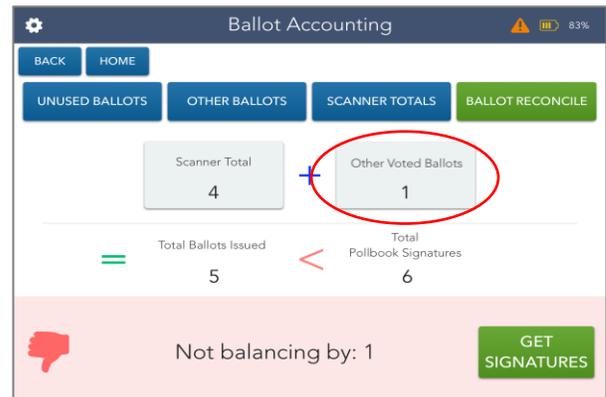
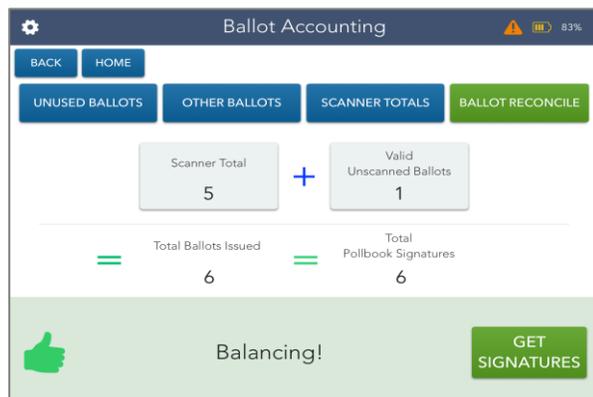
Scanner Totals

1. Retrieve a copy of the **Totals Report** from each Ballot Scanner.
2. Locate the **Total** number under the **"BALLOT COUNT BY STYLE"** section of the report.
3. Select the box for Scanner #1.
4. Enter the **Total** number of ballots from the first **Totals Report**.
5. Select **ENTER**.
6. Select the box for the next Scanner.
7. Enter the **Total** number of ballots from the next **Totals Report**.
8. Select **ENTER**.
9. Repeat these steps for all remaining Ballot Scanners in the location.
10. Pack the **Totals Reports** inside the **Blue** EPB & Ballot Scanner Reports Envelope.
11. Confirm each Ballot Scanner has a **green** check mark ✓ when complete.
12. Select **NEXT STEP** to move onto the next section.



Ballot Reconciliation

- If the number of signatures matches the number of ballots cast, the screen will say "Balancing!" with a **thumbs-up** 👍 icon.
- Select **GET SIGNATURES AND SUBMIT**.
- Proceed to the "Get Signatures and Submit" at the bottom of **page 73**.
- If the number of signatures **does not** match the number of ballots cast, the screen will say "Not balancing by: ###" with a **thumbs-down** 👎 icon.
- Re-verify the totals entered using the steps on **page 73**.



BALLOT ACCOUNTING | TUESDAY CLOSING (CONT.)

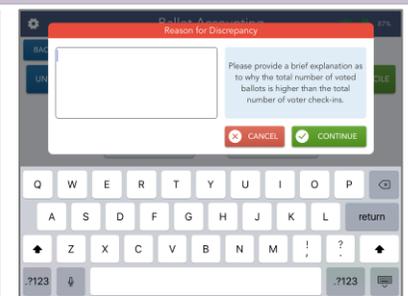
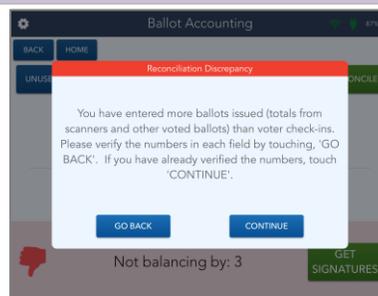
Re-verify Ballot Accounting Numbers

! Only re-verify the Ballot Scanner Totals, Unscanned Curbside Ballots, and 17-Year-Old Ballots. Provisional and Soiled/Voided Ballots have not been scanned into the EPB and are therefore not used in balancing.

1. Select **OTHER BALLOTS**.
2. Verify the 17-Year-Old Ballots (Primary Elections only)
 - Retrieve the 17-Year-Old Ballot Envelopes (with voted ballots inside) and separate them by precinct.
 - Select the **17-Year-Old Ballots** button and confirm that the total number entered for each precinct matches the number of 17-Year-Old Ballot Envelopes.
 - Select the row for a precinct and select the **C** button to clear a previously entered number.
 - Enter the correct number and select **DONE**.
 - If all numbers are correct, select **CANCEL**.
3. Verify the Unscanned Curbside Ballots that could not be scanned.
 - Gather the voted **Red** Curbside Envelopes and separate by precinct.
 - Select the **Unscanned Curbside Ballots** button and confirm that the total number entered for each precinct matches the number of voted **Red** Curbside Envelopes.
 - Select the row for a precinct and select the **C** button to clear a previously entered number.
 - Enter the correct number and select **DONE**.
 - If all numbers are correct, select **CANCEL**.
4. Verify Ballot Scanner totals.
 - Retrieve the **Totals Reports** for each Ballot Scanner.
 - Confirm the number entered for each Ballot Scanner against the **BALLOT COUNT BY STYLE Total** number on each Totals Report.
 - Select the row for a precinct and select the **C** button to clear a previously entered number.
 - Enter the correct number and select **DONE**.
 - If all numbers are correct, select **CANCEL**.
5. Select **NEXT STEP** to check the final balancing screen again. If after verifying all totals it still does not balance, proceed to the next step.

What if the EPB doesn't balance?

- Reconciliation Discrepancy screen will appear.
- Type a brief explanation for the error.
- Select **CONTINUE**.
- Proceed to Get Signatures and Submit.
- The BOE will complete the balancing of the ballots once the EPBs are returned.



Get Signatures and Submit

1. Select **GET SIGNATURES**.
2. Enter your first and last name.
3. Select **CONTINUE**.
4. Sign next to the **X** in the signature box using finger or stylus.
5. Select **I ACCEPT**.
6. Select **ADD ANOTHER SIGNATURE**.
7. The second person must sign in the signature box.
8. Select **SUBMIT**.
9. Select **YES** to confirm submission.
10. Wait 10 minutes before closing the EPB to ensure the Ballot Accounting file can be sent to the BOE.
11. Power **off** MiFi Hotspot and pack in EPB Case.
12. Close and pack EPBs, printers, and cords.

5.6 BALLOT AND SUPPLY TEAMS | TUESDAY CLOSING



Verify that all items are packed in the correct bags before leaving the Polling Location. Use the **Post-Election Pack-Up List** and the labels on each item to assist in this process.

VAT Team

1. Retrieve **all** Clear Provisional Precinct Pouches.
2. Count the number of voted Provisional Envelopes inside each pouch.
3. Record the total number in the designated space on the label of each pouch.
4. Write "0" if there are no voted Provisional Ballots for that precinct.
5. Share all Clear Provisional Precinct Pouches with the Ballot Accounting Team.
6. Pack all unused Provisional Envelopes in **Yellow** Provisional Bag.
7. Pack these items in the **Yellow** Expandable Folder:
 - Unused/blank forms
 - Extra ADA Ballot Marking Device paper
 - QRG – Processing a Provisional Voter
 - VAT ID Number Sign & Stand
 - VAT Sign & Stand
8. Pack the **Yellow** Expandable Folder inside the **Yellow** Provisional Bag.
9. Pack completed Registration Cards and other used forms in Completed Forms Envelope.
10. Pack Completed Forms Envelope in **Yellow** Provisional Bag.
11. Pack Voter Assistance Table Log and all **Pink** Memo Sheets in **Yellow** Provisional Bag.
12. Pack Clear Provisional Precinct Pouches in **Yellow** Provisional Bag after Ballot Accounting is completed.
13. Retrieve a bag seal from the Clear Plastic Envelope.
14. Record seal number on the **Location Security Record**.
15. Close and seal **Yellow** Provisional Bag.

Ballot Team

1. Retrieve Soiled/Voided Ballot Envelope and verify "VOID" is written on each ballot sheet inside envelope.
2. Retrieve any voted Curbside Envelopes from **Red** Ballot Bag.
3. Retrieve any 17-Year-Old Envelopes from **Red** Ballot Bag. (*Primary Elections only*)
4. Pass all gathered envelopes to EPB Team for Ballot Accounting process.
5. Remove any remaining unused ballots or envelopes from the **Red** Ballot Bag and pack in the **Gray** Ballot Bag.
6. Pack all voted ballots from all Ballot Scanner Compartments in **Red/Burgundy** Ballot Bag(s).
7. Locate Clear Plastic Envelope and retrieve two/three (2/3) bag seals.
8. Record seal number from the seal in designated box labeled "Tuesday Night Closing Seal" under **Red/Burgundy** Ballot Bag section of **Ballot Security Record**.
9. Record seal number from the seal in designated box labeled "Tuesday Night Closing Seal" under **Gray** Ballot Bag section of **Ballot Security Record**.

BALLOT AND SUPPLY TEAMS | TUESDAY CLOSING (CONT.)

Red Ballot Bag w/ Memory Stick Pouch Attached	Gray Ballot Bag(s) (one per additional precinct)
 A red fabric ballot bag with a black handle and a black strap. A clear plastic pouch is attached to the side, containing a memory stick. The bag has "Cuyahoga County Board of Elections" printed on it.	 A gray fabric ballot bag with a black handle and a black strap. It has "CUYAHOGA COUNTY BOARD OF ELECTIONS" printed on the front.
<ul style="list-style-type: none">• All voted ballots from all Ballot Scanners• All voted Curbside Envelopes• All voted 17-Year-Old Envelopes (Primary Elections only)• All green USB Memory Sticks for all Ballot Scanners in the Memory Stick Pouch (do not detach from Red Ballot Bag)	<ul style="list-style-type: none">• All unused ballots/envelopes• Authority to Vote Slip Envelopes• Blue EPB & Ballot Scanner Reports Envelope• All Precinct Voter Check-off List(s) including 11am/4pm Reports• Soiled/Voided Envelope• Stub A Envelopes

Miscellaneous Supplies

1. Remove all posted signs and flags and pack in **Blue** Supply Bag.
2. Take down all Voting Booths and pack in Transport Cart/Cage.
3. Pack **Green** Supply Bag, and all other location supplies, in **Blue** Supply Bag.
4. Locate the Clear Plastic Envelope and retrieve a bag seal.
5. Retrieve **Location Security Record** and a bag seal.
6. Record seal number from the seal on the **Location Security Record**.
7. Seal the **Blue** Supply Bag.
8. Disassemble the Stand-up Display Board and verify all five (5) pieces (4 parts + 1 Carry Bag) are packed and placed in the Transport Cart/Cage.

5.7 POST-ELECTION PACK UP LIST

Use the **Post-Election Pack-Up List** to verify all items are packed correctly before leaving location.

1. Memory Stick Pouch (attached to Red Ballot Bag)



There is one (1) Memory Stick Pouch per location. It must remain attached to the **Red** Ballot Bag for delivery to the Drop-Off Location.



The **green** USB Memory Stick from **every** Ballot Scanner in the Polling Location must be included in this pouch.

2. Red Ballot Bag and Gray Ballot Bag(s)



- All voted ballots from all Ballot Scanners
- All voted Curbside Envelopes (if any)
- All voted 17-Year-Old Envelopes (Primary Elections only)
- Memory Stick Pouch attached (with all **green** USB memory sticks inside)



- All unused ballots/envelopes
- Authority to Vote Slip Envelopes
- **Blue** EPB & Ballot Scanner Reports Envelope
- Precinct Voter Check-off List(s) including 11am/4pm Reports
- Soiled/Voided Envelope
- Stub A Envelopes

3. Yellow Provisional Bag



- All Clear Provisional Precinct Pouches with all **voted** Provisional Ballots (pack on top)
- All unused Provisional Envelopes
- All unused or blank forms
- Completed Forms Envelope
- Extra paper for the ADA Ballot Marking Device
- QRG – Processing a Provisional Voter
- VAT ID Number Sign & Stand
- VAT Log & **Pink** Memo Sheets
- VAT Sign & Stand

POST-ELECTION PACK UP LIST (CONT.)

4. Blue Supply Bag



- **Green** Supply Bag is packed inside the **Blue** Supply Bag
All other election supplies from the Check-In Table(s) and the Polling Location that are not specified to be packed in either the **Red**, **Gray**, or **Yellow** Bags, the Return Envelope, or the Memory Stick Pouch

5. Return Envelope

«POLL_NAME»
«PRECINCT»

Return Envelope

Use this envelope to return these items on election night:

- Payroll Cards
- VLM Cell Phone
(After placing Mandatory "Tues. Night Closing Call" to the BOE)
- Observer Sign-in Sheets
- Polling Location Diagram (modified or unchanged)

All the items above have been placed inside this envelope and the envelope has been sealed.

- Payroll card
- VLM Cell Phone
- Observer Sign-in sheets
- Location Setup Diagram

Note: Do **not** pack the Return Envelope inside any of the other supply bags.

6. Electronic Pollbook Case(s) - ALL



- Electronic Pollbooks with charging cords
- Printers with charging cords
- MiFi Hotspot with charging cord
- Stylus (3 per case)



These items must be returned separately, have seals, and must **never** be consolidated.

5.8 CLOSING THE TRANSPORT CAGE

! Ensure all supplies are neatly packed and **not** sticking out of the cage including flag sticks and yard signs. Not every location will have a Transport Cage.

1. Return supplies to the cage (except for the items being delivered to the Drop-Off Location).
2. Step on the spring pin and secure the left door.
3. Rotate the right handle fully to the left.
4. **Slam** the right door shut (it will make a loud bang.)
5. Latch the right handle.
6. Seal the cage.

Note: you do not need to record the seal number as the Security Records will already be packed.



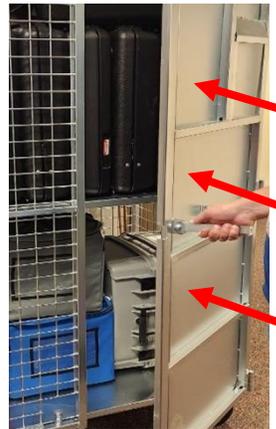
Ensure supplies are not sticking out of the cage.



Step on the spring pin and secure the left door.



Rotate the right handle fully to the left.



SLAM the right door shut.



Latch the right handle and seal the cage.

5.9 TRANSPORT SUPPLIES TO THE DROP-OFF LOCATION

Each Voting Location Manager (VLM), along with the Voting Location Deputy (VLD) of the opposite political party, **must return all necessary election supplies** for the Polling Location to the assigned Drop-Off Location. The Voting Location Manager and Voting Location Deputy must:

- Be a Registered Democrat and a Registered Republican (check Payroll Card for party affiliation).
- Ride in the same vehicle to the Drop-Off Location.
- Wait in the car until all supplies are checked in.
- Sign the Chain of Custody form before leaving the Drop-Off Location.
 - The Chain of Custody form is used for payroll; please write legibly.

5.10 CLOSING READINESS CHECKLIST

Supply Team

- The **Yellow, Green, and Blue** Supply Bags are packed and sealed.
- All signage inside and outside the location has been removed.
- The Transport Cart/Cage is packed with all necessary supplies.

Scanner Team

- All **Totals Reports** are signed by two (2) poll workers of opposite political parties.
- One copy of each **Totals Report** is posted at the Polling Location exterior entrance.
- All other Ballot Scanner reports are packed in the **Blue** EPB and Ballot Scanner Envelope.
- All Ballot Scanner Compartments have been opened and **all** ballots were removed.
- The **green** USB Memory Sticks were removed from **all** scanners and packed in Memory Stick Pouch.
- Scanners are sealed and **Ballot Scanner Security Record** is filled out.

EPB Team

- Ballot Accounting was completed and file was signed and submitted by two (2) poll workers.
- All EPB reports are packed in **Blue** EPB and Ballot Scanner Envelope.
- MiFi Hotspot was powered off **before** packing in the EPB Transport Case.

Ballot Team

- All **voted** ballots were collected from Scanners and packed in **Red** Ballot Bag. (or **Burgundy** if needed)
- All **unvoted** ballots are packed in the **Gray** Ballot Bag(s).
- All remaining supplies are packed as required and Ballot Bags are sealed.

ADA Ballot Marking Device (VLD)

- The device is shut down, closed, and unplugged.
- The device is sealed and the **Location Security Record** is filled out.



MANDATORY CALL | Ready to Leave

This call is to be made by the Voting Location Manager and Voting Location Deputy to report the departure to the Drop-Off Location. VLM and VLD must confirm they have all supplies necessary for the drop-off, and that the Polling Location has been shut down.

6. TROUBLESHOOTING ISSUES

6.1 ISSUES WITH CHECK-IN PROCESS

Voter does not have an acceptable form of photo ID.

- Voter must vote a Provisional Ballot.
- Verify the voter's precinct by using Precinct Lookup to search their address on the EPB.
- Provide the voter with a Precinct Lookup Slip.
- Refer the voter to the Voter Assistance Table (VAT).
- Never turn a voter away because of lack of ID. The voter has four (4) days to present a valid form of ID to the Board of Elections for their Provisional Ballot to be eligible to be counted.

Voter ID has "NON-RENEWABLE/NON-TRANSFERRABLE" or "NONCITIZEN" identifier.

- If the voter has these identifiers on their ID, the voter must be directed to the VAT.
- Verify the voter's precinct by using Precinct Lookup to search their address on the EPB.
- Provide the voter with a Precinct Lookup Slip.
- Alert the VLM to accompany voter to VAT to complete process.

Voter does not have photo ID because of a religious objection to being photographed.

- Voter must vote a Provisional Ballot.
- Verify the voter's precinct by using Precinct Lookup to search their address on the EPB.
- Provide the voter with a Precinct Lookup Slip.
- Refer the voter to the VAT to complete Affidavit of Religious Objection (Form 12-O).
- Attach Form 12-O affidavit to the Provisional Ballot Envelope.

Voter is flagged in the EPB as a Confidential Voter.

- Call Confidential Voter Hotline:
 - **216-443-3258**

Voter is flagged in the EPB as "Provisional Voter."

- Voter must vote a Provisional Ballot.
- Print a Voter Referral Slip from the EPB and give it to the voter.
- Refer the voter to the VAT.

Voter is flagged in the EPB as "Absentee Ballot Requested."

Voters that requested an Absentee Ballot must vote a Provisional Ballot even if the original ballot was not returned. Their Provisional Ballot will be eligible to be counted if after Election Day it is determined they did not return their original Absentee Ballot.

- Voter must vote a Provisional Ballot.
- Print a Voter Referral Slip from the EPB and give it to the voter.
- Refer the voter to the VAT.

Note: Never accept Absentee Ballots from voters. If a voter wants to return their Absentee Ballot on Election Day, they **must bring it to the Ballot Drop-Box at the Board of Elections by 7:30 p.m.**

ISSUES WITH CHECK-IN PROCESS (CONT.)

Voter is flagged in the EPB as “Voter Already Voted.”

- Voter must vote a Provisional Ballot.
- Print a Voter Referral Slip from the EPB and give it to the voter.
- Refer the voter to the VAT.

The name on a voter’s identification does not match the name listed in the EPB.

- If the voter changed their name and provides proof of the legal name change, they can complete Form 10-L and cast a regular ballot if they are registered in that precinct.
- If the voter does not have proof of legal name change, they must vote a Provisional Ballot.
- Verify the voter’s precinct by using Precinct Lookup to search their address on the EPB.
- Provide the voter with a Precinct Lookup Slip.
- Refer the voter to the VAT.

Voter does not come up when scanning their Ohio Driver’s License or State ID Card.

- Perform a secondary **Other ID** manual search using the first three characters of the voter’s name and/or full house number.
- If the voter’s name is still not found in the EPB, they must vote a Provisional Ballot.
- Complete another search with their current address using “Precinct Lookup” on the EPB.
- Provide the voter with a Precinct Lookup Slip.
- If the voter is in the correct precinct, refer the voter to the VAT.
- If the voter is not in the correct precinct, direct the voter to the proper location. The voter must vote in the **correct** Polling Location, or the ballot will not be eligible to be counted.

Voter’s address on their ID does not match the address listed in the EPB.

- If the voter’s verbally stated address matches the address in the EPB and they are in the correct precinct, despite what is on their ID, they may vote a regular ballot.

Voter’s verbally stated address does not match the address listed in the EPB.

- Verify the voter’s precinct by using Precinct Lookup to search their address on the EPB.
- If they are in the correct Polling Location, provide the voter with a Precinct Lookup slip and refer them to the VAT.
- If the voter is not in the correct Polling Location, provide the voter with a Re-Direct Slip and direct the voter to the proper Polling Location.
- If the voter address is in a different county, direct the voter to contact the Board of Elections in that county for more information. The voter must vote in the CORRECT Polling Location, or the ballot will not be eligible to be counted.

Voter states the same address that is listed for them in the EPB, but they are at the wrong Polling Location.

- Inform the voter they are eligible to vote but they are NOT at the correct Polling Location.
- Print a Re-Direct Slip from the EPB and give it to the voter.
- The voter must go to the Check-In Table at the correct Polling Location listed on the slip.

ISSUES WITH CHECK-IN PROCESS (CONT.)

Voter is at the wrong Polling Location but refuses to travel to the correct Polling Location for their precinct.

- Inform the voter their vote will **not** count unless they vote in the correct Polling Location.
- Provide the voter with a Precinct Lookup Slip.
- Direct voter to VAT.
- Complete 12-D Sticker (attach to Provisional Envelope)
- Note on the **Pink** Memo Sheet.

Voter's signature is not on file in the EPB.

- Instruct the voter to provide their signature on the EPB.
- This will be their signature on file going forward.
- The voter may vote a regular ballot.

Ballot stub barcode is unable to be scanned in the EPB.

- Manually enter ballot information including the voter's ballot style and ballot stub number (found under the barcode) into the text fields.
- See **page 49** of this manual for detailed instructions.

Ballot Official hands the wrong ballot to the Check-In Official.

- Mark the incorrect ballot as "VOID" and pack in the Soiled/Voided Envelope.
- Retrieve the correct ballot and proceed with checking in the voter.
- **Never** pass ballots back to the Ballot Table.

The wrong precinct ballot type was scanned into the EPB during the Check-In process.

- If a ballot is scanned or entered from the incorrect ballot pack, an error message will appear.
- Mark the incorrect ballot as "VOID" and pack in the Soiled/Voided Envelope.
- Retrieve the correct ballot and scan or enter the new ballot stub from the EPB.
- **Never** pass ballots back to the Ballot Table.

6.2 ISSUES DURING A PRIMARY ELECTION

Voter changes their mind about which party ballot type they want to vote after their ballot stub has been scanned in the EPB, but before they have put their ballot into the Ballot Scanner.

- Follow the Soiled/Voided ballot instructions on [page 51](#).
- **All** sheets of the ballot must be soiled/voided.

Voter is 17 years old.

- Registered 17-Year-Olds are not permitted to vote on any state or local issues, only candidates running in a Primary Election.
- Registered 17-Year-Olds will be flagged in the EPB.
- Issue the appropriate ballot and mark it with the 17-Year-Old Stamp after the check-in process.
- Provide the voter with the 17-Year-Old Instructions and 17-Year-Old Envelope along with the stamped ballot.
- Instruct the voter to return to the Check-In Table after marking their ballot.
- Pack the completed ballot into the 17-Year-Old Envelope and seal it.
- Pack the sealed envelope into the **Red** Ballot Bag.
- 17-Year-Old Ballots must **never** be scanned into the Ballot Scanners.

6.3 ISSUES WITH ELECTRONIC POLLBOOKS

EPB is displaying low battery and/or will not charge.

- A battery icon indicates the EPB is not plugged into a working electrical outlet.
- This icon will turn **red** when there is less than 15% battery power remaining.
- Verify the surge protector is on and receiving power from the wall outlet.
- Verify EPB cord is plugged in properly to surge protector.
- A **green** plug icon indicates that the EPB is receiving power.



EPB is displaying a Broken Heart icon, "No Central Communication, MiFi Zone #."



Note: you can still process voters with a Broken Heart icon.

- This indicates the EPB is connected to the MiFi Hotspot but **not** to BOE Headquarters.
- Ensure the MiFi Hotspot is plugged in and turned on.
- Check the bars indicating the level of cellular service on the MiFi display screen.
- If there are two bars or less, unplug the MiFi Hotspot and slowly move around the room while looking at the bars to receive a stronger signal.
- Call Election Response Hotline to report issue.
 - **216-443-3277**

EPB is displaying a Broken Heart icon, "No Central Communication."



Note: you can still process voters with a Broken Heart icon.

- This indicates the EPB is disconnected from both the MiFi Hotspot and BOE Headquarters.
- After troubleshooting the MiFi Hotspot Connectivity issue, exit the EPB App by swiping upwards on screen.
- Select the Settings App.
- Select "MiFi Zone X" from the Wi-Fi menu (left side).
- If you do not see "MiFi Zone X" listed, reset the connection using the **green** toggle switch.
- Verify on the MiFi Hotspot that there is a connection for each EPB.
 - e.g., the number "2" will display for two EPBs
 - It may take up to five minutes for the status icon to change from the **red**  icon to the **green**  icon.

EPBs are not displaying Sideways Communication.



The number of Touchpads connected should equal the number of EPBs in the Polling Location. If the number does not match, or the link icon is red, follow these steps:

- Ensure all EPBs are powered on and are located within 30 feet of each other.
- Select the Gear Icon in the upper left corner of the EPB start screen to access menu options.
- Select **Shutdown**.
- Reopen the EPB App.

Note: If an EPB was taken outside to process a Curbside Voter, it will take a few minutes to resume sideways communication when it is brought back inside.

ISSUES WITH ELECTRONIC POLLBOOKS (CONT.)

EPB printer did not print slip.

- Verify the **green** status indicating the printer is connected on the EPB.
 - **Yellow** indicates a printer is not currently connected.
- Verify the printer is properly plugged in and shows a **blue** light.
- Select **REPRINT**.
- If the printer is not connected, check the connection status.



Printer is not connected to EPB (yellow printer icon is displayed).

- Verify the printer is properly plugged in and shows a blue light.
- Select the **yellow** printer icon. 
- Select **FIND PRINTER**.
- Select "Printer #" (the correct # is on the printer label).
- Select **TEST**.
- Select **SAVE**.
- Verify the **green** printer icon appears.

FIND PRINTER	TEST	SAVE
Printer 0215		
Model TM-m30 Bluetooth		
Address (MAC Address) BT:00:01:90:C7:6B:76		

Absentee Supplemental Update Files (Delta Files) won't download.

- This number will begin to increase once the EPBs are connected to the MiFi Hotspot with central communication on Monday Night.
- The final number displayed should be the same on all EPBs
 - The Delta File number is in the EPB Transport Case.
- If this number does not increase after connecting the EPBs, locate the **green**  icon to ensure connectivity.
- Power the MiFi Hotspot off by holding the power button down for ten seconds.
- Power the device back on.
- If the **red**  icon appears, follow the Broken Heart troubleshooting steps to properly connect EPBs to MiFi Hotspot and BOE Headquarters.

Note: It may take up to five minutes for the status icon to change from the **red**  icon to the **green**  icon.

6.4 ISSUES WITH VOTER ACCESSIBILITY

Voter is not physically able to sign the Electronic Pollbook.

- Voter may bring an Attorney-in-Fact to help sign the voter's name if filed with the BOE.
 - Attorney-in-Fact must be noted in the EPB.
- Voters may use accommodations including the use of assistive technology or an augmentative device such as a signature stamp.
- Voter can provide legal mark, such as an "X." PEO shall record the name of the elector in the EPB and attest to the marking by signing the PEOs name as witness to the mark.

Voter requests Curbside Voting.

- Two (2) PEOs of opposite political parties must follow the procedure outlined in the Curbside Voting QRG located in the EPB Case.
- Curbside Voters can call the Curbside Voter Hotline from vehicle.
 - **216-443-8683** (Follow Prompts)
- Curbside Voter may send another person inside to inform the Check-In Table of their desire to vote curbside.

Voter needs assistance marking their ballot.

- Voters may use ADA Ballot Marking Device.
- Voters may bring a person of their choice to help mark ballot (other than the voter's employer, an agent of the voter's employer, an officer or agent of the voter's union, or any candidate whose name appears on the ballot).
- Voters may receive assistance marking their ballot from two precinct election officials (PEOs) of different political parties.
 - Any person who provides assistance is forbidden by law from telling voters how to mark ballot or provide information to others of how they voted.

Voter speaks Spanish and needs help with translation.

- If your Polling Location has a bilingual Precinct Election Official, they are allowed to help translate all election related material with the voter's permission.
- If your Polling Location does not have any bilingual Precinct Election Officials, call the Spanish Language Assistance Hotline:
 - **216-443-3233**

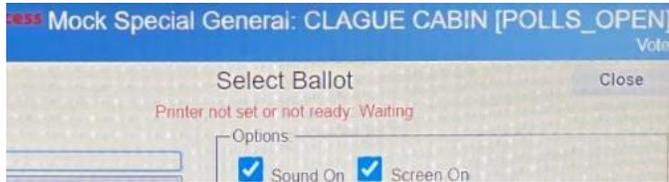
Note: Not every Polling Location will be staffed with a bilingual Precinct Election Official.

6.5 ISSUES WITH ADA BALLOT MARKING DEVICE

ADA Ballot Marking Device Common Issues

ISSUE:

“Printer not set or not ready: Waiting”



SOLUTION:

- Check the printer for power light indicator.
- Ensure printer cord is plugged into USB port on computer.

ISSUE:

Printer Error – “310 COVER OPEN” (Front)



SOLUTION:

Close the front cover.



ISSUE:

Printer Error – “581 DUPLEX NOT AVAILABLE”



SOLUTION:

Close faceup stacker at rear of the printer.



ISSUE:

Printer Error – “587 COVER OPEN” (rear)



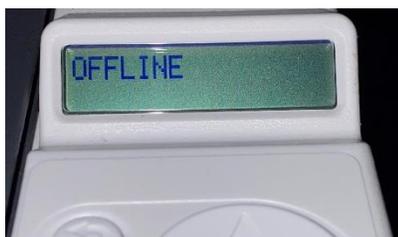
SOLUTION:

Close the rear cover.



ISSUE:

Printer Error – “OFFLINE”



SOLUTION:

Switch the printer from offline to online by pressing the online button.



6.6 ISSUES WITH BALLOTS

Voter cannot find the name of their official candidate on the ballot.

- Supply the voter with Write-in Candidate List upon request. *(available at Check-In Table)*
- The list is packed in **Brown** Expandable Folder inside the **Blue** Supply Bag.
- If listed, the voter must write in the candidate's name on the ballot in designated space.

Voter tears, defaces, or incorrectly marks their ballot.

- Voter returns ballot to any Check-In Official to request new ballot.
- Follow Soiled/Voided Ballot steps on **page 51**.
- Ensure all returned ballot sheets are marked "VOID" and packed in Soiled/Voided Envelope.
- Voters can request a replacement ballot up to two (2) times.
- No voter shall be issued more than three (3) ballots.

Voter abandons their ballot and leaves without scanning it into the Ballot Scanner.

- Abandoned ballots must never be scanned or counted.
- Using a pen, write "VOID" clearly and legibly on the ballot.
- Pack the ballot in the Soiled/Voided Envelope.
- Note on the **Pink** Memo Sheet.

Polling Location is running low on ballots.

- Call Election Response Hotline.
 - **216-443-3277**

6.7 ISSUES WITH PROVISIONAL VOTERS

Voter is at the wrong Polling Location and insists on voting there.

- Inform the voter their vote will NOT count unless they vote in the correct Polling Location.
- Complete the Provisional Voter Precinct Verification Form 12-D (attach to Provisional Envelope)
- Note on the **Pink** Memo Sheet.

Voter does not have valid photo ID.

- Instruct the voter to fill out all fields on the Provisional Envelope.
- Allow the voter to complete a ballot and pack it inside the completed Provisional Envelope.
- Inform the voter that they have four (4) days to bring valid photo ID to the Board of Elections.
- Give the voter Form 12-H and the Provisional Postcard that shows the times and dates the Board of Elections is open that week.

Voter refuses to fill out all required fields on the Provisional Envelope.

- Inform the voter that their Provisional Ballot will not be eligible to be counted unless all required fields of the Provisional Envelope are filled out.
- Note on the **Pink** Memo sheet.

Voter scanned their Provisional Ballot.

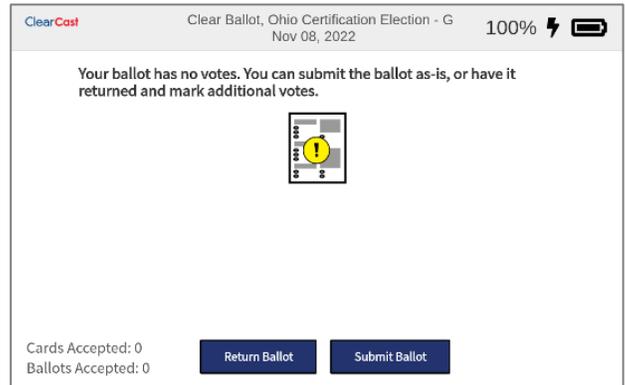
- Write "BALLOT SCANNED" on their Provisional Envelope.
- Pack the voided Provisional envelope in the Clear Provisional Precinct Pouch.
- Note on the **Pink** Memo sheet.

6.8 ISSUES WITH BALLOT SCANNERS

Blank Ballot

"Your ballot has no votes. You can submit the ballot as-is, or have it returned and mark additional votes."

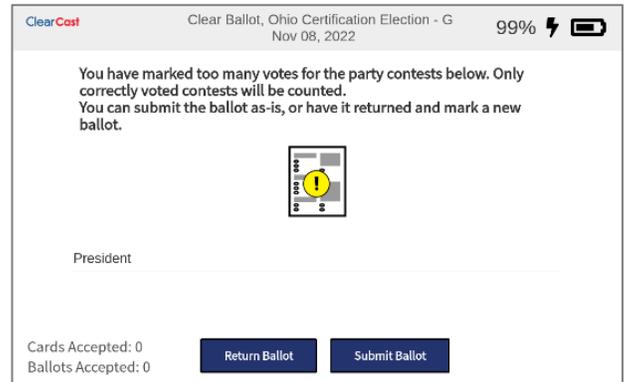
- Voter has the option to select **Return Ballot** or **Submit Ballot**.
- If **Return Ballot** is selected, the ballot sheet will be returned to the voter so that they may go mark the ballot before re-scanning.
- If **Submit Ballot** is selected, even in error, the ballot sheet will be scanned, and the voter **will not** be reissued that sheet of the ballot.



Over Voted Contests

"You have marked too many votes for the party contests below. Only correctly voted contests will be counted. You can submit the ballot as-is, or have it returned and mark a new ballot."

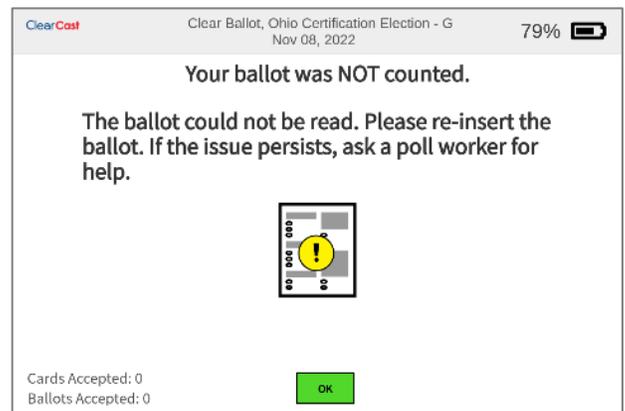
- If the voter wishes to correct the ballot, they must select **Return Ballot**.
- Instruct the voter to return to the Check-In Table to be reissued a new ballot.
- If the voter does not wish to correct the ballot, they must select **Submit Ballot**, and their vote in that contest **will not** be counted.



Unreadable Marks

"The ballot could not be read. Please re-insert the ballot. If the issue persists, ask a poll worker for help."

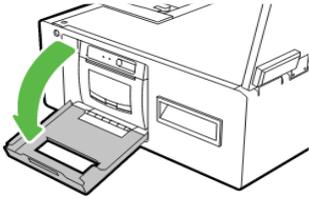
- Instruct the voter to check the ballot to see if there is a mark that can be corrected so that the ballot may be read.
- Ensure Stub A was completely removed.
- **Never** touch or look at the ballot unless given permission by the voter.
- If the issue cannot be corrected, instruct the voter to return to the Check-In Table to be reissued a new ballot.



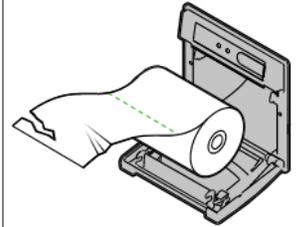
ISSUES WITH BALLOT SCANNERS (CONT.)

Printer Troubleshooting

Open Printer Access Door.



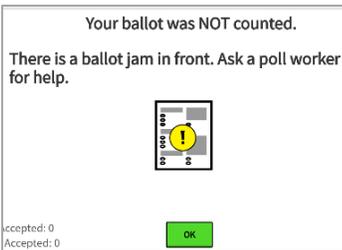
- Open the printer and remove the paper roll.
- Remove any damaged paper from the end of the roll.
- Tighten the roll if it has become loose and return it to the printer with the printable surface facing upward.
- Close the Printer Access Door with the paper draped outside of the door.



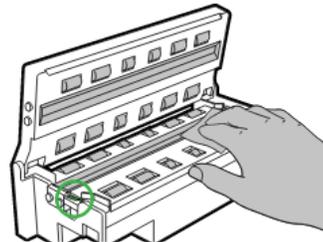
Clearing a Paper Jam

In the event of a ballot jam, an error message will appear on the screen. If the ballot was NOT counted, make sure to retrieve the ballot and not let it fall into the Ballot Scanner Compartment.

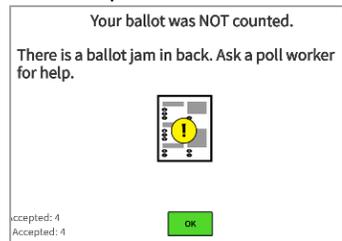
1 If the unit indicates a jam in the front, open the Access Panel.



2 Clean the scanner as described in the "Cleaning the Scanner" section below.



3 If the unit indicates a jam in the back, open the Ballot Scanner Compartment Door.



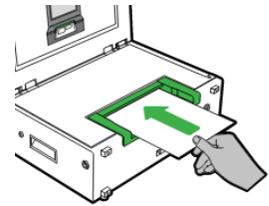
4 Check to make sure the ballots inside the Ballot Scanner Compartment are not obstructing the ballot chute.

Verify the ballot is not caught inside the ballot chute itself.

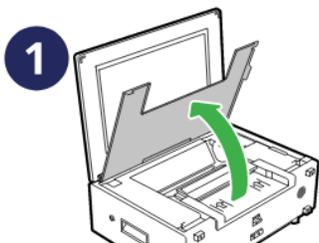
5 Once the jam has been cleared, select "OK" on the screen if necessary to return to the voting interface.



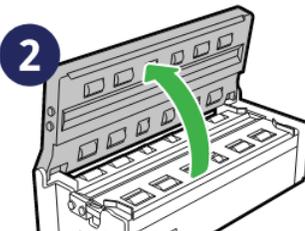
6 If the ballot was not counted, re-insert the ballot, and verify that it was successfully counted.



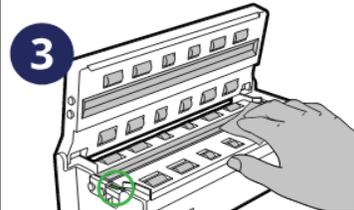
Cleaning the Scanner



1 Unlock, unseal, and open the Access Panel to access the scanner.



2 Lift the mirrored panel of the scanner.



3 Gently clean the scanner lenses and rollers with 70% isopropyl alcohol. Be careful not to damage the metal or lenses.



4 Hold the scanner open for 1-2 minutes or until the alcohol evaporates.

ISSUES WITH BALLOT SCANNERS (CONT.)

The Ballot Scanner touchscreen is frozen.

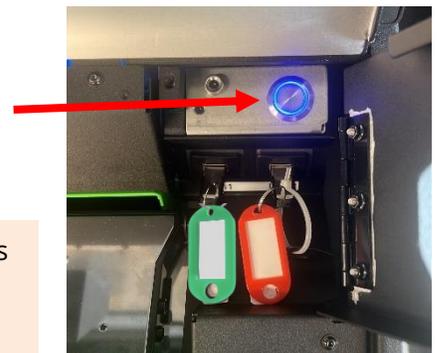
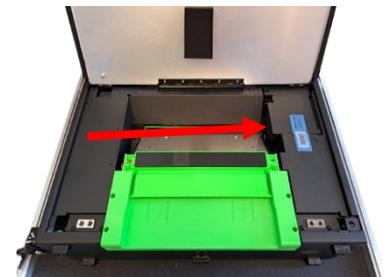
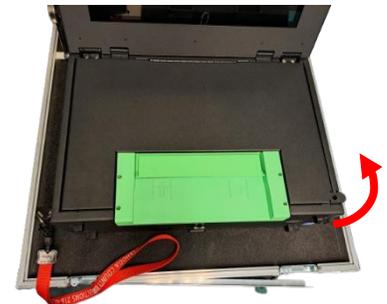
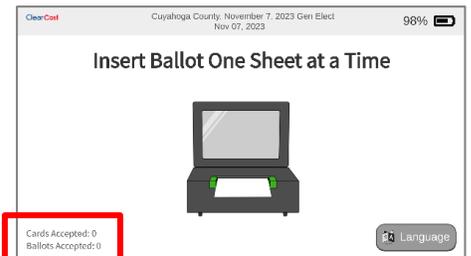
Note: While the Ballot Scanner prints any of the reports, the screen will become dim until the report is fully printed.

- Printing reports could take up to ten (10) minutes depending on the size of the Polling Location.
- Do **not** touch the screen while the Ballot Scanner is processing reports.

Rebooting the Scanner

If the Ballot Scanner touchscreen is unresponsive to touch (frozen) during Election Day, try rebooting the unit using the following steps:

1. Document the number of Cards and Ballots Accepted.
2. Unlock and open the Access Panel.
3. Unseal and open the USB Memory Stick Door.
4. Push and hold the power button until the blue power indicator light turns off and the Ballot Scanner screen turns off.
5. Wait one (1) minute.
6. Push and hold the power button until the blue power indicator light turns on.
7. A new **Power On** Report will print.
8. Pack the new **Power On** Report in the **Blue** EPB & Ballot Scanner Reports Envelope.
9. Close the USB Memory Stick Door.
10. Put a new tamper tape seal over the USB Memory Stick Door and record the seal number on the **Ballot Scanner Security Record**.
11. Close and lock the Access Panel.
12. On the Ballot Scanner touchscreen, log in as Poll Worker to resume voting.
13. Compare the number of Cards and Ballots Accepted.
14. Ensure the number aligns with the previous documentation.



If the number of Cards or Ballots Accepted do **not** match previous documentation after rebooting the Ballot Scanner, call the BOE immediately: 216-443-3277. Do **not** use the Ballot Scanner until receiving further instruction from the BOE.

6.9 ISSUES WITH POLLING LOCATION OR PERSONNEL

Supplies are missing or running low.

- Report to VLM/VLD.
- Call and report the supply issue to the Election Response Hotline.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

Campaigners are inside the Neutral Zone.

- Report to VLM/VLD.
- Call and report the issue to the Election Response Hotline.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

Journalists or media enter the Polling Location.

- The media is granted reasonable access to Polling Locations so long as the media is not interfering with the election or voters, and they must maintain voter privacy.
- If there are any issues with the media, call to report the Election Response Hotline.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

Polls close at 7:30 p.m. but voters are still in line waiting to vote.

- Any voters still in line at 7:30 p.m. must be permitted to vote.
- Move the line inside the locked door of the Polling Location if possible.
- Place a PEO after the last person who is in line at 7:30 p.m. to prevent additional people from joining the line.

A court orders the county to keep the Polling Location open past 7:30 p.m.

- Note the last person in line at 7:30 p.m.
- Voters who were already in line at 7:30 p.m. get to vote a regular ballot.
- Any voters who arrive to vote between 7:30 p.m. and the court ordered closing of the polls must vote a Provisional Ballot.
- Write "After Close of Polls by Order of the Court" on each of these Provisional Envelopes.
- Pack these marked Provisional Ballots in the **Yellow** Provisional bag but **not** in the Clear Provisional Pouches to keep them separated from the other Provisional Ballots.

Poll Worker does not show up to the Monday Night Organizational Meeting.

- Call the Election Response Hotline after **6:30 p.m.** to report the absent poll worker.
 - **216-443-3277**
- Note on the Payroll Card.

Poll Worker does not show up on Tuesday morning of Election Day.

- Call the Election Response Hotline after **6:30 a.m.** to report the absent poll worker.
 - **216-443-3277**
- Note on the Payroll Card.

ISSUES WITH POLLING LOCATION OR PERSONNEL (CONT.)

A person is distributing or selling food or raffle tickets inside the Polling Location.

- Distributing food and/or sales are not permitted inside Polling Locations.
- Direct outside of Neutral Zone.
- Note on the **Pink** Memo sheet.

A person is collecting signatures on a petition inside the Polling Location.

- People are not permitted to collect signatures inside of a Polling Location or within the Neutral Zone outside of the Polling Location.
- Direct person outside of the Neutral Zone.
- Note on the **Pink** Memo sheet.

An observer interacts with voters or disrupts the election process.

- Observers are permitted Monday Night through Tuesday Night Drop-Off so long as the observer is not impeding, interfering with, or disrupting the flow of the election.
- Report to VLM/VLD.
- Call and report the issue to the Election Response Hotline.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

A person is wearing campaign attire inside the Polling Location.

- No one is allowed to wear clothing or paraphernalia that promotes a candidate or issue.
- Direct the voter to remove or cover the promotional attire.
- Note on the **Pink** Memo sheet.
- A voter who refuses to remove or cover up prohibited campaign attire or paraphernalia **must** still be allowed to vote.

A person is conducting a survey inside the Polling Location.

- Exit polling must take place **outside** of the immediate voting area but is allowed within the "No Campaigning/Neutral Zone".
- Direct Pollster outside of immediate voting area.
- Note on the **Pink** Memo sheet.

6.10 ISSUES WITH SECURITY

Precinct Election Officials must contact the Election Response Hotline (216-443-3277) and/or the appropriate law enforcement official immediately if they experience a problem with the conduct of ANY person at a Polling Location.

There is physical damage done to Election Day equipment.

- Report to VLM/VLD.
- Call Election Response Hotline to report to BOE.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

Tamper Tape or seals on equipment are missing or broken.

- Report to VLM/VLD.
- Call Election Response Hotline to report to BOE.
 - **216-443-3277**
- Note on the Security Record Sheet and the **Pink** Memo sheet.

Tamper Tape or seals are running low.

- Report to VLM/VLD.
- Call Election Response Hotline to report to BOE.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

There is a delay in opening the Polling Location.

- Polls must be opened at 6:30 a.m.
- Call Election Response Hotline to report to BOE.
 - **216-443-3277**
- Note on the **Pink** Memo sheet.

 Remember, if at any time you:

- Fear for your safety or the safety of others
- Witness any dangerous/threatening behavior
- Experience any type of emergency

Call 911 immediately!

7. APPENDIX

Electronic Pollbook Transport Case Diagram



Supplies packed underneath the Electronic Pollbook(s)

1. Printer w/ Power Cable (2)
2. Electronic Pollbooks (2)
3. MiFi Hotspot (1)
4. Stylus (2)
5. Charging Equipment*
6. Extra Printer Paper Rolls (2)

*Charging Equipment

- a. EPB Cords (2)
- b. MiFi Hotspot Cord & Plug (1)
- c. EPB Charging Block (1)



APPENDIX (CONT.)

Location Supply Bag Checklist

Red Ballot Bag w/ Memory Stick Pouch attached



- Authority to Vote Slip Envelope (1/EPB)
- Ballot Containment Folders
- Curbside Envelopes (5/location)
- EPB & Ballot Scanner Reports Envelope
- Memory Stick Pouch – **do not detach**
- Precinct Ballots
- QRG – Ballot Team Mon./Tues. AM (1/location)
- Red Curbside Poly Mailer (5/location)
- Red Secrecy Folder (1/location)
- Soiled/Voided Ballot Envelope (1/location)
- Stub A Envelopes (minimum 2/precinct & 3/location)

Gray Ballot Bag (1 per additional precinct)



- Ballot Containment Folders
- Precinct Ballots

Yellow Provisional Bag



- Clear Provisional Pouches (1/precinct)
- Completed Forms Envelope (light green)
- Extra Ballot Paper for ADA Device
- Form 10-L – Notice of Name Change
- Form 10-U – Affidavit-Oath-Exam. Of Person Challenged
- Form 12-D – Provisional Voter Precinct Verification
- Form 12-H – Provisional Ballot Notice
- Form 12-O – Religious Objection Affidavit
- Post-Election Pack Up Checklist
- Provisional Envelopes (25/precinct)
- Provisional Voter ID Postcards
- QRG – Processing a Provisional Voter
- VAT ID Number Sign & Stand
- VAT Log & Pink Memo Sheets
- VAT Sign & Stand
- Voter Registration Forms (10/precinct)

Green Supply Bag



- Blue Painter's Tape
- VLM cell phone with instructions
- Clear Plastic Envelope:**
 - Ballot Scanner Keys (2 sets)
 - Pen Pack with Bag Seals and Tamper Tape
 - White Loop Seals
 - Yellow Maintenance Tags (5 tags)
- Green Folder:**
 - Candidate Withdrawal Notices (if any)
 - Paper Payroll Card
 - Precinct Voter List(s)
 - PW Training Manual
- Paper Pollbook Backup Pack:**
 - ⚠ You must call 216-544-8600 before opening! Only use if no EPBs are operational.**
 - Additional List of Registered Voters
 - Alphabetical Paper Pollbooks
 - Provisional Voter Record Update
 - QRG – Alphabetical Paper Pollbook
 - Return Envelope
- Green Binder:**
 - Alerts
 - Cable Lock Combination
 - Drop-Off Location information
 - Important Phone Number List (back cover)
 - Location Setup Diagram
 - Location Supply Bag Checklist
 - Mandatory Calls to the BOE
 - Observer Packet (if any)
 - Password Envelopes:
 - ADA Ballot Marking Device passwords
 - Ballot Scanner passwords
 - EPB passwords
 - Post-Election Pack Up Checklist
 - QRG Locator
 - Security Records:
 - Ballot Scanner Security Records
 - Ballot Security Record
 - Location Security Record
 - VLM/VLD Checklist

APPENDIX (CONT.)

Location Supply Bag Checklist (cont.)

Blue Supply Bag



- | | |
|--|---|
| <input type="checkbox"/> Alcohol Prep Pads | <input type="checkbox"/> Location Supply Bag Checklist |
| <input type="checkbox"/> Black Supplemental Envelope | <input type="checkbox"/> Masks |
| <input type="checkbox"/> Blue Painter's Tape (2/location) | <input type="checkbox"/> Master List of Supplies |
| <input type="checkbox"/> Brown Expandable Folder (see contents below) | <input type="checkbox"/> Microfiber Cloth |
| <input type="checkbox"/> Extra Ballot Scanner paper rolls (1/scanner) | <input type="checkbox"/> Pens |
| <input type="checkbox"/> Flat Board | <input type="checkbox"/> PW Training Manual |
| <input type="checkbox"/> Glossary of English-Spanish Key Election Terms (Bilingual Locations only) | <input type="checkbox"/> QRG – Supply Team |
| <input type="checkbox"/> Hand Sanitizer | <input type="checkbox"/> Sign Kit Folder (see contents below) |
| <input type="checkbox"/> I Voted Stickers (3 rolls/precinct) | <input type="checkbox"/> Three-Prong Adaptors (1/scanner + 1 extra) |
| <input type="checkbox"/> Injury Reporting Kit | <input type="checkbox"/> Voter Survey Cards (countywide elections only) |

Brown Expandable Folder



- | | |
|--|--|
| <input type="checkbox"/> Drop-Off Location information | <input type="checkbox"/> Name Tags (1 sheet/precinct) |
| <input type="checkbox"/> Hablo Español Badges (Bilingual Locations only) | <input type="checkbox"/> Post-Election Pack Up Checklist |
| <input type="checkbox"/> Issue Signs (if applicable) | <input type="checkbox"/> Sample Ballots |
| <input type="checkbox"/> Location Map | <input type="checkbox"/> White Return Envelope w/ Pink Label |
| <input type="checkbox"/> Magnifying Sheet | <input type="checkbox"/> Write-in Candidate List (if applicable) |

Sign Kit Folder



- | | |
|--|---|
| <input type="checkbox"/> Ballot Scanning Requirements | <input type="checkbox"/> Precinct Voter List Sign |
| <input type="checkbox"/> Curbside Voting Sign | <input type="checkbox"/> Secure the Vote (English/Spanish) |
| <input type="checkbox"/> Election Today – Polls Open Poster | <input type="checkbox"/> SOS Absentee Mailing – Bilingual (if applicable) |
| <input type="checkbox"/> Election Today – Directional Arrows (L/R) | <input type="checkbox"/> Special Voting Instructions |
| <input type="checkbox"/> How to Vote Using an Optical Scan Ballot | <input type="checkbox"/> Voter Ballot Instruction Guide |
| <input type="checkbox"/> Ohio's Elections are Secure (English/Spanish) | <input type="checkbox"/> Voting Rights Information |

Stand-up Display Board

- | | |
|---|---|
| <input type="checkbox"/> For Display Only | <input type="checkbox"/> Notice Regarding Vote No More Than Once |
| <input type="checkbox"/> Ballot Jams | <input type="checkbox"/> ADA Accessible Equipment Available |
| <input type="checkbox"/> Remove All Political Signs etc. | <input type="checkbox"/> Notice to Election Officials: People in Location |
| <input type="checkbox"/> Acceptable ID Poster Bilingual | <input type="checkbox"/> Spanish Language Assistance |
| <input type="checkbox"/> SOS ID Poster | <input type="checkbox"/> Voter ID Poster in Spanish |
| <input type="checkbox"/> Provisional Ballot Bring ID to BOE | <input type="checkbox"/> No Guns No Smoking |

Primary Election Folder (primary elections only)

- 17-Year-Old Ballot Envelopes
- 17-Year-Old Stamp
- 17-Year-Old Voting Instructions (1/envelope)
- Form 10-X – Statement of Persons Challenged as to Party Affiliation
- Primary Election Tabletop Sign & Stand

Additional Items on Transport Cage/Cart

- ADA Parking Signs (if applicable)
- American Flags
- Electronic Pollbook Cases
- Empty Gray Ballot Bag (if applicable)
- Empty Red Ballot Bag (if applicable)
- Stand-up Display Board (see contents above)
- Voting Booths

8. GLOSSARY

Absentee Ballot

A ballot that is completed and submitted by mail or in person prior to Election Day. Absentee Ballots cannot be accepted at Polling Locations.

Accessibility

All county boards of elections are required by both state and federal law to provide Polling Locations that are accessible to people with disabilities. People with disabilities must have the opportunity to vote privately and independently.

ADA Ballot Marking Device (ClearAccess)

A machine used to assist voters with disabilities in casting their ballots. These machines have audio instructions, touchscreens, and other accessibility features to ensure all voters can participate equally.

Authority to Vote Slip

The slip of paper that prints out after a regular voter signs the Electronic Pollbook. The Authority to Vote slip indicates the exact ballot style (including city, ward, precinct, and party) that the voter must be given based on the precinct in which they live.

Ballot Accounting

The process of comparing the number of ballots issued, used, and returned. This is an important part of closing procedures to ensure all ballots are accounted for.

Ballot Drop-Box

A secure location where Absentee Ballots can be deposited by voters. These are monitored 24/7 to ensure the security and integrity of the ballots.

Ballot Scanner

A device used to read ballots and record votes electronically. Ballot scanners are used in Polling Locations to process paper ballots.

Ballot Table

The area at a Polling Location where ballots are distributed to voters after they have checked in. Ballot Officials manage the Ballot Table to ensure that voters receive the correct ballots based on their voting precinct.

Campaigners

Individuals supporting issues or candidates. They are not permitted within 100 ft. of the Polling Location entrance, also known as the neutral zone. They are permitted to hand out literature outside of the neutral zone.

Chain of Custody

The documentation and tracking of all election materials (i.e. ballots, voting equipment, etc.) to ensure their security and integrity from the beginning of the election process to its completion.

Check-In Table

The designated area at a Polling Location where voters check in before casting their votes. Election Officials verify the voter's identification and eligibility using the Electronic Pollbook, and the voter is provided with the appropriate ballot.

Close of Polls

The official time when Polling Locations stop accepting votes. After this time, no additional ballots are issued, and the Polling Location staff begin the process of closing and securing voting equipment. Polls close at 7:30 PM.

GLOSSARY (CONT.)

Confidential Voter

A person whose personal information is protected due to certain circumstances, such as holding public offices or when revealing their identity could put them at risk. These voters are allowed to vote under special protections to ensure their safety. Their personal information is not publicly available on voter rolls.

Curbside Voting

A process that allows voters the opportunity to vote from their vehicle when they can travel to the Polling Location but are physically unable to enter due to a disability or other limitations.

Electronic Pollbook (EPB)

An electronic device used to check in voters and track ballot supply numbers. It replaces the traditional paper pollbooks used at Polling Locations.

Election Integrity

The assurance that an election is free, fair, and accurate. This includes proper procedures, secure voting methods, and transparency in counting and reporting results.

Election Official

Any person who is responsible for conducting elections, including poll workers, managers, deputies, and other staff who oversee various election activities at the Polling Location.

Election Response Team (ERT)

A team comprised of Board of Elections staff, trainers, and training assistants. Team members visit Polling Locations during the Monday Night Organizational Meeting and Election Day. They provide onsite guidance and informational training related to procedures. They also help troubleshoot election equipment issues.

Election Substitute Official (ESO)

Poll workers who have trained and are willing to travel to any Polling Location in the county. They report to the BOE the morning of Election Day and are deployed to Polling Locations that need extra poll workers.

Exit Poll

A survey conducted with voters as they leave the Polling Location to gather data on voting patterns, preferences, and reasons for their choices. Exit polls are typically used for statistical analysis and media reporting. Exit polling is permitted within the 100-ft neutral zone outside of the Polling Location entrance.

Federal Observer

Individuals who are assigned to Polling Locations to monitor Election Day processes and bilingual election procedures. They are typically assigned by the U.S. Department of Justice and are different than a regular observer. They do not have to sign the Observer Oath or follow Election Day Observer Guidelines, and they are permitted to speak to voters.

Form 10-L – Notice of Name Change

A form used if a voter fails to update their name by the voter registration deadline (30 days prior to Election Day). They may update their voter registration by completing Form 10-L and providing one of the following documents to Election Officials:

- Court order that includes the voter's former and current names
- Marriage license
- Other proof of legal name change that includes both the voter's former and current names

GLOSSARY (CONT.)

Form 10-U – Affidavit-Oath-Examination of Person Challenged

A form used when a voter's eligibility is disputed at the Polling Location and allows them to cast a Provisional Ballot while their eligibility is further examined. The challenged voter is required to complete this affidavit that includes an oath that the person is eligible to vote, and it may include an examination or questioning to confirm eligibility.

Form 12-D – Provisional Voter Precinct Verification Form

A form completed by a poll worker when a voter refuses to go to the correct Polling Location to vote based on their current address. Poll workers attach the completed form to the back of voter's Provisional Ballot Envelope.

Form 12-H – Provisional Ballot Notice

A form provided to voters who cast a Provisional Ballot during an election. The form provides voters with important information regarding the provisional process, instructions on how to check the status of their Provisional Ballot and provides steps the voter may need to take to ensure their vote is counted. If the voter did not have sufficient ID at time of voting, they must provide proof of identity to the Board of Elections within four days after the election.

Form 12-O – Affidavit of Religious Objection

A form used when voters have a religious objection to being photographed, which is required for identification when voting in Ohio. The form allows voters to formally declare their religious objection to having a photo ID. Upon completing the affidavit, voters may be allowed to cast a Provisional Ballot.

General Election

An election held on the first Tuesday after the first Monday in November. General election voters determine who will be elected to represent the people at a given level of government. Federal, state, and county candidate elections are held in even-numbered years, while city, village, township, and board of education candidate elections are held in odd-numbered years. State, county, district, or local issues may be on the ballot at any general election.

Monday Night Organizational Meeting (MNOM)

The procedure of preparing the Polling Location on Monday night before Election Day including arranging voting booths, equipment, and signage to ensure a smooth and organized voting process on Election Day.

Media

Individuals that are credentialed by publication/broadcast. They are permitted to take pictures and record videos but must not interfere with voting or infringe on voter's privacy.

MiFi

A portable wireless hotspot that provides internet connectivity to the Electronic Pollbooks at a Polling Location.

Neutral Zone

A specific 100-ft area around a Polling Location, or within 10-ft of the voter line, where electioneering is prohibited. This zone is intended to prevent any form of campaigning or political activity that could influence voters near the Polling Location.

Oath of Office

A formal declaration that poll workers will perform their responsibilities fairly and impartially, according to Ohio law, and will ensure the integrity of the election process.

GLOSSARY (CONT.)

Observer

An individual who is authorized to observe the election process at a Polling Location to ensure the election is fair and complies with the law. They are typically appointed by political parties or candidates.

Ohio Interim ID

A temporary identification issued by the Ohio Bureau of Motor Vehicles (BMV) when a person applies for a new, renewed, or updated Driver's License or State ID, but the official card has not yet been produced. Ohio Interim ID is an acceptable form of voter ID in Ohio.

Open of Polls

The official time when Polling Locations must have all equipment set up and ready to start accepting voters. Polls open at 6:30 AM in Ohio.

Pink Memo

A record kept throughout the day by poll workers to document significant events, issues, or any irregularities that occur during the election. This log is useful for troubleshooting and investigative purposes post-election.

Polling Location

A physical location where voters go to cast their ballots. They are typically set up in schools, community centers, churches, or other accessible venues.

Precinct

The smallest administrative unit in an election, a specific geographic area or neighborhood within a city or county established by the Board of Elections.

Precinct Election Official (PEO)

The person(s) responsible for overseeing the Polling Location operations, ensuring voters are checked in properly, and managing the ballot distribution. They also often assist with voter questions.

Precinct Lookup Slip

The slip of paper that is printed from the Electronic Pollbook after searching a voter's address in the Precinct Lookup module. This slip identifies the voter's precinct and Polling Location based on the address searched in the EPB. This slip is used at the Voter Assistance Table to ensure Provisional Voters receive the correct ballot.

Primary Election

An election held to allow political parties to select their candidates for the general election. The political party selected will become the voter's political party on record and cannot be changed until the next Partisan Primary Election. There are two main types of primary elections in Ohio:

- **Partisan Primary:** This is where voters select candidates from a specific political party to run in the general election.
- **Nonpartisan Primary:** In races that are nonpartisan, such as issues, or for local offices (i.e., school boards), all candidates appear on the same ballot regardless of their political affiliation.

Provisional Ballot

A ballot used when there is a question about a voter's eligibility. Provisional Ballots are reviewed before they are counted to ensure the voter is eligible.

GLOSSARY (CONT.)

Provisional Envelope

The envelope used to contain a Provisional Ballot. The Provisional Envelope is filled out with the voter's name, date of birth, address, ID, and voter signature, and the ballot is placed inside. It is an important part of the provisional voting process, ensuring that the voter's ballot is securely separated and can be reviewed later by Election Officials for eligibility.

Provisional Voter

An individual who casts a Provisional Ballot because there are questions or uncertainties about their eligibility to vote. A person becomes a provisional voter when Election Officials are unable to immediately verify certain information, such as the voter's registration status or identification, at the time of voting.

Quick Reference Guide (QRG)

A reference document containing condensed information about election procedures, duties, and terminology. These provide step-by-step instruction on Polling Location procedures.

Re-Direct Slip

A slip that is printed from the Electronic Pollbook when a voter is at the wrong Polling Location. The slip shows the correct Polling Location for that voter as well as the location's address.

Rover

Individuals that serve as liaisons between Polling Locations and the Board of Elections. They are assigned to Zone Stations throughout the county. Rovers are responsible for delivering supplies to Polling Locations, replacing broken equipment, and keeping campaigners outside of the neutral zone.

Security Records

Documents or logs that track and verify the security of the election process, including ballots, equipment, and other sensitive materials.

Soiled Ballot

A ballot that is damaged or incorrectly marked and cannot be counted. Voters are offered a new ballot if they soil their original. Voters may have their ballot soiled and reissued up to three times on Election Day.

Special Election

An election scheduled outside of the regular election cycle to fill a vacancy, resolve a referendum, or address another specific issue. Special elections are often held at the local or state level.

Split Precinct

A voting precinct that has been divided into two or more parts, each with different ballot types. This can happen due to district boundary changes, such as those in congressional or local elections, which cause a precinct to fall under multiple districts. Voters in a split precinct may have different candidates or issues on their ballots, depending on their specific location within the precinct.

Voter Assistance Table (VAT)

A designated area in the Polling Location where voters who need to vote provisionally are directed to receive further assistance.

GLOSSARY (CONT.)

Voter ID

Identification required by the State of Ohio for voters to verify their identity before casting a regular ballot. Voters who do not provide photo ID may cast a Provisional Ballot. Forms of ID that are acceptable in Ohio: Ohio Driver's License, Ohio State ID Card, Interim ID form issued by the BMV, U.S. Passport, U.S. Passport Card, U.S. Military Photo ID. ID's must be current and not expired.

Voter Intimidation

Any behavior meant to intimidate or coerce voters into casting a ballot in a certain way or preventing them from voting at all. Voter intimidation is illegal and can lead to serious penalties.

Voter Referral Slip

A slip of paper that is printed from the Electronic Pollbook when a voter has been determined that they must vote provisionally. The slip shows the voter's name, precinct, address, and reason for needing to vote provisionally.

Voting Booth

A private area where voters can mark their ballots in secrecy. Booths are equipped with privacy screens to prevent others from seeing the voter's selections.

Voting Location Deputy (VLD)

A supporting leadership role at Polling Locations that assists the Voting Location Manager in performing the various tasks during Election Day, such as assisting voters and handling equipment. Serves as the lead worker and supervisor of the Voter Assistance Table. At the end of the night, they drive with the Voting Location Manager to the Drop-Off Location.

Voting Location Manager (VLM)

The primary person responsible for the overall operation of a Polling Location. This role includes overseeing staffing, troubleshooting issues, ensuring compliance with election procedures, and maintaining equipment. At the end of the night, they drive with the Voting Location Deputy to the Drop-Off Location.

Voter Registration

The process by which individuals sign up to vote in an election. New registrations and updates must be completed 30 days before Election Day in Ohio to ensure eligibility to vote.

Write-In Candidate

A candidate whose name does not appear on the official ballot but may be written in by voters.

Zero Report

A report generated at the start of Election Day to confirm that all voting machines and equipment are set to zero (no votes counted) before voting begins.

9. IMPORTANT PHONE NUMBERS

Election Response Hotline..... 216-443-3277

Voter Registration Hotline..... 216-443-3298

Spanish Language Assistance Hotline..... 216-443-3233

Confidential Voter Hotline..... 216-443-3258

Poll Worker Department..... 216-443-3277

Paper Pollbook Hotline*..... 216-544-8600

*You must call **before** opening the Paper Pollbooks

FREQUENTLY USED TERMS AND ACRONYMS

BOE – Board of Elections

ClearAccess – ADA Ballot Marking Device

ClearCast – Ballot Scanner

EPB – Electronic Pollbook

ERT – Election Response Team

ESO – Election Substitute Official

ORC – Ohio Revised Code

PEO – Precinct Election Official

QRG – Quick Reference Guide

SOS – Secretary of State

VAT – Voter Assistance Table

VLD – Voting Location Deputy

VLM – Voting Location Manager



For additional election information, or to view additional training materials, scan the QR code or visit our website:

boe.cuyahogacounty.gov

**Don't forget to bring this book
with you on Election Day!**