

Voting Tablet Guide –VVPAT PRINTER

For Alaska Election Officials



Information in this guide includes:

- *Basic InformationPages 1 – 3*
- *Opening Instructions.....Pages 5 – 10*
- *Voting Session.....Pages 12 – 16*
- *Tips & Troubleshooting.....Pages 18 – 22*
- *Closing Instructions.....Pages 24 – 25*

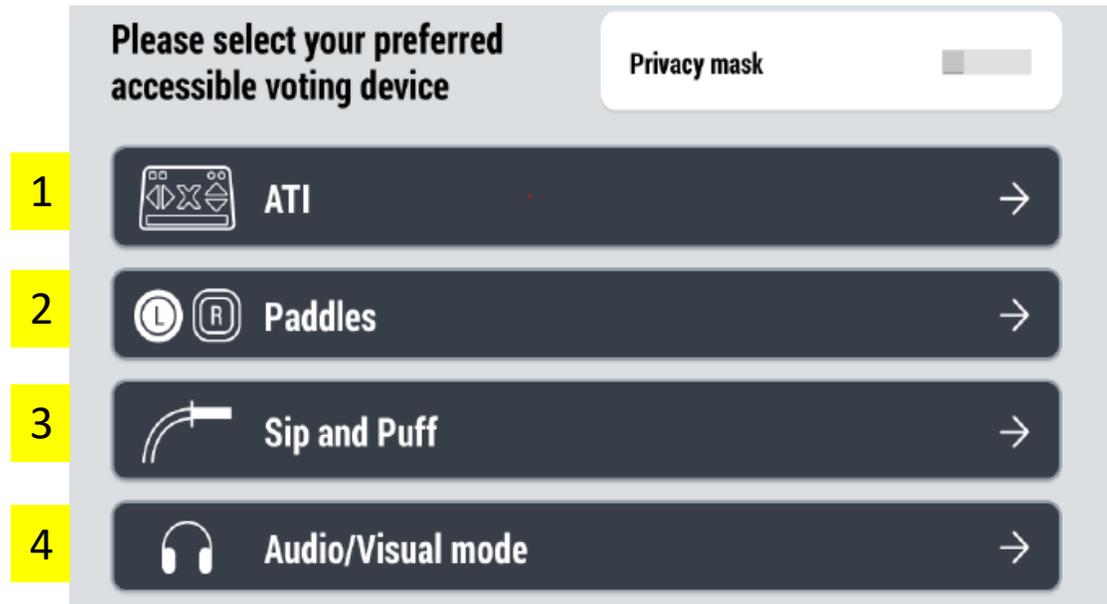
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Voting Device Descriptions:

1. **ATI** – The ATI Controller is provided in your supplies. The voter navigates through the ballot by listening to audio instructions and using the ATI device controls.

Personal Devices Voter May Bring to Use:

2. **Paddles** – Voter follows audio instructions and navigates through the ballot using L (left) and R (right) paddles.
3. **Sip & Puff** – Voter navigates through the ballot by listening to audio instructions and by using the Sip & Puff accessory.
4. **Audio/Visual Mode** – Voter navigates through the ballot by listening to the audio instructions and by double tapping selections on the screen.



Preparing Headphones & Assisting Voter

1. Place disposable headphone covers on the ear pieces of the headphones if not already covered.
2. Confirm voter is comfortably positioned with the ATI controller or other personal voting device and headphones.



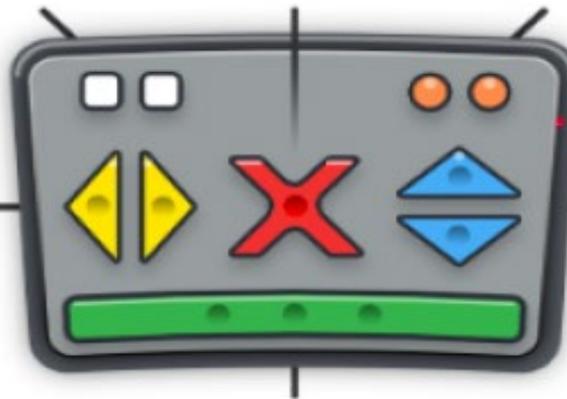
ATI Help and instructions to use

Change the audio volume

Confirm a selection

Change the audio speed

Move left/right



Move up/down

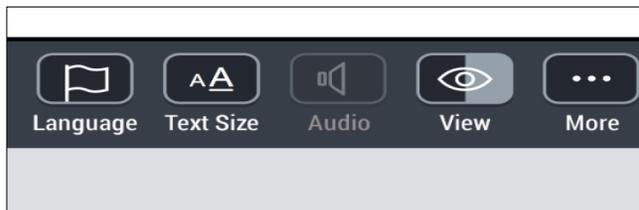
Ask for instructions on using ATI

Voting Menu Options

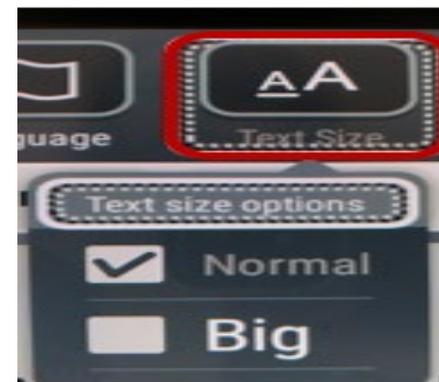
Across the top of the screen is a menu bar that voters may use to select other options. Explain the options to the voter.

Language – If language is required in a precinct, the available languages for that precinct will be displayed by selecting the language button. The voter would then select the desired language.

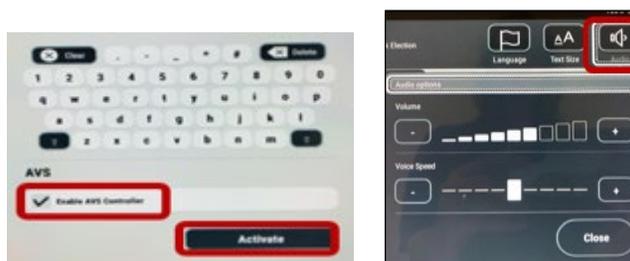
Menu Bar



Text Size – The voter can increase or decrease the size of the text by pressing the **Text Size** menu button.



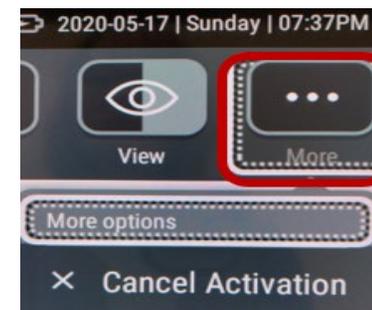
Audio – In order for a voter to use the audio option, the **Enable AVS Controller** box must be checked in the ballot activation screen. When the audio is enabled, voters can adjust the volume and the voice speed by selecting the **Audio** button.



View – The **View** button allows the voter to change the visual theme of the screen. (*Color, Black and White or White on Black.*)

More – The **More** button allows the voter to cancel the current voting session by selecting **Cancel Activation**.

If the voter cancels the voting session, the voter may be issued a paper ballot instead as long as the ballot on the Voting Tablet was **NOT** already cast.



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Step 1 – Unpack the Voting Tablet, Printer and Supplies

Unpack the following:

- Voting Tablet and cords, printer and cords, privacy screen (*may be attached to the tablet*).
- Supply Pouch - Poll Worker card, ATI Controller and headphones.



Step 2 – Expand the Kickstand on Tablet and Legs on Printer

Open the kickstand on the back of the Voting Tablet and the legs on each side of the printer to stabilize each unit.



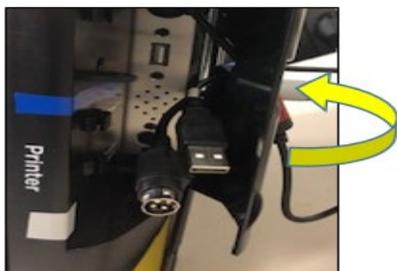
Step 3 –The Voting Tablet & Printer Cords

1. Voting Tablet Power Cord: red
2. Printer Cord:
(Two ends: blue and gray)
3. ATI Controller Cord:
(Two ends: brown and orange)



Step 4 – Open Power/Printer Door

1. Open the **Power/Printer** door on the right side of the voting tablet.
2. Feed the blue USB cable (large end) and the gray power cable from the printer through the hole from the backside of door.



Step 5 – Connect Blue Printer Cord

With the **Power/ Printer** door still open, plug the blue USB end of the cable into the USB port.



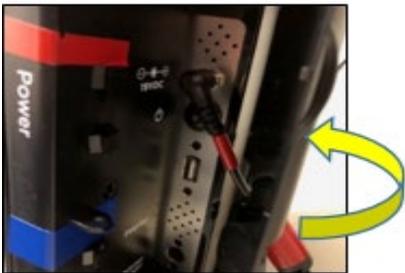
Step 6 – Connect Gray Printer Cord

1. Plug the gray cord into the bottom serial port. (*Turn the cord so the flat side of plug faces towards the back of the unit.*)
2. Press firmly to ensure the plug fits securely in place.



Step 7 – Plug in Power Cord

1. Feed the small end of the red power cord through the hole from the backside of the **Power/Printer** door and plug into the top power jack.
2. Plug the 3-pronged end of the red power cord into a power outlet.



Step 8 – Open Accessories Door on Voting Tablet (left side)

1. Feed orange and brown cords from ATI Controller through the hole in door from the backside.
2. Plug orange cord into the green headphone port near the top.
3. Plug the brown USB cord into a USB port. Close the door.



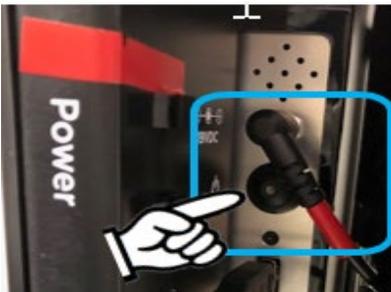
Step 9 – Prepare Headphones

1. Insert the green plug from headphones into the port on the front right side of the ATI Controller labeled **Audio**.
2. Place disposable headphone covers onto each earpiece.



Step 10 – Power On the Voting Tablet

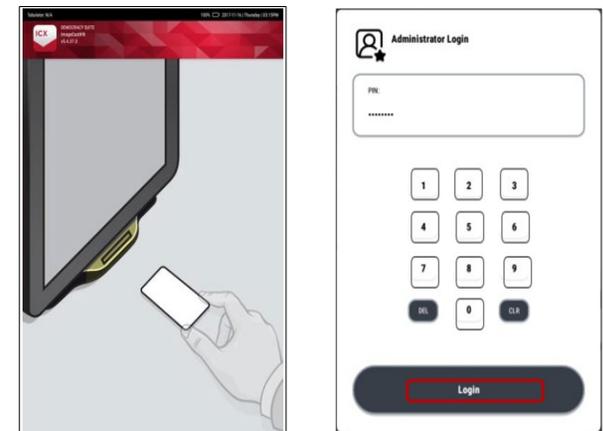
Power **ON** the Voting Tablet by pressing the black button located inside of the **Power/Printer** compartment near the top.



Step 11 – Accessing the Poll Worker Menu

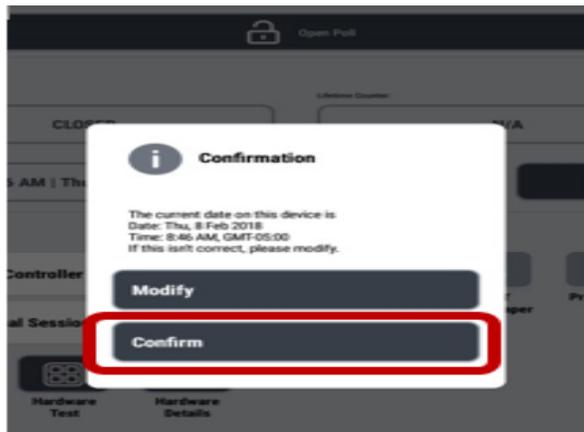
1. Insert **Poll Worker** card, (chip side facing down) into the yellow card reader located at the bottom front of the Voting Tablet.
2. When prompted at the login screen, enter the **PIN** number provided by your election supervisor.
3. Press the **Login** button.

Login Screen



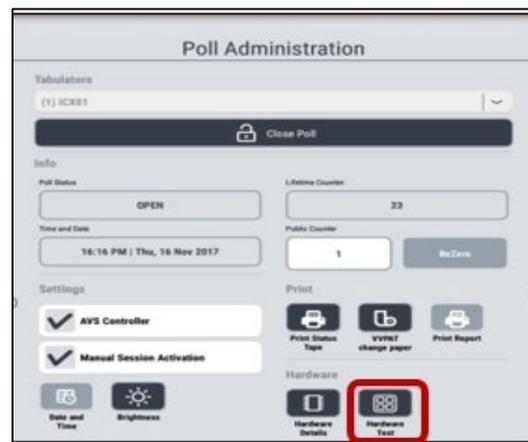
Step 12 – Verify Date and Time

1. Verify date/time are correct then tap the **Confirm** button.
2. If date/time are NOT correct tap **Modify** to change.



Step 13 – Poll Administration Menu – Hardware Test

Tap the **Hardware Test** button located in the bottom right corner of the **Poll Administrator** screen.



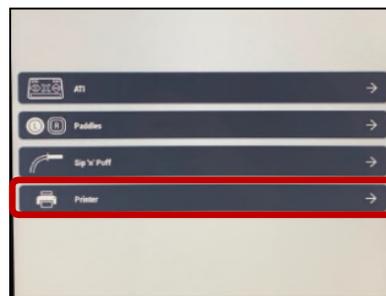
Step 14 – ATI Controller Test

1. Tap the **ATI** button.
2. While holding the controller, press each button on the ATI to test. Green check marks will appear confirming ATI is on and all buttons are responding.
3. Once test is complete press the **Back to Menu** button.



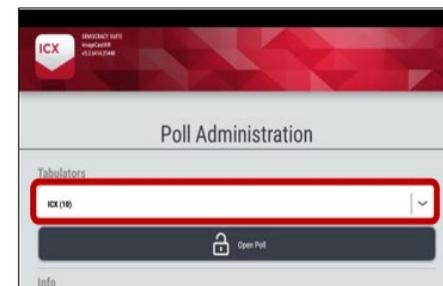
Step 15 – Printer Test

1. Select the **Printer** button.
2. Tap **Print Test Page**. This will generate a test page confirming a good connection between the printer and the Voting Tablet.
3. View the test page through the window of the printer. Leave test page in printer.
4. Tap the **Close** button



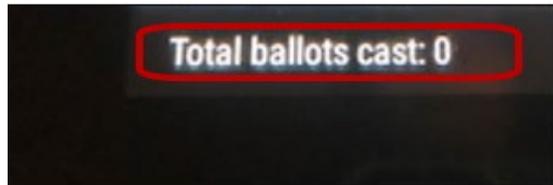
Step 16 – Verify Tabulator & Name of Precinct

In the **Tabulators** box at the top of the Poll Administration menu, verify that the name of the **Tabulator** matches the precinct you are working in. (*District-Precinct #*)



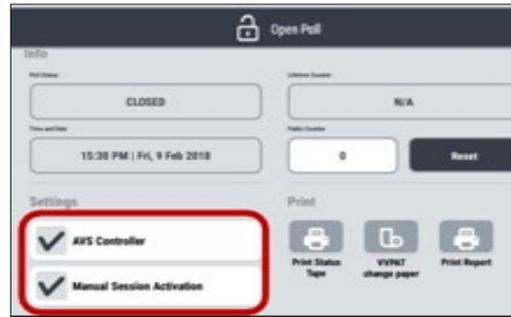
Step 17 – Verify Total Ballots Cast is 0

In the lower left hand corner of the screen, verify that the **Total ballots cast is 0**.



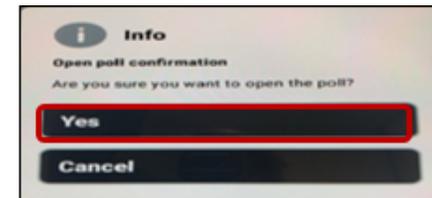
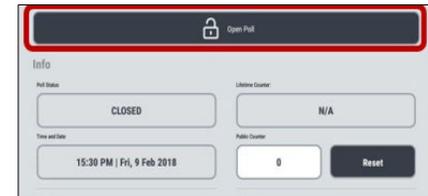
Step 18 – Verify Settings

Under **Settings**, verify that both the **AVS Controller** and **Manual Session Activation** boxes are checked.



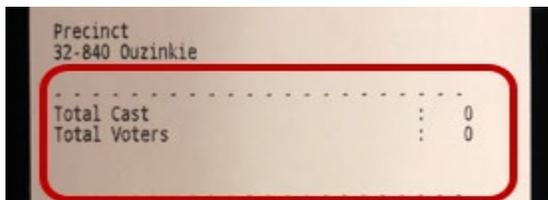
Step 19 – Open Polls

1. Tap the **Open Poll** button.
2. At the confirmation screen select **YES**. The **Poll Status** will change from closed to **OPEN**.

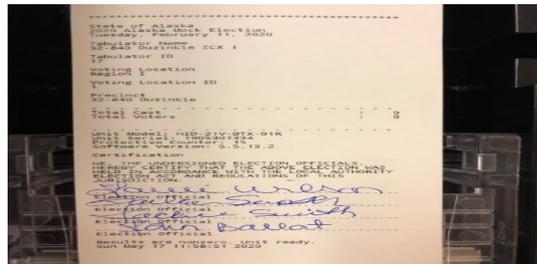


Step 20 – Status Zero Tape Prints

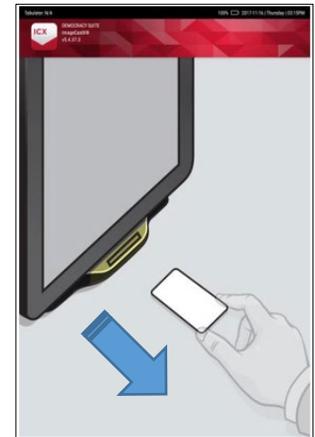
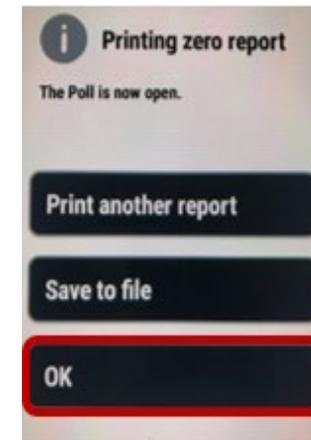
1. A **Zero Status** report will print automatically.
2. Using the key provided, unlock and open the printer door.
3. Look at the printed tape and verify the **Total Votes Cast is 0** and **Total Voters is 0**.



4. Sign the **Zero Status** tape. At least 2 workers must sign the tape.
5. Leave the signed **Zero Status** tape in the printer. Close and lock the printer door. Remove the key from the door and keep secure.



6. When printing is done, select **OK** on the pop-up window appearing on the Voting Tablet and remove **Poll Worker** card.



Step 21 – Security Log & Seals

1. Verify the numbered security seals on **Election Data** and **Battery** doors match the numbers listed on the Voting Tablet Security Log.
2. Contact your election supervisor if seal is broken or does not match.



Voting Tablet Unit Security Log

Election ID: <u>20PRIM</u> Precinct: <u>32-840 Ouzinkie</u>	
Election Official – You MUST verify security seals before using unit.	
1) Serial # of the Orange Seal on the Election Data compartment door:	12345678
<input checked="" type="checkbox"/> Yes, the serial number matches. OR <input type="checkbox"/> No, the serial number does NOT match or is broken.	If broken, the seal was replaced with a new security seal: # _____
2) Serial # of the Orange Seal on the Battery compartment door:	22345678
<input checked="" type="checkbox"/> Yes, the serial number matches. OR <input type="checkbox"/> No, the serial number does NOT match or is broken.	If broken, the seal was replaced with a new security seal: # _____

Step 22 – Add Additional Seals

1. Close the **Accessories** and **Power/Printer** doors.
2. Then place a numbered security seal on each door.
3. Verify each seal is securely locked.



Step 23 – Complete and Sign the Voting Tablet Security Log

1. Check the boxes on the security log confirming that seals were placed on the **Accessories** and **Power/Printer** doors.
2. Sign the security log. At least two workers **MUST** sign the log. Keep the signed security log with election paperwork.

According to Set-Up Instructions for the Voting Tablet, we added seals to these compartment doors:

Accessory Door Power/Printer Door

<i>Lauri Peter</i>	8/18/20
Election Official Signature	Date
<i>Jacob Townie</i>	8/18/20
Election Official Signature	Date

Voting Tablet Unit Security Log

Election ID: <u>20PRIM</u> Precinct: <u>32-840 Ouzinkie</u>	
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2) Serial # of the Orange Seal on the Battery compartment door:	22345678
<input checked="" type="checkbox"/> Yes, the serial number matches. OR <input type="checkbox"/> No, the serial number does NOT match or is broken.	If broken, the seal was replaced with a new security seal: # _____

NOTE: If you answered NO to any of the above, contact your Election Supervisor immediately.

According to Set-Up Instructions for the Voting Tablet, we added seals to these compartment doors:

Accessory Door Power/Printer Door

<i>Lauri Peter</i>	8/18/20
Election Official Signature	Date
<i>Jacob Townie</i>	8/18/20
Election Official Signature	Date

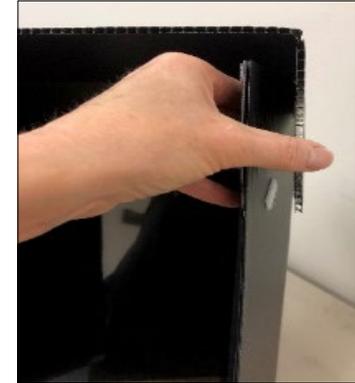
This form **MUST** be returned in the E15 or E16A envelope.

Step 24 – Attach the Privacy Screen

1. Attach the privacy screen to the front of the Voting Tablet by lining up the velcro strips.
2. Open the left and right side doors on the privacy screen.



3. Lift up the top of the privacy screen and expand the side flaps so they velcro to the outside of each door. Press the velcro tabs together to secure.

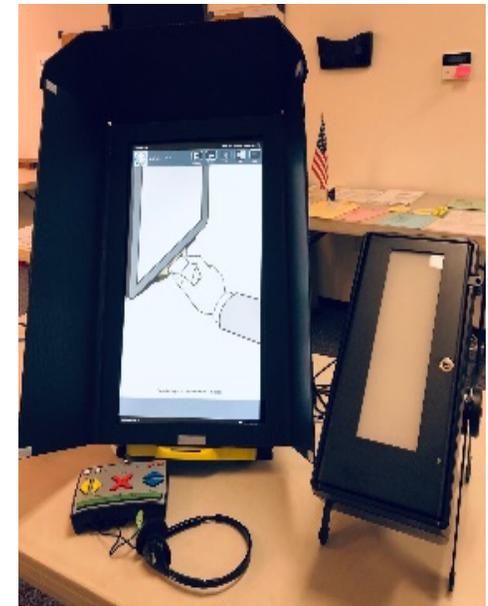


4. Press the velcro tabs together to secure.



Step 25 – The Voting Tablet is Ready for Voting

1. Turn the Voting Tablet away from public view to allow for voter privacy.
2. The Voting Tablet is now ready for voting.

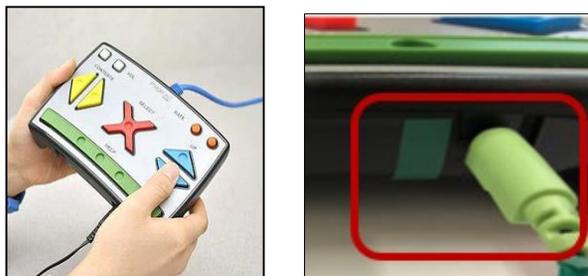


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Step 1 – ATI Controller and Headphones

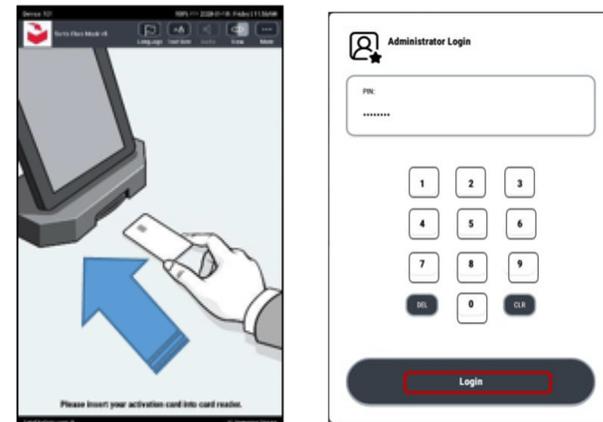
Before the voting session begins:

1. Confirm that the ATI Controller is connected to the Voting Tablet and the headphones are plugged into the green audio port on the front of the controller.
2. Depending on voter's needs, a personal voting device (*i.e. Sip & Puff*) may be plugged into the front left side port of the ATI controller labeled **SIP/PUFF**.

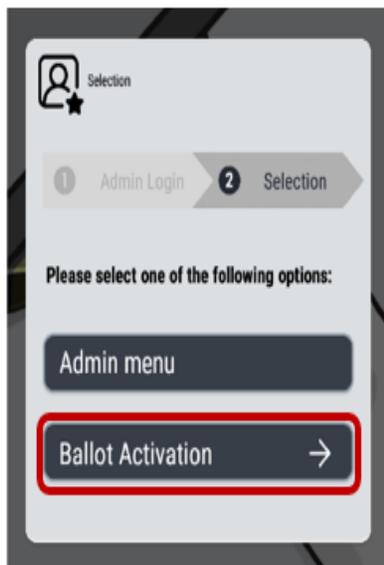


Step 2 – Begin Voting Session

1. Insert the **Poll Worker** card.
2. At the **Login** screen enter the **PIN** number then touch **Login**.



3. At the **Selection** screen touch **Ballot Activation**.



4. Enter the **Ballot Activation Code** provided by your election supervisor and check the **Enable AVS Controller** box to activate the ATI device.

August Primary Election enter the activation code matching the ballot type the voter selected and is eligible to vote. (See instructions provided by election supervisor.)

Note: Do Not check Enable AVS device if the voter is NOT using the ATI device, headphones or other personal device.



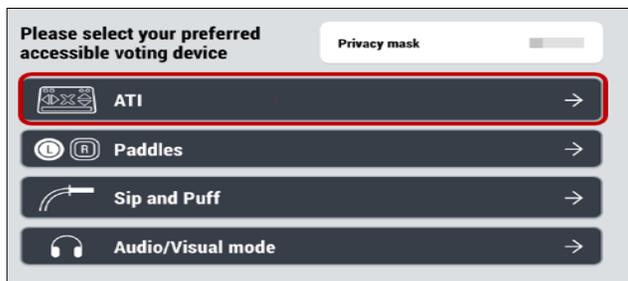
5. Press the **Activate** button.
6. Remove **Poll Worker** card.

(If language options are available in your precinct, a screen will appear providing language options. Select the voter's desired language.)

Step 3 – Select Accessible Voting Device

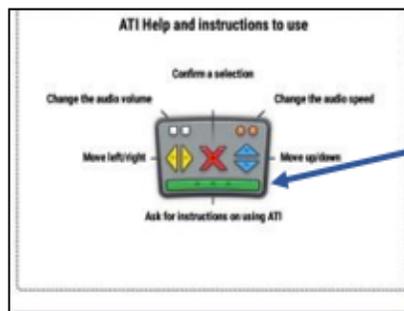
(This step is only needed if voter is using an accessible device.)

1. If voter is using the ATI device, select the **ATI** button.
2. If voter is using a personal voting device select the appropriate button.



Step 4 – Navigating through the Voting Session

1. If using the **ATI** or personal voting device, a **Help** page provides instruction. Voter uses the selected accessible device to navigate through the voting session.



Voter can return to the **Help** menu anytime by pressing the green bar.

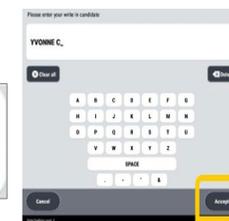
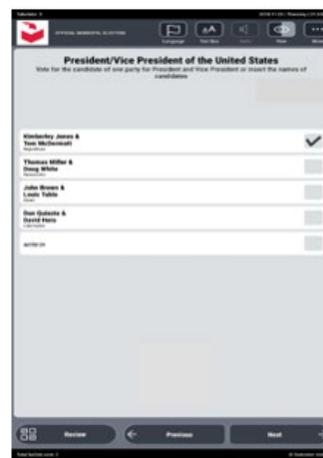
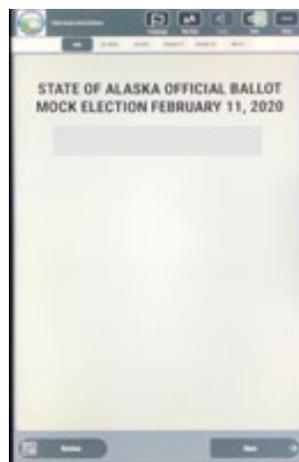
2. Voters not using an accessible device use the contest tabs at the top of the screen or the navigation buttons at the bottom to move through the voting session.



3. A ballot information screen shows before advancing to the contests for voting.

4. To vote the ballot, the voter marks their selections by touching the box next to the candidate's name or by using the controls on the accessible device.

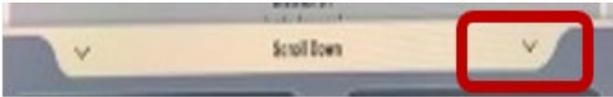
5. The voter may change their selection by choosing the candidate to deselect then make a new selection.



November Election Only: To vote for a write-In candidate, the voter selects write-in then types the name of the candidate for that race by using the keypad on the screen or an accessible voting device.

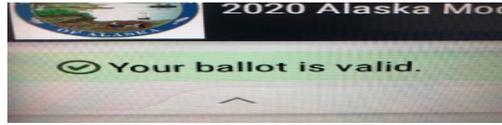
Step 5 – Reviewing and Printing the Ballot

1. After the last contest has been voted, a summary of the ballot appears so the voter may review their selections.
2. Voter touches the **Scroll Down** arrow to view selections in each contest for the entire ballot.
3. To return to the top of the ballot voter touches the **Scroll Up** arrow.

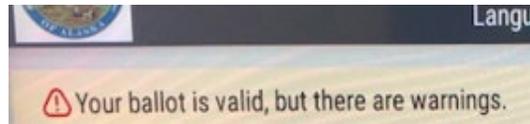


4. At the top of the summary screen a message appears:

- 1) Either a green message indicating that all races have been voted;



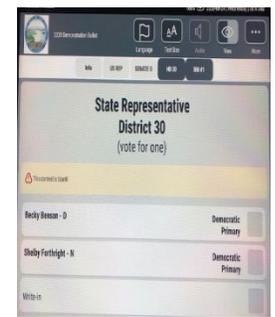
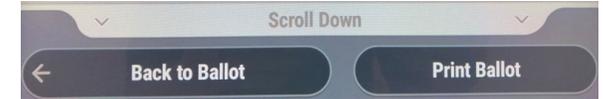
- 2) Or a yellow warning message indicating one or more contests were left blank.



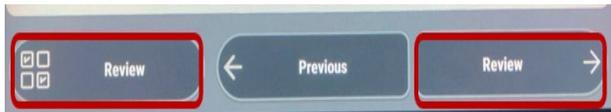
5. At this point, the voter has the option to **Print Ballot** or go **Back to Ballot** to review.

If warnings appear:

- Selecting **Back to Ballot** returns to the contest with the warning for voter to change if desired.

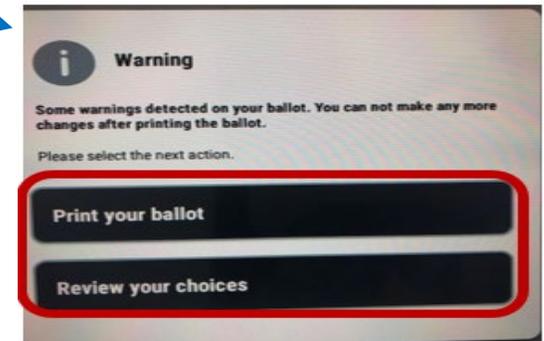
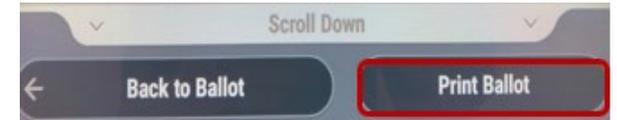


6. Selecting either **Review** button returns to the ballot summary screen. **Print Ballot** option will again appear at the ballot summary.



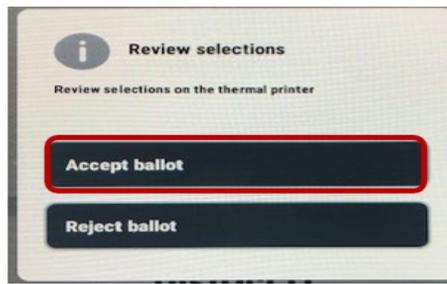
7. When voter selects **Print Ballot**, if warnings were not corrected, an information screen alerts voter of the warning and provides option to review choices or print their ballot.

8. Selecting **Print your ballot**, allows the voter to print their ballot 'as is' to the VVPAT printer.

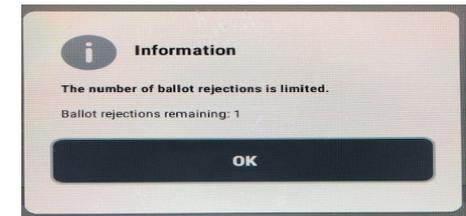
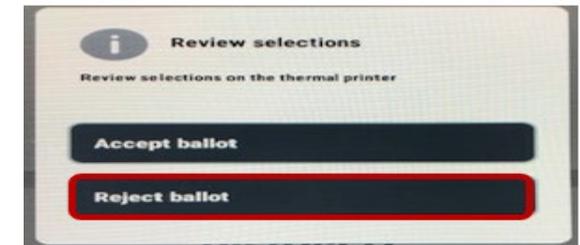


9. A pop-up appears prompting the voter to review their selections on the VVPAT printer by looking through the lighted window.

10. If satisfied with selections, voter selects **Accept ballot** to cast their ballot 'as is' without corrections.



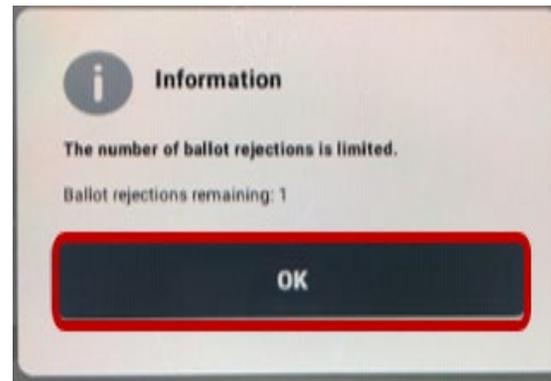
11. If voter selects **Reject ballot** an information screen pops up alerting the voter of limited times they may reject their ballot.



12. Voter selects **OK** at the information screen to return to their ballot in order to review their selections.

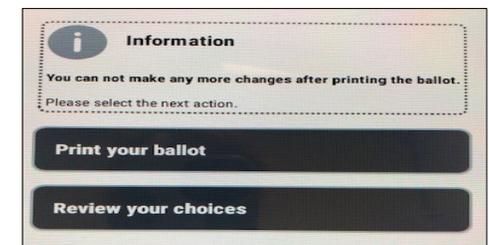
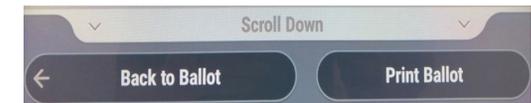
13. Voter is returned to the ballot to make corrections then directed back to **Print** their ballot.

14. The voter can reject their ballot two times before being required to print their ballot.

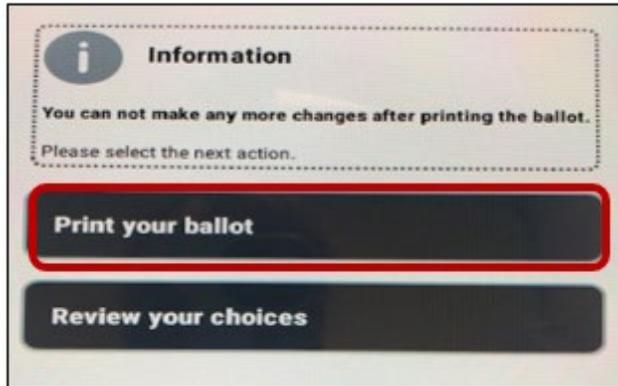


15. If no warnings appear at the ballot summary screen:

- Voter selects **Print Ballot**.
- An information screen appears prompting the voter to print their ballot or review their choices.



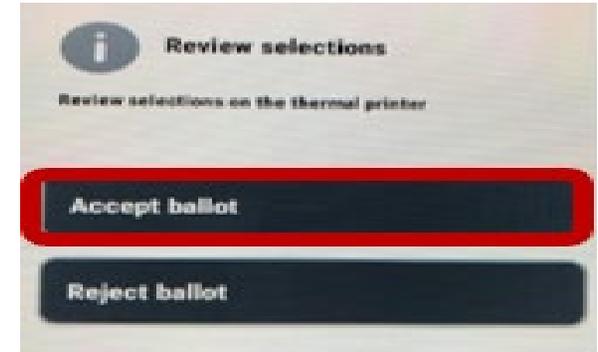
16. Voter selects **Print your ballot**.



17. The voter can view their printed ballot through the window of the printer.



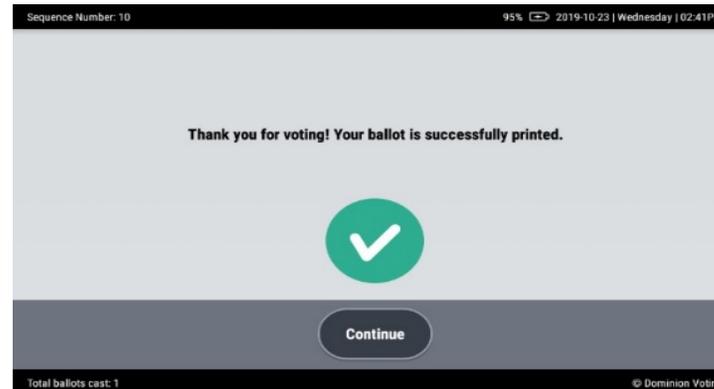
18. Voter selects **Accept ballot** to cast their ballot. The ballot prints to the VVPAT printer and is secured inside the printer.



19. The voting session ends once the voter has printed their ballot.

20. Voter selects the **Continue** button to return to the home screen. If no action is taken, the tablet will automatically return to the home screen.

21. Thank the voter for voting and hand the voter an "I Voted" sticker.



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TOPIC	TROUBLESHOOTING
<ul style="list-style-type: none"> ▪ Missing Components 	<p>If one or more components or pieces of the Voting Tablet are missing, contact your regional election supervisor immediately.</p>
<ul style="list-style-type: none"> ▪ Loss of Power 	<p>Voting may continue on the Voting Tablet using the internal battery. If power is out for long periods, instruct voters to use regular paper ballots for casting their ballot.</p>
<ul style="list-style-type: none"> ▪ Audio Voting Issues 	<p>If the voter is not able to hear the audio on the headphones try the following:</p> <ol style="list-style-type: none"> 1) Verify the headphones are correctly plugged in to the headphone jack on the ATI Controller. 2) Verify the volume is turned up by pressing the raised WHITE square button in the upper left hand corner of the ATI Controller. <p>If the volume still doesn't work, cancel the ballot and return to the Ballot Activation screen. (This does NOT count as a spoiled ballot)</p> <ol style="list-style-type: none"> 1) In the Ballot Activation screen, enter the ballot activation code and verify that Enable AVS Controller box is checked. 2) Next select the required language if applicable then select the ATI option. 3) The screen with a picture of the ATI controller should appear. The voter can now proceed with the voting session following the audio instructions.
<ul style="list-style-type: none"> ▪ ATI Device Loss of Connectivity 	<p>If the ATI device loses connection please do the following:</p> <ol style="list-style-type: none"> 1) Verify the ATI device is plugged into the USB port on the Voting Tablet. 2) Verify that the power indicator light on the back of the controller is on. 3) Perform hardware test of the ATI device following the ATI Controller Test section in the Voting Tablet Opening Instructions.

▪ **Change or Check Paper Roll**

Warning Message:

Low Paper Status messages appear, the tape will be fed through till the end, and will contain the following text at the end of the paper roll. – “Keep Safe. Official election results. Authorized personnel only.”

- 1) Insert Poll Worker card and touch the Admin Menu icon. Next, select the VVPAT Change Paper Roll icon on the screen. Confirm you wish to change the paper roll and wait for printer to stop printing message, “Keep Safe. Official election results. Authorized personnel only.”
- 2) When paper roll has finished printing, remove the paper from the roll, have election officials sign the tape and place the Voted Ballot tape in the “Voting Tablet – Voted Ballot Tape” envelope.
- 3) Install the new roll of paper following the on screen prompts. Once new paper roll is installed, close and lock the printer cover door.

Step by Step Check Paper

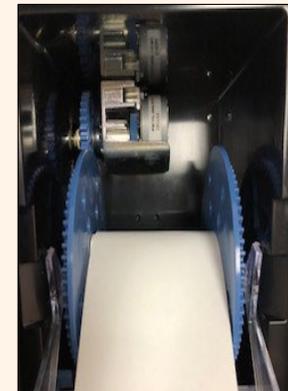
1. Open the printer door and make sure the paper is loaded in the printer.



2. Release paper by lifting up on the blue lever in the bottom left corner inside the printer.
3. Release top lever by pulling down on the lever until the paper spool is exposed.



4. Press firmly on the blue paper spool to confirm it is seated correctly and snapped into place.

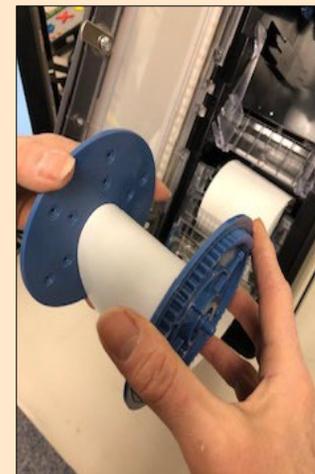


Step by Step Change Paper Roll

1. Feed paper into the slot on the blue paper spool.



2. Roll the paper spool away from you towards the printer so paper is snug.



3. Align the knob on the left of the spool with the guides located on the inside left corner of the printer and click spool into place.

4. Secure both levers by pressing back into place. Close and lock the door.



▪ **Printer Paper Jam**

Warning Message:

There was an error on printing selections on VVPAT printer. Please go to the officer for more info.

- 1) Unlock and open the printer door.
- 2) Pull up on the blue lever in the bottom of the left corner where the paper is jammed.
- 3) Pull out the paper roll.
- 4) Place the paper roll back into the slot and pull the lever back down over the paper roll to secure in place.
- 5) Test the printer by pressing the blue button in the bottom right corner. If the printer works close the printer door.

▪ **Printer Not Printing**

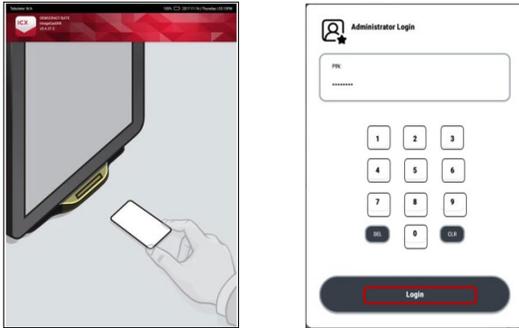
- 1) Verify there is enough paper on the roll by opening the printer door and testing the printer by pressing the blue button in the bottom right corner.
- 2) If printer is not feeding paper, disconnect and reconnect the printer's power cable and repeat the test procedure.
- 3) If still not printing, check the connection between the Voting Tablet and the VVPAT printer. If the cable connection was the issue and you are able to secure the connection, a message will appear alerting the Election Official that a USB device was changed. Insert Poll Worker card and PIN to proceed.

TOPIC	TROUBLESHOOTING
<ul style="list-style-type: none"> ▪ Printer Loses Connection while Casting Ballot <p>Warning Message: Voting status on VVPAT is not printed. Please reprint the voting status on the VVPAT. Printer Status: Not Connected</p>	<p>If printer loses connection to the Voting Tablet while casting the ballot a warning is displayed.</p> <ol style="list-style-type: none"> 1) Insert Poll Worker card and enter the PIN. 2) Select Reprint. If the printer is properly connected, the status report will reprint.
<ul style="list-style-type: none"> ▪ Ballot will Not Print 	<p>In case the ballot cannot be printed, a message will alert the Election Official of the issue. The issue could be one of the following:</p> <ul style="list-style-type: none"> ▪ Low paper – Allow the voter to finish their voting session and then open the printer and replace the paper roll. ▪ Paper roll is empty – Replace paper roll. ▪ Printer Door is open – Make sure the printer door is securely shut and locked. ▪ Paper jam/cutter error – See Paper Jam on previous page.
<ul style="list-style-type: none"> ▪ Printer Error – QR Code Failed to Read 6 Times <p>Warning Message: There was an error on printing selections on VVPAT printer.</p>	<p>During continuous use, the printer head and scanner can collect dirt. When this happens the thermal head, roller and scanner on the VVPAT printer should be cleaned before continuing. Contact the election supervisor for instructions.</p>
<ul style="list-style-type: none"> ▪ Voting Tablet NOT Responding to Touch 	<ol style="list-style-type: none"> 1) Clean the tablet’s screen using soft cloth. 2) If still unresponsive, power the tablet off and then power it back on according to the opening instructions.

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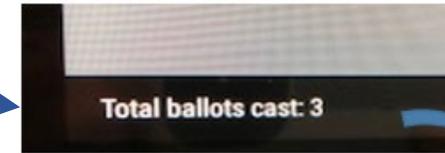
Step 1 – Insert Poll Worker Card

Insert **Poll Worker** card and enter PIN number.



Step 2 – Record Total Ballots Cast from Voting Tablet

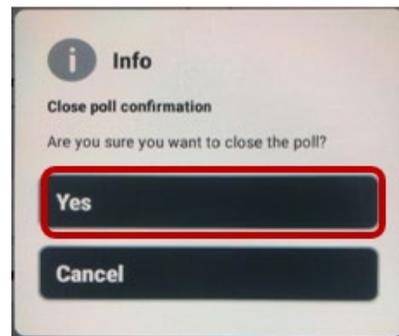
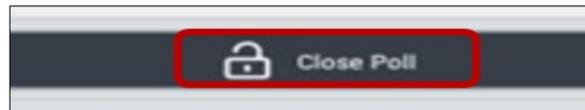
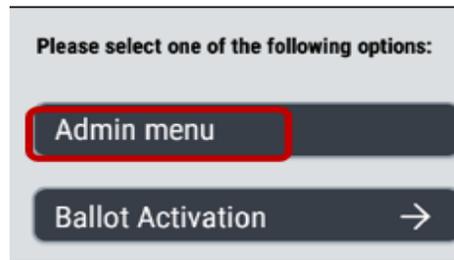
1. Locate the **Total Ballots Cast** on the Voting Tablet located in the lower left corner of the screen.
2. Record the above number on the **Ballot Accountability** located on the back of the precinct register cover under *“How many ballots were cast using the Voting Tablet?”*



Read each question below to complete the ballot accountability		Precinct Enter No. Ballot
(1)	How many people signed the precinct register? <small>DO NOT include any questioned or special needs ballots in this number.</small>	
(2)	How many people voted a questioned ballot? <small>Count the number of voted questioned/ballot envelopes.</small>	+
(3)	How many special needs ballots issued and returned by 8:00pm? <small>The number of envelopes returned with a voted ballot that match the receipts of ballots you gave out.</small>	+
(4)	How many special needs ballots were issued but not returned at the end of the night? <small>The number of receipts that remain not matched with a returned special needs ballot.</small>	+
(5)	How many ballots were spoiled or mismarked? <small>The total number of spoiled ballots from the Spoiled Ballot Log.</small>	+
(6)	How many ballots were cast using the Voting Tablet? <small>This number is located on the voting tablet in the bottom left hand corner where it says "Total ballots cast: ..."</small>	- 3

Step 3 – Close Polls on Voting Tablet

1. Select **Admin Menu** then **Close Poll** to end voting on the Voting Tablet.
2. Select **Yes** at confirmation screen.
3. Result tapes will automatically start printing.



Step 4 – Print Results Tapes

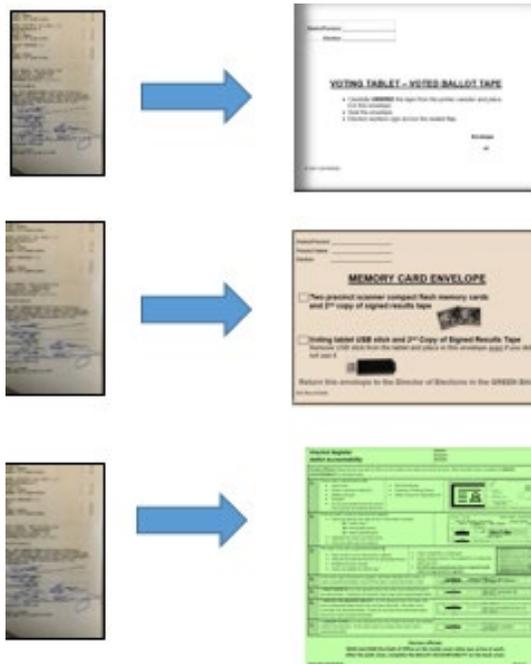
1. After result tapes finish printing, if no other copies are needed, press **OK**. Unlock and open printer door.
2. Election officials sign all three (3) copies of the result tapes.
3. Remove paper from spool by lifting the spool out of the printer and pulling apart the two blue ends.



Step 5 – Secure Result Tapes

Separate tapes by tearing underneath the last signature line of each copy and place one in the following locations:

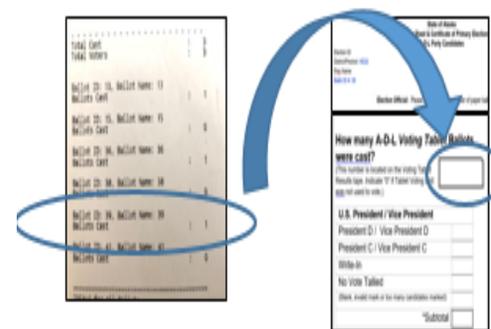
- **FIRST TAPE:** After results print, tear the 1st tape below signature area keeping it attached to zero report and voted ballots. Place inside the Voting Tablet – Voted Ballot Tape envelope.
- **SECOND TAPE:** Place 2nd copy in the Memory Card Envelope.
- **THIRD TAPE:** Place the 3rd copy inside the precinct register cover.



Note: Hand Count Precincts

Remember you will need to use a copy of the results tape from the Voting Tablet to transfer totals to the Summary Sheets.

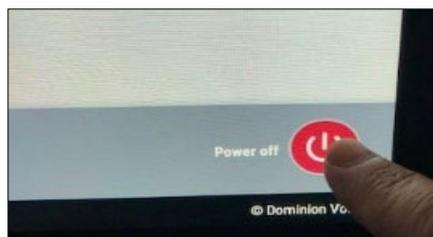
See Sort and Stack instructions.



Step 6 – Call in Results

1. **If in a hand count precinct:** Finish counting the paper ballots and record totals in the Summary Sheets.
2. After recording the totals from both the paper ballots and the Voting Tablet onto the Summary Sheets, call your election supervisor to report the results before packing up the equipment.

Step 7 – Power Down and Pack Equipment



Press the red **Power Off** button on the Voting Tablet to turn off the Voting Tablet and printer.

Step 8 – Return Equipment

1. Follow Job Card instructions or instructions provided by your regional supervisor for returning your equipment.
2. If returning by mail, make sure all labels are attached and that the return address of the regional elections office is showing.