

ELECTRONIC POLLBOOK (EPB) HANDBOOK

EPB Setup.....	3
Opening The Polls	5
Checking-In and Looking-Up Voters	9
De-Select Voter	14
Locality Search	15
A/B Voter	18
Challenged Voter	22
Needs Research	24
EPB Message Boxes.....	26
Adding / Editing Voter Information.....	29
Editing Voter Information	29
Adding Voter Information	33
Closing The Polls	36
EPB Troubleshooting.....	40
Unable to load deployment file.....	40
A. Flash Drive Not Recognized	40
B. Existing Pollbook Folder (.pollbook file).....	40
Console 1 Application	43
Device has disconnected!.....	44
A voting error has occurred	45
Unable to write to the database	46
Awaiting Staging	46
Check-In Number Discrepancy	49
Laptop/Accessories Inoperable	49
Laptop Not Charging	49
Password Not Working	50
Password Missing From Packet	50
Flash Drive Missing	50
Other Accessories Missing	50
EPB Emergency Procedures	51
Voter Check-In Cheat Sheet	52

EPB Setup

**DO NOT TURN ON ANYTHING UNTIL
ALL DEVICES HAVE BEEN SET-UP AND WIRES CONNECTED!!!**

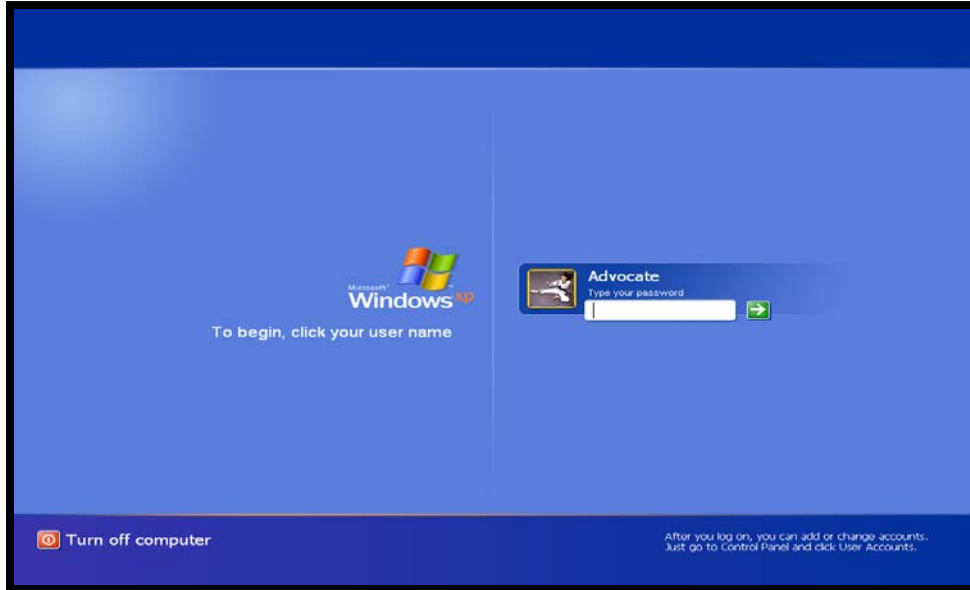


Follow the set-up procedures below as closely as possible to avoid any disconnections or tripping hazards:

1. Connect the surge protector to the power outlet; ensure that the protector is off.
2. For precincts using 2 EPBs, unpack laptop bags **EPB-1** and **EPB-2**. The back-up EPB is **EPB-3**. For precincts using 3 EPBs, unpack laptop bags **EPB-1**, **EPB-2**, and **EPB-3**. The back-up EPB is **EPB-4**. Do not unpack the back-up EPB unless an EPB goes down.
3. Connect the power cords to the back of the laptop and to the surge protector.
4. For precincts using 2 EPBs, connect the cross cable to the back of each EPB using the connection located on the back of each laptop on the far right. (Each laptop bag contains 1 crossover cable; the extra cables are for back-up.) For precincts using 3 EPBs, connect one end of the network cable to the network hub and the other end to the back of the EPB. The hub has a power adapter that needs to be plugged to the hub and into the surge protector. (Use all the network cables except the one for the back-up **EPB-4**.)
5. Connect a mouse to each EPB using the lower USB port on the right side of the EPB.
6. Insert the correct flash drive into each EPB using the upper USB port on the right side of the EPB. The flash drive with the **yellow** dot goes into **EPB-1**. The flash drive with the **green** dot goes into **EPB-2**. (If the back-up EPBs, **EPB-3** and **EPB-4**, are used, insert the corresponding color-coded flash drive.) Run the lanyard over the laptop screen.
7. Use the cable ties to secure the cables. Use the masking tape to secure the cords and cables to the table.
8. Place the surge protector under the table to prevent anyone from stepping on it and accidentally turning it off.
9. Tape the surge protector cable to the floor to avoid any disconnections or hazards.
10. Turn on the surge protector; then turn on the EPBs.

Opening The Polls

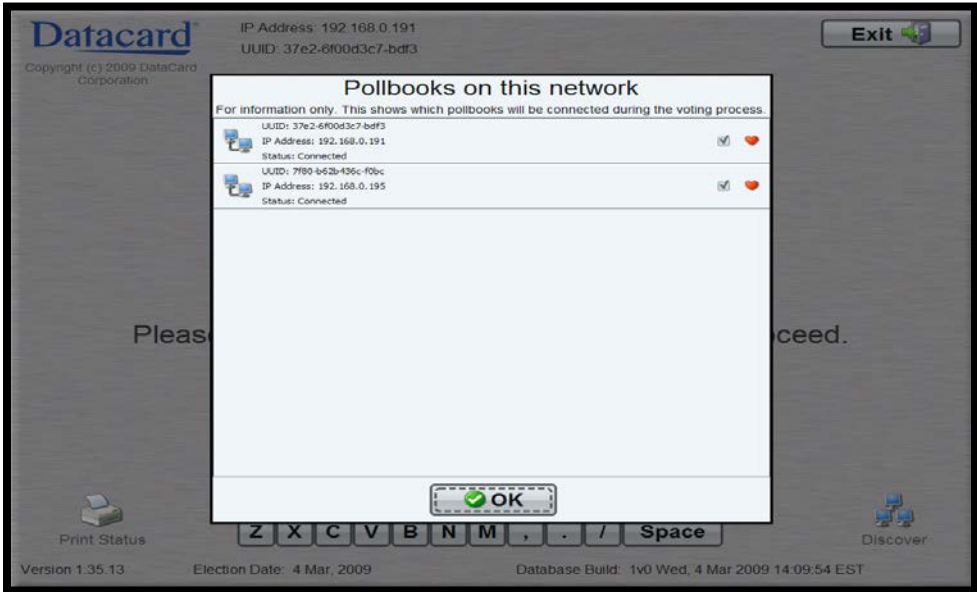
Ensure that the keyboard CAPS Lock is off. Check that the CAPS Lock indicator is off



1. Log-in with the windows log-in password which is in the envelope with all of the other EPB passwords. **All characters must be entered in lower case.**
2. After entering the password, hit the "ENTER" button on the keyboard or click on the green arrow beside the password on the screen.
3. Allow up to five minutes for the EPB to read the flash drive. This will prevent most software errors.

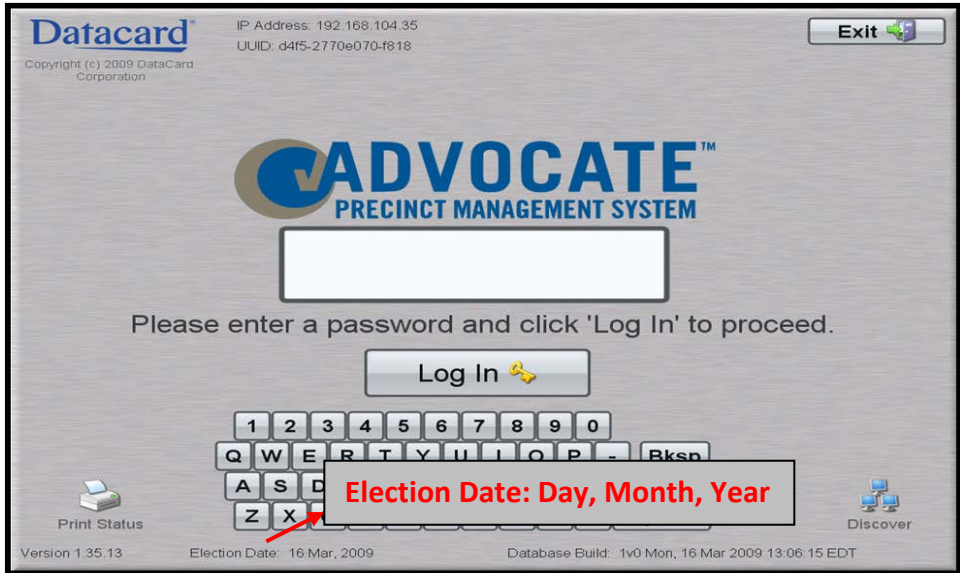


4. Double-click on the Advocate-PCC icon on the screen to launch the program.



5. The picture above shows 2 laptops/EPBs communicating with each other. If 2 beating hearts are displayed, proceed by clicking on the “OK” button. For precincts using 1 EPB, only 1 line with no heart is displayed on the screen. For precincts with 3 EPBs, 3 beating hearts are displayed to represent that each laptop is connected to the network.

If 2 or more EPBs are being used and a beating heart is not displayed for each EPB, check the cables. Make sure that they are connected properly on each EPB. For additional procedures, refer to the EPB Troubleshooting section in this handbook.

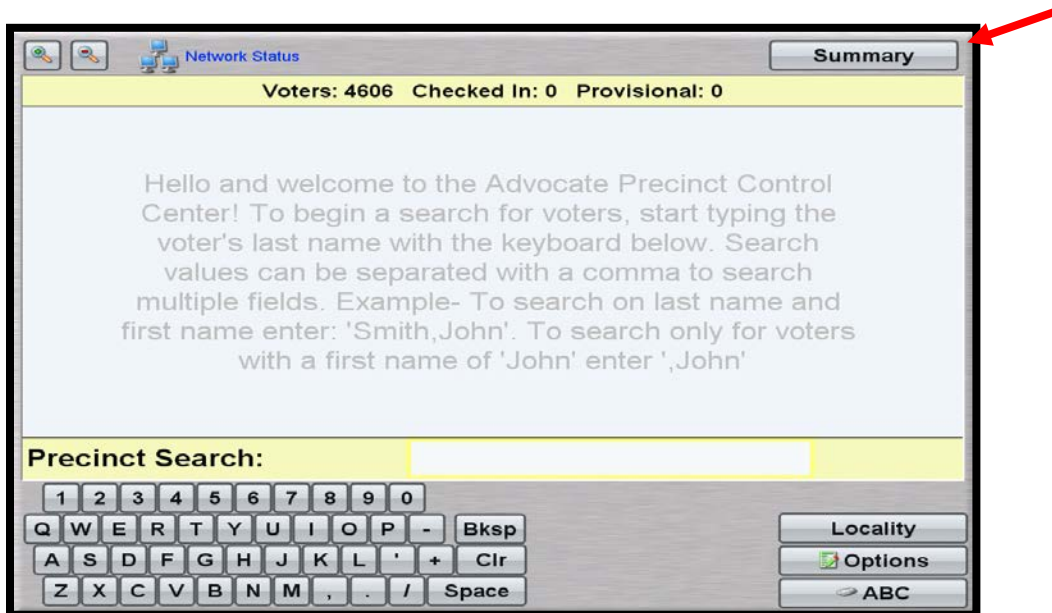


- 6. Before logging-in, verify that the election date is correct. The above example shows the order as: Day, Month, and Year.
- 7. If the election date is not correct, **contact the Voter’s Registrar’s office immediately (385-8683).**

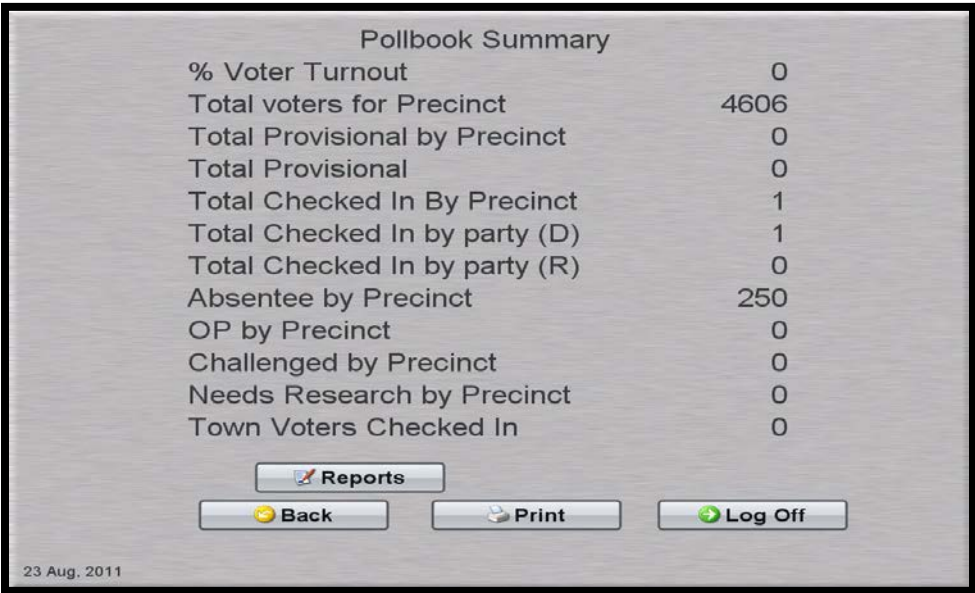
- If “Awaiting Staging” is displayed instead of the election date, refer to the EPB Troubleshooting section in this handbook.



- Each EPB worker logs-in with the password provided by the Chief/Asst Chief. The same password will be used by all EPB workers. (The EPB workers’ password is in the envelope with all of the other EPB passwords.) After entering the password, hit the “ENTER” button on the keyboard or click on the “Log-In” button on the screen.



- The **Precinct Search** screen is displayed as shown above. This is the main search screen for checking-in and looking-up voters.
- Click on the “Summary” button to display the **Pollbook Summary** screen.



- 12. Verify that all totals are **zero**, except for “Total voters for Precinct” and “Absentee by Precinct”. **If the “Total Checked In By Precinct” is not zero, notify the General Registrar’s office immediately.**
- 13. Record the totals on the “*EPB & TSX Summary Worksheet*”. (Once the polls have opened and voters are checked-in, periodically check the **Pollbook Summary** screen and record the totals on the “*EPB & TSX Summary Worksheet*”. This process is similar to checking the Pollbook count form against the checked-in voters on the paper Pollbook.)
- 14. Click on the “Back” button to return to the **Precinct Search** screen.

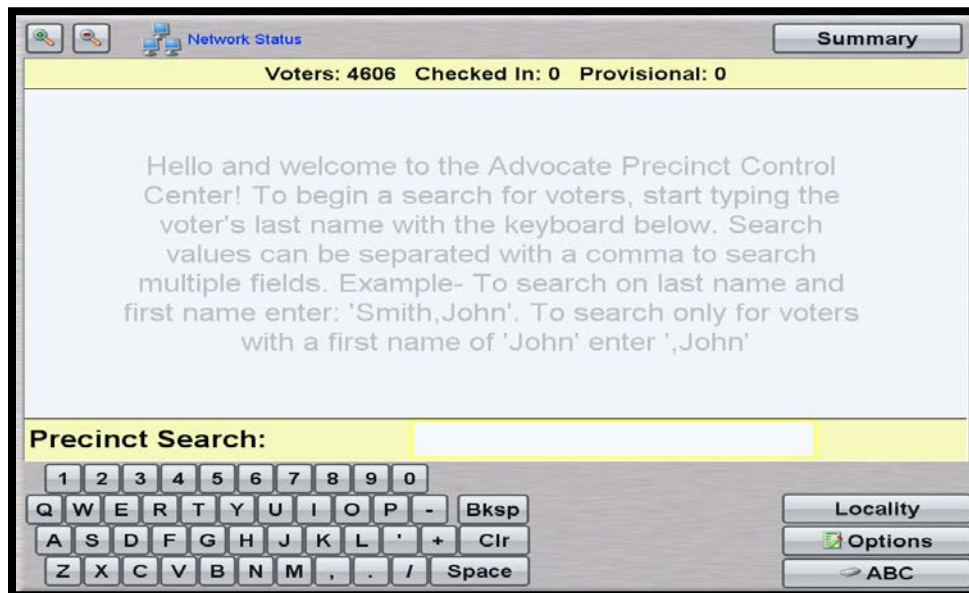
“Absentee by Precinct” is the total number of absentee voters registered in the precinct. This number varies depending on the count of the absentee voters in each

EPB & TSX Summary Worksheet Sample

EPB & TSX SUMMARY WORKSHEET														
Precinct: _____														
	Before Polls Open	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Time:	Before Polls Close on EPB (After Last Voter)
EPB 1														
EPB 2														
EPB 3														
EPB 4														
% Voter Turnout														
Total voters for Precinct														
Total Checked In by Precinct														
Total Checked In by party (D)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total Checked In by party (R)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Absentee by Precinct														
OP by Precinct														
Challenged by Precinct														
Needs Research by Precinct														
Town Voters Checked In	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TSX 1														
TSX 2														
TSX 3														
TSX 4														
TSX 5														
TSX 6														
TSX 7														
TSX 8														
TSX 9														
TSX 10														
TSX 11														
Waiting to Vote														
Total # of Ballots														
Signature of the Officer of Election: _____ Date: _____														

[Click top of this page to see more information.](#)
 To change after the election, click here.

Checking-In and Looking-Up Voters



1. The **Precinct Search** screen is displayed as shown above. This is the main search screen for checking-in and looking-up voters. To correctly manage voters, refer to the Pollbook Officers section of the *“Election Day Guide For Officers of Election”*.
2. Locate the voter by entering their **last name**, a **comma**, and **first name**. (Do not enter a “space” after the comma.) Enter a minimum of 1 letter for the last and first names or type the full last and first name. (Example: “smith,john” or part of each name such as “smi,jo”.) Depending on how the voter’s name is entered, a populated list of voter names or the unique **Voter details** screen may be displayed. The voter can also be located by the entering the ID number from their voter card. If there is a name change, refer to the *“What If...”* document to determine the correct action to take.

Network Status Summary

Voters: 4606 Checked In: 0 Provisional: 0

V	S	Voter ID	Name	Party	DOB	Address
HA	A...	100000000	AARHUS, ERIKA		1980	11111 ELM ST VA US
A...		100000001	ABBEY, ROBERT LAWRENCE		1980	11112 MAIN ST VA US
A...		100000002	ABBOTT, SCOTT EDWIN		1980	11113 OAK AVE VA
A...		100000003	ABRAMS, KAREN LOUISE		1981	11114 FOX AVE VA
A...		100000004	ACGTBLU, PHAEDRUS		1981	11115 CAMEL RD VA
A...		100000005	ACKER, JANA BETH		1982	11116 BROADWAY ST VA US
A/B	A...	100000006	ACKERMAN, ERIC RAYMOND		1982	11112 ELM ST VA US
A...		100000007	ACKERMAN, JENNIFER GORH...		1980	11113 MAIN ST VA
A...		100000008	ACKERMAN, KARL DAVID		1980	11114 OAK AVE VA
A...		100000009	ADAMS, AMY PHILLIPS		1980	11115 FOX AVE VA
A...		100000010	ADAMS, BRIAN JOSEPH		1981	11116 CAMEL RD VA
A...		100000011	ADAMS, CINDY RAE		1981	11117 BROADWAY ST VA
A...		100000012	ADAMS, JACINTA ROSHAWNDA		1982	11113 ELM ST VA US
A...		100000013	ADAMS, LILLIAN NEWTON		1982	11114 MAIN ST VA

Precinct Search: Page 1 of 9

1 2 3 4 5 6 7 8 9 0 Locality

Q W E R T Y U I O P - Bksp Options

A S D F G H J K L ' + Clr ABC

Z X C V B N M , . / Space

3. A populated list will be displayed if there is more than 1 matching record, double click on the voter’s name. (Look for “A/B” or other icons next to the voter’s name.)

CHECK-IN VOTER STATUS FLAGS



Voter Checked In - voter marked as having Checked In



Absentee Ballot - voter has received an absentee ballot



ID Required – HAVA – Personal ID required



Challenged Voter - voter challenged by another voter

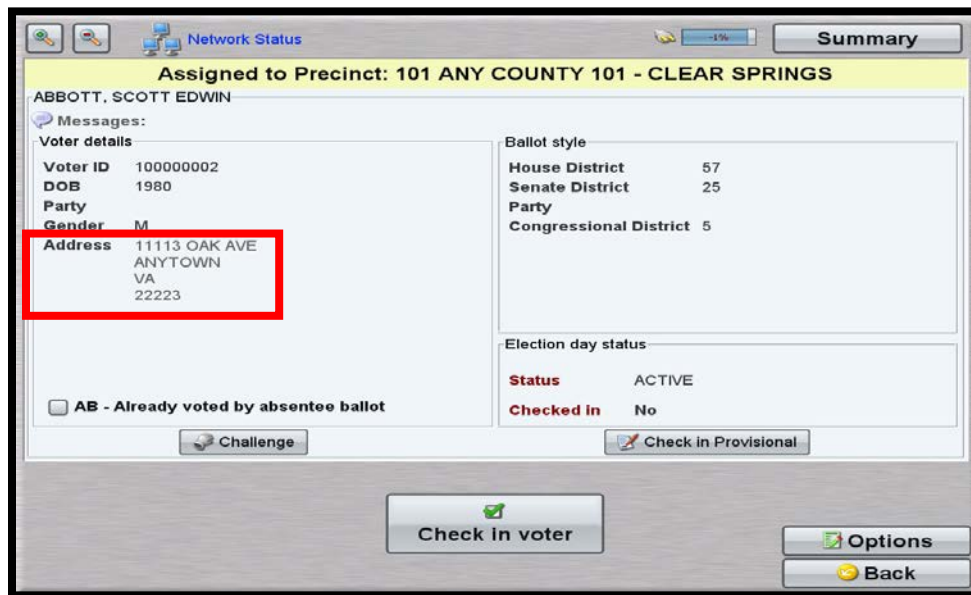


Needs Research - voter currently being researched

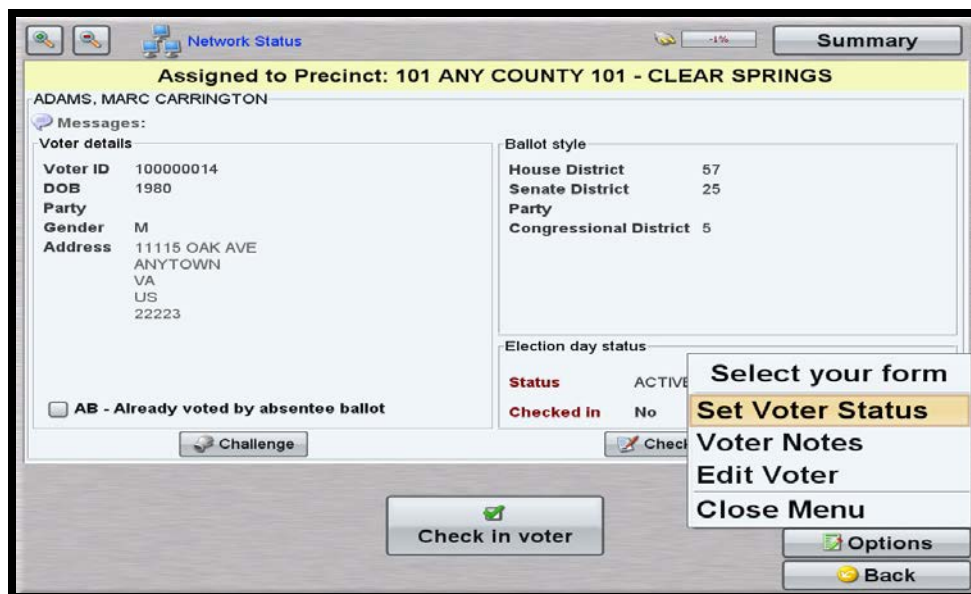


Voter Has ? – marked for address confirmation

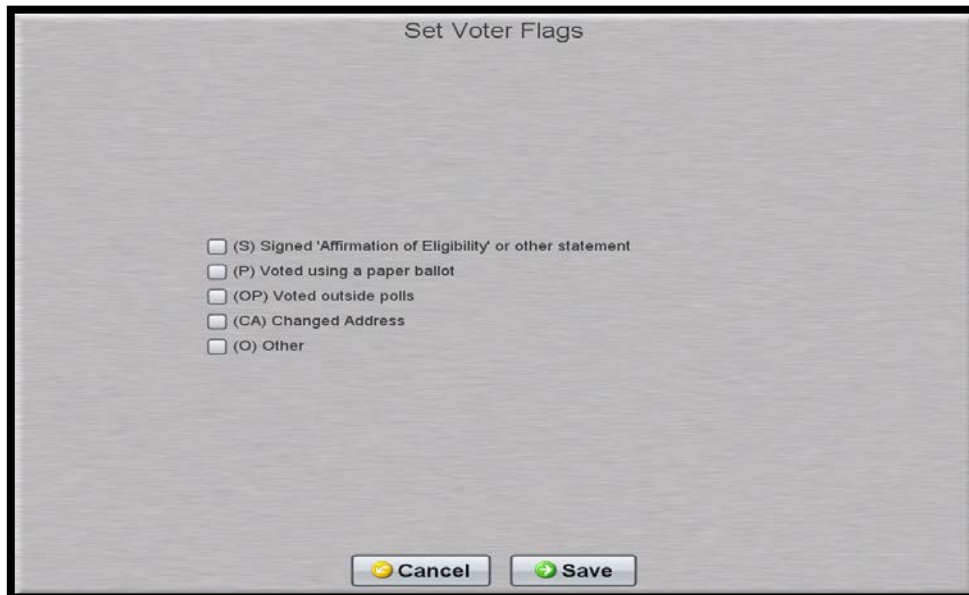
If an **A/B**, **HA**, or **?** icon is displayed, refer to the “What If...” document to determine the correct action to take. **I** – Inactive voters, requires address verification.



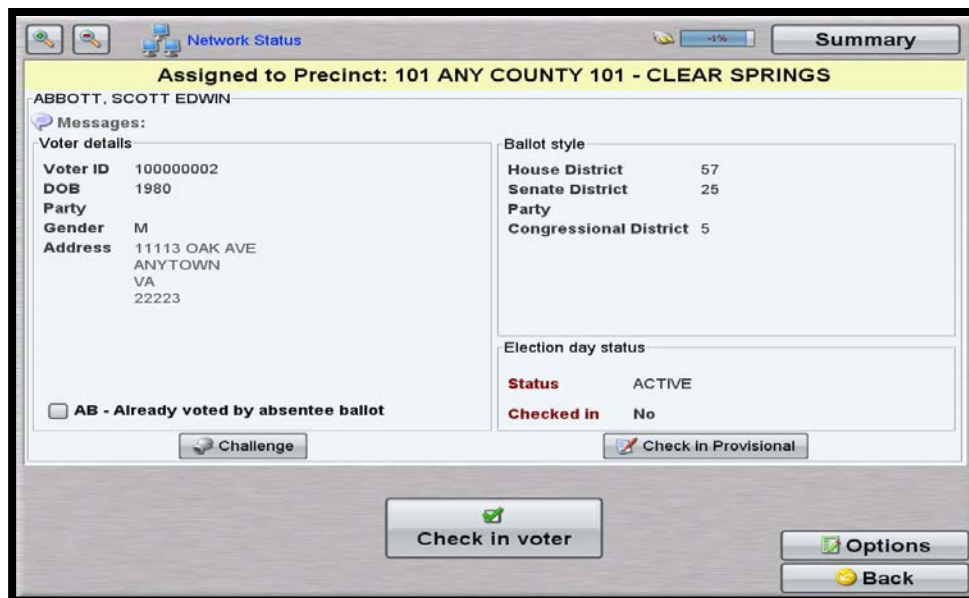
- When the **Voter details** screen is displayed, ask the voter to state their current address. **Verify this information by repeating the voter’s full name and address to voter.** To correctly manage voters, refer to the Pollbook Officers section of the “*Election Day Guide For Officers of Election*”. The picture above shows the location of the voter’s address on the **Voter details** screen. If the addresses are different, refer to the “*What If...*” document to determine the correct action to take.



- If the voter has filled out an affirmation statement, a *Request For Assistance*, or a Virginia voter registration application, or voted using a paper ballot, or has requested to vote outside the polls, click on the “Options” button.



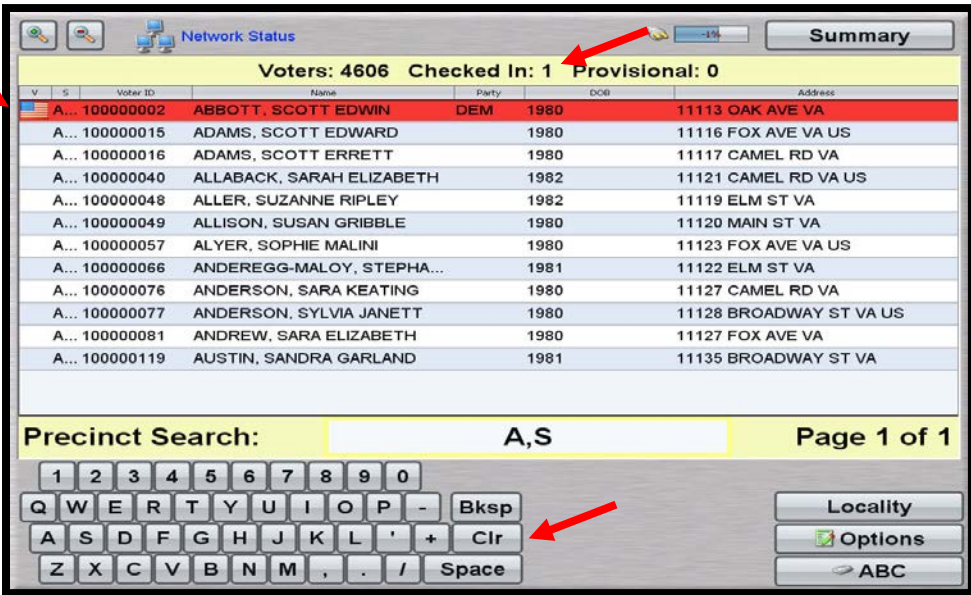
6. On the “**Select your form**” pop-up menu, click on “Set Voter Status”. The **Set Voter Flags** screen will be displayed as shown above. If the voter did not fill out any of the mentioned forms, bypass this option and click on the “Check in voter” button and proceed to check-in the voter.
7. When the **Set Voter Flags** screen is displayed, click on each appropriate flag. More than one flag may be selected. Click on the “Save” button to return to the **Voter details** screen.



8. When the **Voter details** screen is displayed, click on the “Check in voter” button to display the **Check In Confirmation** screen shown in the next page.
9. If this is the correct voter, click on the “Check In” button to confirm the voter and return to the **Precinct Search** screen.



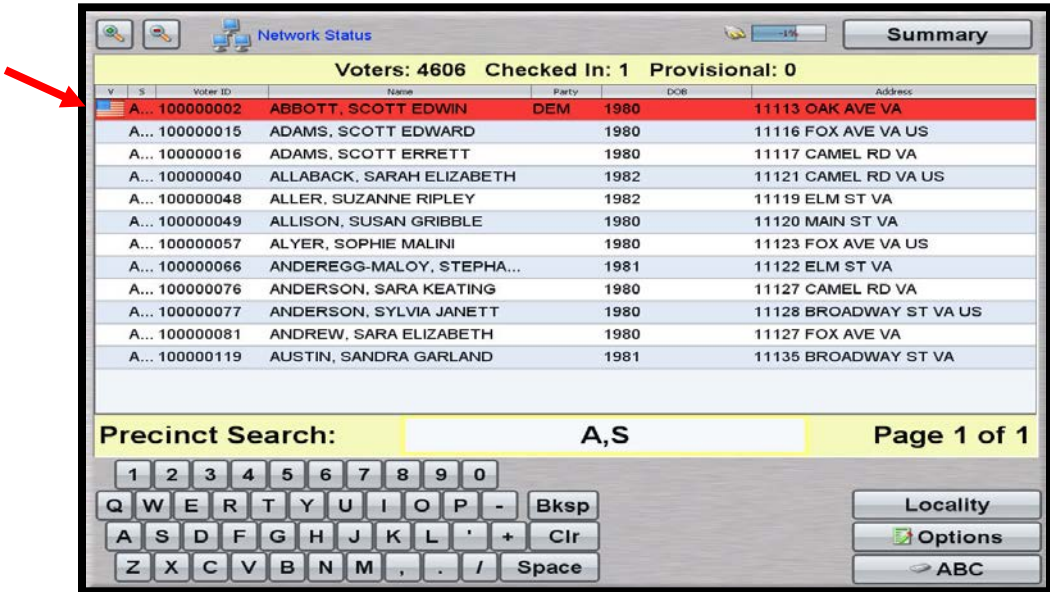
10. If this is not the correct voter, click on the “Back” button to return to the **Voter details** screen. Then click on the “Back” button to return to the **Precinct Search** screen and search for the correct voter.



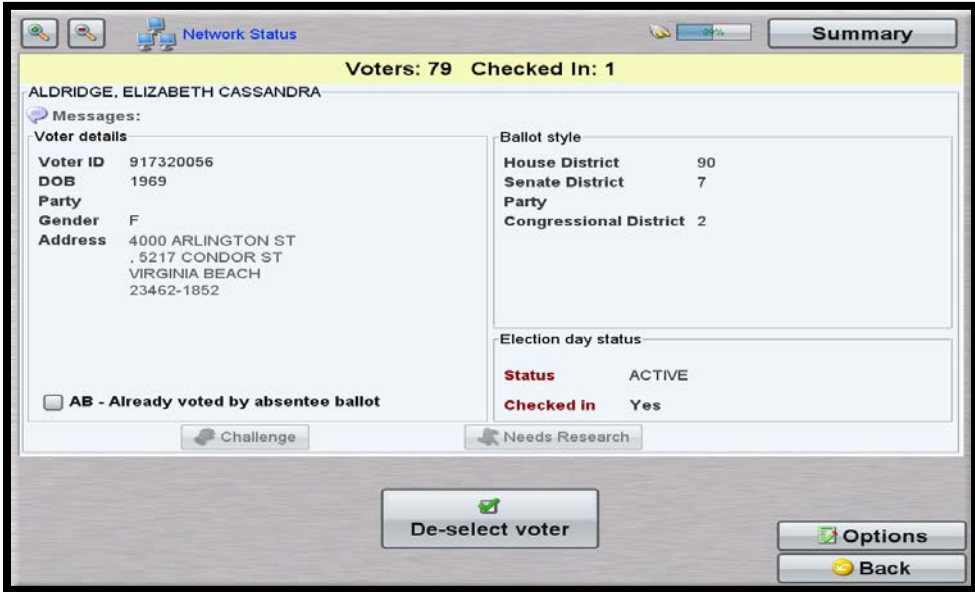
11. An American flag icon will be displayed next to each checked-in voter’s name. To clear the search box, hit the “BACKSPACE” button on the keyboard or click on the “Clr” button on the screen.

Periodically check that the total of checked-in voters is the same on each EPB.

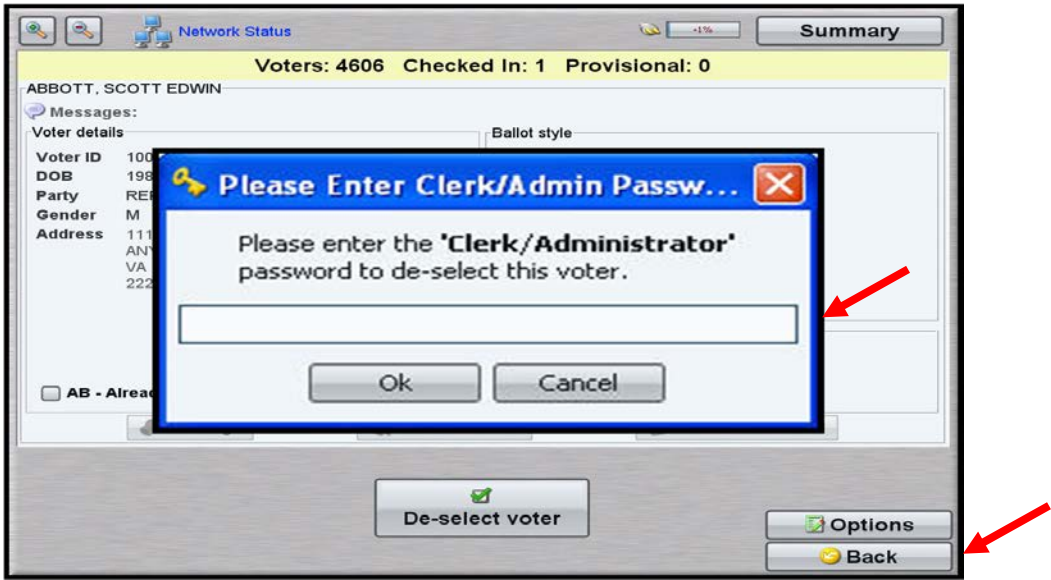
De-Select Voter



1. If a voter is incorrectly checked-in, notify the precinct Chief/Asst Chief. Double click on the voter’s name to display the **Voter details** screen to de-select the voter.

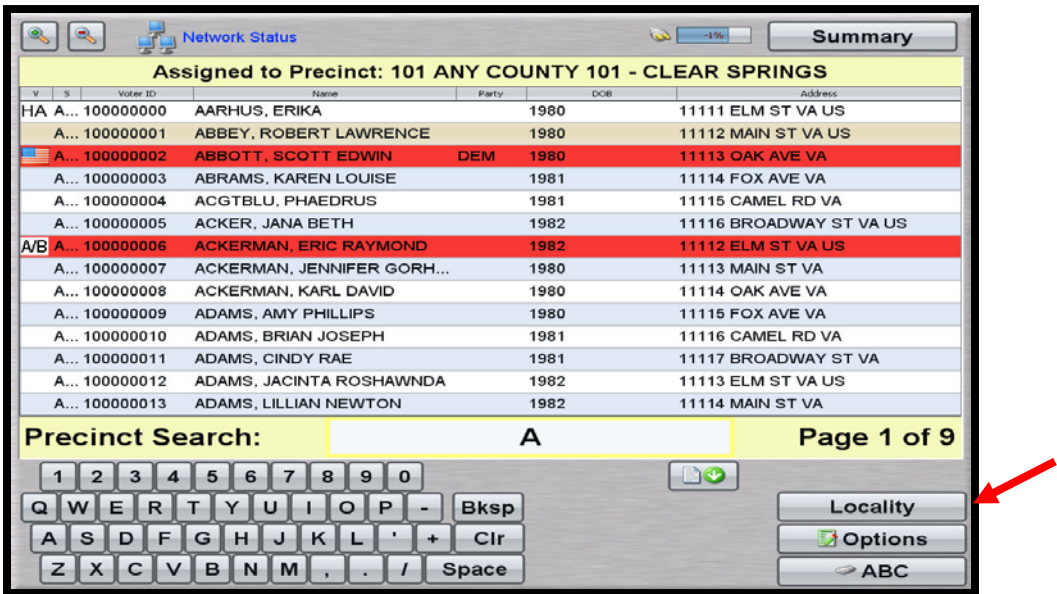


2. On the **Voter details** screen, click on the “De-select voter” button.

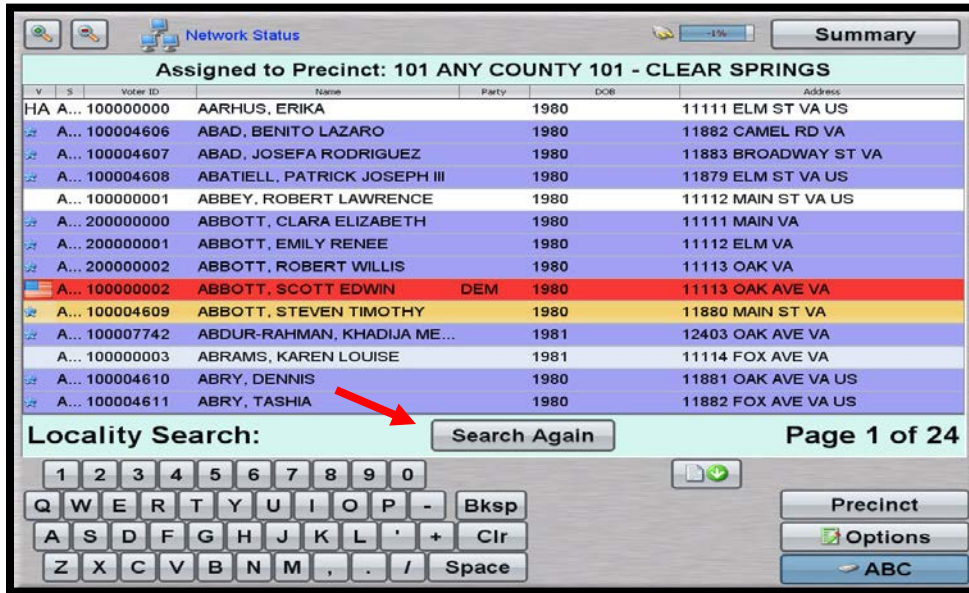


- 3. On the “Please Enter Clerk/Admin Passw...” prompt, the Chief/Asst Chief will enter their password and click on the “Ok” button to de-select the voter.
- 4. Click on the “Back” button to return to the **Precinct Search** screen. **Record the de-selection in the precinct *Chief’s Incident Log*.**

Locality Search



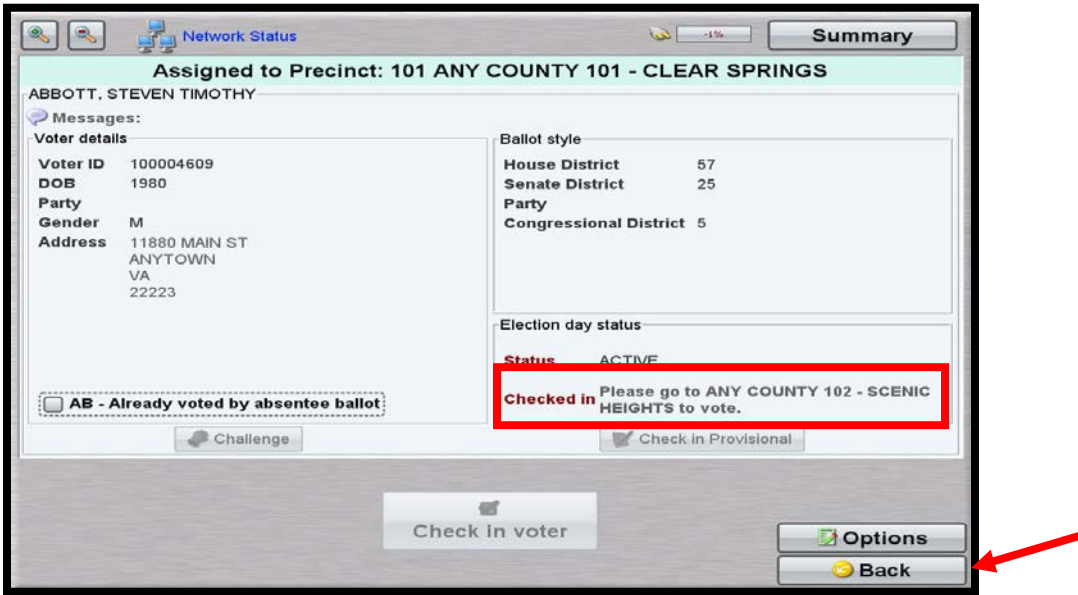
- 1. If a voter is not located in the precinct search, click on the “Locality” button.



2. After the **Locality Search** screen is displayed, click on the “Search Again” button.



3. After the **Advanced Search** screen is displayed, ask the voter for their full name and identification, if needed. Enter the voter’s **full last** and **full first** name. Do not enter the voter’s middle name or a comma.
4. Click on the “Search” button to locate the voter. A populated list of voter names or the unique **Voter details** screen may be displayed. If the voter is not found, refer to the “*What If...*” document to determine the correct action to take.

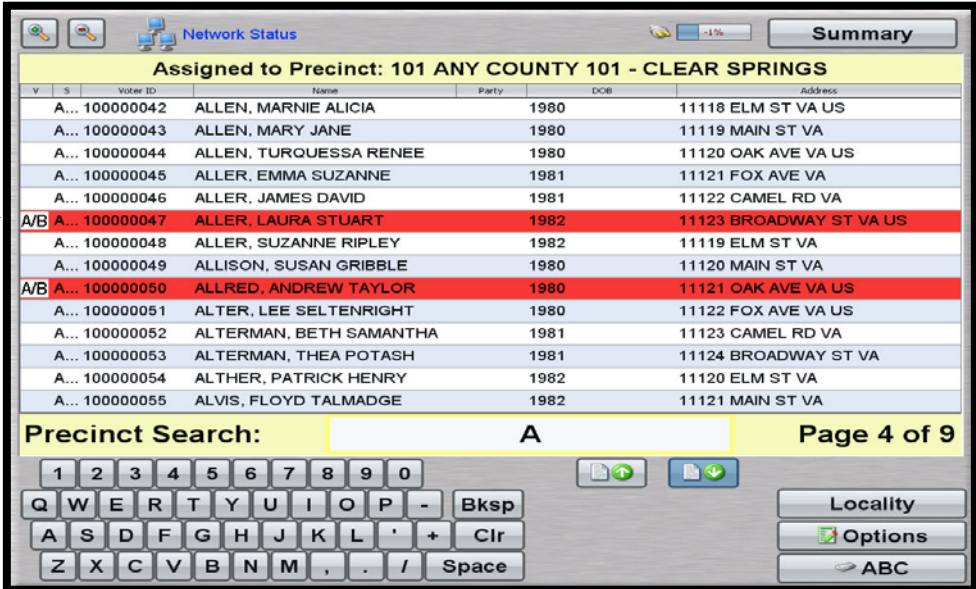


- 5. After the **Voter details** screen is displayed, give the voter their correct precinct and address. This information is located on the **Voter details** screen as shown above.
- 6. Click on the “Back” button to return to the **Locality Search** screen.

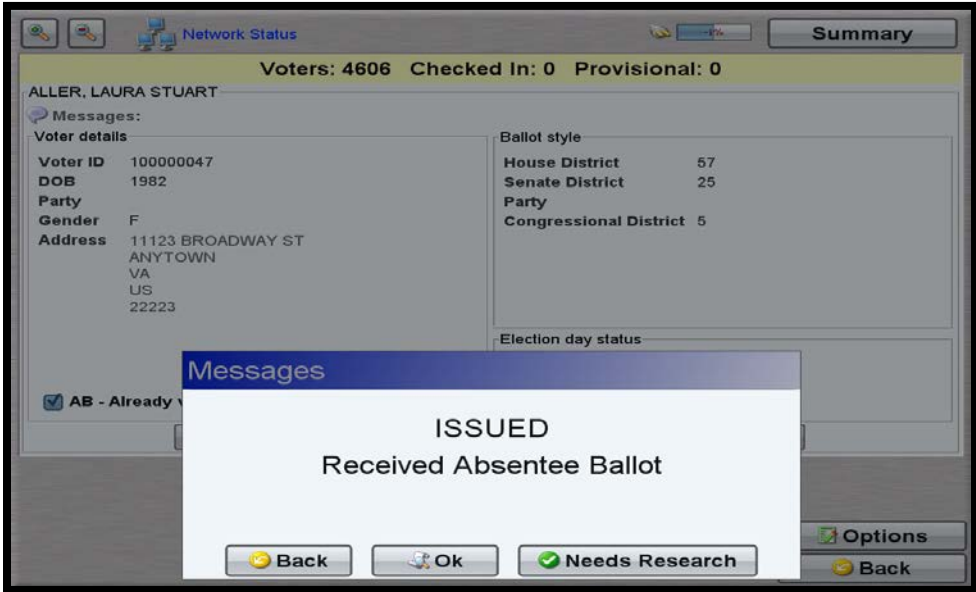


- 7. Click on the “Precinct” button to return to the **Precinct Search** screen.

A/B Voter

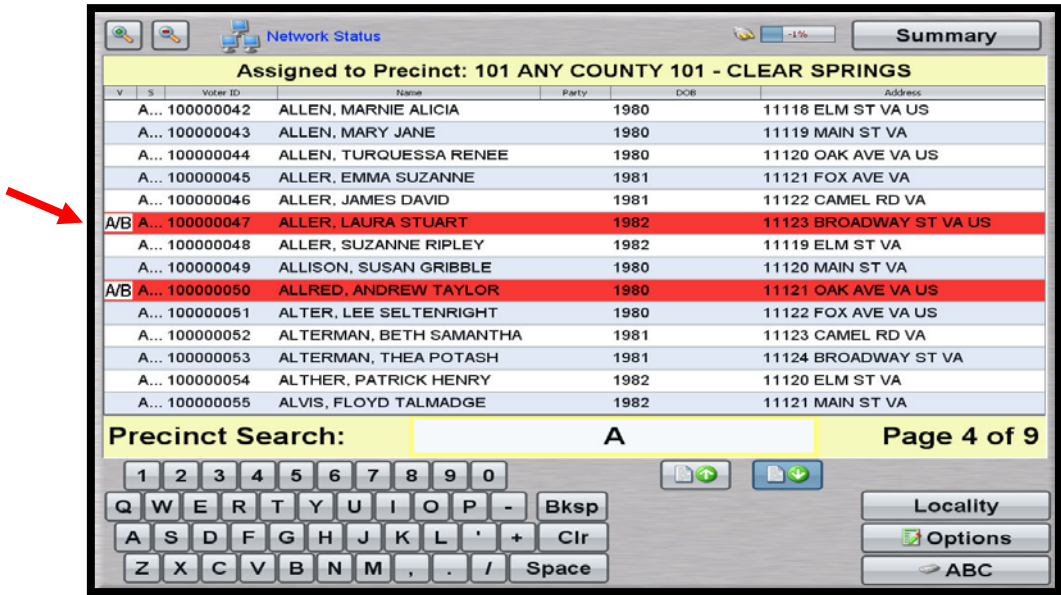


1. If a voter has an A/B icon displayed next to their name, **notify the precinct Chief/Asst Chief**. Also refer to the *“What If...”* document to determine the correct action to take.
2. Double click on the voter’s name to display the **Voter details** screen.

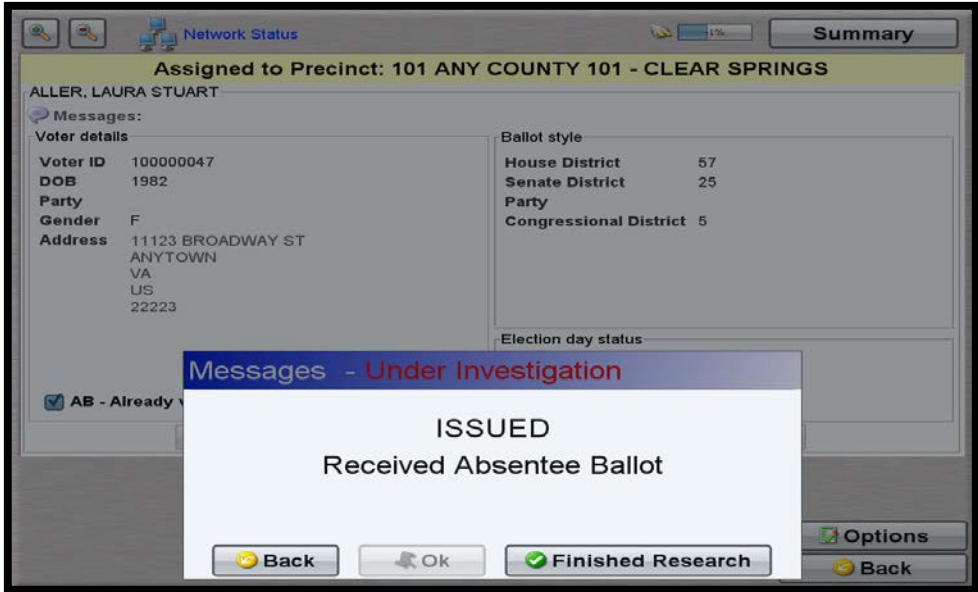


3. On the Received Absentee Ballot message window, click on either the “Back” or the “Needs Research” button to put the voter on hold while researching their eligibility to vote in the precinct. The **Precinct Search** screen will be displayed. (Click on the “Back” button if the incorrect voter was selected and to return to the **Precinct Search** screen.)

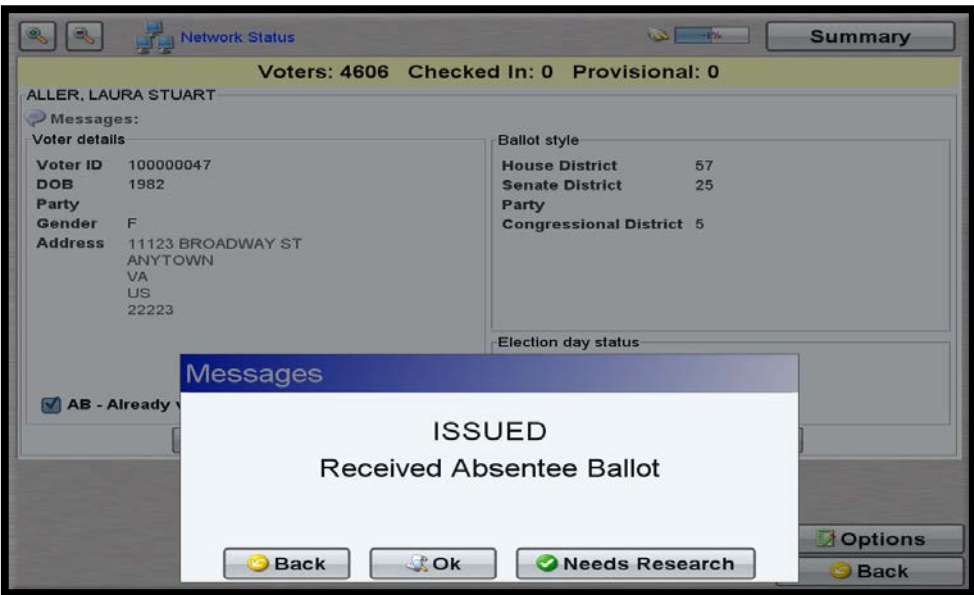
Do not click on the “Ok” button until the research has been completed.



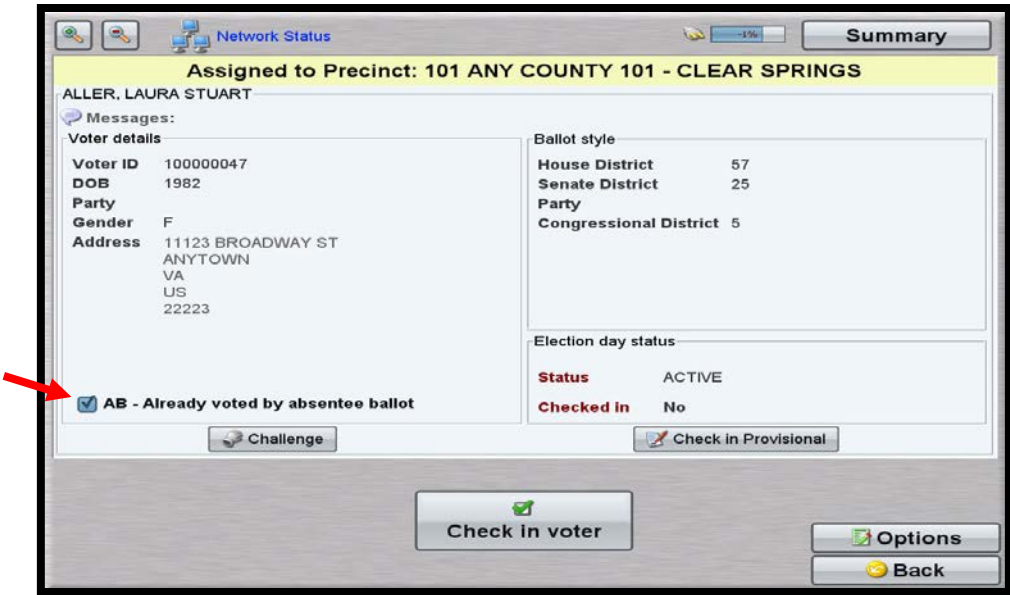
4. After the A/B voter has been verified as eligible to vote in the precinct, locate the voter again to display their **Voter details** screen.



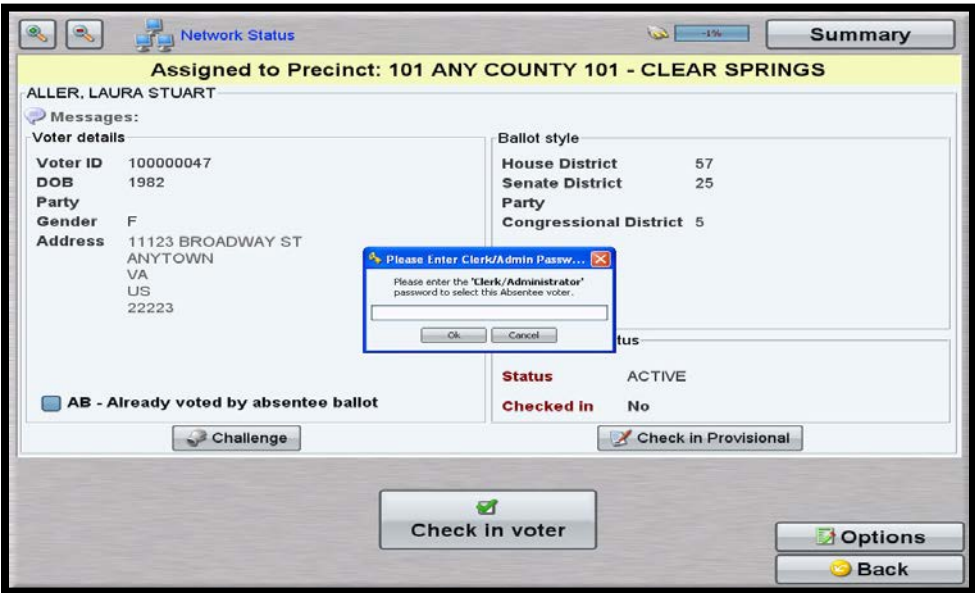
- 5. On the Received Absentee Ballot message window, click on the "Finished Research" button. The **Precinct Search** screen will be displayed.
- 6. Locate the voter again to display their **Voter details** screen.



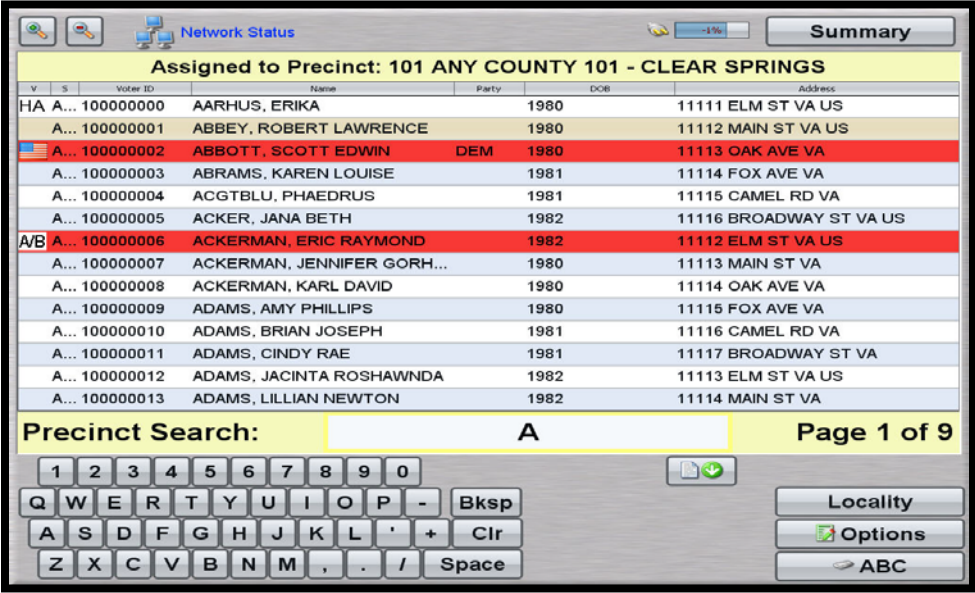
7. On the Received Absentee Ballot message window, click on the “Ok” button to display the **Voter details** screen.



8. Uncheck the “AB – Already voted by absentee ballot” box.

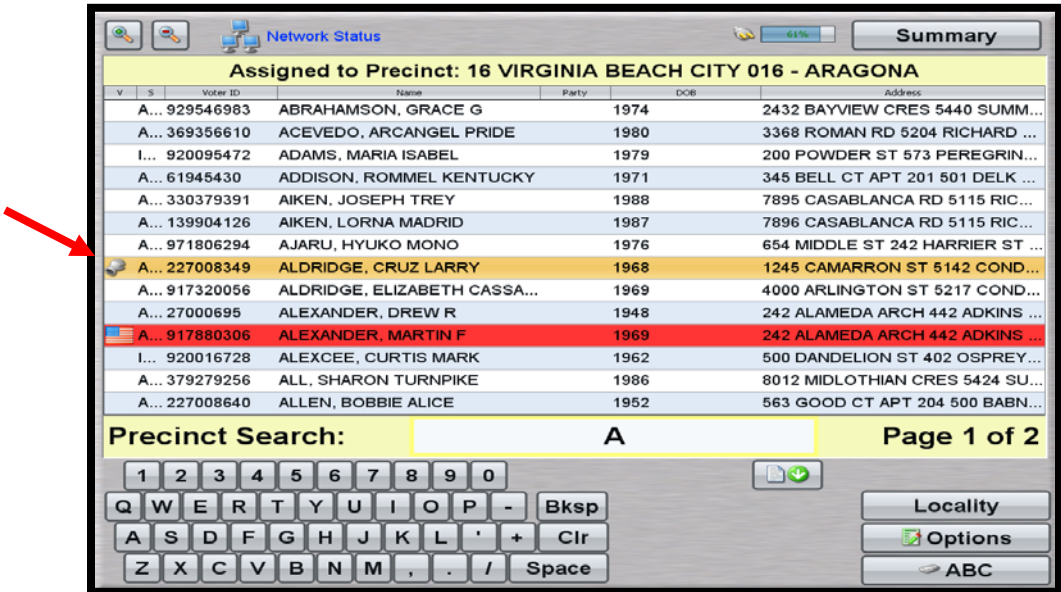


9. On the "Please Enter Clerk/Admin Passw..." prompt, the Chief/Asst Chief will enter their password and click on the "Ok" button to allow the voter to be checked-in.

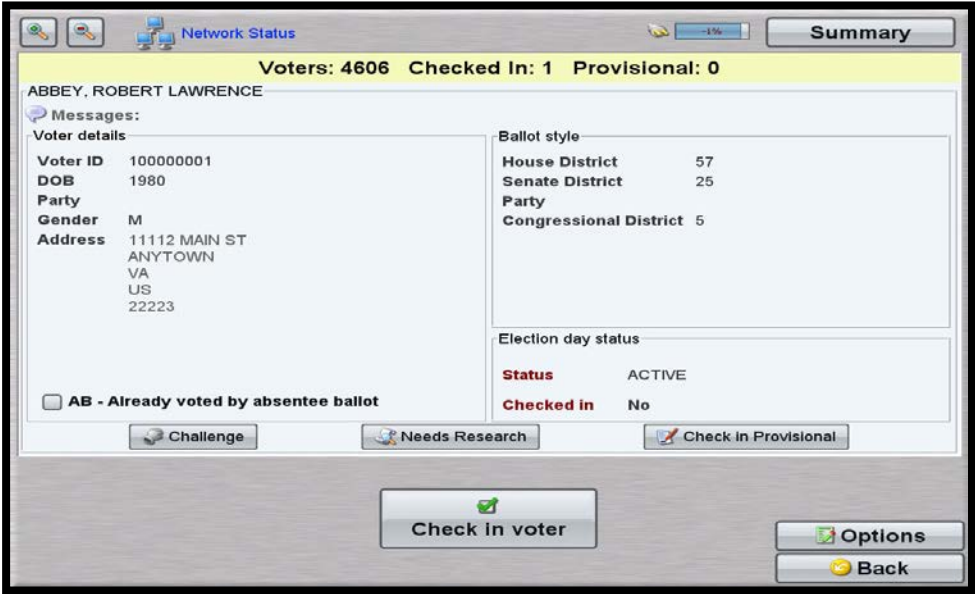


10. After the voter is checked-in, verify that an American flag icon is displayed next to their name.

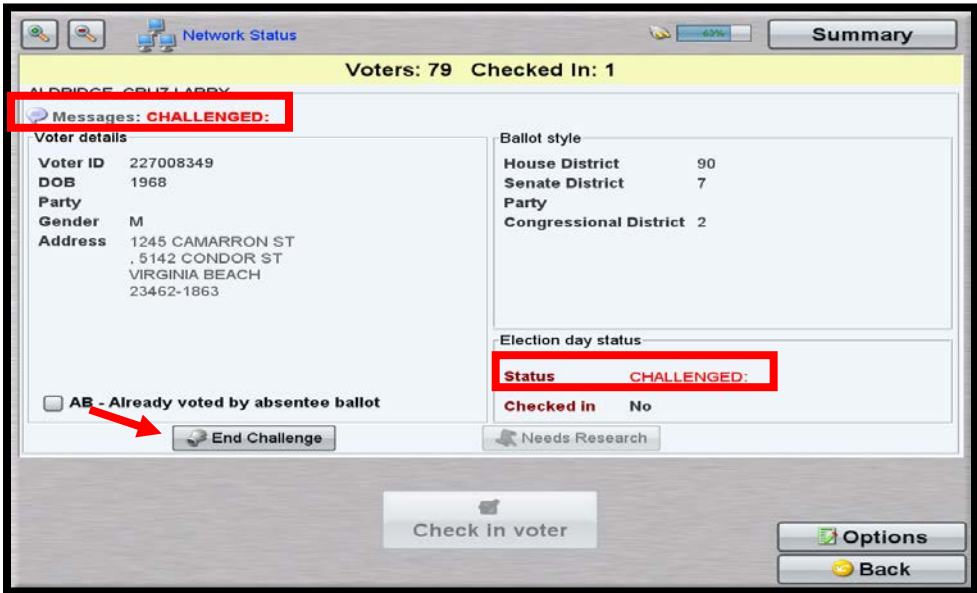
Challenged Voter



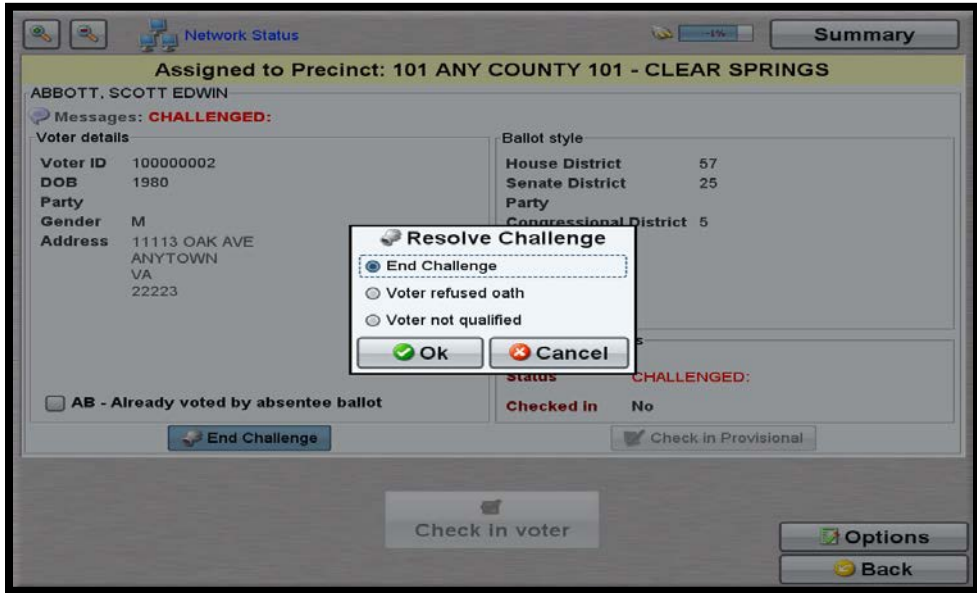
1. If a voter is challenged, double click on the voter’s name to display the **Voter details** screen.
2. Click on the “Challenge” button to return to the **Precinct Search** screen and verify that a fist icon is displayed next to their name as displayed on the image above. Refer to the “*What If...*” document to determine the correct action to take.



3. To resolve the challenge, double click on the voter’s name to display the **Voter details** screen.

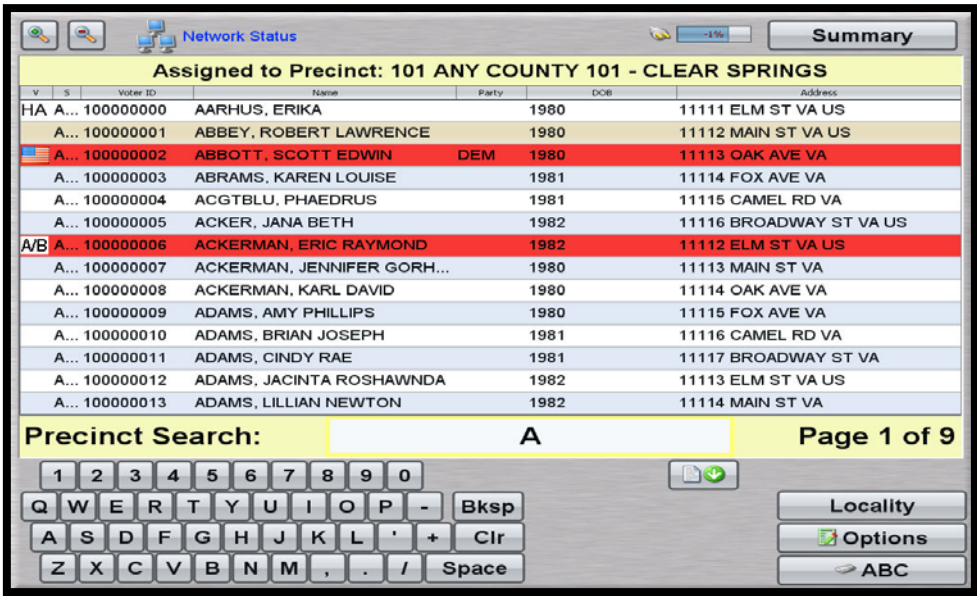


4. Click on the “End Challenge” button.



- 5. On the “Resolve Challenge” prompt, click on the appropriate button. Then click on the “Ok” button to return to the **Voter details** screen.
- 6. If “End Challenge” was selected, click on the “Check in voter” button to check-in the voter and return to the **Precinct Search** screen. Verify that the fist icon has been replaced by the American flag icon next to the voter’s name.
- 7. If “Voter refused oath” or “Voter not qualified” was selected, the voter is not eligible to vote and the “Check in voter” button is grayed-out. Click on the “Back” button to return to the **Precinct Search** screen. Verify that the fist icon is still displayed next to the voter’s name.

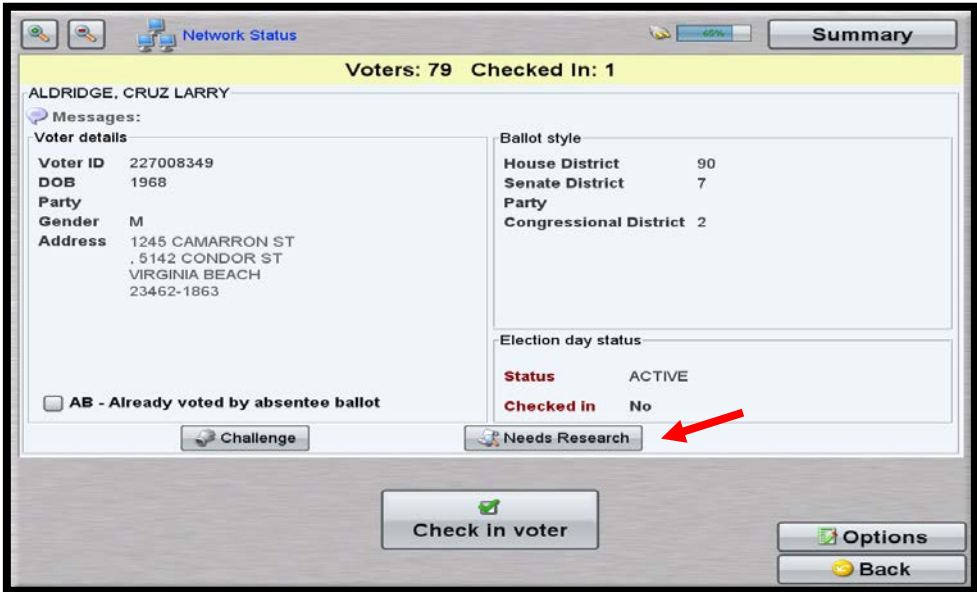
Needs Research



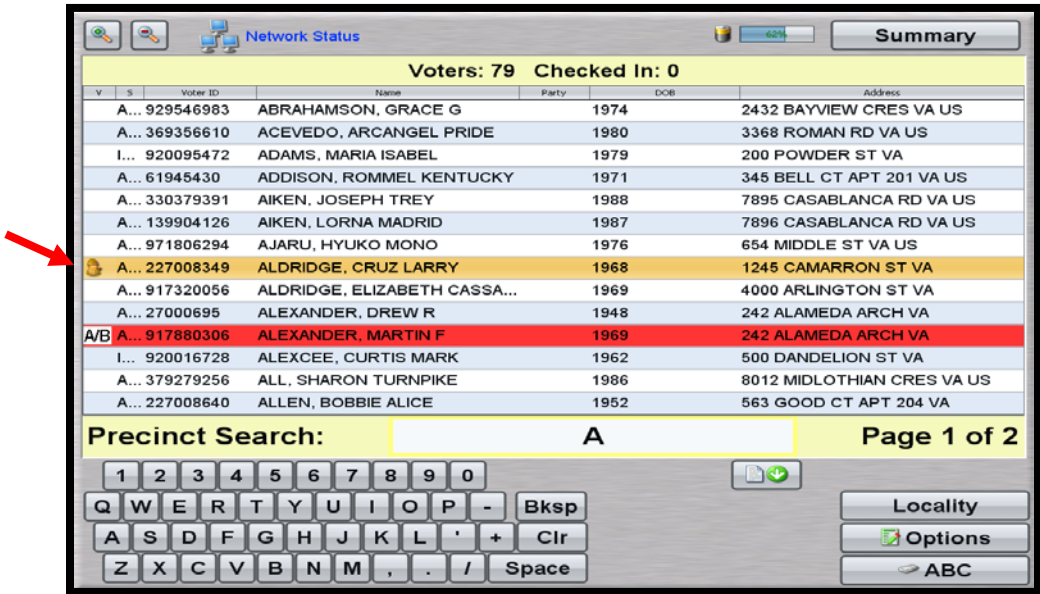
1. The Needs Research function is similar to the Challenge function.

Note: **Provisional Voters – ID Only**, mark with “Needs Research”.

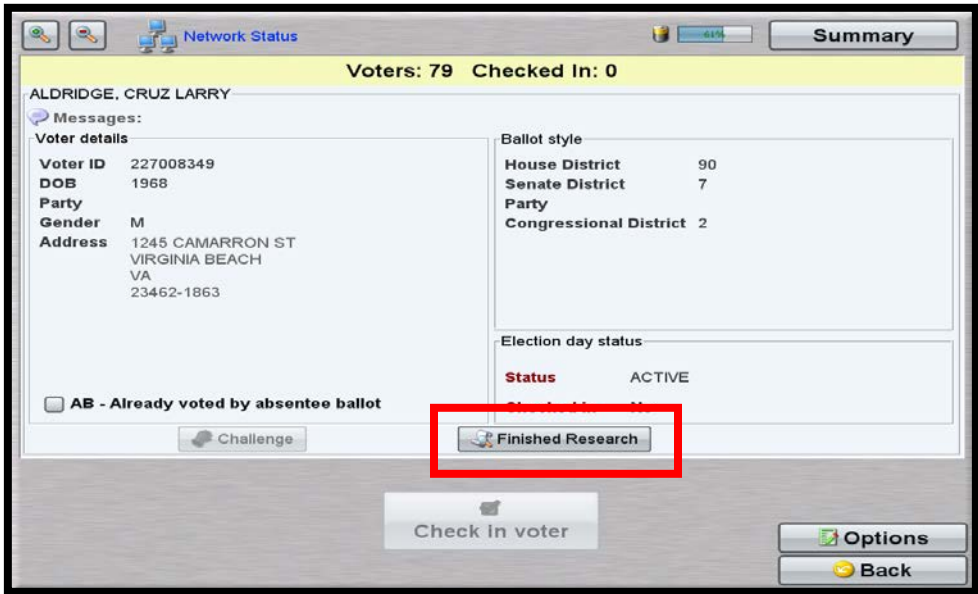
2. If a voter needs to be researched, double click on the voter’s name to display the **Voter details** screen.



3. Click on the “Needs Research” button to return to the **Precinct Search** screen and verify that the sleuth icon is displayed next to their name.

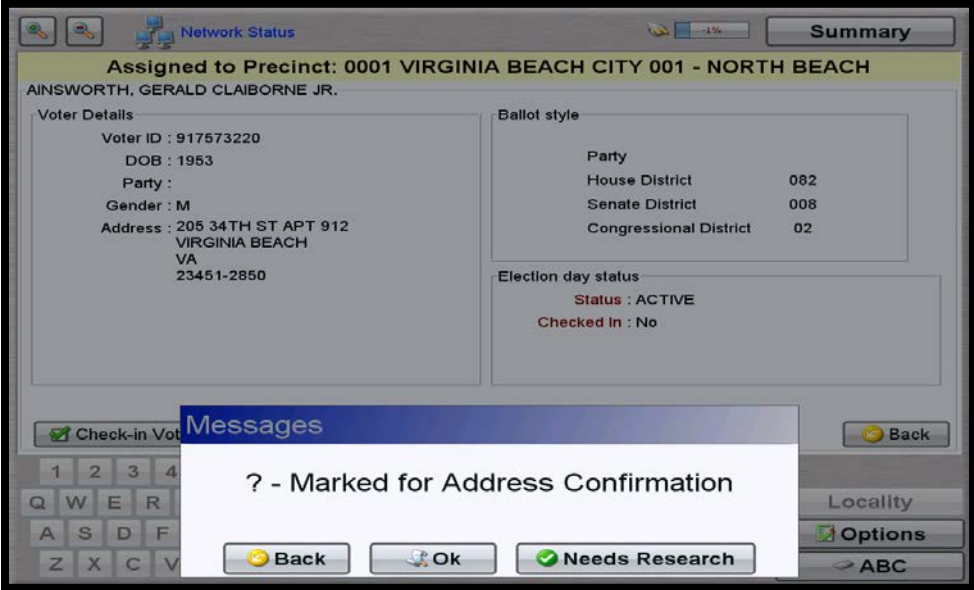
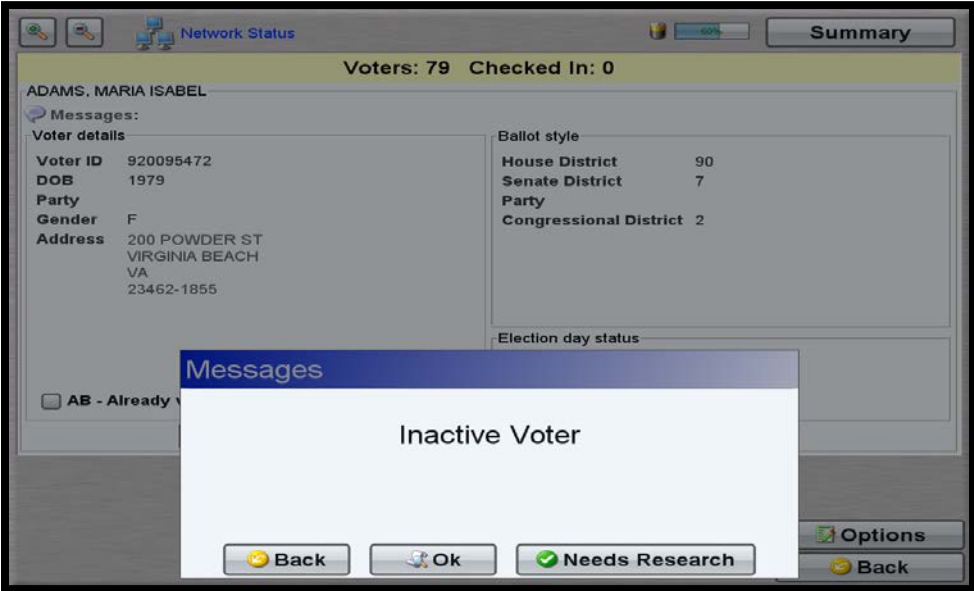


4. When the research is finished, double click on the voter's name to display the **Voter details** screen.

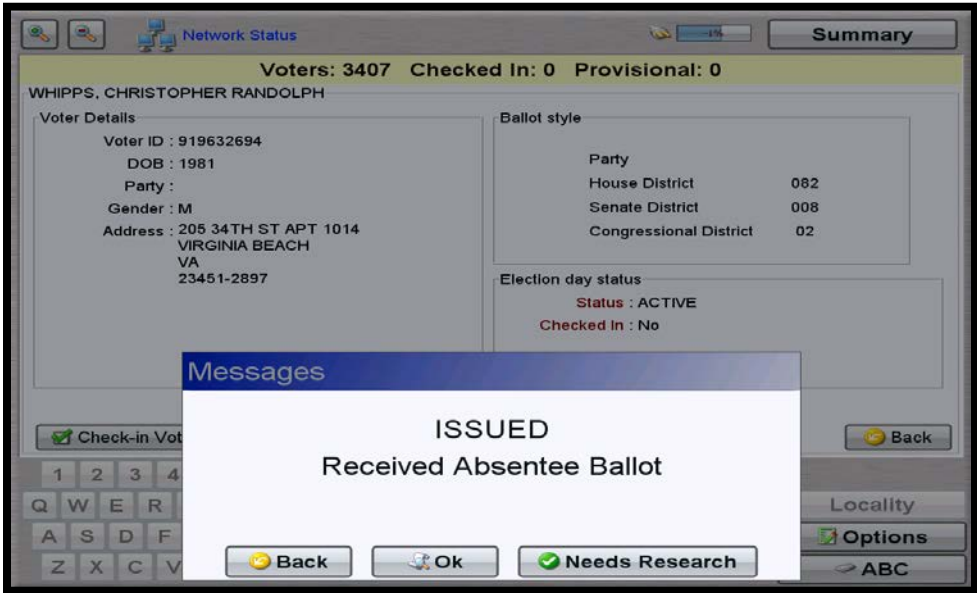


5. Click on the "Finished Research" button to return to the **Precinct Search** screen and verify that the sleuth icon is not displayed next to their name.

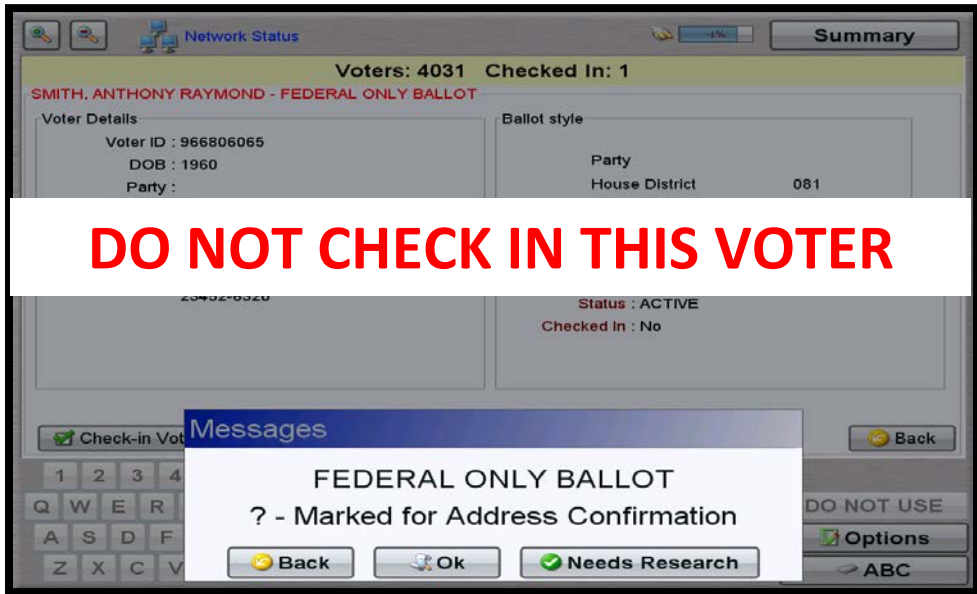
EPB Message Boxes



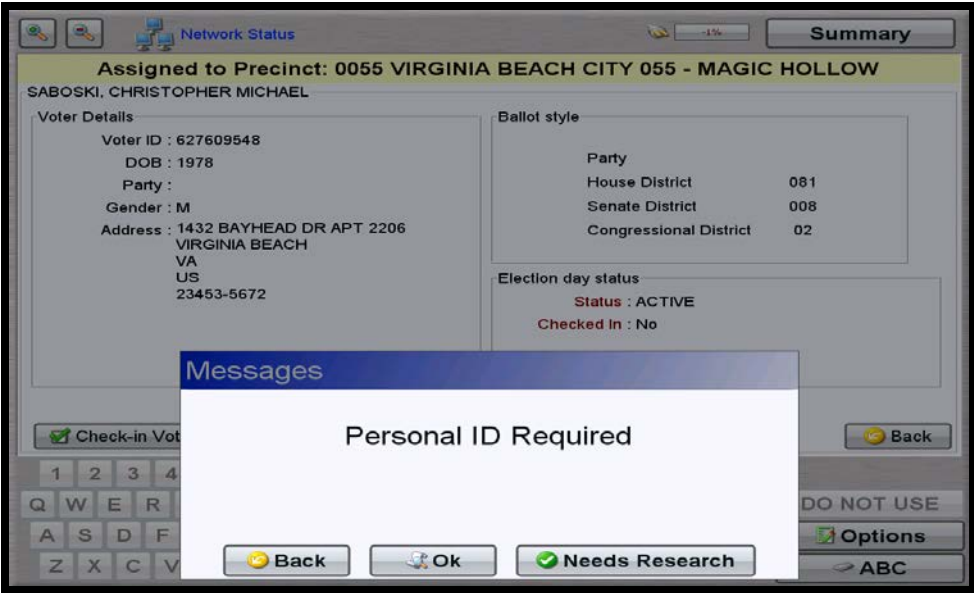
The Messages above reminds us that the voter needs to update/confirm address.



This message means an Absentee Ballot has been mailed but not received by the Voter Registrar. For any ABSENTEE message, refer to the AB List and What If to determine correct action to take.



THIS VOTER IS NOT ELIGIBLE TO VOTE IN THIS ELECTION



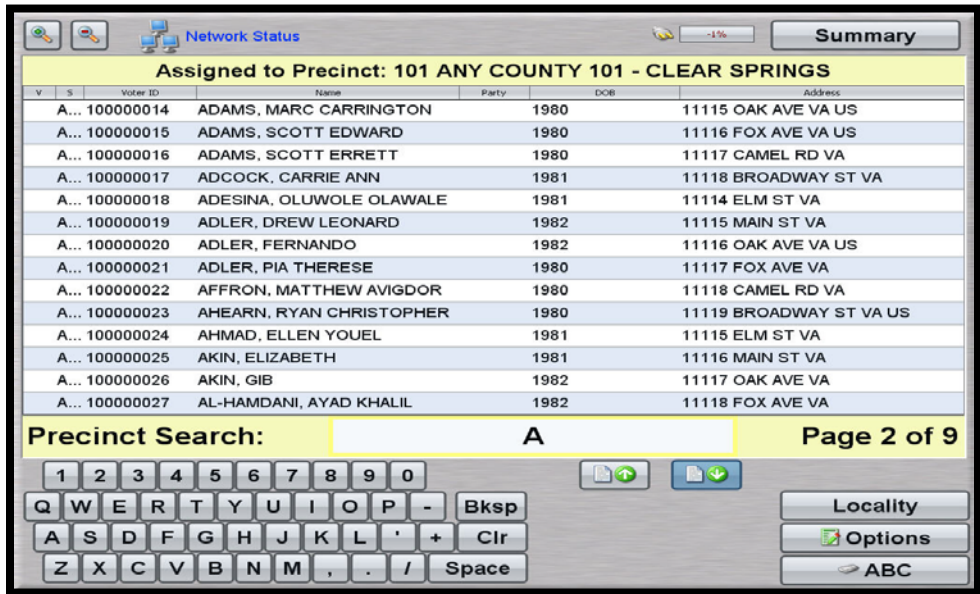
This is a HAVA voter; please refer to the "What If" to determine what action to take.

Adding / Editing Voter Information

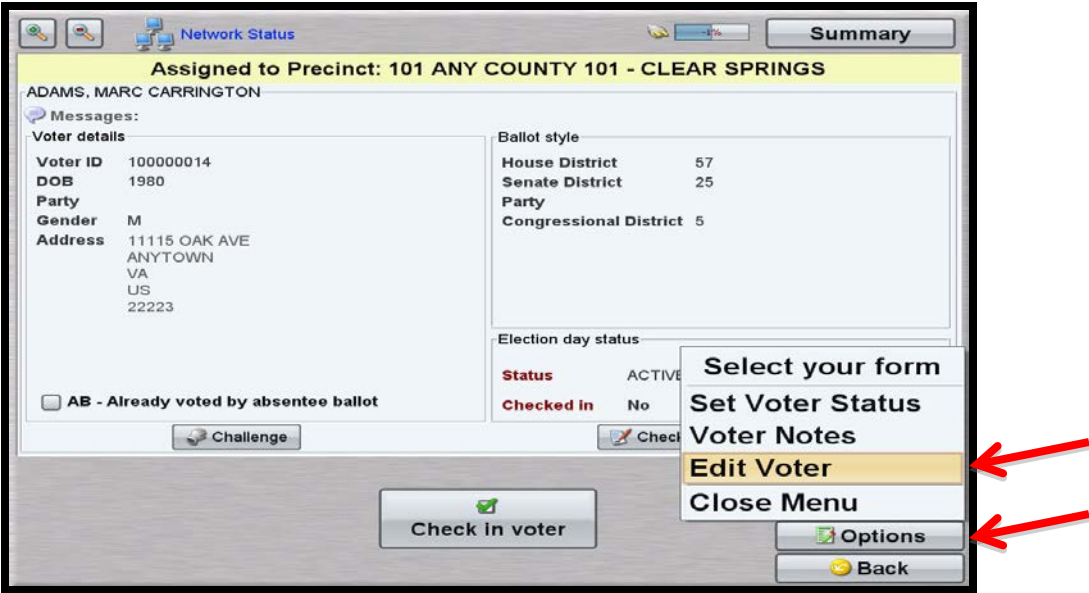
**DO NOT ADD OR EDIT VOTER INFORMATION
UNLESS CONTACTED BY THE VOTER REGISTRAR'S OFFICE!!!**

Editing Voter Information

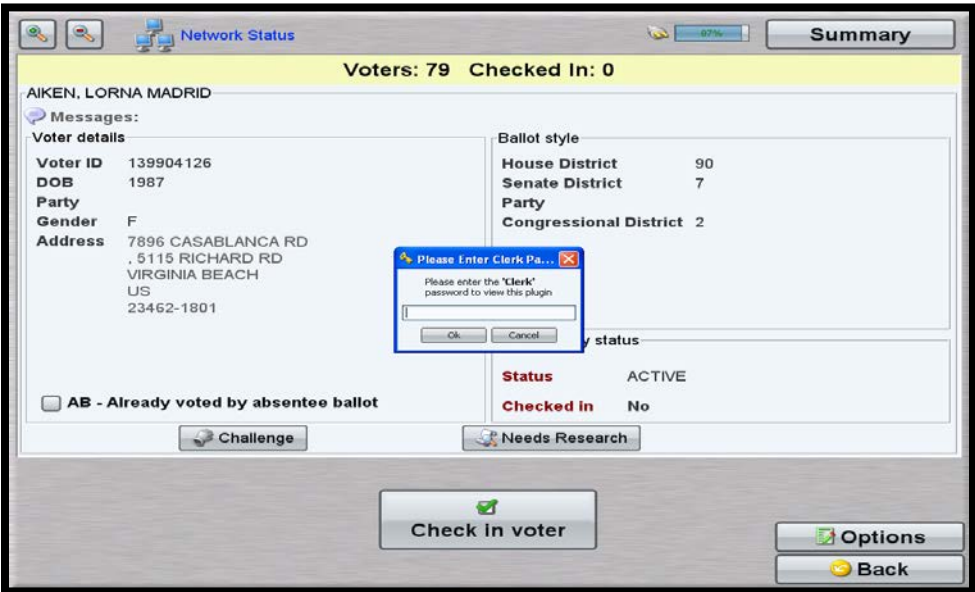
The Edit Voter function is restricted for use by the Chief/Asst Chief only.



1. If a voter's information needs to be edited, double click on the voter's name to display the **Voter details** screen.



- 2. Click on the "Options" button.
- 3. On the "Select your form" pop-up menu, click on "Edit Voter".



- 4. On the "Please Enter Clerk Pa..." prompt, the Chief/Asst Chief will enter their password and click on the "Ok" button to display the "Editing Voter" screen.

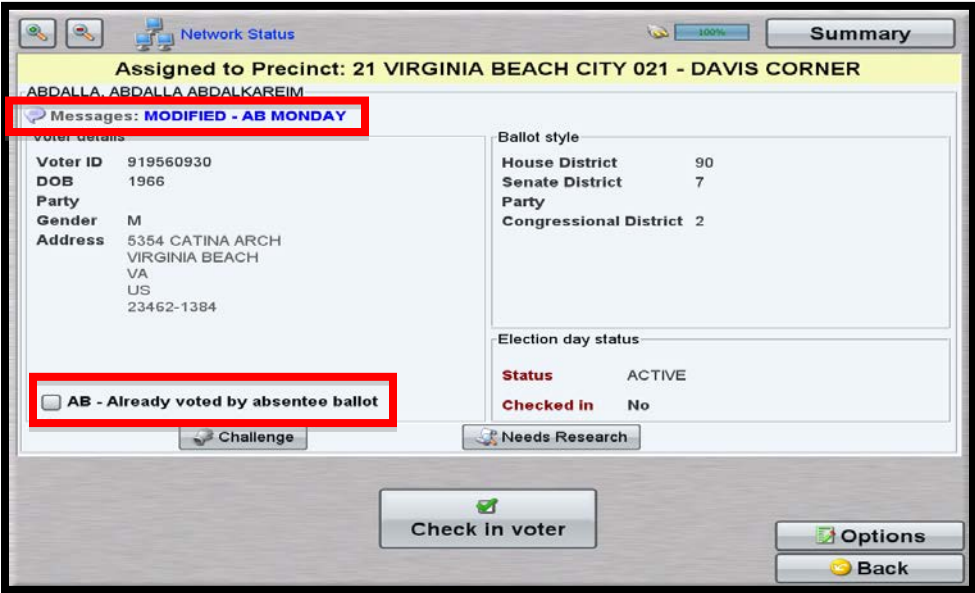
Editing: ADAMS, MARC - ID: 10000014

Voter Details					
First Name	MARC	Initial	CARRINGTON	Last Name	ADAMS
SSN		DOB	1980	Gender	M
DMV Number	T11111122	Party		Message	MODIFIED
Voter Status					
Status	ACTIVE				
Voter Address					
Line 1	11115 OAK AVE	Line 2		Line 3	
Line 4		City	ANYTOWN	State	VA
County		Country	US	Zip Code	22223
Plus Four					
Voter Districts					
Senate	25	House	57	Congressional	5
Voter Mailing Address					
Line 1	11115 OAK AVE	Line 2		Line 3	
Line 4		City	ANYTOWN	State	VA
Zip Code	22223	Plus Four		County	
Country	US				
Voter Location					
Location	101	Locality Code	540		
General Use Fields					
General Field 1		General Field 2		General Field 3	
General Field 4		General Field 5		General Field 6	

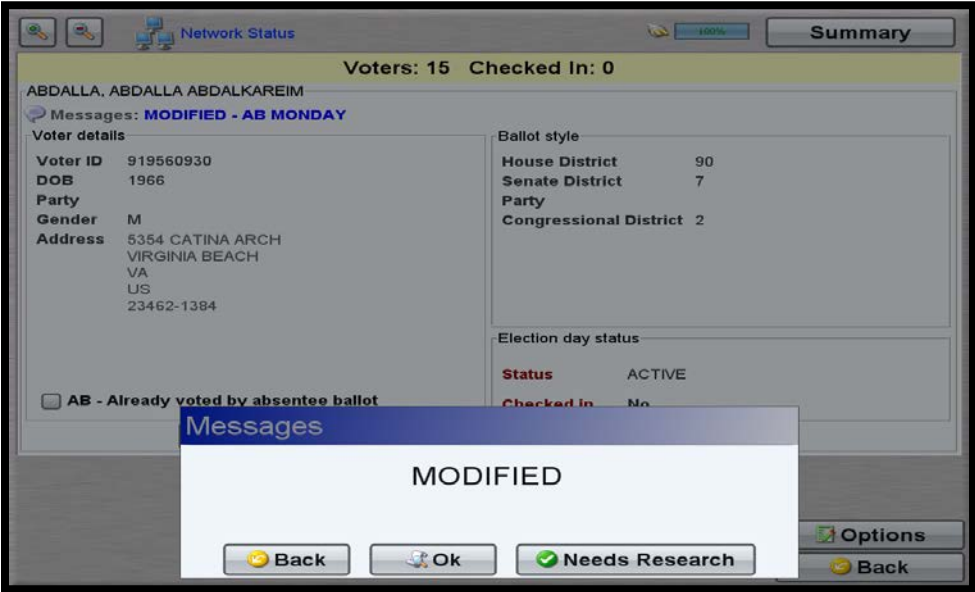
5. Edit any of the following data:

- In the Voter Details section:
 - **First Name, Initial, Last Name**
 - **DOB** (enter only the year of birth)
 - **Gender** (enter only **M** or **F**)
- In the Voter Status section:
 - **Status** (enter only **ACTIVE** or **INACTIVE**)
- In the Voter Address section:
 - **Line 1** (enter the street address, not the mailing address. Example: 711 Barba Rd)
 - **City** (enter only **Virginia Beach**)
 - **State** (enter only **VA**)
 - **Zip Code** (5 number zip code)
- In the General Use Fields section:
 - **General Field 4** (Enter message "Voted AB Monday-Contact GR" or any other message that the Voter Registrar asks to be entered).

6. After **all** changes are made, click on the "Save and Exit" button to save the changes and return to the **Voter details** screen.



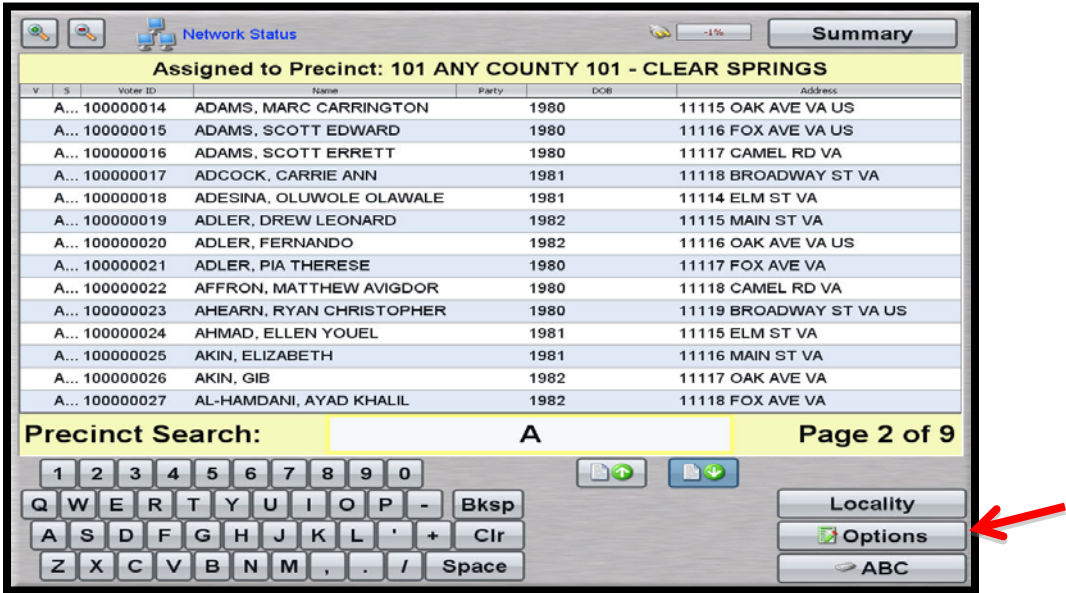
- 7. The message shown above will be displayed.
- 8. If an AB voter is being edited, click on the “AB – Already voted by absentee ballot” box before clicking on the “Back” button.
- 9. On the “Please Enter Clerk/Admin Passw...” prompt, the Chief/Asst Chief will enter their password and click on the “Ok” button to display the **Voter details** screen.
- 10. On the **Voter details** screen, click on the “Back” button to return to the **Precinct Search** screen.



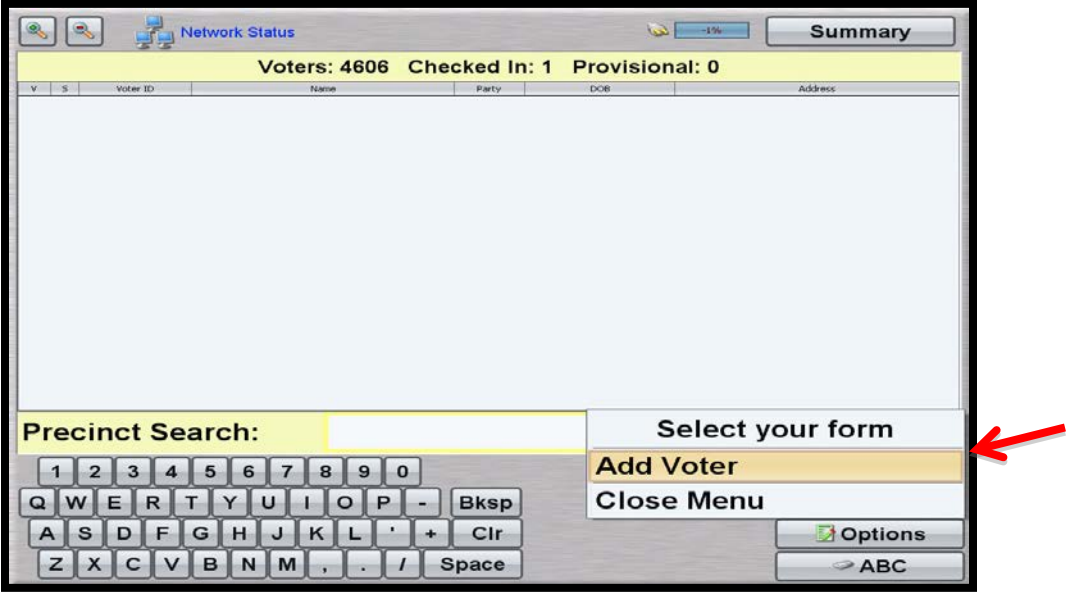
- 11. Before an edited voter can be checked-in, the “Modified” message as shown above will be displayed.
- 12. **Notify the precinct Chief/Asst Chief** and refer to the “*What If...*” document to determine the correct action to take.

Adding Voter Information

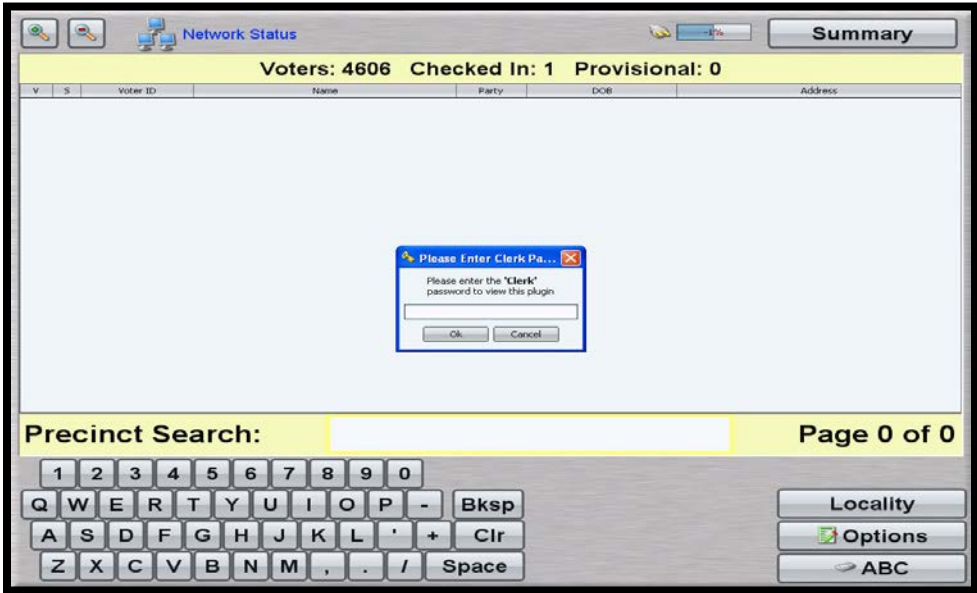
The Add Voter function is restricted to the Chief/Asst Chief.



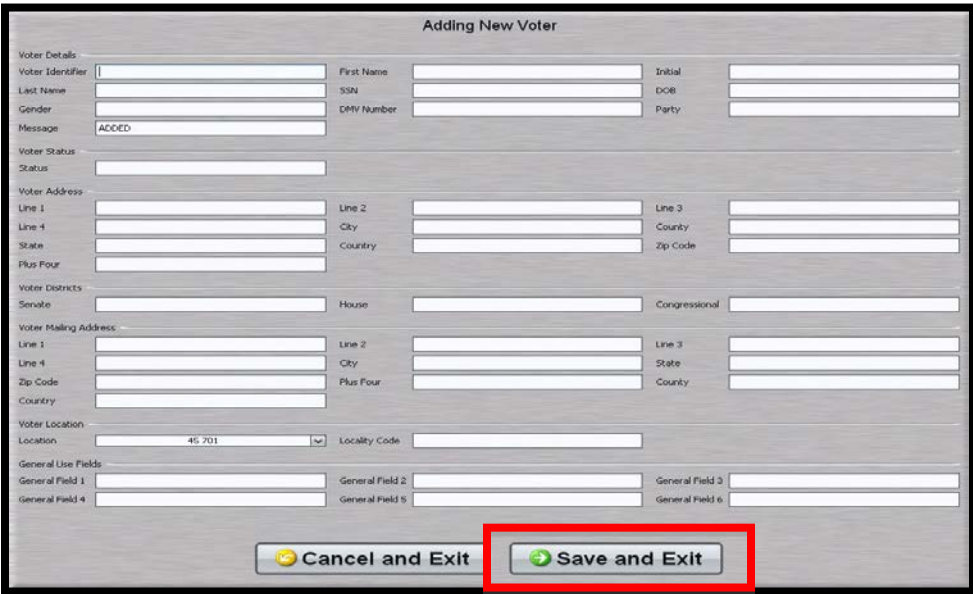
1. On the Precinct Search screen, click on the "Options" button.



2. On the "Select your form" pop-up menu, click on "Add Voter".

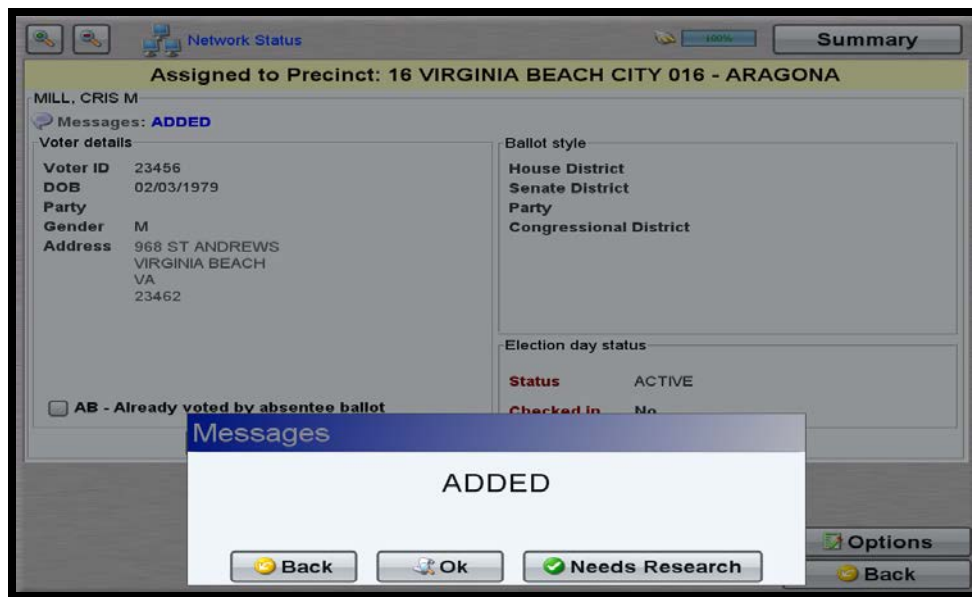


3. On the “Please Enter Clerk Pa...” prompt, the Chief/Asst Chief will enter their password and click on the “Ok” button to display the “Adding New Voter” screen.



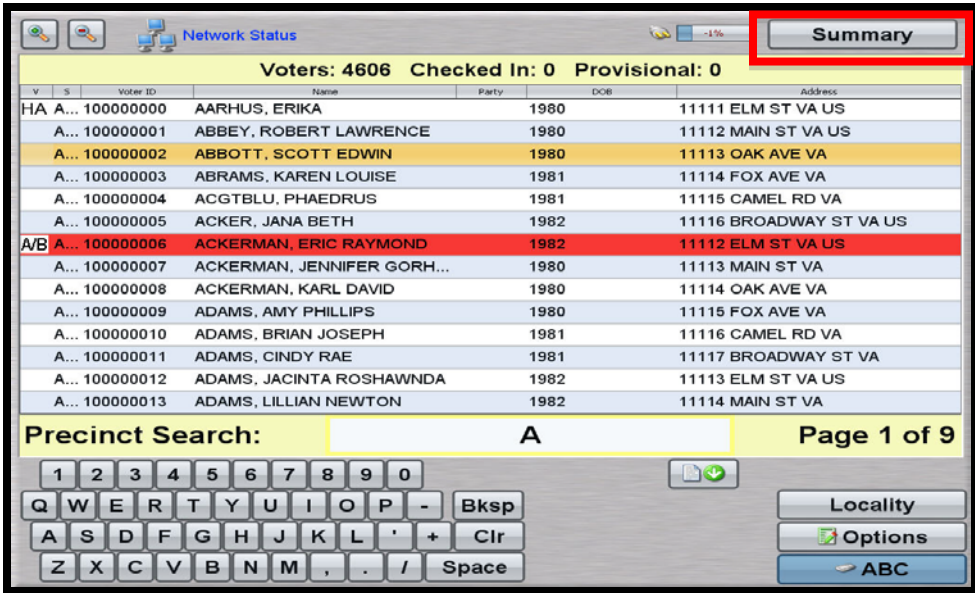
4. Enter the following data:
- In the Voter Details section:
 - **Voter Identifier** (provided by the General Registrar)
 - **First Name, Initial, Last Name**
 - **DOB** (enter only the year of birth)
 - **Gender** (enter only **M** or **F**)

- In the Voter Status section:
 - **Status** (enter only **ACTIVE**)
 - In the Voter Address section:
 - **Line 1** (enter the street address, not the mailing address. Example: 711 Barba Rd)
 - **City** (enter only **Virginia Beach**)
 - **State** (enter only **VA**)
 - **Zip Code** (5 number zip code)
 - In the Voter Location section:
 - **Location** (choose the correct precinct from the drop-down box).
 - **Locality Code** (enter only **810**).
5. After **all** of the data is entered, click on the “Save and Exit” button to save the data and return to the **Precinct Search** screen.

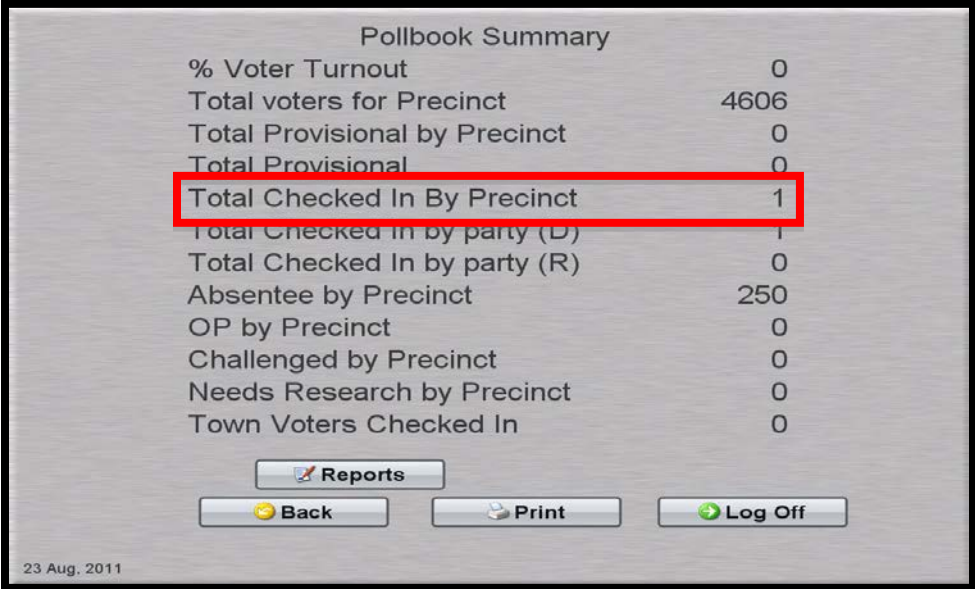


6. Before the added voter can be checked-in, the “Added” message as shown above will be displayed.
7. **Notify the precinct Chief/Asst Chief** and refer to the “*What If...*” document to determine the correct action to take.

Closing The Polls

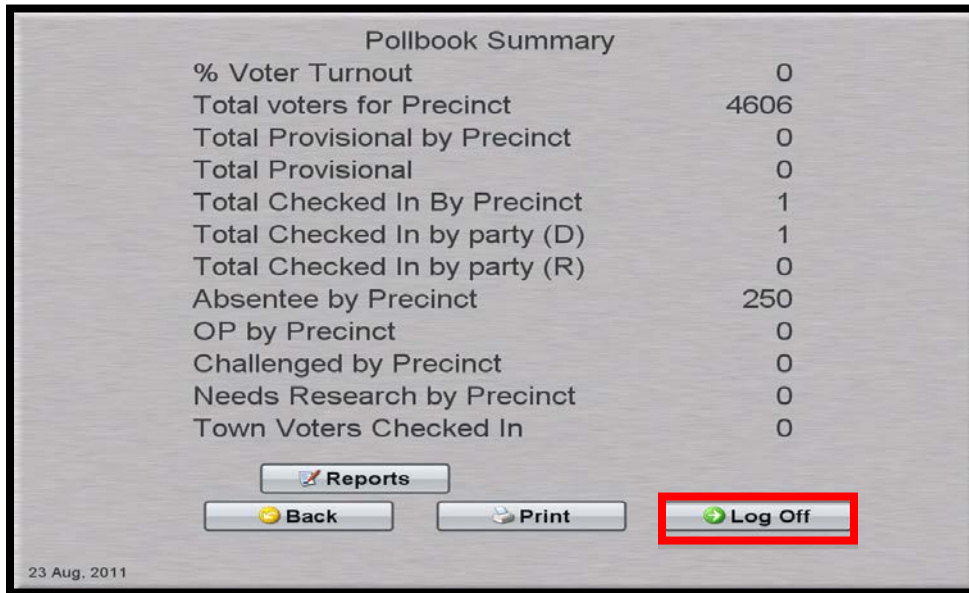


1. On the **Precinct Search** screen, click on the “Summary” button to display the **Pollbook Summary** screen.



2. Verify that the totals for “Total Checked In By Precinct” and “OP by Precinct” are the same for all networked EPBs.
3. Record the “Total Checked In By Precinct” total on the “EPB & TSX Summary Worksheet”, which will be signed and dated by an election officer to certify that the totals are accurate and true. This will be needed later for the SOR Form, Part D-1.

Do NOT Log-Off until the “Total Checked In By Precinct” total has been recorded!



3. Click on the “Log Off” button.
4. On the “Log Out?” pop-up window, click on the “Yes” button to display the main Advocate-PCC program screen.



5. The Chief/Asst Chief will need to log-in with the special password located in the “Do Not Open Until Polls Are Closed” envelope. After entering the password, hit the “ENTER” button on the keyboard or click on the “Log-In” button on the screen to display the “Pollbook Administration” pop-up window.

Do NOT change the Save Data Location!



6. On the "Pollbook Administration" pop-up window as displayed above, click on the "Export" button to display the "Save" pop-up window.



Do NOT change ANYTHING!

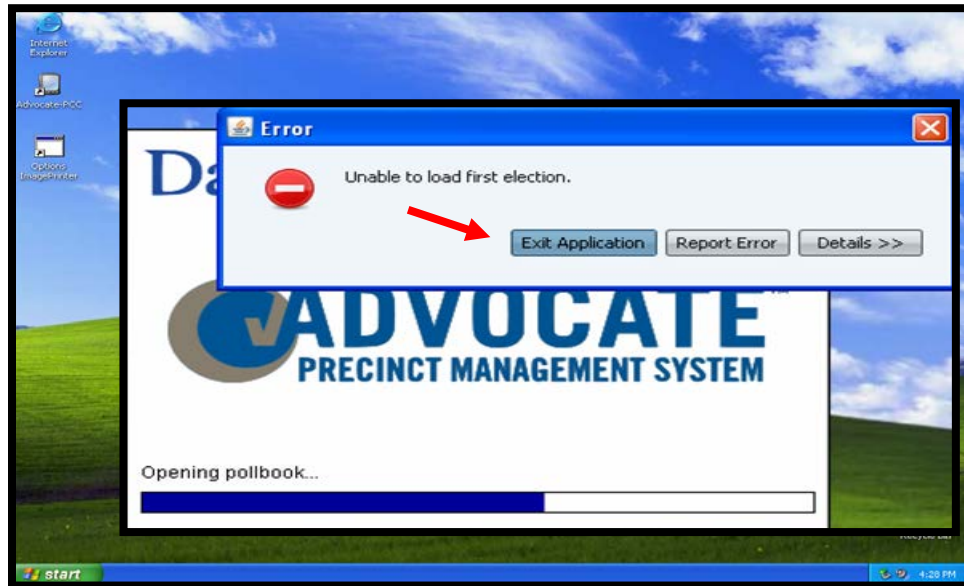
7. On the "Save" pop-up window, click on the "Save" button. The election data zip file is created and saved to the flash drive.



8. After the main Advocate-PCC program screen is displayed, verify that “Awaiting Staging” is displayed in the area where the election date was previously shown.
9. If “Awaiting Staging” is not displayed, refer to the EPB Troubleshooting section in this handbook before following the next procedure.
10. Click on the “Exit” button to exit the Advocate-PCC program.
11. On the “Confirm Shut Down?” pop-up window, click on the “Yes” button to display the main Windows desktop.
12. On the Windows desktop, click on the “Start” button in the lower left hand corner of the screen.
13. Click on the “Turn Off Computer” button.
14. On the “Turn off computer” pop-up window, click on the “Turn Off” button.
15. Wait until the laptop has shut down completely before removing the flash drive from the USB port.
16. Place **EPB-1** flash drive (**yellow** dot) in **Envelope #2**, which will be put in the red bag.
17. Place all other flash drives and the EPB password envelope in **Envelope #11**.
18. Record the “Total Checked In By Precinct” total from the “*EPB & TSX Summary Worksheet*” on the SOR Form, Part D-1.
19. Place the used “*EPB & TSX Summary Worksheet*” in envelope #2. The worksheet has to be signed and dated by an election officer to certify that the totals are accurate and true.

EPB Troubleshooting

Unable to load deployment file



If an “Unable to load first election” (shown above) or an “Error tidying file” error message is displayed, the laptop is not recognizing the flash drive or there is an existing pollbook folder on the laptop. Follow the procedures described below:

A. Flash Drive Not Recognized

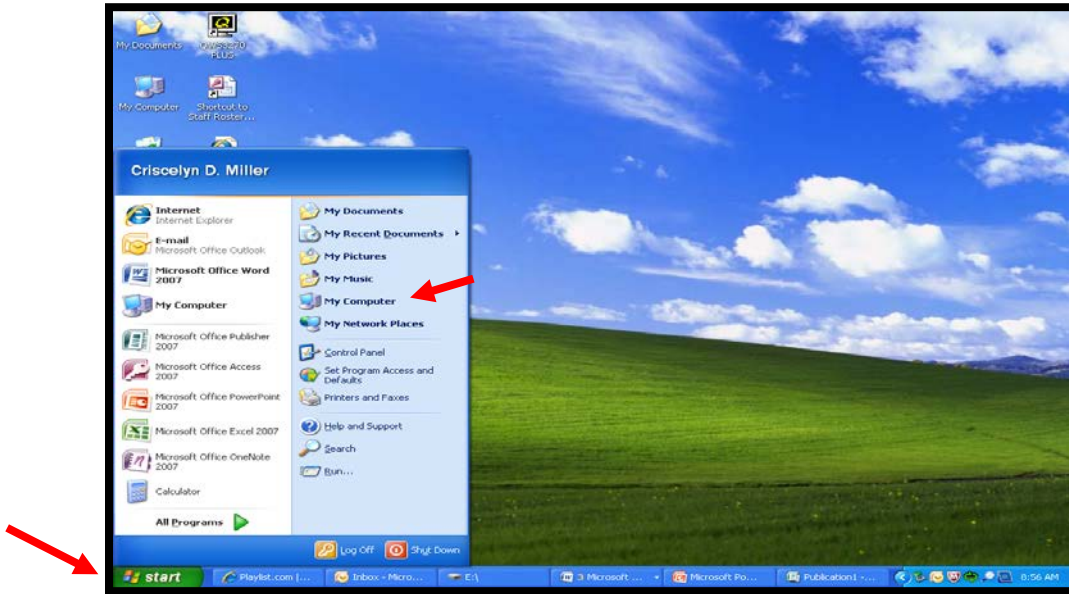
The laptop is not recognizing that a flash drive is connected.

1. Click on the “Exit Application” button as shown above.
2. Allow the laptop a few minutes to recognize the flash drive.
3. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

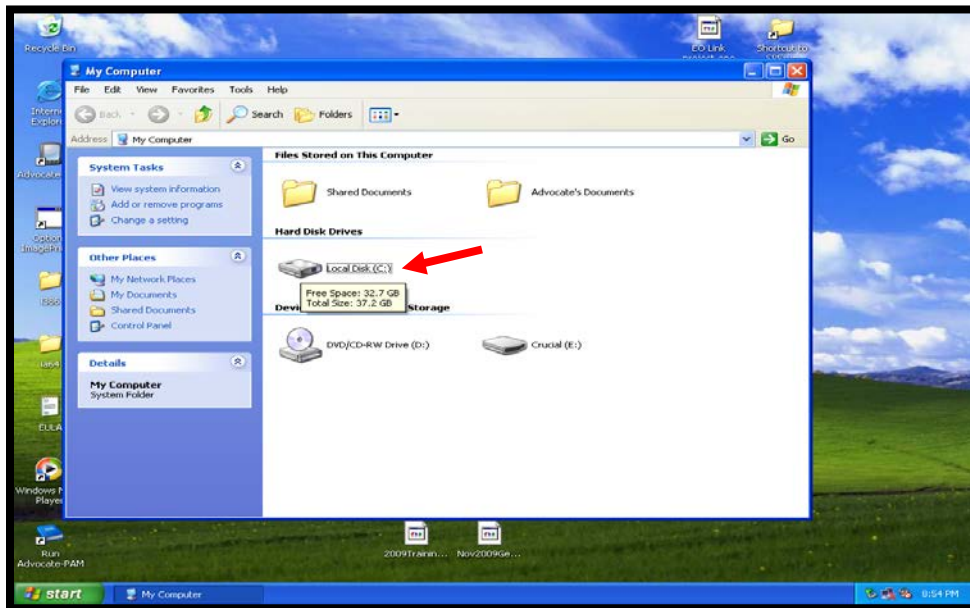
B. Existing Pollbook Folder (.pollbook file)

A pollbook folder already exists on the laptop.

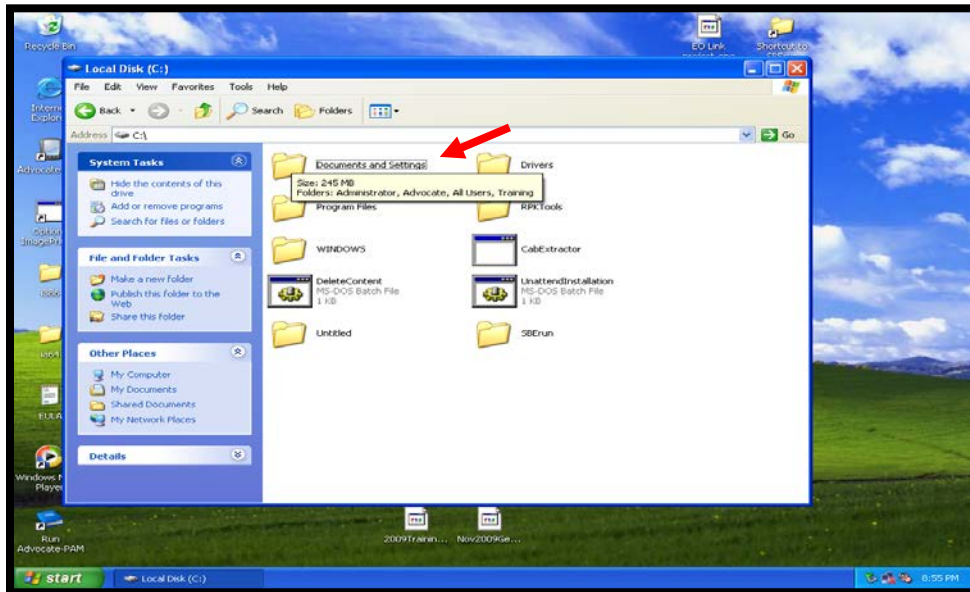
1. Click on the “Exit Application” button as shown above.



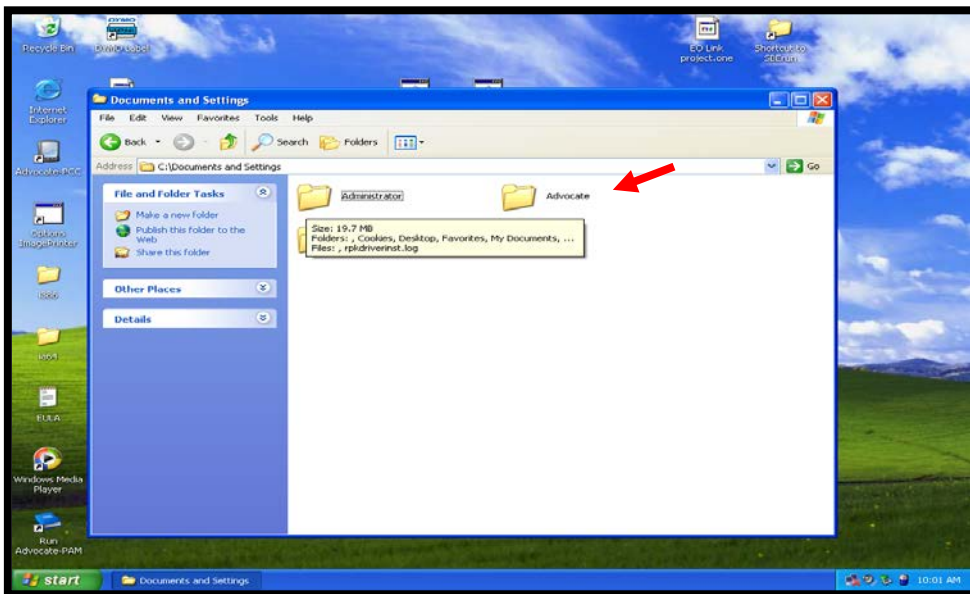
2. On the Windows desktop, click on the “Start” button in the lower left corner of the screen.
3. Select “My Computer” from the “Start Menu”.



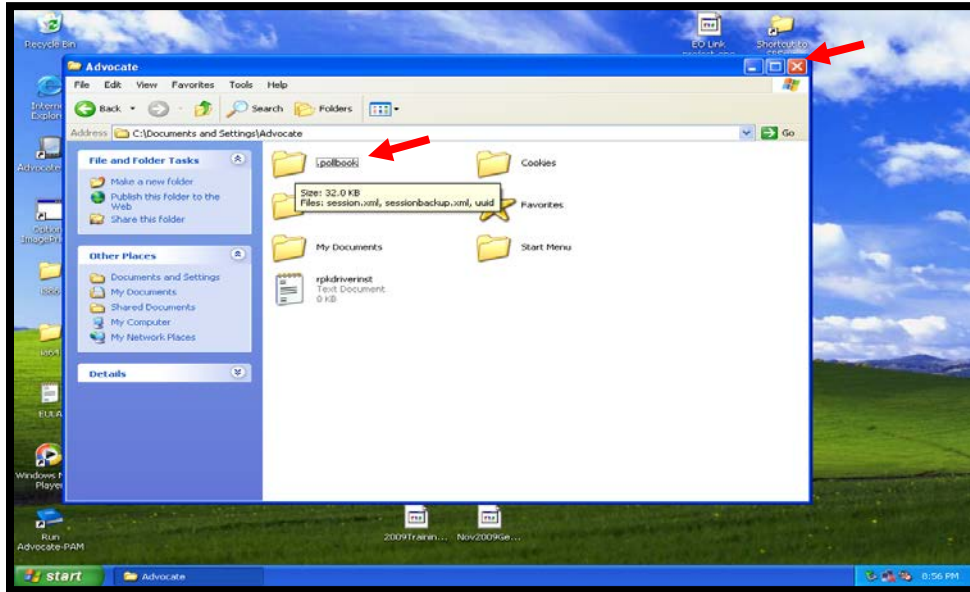
4. On the “My Computer” pop-up window, double click on “Local Disk (C:)”.



5. On the “Local Disk (C:)” pop-up window, double click on the “Documents and Settings” folder.



6. On the “Documents and Settings” pop-up window, double click on the “Advocate” file.



7. On the “Advocate” pop-up window, **right** click on the “.pollbook” file.
8. Select “Delete” from the pop-up menu.
9. On the “Confirm Folder Delete” pop-up window, click on the “Yes” button.
10. Close the “Advocate” window.
11. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

Console 1 Application

If a “Console 1 Application” error message is displayed, the laptop is not recognizing that a flash drive is connected.

1. Click on the “Exit Application” button.
2. On the Windows desktop, click on the “Safely Remove Hardware” icon in the lower right hand corner of the screen. Picture shown on the next page.



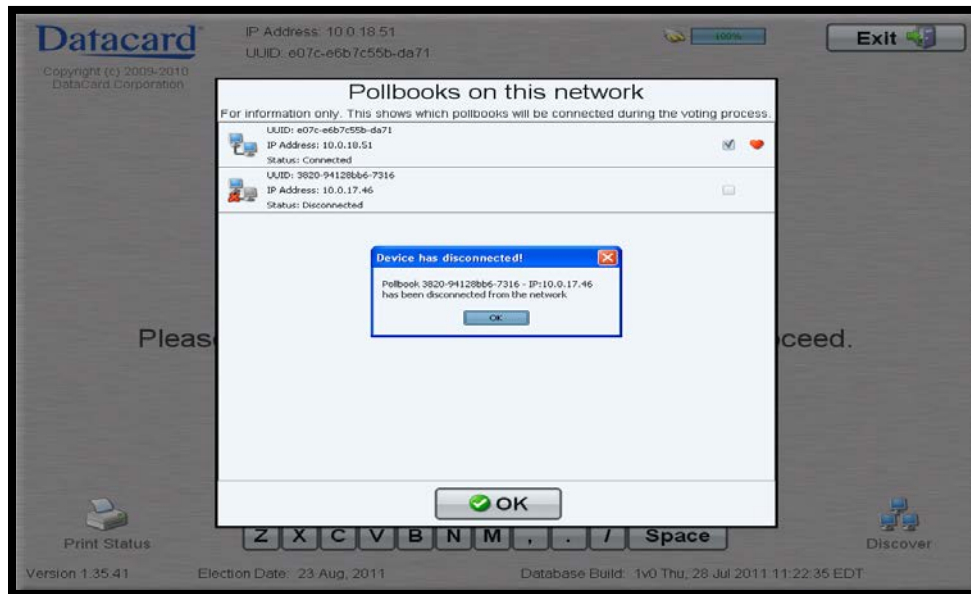
3. On the pop-up menu, click on the “Safely remove USB Mass Storage Device – Drive(?)”.
4. Remove the flash drive from the USB port.
5. Re-insert the flash drive into the USB port.
6. Allow the laptop a few minutes to recognize the flash drive (a pop-up window will be displayed).
7. Close the pop-up window.
8. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

Device has disconnected!

If a “Device has disconnected!” error message is displayed, one of the EPBs has been disconnected (the network connection is loose or unplugged, one of the EPBs has logged off, or one of the EPBs is not turned on). This message may be displayed on any Advocate-PCC program screen.

Voters can still be checked-in on the connected EPB(s).

1. The “Device has disconnected!” error message displays the IP address (IP: 10.0.17.46 is shown above) of the EPB that has been disconnected.



2. Match the displayed IP address with a similar number on a label on the EPB to identify which EPB has disconnected.
3. Click on the “OK” button as shown above.
4. Check that the surge protector is connected to a working electrical outlet.
5. Check that the surge protector is on.
6. Check that the power supply/charger is securely connected to the surge protector.
7. Check that the power supply/charger is securely connected to the laptop.
8. If the power supply is correct, unplug the network cable on the disconnected EPB and then re-insert it. An audible “click” sound should be heard.
9. Check that the disconnected EPB is turned on and logged in.
10. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

A voting error has occurred

1. Click on the “Exit Application” button.
2. Remove the flash drive from the USB port.
3. Re-insert the flash drive into the USB port.
4. Allow the laptop a few minutes to recognize the flash drive (a pop-up window will be displayed).
5. Close the pop-up window.
6. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

Unable to write to the database

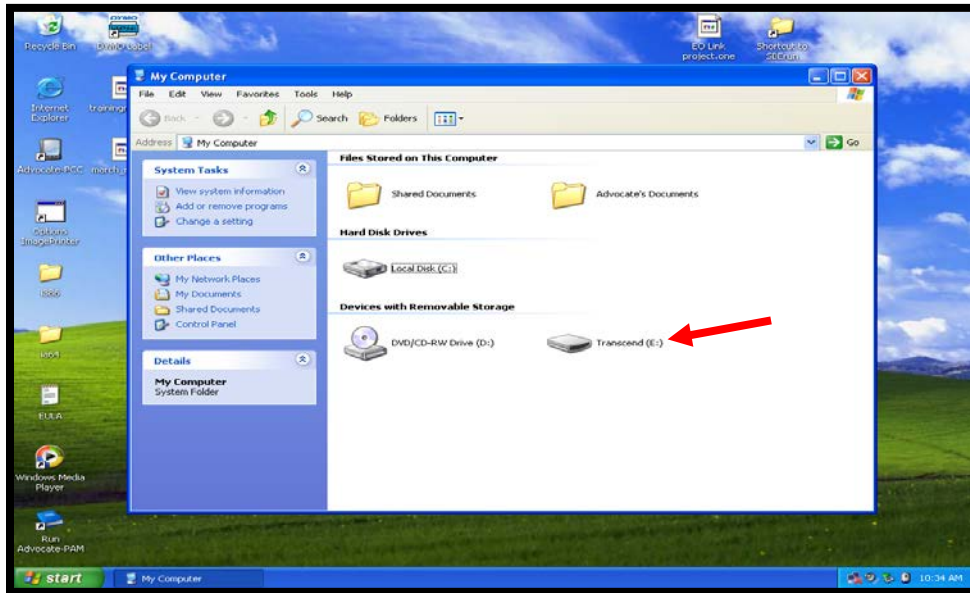
1. Click on the “Exit Application” button as shown above.
2. Remove the flash drive from the USB port.
3. Re-insert the flash drive into the USB port. Ensure that the flash drive is correctly attached.
4. Allow the laptop a few minutes to recognize the flash drive (a pop-up window will be displayed).
5. Close the pop-up window.
6. Launch the Advocate-PCC program again by following the Closing The Polls procedures in this handbook.

Awaiting Staging

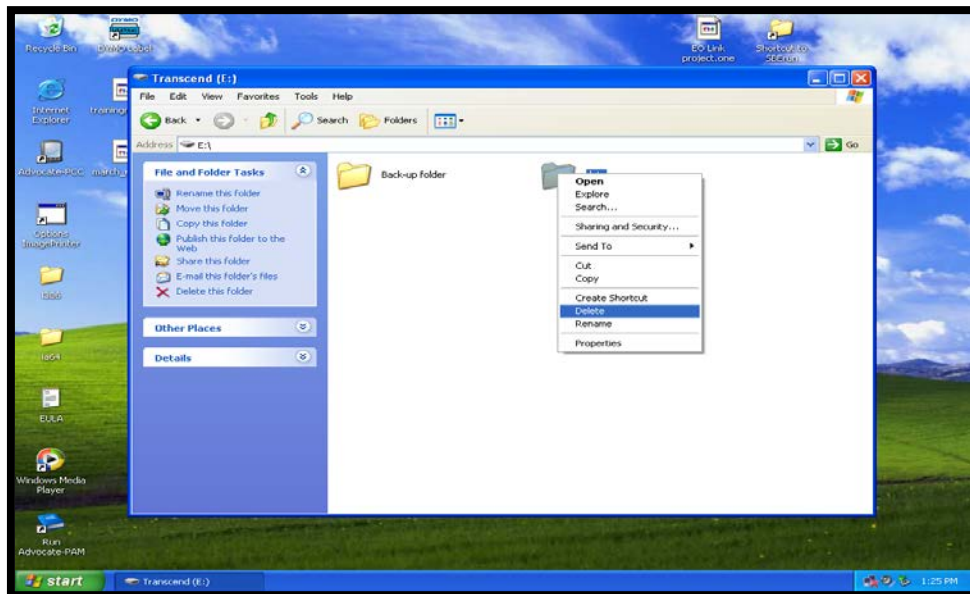


1. Click on the “Exit” button as shown above .
2. On the “Confirm Shut Down?” pop-up window, click on the “Yes” button to display the main Windows desktop.
3. Select “My Computer” from the “Start Menu”.
4. On the “My Computer” pop-up window, double click on “Local Disk (C:)”.
5. On the “Local Disk (C:)” pop-up window, double click on the “Documents and Settings” folder.
6. On the “Documents and Settings” pop-up window, double click on the “Advocate” file.
7. On the “Advocate” pop-up window, **right** click on the “.pollbook” file.
8. Select “Delete” from the pop-up menu.

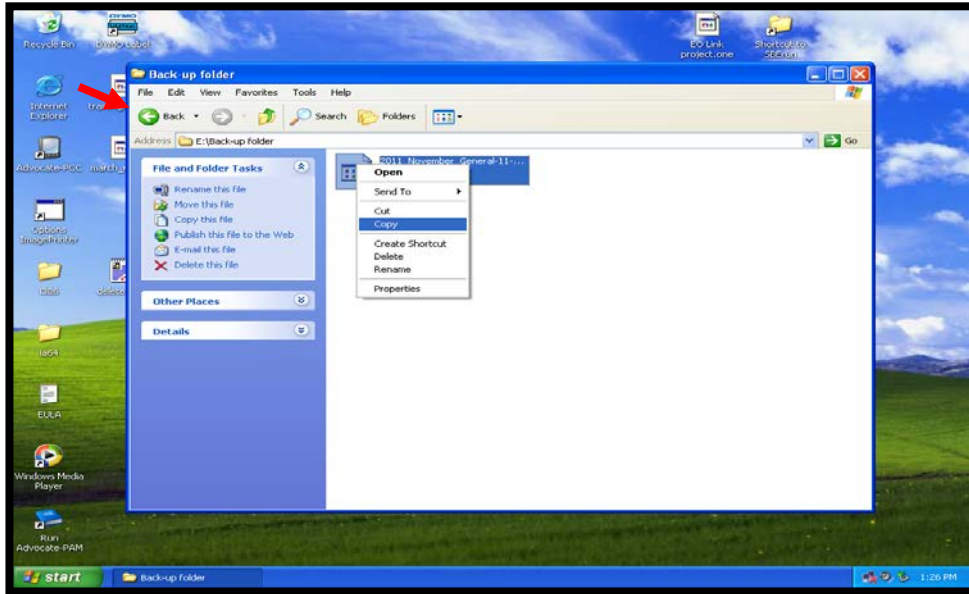
9. On the “Confirm Folder Delete” pop-up window, click on the “Yes” button.
10. Close the “Advocate” window.
11. Select “My Computer” from the “Start Menu”.



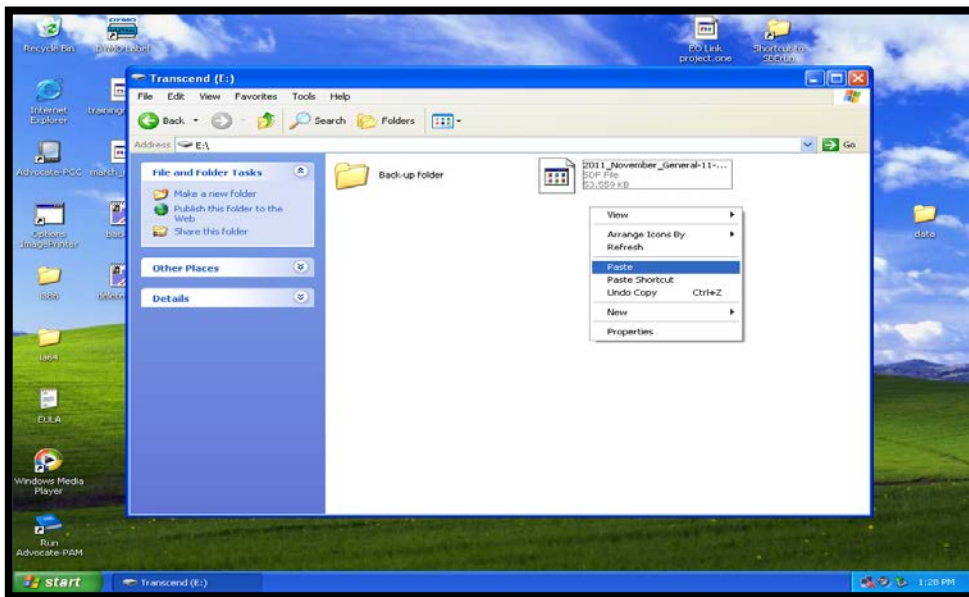
12. In the “Devices with Removable Storage” section, double click on the flash drive icon.



13. On the flash drive pop-up window, **right** click on the “data” folder.
14. Select “Delete” from the pop-up menu.
15. On the “Confirm Folder Delete” pop-up window, click on the “Yes” button.
16. On the flash drive pop-up window, double click on the “Back up” folder.



17. On the Back up pop-up window, **right** click on the “.sdf” file.
18. Select “Copy” from the pop-up menu.
19. Click on the “Back” button.



20. In a blank area on the flash drive pop-up window, **right** click and select “Paste” from the pop-up menu.
21. Close the flash drive window.
22. Launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook.

Check-In Number Discrepancy

1. If there is a discrepancy in numbers between/among the networked EPBs you will need to turn off the EPB with the lowest number.
2. On the **Precinct Search** screen, click on the “Summary” button to display the **Pollbook Summary** screen
3. Click on the “Log Off” button.
4. On the “Log Out?” pop-up window, click on the “Yes” button to display the main Advocate-PCC program screen
5. Click on the “Exit” button.
6. On the “Confirm Shut Down?” pop-up window, click on the “Yes” button to display the main Windows desktop.
7. Select “My Computer” from the “Start Menu” click on the “Shut Down” button.
8. Wait until the EPB is completely shut off.
9. Turn on the EPB and launch the Advocate-PCC program again by following the Opening The Polls procedures in this handbook

Laptop/Accessories Inoperable

1. If the laptop doesn't work or will not turn on, set-up the back-up EPB by following the EPB Setup instructions in this handbook.
2. If any of the accessories are not working correctly, use the extra accessories available in the back-up EPB's bag.
3. Return the accessory in the back-up EPB's bag after use.

Laptop Not Charging

The laptop is not charging because of any of the following reasons:

- The wrong charger is being used. Each EPB and its charger are labeled with the same property number found on the cover of the laptop on a blue sticker.
- The laptop is not connected properly to the surge protector or one of the outlets in the surge protector is not working.
- The surge protector is not plugged to an electrical outlet; not turned on; or the electrical outlet is not working.
- Change the surge protector or connect the surge protector to a different outlet.

Password Not Working

The password is not working because of any of the following reasons:

- The CAPS LOCK may be on. Press CAPS LOCK key. Verify that it is off. Re-enter the password.
- The password is the incorrect password. Check the passwords in the other envelopes; it may have been placed in the incorrect envelope.
- The laptop was not set-up for this election. **Contact the Voter's Registrar's office immediately (385-8683)**. Set-up the back-up EPB by following the EPB Setup instructions in this handbook.

Password Missing From Packet

If the password is missing, **contact the Voter's Registrar's office immediately (385-8683)** to be supplied with the password.

Flash Drive Missing

If the flash drive is missing, **contact the Voter's Registrar's office immediately (385-8683)**.

1. Set-up the back-up EPB by following the EPB Setup instructions in this handbook.

Other Accessories Missing

1. If any other accessories (network cable, mouse, mouse pad, or cable ties) are missing, use the extra accessories available in the back-up EPB's bag.
2. Return the accessory/accessories in the back-up EPB's bag after use.

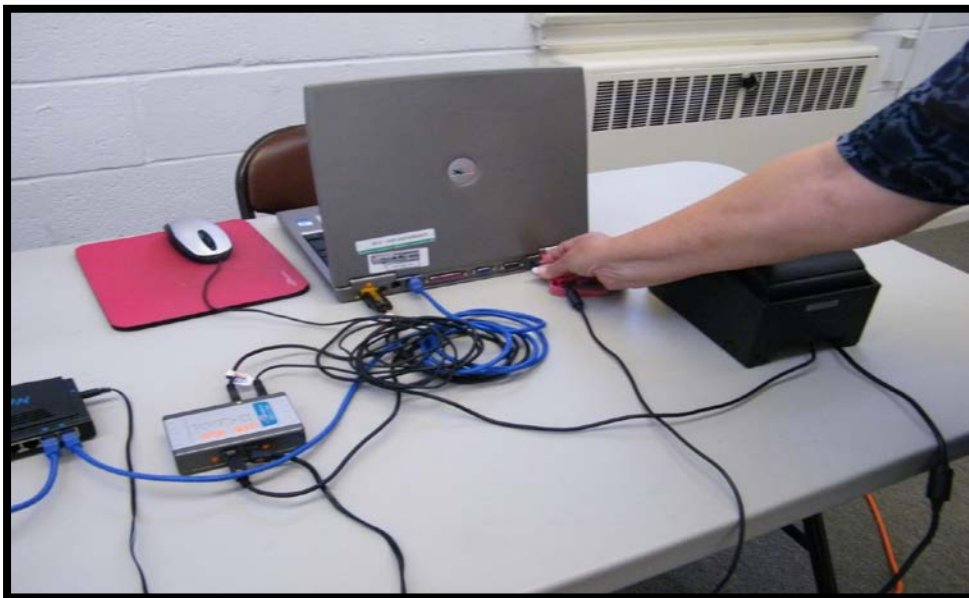
Other Issues With The EPB

Contact the Voter's Registrar's office immediately (385-8683) or Call Criscelyn Miller or Tracy Gibson at the numbers provided in the Precinct handbook.

EPB Emergency Procedures



1. Unplug all cords and cables from the power source.
2. Unplug all cords and cables from the EPBs.



3. Place all the cords and cables and other accessories in the laptop bag including ALL flash drives and EPBs.
4. Carry the laptop bags with the accessories in them from the building to a safe location.
5. If all of the above steps cannot be completed during the emergency, at a minimum carry the laptop with the flash drive attached to it to a safe location.

Voter Check-In Cheat Sheet

1. Ask the voter for their **Full Name** and **Identification**.
2. Type **Last Name** (at least three characters), a **comma**, and then **First Name** (NO spaces).
3. Select voter from list (Look for ANY flags to left); double click on the voter's name.
4. At the **Voter details** screen, ask the voter to state their **current address**. If correct, click on the "Check-in Voter" button.
5. For voters requiring outside poll assistance or other information, click on the "Options" button.
6. Click on the "Set Voter Status" button.
7. Click on [**S**], [**OP**], [**CA**], or more than one flag, if appropriate to the voter.
8. On the confirmation screen, click on the "Check-in" button.
9. If the check in is complete, click on the "CLR" button from the PCC keyboard or hit the "BACKSPACE " key on the laptop's keyboard.
10. Check-In the next voter!