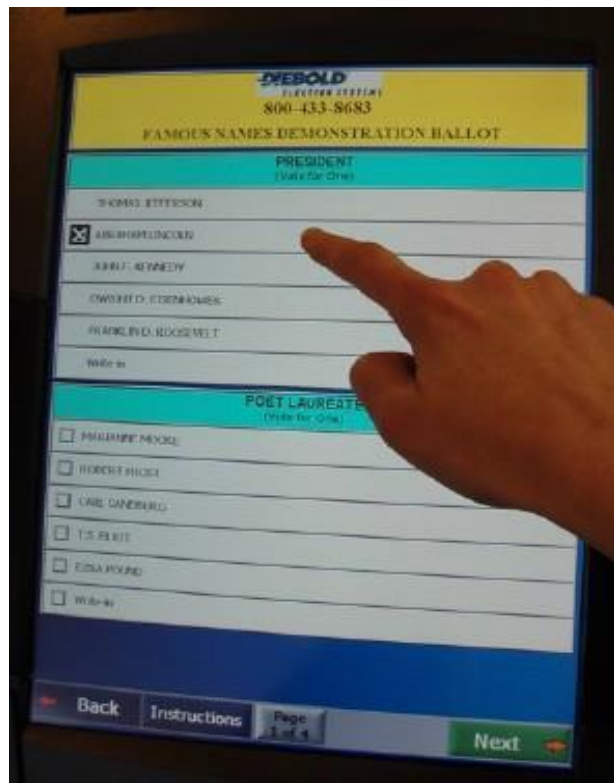


# TOUCH SCREEN VOTING UNIT ELECTION PROCEDURES



STATE OF ALASKA  
DIVISION OF ELECTIONS

# DIVISION OF ELECTIONS

## DIRECTORY

Alaska Division of Elections Web Site:  
**[www.elections.alaska.gov](http://www.elections.alaska.gov)**

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Juneau, Alaska 99811-0017

Phone: (907) 465-4611  
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Phone: (907) 465-3021  
FAX: (907) 465-2289  
Toll Free: 1-866-948-8683

### **Region II Elections Office**

#### **Anchorage Office**

2525 Gambell Street, Suite 100  
Anchorage, Alaska 99503-2838

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FAX: (907) 522-2341  
Toll Free: 1-866-958-8683

### **Matanuska-Susitna Office**

North Fork Professional Building  
1700 E. Bogard Road, Suite B102  
Wasilla, Alaska 99654-6565

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Toll Free: 1-866-959-8683

### **Region IV Elections Office**

Sitnasuak Office Building  
214 Front Street, Suite 130  
PO Box 577  
Nome, Alaska 99762-0577

Phone: (907) 443-5285  
FAX: (907) 443-2973  
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### **Native Language Assistance**

Toll Free: 1-866-954-8683

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# Touch Screen Voting Unit General Information

## General Information

Touch screen voting is intended for those voters who are blind, disabled or who may not read proficiently; however, any voter may vote on the touch screen voting unit if the voter's name appears on your precinct register.

## Setting Up the Touch Screen Unit

You will need to set up the touch screen voting unit following the step-by-step *Touch Screen Voting Unit Set Up Instructions* found in your touch screen voting unit supplies. Two election board workers should work together to set up the touch screen unit. As you are reading the instructions, you will need to follow the pictures provided in the instructions. Be sure to follow each step.

Once the unit is set up, attach the *Touch Screen Voting Instructions* poster to the inside of one of the doors.



Touch Screen Voting Unit (pre-set up) - front view



Touch Screen Voting Unit (pre-set up) - back view



Power Cord

# Touch Screen Voting Unit Components and Accessories

The following items are included in your touch screen voting unit supplies:

## Printer Unit



Security Canister and Security Canister Spool



Security Canister Spool inside Security Canister



Paper Roll on Paper Spool

## Touch Screen Voting Unit Components and Accessories (cont.)

Key-  
the key opens all locks on the  
touch screen unit and printer  
compartment



Headphones

Keypad For Audio  
Voting



Memory Card - Mounted inside  
the unit. Many precincts will not  
see the memory card.

Phone Cord - if  
needed to transmit  
results



## Touch Screen Voting Unit Components and Accessories (cont.)

Encoder -  
used to create voter  
access cards.



Voter Access Card -  
ballot information is programmed  
on the card using the encoder. Once  
programmed and inserted into the  
touch screen unit, the voter's ballot  
appears on the screen.

Supervisor Card -  
Needed to end the  
election when the polls  
close.



**THIS CARD MUST BE KEPT  
SECURE AT ALL TIMES**

## Voter Access Card Information

General Information	<p>Each voter who uses the touch screen unit will need a voter access card encoded with the proper ballot. The voter access card can be encoded to include appropriate ballot options (visual, audio/visual or audio only).</p> <p>Voter access cards can be encoded using either the encoder or the touch screen voting unit itself. The touch screen unit should only be used to encode voter access cards if the encoders become unusable.</p> <p>Once it is encoded, a voter access card contains only information to tell the touch screen voting unit which ballot to display – no voter information or voting information is transferred to or kept on the voter access card. After a voter has finished voting, there is no information retained on the card, and it must be re-encoded for another voter to use it to vote.</p>
Touch Screen Ballot Options	<p>Before encoding a voter access card, you will need to determine the type of touch screen ballot the voter would like to vote.</p> <ul style="list-style-type: none"><li>▪ Visual – for those voters who may not have a visual impairment. The ballot will appear on the screen.</li><li>▪ Audio/Visual – for voters with limited vision. The voter may view the ballot on the screen while listening to the ballot on the headset.</li><li>▪ Audio Only – for voters who are blind or with limited vision, or who do not read proficiently. The ballot does not appear on the screen. Using the headset, the voter will listen to a ballot recording and use the keypad to make selections.</li></ul>
August Primary Election	<p>When encoding the voter access cards for the Primary Election, you will select the number on the encoder that corresponds to the ballot type the voter would like to vote (Combined, Republican or Ballot Measures Only). Remember, the party affiliation listed on the precinct register will determine which ballot type the voter is eligible to vote.</p>



# Creating Voter Access Cards Using the Encoder

August Primary  
Election

1. Turn on encoder – Press the ON button.
2. Insert the voter access card into plastic slot in back of encoder. The printed side of the voter access card will be facing towards you.
3. Press the following number for the Primary ballot choice:  
1 = A-d-I Candidate Ballot  
6 = Republican Candidate Ballot  
7 = Measures Only Ballot
4. The prompt Create? will appear. At prompt, you will create ballot style for voter as follows:
  - REGUIAR VISUAI BAIOT  
Just press the YES button.
  - AUdIO/VISUAI BAIOT  
Press the star ( \* ) button until you see VMCreate?, then, press YES.
  - AUdIOONLY BAIOT  
Press the star ( \* ) button until you see VHCreate?, then press YES.
  - MAGNIFIED BAIOT  
Press the star ( \* ) button until you see MCreate?, then press YES.

### Attention

When you first insert the voter access card, if the prompt reads Clear?, press the YES button, remove the card and re-insert the card and start again at number two above.

## Creating Voter Access Cards Using the Encoder - (cont.)

### General Election

1. Turn on encoder – Press the ON button.
2. Insert the voter access card into plastic slot in back of encoder. The printed side of the voter access card will be facing towards you.
3. The prompt Create? will appear. At prompt, you will create ballot style for voter as follows:
  - REGUIAR VISUAI BAIOT  
Just press the YES button.
  - AUdIO/VISUAI BAIOT  
Press the star ( \* ) button until you see VMCreate?, then, press YES.
  - AUdIOONLYBAIOT  
Press the star ( \* ) button until you see VHCreate?, then press YES.
  - MAGNIFIEdBAIOT  
Press the star ( \* ) button until you see MCreate?, then press YES.

#### Attention

When you first insert the voter access card, if the prompt reads Clear?, press the YES button, remove the card and re-insert the card and start again at number two above.

# Creating Voter Access Cards Using the Touch Screen Unit

If both of your encoders are not functioning, you can create voter access cards using the touch screen unit. To create voter access cards using the touch screen unit:

1. Insert your red Supervisor Card. At the password screen, enter the Supervisor password.
2. Touch "Create Voter Cards".
3. If there is more than one precinct using the same touch screen, the precinct names will appear in the Precinct column on the left of the screen. Touch the precinct you want the card created for.
4. Primary Election Only - Choose the Primary Election ballot type by touching the ballot type in the Party column on right of the screen. (The ballot type will be highlighted once you touch it.)
5. If necessary, select the appropriate Voter Card Options listed at the bottom of the screen. To select an option, touch the option and a check mark will appear in the box next to the option. *If you select Audio Ballot, the Hidden Ballot box will automatically check. If you want an audio/visual ballot, touch Hidden Ballot to de-select the option to hide the ballot on the screen.*
6. Insert a voter access card and touch "Create" at the lower left side. Once the card is encoded, it will eject.
7. Touch "Close".
8. Touch "Resume Voting" to return to the voting screen.

# Touch Screen Voting Instructions - Visual Ballot

STEP 1: Insert the Voter Access Card into the Touch Screen Voting Unit

The card will click into place and will remain in the machine while you vote.



STEP 2: Read Instructions Screen Carefully

Touch the Next button to begin voting or to advance to the next page. Touch the Back button to review previous page.

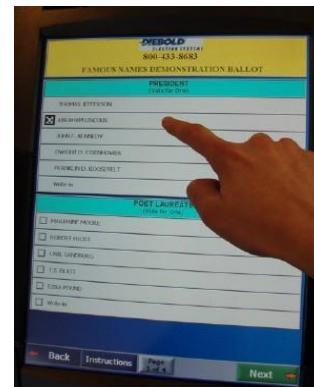


Touch the large Text and/or High Contrast buttons to enlarge or improve ballot readability.

STEP 3: Vote Your Choices

Touch the box next to your choice. An "X" will appear.

To change your choice, deselect by touching the box again and select your new choice.



**STEP 4: Voting for a Write-In Candidate (General Election Only)**

Touch the box next to write-in and a keyboard will appear. Type in the candidate's name and select Record Write-In. When you return to the race screen, verify that the box is checked with an "X" and that the candidate's name appears. NOTE: Write-Ins are not allowed in the August Primary Election.



**STEP 5: Review Your Ballot**

At the Summary Page, review your choices. Races left blank will be highlighted a different color.

To return and vote a race or to change your vote in a race, touch the race you would like to change or vote to return to page with the race.



**STEP 6: Print Ballot for Verification**

To verify your choices and to cast your ballot, touch the Print Ballot button.

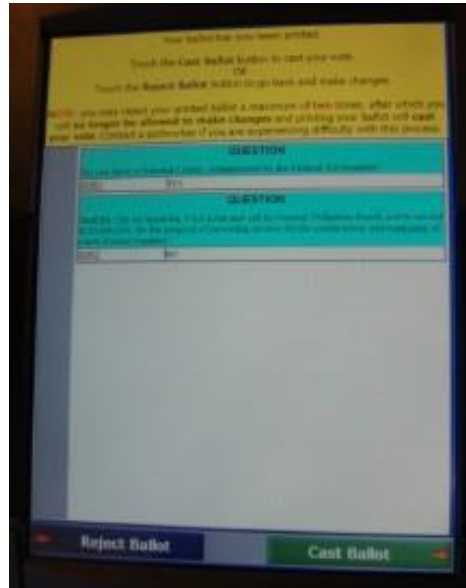


A printed ballot of your choices will appear in the printer compartment. Review your ballot carefully.

**STEP 7: Cast Your Ballot**

Touch Cast Ballot when you are ready to record your vote.

Once your ballot has been cast, the printer will scroll your selections into the security canister inside the printer unit.



**STEP 8: How to Reject A Ballot**

If you wish to reject your ballot and make changes, touch the Reject Ballot button. You are allowed to reject your ballot twice.

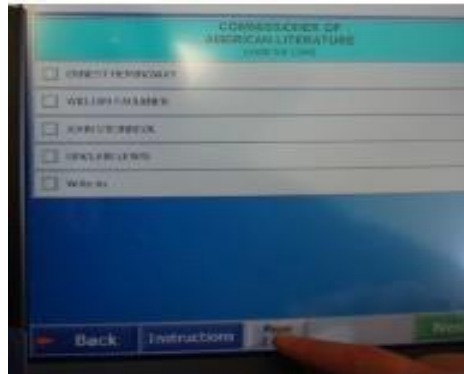
**STEP 9: Remove Card**

Once you have completed the electronic touch screen voting process, remove your Voter Access Card and return it to an election worker.



## Cancelling a Touch Screen Ballot

To cancel a touch screen ballot, an election official must hold the page # button at the bottom middle of the touch screen for several seconds. This may take up to a full minute.



Alternatively, if the screen is left untouched for approximately 90 seconds while a voter is voting, a warning screen will appear giving the voter the option to resume voting or cancel the ballot.



Once a ballot is cancelled, the voter access card used for that ballot is no longer valid and must be re-encoded before use by a voter

## Touch Screen Voting Instructions - Audio Only and Audio/Visual Ballot

### Instructions for Poll Workers

Be sure to have a chair on hand near the touch screen voting unit, but not blocking it. Voting an audio ballot takes longer than voting a visual ballot and it may be helpful for non-sighted or disabled voters to remain seated while voting.

1. determine if the voter wants an audio only or audio/visual ballot and encode a voter access card with the appropriate ballot options.
2. Place clean disposable headphone covers on the headset and attach the headset to the jack on the front of the touch screen tablet. (When the voter is done with voting, the headphone covers are discarded.)
3. For visually impaired voters, orient the voter to the touch screen unit (including the doors, legs and printer unit), headphones, keypad, and voter access card. let the voter know the headset has disposable covers for sanitary purposes. Give the voter time to become familiar with the touch screen.
4. Place the keypad in the voter's hand. Inform the voter that the number 5 on the keypad has a raised "dimple" for them to use to orient their hand to the keypad. Ensure that the voter understands the placement of the keys
5. Inform the voter of the following audio commands:
  - 0 = returns the voter to instructions at any time
  - 3 = increases volume
  - 1 = decreases volume
  - \* = decreases the speed of the person talking (slower)
  - # = increases the speed of the person talking (faster)
  - 6 = advances to the next candidate or choice or if on the last candidate of a race, advances to the next race
  - 5 = used to vote for a candidate or choice or to deselect a candidate or choice already voted
  - 4 = returns to previous candidate or choice, or if on the first candidate or choice of a race, returns to the previous race
  - 8 = advances to the next race



6. Inform the voter:

- If they have any questions or need assistance during voting, to raise their hand and an election worker will come assist them.
- At the end of the ballot, the ballot choices will be read back to them for verification. A paper ballot will print and will scroll up into the printer canister so the next voter does not see their choices. When they are done voting, the voter access card will eject.

7. Let the voter know that once they are ready to begin voting, you will insert the voter access card and they should immediately begin hearing the instructions. Ensure that the voter has the headphones in place before inserting the voter access card. If they don't hear the instructions immediately after the voter access card is inserted, have them press the 3 key to increase volume (the 3 key may need to be pressed repeatedly to raise the volume sufficiently).

Encourage the voter to listen to the instructions at the normal speed. Once the voter is familiar with the instructions and the touch screen voting unit, they may find that they wish to increase the speed of the audio.

As the voter is voting, remain alert to any signal that the voter may have a question, require assistance, or has finished voting and is ready to turn in his or her voter access card.

8. When the voter has finished voting, ensure that the voter access card is removed from the unit. If necessary, guide the voter away from the unit. Return the chair, if it was used, to its position out of the way of the touch screen voting unit.

# End Voting on the Touch Screen Voting Unit

**General Information** At 8:00pm, after all voters have voted, you will end voting on the touch screen voting unit. To end voting, you will need the *Touch Screen Voting Unit Closing Instructions* and the red Supervisor Card. Follow the instructions step-by-step and look at the pictures provided in the instructions while reading.

It is important that you end voting on the touch screen voting unit even if you did not have any voters using the touch screen. In addition, if you are an optical scan precinct transmitting results electronically, you need to transmit your touch screen voting results even if you had no voters using the touch screen.

**Touch Screen Memory Card** As indicated in the closing instructions, you will need to remove the memory card from the touch screen voting unit and seal it in the Memory Card Envelope for return to the division of Elections. Remove the memory card even if you did not have any voters using the touch screen voting unit.

**Touch Screen Ballots** The printed copy of the touch screen ballot is the official ballot that will be used in the event of any recounts. The closing instructions provide information about unwinding the ballots from the security canister. It is very important that you handle these ballots carefully, and that you seal the ballots in the Voted Touch Screen Ballot envelope for return to the division of Elections.

## Replacing the Paper Roll

The touch screen voting unit paper roll should last through Election day. If, however, more voters than anticipated use the unit, the paper roll may need to be changed.

If the paper roll runs low, you will receive a red warning message and the unit will no longer accept votes.



Follow the steps below to change the paper roll:

1. Insert the Supervisor Card and enter the password.
2. Open the gray printer cover if it is not already open, and unlock and open the printer housing cover using the key provided in your touch screen supplies.



3. Carefully cut or tear the paper that sits on top of the metal plate.



Security Canister

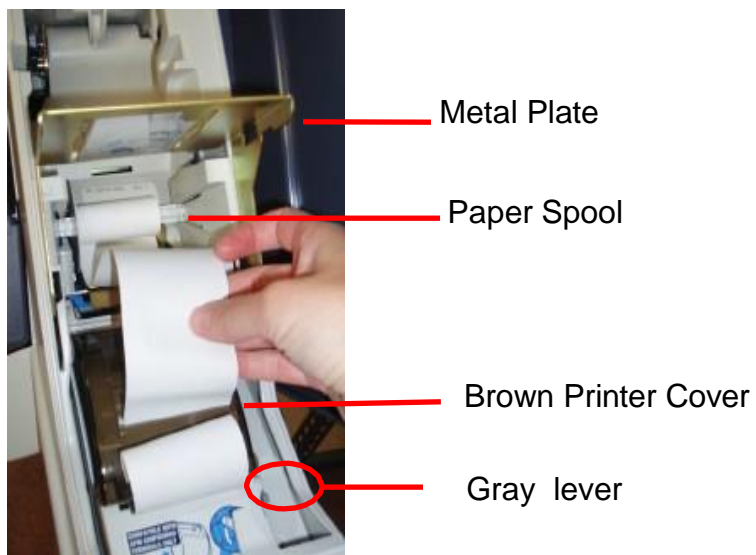
Metal Plate

4. Remove the Security Canister.
5. Open the Security Canister and remove the Security Canister Spool, which holds the official ballots. Do not remove the ballots from the spool. Place the spool and ballots in your ballot box. They will be removed from the spool once the polls have closed.



Security Canister Spool with Ballots

6. Raise the metal plate, and press the small gray lever to the right of the brown printer cover. This will release the brown printer cover.



7. Remove the paper from the slot in the brown printer cover. Remove the paper spool.
8. Remove the paper from the paper spool by pressing on the latch on the right of the spool and pulling the paper roll off the spool.

Spool Wheel



9. Put a new paper roll (provided in your touch screen voting unit supplies) on the paper spool with the spool wheel on the left and the paper coming from the bottom.

10. Insert the paper spool with the new paper roll into the printer, with the paper coming from the bottom.
11. Pass the end of the paper roll through the slot in the brown printer cover and unwind enough paper to almost reach the floor.



Brown Printer Cover

12. Close the brown printer cover and make sure that it clicks closed. lower the metal plate.
13. Return the Security Canister to the printer housing and leave it open.

Security Canister

Metal Plate



14. Insert the end of the paper into the slot on the Security Canister Spool and wind it as shown on the spool. Return the spool to the Security Canister and close the Security Canister securely.



15. Close and lock the printer housing cover.
16. Remove the Supervisor Card from the unit.
17. At the AVPM Printer Notification Screen, touch OK.



The unit is now ready to resume voting.

# Appendix

- Troubleshooting
- Frequently Asked Questions
- Storage the Touch Screen Voting Unit



# Touch Screen Voting Unit - Troubleshooting

## Touch Screen Unit Set Up

How do you open the transport case?

The latches on the case are called “butterfly” latches. Lift the large metal plate and twist it to the left. This will release the latch so that the case will open.

One or more of the components or pieces of the touch screen voting unit are missing

Contact your regional elections supervisor.

There is no “blue lever” on my printer.

Sometimes the blue plastic tip on the release levers comes off in shipping. The pictures in the *Touch Screen Voting Unit Set Up Instructions* show where the lever is.

The legs on the touch screen voting unit are wobbly.

Ensure that the legs are fully extended, and that all safety pins have clicked into place. Refer to the *Touch Screen Voting Unit Set Up Instructions* for the location of all safety pins.

do not attempt to use the unit standing up if the legs still seem wobbly. The unit can be used on a table top, with the legs collapsed. If there is not a table top available, do not use the touch screen voting unit for voting.

After turning on the touch screen voting unit, there is a message NO EIECTION FOUND.

Sometimes the memory card becomes loose in the memory card slot during transport. Open the memory card compartment door using the key provided in your touch screen voting unit supplies, and push the memory card completely in. The election should start to load.

# Troubleshooting

## **Printer or Paper Issues**

The unit says that the printer is not attached, but it is.

Unlock the printer cover and carefully follow the *Touch Screen Voting Unit Set Up Instructions* to ensure that the printer is installed correctly. If the problem persists, do not use the unit for voting. Contact your regional elections supervisor.

There is a broken or missing piece on the printer, and it will not install correctly.

Contact your regional elections supervisor. It may be possible to replace the printer unit.

If the printer cannot be repaired or replaced, do not use the touch screen voting unit for voting. disassemble the unit and return it to its transport case.

The printer will not print.

Verify the brown printer cover below the metal plate is completely closed. The brown printer cover will click when it is closed correctly.

The security canister is winding, but the paper is not being taken up.

There are a larger black wheel and a smaller black wheel behind the printer's security canister. If the larger wheel does not engage with the smaller wheel, the canister spool wheel will not stop turning. Turn off the touch screen voting unit. Remove the security canister and carefully move the larger black wheel to the right so that it becomes engaged with the smaller black wheel.

The security canister will not stop winding.

Verify the tab on the lower left side of the security canister is securely closed.

## Troubleshooting

The paper is jammed.

Unlock the printer cover and carefully follow the *Touch Screen Voting Unit Set Up Instructions* to ensure that the paper is placed correctly in the printer, and that the printer is correctly installed. If the problem persists, do not use the unit for voting. Contact your regional elections supervisor.

The unit says that the paper is low.

Unlock and open the printer cover, and raise the metal plate. Check to make sure that the paper roll is seated securely, and that there is plenty of paper on the roll. Lower the metal plate and close and lock the printer cover. If the notification does not disappear, or there is only a small amount of paper left on the roll, change the paper roll.

To change the paper roll, refer to the *Replacing the Paper Roll* section of this handbook.

If the problem persists, do not use the unit for voting. Contact your regional elections supervisor.

### **Frozen Screen**

When you touch the screen, nothing happens.

Using the key provided in your touch screen voting unit supplies, unlock and open the memory card compartment door. Press the red button inside the memory card compartment to turn off the unit. Turn the unit back on. If the screen remains frozen, do not use the unit for voting. Contact your regional elections supervisor.

## Troubleshooting

### **Encoder/Voter Access Cards**

The encoder does not turn on.

If both encoders are not functioning, contact your regional elections supervisor to have another encoder brought to you. Until the encoder arrives, or if you are in a remote area, you will need to create voter cards using the touch screen voting unit.

See the *Creating Voter Access Cards* section of this handbook for step-by-step instructions on creating voter access cards using the touch screen voting unit.

When I insert a voter access card into the encoder, it reads “Clear?”.

The “Clear?” prompt means that the card has already been encoded and has not yet been used to vote. To ensure that it is encoded with the proper ballot information, press YES to clear the card, and re-encode it with the desired ballot information.

See the *Creating Voter Access Cards* section of this handbook for step-by-step instructions on creating voter access cards.

A voter’s voter access card brings up the wrong ballot type.

Turn on the encoder and insert the voter access card, with the printed side facing forward. At the “Clear?” prompt, press YES. Re-encode the card with the correct ballot information.

See the *Creating Voter Access Cards* section of this handbook for step-by-step instructions on encoding voter access cards.

# Troubleshooting

## **Audio Voting**

The voter cannot hear anything through the headphones.

Ensure that the headphones are correctly plugged in to the headphone jack.

To raise the volume, press 3 on the audio keypad repeatedly until the desired volume is reached, or use the volume wheel on the headphones to raise the volume.

Ensure that the voter has been given an audio-enabled voter access card. See the *Creating Voter Access Cards* section of this handbook for step-by-step instructions on creating voter access cards for audio voting.

If the audio still does not work, contact your regional elections supervisor.

The keypad does not respond.

Ensure that the keypad connector is correctly inserted behind the touch screen voting unit tablet by pressing the black button on top of the tablet and pulling it forward. See the *Touch Screen Voting Unit Set Up Instructions (Step 7)* for detailed instructions.

## **Transmitting Results (Optical Scan Precincts Only)**

The touch screen voting unit gives an error message while trying to upload ballots, or will not connect.

Contact your regional elections supervisor for instructions.

# Touch Screen Voting

## Frequently Asked Questions

### General Questions

Can any voter use the touch screen voting units, or are they reserved for disabled voters?

The touch screen voting units will be available for any voter who wishes to vote on them. However, those with disabilities will have priority in using them.

Why is the State implementing touch screen voting units?

The Help America Vote Act (HAVA) of 2002 requires that in each polling place there be a voting unit accessible to visually impaired and disabled voters.

HB 320, which passed the State legislature in 2002, directed the division of Elections to provide balloting equipment to allow voters with visual impairments and disabilities the opportunity to vote a private, independent and verifiable ballot. More specifically, HB 459, which passed in 2004, required the voting units to be capable of providing a paper record that can be reviewed and corrected by the voter at the time the vote is cast and used for a recount of the votes cast at an election in which electronically generated ballots were used.

do the touch screen voting units offer languages besides English?

The touch screen voting units in some precincts will offer the ballot in Filipino (Tagalog) and Alaska Native languages.

do the touch screen voting units have a paper trail?

Yes. Each touch screen voting unit is equipped with a printer to produce a paper ballot. The voter will have the ability to review the paper ballot print-out to determine its accuracy prior to the ballot being cast on the touch screen machine. For visually impaired voters, the paper ballot will be read to the voter via a headset to determine the accuracy of the paper ballot before the ballot is cast.

# Frequently Asked Questions

## **Voter Access Card**

What information is stored on the voter access card?

A voter access card contains only information to tell the touch screen voting unit which ballot to display – no voter information or voting information is transferred to or kept on the voter access card. After a voter has finished voting, there is no information retained on the card, and it must be re-encoded for another voter to use it to vote.

## **Visually Impaired and Disabled Voters**

How will visually impaired and disabled voters cast an independent ballot?

The touch screen voting units can accommodate many different disabilities. Along with offering large print, high-contrast and audio-only ballots, the touch screen can also be used with “pointer sticks” by those with limited use of their hands. The touch screen can be used by a voter in a wheelchair, or who needs to remain seated while voting.

May voters ask another person to assist them with the touch screen voting unit?

Yes. An election worker, friend, family member, bystander, campaign worker or anyone else who is not the voter’s employer may assist a voter who needs assistance.

## **Transmitting Results**

How are results transmitted on Election day?

Results are transmitted via modem in precincts that use optical scan voting units. In hand count precincts, results are called in to the local regional elections office.

## Storing the Touch Screen Voting Unit

After the polls are closed, follow the *Touch Screen Voting Unit Closing Instructions* and return the unit and its components and accessories to their transport cases.

You may have signed an agreement to store the touch screen voting unit between the Primary and General Elections which states that you shall:

1. Provide heated storage of the touch screen voting unit and printer in a secure, locked location;
2. Charge touch screen voting unit battery, and conduct election readiness check on the touch screen voting unit and printer for use in the General Election as directed by the regional supervisor;
3. deliver touch screen voting unit and printer to polling place for the General Election;
4. deliver the touch screen voting unit and printer to the US Postal Service for return shipment as stated in the agreement or as directed by the regional supervisor.

If you have not signed such an agreement, return the touch screen voting unit and equipment to your regional elections supervisor as directed.



