

# ELECTION OFFICER

## TRAINING MANUAL



PRINCE WILLIAM COUNTY  
OFFICE OF ELECTIONS

2024-2026



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## Message from the Director

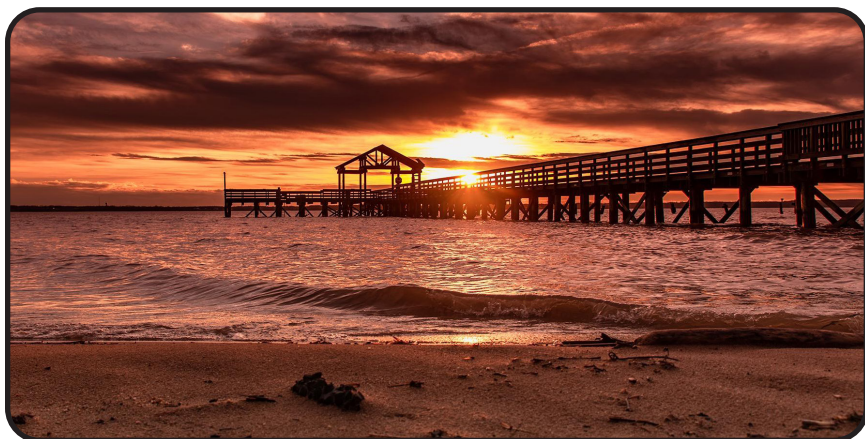
Thank you for serving in such an important role to help the citizens of Prince William County in exercising their right to vote.

Every election presents unique challenges, but the high volume of voters, security concerns, and media attention are amplified during a presidential general election.

With your skill and dedication, we had two outstanding elections in March and June of 2024. We want to continue that excellent work and make sure the voters of Prince William County have (1) confidence in the voting process, (2) feel safe voting, and (3) enjoy their voting experience.

To increase confidence, our office has posted results tapes online (the first county in Virginia to do so), built a voter challenge process that balances citizen input with state/federal laws, modified election procedures to ensure election equipment operates precisely, hosted an open house to allow the public to view the process, and published a series of election security documents that detail the MANY steps we take to administer elections. If voters have questions, invite them to learn more at [pwcvotes.org](https://pwcvotes.org).

You help build voter confidence in the voting process with your attention to detail, adhering to the procedures in this manual, and serving in your role in a nonpartisan manner. Be friendly to all voters and demonstrate to them you take your duties seriously.





To ensure the safety of our voters and officers, we utilize police monitoring, communicate with local, state, and federal partners to identify threats, and work with the county’s emergency staff to execute backup plans. We are actively engaged in the prevention of and preparation for these situations so you are supported and safe and so voting can continue even in an emergency.

Finally, voters generally love the voting experience and while we prepare for potential problems, we want the process to be a joyous and fun occasion. To this end, we unveiled our new “I Voted” stickers this past summer and will provide “selfie” props for voters to allow them to share their voting experience in a way that does not impact the privacy of other voters.

Thanks again for your dedication to these goals as we continue to work to make voting in Prince William County the best it can be.

**Eric Olsen, Director of Elections  
Prince William County**



# Election Officer Basics



**Pre-Election Officer Checklist**

- Complete Training**

Training requirements and instructions to sign up for your training class will be in your assignment letter. Call 703-792-6470 or email [electionofficer@pwcgov.org](mailto:electionofficer@pwcgov.org) for support or assistance.
- Communicate with your Chief**

Confirm with your Chief that you are working and get any necessary details about the polling place. Inform your Chief if you have any additional language skills or any physical/communication limitations.
- Make your Travel Plans**

Learn the location of your polling place and figure out how you are going to get there on Election Day. Make sure you arrange a ride if necessary.
- Prepare your Food, Medicine, and Clothing**

Before Election Day, make sure you have packed any meals and snacks, any prescription or emergency medicine you may need, your phone charger, and dress in (or bring) layers in case your polling place is colder or warmer than expected.
- Vote Early**

Vote at one of the early voting locations or by mail if you will not be working at your home precinct. Officers are sometimes reassigned to other locations, so it's a great idea to cast your vote before Election Day.
- Arrive on Time on Election Day**

Set alarms to make sure you arrive at 5:00 am sharp.

## Pre-Election Chief Checklist

- Complete Training**

Training requirements and instructions for registering for training will be in your assignment letter that you receive via email prior to the election. Call 703-792-6470 or email [electionofficer@pwcgov.org](mailto:electionofficer@pwcgov.org) for support or assistance.
- Communicate with your Election Officers**

Send an introductory email to your officers roughly 5-6 weeks before the election. Confirm they will be working and encourage them to sign up for training.
- Contact the Election Officer Team for Assistance**

Contact the office at 703-792-6470 or by email at [electionofficer@pwcgov.org](mailto:electionofficer@pwcgov.org) if you have any questions.
- Visit your Precinct in Advance**

Review your layout, parking, and entry door, find out if you will have access prior to Election Day, and confirm who will open the building for you. Report any issues to 703-792-8397 or [electionofficer@pwcgov.org](mailto:electionofficer@pwcgov.org).
- Communicate with your Election Officers ... Again**

After the precinct visit, send an email to your officers. Tell them what to expect on Election Day such as parking, entry door, etc. This is also an opportunity to make sure your officers' intent to serve has not changed.
- Vote Early**

Vote at one of the early voting locations or by mail.
- Pick up Chief Supplies**

Dates and hours for pickup will be provided at training and reminders will be sent via email. Make sure to inventory the contents of your Chief bag before Election Day.
- Read the Friday Night Letter**

The Office of Elections will email a letter the Friday before the election. Read it for any key updates or notices.

## Support

### BEFORE ELECTION DAY

**Main Office Line:**      **703-792-6470**

Officers with questions before Election Day should contact the office and ask for the Election Officer Team. Responses are generally immediate or at least within 24 hours. Office hours are 8:30 am to 5:00 pm on weekdays.

**Officer Email:**            **electionofficer@pwcgov.org**

Officers can email questions and concerns to the officer email address and generally receive replies within 2 business days. For immediate concerns, please call.

### ONLINE ACCESS

**Website:**            **[www.pwcvotes.org/electionofficer](http://www.pwcvotes.org/electionofficer)**

Officers can view training materials, videos, the officer portal, and more on the Office of Elections' website.

**Twitter:**            **@PWCVotes**

Follow us on social media for updates and the latest news.

### ON ELECTION DAY

**Chief HQ:**  
**703-792-8397**

Officers with questions on Election Day should contact Chief HQ for policy and procedure clarifications, technical support, emergencies, or facility access issues.



## Officer Requirements

### OFFICER QUALIFICATIONS

**All election officers must:**

- Be a registered voter in the Commonwealth of Virginia.
- Not hold elected office or be an employee of an elected official.
- Be available from 5:00 am to 9:00 pm on Election Day without leaving the polling place.

### STEPS TO BECOME AN ELECTION OFFICER

- 1. Application:** Complete an application and accept your appointment as an Election Officer with Prince William County.
- 2. Assignment:** After verification and approval, officers are eligible for assignment to precincts. When possible, Election Officers are assigned to their home precinct.
- 3. Training:** If assigned, all Officers must complete training prior to EACH election. Your assignment letter will include details on how to sign up for training.

***NOTE:** Not all officers will be assigned to each election based on staffing needs and party representation requirements. Per Virginia Code, preference is given to officers who are nominated/ approved by a party, but nonpartisan officers may also be assigned to work elections. Please note that these requirements may sometimes mean we cannot grant officers their preferred work location. For more information, see Virginia Code § 24.2-115.*

## Voting Basics

### VOTING PROCESS

**Voter Checks In:** The voter checks in to the polling place by stating (or writing) their name and address and presenting identification. The election officer finds the voter in the pollbook and verifies them.



**Voter Gets a Ballot:** The election officer gives the voter the proper ballot and some basic instructions for how to complete it.



**Voter Completes the Ballot:** The voter proceeds to the voting booth and completes the ballot.



**Voter Scans the Ballot:** The voter proceeds to the ballot scanner and inserts the ballot to be scanned and tallied.

**Voter Gets an “I Voted” Sticker.**

#### This manual is going to teach you:

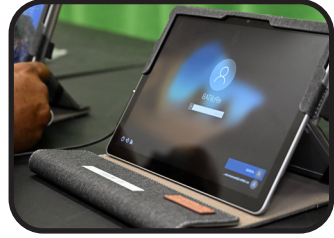
- How to get the polling place ready for voting.
- Proper procedures and expectations for all officers.
- How to assist voters with each step in the voting process.
- Special exceptions for some voters who are outside this process and how to handle them.
- How to close the polling place and report results.

Please consult this manual when uncertain of the proper procedures on Election Day. If you are still unsure, please call Chief HQ at 703-792-8397. Our team is here to support you!

## ELECTION EQUIPMENT

### Pollbook

Pollbooks are used at each polling place to check in voters and provide election officers with key information. The pollbook lists all voters in Prince William County and flags voters with special conditions in case the officer needs to take some special action for a particular voter. The Office of Elections uses the ePollTab tablet pollbook by DemTech. All precincts are also issued a paper pollbook.



### Ballot Scanner

The scanner is the machine that scans and tallies votes on Election Day. It is generally the voter's last stop before they leave the polling place. The ballot scanner serves several functions including scanning each voter's ballot, storing the paper ballots securely in the ballot box, storing a digital image of the ballot, tabulating results for each individual polling place, and printing out reports that allow officers to report results. The Office of Elections uses the Hart InterCivic ballot scanner.



### Touch Writer

The Touch Writer is a ballot marking device that ensures the polling place is compliant with the Americans with Disabilities Act. Votes are not cast on this device. The Touch Writer allows voters with visual and physical disabilities to use the machine to mark a ballot that must then be scanned by the ballot scanner. The Office of Elections uses the Touch Writer by Hart InterCivic.



## Election Officer Duties

### OFFICER POSITIONS

#### Chief Officer (Chief)

The Chief is responsible for the overall management of the precinct and all materials and equipment (ballots, electronic devices, etc.) provided to the precinct. They supervise and provide quality control for the check in of voters, distribution of ballots, and the provisional ballot process. The Chief makes the final determination when a procedure is uncertain and contacts Chief HQ for clarification on Virginia law and process. The Chief handles questions from media and poll watchers.

#### Assistant Chief (Assistant)

The Assistant Chief is responsible for assisting the Chief in all tasks and overseeing other Officers.

#### Election Officers (Officers)

Officers assist voters with the process checking in and casting their ballot. They might be asked to serve in several roles described later in the manual on Election Day (see *next page*).

#### Equipment and Provisional Specialist (EPS)

At least one officer at each precinct is designated as the Equipment and Provisional Specialist. They assist the Chief and Assistant with setting up the scanner, Touch Writer, and pollbooks before the polls open. Once the polls are open, they rotate to the Provisional Officer role to assist voters with provisional ballots. After the polls are closed, they are once again responsible for printing tapes, completing the pollbook summary report, and shutting down and packing the machines away in the cage as instructed by the Chief.

#### Language Specialists

Officers who speak Spanish fluently should contact the Office of Elections to inquire about bonus pay to assist voters with limited or no English proficiency. These officers are placed in locations with identified needs in this area.

## OFFICER ROLES

The Chief assigns officers to roles to perform the core functions of the polling place. Chiefs will generally rotate officers through several roles during the day depending on their skills and comfort level.

**Pollbook Officers** - These Officers check voters in on the pollbooks, issue ballots to qualified voters, and provide basic instructions on how to mark a ballot. They ensure voters are qualified by checking identification and verifying information on the pollbook. They should be comfortable using electronics and sitting for long periods of time.

**Voting Booth Officers** - These Officers are responsible for traffic flow once voters have their ballots. They direct voters to available marking stations, answer basic questions on how to mark a ballot, rescue runaway pens, and ensure the voting booths are free of campaign literature and other things voters may leave behind. This role requires long periods of standing.

**Scanner Officers** - These Officers provide basic instructions to voters preparing to feed their ballot into the Scanner, assist voters if the ballot is rejected, ensure the scanner is not tampered with, and distribute “I Voted” stickers.

**Provisional Officers** - The provisional officer is generally the Chief, Assistant, or Equipment and Provisional Specialist. They assist voters with provisional ballots and Same-Day Registrations. Officers should be certified to assist voters with this process or be under the supervision of a certified provisional ballot specialist (such as the Chief or EPS).

**Greeters** - Officers and Pages (high school students) can serve as Greeters, the first point of contact for voters. They offer chairs to voters who might have trouble standing in line, remind voters to have IDs ready, manage the line, and direct voters who might be in the wrong polling place to the Chief. (Pages can only perform these tasks and hand out “I Voted” stickers. Pages cannot handle ballots or election equipment.)

## Election Officer Policies

### CELL PHONE POLICY

Officers are only permitted to talk on their cell phones in the room where voting is taking place when talking to the Office of Elections. You are permitted to use your mobile device and check messages during your breaks. Voters and Poll Watchers are not allowed to talk on their phones inside the room where voting is taking place. They may use their phones for other functions if it is done silently. The only things voters may photograph are themselves and their own ballot (no other people or equipment). Officers and Poll Watchers are not permitted to take any photos or videos inside the polling place.

### EMPLOYMENT PROTECTION

Virginia Code provides certain employment protections to elections officers. They shall not be discharged from employment nor have any adverse personnel action taken against them. They also shall not be required to use sick leave or vacation leave provided reasonable notice has been given to their employer (VA Code § 24.2-119.1).

### DISCRIMINATION BASED ON DISABILITY PROHIBITED

Virginia Code § 51.5-43 prohibits any “Discrimination against qualified persons with disabilities in exercising [the] right to vote.” It is your duty to enforce this law. Only voters who have been adjudicated by the courts as mentally incapacitated lose their right to vote. It is your job to be aware of all legal options available and to work with voters who have disabilities to find the most suitable method for them to cast a ballot.

## JURY DUTY EXEMPTION

Election Officers are exempt from jury duty on Election Day (VA Code § 8.01-341.1). If you need assistance with this, please contact our office at 703-792-6470.

## COMPENSATION

Election Officers are paid a stipend for their training and Election Day service at the following rates:

Chief Officer	\$300
Assistant Chief Officer	\$250
Equipment & Provisional Specialist	\$225
Election Officer	\$200

Officers receive an additional payment for the following:

- Officers who complete the leadership certification training receive an extra \$25 payment for the election when the certification was completed.
- The Chief (or other designated officers) who pick up and/or drop off precinct supplies, ballots, envelopes, forms, etc. receive an additional \$25 payment for each time.
- Officers who are fluent in Spanish can receive an additional \$25 payment if certified. Contact the Election Officer team if you are fluent for more details.

Officers are generally paid via direct deposit within 4 weeks of Election Day. Payment issues may take 2-3 weeks to resolve.

**Officers are required to be enrolled in the PWC finance system, Mobius, unless the intent is to waive compensation.** To expedite payment, ensure your banking information is up to date in your Mobius account.

If you are a Prince William County employee (FT, PT, or temp), your stipend money will be paid through county payroll on a regular pay day after the election. It will appear as a separate payment element in your paystub. Taxes are withheld based on the information provided on your W-4 and VA-4 form.

## CUSTOMER SERVICE GOALS

All interactions with voters must meet the following baseline expectations of service:

- **Treat every voter and visitor with dignity, respect, and courtesy.** Voters may have different mental, physical, or language abilities that may require assistance. Remember these barriers may not always be visible or obvious.
- **Remain calm and neutral in all circumstances.**
- **All voters deserve to be treated equally,** regardless of race, color, ethnicity, gender, political affiliation, sexual orientation, and physical or language ability.
- **Listen carefully and be patient.**
- **Make reasonable accommodations to assist voters.**
- **Never discuss politics,** voting, or your political ideology with other officers or voters while serving as an officer.

Officers who fail to meet these standards may be removed. If a voter is being disrespectful or disturbing other voters and you are unsure of how to proceed, contact your Chief.

If the Chief needs support, contact Chief HQ at 703-792-8397.



## BASIC OFFICER GUIDELINES

It is the duty of officers to know the fundamental rules of the polling place and the laws that govern elections:

- Provide support to all voters according to the law and instructions provided by the Office of Elections.
- Follow procedures in this manual to be sure no voter is denied the right to vote.
- With more than 400 pages of Virginia Code that govern elections, there is no way that officers can know ALL the applicable laws. If you have questions before Election Day, call or email the Office of Elections at 703-792-6470. On Election Day, call Chief HQ at 703-792-8397.

Furthermore, officers take an Oath to “faithfully and impartially” execute their duties.

- Officers may not discuss candidates, political parties, issues on the ballot, or political topics.
- If you are unsure and think something could be a political topic, it is best to avoid it.

An election officer also must prevent “fraud, deceit, and abuse.” If you see something questionable or suspicious on Election Day, contact Chief HQ at 703-792-8397.

You may discuss the specific needs of a voter who needs support or assistance in a quiet and respectful manner to protect that voter’s privacy. Keep the polling place peaceful and quiet. Loud talking and other noises make it difficult for voters to concentrate.

**TIP:** In order to present a consistent appearance on Election Day, officers should wear their election officer badge (with lanyard) and their officer shirt. When outside, officers should wear the provided vest for safety.

Jeans are acceptable, but ripped jeans are not. Shorts or leggings worn as outer garments are not proper. Do not wear heavy perfumes or scents to the polling place.

## Voters with Disabilities

It is important that all election officers understand the proper ways to assist voters with disabilities at the polling place.

### GENERAL GUIDELINES

- **Be courteous and respectful.** Remember that disabilities are not always visible or obvious.
- **Be considerate of the extra time it may take** for a person who is disabled or elderly to get things done.
- **Always speak directly to the voter** and not to a companion, aide, or sign language interpreter. Be patient with any person who has difficulty speaking.
- **Ask before you help.** Don't be shy about politely offering assistance, but never assume someone wants help and always ask first.
- **Be sure that sufficient signs are in place** to direct a person to the most accessible route to the voting room.
- **Know what options are available.** If a voter requests special assistance, know what equipment and services can be provided to assist that voter.

### Request for Assistance Form

The Request for Assistance Form must be completed any time another person (often an aide, family member, or election officer) is going to assist a voter in marking or casting a ballot.

Use a Request for Assistance Form if someone other than the voter is going to see how a person voted their ballot.

The voter may choose anyone in the polling place to serve as an assistant except for a poll watcher, the voter's employer, or a union representative. Those individuals are prohibited by law from assisting a voter (VA Code § 24.2-649).

If the voter is unable to sign due to a visual or physical disability, the assistant or officer should write "Unable to Sign" on the signature line for the voter.

## Voters with Mobility Impairments

- Do not push or touch another person's wheelchair or equipment without consent.
- Try to put yourself at eye level when talking to someone in a wheelchair. Sit, bend, or kneel in front of the person.
- Know where the accessible restrooms are in the building.
- When giving directions to a person in a wheelchair, consider distance, weather conditions, and physical obstacles (curbs, stairs, steep hills, etc.).
- Either fasten mats and throw-rugs down securely or move them out of the way. Anyone could trip.
- Keep floors as dry as possible on rainy or snowy days.
- Keep the ramps and wheelchair-accessible doors to the polling place unlocked and free of clutter.



## Voters with Speech or Hearing Impairments

- Voters who cannot speak can confirm their name and address in writing.
- Let the voter take the lead in establishing the mode of communication with which they are most comfortable including speaking, gestures, or writing.
- Do not cover your lips in case someone is reading them.
- If speaking, speak calmly, slowly, and directly to the voter.
- Do not shout.

## Voters Who Are Blind or Have Low Vision

A voter who is blind or has low vision may choose to use an assistant to vote a paper ballot or mark a ballot using the Touch Writer.

Remember that a blind voter is never required to sign any form, including the Request for Assistance Form, but the person assisting must complete Section B of this form. Read aloud any required oaths or affirmations to the blind voter, and, if the voter so affirms, write “Blind Voter” on the signature line.

### To assist a blind/low vision voter:

1. Identify yourself and state that you are an election officer.
2. If guiding a blind voter, offer your arm to the voter, rather than taking the voter’s arm. Walk slightly ahead of the person.
3. As you guide the person into a room, describe the layout and the location of furniture, and note who else is nearby. Make sure to identify doors, stairs, and other barriers as you approach them. Be specific about describing the location of objects (Example: “There’s a table two feet to your left”).
4. If a blind voter has a guide dog, walk on the opposite side of the voter from the dog. Do not pet or otherwise distract a guide dog without permission from the owner.
5. Let the blind person know if you must leave his or her presence.



## OUTSIDE POLLS VOTING

Voters 65 and older or those with physical disabilities are permitted to vote outside the polling place. This is called Outside Polls voting on forms and documents in the precinct.

Each polling place will have a designated parking space or area for voters who require this service.

Election officers should not attempt to verify the age or disability of voters opting to use this service. Allow voters to identify for themselves if they qualify.

## SERVICE ANIMALS

All service animals are allowed in the polling place.

**How do you identify a service animal?** Simply ask the voter. If they identify the animal as a service animal, that is sufficient. Identification or special clothing for the animal is not required.

If an animal is a pet, it must wait outside the polling place.



## Additional Information

### LANGUAGE ASSISTANCE

**Prince William County is required by law to provide all election documents and forms in both English and Spanish.** All signage and posters are displayed in both languages.

**A translation app** will be available on the phones and tablets given to the Chief at each precinct. Training will cover how to use this app to assist voters with limited or no English proficiency.

**Officers who speak another language** are allowed to assist voters in that language.



Poll watchers at the precinct must be notified if an election officer is translating for a voter so they can observe the interaction. Poll watchers are not allowed to serve as translators.

Officers should avoid posting handmade or improvised signs and should contact the Office of Elections for a translation if such signage becomes necessary due to safety concerns or other emergency situations.

## REMOVAL OF ELECTION OFFICERS

Officers generally do a great job and serve their community with professionalism and courtesy, but in some circumstances you may be removed as an officer if you do not adhere to your Oath or some additional standards of conduct.

Here is the relevant section of the adopted policy of the Prince William County Electoral Board:

*“The Board can remove election officers from their assignment and/or appointment for any cause including, but not limited to, the following:*

- *Failing to follow the Code of Virginia or procedures outlined in election officer training;*
- *Discussing political opinions or candidates with fellow officers or voters;*
- *Failing to properly secure and monitor critical election equipment; or*
- *Attempting to hack, test, or use election equipment in ways not authorized by training.*

*The Board can make a removal for a certain period or it can be permanent.*

*The GR [General Registrar] can suspend any officer for the duration of an election for any of the above reasons until the Electoral Board has time to further review that election officer.”*

Source: Prince William County Electoral Board Officer Nomination, Assignment, and Removal Policy, September 9, 2022.



# Setting Up & Opening the Polling Place



## INTRODUCTION

There are two components of setting up the polling place for Election Day.

### **Monday Setup (if possible)**

This is not available for all precincts, but allows officers at most voting locations to partially set up the polling place. Some facilities are not accessible the day before the election.

Attendance at Monday setup is generally not required but always appreciated. The Chief at each polling place will communicate with officers about if and when Monday set up will take place.

**Please note that the ballot scanners, pollbooks, and Touch Writers are NEVER turned on or opened on Monday.** Election equipment and pollbooks must remain locked in the Cage until 5:00 am on Election Day.

### **Tuesday Opening**

From 5:00 am when officers arrive to 6:00 am when the polls open, there is a lot of work to do to prepare the polling place for Election Day, including:

- Completing setup elements not permitted to be completed on Monday.
- Opening all election equipment.
- Placing signs outside to direct voters to the voting room.
- Completing the officer Oath and signing all required forms.
- Printing equipment tapes.

## Monday Setup

If available, please go to Monday setup to assist your election officer team with the following activities.

### MONDAY SETUP CHECKLIST

- Set up tables and chairs** in voting room.
- Hang all indoor signs** in voting room and hallways.
- Place electrical cables** in position and tape down.
- Set up the voting booths.**
- Set up the ballot box** (do not open the ballot scanner).
- Set up the TW printer** (do not open the Touch Writer).
- Chief:** Inventory the contents of the Cage and contact Chief HQ at 703-792-8397 if anything is missing.
- Chief: Review evacuation checklist** and select a meeting point in case of an emergency.
- Chief: Lock the Cage** with election equipment, pollbooks, and ballots inside.
- Secure the room** before leaving on Monday.

## EQUIPMENT CAGE

Each cage will have a diagram on the front that tells you where all the key items are in each cart. Cages have either two or three shelves and your cage will have a diagram that reflects this. Please note that in some locations, items are delivered on the top of the cage.

Officers should make sure to verify the correct cage for their precinct has been delivered. If you cannot find the cage at your location, please call Chief HQ at 703-792-8397 to get additional details from staff.



## MACHINE KEYS

The voting machines (ballot scanner and Touch Writer) use 3 keys for setup and closing. Each key serves a different function and is color-coded.

**Green/Square Key** — Unlocks the outer case of the voting machines.

**Yellow/RS Key** — Unlocks and locks the tablet in place.

**Red/CH Key** — Unlocks and locks access to voted ballots: the front and rear doors of the ballot box and the vDrive compartments of the Touch Writer and ballot scanner.



## MACHINE CODES

You will be supplied with 3 codes for the voting machines:

**Open Polls Code** — Used to open the polls on the ballot scanner and the Touch Writer.

**Poll Worker Code** — Used to access the Poll Worker Menu on the Touch Writer.

**Close Polls Code** — Used to close the polls after voting has concluded and all voters have left the polling place.

Codes are changed each election for security purposes. The codes are found in the Chief Binder and only to be used by the Chief and individuals authorized by the Chief.

Codes should be kept private when not in use and authorized observers are not permitted to view or record codes.

**STEP-BY-STEP: SETTING UP THE BALLOT BOX**



1. REMOVE THE BALLOT BOX FROM THE SQUARE HART BAG FOUND IN OR ON THE CAGE.



2. POSITION THE FOLDED BALLOT BOX AS SHOWN.



3. UNLATCH THE FOUR CLIPS (TWO ON EACH SIDE).



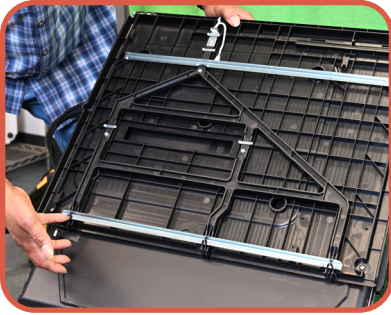
4. PULL OPEN THE BALLOT BOX.



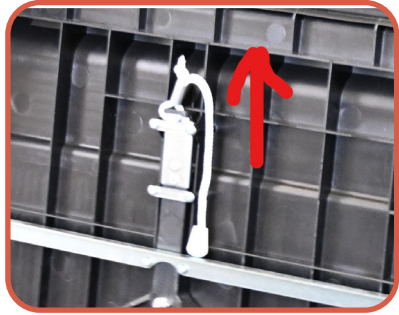
5. PRESS THE SIDE PANELS OUTWARD UNTIL THEY ARE FLAT. BE CAREFUL NOT TO PINCH YOUR FINGERS.



6. LOWER THE BOTTOM PANEL, BUT DO NOT PRESS DOWN.



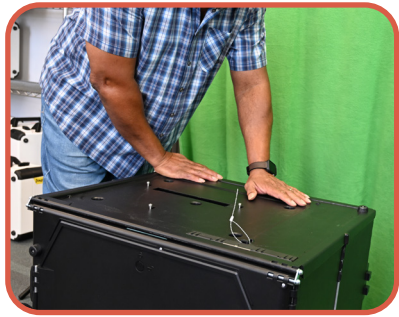
7. RELEASE THE LID BY UNHOOKING THE THREE STRAPS.



8. PULL THE STRING ON THE UNDERSIDE OF THE LID UPWARD TO UNLOCK THE LID.



9. LIFT THE LID WHILE GENTLY PULLING UP AND OUTWARD, ENSURING THAT THE DOUBLE HINGE IS FULLY EXTENDED.



10. LAY THE LID ACROSS THE TOP OF THE BALLOT BOX, THEN PRESS IT DOWN. DO NOT FORCE IT.



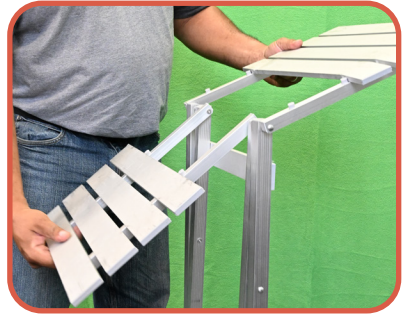
11. UNLOCK THE FRONT DOOR WITH THE RED/CH KEY.



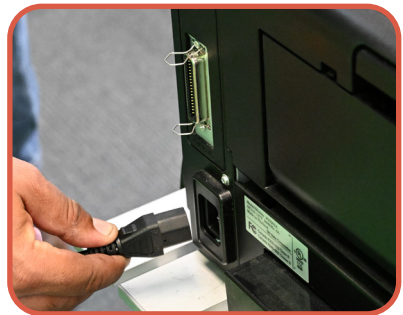
12. PRESS FIRMLY ON BOTTOM PANEL TO LOCK IT IN PLACE.

***STOP** here with the ballot scanner setup on Monday and only complete the remaining steps on TUESDAY morning.*

**STEP-BY-STEP: SETTING UP TOUCH WRITER PRINTER**



1. SET UP THE FOLDING PRINTER TABLE FOUND IN THE RECTANGULAR HART BAG.



2. LOCATE THE OKI PRINTER IN THE BLACK BOX AND PLACE IT ON THE PRINTER TABLE.

3. PLUG POWER CORD INTO THE BACK OF THE PRINTER AND A SURGE PROTECTOR.



4. PLUG THE SQUARE END OF THE USB PRINTER CABLE INTO THE PRINTER. *ONLY PLUG OTHER END INTO TW ON TUESDAY MORNING.*

5. LOAD THE PRINTER WITH THE CORRECT SIZE PAPER (IF NEEDED).

## STEP-BY-STEP: TOUCH WRITER STAND SETUP



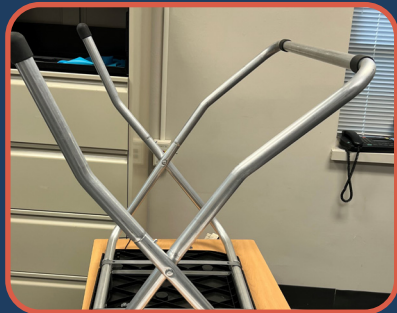
1. FIND RECTANGULAR HART BAG, REMOVE IT, AND PLACE STAND TOP SIDE DOWN.



2. RELEASE THE STRAPS KEEPING THE LEGS OF THE STAND IN PLACE AND UNFOLD THE LEGS.



3. ATTACH THE REAR AND FRONT LEG EXTENSIONS. REMEMBER FLAT AND ANGLED EDGES ATTACH TO THE OPPOSITE ON THE REAR LEGS.



4. FLIP THE STAND UPRIGHT. PLACE IT WITH THE TWO INDEPENDENT LEGS IN FRONT FOR WHEELCHAIR ACCESS.

*STOP here with the Touchwriter setup on Monday and only complete the remaining steps on TUESDAY morning.*

## VOTING BOOTHS

Voting booths should be set up to ensure voters have privacy and enough space for a voter with a wheelchair to navigate around them.

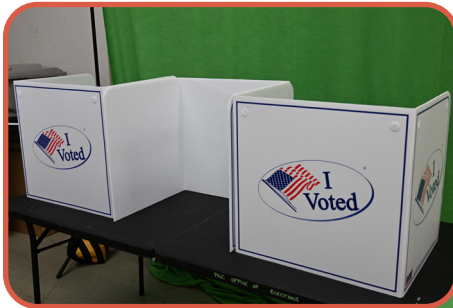
There are two kinds of voting booths you may use on Election Day:



- **Tabletop booths:** These can be placed on tables in your polling place to allow for seated voting. The privacy shields come in a pizza box-shaped container (*above*).
- **Standing booths:** These can be assembled and placed for voters. Instructions to assemble them are shown on the next several pages.

When placing tabletop booths, use one of the configurations shown below to ensure voters have adequate privacy while using space efficiently.

Please setup and use all voting booths supplied if space allows.



## STEP-BY-STEP: GRAY/BLUE STANDING VOTING BOOTH SETUP



1. OPEN THE BOOTH.



2. LOCATE THE LEG PIECES IN THE LID. NOTE SCISSOR LEGS ARE ALL LABELED "A" AND "B."



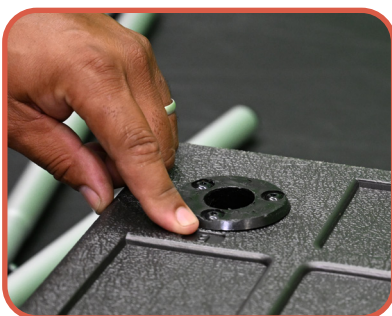
3. REMOVE THE LEG PIECES.



4. THE BUTTON IS USED TO LOCK THE LEG PIECES TOGETHER AFTER ASSEMBLY.

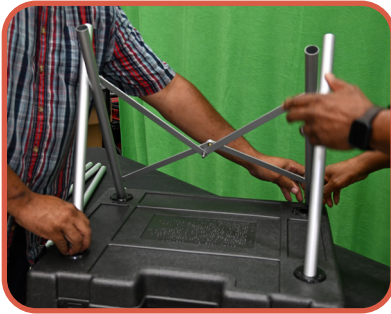


5. LOCATE THE SLOTS LABELED "A."

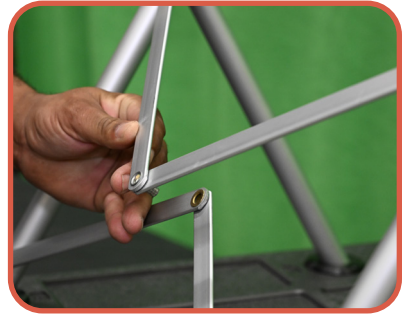


6. LOCATE THE SLOTS LABELED "B."

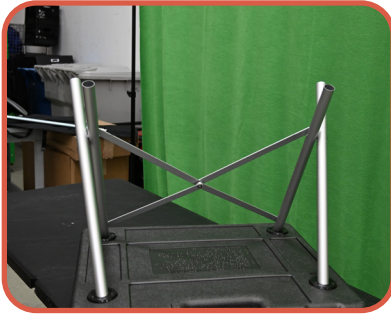
**GRAY/BLUE BOOTH SETUP (CONTINUED)**



7. EXPAND AND PLACE THE TWO "A" LEG PIECES IN THE "A" SLOTS. PLACE THE TWO "B" LEG PIECES INTO THE "B" SLOTS. SEAT THEM SECURELY.



8. INSERT THE SILVER PEG INTO THE ROUND HOLE IN THE CENTER OF THE 4-PIECE LEG SCISSOR SECTION TO LOCK THEM INTO PLACE.



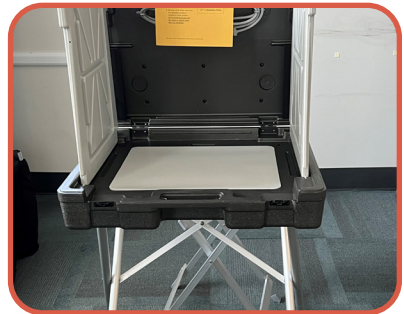
9. THIS IS WHAT THE ASSEMBLED BOTTOM PORTION SHOULD LOOK LIKE.



10. PLACE 4 LEG EXTENSIONS IN THE 4-PIECE LEG SECTION AND TURN UNTIL THEY LOCK.



11. STAND BOOTH UP, OPEN THE LID, AND SNAP SIDE PANELS INTO THE TOP OF THE LID.



12. AFFIX BALLOT MARKING INSTRUCTIONS SIGN TO THE INSIDE OF EACH BOOTH.

## STEP-BY-STEP: SILVER STANDING BOOTH SETUP



1. OPEN THE BOOTH.



2. LOCATE THE LEG PIECES IN THE LID.



3. UNFOLD EACH LEG AND SLIDE THE 2 PIECES TOGETHER.



4. ATTACH THE 4 LEGS INTO THE 4 SLOTS ON THE BOTTOM OF THE CASE.



5. STAND BOOTH UP AND OPEN THE LID.



6. SNAP SIDE PANELS INTO THE TOP OF THE LID. AFFIX ANY BALLOT MARKING INSTRUCTIONS TO THE INSIDE OF EACH BOOTH.

## TUESDAY OPENING

### CHIEF OPENING CHECKLIST

The following tasks need to be completed by the Chief (or the Assistant Chief if delegated) prior to the opening of the polling place at 6:00 am.

- Admit Poll Watchers.**  
Allow one authorized representative of each party/candidate present at 5:00 am to observe opening. At 6:00 am, allow up to three representatives for each.
- Complete the Election Officer Oath.**
  - Chief administers the oath and reads “When Ballots Cast” to all officers.
  - All officers must sign the Oath.
  - Chief signs/dates Oath twice; place in Env. #2.
  - Pages (if present) sign Oath; place in Env. #8.
- Complete the Pink Compensation Form.**
  - Have all officers verify their information and sign.
  - If you are concerned you have too few officers by 5:30 am, call Chief HQ at 703-792-8397.
  - Print “No Show” for missing officers at 6:00 am.
  - Place the signed form in Env. #8.
- Verify that the Provisional Ballot Bag is empty.**  
Close the zipper and seal the bag with the provided seal (*right*).
- Assign officers to the tasks listed on the next page.**
- Verify all tasks on this page and the next page are complete.**



## PRECINCT OPENING CHECKLIST

The following tasks need to be completed by the officers. The Chief will assign officers to different tasks. If the Chief and/or facility person admitting the team is not present by 5:15 am (at the latest), please call Chief HQ at 703-792-8397.

Complete **PRIORITY** tasks by 5:30 am so you can get technical support from Chief HQ if you have any issues.

- Complete unfinished setup from Monday** (p. 29).
- PRIORITY: Open the Ballot Scanner.**
  - Print **three** ballot scanner Zero Reports.
  - Post one copy on the wall near the scanner and place the other two copies into Envelope #2.
- PRIORITY: Open the pollbooks.**
  - Complete the Pollbook Summary Report.
- PRIORITY: Open the Touch Writer.**
  - Print **one** Touch Writer Zero Report.
  - Post it on the wall near the Touch Writer.
- Log in to TallyPoint and click “This Precinct is Ready” when all priority equipment is open and ready.**
- Setup outdoor signs and mark the 40’ prohibited area.**
- Make sure the polling place is accessible for voters.**
  - Establish the curbside voting space.
  - Assemble the bell, plug in the receiver, and test it.
  - Make sure paths and walkways are clear.
- Place the Ballot Drop Box in a secure location.**
- Verify the information on the #7 pouch index card.**
- Open the doors at 6:00 am** (even if not fully ready).



**PRIORITY**

**OPENING  
THE  
BALLOT  
SCANNER  
&  
TOUCH  
WRITER**

## STEP-BY-STEP: OPEN THE **BALLOT SCANNER**



1. ALL OFFICERS VERIFY THE BALLOT BOX AND EMERGENCY BALLOT BAG ARE EMPTY.



2. PLACE THE SCANNER ON BALLOT BOX, ALIGNING FOOT-PADS WITH INDENTATIONS.



3. REACH IN THE BALLOT BOX AND PULL THE CORD TOWARD THE REAR TO LOCK IT IN PLACE.



4. LIFT UP ON THE SCANNER HANDLE SLIGHTLY TO ENSURE IT IS ATTACHED.



5. CLOSE AND LOCK THE FRONT BALLOT BOX DOOR USING THE RED/CH KEY.



6. OPEN THE SCANNER CASE USING THE GREEN/SQUARE KEY. (DO NOT PLUG IN YET!)



7. REMOVE THE POWER CORD FROM THE STORAGE COMPARTMENT. CLOSE THE COMPARTMENT AND CASE.



8. PLUG THE CORD INTO THE POWER BRICK, PLUG IT INTO THE BACK OF THE BALLOT SCANNER (FLAT SIDE UP).



9. OPEN THE SCANNER CASE AND LOCK THE BRACE IN PLACE.



10. UNLOCK THE TABLET USING THE YELLOW/RS KEY.



11. UNLATCH THE TABLET USING THE BLUE LEVER.



12. REMOVE THE TABLET.

## OPEN THE BALLOT SCANNER (CONTINUED)



13. SEAT THE TABLET IN THE CRADLE AND TILT IT BACK.



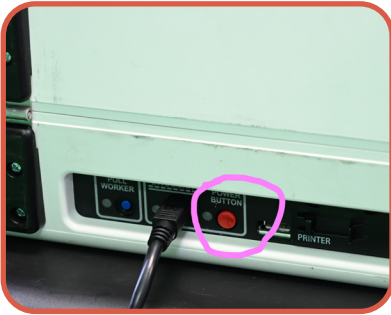
14. LOCK THE TABLET IN PLACE USING THE YELLOW/RS KEY.



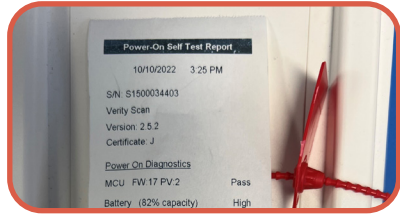
15. VERIFY THE SCANNER RED SEAL NUMBER LOCATED ON THE VDRIVE COMPARTMENT WITH THE NUMBER ON THE NOTE CARD ON POUCH #7.



16. PLUG THE POWER CORD INTO AC POWER.



17. PRESS THE RED BUTTON ON THE BACK OF THE SCANNER TO TURN IT ON.



18. THE SCANNER TAKES ABOUT 5 MINUTES TO POWER ON. A “POWER-ON SELF TEST REPORT” WILL PRINT. *IF ANY ISSUES ARE NOTED, CONTACT CHIEF HQ AT 703-792-8397.*



19. ATTACH PRIVACY SCREENS TO THE SIDES OF THE BALLOT BOX.



20. ATTACH 3 YELLOW SEALS TO THE BALLOT BOX AS SHOWN ABOVE.

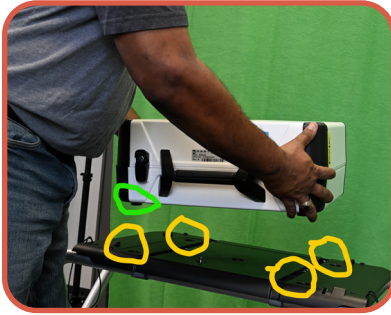
### TWO SCANNER PRECINCTS

For some elections, your polling place may be given two scanners based on the projected number of voters.

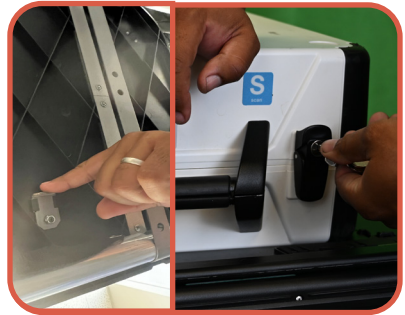
This scanner may not be needed and multiple scanners being opened can create challenges when reporting results.

Instructions will be provided in the Chief Binder for precincts with multiple scanners based on the requirements and expectations of that precinct for each election.

**STEP-BY-STEP: OPEN THE TOUCH WRITER (TW)**



1. PLACE TW ON THE ADA STAND AND ALIGN FOOTPADS WITH THE INDENTATIONS.



2. PUSH THE LATCH UNDER THE STAND AND OPEN THE TW CASE WITH THE GREEN/SQUARE KEY.



3. REMOVE THE POWER CORD. CLOSE THE COMPARTMENT AND CASE.



4. PLUG THE CORD INTO THE POWER BRICK. PLUG IT INTO THE TW BACK (FLAT SIDE UP).



5. PLUG THE FLAT END OF THE USB CABLE FROM THE BALLOT PRINTER IN THE BACK OF THE TW WITH NOTCH FACING UP.



6. OPEN THE TW CASE AND LOCK THE BRACE IN PLACE.



7. UNLOCK THE TABLET USING THE YELLOW/RS KEY.



8. UNLATCH THE TABLET USING THE BLUE LEVER.



9. REMOVE THE TABLET FROM THE TOP OF THE CASE.



10. SEAT THE TABLET IN THE CRADLE AND TILT IT BACK.



11. LOCK THE TABLET IN PLACE USING THE YELLOW/RS KEY.



12. VERIFY THE TW RED SEAL NUMBER LOCATED ON THE VDRIVE COMPARTMENT WITH THE NUMBER ON #7 POUCH.

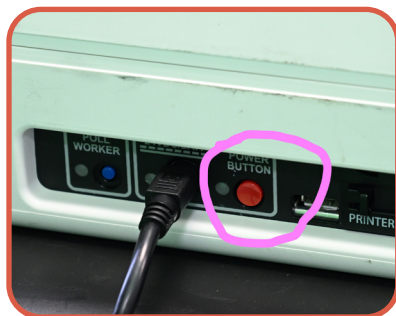
## OPEN THE TOUCH WRITER (CONTINUED)



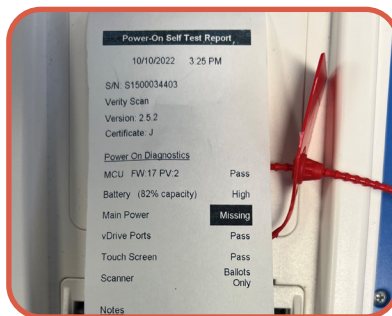
13. PLUG THE POWER CORD INTO AC POWER.



14. PRESS THE SWITCH ON THE BOTTOM RIGHT SIDE OF THE PRINTER TO TURN IT ON.



15. PRESS THE RED BUTTON ON THE BACK OF THE TW TO TURN IT ON.



16. THE TW TAKES ABOUT 5 MINUTES TO POWER ON. A SELF-TEST REPORT WILL PRINT. *IF ANY ISSUES ARE NOTED, CONTACT CHIEF HQ AT 703-792-8397.*



17. ATTACH PRIVACY SCREENS TO THE SIDES OF THE ADA STAND.

## FINAL STEP: “OPEN THE POLLS” ON THE BALLOT SCANNER & TOUCH WRITER

1. Check the time and date.
2. If it is correct, select “Print Zero Report” (*right*).
3. Wait while the Zero Report prints.
4. Verify the Zero Report is correct:
  - a. Ballot count is zero.
  - b. Verify the precinct is correct.
5. All officers must sign the Zero Report.
6. Post one copy on the wall near the machine for the public.
7. **Scanner only:** Print two more Zero Reports (*right*) and place tapes in Envelope #2.

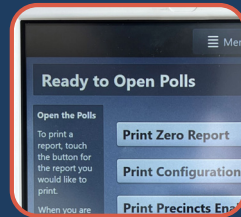
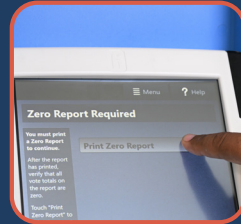
**WARNING:** Once you “Open the Polls,” you can no longer print a Zero Report. Make sure you print the copies required first.

8. Select “Open the Polls” (*right*) and enter the Open Polls Code (in Chief Binder).
9. An Open Polls Report will print.
10. Place it in Envelope #8.
11. “Ready for Use” screen will show (*right*).
12. Repeat this process for both machines.

Your voting machines are now open and ready for voters!

*If you encounter issues with any of these steps, contact Chief HQ at 703-792-8397.*

**TIP:** You need 3 sets of printed tapes from the scanner. Number them “1”, “2”, or “3” and use the tricolor highlighter with a different color for each set. That makes it easy to ensure you have 3 full sets at closing.

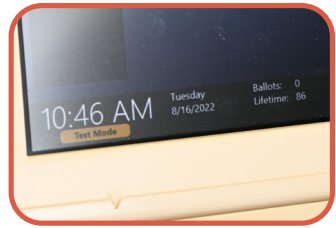


## VOTING MACHINE SCREEN ORIENTATION

When turned on for the first time during an election, the machine will show the “Zero Report Required.”

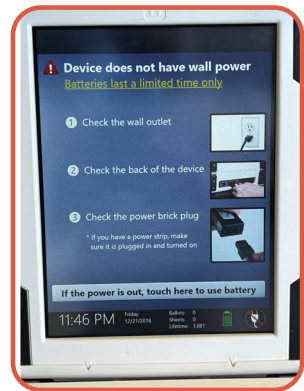
The following appears at the bottom of the screen:

- **Time and date:** Verify the accuracy of the date and the time within 5 minutes.
- **Ballots:** The number of ballots scanned or printed on the device for the current election. At opening, the number should be zero.
- **Lifetime:** The number of ballots scanned or printed for the lifetime of the machine.
- **Sheets (Scanner only):** The number of sheets scanned on the device for the current election. At opening, the number should be zero. This number will match the number of ballots unless there is a multi-page ballot.
- **AC and battery power indicators:** A green battery icon indicates that the battery is connected. A green plug indicates that AC power is connected. The specific battery power level can be found on the Scanner Power-on Self-Test report.



## VOTING MACHINE POWER

If AC power is not available, the device will automatically switch to battery power and a warning message will display. To dismiss the message and continue operating on battery power, touch “If the power is out, touch here to use battery.”



Call Chief HQ at 703-792-8397 if you are having power issues. The battery will last up to 4 hours, so call as soon as possible.

## BACK OF MACHINE

### Blue poll worker

**button:** This button (*right*) will bring up the menu options.



### Red power button:

The red power button turns the machine on and off. Do not press this while in operation and until after the polls are closed and all tapes are printed. If the machine turns off during the day use the red button to turn it back on. Place any additional printed tapes into Envelope #8 and make an entry in the SOR Part F.

## THERMAL PRINTER OPERATION

The thermal printer is located on the right-hand side of the Scanner and Touch Writer. **To open the paper compartment**, pull the lever on top of the printer cover (top *right*) towards you and lift up to open the paper compartment.



**To replace the paper**, remove the old roll and place a new roll into the printer compartment. The paper must roll up from the bottom (*middle right*).



When closing the printer cover, the paper must extend out from under the cover (*bottom right*). The white button to the left of the paper can be used to advance the paper so you have room for signatures.





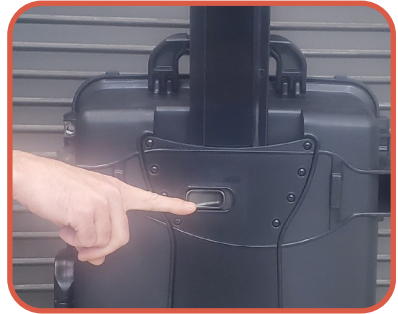
**PRIORITY**

**OPENING  
THE  
POLLBOOKS**

**STEP-BY-STEP: OPEN THE POLLBOOK CASE**



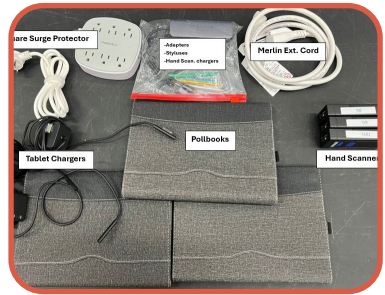
1. LOCATE THE POLLBOOK CASE IN THE CAGE.



2. USE THE RELEASE BUTTON BENEATH THE HANDLE ON THE BOTTOM OF THE CASE TO RAISE AND LOWER THE HANDLE.



3. PLACE THE CASE FLAT. UNLOCK IT BY TURNING THE ROUND LOCKS 1/4 TURN COUNTERCLOCKWISE AND OPEN IT.

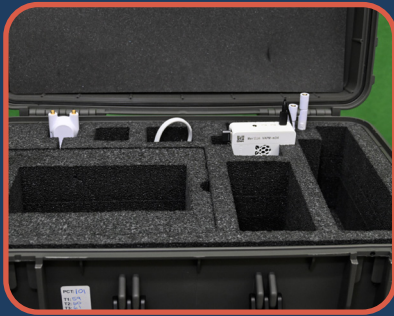


4. REMOVE THE TABLETS, CHARGERS, SCANNERS, EXTENSION CORD, SQUARE SURGE PROTECTOR, AND ADAPTERS. PLEASE NOTE THAT AT LEAST ONE OF THE ADAPTERS WILL INCLUDE THE BACKUP POLLBOOK KEY.

**WARNING**

DO NOT REMOVE THE MERLIN KIT FROM THE CASE.

## STEP-BY-STEP: SETUP THE MERLIN UNIT



1. PLACE THE OPEN CASE SOMEWHERE SECURE. DO NOT PULL ON THE CORD.



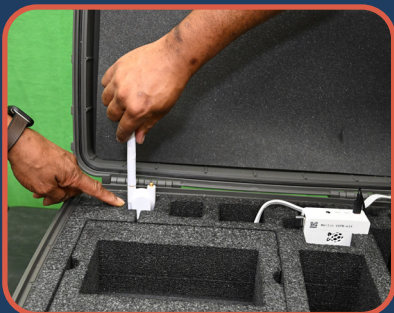
2. PLUG THE MERLIN POWER CASE CORD INTO AN OUTLET. THE UNIT WILL POWER UP.



3. ENSURE THE UBIQUITI DEVICE TURNS ON. IT STARTS WHITE, FLASHES, AND TURNS BLUE AFTER 30 SECONDS.



4. REMOVE THE UBIQUITI ANTENNAE FROM THE HOLDING SLOT IN THE FOAM.



5. SCREW THE ANTENNAE ONTO THE UBIQUITI DEVICE.

DO NOT ATTEMPT TO CLOSE THE CASE ONCE THE ANTENNAE ARE ATTACHED. IT SHOULD REMAIN OPEN ALL DAY.

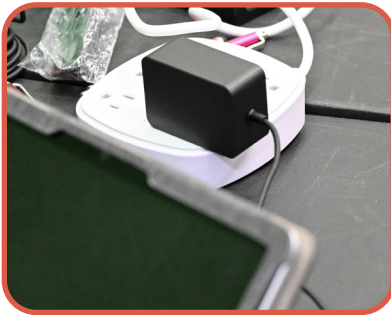
**STEP-BY-STEP: OPEN THE POLLBOOK**



1. OPEN THE TABLETS AND PLACE ON A TABLE USING THE KICKSTANDS ON THE BACK.



2. PLUG THE BLACK POWER CORD INTO THE RIGHT SIDE OF THE TABLET.



3. PLUG THEM INTO THE WHITE SURGE PROTECTOR IN THE CASE AND PLUG THE SURGE PROTECTOR INTO AN OUTLET.



4. PLUG THE HAND-SCANNER CORD INTO THE ADAPTER AND THE ADAPTER INTO THE TABLET. MATCH THE SERIAL #.



5. TO POWER ON THE TABLET, PRESS THE POWER BUTTON ON THE TOP LEFT.



6. FROM THE INITIAL SCREEN, SWIPE UP TO GET TO THE LOG-IN SCREEN.

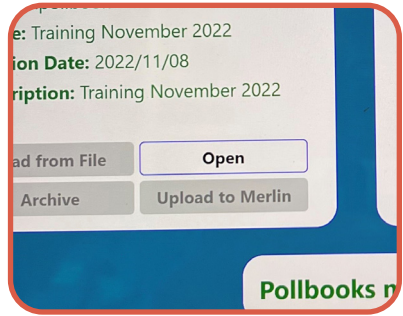
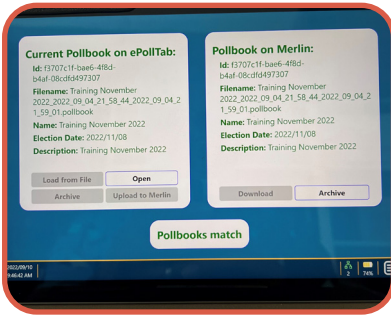


7. AT THE WINDOWS LOGIN SCREEN, SELECT “EPOLLTAB USER.” THE PASSWORD CAN BE FOUND IN YOUR CHIEF BINDER.



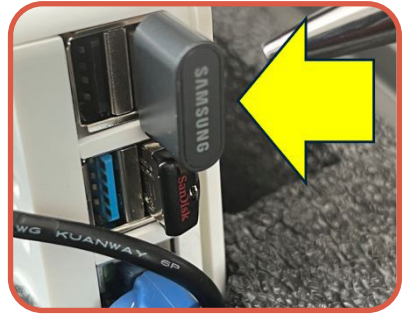
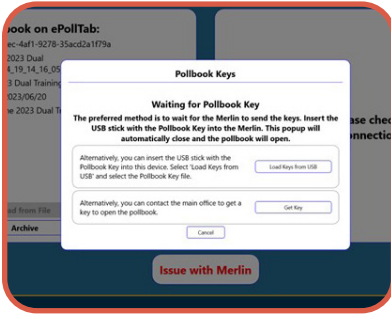
8. DOUBLE-CLICK ON THE EPOLLTAB ICON ON THE SCREEN TO LAUNCH THE APPLICATION.

## FINAL STEP - START THE POLLBOOKS



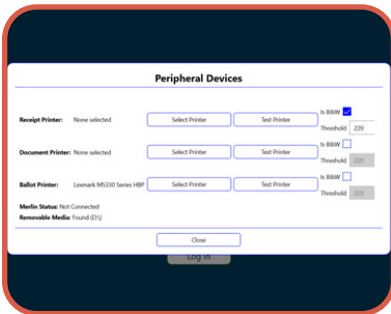
1. ONCE EPOLLTAB IS OPEN, YOU WILL SEE TWO BOXES AND AN INDICATOR THAT SAYS “POLLBOOKS MATCH.”

2. THE TEXT IN THE BOXES WILL BE GREEN. SELECT “OPEN” ON **EACH** TABLET.



3. YOU WILL BE PROMPTED FOR A KEY.

4. REMOVE THE TOP THUMB DRIVE, WAIT 10 SECONDS, AND REINSERT IT.



**Note:** *If the devices are not moving beyond the key prompt screen, ensure the adapter with flash drive is plugged into tablet. Select “Load Keys from USB,” then select the Pollbook Key File.*

5. WHEN YOU SEE THE PERIPHERAL DEVICES BOX, CLICK THE “CLOSE” BUTTON ON **EACH** TABLET.

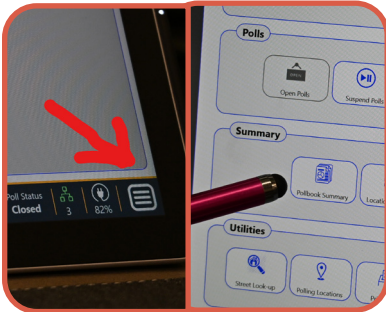
*If the devices are still not moving beyond the key prompt, call Chief HQ at 703-792-8397.*



6. ON THE EPOLLTAB LOGIN, ENTER THE UNIQUE USERNAME AND PASSWORD FOR **EACH** POLLBOOK (IN CHIEF BINDER) AND HIT “LOG IN.”



7. THE NEXT SCREEN SAYS “POLLS NOT OPEN.” THE POLLS NEED TO BE OPENED BEFORE CHECKING VOTERS IN.” CLICK “OK.”



8. TO COMPLETE THE POLLBOOK SUMMARY REPORT, CLICK THE “HAMBURGER” IN THE BOTTOM RIGHT AND SELECT “POLLBOOK SUMMARY” ON **EACH** TABLET. COMPLETE POLLBOOK SUMMARY FORM AND SELECT “CONTINUE.”



9. TO OPEN THE POLLS, TOUCH THE HAMBURGER AND SELECT THE “OPEN POLLS” ICON ON ONLY **ONE** OF THE TABLETS. YOUR POLLBOOKS ARE NOW READY!

**Note:** *If at the start of Election Day the device is showing any voters already checked in, call Chief HQ at 703-792-8397.*

## BELL FOR OUTSIDE POLLS VOTING

Make sure the voting parking space or area is established within 150' of the polling place entrance.

Assemble the bell (*bottom left*) included in the cart.

**Make sure to plug in (*bottom right*) and test the bell receiver** by pressing the bell outside.

The doorbell receiver is in the Chief Bag and must be plugged into an outlet nearby so the bell can be heard. The receiver is often placed near the Chief's table.



## BELL BACKUP PLAN

At some locations, the bell might not operate properly due to distance from the voting room and building materials.

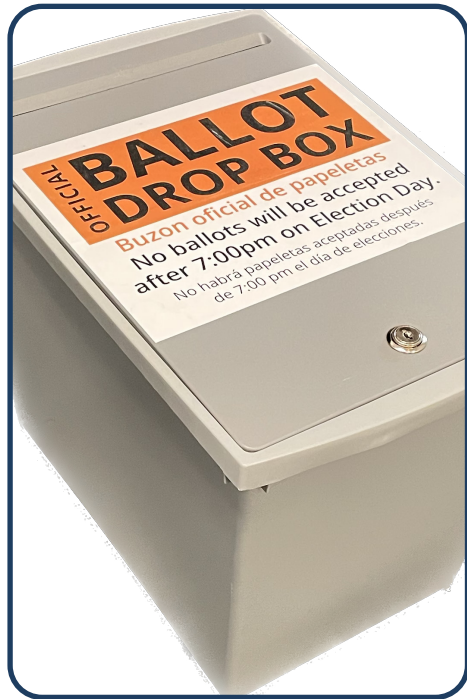
If you find this is an issue at your precinct, print your Chief phone number neatly and in large print on the sign so voters can use that number to alert officers to the presence of a curbside voter.

## BALLOT DROP BOX

Empty any items from inside the Ballot Drop Box and place them where required before the polling place opens.

Place the Ballot Drop Box in a secure location that is not too close to an exit. It should be visible to voters and election officers alike so it can be monitored during the day.

On or near the Chief's table is an excellent location to place the Ballot Drop Box.



## OUTSIDE SIGNS

Make sure on Election Day morning you post all the necessary outside signs to direct and assist voters when they arrive at the polling place. Make sure all pathways (both exterior and interior) leading to the voting room are well marked and easily accessible.



40-FOOT PROHIBITED AREA SIGN (ENGLISH AND SPANISH SIGNS)



VOTE HERE ARROWS



PARKING FOR VOTERS WITH DISABILITIES (IF ISSUED AT YOUR LOCATION)



A-FRAME WITH “VOTE HERE,” HOURS, AND DROP BOX INFORMATION

## OPEN THE POLLING PLACE AT 6:00 AM

Your pollbooks and voting machines are ready.  
Your opening forms are completed and signed.  
Your voting booths are open and waiting.

**Now you are ready to open your polling place doors and welcome voters with a smile!**



Please remember that if your polling place is not fully ready, you still must open your doors at 6:00 am to voters while you finish the last steps.

Call Chief HQ at 703-792-8397 for support if you have any issues opening on time and note them on SOR Part F.



# Election Day



## INTRODUCTION

At 6:00 am, the Chief should go to the entrance and announce loudly “The polls are now open.” Open the doors and let the voters into the polling place.

Your job is to verify identification, check in voters, get voters their ballot, and provide guidance and assistance as needed so they can exercise their RIGHT TO VOTE.

All officers should have an assigned position by this point. Chiefs should rotate officers through different roles in the precinct throughout the day while considering individual officers skills, experience, and limitations.

Now let’s go help some voters!



## Precinct Leadership

### CHIEF DUTIES

The Chief is responsible for the overall management of the precinct including the following:

- Administer the oath to all officers.
- Oversee the setup and opening of the polling place.
- Supervise the officers working in the precinct and ensure proper procedures are being followed.
- Assign the officers to roles throughout the day.
- Communicate with media and poll watchers (if present).
- Assist voters who have issues and questions.
- Monitor the Prohibited Area for violations.
- Ensure the Provisional Ballot Log is kept up-to-date.
- Report hourly vote totals.
- Record discrepancies and issues on the SOR Part F.
- Oversee the closing of the polling place.
- Supervise the completion of closing documents.
- Ensure all paperwork, ballots, and key items are returned to the supply drop-off locations by two officers.

### OTHER POSITIONS

#### Assistant Chief

The Assistant Chief is responsible for all of the above duties designated by the Chief and fills in for officers in different roles so they can take breaks throughout the day.

#### Equipment and Provisional Specialist (EPS)

The EPS is responsible for the opening and closing of election equipment as assigned by the Chief. They also assist with provisional ballots and other duties designated by the Chief.

#### Election Officers

Officers fill a variety of roles described on the following pages.

## Greeter

The Greeter directs voter traffic outside of the polling place and controls the line at the point of entry into the voting room.

### GREETER DUTIES

The Greeter has the following duties on Election Day:

- Direct voters into the voting room.
- Remind voters to have their ID ready.
- Identify voters who might have difficulty standing in line and offer them a chair.
- Direct the line to where it is safe for voters (example “Please keep the line on the sidewalk. Thank you.”).
- Make sure all paths into the voting room are accessible (example - watch for tripping hazards).
- Direct voters dropping off a mail ballot to the Ballot Drop Box location.
- Check for any Outside Polls voters and notify the Chief of their arrival.



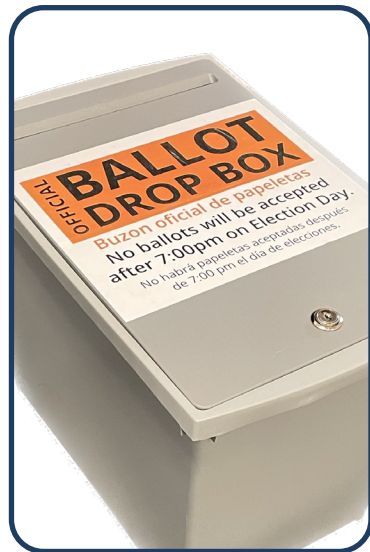
## BALLOT DROP BOX

**On Election Day, all polling places are required to have a Ballot Drop Box for mail ballots.** Voters who request mail ballots are allowed to return them to the Drop Box at any polling place (it does not have to be their assigned polling place) and are not required to show identification to do so.

The Ballot Drop Box in each polling place should be located where it is under the control of the election officers. The Chief's table is a recommended location. Do not place the Ballot Drop Box near an exit door.

If there is a line outside the voting room, the Greeter will send any voters with mail ballots to the Ballot Drop Box. They do not need to wait in the check-in line.

***If you see any suspicious activity around the Ballot Drop Box,*** please report it to your Chief. They should report it to Chief HQ at 703-792-8397. The Chief should also document it on SOR Part F.



## OUTSIDE POLLS VOTER

The Outside Polls voting area assists voters who prefer to vote curbside. The area must be within 150 feet of the exterior entrance to the polling place. The doorbell parts are in the cage and need to be assembled. It is used to notify you that you have an outside voter.

Test the doorbell at the start of the day to make sure it works.



### How does the process work?

A voter eligible to vote outside shall be handed a printed ballot in a privacy folder by an officer. The voter shall mark the ballot in the officer's presence, and without revealing his vote, shall return the ballot to the officer in the privacy folder. The officer shall immediately return to the polling place and scan the ballot.

### Who assists these voters?

It is preferred that the Chief or Assistant handle all Outside Polls voters, but the Chief or Assistant may delegate this duty to an officer who understands the process.

### Who is allowed to vote outside?

While curbside voting is intended for voters with disabilities and those aged 65 and older, there is no verification process. Any voter who rings the bell should be welcomed to vote outside if they prefer. All voters in the car can vote as well.

**TIP:** Any person who is with an Outside Polls voter may walk into the polling place with the election officer and watch the ballot being scanned. That person cannot touch or see the ballot.

### Can Outside Polls voting be observed by poll watchers?

Yes, a poll watcher can watch this process but must give a voter privacy while completing their ballot.

## HOW TO ASSIST AN OUTSIDE POLLS VOTER

1. Go to the car and greet the voter.
2. Ask the voter for name and address.
3. Get identification from the voter.
4. Take ID to the pollbook to check in the voter.
5. Pollbook officer will complete the check-in procedure.
6. Remind the pollbook officer to select the “Outside Polls” box on the pollbook.
7. Place the ballot in a privacy folder on a clipboard with a pen, an “I Voted” sticker, and the voter’s identification.
8. Give the clipboard to the voter so they can mark the ballot. Be sure to return the ID to the voter.
9. Step away to give the voter privacy.
10. The voter will give the officer back the ballot when done.
11. Take the ballot directly to the Ballot Scanner and insert it into the machine.
12. If the voter is still there or waited, confirm the ballot scanned properly with the voter.

*If the voter is still located in the Outside Polls area and there is an issue, spoil the ballot and get the voter a new ballot. If the ballot is rejected because it is an overvote or blank and the voter left, the officer will touch “Cast ballot as-is.” If the ballot CANNOT be scanned and the voter is no longer in the Outside Polls area, the ballot must be hand-counted. Put the ballot in the emergency ballot slot.*



## Pollbook Officer

The Pollbook Officer is the starting point for the voting process. They check in voters on the pollbook and distribute ballots.

### DUTIES

- Check in voters on the pollbook.
- Distribute ballots to qualified voters.
- Refer issues and provisional ballot situations.

### VOTER IDENTIFICATION

Pollbook Officers will ask all voters to present identification as part of the check-in process.

Any voter who does not present an acceptable identification may instead sign an ID Confirmation Statement, subject to felony penalties, affirming they are the registered voter they claim to be. If they complete this statement, it functions as acceptable identification.

Any voter who does not present an acceptable identification and does not sign this statement must vote provisionally. Send them to the Chief/provisional station.

Additional identification notes:

- Name on identification does not need to match exactly if it is similar (nickname, initials, or maiden name).
- Address on identification does not have to match the pollbook as long as the stated address does.

Please note that only the Voter Notice, Voter Registration Card, and Driver's License are scannable. For other types of ID, use manual entry to look up the voter.

## HOW TO CHECK IN A VOTER

1. **Ask voter for identification and verify it is an acceptable type of identification.** *If voter does not have acceptable identification, they can complete the ID Confirmation Statement instead.*

2. **Look up voter on the pollbook** using manual entry or the hand scanner (for licenses or voter registration cards).



3. **Select the correct voter on the pollbook.**

4. **Ask the voter for full legal name and current residence.** The voter can confirm their name/residence matches the identification instead of stating it out loud.

5. **Verify the information on the pollbook is correct.** If address does not match the pollbook or the voter is flagged, send them to the Chief/provisional station.

A screenshot of a web-based pollbook search interface. The search bar contains the name 'jones'. Below the search bar is a table with columns for 'Last Name', 'First Name', and 'Mid'. The table lists several voters with status indicators in the first column: a red exclamation mark for 'jones antonio', a green checkmark for 'JONES BRETT', a red exclamation mark for 'JONES CIARA', a green checkmark for 'JONES CURTIS', and a green checkmark for 'JONES DAVID'.

	Last Name	First Name	Mid
!	jones	antonio	
✓	JONES	BRETT	
!	JONES	CIARA	DC
✓	JONES	CURTIS	
✓	JONES	DAVID	

6. **State aloud the name of the voter only.** Do not state the address aloud.

7. **Click the “Check In Voter” button in the pollbook.**

8. **Click the “Continue” button.**

9. **Click the “OK” button.**

10. **Give the voter a ballot in a privacy folder.**

**TIP:** If a voter has ID issues or a flag in the system that will not allow them to be checked in, refer them to the Chief/Provisional station. This helps keep the check in line moving.



### Voter Identification

All voters casting a ballot in-person will be asked to show one form of identification. Any voter who does not present acceptable identification may instead sign a statement, subject to felony penalties, that they are the named registered voter who they claim to be. Any voter who does **not** present acceptable identification or sign this statement **must** vote a provisional ballot.

Identification	Is Accepted?
Virginia driver's license	Yes, may be current or expired.
Virginia DMV-issued ID card	Yes, may be current or expired.
Valid employee ID card, containing a photograph, issued by voter's employer in ordinary course of business (public or private employer)	Yes
U.S. Military ID	Yes
Valid student ID issued by a public or private high school or institution of higher education located in Virginia	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid student ID, containing a photograph, issued by a public or private institution of higher education located in the U.S.	Yes. Acceptable in electronic form only if it is an officially adopted method of issuing a student ID by the institution.
Valid U.S. passport or passport card	Yes
Government-issued ID card from a federal, Virginia, or local political subdivision	Yes
Voter ID card issued by the Department of Elections	Yes
Voter confirmation documents	Yes

Valid tribal enrollment or other tribal ID	Yes, if issued by one of the 11 tribes recognized by Virginia.**
Nursing home resident ID	Yes, if issued by a government facility.
Current utility bill, bank statement, government check, or paycheck containing the name and address of the voter	Yes. The document cannot be more than 12 months old. Acceptable in physical or electronic form.
Any other current government document containing the name and address of the voter	Yes. Acceptable in physical or electronic form.
Signed ID Confirmation Statement	Yes
Out-of-state driver's license	No
Student ID from a high school located outside of Virginia	No
Membership card from private organization displaying a photograph	No
Credit card displaying a photograph	No
Virginia Driver Privilege card (limited-duration license, permit or special identification card)	No. Nearly identical in appearance to driver's license or DMV-issued ID card. Front of card will display "9" under restrictions; back will state that the restriction is "Limited duration."

\*\*"Valid" means the document is genuine and is not expired for more than twelve months, except for a Virginia driver's license or DMV-issued ID card, for which the expiration date should not be considered when determining its validity.

\*\*The eleven recognized tribes are: Cherokee (Nottoway), Chickahominy, Chickahominy Eastern Division, Mattaponi, Monacan, Nansemond, Nottoway, Pamunkey, Patawomeck, Rappahannock, and Upper Mattaponi. (<https://www.commonwealth.virginia.gov/virginia-indians/state-recognized-tribes/>)

Virginia Code § [24.2-643\(B\)](#)

Rev. 8/2023

## SPECIAL CHECK-IN SITUATIONS

Certain voters may require further verification or a provisional ballot.

**Situations where voters can be issued a REGULAR BALLOT by the Pollbook Officer:**

- ***If there is a “Junior Senior” tag***, check the birth date to ensure you are checking in the correct voter. Once you have confirmed this, then check in the voter.
- ***If there is an “P” tag***, the voter is protected and allowed to use a P.O. Box as their address. Check the voter in. Do not make any comment about the voter’s protected status or ask for a physical address.

**Situations where you REFER THE VOTER to the Chief/provisional station to determine the proper type of ballot and voting location:**

- **Voter Has Moved** - If a voter’s current address does not match the pollbook.
- **Voter is not on the pollbook or has not registered** - Voter can complete a same-day registration and vote a provisional ballot.
- **AB Marked** - A marked absentee (mail) ballot was received from the voter and they can only vote via a provisional ballot if they think that is incorrect.
- **AB On Machine** - This person is marked as having voted during Early Voting and can’t vote a regular ballot. They can vote a provisional ballot if they think this is in error.
- **AB Unmarked** - The voter has returned their absentee ballot WITHOUT marking it (did not vote their ballot). They can receive and vote a regular ballot.
- **Address Confirmation (Inactive Voter)** - The voter must complete the Affirmation of Eligibility to receive and vote a regular ballot.
- **Other Locality** - Voters in the wrong jurisdiction should go to the Chief station to be redirected.
- **Any Other Tags** - If a voter has any other tag in the pollbook, refer them to the Chief/provisional station.

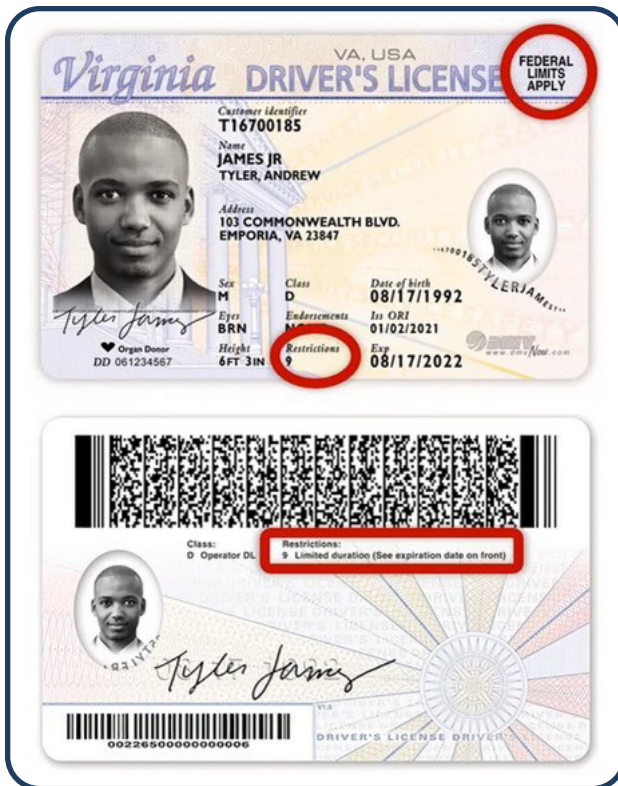
## SPECIAL ID SITUATION

There is one type of Driver's License that is not acceptable because it is given only to non-citizens. It is called a **Driver's Privilege Card**.

To confirm this type of identification, you must see **ALL** of the following identifiers (*circled in picture below*):

1. "Federal Limits Apply" in the front top right corner.
2. "9" listed under Restrictions in the bottom middle.
3. The license must state "Limited Duration" on the back under Restrictions.

This individual may vote a regular ballot if (1) they are in your pollbook and (2) have another valid ID or sign an ID Confirmation Statement. If they don't meet these conditions, the voter must vote a provisional ballot.



## ABSENTEE (MAIL) BALLOT SITUATIONS

Some voters applied for and received a mail ballot and may show up at the polling place on Election Day. Here is how you handle those situations depending on (1) if they have their ballot with them and (2) how they prefer to vote.

### **Voter has brought the ballot (in envelope) to drop off.**

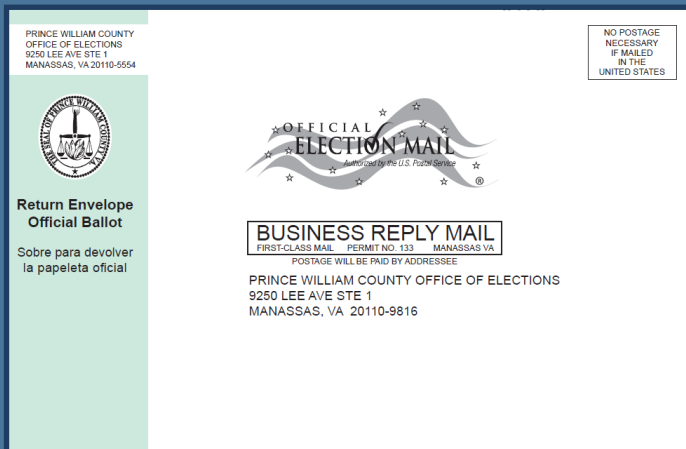
Direct the voter to the Ballot Drop Box. Do **NOT** check them in on the pollbook. Allow voter to drop ballot in box.

### **Voter has brought in their ballot, but wants to vote in person.**

The voter can surrender their ballot. Direct this type of voter to the Chief/provisional table. The Chief (1) assists the voter in spoiling the absentee ballot, (2) enters the override password to check in the voter on the pollbook, and (3) gives the voter a new ballot. Put the ballot back in the voter's mail ballot envelope before placing it all in Env. #4.

### **Voter applied for an absentee ballot, but did not receive it or did not bring the ballot with them.**

Direct the voter to the Chief/provisional table. The voter may only vote a provisional ballot.



## BALLOT DISTRIBUTION

Once you have determined the voter is qualified and have checked them in on the pollbook, give one ballot to the voter.

Make sure you do the following:

- Place the ballot in a privacy folder.
- Tell the voter to fill in the box completely next to their selections using one of the pens provided.
- Direct the voter to the voting booth.

If there are any special instructions for a particular election, make sure to provide them. They will be noted in your training class if applicable.

Ballots provide voting instructions in both English and Spanish.

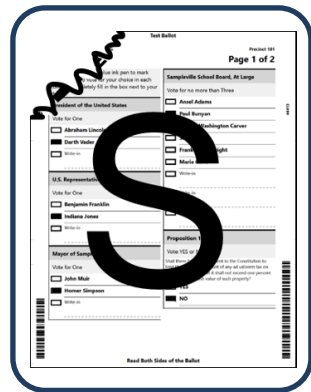
## SPECIAL BALLOT SITUATIONS

A **Spoiled ballot** is an unscanned ballot where the voter has made an error or marked their ballot incorrectly and the voter needs a replacement ballot since they have not cast a ballot yet.

An **Abandoned ballot** is a special type of unscanned ballot left behind by the voter when they cannot be located. Make any efforts to locate the voter before spoiling their ballot. If the voter later returns, they must vote provisionally. The Chief should note this in Part F.

### How to Spoil a Ballot

1. Write a big “S” or “A” depending on the situation.
2. Tear a corner including part or all of the timing code so the ballot cannot be scanned.
3. Place the ballot in Envelope #4.



## PAPER POLLBOOKS

Paper pollbooks are supplied as a BACKUP. All the normal check in processes still apply and paper pollbooks should only be used if the electronic pollbooks fail.

To check in the voter on the paper pollbook:

1. Mark the next number in the “Pollbook Count” column by the voter’s name.
2. “X” out that same number on the count form.

These steps are highlighted on the opposite page.

*When your electronic pollbook becomes available, transfer all voters who were checked in on the paper pollbook into the electronic pollbook.*

In the unlikely event the paper pollbook was used until closing, contact Chief HQ for instructions.

**Note:** *If your electronic pollbooks are down, call Chief HQ right away at 703-792-8397 to resolve the issue.*

Step 1

LINE	PollBook Count	**	*	
01				ER SU
02	1			ER JAF

Step 2

ENVELOPE #2 PAGE 1 OF \_\_

## POLLBOOK COUNT

POLLBOOK DIVISION \_\_\_\_\_ THROUGH \_\_\_\_\_ ELECTION DATE: \_\_\_\_\_

DISTRICT SPLIT, IF ONE: \_\_\_\_\_ COUNTY/CITY OF: \_\_\_\_\_

FROM UPPER RIGHT ON POLLBOOK      PRECINCT \_\_\_\_\_

**WHILE POLLS ARE OPEN**

Mark off the next consecutive number with an **X** or an **O** (a circle).  
Enter that number in the Pollbook to the left of the voter's name.

**AFTER POLLS CLOSE**

Enter in the *Certification* section on Page 4, the last *Pollbook Count* number marked off for this Pollbook; and Sign the Certification.  
The *Pollbook Count* number for this Pollbook should agree with the **Total Pollbook Count** on the Statement of Results.

X	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20

## Voting Booth Officer

The Voting Booth Officer directs voters to open voting booths, keeps booths clear, and responds to questions from voters.

### DUTIES

- Manage the flow of traffic through the voting area.
- Answer basic voter questions about the voting process.
- Maintain a safe distance from voters and do not disturb their privacy.
- Observe voters to ensure they do not disturb others.
- After the voter leaves the marking station, ensure the voter has their ballot.
- Remove folders, campaign literature, or anything else left behind by the voter.
- Provide voters with pens when needed.
- If the voter makes a mistake, send them to the Chief to get a replacement ballot.
- Assist voters with the Touch Writer (the accessible ballot marking device) if requested by the Chief.

### REMINDERS

- Officers may NOT explain or interpret the meaning of ballot questions or comment on candidates.
- Voters may use a cell phone to do research, but may not talk on the phone as it disturbs other voters.


# REQUEST FOR ASSISTANCE FORM

The Request for Assistance Form must be signed by the voter if they ask for assistance that **requires the assistant to see how the voter has voted**. This can include reading ballot instructions, assistance with ballot completion, or assistance to cast the ballot on the scanner.

An assistant can be an aide, helper, family member, or an election officer. The assistant must also sign the Request for Assistance Form.

Poll watchers, a voter's employer, or a voter's union representative are prohibited from assisting a voter.

*If the voter is unable to sign*, the Assistant can write "Blind Voter" or "Unable to Sign" on the signature line for the voter.



★ VIRGINIA ★  
DEPARTMENT of ELECTIONS

Commonwealth of Virginia  
ASISTENCIA PARA VOTAR  
§ 24.2-649 del Código de Virginia

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Warning: Intentionally making a materially false statement or entry on this form shall constitute the crime of election fraud, which is punishable under Virginia law as a Class 5 felony. Violators may be sentenced to up to 10 years in prison, or up to 12 months in jail and/or fined up to \$2500.

**OFFICER OF ELECTION** Precinct #/name: \_\_\_\_\_ Date: \_\_\_\_\_

**A. REQUEST OF VOTER**

I hereby affirm, subject to penalty of law, that I require assistance to vote my ballot by reason of either blindness, physical disability, or inability to read or write, or I need the ballot translated into another language.

I request that the person signing the agreement below in *Section B* enter the voting booth or voting machine enclosure to assist me to vote my ballot in accordance with my instructions.

Signature of voter: \_\_\_\_\_ Printed name: \_\_\_\_\_  
Required

**B. AGREEMENT OF ASSISTANT**

I hereby affirm, subject to penalty of law, that:

- I will vote this voter's ballot as the voter instructs.
- I will not solicit or attempt to influence how the voter votes.
- I will not disclose or indicate how the voter votes on any office or question.
- I am not serving in this polling place today as an authorized representative of a political party or candidate or as a neutral observer authorized by the electoral board. (See § 24.2-604 for additional information)
- I am not the voter's employer or agent of that employer, or an officer or agent of the voter's union. (This provision does NOT apply if the voter is blind.)

Signature of assistant: \_\_\_\_\_ Printed name: \_\_\_\_\_  
Required Required

Residence address: \_\_\_\_\_ City/state: \_\_\_\_\_ zip: \_\_\_\_\_  
Required Required Required

**C. IF VOTER ASKS OFFICER TO TRANSLATE BALLOT (AS ASSISTANT)**

See § 24.2-649(C) for additional information. Any party or candidate interpreter must sign below before observing. (Attach additional forms if necessary.)

I hereby affirm, subject to penalty of law, that:

- I will not solicit or attempt to influence how the voter votes.
- I will not disclose or indicate how the voter votes on any office or question.

Signature: \_\_\_\_\_ Printed name: \_\_\_\_\_ Representing: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Printed name: \_\_\_\_\_ Representing: \_\_\_\_\_

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**INSTRUCTIONS IF VOTER IS UNABLE TO SIGN OR MAKE THEIR MARK:**

**For a voter who is blind, the Officer of Election must:**

- Write on the *Signature of Voter* line (Section A), "blind voter" (A blind voter is NOT required to sign or make their mark).
- Print the voter's name on the line below the signature line (Section A), and
- Have the assistant sign and complete Section B.

**For a voter who is otherwise unable to sign, the assistant must:**

- Write on the *Signature of Voter* line (Section A), "voter unable to sign".
- Print the voter's name on the line below the signature line (Section A), and
- Sign and complete Section B.

## ABOUT THE TOUCH WRITER

**The Touch Writer (TW) is an accessible ballot marking device.** Any voter may use the TW to make ballot selections using either the touchscreen or the Verity Access device (described below). Once a voter has finished voting and reviewed their choices, they print a paper ballot marked with their choices on the attached printer. The voter then casts the ballot using the ballot canner. Votes are not cast or stored on the Touch Writer and it does not tally results.

## VERITY ACCESS AND PRINTING BALLOTS WITH THE TOUCH WRITER

**Verity Access is intended for voters who cannot, or prefer not to, use the touchscreen.** Verity Access includes two connection ports: the left connection port for headphones and the right connection port for any dual-switch input device (such as tactile switches or sip-and-puff devices for voters with physical disabilities).

**With Verity Access, a voter can:**

- Use the touchscreen or Move Wheel to navigate the device (*right*);
- Make selections on a ballot with the Select button;
- Activate help text using the Help button.



Anything visible on the screen will be heard through the headphones for visually impaired voters.

## ACTIVATING AND PRINTING BALLOTS WITH THE TOUCH WRITER

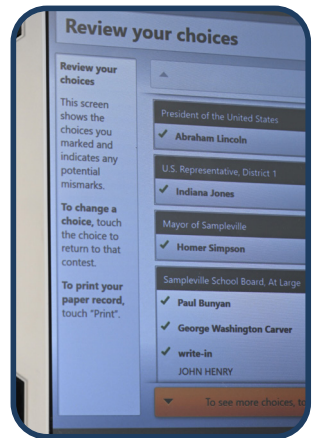
When the device is ready to be used for marking ballots, the “Ready for Use” screen (*right*) will display.



1. Press and hold your finger on the “Ready for Use” button or, alternately, press the blue Poll Worker button on the back of the TW.
2. Enter the Poll Worker Code (Chief binder) and “Accept.”
3. Select “Activate ballot.”
4. Choose the correct ballot style and select “OK.” (To activate a provisional ballot, select “Mark as provisional.”)
5. Confirm the selection you have made, then select “Yes, activate this ballot.”
6. The voter chooses whether they would like to use the Verity Access accessibility features.
7. *If the voter chooses “Yes,”* help them change the settings, they will proceed to the next step.
8. *If the voter chooses “No, skip straight to voting,”* they will be taken to the “About Your Ballot” screen.
9. Give the voter a privacy folder to use after the ballot prints.
10. Tell the voter you are nearby if they need assistance. Stand far enough away so you cannot see the screen.
11. The voter starts by selecting “Begin Voting.”

## VOTING A BALLOT ON THE TOUCH WRITER

- The voter can use the touchscreen or the Move Wheel and Select Button on the Access Device to make choices.
- A selected choice will display under a green box with a check mark.
- Select “Next” to advance to the next contest.
- When the voter has reached the end of the ballot, the “Review your choices” screen will appear (*right*).
- After reviewing and confirming choices, the voter selects “Print” to print the marked ballot.
- The voter selects “Yes, print my ballot.”
- The voter retrieves the ballot from the printer.
- The voter places the ballot in a privacy folder.
- The voter takes the ballot to the ballot scanner to cast it.



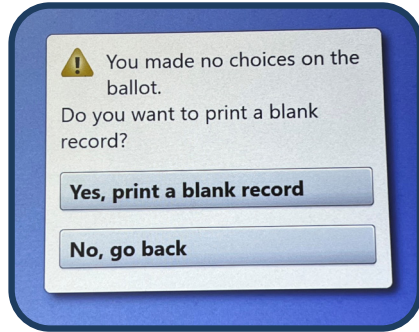
## MAKING WRITE-IN CHOICES (GENERAL ELECTION ONLY)

- To write-in a candidate on the ballot (if applicable): On the page for that contest, the voter selects “To enter a write-in, touch here.”
- The voter enters the name of the desired write-in candidate using the touchscreen or Verity Access and then selects “Accept.”
- The voter’s write-in choice will appear under a green box with a check mark.

## PRINTING BLANK BALLOTS

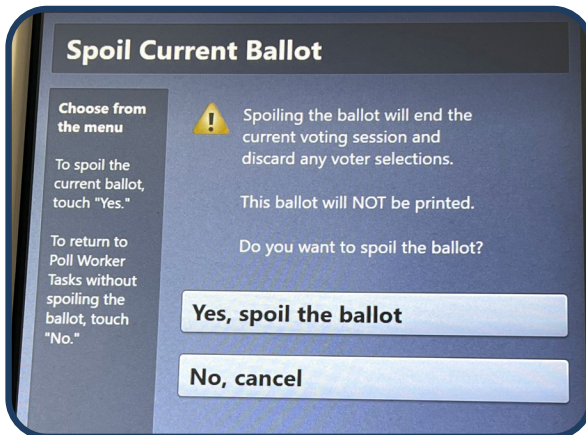
If the voter has marked no choices and selects the “Print” button, the Touch Writer will ask the voter to confirm before printing a blank ballot (right).

*If you are printing a provisional ballot, you can select the skip button until you see “Review your choices” and then “Print.”*



## SPOILING A BALLOT ON THE TOUCH WRITER

1. Press the blue Poll Worker button on the back of the TW.
2. Enter the Poll Worker Code and select “Accept.”
3. Select “Spoil current ballot.”
4. Select “Yes, spoil the ballot” and then select “OK.”



## TOUCH WRITER HELP AND FEATURES

Each TW is equipped with context-specific help text and settings that can be accessed from the touchscreen or by using Verity Access.

- Voters can select the Language button at the top left of the screen to change the language of the instructions and ballot.
- Voters can select the Screen button to change the screen settings (contrast and text size) or to turn the screen off.
- Voters can select the Audio button to change the audio settings (volume and speed) for the headphones.
- Voters can select the Help button at the top right of the screen to see help text.

To exit the Help or Settings screens and resume voting, select “Exit Help” or “Return to ballot” on the bottom right. Options include:



## Scanner Officer

The Scanner Officer monitors the ballot scanner and helps voters as requested.

### DUTIES

- Maintain the security of the ballot scanner.
- Position yourself near the scanner to help as needed.
- Keep distance for privacy. Do NOT stand right next to the ballot scanner or immediately behind it. You should NOT be able to see how a voter has voted their ballot.
- Tell voters to watch for the American flag screen to know their ballot has been accepted.
- Keep “I Voted” stickers stocked on a table near the exit.
- Assist voters with issues or problems.
- Report any ballot scanner issues to the Chief immediately.

### HOW TO KNOW A BALLOT HAS BEEN ACCEPTED

- The voter will see the American Flag when the ballot is accepted.
- Position yourself so you can see the blue flashing light on the back of the ballot scanner (*right*) or the screen.
- Ballots can be inserted any direction except sideways.

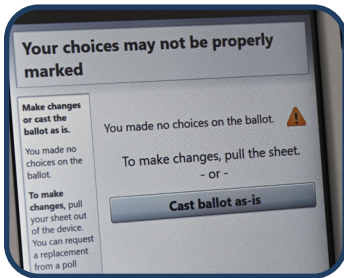


### UNDERVOTES

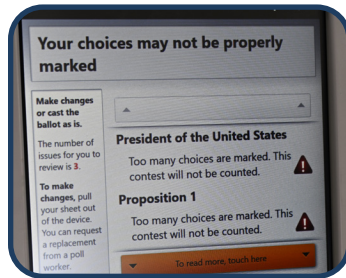
Please note that undervotes are accepted on the ballot scanner. If a voter has selected too few candidates in one or more contests, the ballot will scan and the voter cannot change their vote or get another ballot once it has been accepted. An entirely blank ballot (all undervotes) will be rejected.

## REJECTED BALLOTS

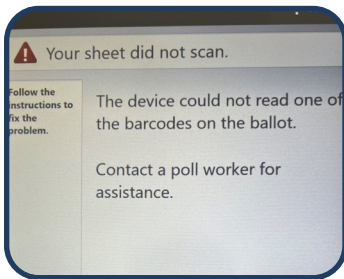
The ballot scanner will reject ballots for the following reasons and display a message on the screen in each case.



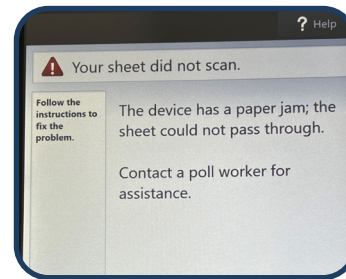
BLANK BALLOT ERROR



OVERVOTE ERROR



DID NOT SCAN ERROR



PAPER JAM ERROR

Never look at or ask for a voter's ballot to maintain privacy. Ask voters to read what they see on the screen to you.

*If the voter removes the rejected ballot from the machine, the ballot scanner will go to the default "Ready for use" screen. Ask the voter to scan the ballot again but leave it on the machine if it gets rejected. The voter can now read what is on the screen to you.*

The next page explains how to handle each of these situations.

## BLANK BALLOT ERROR

A blank ballot is when the voter failed to make any choices for any contest on the ballot.

The voter can cast this ballot (by selecting the “Cast Ballot as-is” button from the screen) if they choose or return to a voting booth with the ballot to make their selections.

## OVERVOTE ERROR

An overvote is when a voter makes too many selections for any contest on the ballot. The voter has 2 choices: (1) cast the ballot as is OR (2) get a new ballot.

*If the voter wants a new ballot, direct them to the Chief where they can get a replacement ballot.*

*If the voter wants to cast the ballot as is, the voter should:*

1. Insert the ballot into the Ballot Scanner again.
2. The ballot will be rejected again.
3. The voter should select the “Cast Ballot as-is” button on the screen.
4. The ballot will then be accepted. Any contests marked correctly will be tabulated.

## PAPER JAM ERROR

Occasionally, the ballot scanner may jam as dust particles can build up over time. If it happens once, try rescanning the ballot. If it continues to jam, clean the optical reader with the wipes provided.

Contact Chief HQ at 703-792-8397 for technical assistance if the problem cannot be resolved. Allow voters to use the emergency bin until the issue is fixed.

## DID NOT SCAN ERROR

If a ballot did not scan, the scanner could not read one or more of the barcodes. This happens for one of the following reasons:

- One or more of the bar codes was not readable.
- Voter attempted to scan a provisional ballot.
- Ballot was fed unevenly.

Have the voter scan the ballot again, preferably in a different direction or by flipping it upside down. Occasional smudges or print marks can sometimes have slight issues and work themselves out.

If the issue is not resolved, send the voter to the Chief to get a replacement ballot.

## DISTRIBUTING “I VOTED” STICKERS

Not to be overlooked, giving voters the coveted “I Voted” sticker is an important part of the voting process. Make sure stickers are available for voters to pick up or hand them to voters as they exit the polling place.

Make sure this is set up in a way that does not disturb or violate the privacy of voters scanning their ballot.

Starting in 2024, a new “I Voted” sticker will be available each fall (and into the following year’s primaries).

“Future Voter” stickers are also available for all elections for any children or teens accompanying their parents to vote.



## Provisional Officer

The Chief, Assistant Chief, and Equipment & Provisional Specialist should be the only officers that assist voters with provisional ballots. Their additional training is key to making sure this process is executed correctly.

Great care should be taken with all provisional ballots as officer mistakes can potentially cost a valid voter their ballot.

**The leadership team at the precinct should set up a Chief/provisional station** in the precinct where the pollbook officers can send voters with special situations. This will ensure the check-in line is not slowed down and provide the best service to individuals with location or eligibility issues by officers that have been trained on the provisional process.

### DUTIES

- Assist voters with the provisional ballot process.
- Provide explanations to voters.
- Direct voters to their correct voting location when appropriate.

### PROVISIONAL BALLOTS

Provisional ballots (VA Code§ 24.2-653) are an important part of the voting process. If there is uncertainty about a voter's eligibility to vote, they can still vote a ballot. But it is not cast on the ballot scanner like most voters.

A provisional ballot is completed and then sealed inside an envelope until it can be reviewed after the election. The Electoral Board must determine if a provisional ballot counts or not after the election.

## PROVISIONAL VOTERS

- **A provisional ballot is a ballot cast by a voter whose eligibility cannot be determined on Election Day.**
- The voter will vote a ballot that is then sealed in a provisional envelope.
- The voter will deposit the envelope in a sealed provisional ballot bag.



The voter completing a provisional ballot should not leave the Chief/provisional station until the provisional ballot is placed in the provisional ballot bag.

Provisional ballots are programmed so the ballot scanner will automatically reject them to prevent a voter from accidentally casting a provisional ballot as a regular ballot.

If you are short on provisional ballots, contact Chief HQ at 703-792-8397 as there are multiple options.

## REASONS A VOTER WILL VOTE PROVISIONALLY

A voter may be asked to vote a provisional ballot because:

- #1: Same-Day Registration (SDR) or not on pollbook - Includes new voters and voters updating their registration with intent to vote in the new location.
- #3: Voting after hours due to court order
- #4: Vote by mail - no ballot to surrender
- #5: Shown on pollbook as already voted
- #6: Other
- #7: Voter does not have required ID and declined to complete ID Confirmation Statement

## HOW TO PROCESS A PROVISIONAL VOTER

**Look up the voter in the pollbook** to determine the reason the voter was sent to you. Use the quick reference on page 100.

*If a regular ballot, check in and issue the voter a regular ballot. If voter should receive a provisional, complete steps 1 & 2.*

### STEP 1:

#### DETERMINE CORRECT VOTING LOCATION

**If a voter is at the Chief/provisional station for reasons #3-7 and the pollbook matches your precinct #, proceed to Step 2.**

**If a voter is a new voter, has moved, or is not in the pollbook, first determine the location (or locations) where the voter can vote.** It is very important to ensure the voter is in the correct precinct.

**(A) Use the “Moving Conditions” chart found in the Chief’s binder on Election Day.** If a voter is registered to vote in one precinct but has moved to another precinct, they may have the option of going to the old precinct and voting on the machine or completing a Same-Day Voter Registration Application and voting a provisional ballot in the precinct where they now live. Find out what they would like to do.

**(B) If the voter decides to vote via Same-Day Registration, the provisional officer must use the Street File Lookup to ensure that the voter is in the correct precinct.**

1. Select the Menu icon.
2. Select the “Street File Lookup” option.
3. Type the street name field ONLY and click “Submit.”
4. A list of results should appear with the precinct #.

*If the voter is not in the correct precinct, give them the address for their polling place and send them there.*

*If the voter is in the correct precinct, proceed to Step #2.*

## STEP 2:

### ASSIST THE VOTER WITH A PROVISIONAL BALLOT

1. Explain to the voter why voting a provisional is necessary given their situation.
2. **Select the correct side of the envelope for you and the voter to complete:**

**Same-Day Registration Application (SDR):** New voters, registration updates (movers), and not on pollbook.

**Non-SDR side:** All other provisional reasons.

*If uncertain, use the SDR side or call the main office at 703-792-6470 for voter lookup.*

#### Election Officer Process

3. Check the correct reason in the bottom left of envelope.
4. **If Same-Day Registration, ask for ID and mark box.**
5. **Sign the form in the bottom left.**
6. In the top right corner, write your precinct # *(and the type of ballot only if it is a primary election)*.
7. Check the reason on the Provisional Voter Notice.

#### Voter Process

8. Have the voter complete the appropriate side of the provisional envelope and point out the required parts (\*).
9. **Verify the voter has signed and completed ALL required information marked with a \*.**
10. Give the voter a provisional ballot.
11. Have the voter mark their ballot at the station's booth.
12. Have them seal the ballot in the envelope.
13. Update the Provisional Ballot Log.
14. Have the voter place the provisional envelope in the sealed provisional bag.
15. Give the Provisional Voter Notice to the voter.
16. Give the voter an "I Voted" sticker.

## PROVISIONAL BALLOT VS. REGULAR BALLOT QUICK REFERENCE

### REGULAR BALLOTS

- ***If there is an “R” tag***, the voter is protected and allowed to use a P.O. Box as their address. Check in the voter and issue a regular ballot.
- ***AB Unmarked*** - The voter has returned their absentee ballot WITHOUT marking it. Check in the voter and issue a regular ballot.

### NEED TO DETERMINE

- **Voter Has Moved** - If a voter’s current address does not match the pollbook, this could be a regular ballot or a #1 Same-Day Registration provisional ballot depending on the “Moving Conditions.” Use that chart to determine.
- **AB Issued** - The voter was sent a mail ballot. If they have that ballot, they can exchange it for a regular ballot. If they do not, they vote a #4 Non-SDR provisional ballot.
- **Address Confirmation (Inactive Voter)** - If voter has not moved, they must complete the Affirmation of Eligibility to receive a regular ballot. If they have moved, follow the “Moving Conditions” chart to determine location eligibility.
- **Other Locality** - Voters in the wrong jurisdiction should contact the elections office for their county or city.

### PROVISIONAL BALLOTS

- **Voter is not on the pollbook or has not registered** - This is a #1 Same-Day Registration provisional ballot.
- **AB Marked** - A marked absentee (mail) ballot was received. This is a #4 Non-SDR provisional ballot.
- **AB On Machine** - This person voted during Early Voting. This is a #5 Non-SDR provisional ballot.
- **Court Extends Voting Hours** - If a court order extends voting hours beyond 7:00 pm, all voters arriving after 7:00 pm must vote a #3 Non-SDR provisional ballot.
- **Any Other Status or Situation**- If a voter has any other tag or a situation that does not match those on this list, call Chief HQ for guidance at 703-792-8397.

## SAME-DAY REGISTRATION

Same-day registration (SDR) is a new process in Virginia where a voter can complete a Voter Registration Application (VRA) and vote a provisional ballot on Election Day.

**All voters who are trying to BOTH (1) register and (2) vote on Election Day MUST cast a provisional ballot.** This means these voters cannot vote on the Ballot Scanner at your polling place.

The normal ID rules apply for same-day registrants, including signing the ID Confirmation Statement if they do not present a valid ID.

If the voter does not want to vote on Election Day, they are welcome to complete a regular Voter Registration Application and leave it with the Chief to be returned to the Office of Elections.

### IMPORTANT NOTICE

Officers should quality control their work or the work of others to make sure the following elements are ALL completed on the SDR envelope:

- **Required Fields** - Voters must complete all \* fields
- **Voter Signature** - Make sure the voter has signed
- **ID Checkbox** - Make sure to mark “Yes” or “No”
- **EO Signature** - Make sure you sign the envelope

#### Election Officer Use

#1 Same Day Registration (not on pollbook)

Time: \_\_\_\_\_ a.m. p.m. (circle one)

Yes  No Did voter show ID **or**  
complete ID Confirmation Statement?

#### Comments

Election Officer  
Signature

X

## Prohibited Area

**Starting at 5:00 am and continuing until 8:00 pm, certain things and activities are not allowed within 40 feet of the entrance to the polling place or inside the voting room.** This is called the Prohibited Area. Political activity and weapons are not allowed in this zone.

Before the polls open, post the “Prohibited Area” signs at least 40 feet from the exterior entrance to the polling place. Please note this can be either a main entrance to the building if the hallway(s) that lead to the voting room start there. It can also be a doorway that is a direct, exterior entrance to the voting room itself. The distance is always measured from an exterior entrance, not an interior one.

Election officers have control over what happens within the Prohibited Area. The officers may require any person who is found by a majority of the officers present to be in violation of the Prohibited Area rules to leave the Prohibited Area.

### Political Activity

Some examples of political activity not allowed inside the Prohibited Area are:

- Wearing campaign shirts, hats, buttons, or stickers.
- Carrying campaign signs, flyers, or postcards.
- Actively discussing candidates or initiatives.

**Voters in the act of voting may wear campaign clothing**, but once they have voted, they must exit the polling place and Prohibited Area immediately.

Voters may bring sample ballots and other campaign flyers into the polling place. They must take those items with them or throw them away.

### FIREARMS

**Firearms are not allowed inside the Prohibited Area or in the polling place,** except for law enforcement officers.

If anyone enters the polling place carrying or wearing a firearm, they should be informed that firearms are not allowed in the polling place. No permit provides an exception to this law.

If there is a voter with a firearm, but there is no immediate danger, contact Chief HQ at 703-792-8397.

If the person starts to brandish the firearm or you feel threatened, CALL 9-1-1 immediately.

The Office of Elections is in communication with the police and emergency services on Election Day to help respond to issues.

### OUTSIDE THE PROHIBITED AREA

While most activities outside the 40-foot area are not the domain of election officers, a few activities are not allowed within 300 feet of the polling place entrance, including:

- Using a loudspeaker.
- Brandishing weapons.
- Intimidating voters.
- Gathering in a militia (a group in military fatigues).

If you see these activities, contact Chief HQ at 703-792-8397 as soon as possible.

## Authorized Persons

Many people are authorized to be in the polling place on Election Day in the interest of transparent elections, to provide information to the public, and to monitor the progress of the election.

### LIST OF AUTHORIZED PERSONS

- Voters in the process of voting
- Election officers assigned to work the election (roster)
- Members of the PWC Electoral Board (badge)
- Office of Elections' staff (badge)
- Special Assistants election officers monitoring locations
- Children under the age of 16 with their parents
- Media members following the guidelines in this manual
- Poll watchers (authorized representatives) with an authorization form or letter from a party or candidate
- Neutral observers with written authorization from the Office of Elections or Electoral Board



## Media Guidelines

### MEMBERS OF THE MEDIA

Media representatives with credentials from their company or organization are permitted inside the polling place only during voting hours (6:00 am to 7:00 pm). Credentials are not a legal requirement, but we recommend officers object to being filmed by any media representative that will not provide them.

Media must check in with the Chief upon arrival inside the polling place and are restricted to a reasonable and limited period of time inside the Prohibited Area under VA Code § 24.2-604.5 (B). We recommend 20 minutes or less to limit disruptions to voters.

Interviews with voters or taping of reporters' remarks are prohibited inside the polling place and the Prohibited Area, but permitted outside of the Prohibited Area.

### VIDEO AND PHOTOGRAPHY

Media can shoot video or photograph voters, officers, and the polling place, but it must be wide shots that follows these rules:

- Media representatives are prohibited from filming or photographing **any** person who specifically asks that he/she not be filmed or photographed, including officers.
- *If officer team objects to being filmed*, the media representative cannot remain inside the 40' line.
- No filming or photographing may be performed in a way that divulges how any individual is voting, the voter list, or any other voter record or material at the precinct.
- Filming and photography should never be executed near the voting booths or ballot scanner.
- Media representatives shall not impede the voting process or the work of the election officers.

## Poll Watchers

### POLL WATCHER BASICS

Election officers should maintain a friendly and helpful disposition towards poll watchers and respect their right to perform certain functions.

Poll watchers should respect that for security and the continuity of operations of voting, some limitations are placed on their communications and behavior.

The goal is to provide all poll watchers with access to observe the voting process, but they may not “hinder or delay” a voter or election officer (VA Code § 24.2-604(c)(i),(iv)).

A poll watcher **must**:

1. **Present the Chief with an authorization form or letter** signed by the party chair or the candidate.
2. **Be a qualified registered voter in Virginia.** Officers should verify this in the pollbook or contact Chief HQ at 703-792-8397 if they cannot be found on the pollbook.

**Poll watchers are NOT permitted to:**

- Campaign or electioneer inside the polling place or the Prohibited Area.
- Wear or carry clothing, buttons, or signs for a political party or candidate.
- Provide assistance to voters who need help in marking or casting their ballot.
- Delay a qualified voter or interfere with the orderly conduct of the election.

**Poll watchers should direct all communications and requests to the Chief and should NOT communicate with election officers or voters.**

## NUMBER OF POLL WATCHERS ALLOWED

### **Before Opening:**

Only 1 poll watcher per political party or independent candidate.

### **While Polls Are Open:**

Up to 3 poll watchers for each political party with a candidate on the ballot and up to 3 for each independent or primary candidate on the ballot are allowed. When there are multiple electronic pollbook stations, 1 representative from each party and 1 from each independent or primary candidate is allowed for each pollbook.

### **After Polls Close:**

Each political party with a candidate on the ballot may have 2 poll watchers and an independent/primary candidate on the ballot in that election may have 1 poll watcher during closing. Bystanders should be notified if there are less than 4 poll watchers from the parties and candidates at closing.

Getting the maximum number of poll watchers is rare, but if you are unsure or if space is an issue, please call Chief HQ at 703-792-8397 for support and advice.

## BEFORE OPENING

**Poll watchers may observe election officers as they open the polling place for the day, including observing the equipment being opened.**

Poll watchers who come to observe opening should be at the polling place by 5:00 am to be let in by the Chief.

While officers are setting up the polling place, poll watchers must not interfere as they complete their duties.

## WHILE POLLS ARE OPEN

**Any questions or concerns from poll watchers should be directed to the Chief.** Poll watchers should not communicate with officers and allow them to perform their job.

Poll watchers can sit or stand near the check-in tables and should be able to hear voters check in. Poll watchers are allowed to see the pollook if space permits. They cannot “be in a position to see the marked ballot of any other voter” near the voting booths or ballot scanner (VA Code §24.2-604).

The Chief can designate the areas poll watchers may sit or stand to enable the observance of these rules. There must be an area near the check-in station and another area where poll watchers can observe the voting and scanning of ballots without being too close as to violate voter privacy. Poll watchers must be allowed to be in more than one location, if possible, given the size of the voting room.

Poll watchers can observe outside polls voting assistance and travel between designated poll watcher areas.

The Chief will notify poll watchers when issues arise so they can observe the resolution of those issues.

Poll watchers authorized to be inside the polling place during the day have the right to be close enough to hear how election officers resolve voter issues.

Election officers should speak loud enough that poll watchers can hear directions and communication to voters, but officers are not required to repeat instructions or communications if a poll watcher is not nearby or did not hear it.

Poll watchers may use devices such as tablets and phones for the purpose of referencing lists of voters present, but they cannot use any device outfitted with a camera to take photos or video inside the polls.

Poll watchers may not be on phone calls inside the polling place, although they may send and receive text messages. All phones must be set to silent or vibrate while inside the precinct.

Poll watchers can observe any language translation provided to assist voters.

## AFTER POLLS CLOSE

**After the polls are closed, if there are fewer than 4 poll watchers in total at the polling place who request to be present while the votes are ascertained, the officers shall notify any bystanders, and select one or more bystanders to be present with any representatives so that there are as many as 4 (total) bystanders and representatives present during the count.** The law limits the number of authorized representatives after the polls close to two from each political party with candidates in the election and one from each independent candidate or primary candidate. (VA Code § 24.2-655).

A person who wants to watch the counting as a bystander is advised to let the Chief know before the polls close that he or she will be waiting outside the polling place and outside the 40-foot prohibited area immediately after the polls close.

There are no qualifications in the Code for the “bystanders” so, for example, a bystander may be selected who is not a registered Virginia voter (a requirement for all representatives).

Write-in candidates in general or special elections are not entitled to representatives at any time, but may use the bystander provision to have observers into the polling place during the count if there are fewer than 4 poll watchers.

**The representatives and bystanders cannot leave until the final results are ascertained** and the Chief has opened the doors and announced the results of the election, and may not communicate with any person outside the polling place by any means during the counting and ascertainment. There are no exceptions to this rule.

**Representatives and bystanders present may witness the counting and ascertainment of results but may not touch or handle any ballot, voting machine, or any official document.**

**The representatives and bystanders present shall have an unobstructed view** of the election officers and their actions as the votes are counted and the returns are completed, and may make their own notes during the counting and ascertainment.



## POLL WATCHER ISSUE RESOLUTION

**Chiefs who are unsure if a poll watchers' request or action is permissible should contact Chief HQ at 703-792-8397 to seek guidance.**

Poll watchers found to be violating the rules may be removed by a majority vote of the officers present (VA Code §24.2-604).

Poll watchers who refuse to leave the polling place after a majority vote of officers will be removed by the police and face any criminal penalties that result from their behavior under Virginia Code §24.2-607. That code section states:

**§ 24.2-607. Prohibited conduct; intimidation of voters; disturbance of election; how prevented; penalties.**

*“A. It shall be unlawful for any person to hinder, intimidate, or interfere with any qualified voter so as to prevent the voter from casting a secret ballot. The officers of election may order a person violating this subsection to cease such action. If such person does not promptly desist, the officers of election, or a majority of them, may order the arrest of such person by any person authorized by law to make arrests[...]*

*B. No person shall conduct himself in a noisy or riotous manner at or about the polls so as to disturb the election or insult or abuse an officer of election. Any person authorized to make arrests may forthwith arrest a person engaging in such conduct[...].”*

However, most issues can be resolved with patience and good communication on both the part of the elections officers and the poll watchers.

**Work to build a respectful and helpful relationship and usually the same is returned.**

## Emergency Guide

There can be many different emergencies in the Polling Place on Election Day.

### EMERGENCIES

**If you need to call 9-1-1 for any reason that is a life-threatening emergency, make the call** to ensure the safety of the voters, election officers, and general public. These can include fire, active shooter, or any other life-threatening emergency. When the staff and evacuation checklist items are secure, call Chief HQ at 703-792-8397.

#### When calling 9-1-1:

- Use the building address on the front of the Chief Binder.
- Send someone outside to meet emergency personnel.
- Document the incident on SOR Part F.



### POWER OUTAGES

If a power outage occurs, contact Chief HQ. Voting equipment can continue to operate on battery power for 2-3 hours. The Office of Elections can provide emergency lighting or polling place relocation if the power outage is extensive.

## MAKE AN EVACUATION PLAN









Before it becomes necessary, the Chief needs to have an evacuation plan. You may be told to evacuate by emergency personnel or the site administration based on events occurring at your polling place.

### Elements of the plan should include:

- 1. Pick a rendezvous point** outside the polling place to meet in an emergency.
- 2. Assign officers to remove equipment and supplies from the polling place should you have to evacuate.** Use the list below to make those assignments and communicate them to the officer team.

*If possible, voting will resume once the emergency has concluded. Secure ballots and election equipment if time and conditions allow.*

*If an emergency arises that does not allow you to remove the items on this list without risking life or serious injury, make sure the election officers and voters are evacuated safely first and foremost.*

<b>EMERGENCY EVACUATION CHECKLIST</b>		
<b><u>Notify Chief HQ immediately if you have to evacuate</u></b>		
Use this checklist to help you develop an emergency evacuation plan. After you are safely out of the building, establish a site outside to handle voters.		
Image	Description	Assigned EO
	Ballots, including provisionals.	
	Pollbooks	
	Ballot box with scan attached <i>*Will require two people</i>	
	Document accordions	
	Drop Box	
	Extension cords & surge protectors	
	Chief Tablet (iPad)	
	Pollbook Case (if possible)	

# Voter Challenges

In Virginia, any qualified voter may, and the officers SHALL, challenge the vote of any person who is listed on the pollbook who is known or suspected not to be a qualified voter.

The Affirmation of Eligibility form is used whenever there is a challenge.

The reasons allowed for any voter challenges are listed on the form.


One of the election officers completes Section A of the form until you get to “Statement of Challenger.”

The person making the challenge completes the rest of the form.

If the person making the challenge will not complete or sign the form, no challenge is made.

## Officer Challenges

An officer SHALL challenge voters AND complete the form if the pollbook shows a voter has already voted. This voter may only vote with a provisional ballot.

 VIRGINIA  
DEPARTMENT OF ELECTIONS

COMMONWEALTH OF VIRGINIA  
**AFFIRMATION OF ELIGIBILITY**  
§§ 24.2-428.2, 24.2-643, 24.2-651, and 24.2-652 of the Code of Virginia

---

**SECTION A – OFFICER OF ELECTION MUST COMPLETE**

- ENTER PRECINCT NUMBER, NAME AND DATE.
- CHECK BOX THAT APPLIES.
- HAVE VOTER READ AFFIRMATION OF VOTER BELOW (OR READ AFFIRMATION TO VOTER).
- HAVE VOTER SIGN AND PRINT HIGHER FULL NAME – BEFORE VOTING.
- PLACE FORM IN ENVELOPE #8.

PRECINCT NO./NAME: \_\_\_\_\_ CONG. DIST.: \_\_\_\_\_ DATE: \_\_\_\_\_

**IF VOTER HAS NO I.D., VOTER MUST COMPLETE A PROVISIONAL BALLOT.**

A.  VOTER'S NAME MARKED WITH "P" ON POLLBOOK... AND VOTER'S NAME OR ADDRESS HAS NOT CHANGED.  
B.  VOTER'S NAME OMITTED FROM POLLBOOK IN ERROR; REGISTRAR AUTHORIZES OFFICER TO ADD NAME.  
C.  VOTER'S NAME ON POLLBOOK... BUT VOTER IS CHALLENGED BY ANOTHER VOTER OR AN OFFICER WHO COMPLETES AND SIGNS STATEMENT BELOW

**Statement of Challenger**  
I do hereby state, subject to penalties for hindering, intimidating, or interfering with a qualified voter pursuant to § 24.2-607, that I am a qualified voter of this Commonwealth or an officer of election and that, to the best of my knowledge, information, and belief, \_\_\_\_\_ is not a qualified voter of this precinct by reason of (please check each of the following reasons that is applicable):

- 1. The named person is not a citizen of the United States.
- 2. The named person is not now 18 years of age or, in the case of a primary election or a special election held on a date other than a general election date, will not reach the age of 18 before the next general election.
- 3. The named person is not a resident of the Commonwealth (or, if he has not been a resident of the Commonwealth within the preceding 30 days, he is attempting to vote for an office or issue other than electors of President and Vice President of the United States).
- 4. The named person is not a resident of this precinct (or he has not been a resident of this precinct since the second preceding general federal election and has not continued to be a resident of this county or city and this congressional district).
- 5. The named person is not a resident of the town in the case of a town election.
- 6. The named person has been disqualified from voting by the Constitution and laws of the Commonwealth and this disqualification has not been removed by proper authority.
- 7. The named person is not the identical person he represents himself to be; or
- 8. The named person has voted in this election at this or another voting place (state when and where the named person previously voted in this election: \_\_\_\_\_ )  
    ↳ must cast a provisional ballot if pollbook indicates person already voted

Signature of Challenger: \_\_\_\_\_  
Printed Name of Challenger: \_\_\_\_\_ Daytime Telephone Number: \_\_\_\_\_  
Residence Address: \_\_\_\_\_

**Public Notice:** Section 24.2-651 of the Code of Virginia requires the person making a challenge to sign a statutory statement. Therefore, if you refuse to sign this statement, no challenge will be made. Your completed form may be provided to government officials and third parties for election-related purposes.

## Challenged Voter

The voter completes Section B of the form and then is allowed to vote UNLESS the pollbook shows they have already voted, in which case they may only vote provisionally.

If the voter will not complete the form, they SHALL NOT vote.

Note: The Affirmation of Eligibility Form is also used when a voter is tagged as “?” in the pollbook for address confirmation. Complete Section A, check Box A, and ask the voter to complete Section B.

## Military Voters

Active-Duty military and their dependents are allowed to register and vote a regular ballot on the machine on Election Day.

If you have a member of the military or their dependent show up at your polling place who is not registered, please contact the Office of Elections at 703-792-6470 for further instructions.





# Closing the Polling Place



## ANNOUNCEMENTS

At 6:45 pm, one election officer should announce outside the building loudly and clearly “The polls will close in 15 minutes.”

At 7:00 pm, one election officer should announce outside the building loudly and clearly “The polls are now closed” and tape the “POLLS CLOSED” sign to the outside of the door.

## VOTERS IN LINE

Voters in line to vote by 7:00 pm are allowed to vote no matter how long it takes.

If you have a long line at 7:00 pm, place an officer at the end of the line to designate the last voter. Any voters arriving after 7:00 pm are not allowed to vote.

## CHIEF ASSIGNS TASKS

To facilitate closing, we recommend Chiefs plan out and assign tasks on the closing checklist well before 7:00 pm so officers know their duties at closing.

## Closing Checklist

### COMPLETE ALL THESE TASKS AFTER VOTERS LEAVE

#### PRIORITY TASKS

- Close the doors to the polling place
  - Check emergency ballot bag (scan ballots)
  - Complete the Pollbook Summary
  - Close Polls on the ballot scanner (p. 120)
  - PRIORITY** Chief: Report results in Tallypoint  
*Double check all work for accuracy. Complete by 7:45.*
- 

- Close the pollbooks (p. 124)
  - Remove ballots from ballot scanner and pack Box #3
  - Pack the Scanner (p. 121) and Ballot Box (p. 122)
  - Breakdown and pack the Touch Writer/printer (p. 123)
  - Chief completes the SOR (p. 125)
  - Pack unused ballots in Box #6
  - Empty Ballot Drop Box into (new) Envelope #9 (p. 125)
- 

#### CHECK YOUR WORK

- Clean up the polling place (p. 126)
- Complete polling place closing paperwork (p. 128)
- Make sure officers sign **ALL** tapes and required forms
- Pack and seal all the envelopes properly (p. 128)
- Double-check you have all drop off items (p. 130)
- Two officers must return ballots and key items (p. 130)

## Closing Procedures

### CLOSING THE POLLS ON THE BALLOT SCANNER

1. Once all voters have voted and left the precinct, cut the yellow seal on the emergency ballot door and unlock the door using the Red/CH key.
2. Place all cut seals in pouch #7.
3. **Check the emergency ballot bag for unscanned ballots.** *If there are any ballots*, inform the Chief. All election officers should gather around the ballot scanner to remove and scan these ballots. If they will not scan, see page 122 for instructions on hand counting ballots.
4. Press the blue Poll Worker button on back of the scanner.
5. Select “Close the Polls.”
6. Select “Yes, Close the Polls.”
7. Enter the Close Polls code from the Chief Binder.
8. Select “Accept.”
9. Three Tally Tapes should print automatically. *If only one tape prints*, ensure you print two more with enough room for all signatures on the bottom. Use the white button to advance the tape before tearing.
10. Remove the Zero Report tapes from the wall and take all tapes to the Chief.
11. Record the Lifetime and Ballot Counts on the scanner and write the numbers on the pouch #7 note card.

## BREAKDOWN THE BALLOT SCANNER

1. Press the red power button on the back of the scanner.
2. Using the Yellow/RS key, unlock the tablet.
3. Return the tablet to its storage area and lower the blue lever to keep it in place.
4. Using the Yellow/RS key, lock the tablet in place.
5. Once the scanner shuts down, cut the red seal that secures the vDrive compartment.
6. Place the cut seal in the #7 pouch.
7. Use the Red/CH key to unlock the vDrive compartment.
8. Remove the vDrive and place it in the #7 pouch.
9. Close the vDrive compartment, seal it with a new red seal on the vDrive compartment, and record the number on the pouch #7 note card.
10. Unplug the power cord and return it to the storage compartment.
11. Close the scanner lid ensuring both latches are secured at the top and bottom.
12. Lock the scanner case using the Green/Square key.
13. Cut the remaining 2 yellow seals on the ballot box. Place them into the #7 pouch.
14. Unlock the front door of the ballot box with the Red/CH key.
15. Pull the white cord toward the front door to unlock the scanner from the ballot box.
16. Remove the scanner from the ballot box.

## PACK THE BALLOT BOX

1. Ensure the rear emergency ballot box door is closed and locked using the Red/CH key.
2. Remove the ballots from the ballot box and place them in the #3 Box(es).
3. Raise the bottom panel of the ballot box.
4. Using the Red/CH key, close and lock the front door of the ballot box.
5. Flip the top panel of the ballot box over and down in front of the front panel.
6. Push in on both sides, being mindful of the pinch zones, and push the box flat.
7. Latch the 4 latches (2 on each side) shut.
8. Use the 3 elastic cords to secure the lid against the front panel of the box.
9. Place the Ballot Box in the square black bag and place the bag in the cage.

## HAND COUNTING BALLOTS (ONLY IF CAN'T SCAN)

1. Any ballots that will not scan must be hand counted.
2. Using the Hand Count Tally Sheet, at least two election officers will tally the votes using tick marks for each vote on a ballot.
3. Count the total number of ballots to be hand counted.
4. Reviewing one contest at a time, the Chief will read the name of the candidate who received a vote.
5. Once all the ballots have been read, each election officer will tally the votes on their tally sheet.
  - *If the tally numbers match*, put the ballots in Envelope X and the tally sheets in Envelope #2.
  - *If the numbers do not match*, you will have to conduct the tally again until the numbers on both tally sheets match for that contest.
6. Repeat steps 4 and 5 for all contests until complete.
7. Add your hand count totals to your tally tape totals to get your precinct totals.

## BREAKDOWN AND PACK THE TOUCH WRITER

### **NEW PROCEDURE FOR THE TOUCH WRITER ONLY!**

DO NOT CLOSE POLLS ON THE TW AND DO NOT REMOVE THE vDRIVE FROM THE COMPARTMENT.

#### **Touch Writer (TW) Breakdown**

1. Write the Lifetime and Ballot Counts from the Touch Writer on the pouch #7 note card.
2. Press the red power button on the back of the TW and remove the privacy screens.
3. Using the Yellow/RS key, unlock the tablet.
4. Return tablet to its storage area and lower the blue levers.
5. Using the Yellow/RS key, lock the tablet in place.
6. Unplug the cord and return it to the storage compartment.
7. Unplug the printer cable from the TW.
8. Close and lock the TW using the Green/Square key.

#### **Pack the Touch Writer**

9. Pull the latch on the underside of the stand to unlock it.
10. Remove the TW from the stand.
11. Turn the stand upside down on the table and remove the legs by depressing the latch button.
12. Return the legs to the rectangular bag with the rubber feet toward the bottom of the bag.
13. Fold down the attached leg assembly and use the elastic cord to secure them to the stand.
14. Turn the stand over and insert the privacy screens into the storage slots on the stand.
15. Return stand to the rectangular bag and secure to the top of the cage with the bungee cord.

#### **Pack Printer**

16. Switch printer off.
17. Remove the power cord and printer cable.
18. Remove paper and adjust the drawer (if necessary).
19. Place the printer in box with front of printer to the back.
20. Place the cables in the box on either side of the printer.

## CLOSING THE POLLBOOKS

1. After all voters have left the precinct, complete the Pollbook Summary and take it to the Chief.
2. Close the polls on the pollbooks.
3. Select the Menu icon (the “hamburger”).
4. Select “Close Polls.”
5. Enter the ADMIN username and password that you get from the Chief.
6. When the polls are closed on ALL pollbooks, turn all tablets off. (Press and hold the power button in the top left corner until screen says “Slide to shut down your PC.” See picture below.)
7. Unplug the Merlin; remove, then store the Ubiquiti antennae.
8. Pull the Merlin up slightly and gently to remove the top flash drive. Push the unit back down securely into the foam setting.
9. Place the flash drive in the pouch #7 and close the zipper.
10. Store the tablets and accessories in the case.
11. Close the case and place it in the appropriate place in the Cage.



## CHIEF AND ASSISTANT CHIEF

### RESULTS AND FORMS

1. As soon as you get 1 copy of the Tally Tape and the Pollbook Summary, report election results in Tallypoint.
2. Create 3 sets of tapes, 1 for each SOR and 1 for the Yellow Printed Return Sheet.
3. Complete the Yellow Printed Sheet and staple the tapes to the Sheet in proper order (Tally = top, zero = bottom). Place in Envelope #2A.
4. Chief and an officer complete SOR #1 and attach tapes.
5. Assistant and an officer complete SOR #2 and attach tapes.
6. **Make sure ALL officers review and sign all paperwork that requires signatures including the SORs and tapes.**
7. Place both SORs in Envelope #2.

### PROVISIONAL BALLOTS

1. Prepare Envelope #1A.
2. Cut the seal on the provisional bag; the seal goes into the pouch #7.
3. Remove provisional envelopes from the bag and place them in the Envelope #1A.
4. Complete the label on Envelope #1A EVEN IF there are no provisional ballots.
5. *If used*, place the paper Provisional Log in Envelope #8.

### TRANSFER DROP BOX BALLOTS

1. Find Envelope #9.
2. Unlock Ballot Drop Box and remove mail ballot envelopes.
3. Count the envelopes.
4. **Transfer mail ballot envelopes to Env. #9 for transport.**
5. Complete the Chain of Custody form on Envelope #9 (even if you have zero ballots in the Drop Box).
6. Seal Envelope #9.

## CLEAN UP THE POLLING PLACE

Make sure to pack up and put away all of the following items.

1. Pack and put away all the voting booths.
2. Take down and put away all signs. Be careful when removing tape from walls.
3. Gather all cords, remove security tape, return to red bag, and place in cage.
4. Pack the equipment cage according to the provided diagram.
5. Clean up your break area.
6. Pack up and make sure to take all personal belongings with you .

All items in the polling place should either be taken by the two-officer team to Supply Drop-off on Election night or returned to the cage.

Make sure to put the ballot box back inside the Cage.

Make sure the cage is locked when you leave the polling place.

If there is any damage to or problems at the facility, please report that to the Office of Elections the following day at 703-792-6470.

## SIGNATURES **NEW**

The signing of documents at the end of the night is key to the validation of the election. It notifies the Electoral Board that the documents completed and returned have been reviewed and verified by the election officers at the polling place.

Signature labels can no longer be used by election officers to expedite the closing of the precinct.

Election officers must individually sign all required documents including the following:

### Opening Forms

- Officer Oath
- Compensation Form
- Zero Tape for the Touch Writer
- Zero Tapes for the Scanner (3)

### Closing Forms

- Tally Tapes for the Scanner (3)
- Statement of Results (2)
- Yellow Printed Return Sheet
- Return Envelopes - #1A, #2, #2A, #3, #4, #6, #9
- *Envelopes X, #1B (if used)*





**Envelope #4 (Spoiled Ballots)**

Pack all spoiled and abandoned ballots (including surrendered mail ballots).

**Box #6 (Unused ballots)**

Pack all unused ballots and stubs. Be sure to record the quantity and seal with tamper tape.

**Pouch #7 (Drives, seals, keys)**

- vDrive(s) from the scanner(s) (not the Touch Writer)
- EPB Flash drive from the Merlin (only one returned)
- Keys
- Seals (used and unused)
- Complete required fields on notecard

At closing, two officers must verify and initial to prove the verification of the ballot scanner Red Seal #, Lifetime Count, and Ballot Count. The TW seal should not be cut, so the open/close Red Seal # for the TW should remain the same.

**Envelope #8 (Everything else!)**

(Tip: Do Not Seal this Envelope)

- Provisional Log
- Voter Registration Applications
- Extra/unused ballot scanner or TW tapes
- Extra signed EO signature labels
- Envelope #X (if used, sign, seal, and label)
- Any other form/document you are uncertain.

**Envelope #9 (Mail Ballot Envelopes)**

Include all mail ballot envelopes from the Ballot Drop Box. Mark the quantity even if zero.

**Envelope X - Hand Counts (if applicable)**

Don't seal or complete if there are no hand counts.

## Supply Dropoff

Now that your precinct is cleaned up and supplies are packed up in the Cage, it is time to return your key items to the Supply Dropoff locations and call it a night.

### WHERE AND HOW TO RETURN SUPPLIES

To bring back supplies, you need the following:

- Two election officers
- One election officer from each political party (if possible)

**You can return your supplies to one of two locations:**

- Office of Elections, 9250 Lee Avenue, Manassas
- Supply Warehouse, 13851 Telegraph Road, Woodbridge

**Please refer to the Supply Return Checklist** (distributed at Chief pickup) for instructions on how to return key supplies.

Chiefs will get a map of each site in their supplies. Please make sure to note the entry and exit points at your dropoff site so we can ensure an efficient and safe return process.

If you have any issues or are running later than 10:00 pm, contact Chief HQ at 703-792-8397 to keep us informed of your status.

**CLOSING**

## NOTES/UPDATES

*Use these blank pages to make your own notes/reminders or for updates provided by the Office of Elections.*

## NOTES/UPDATES

NOTES

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NOTES

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NOTES

# Thank you for your service!

## Officer Support

Main Office: 703-792-6470

Officer Email: [electionofficer@pwcgov.org](mailto:electionofficer@pwcgov.org)

Website: [www.pwcvotes.org/electionofficer](http://www.pwcvotes.org/electionofficer)

## Election Day Support

Chief HQ: 703-792-8397



[pwcvotes.org](http://pwcvotes.org)