

Welcome from the Registrar of Voters



Dear Vote Center Customer Service Representative,

Welcome to the 2020 Presidential Primary Election! This election promises to be an exciting experience and we are thankful for your willingness to serve as Orange County transitions into a new way to vote.

During the Vote Center voting period, you will help make history as you administer citizens' right to vote utilizing new technology and processes. Vote Centers will bring more choices to voters on where, when, and how they would like to cast their ballot, and you will play a vital role in enhancing the voter experience.

Your preparation is key to a successful Vote Center operation. This handbook, in conjunction with our training classes, will provide you with step-by-step instructions on how to operate polls, process voters, answer questions, and understand voter rights.

We want every Vote Center Customer Service Representative primed to operate Vote Centers efficiently and securely, and it is essential your team keeps this as your primary objective. Please take the time to understand your responsibilities thoroughly and feel free to contact our staff with any questions or concerns you may have.

Thank you again for your contribution to this election!

Sincerely,

A handwritten signature in black ink, appearing to read 'Neal Kelley'. The signature is fluid and cursive.

Neal Kelley
Registrar of Voters



if you
SEE | **SAY**
something | something™



SEE
something
SAY
something

Get the APP now
available for download
KeepOCsafe



We all play a role in keeping our visitors, families, associates
and each other safe. Report suspicious activity.
Call the Registrar of Voters (714) 567-7600 or in an emergency, call 911.

www.KeepOCsafe.org

IF YOU SEE SOMETHING, SAY SOMETHING™

Partnership with Department of Homeland Security

The Orange County Registrar of Voters, in partnership with the Department of Homeland Security, is working to keep election security our highest priority.

The See Something, Say Something campaign promotes staff awareness throughout the voting period. Our Vote Center Customer Service Representatives are prepared to maintain and promote safety by being alert and ready to respond to suspicious behavior.

The See Something, Say Something app is available to download, which provides guidelines on reporting suspicious behavior. More information on the campaign can be found on www.KeepOCSafe.org.

Contact List

Command Center

(714) 954-1901

Contact the Command Center if you need immediate assistance. Most calls should be to the Vote Center Supervisor first. Please keep in mind that this number is not for the public.

Emergency Assistance

Call 911

Dial 911 if medical or life threatening emergency! Complete an incident report if necessary. To report issues that impede voting, contact the Command Center for immediate assistance.

Media Line

(714) 567-5197

Contact the Media Line for media requests and questions. Reporters and camera crews are allowed at Vote Centers, but activities must be coordinated through the Registrar of Voters' office. No camera footage or pictures that would jeopardize a voter's right to cast a private ballot is permitted.

Registrar of Voters

(714) 567-7600

Provide this number to a voter if they wish to speak with our office for general information.

Vote Center Supervisor

Contact your Vote Center Supervisors for materials, paper supplies, equipment replenishment, media presence, electioneering, or unusual public observation.

Fill in your Vote Center Supervisor contact information below:

Name

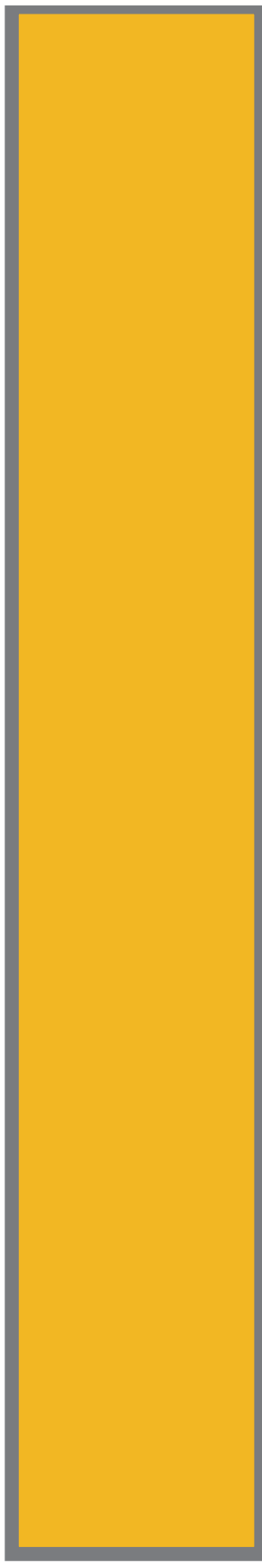
Phone Number

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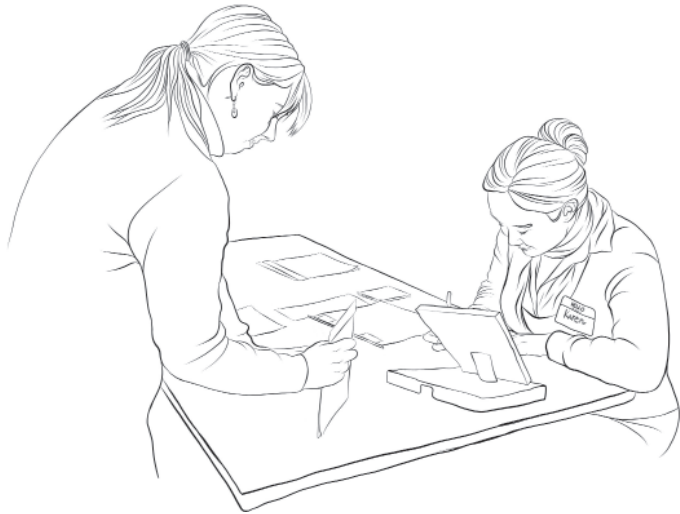
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**SECTION 1:
VOTE CENTER
CUSTOMER SERVICE
REPRESENTATIVE
FUNDAMENTALS**



1. CSR Fundamentals

1.1 Vote Center Mission



“To help every registered voter cast a ballot and ensure each ballot is safely secured until it can be counted.”

This mission can be divided into two areas of Vote Center Customer Service Representative (CSR) duties:

- Protecting the rights of everyone seeking to vote.
- Providing a positive voting experience.

To achieve this mission, Vote Center CSRs must do the following:

- Know their responsibilities and the limits to their authority.
- Approach their role with a customer service mentality.
- Be aware of cultural differences and the rights of voters.
- Know how and when to assist voters with disabilities and/or specific needs.

1.2 Protecting the Rights of Voters

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The Voter Bill of Rights guarantees voters of all backgrounds will be treated fairly and equitably in accordance with the California Elections Code.

As a CSR, you are responsible for protecting the rights of voters. For the full Voter Bill of Rights, see “8.1 Appendix A: Voter Bill of Rights” on page 109.

1.2.1 Language Assistance

Orange County is required by the Voting Rights Act to provide bilingual assistance to its citizens. This means you will display Vote Center signs and voting materials such as official ballots, Voter Information Guides and translated reference ballots in different languages. The Registrar of Voters diligently recruits bilingual CSRs for areas with a higher percentage of limited English-proficient voters. If you speak more than one language, make sure to wear your personal name badge included in your CSR PASS packet or one of the badges provided in your supplies that identifies you as a bilingual CSR. For more information, see “8.3 Appendix C: Language Assistance” on page 114.

1.2.2 Voters with Disabilities

1.2.2.1 Guidelines for Assisting Voters with disabilities

- Extend common courtesy to everyone; do not make assumptions about the voter's abilities.
- Always ask before providing assistance and wait for a response.
- Respect personal space, speak normally and directly to the voter making eye contact.
- Be friendly and do not patronize. Avoid being overly attentive or giving more help than is requested.
- Any voter declaring under oath that they are unable to vote the ballot alone shall receive assistance from not more than two persons selected by the voter. The person(s) providing assistance may also not be either their employer or their union representative.

For more information, see "8.2 Appendix B: Disability Sensitivity at the Polls" on page 111.

1.2.3 Voter Intimidation

It is a crime for a person with a firearm or a person in a peace officer or security guard uniform to be within 100 feet of the Vote Center. Exceptions are listed in "8.4 Appendix D: Voter Intimidation and Electioneering" on page 117.

1.3 Vote Center CSR Standards

The Registrar of Voters requests that you adhere to the following standards:

- Be proactive and efficient when engaging with voters.
- Be kind to all voters and speak with authority. Displaying confidence in the system instills confidence within the voter.
- Dress in a manner that dignifies CSRs' important role in the election process. Clothing that promotes a particular party or issue is not allowed.
- No drinks or food are permitted on the check-in table and smoking is not allowed at Vote Centers.
- CSRs are not allowed to bring children to the Vote Center.
- Be professional, discreet, considerate and courteous. You are an official representative of the Registrar of Voters.
- Do not discuss politics with anyone while at the Vote Center.
- Do not allow anyone at the Vote Center to be disruptive or have political conversations. This disturbs voters and limits their right to vote independently.
- CSRs should clean up the Vote Center daily before closing.

As a Vote Center Customer Service Representative, you are the public face of the Registrar of Voters.

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1.4 Vote Center CSR Roles

All CSRs should be able to fill any role throughout the day. Rotate between roles to become accustomed to the various functions of our Vote Centers. At all times, Vote Centers should have at least one person assigned to each of the four attendant roles listed below.

Check-in: Handle check-ins, determine voter eligibility, and issue ballots at Station 1, Check-In. Ideally, Vote Centers should have between 3-4 CSRs in this role.

Mobile: Use mobile ePollbook and ballot receipt printer to attend to voters in line. Help maintain the ideal flow of traffic within the Vote Center. Carry county-issued cell phone and serve as the point of contact for reporting issues to the Vote Center Supervisor and Command Center.

Voting: Collect ballot receipts from voters who use the Verity Touch Writers. Assist both electronic and paper voters at Station 2, Vote.

Scan: Respect and encourage voter privacy. Provide support and assistance to voters at Station 3, Scan. Offer "I VOTED" stickers to voters after they vote.

Every Vote Center will also have a Vote Center Supervisor who will oversee multiple Vote Centers in a designated area. Supervisors will communicate issues, requests, and/or updates between Vote Centers and the Registrar of Voters' office.

1.5 Vote Center CSR Resources

1.5.1 CSR Portal

www.ocvote.com/csrportal

On the CSR Portal, you can view your Vote Center assignment, verify your contact information, view contact information of other CSRs at your Vote Center, access our online resources and more.

1.5.2 Communication

Throughout the voting period, communicate clearly to both voters and your team. Be knowledgeable, answer questions, and redirect voters to the proper source when appropriate.

Take time to survey the Vote Center during the day and communicate with your fellow CSRs and Vote Center Supervisor when you need assistance.

Email, text, or call your Vote Center team before the Vote Center opens and cover the following:

- Introductions
- Confirm address and arrival time of your Vote Center
- Contact information

1.5.2.1 Vote Center Supervisor

Every Vote Center Supervisor will make periodic visits to the Vote Centers within their designated area. Your Vote Center Supervisor will be your primary point of contact for the Registrar of Voters. All non-urgent issues should be directed to the Vote Center Supervisor.

Examples of such issues include:

- Low on supplies (but enough on-hand)
- General concerns or questions
- Reporting attendance

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1.5.2.2 Command Center

The Command Center is your direct contact to the Registrar of Voters. Most issues should be handled by the Vote Center Supervisor; however, urgent issues that cannot wait for assistance should be reported to the Command Center.

Examples of urgent issues include:

- Voting equipment not functioning
- Electioneering
- Injury

1.5.3 Work Day Preparation

- Read through this Handbook, mark it up, and make it your own.
- Dress professional, comfortable, and according to the weather.
- Pack water, meals and snacks.
- Work out a fair and staggered break schedule. Be mindful of busiest voting times:
 - Before standard working hours
 - During lunch hours
 - After standard working hours

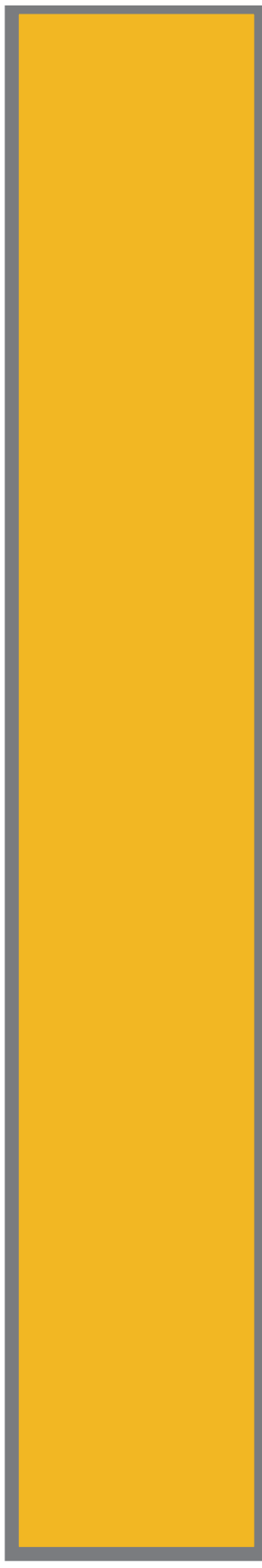
1.5.4 Vote Center Hours of Operation

All CSRs must arrive at their location 1 hour before the Vote Center is scheduled to open. Keep in mind that the hours of operation will vary throughout the voting period. For your reference, Vote Center hours open to the public have been provided below.

- 11-day Vote Centers only:
 - Feb. 22nd - Feb. 28th: 8am-5pm
- All Vote Centers:
 - Feb. 29th - Mar. 2nd: 8am - 8pm
 - Mar. 3rd (Election Day): 7am - 8pm

SECTION 2: VOTE CENTER SET-UP

Before Opening Day



2. Vote Center Set-up

2.1 Prior to Arrival

The reporting time for set-up day will vary across Vote Center locations. Check the CSR Portal for your site specific arrival time.

Most Vote Centers will already have the equipment delivered to their locations. Equipment includes:

- One (1) 4-foot cart (check-in equipment)
- Two (2) 5-foot carts (accessibility and scan equipment)
- One (1) black ballot collection box (additional election supplies)
- One (1) speed-pak (signage and additional equipment)

Equipment quantities may vary by Vote Center. Find a full list of supplies in "8.6 Appendix F: List of Supplies" on page 122. View your Site Binder for additional information.

2.2 Arrival

All CSRs must be on time for set-up day at their Vote Center.

Set-up day is designed for CSRs to become familiar with their Vote Center location and set-up the voting equipment before opening morning.

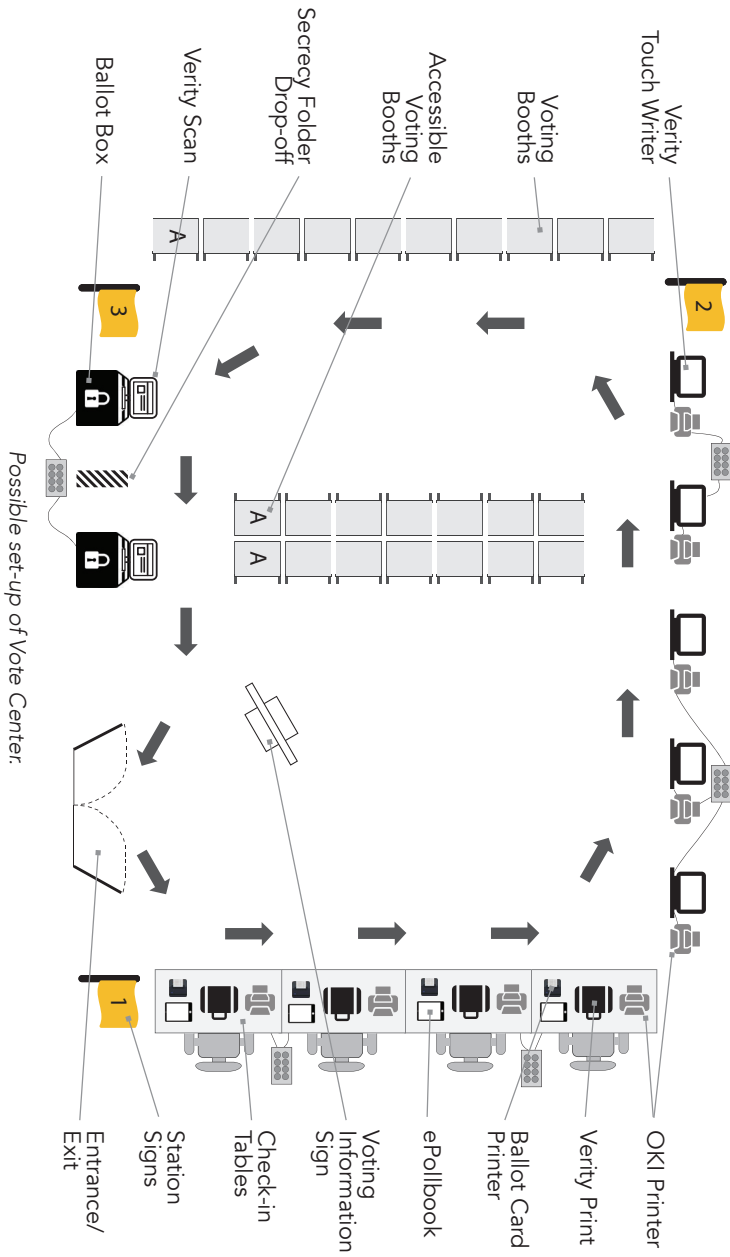
If you do not have access to your Vote Center within 15 minutes of your assigned arrival time, call the Command Center at (714) 954-1901 immediately.

2.2.1 Arranging the Room

1. Arrange the Vote Center:
 - Find the room layout diagram page in your Site Binder.
 - Unload ePollbook cases, Verity equipment, printer boxes, and voting booths from carts.
 - Prearrange the room with the equipment unopened.
 - Place the 1, 2, 3 signs at their corresponding stations.
 - Move the carts and other supplies along an unused wall.
2. Ask yourselves:
 - Is the check-in station visible from the entrance?
 - Will we be able to see all of the voting booths from the check-in table?
 - Will the flow of traffic disturb the voters while they are voting?
 - Are Verity Touch Writers and accessible voting booths situated in easily accessible locations?

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2. SETUP - ARRIVAL



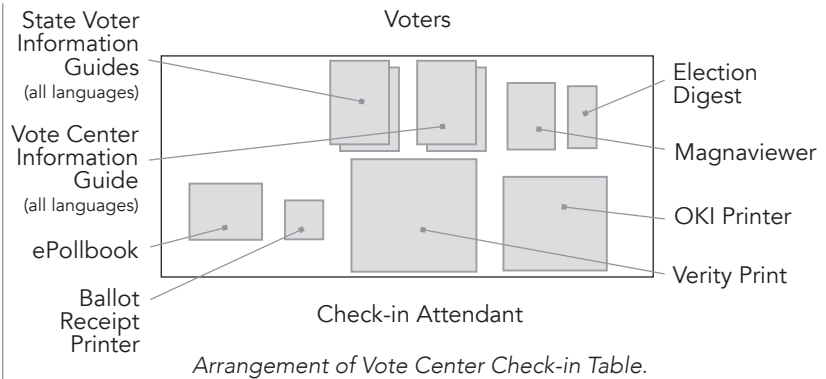
We recommend you follow the room layout diagram in your Site Binder, but make adjustments as needed. The set-up of the Vote Center is critical for operations throughout the voting period.

2.2.1.1 Check-in Station

- Set-up check-in tables in the area indicated in your Site Binder.
- Cover tables with official tablecloths.
- Arrange the following devices on each check-in table:
 - ePollbook
 - Ballot receipt printer
 - Verity Print
 - OKI Printer
- Place the following items on the table:
 - State Voter Information Guides (all languages)
 - Vote Center Information Guide (all languages)
 - Election Digest
 - Magnaviewers
- Place the following items neatly under the table:
 - Green secrecy folders
 - Spoiled envelope
 - CVR envelopes
 - Blank VBM envelopes
- Remove all other items from the black ballot collection box and place them inside an empty 5-foot cart.
- Slide empty black ballot collection box behind check-in tables.

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2.2.1.2 Vote Station

- Arrange all of the provided standard voting booths and accessible voting booths.
- Each electronic voting kit should have one of each item:
 - Verity Touch Writer case
 - Verity Touch Writer stand bag
 - OKI Printer
- Set up both the paper voting area and electronic voting area as instructed in your Site Binder.

2.2.1.3 Scan Station

- Pair each Verity Scan case with a ballot box bag.
- Arrange the Verity Scan equipment and the secrecy folder drop-off box according to the Site Binder.
- Place the two bins to collect the secrecy envelopes between the two Verity Scan cases.

2.2.2 Chain of Custody (Beginning of Set-Up Day)

Chain of Custody refers to the process of maintaining and documenting the handling of equipment. These procedures are utilized to record security seals and verify that the equipment was not tampered with or changed between each day.

2.2.2.1 Equipment Chain of Custody

All ePollbook cases and Verity device cases will be secured with blue security tabs when they arrive at your Vote Center.

Locate the equipment Chain of Custody envelope in your Site Binder. Complete the top section and check that the numbers on the envelope match the numbers on the equipment received.

After you confirm all numbers match, remove the blue security tabs and place them inside the equipment Chain of Custody envelope.

2.2.2.2 Printer Chain of Custody

Locate the Printer Chain of Custody form in your Site Binder. Complete the top of the form and check the box for SET UP DAY. Open one box of official ballot paper to load into the OKI Printers after setting them up.

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2.3 Equipment Set-up

Careful! Equipment cases and printer boxes are heavy. While performing some of these steps, two people may be required for lifting and unpacking.

Prior to setting up voting equipment, plug in the power strips to electrical wall outlets. Use extension cords if necessary. Verify that the power switch is on for every power strip.

2.3.1 Cradlepoint

- Prepare the following items for set-up:
 - Cradlepoint
 - Cradlepoint power cord
- 1. Connect antenna to Cradlepoint and connect device to the power strip near the check-in station.
- 2. Check side of device to see if lights start blinking.
- 3. Place Cradlepoint in secure location and check in 10 minutes to confirm connection is stable.

2.3.2 Video Conferencing Tablet

- Prepare the following items for set-up:
 - Tablet
 - Tablet charging cord
 - Tablet stand
- 1. Set-up video conferencing stand near check-in table.
- 2. Unlock device and check screen to confirm device is connected to internet.
- 3. Lock the device and place on stand.

View your Site Binder for additional instructions on setting up the Video Conferencing Tablet.

2.3.3 Electronic Pollbook (ePollbook)

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2.3.3.1 Stationary ePollBook

- Prepare the following items for set-up:
 - Stationary ePollbook device
 - ePollbook charging cord
 - ePollbook charging block
 - Stationary ballot card printer
 - Ballot card printer power cord
- 1. Confirm that label numbers on each ePollbook and ballot receipt printer match.
- 2. Connect ballot receipt printer power cord to power brick.
- 3. Plug in power cord, press power button on the top of the ballot card printer, and confirm blue light turns on.
- 4. Open the ePollbook as if opening a book, break the binding, and set it on the table.
- 5. Connect ePollbook charging cord to charging block, and then plug charging block into surge protector.
- 6. Plug charging cord into the right side of the ePollbook. Device will turn on automatically.
 - If ePollbook fails to turn on automatically, hold the power button on the upper left side of the device.
- 7. When ePollbook turns on, confirm the device is charging and connected to internet by checking the “heart” icon.
- 8. Open the ePollbook application and confirm that your Vote Center location appears in the bottom left box.

2.3.3.2 Mobile ePollbook

- Prepare the following items for set-up:
 - Mobile ePollbook device
 - Mobile ballot card printer
- 1. Confirm label numbers on the mobile ePollbook and mobile ballot receipt printer match.

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2. Unlock ePollbook and confirm the device is connected to internet and charged.
 - If the mobile ePollbook is on low battery, connect it to power using the charging cord and leave it in a secure location under the check-in table.
3. Turn on ballot receipt printer and confirm blue light turns on.
4. Securely attach the ballot receipt printer to your belt or waistband and the ePollbook to the mobile case.

2.3.3.3 Replacement VBM Label Printer

- Prepare the following items for set-up:
 - Label Printer device
 - Label Printer power cord
- 1. Connect power cord to label printer and plug into the power strip.
- 2. Turn on label printer by holding the power button.

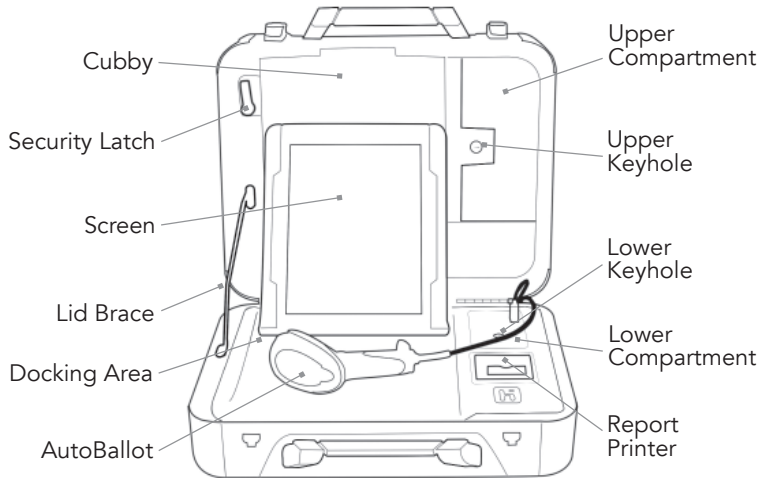
2.3.4 Verity Print

- Prepare the following items for set-up:
 - Verity Print case
 - AutoBallot
 - OKI Printer
 - OKI Printer power cord
 - OKI Printer USB cord
 - Yellow key

2.3.4.1 OKI Printer

1. Remove OKI Printer from box and place on table.
2. Plug OKI Printer power cord into the back of the OKI Printer and power strip.
3. Connect square end of OKI Printer USB cord to the back of the OKI Printer and flat end to the back of the Verity Print.
4. Plug power cord into power strip.

2.3.4.2 Verity Print



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1. Open Verity Print case and lock lid brace into place.
2. Insert yellow key in upper keyhole and turn to unlock.
3. Turn security latch, remove screen from cubby, and place in docking area.
4. Turn yellow key to lock and remove key.
5. Plug AutoBallot into lower compartment of the Verity Print.
6. Open upper compartment and remove power cord and power brick.
7. Connect power cord to power brick, and then plug power brick to the back of the Verity Print.
8. Plug power cord into power strip and press the red power button on the back of the Verity Print to turn on.

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2.3.5 Verity Touch Writer

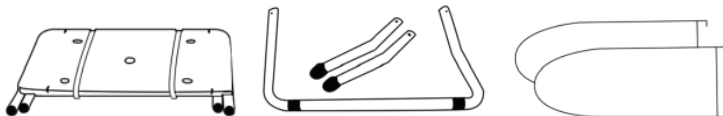
- Prepare the following items for set-up:
 - Verity Touch Writer stand bag
 - Verity Touch Writer case
 - AutoBallot
 - Headphones
 - OKI Printer
 - OKI Printer power cord
 - OKI Printer USB cord
 - Yellow key

2.3.5.1 OKI Printer

1. Remove mini printer table from Verity Touch Writer stand bag and set it upright.
2. Remove OKI Printer from box and place on mini printer table.
3. Plug OKI Printer power cord to the back of the OKI Printer and surge protector.
4. Connect USB cord to OKI Printer and Touch Writer.

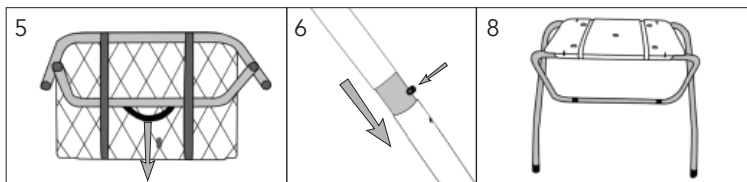
2.3.5.2 Verity Touch Writer Stand

1. Unzip Verity Touch Writer stand bag.
2. Remove all items from bag and lay them separately on the ground (one (1) ADA table, two (2) short legs, one (1) long u-leg, two (2) privacy dividers).

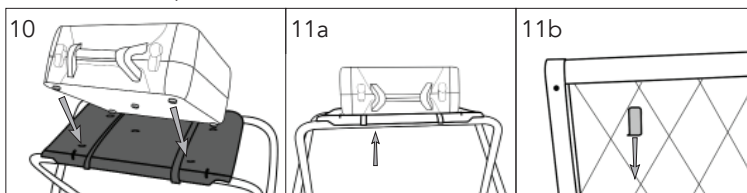


3. Lay ADA table with the black surface down and the metal bars on top.
4. Position yourself with the metal ends of the bars towards you.
5. Lift the ends of the metal bars upward and pull the black strap towards you until the metal bars lock into place.
6. Push small button on each short leg and insert into the openings of the metal bar facing you.
7. Push small buttons on each side of the long u-leg and insert leg into the openings of the metal bar facing away from you.
8. Turn Touch Writer stand upright with the long u-leg away from you.

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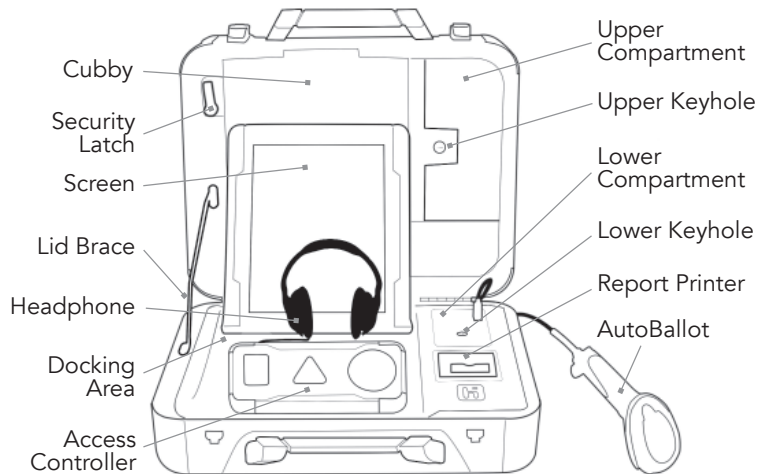


9. Set Verity Touch Writer case on table with black handle towards you.
10. Fit black footpads of case into the indents on the table.
11. Reach under table and push small latch away from you to lock case into place.
12. Attach privacy dividers on the left and right side of the table.



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2.3.5.3 Verity Touch Writer



1. Open Verity Touch Writer case and lock lid brace into place.
2. Insert yellow key in upper key hole and turn to unlock.
3. Turn security latch, remove screen from cubby, and place in docking area.
4. Turn yellow key to lock and remove key.
5. Plug AutoBallot into lower compartment of the Touch Writer.
6. Plug headphones into audio jack of Access Controller.
7. Open upper compartment and remove power cord and power brick.
8. Connect power cord to power brick, and then plug power brick to the back of the Touch Writer.
9. Plug power cord into surge protector and turn on the device.

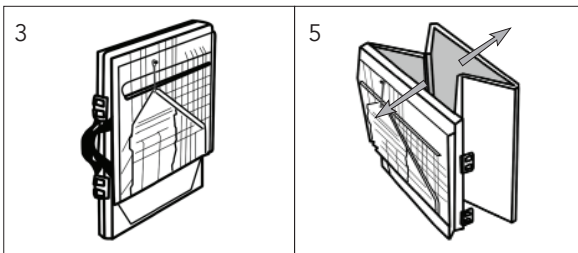
2.3.6 Verity Scan

- Prepare the following items for set-up:

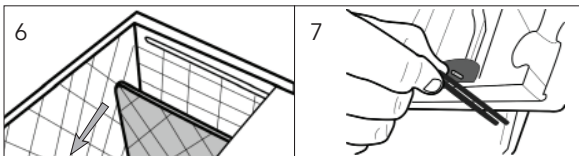
- Verity Scan ballot box bag
- Verity Scan case
- Gray ballot bag
- Red key
- Yellow key

2.3.6.1 Verity Scan Ballot Box Bag

1. Open Verity Scan ballot box bag.
2. Remove all items from bag (one (1) collapsed ballot box, two (2) privacy dividers).
3. Position box upright with PULL TO SET UP sticker on top.
4. Unlatch the four clips (two on each side).
5. Pull open ballot box until side panels are flat. Be careful not to pinch your fingers.



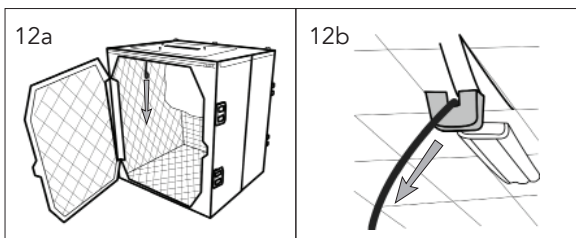
6. Gently lower the bottom panel inside.
7. Release lid by unhooking the three straps at the bottom.



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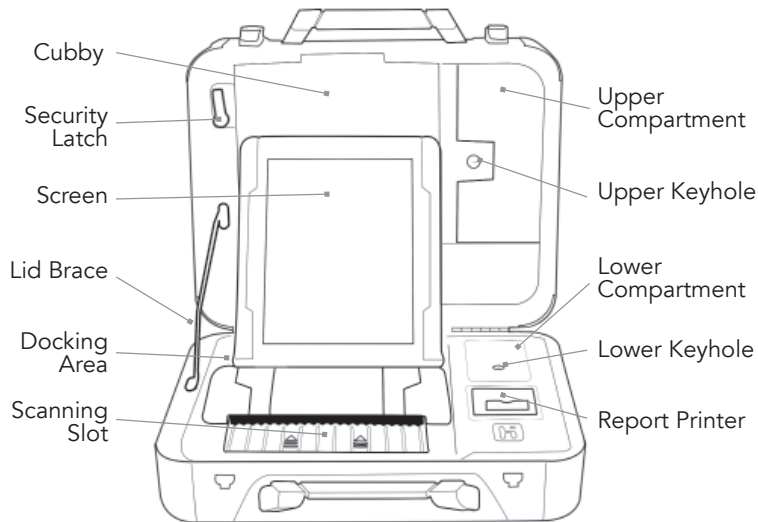
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8. Lift lid upward and outward to ensure the double hinge is fully extended.
9. Lay lid across the top of the ballot box and press down. *Do not force close. Pull back and try again.*
10. Unlock front door of ballot box with red key.
11. Firmly press on bottom panel to flatten.
12. Reach inside ballot box and pull the hanging cord down and towards you to unlock the equipment locking mechanism.



13. Set Verity Scan case on top of the ballot box with black handle towards you.
14. Fit black footpads of case into the indents on the ballot box.
15. Pull cord down and away from you to lock case into place.
16. Open gray ballot bag and expand by lowering metal wire frame.
17. Align bag in the ballot box underneath the slot.
18. Close front door of ballot box and lock using red key.
19. Attach privacy dividers to the left and right of the case.

2.3.6.2 Verity Scan



NOTES

1. Open Verity Scan case and lock lid brace into place.
2. Insert yellow key in upper key hole and turn to unlock.
3. Turn security latch, remove screen from cubby, and place in docking area.
4. Turn yellow key to lock and remove key.
5. Open upper compartment and remove power cord and power brick.
6. Connect power cord to power brick, and then plug power brick to the back of the Verity Scan.
7. Plug power cord into surge protector and turn on device.

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2.3.7 Voting Booths

Set up ALL standard voting booths inside the Vote Center. If there is not enough space, set up what the space allows. Always set up 3 accessible voting booths.

1. Open voting booth case and remove four (4) legs from side compartment.
2. Straighten each leg and firmly tighten.
3. Close the case and set the table on the floor with the smooth side down and the underside visible.
4. Insert the open metal end of each leg at an angle into the holes in each corner of the table.
5. Turn voting booth upright and open case.
6. Lift up privacy screens and insert each side into the slots at the top of the case.
7. Place a pen in each booth.

2.4 Equipment Management

2.4.1 Key Management

Each Verity device (Print, Touch Writer, Scan) requires a set of three hardware keys to set-up and operate. The function of each key is listed below:

- Green Key: Opens the outside of the Verity device case
- Yellow Key: Locks and unlocks the Verity screen.
- Red Key: Locks and unlocks the lower compartment of Verity device cases and the front door of the Verity Scan ballot box.

Two (2) sets of keys will be delivered your Vote Center in the orange canvas bag. The keys must be placed in the orange canvas bag and locked up in the cart every evening.

If you encounter any issues with the keys during the voting period, contact your Vote Center Supervisor immediately.

2.4.2 Wire Management

Vote Center equipment will be electronically powered and may be hazardous if managed improperly. Follow the tips below to maintain an organized Vote Center environment.

- Avoid having exposed wires on the check-in table near voters.
- Neatly tuck wires under the table and away from walking paths.
- Use the Velcro straps to tie excess cords together.
- Only use the power cables, surge protectors, and extension cords provided by the Registrar of Voters.
Do not use your personal equipment.

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2.5 Final Duties

2.5.1 Indoor Duties

2.5.1.1 Signage

- Place tall station signs at their corresponding station.
- If permitted, attach ceiling signs if your Vote Center has a ladder.
- Set-up voting information sign in an area visible to voters. Its purpose is to provide accessible information to all voters.
- Put up the United States Flag with the union (blue fields with stars) in the upper left. Do not place the flag in a window or upside down.

2.5.1.2 Voter traffic management

From the entrance:

- Verify voting information sign is clearly visible.
- Simulate voters entering the Vote Center.
- Set-up stanchions in an way that would naturally draw in voters, and direct them to the check-in tables.

At the Scan Station:

- Allocate an appropriate distance between each Verity Scan to protect the confidentiality of a voter casting their ballot.
- Determine if a line of voters waiting to scan would disturb voters at the Vote Station.
- Create a plan to prevent congestion in the Vote Center.

2.5.2 Chain of Custody (End of Set-Up Day)

During the power on process, Verity devices will automatically print a Power-On Self Test Report. Tear the reports off and add them to the equipment Chain of Custody envelope. Seal the envelope and place in your Site Binder.

Once you confirm all your voting equipment powers on, turn off all equipment. Proceed to unplug all ePollbooks and turn off all Verity devices.

2.5.2.1 Equipment Chain of Custody Envelope

Prepare a new daily equipment Chain of Custody envelope. This envelope will be the daily envelope for your Vote Center operations tomorrow.

- For each ePollbook:
 - Close stationary ePollbooks and place them in the standard cases.
 - Place the mobile ePollbook in the large case.
 - Secure latches on cases and attach blue security tab to front hook.
 - Record blue tab serial number for corresponding case on daily envelope.



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- For each Verity case:
 - Record red tab serial number for corresponding case on daily envelope.
 - Close case and lock both latches using green key.
 - Attach blue security tab to handle.
 - Record blue tab serial number for corresponding case on daily envelope.

2.5.2.2 Printer Chain of Custody Form

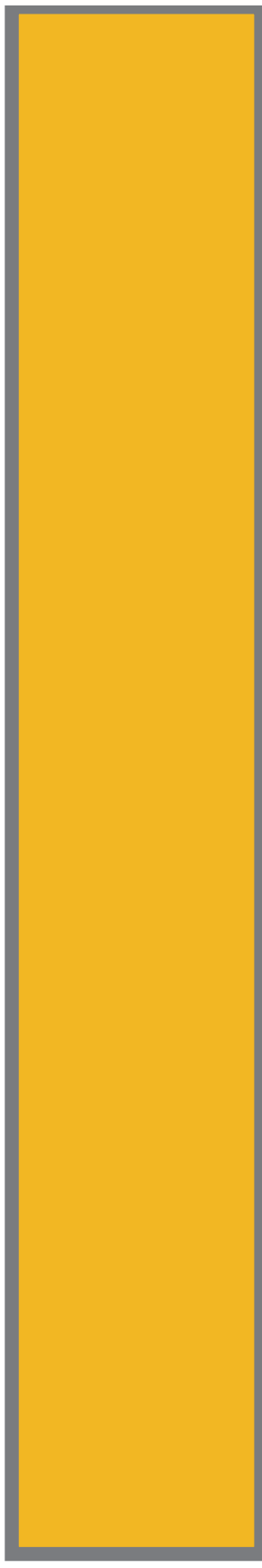
- For each OKI Printer:
 - Verify official ballot paper has been removed and placed back inside the official ballot paper box.
 - Close paper tray.
- For each box of official ballot paper:
 - Close official ballot paper box with tape.
 - Place blue security seal over the tape and box.
 - Record blue seal serial number for each box on Printer Chain of Custody form in the “closing seal” field.
 - Lock official ballot paper boxes in cart.

Important note about Set-up Day

Only set-up the check-in, vote, and scan stations, voting information guide, and votings booths. All Verity devices must be locked and ePollbooks must be placed back in cases and locked in a covered cart until opening morning.

SECTION 3: PROCESSING VOTERS

Daily Operations



3. Processing Voters

3.1 Voter Processing Introduction and Tips

3.1.1 Overview

Voters can now vote at any Vote Center in Orange County regardless of which Vote Center is closest to their residential address. Additionally, all registered voters will receive a vote-by-mail ballot.

This section of the handbook will outline the daily processes and situations you will encounter at your Vote Center location.

For site-specific guidance on work-flow, please refer your Site Binder.

3.1.2 Online Vote Center Tools

3.1.2.1 Using ocvote.com/votecenter

The Lookup tool on the Vote Center website displays the nearest Vote Center for a given address. It provides the Vote Center address and a map with driving directions from the given address.

1. Navigate to **ocvote.com/votecenter**
2. Scroll down to the Lookup Tool
3. Enter the voter's address
4. Click on the voter's address that appears on the screen.

3.1.2.2 Using ocvote.com/plookup

The Precinct Lookup tool displays the corresponding precinct code for a given address or cross street.

1. Navigate to **ocvote.com/plookup**
2. Enter the nearest cross streets to the voter's address or the voter's address.
3. Select the correct address from the drop down options
4. Use the 5-digit precinct number provided to issue a ballot.

3.1.2.3 Using ocvote.com/verify

The Verify tool displays information from the voter registration record of a given voter. It includes current address, assigned precinct number, districts and elected officials, Vote-by-Mail status and voting history.

1. Navigate to **ocvote.com/verify**
2. Enter voter's date of birth in the first text box.
3. Enter the last four digits of the voter's *driver's license or state ID* (not Social Security number).
4. Click "Submit."

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3.2 Opening Routine

These duties should be done every morning. You will check to see that all security checks are reviewed and recorded, all equipment is in working order, and all supplies are available for processing voters.

3.2.1 Chain of Custody

3.2.1.1 Equipment Chain of Custody

Verify serial numbers written on the daily envelope match the serial numbers on the equipment. For any discrepancies, contact your Vote Center Supervisor immediately.

After you confirm that all numbers match, remove the blue security tabs and place them in the daily envelope. Open Verity device cases using the green key and confirm red tab serial numbers match.

3.2.1.2 Printer Chain of Custody

Match the serial numbers on the official ballot paper boxes to the numbers written on the Printer Chain of Custody form from the previous day.

On a new Printer Chain of Custody form, record the numbers for the security seals. Open one box of official ballot paper and place the seal on the back of the Printer Chain of Custody form.

To load the OKI Printer with official ballot paper:

1. Open the paper tray and expand to LEGAL '14".
2. Load each OKI Printer with stack of official ballot paper.
3. Close paper tray and place blue security seal on tray opening.
4. Record serial number of seal for corresponding OKI Printer on Printer Chain of Custody form.
5. Place extra official ballot paper back in box and lock in cart.

3.2.2 Powering Up

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3.2.2.1 Turning On Voting Equipment

After morning Chain of Custody procedures are completed and all equipment is unlocked, proceed to set-up and power on each device. See

- Verify the power strip is plugged in and switch is on.
- Confirm Cradlepoint is powered on and internet connection is stable.
- When internet connection is stable, turn on ePollbooks, printers, and Verity devices.
 - Connect AutoBallot to Verity Print and Verity Touch Writer
 - Connect headphones to Access Controller
- Verity devices (Print, Touch Writer, Scan) will automatically print a Power-On Self Test report during the power on process. Tear off these reports and place them in the daily envelope.
 - If any hardware or connection issues are noted on the report, check connection and restart the device using the red power button.

3.2.2.2 SCAN Daily Reconciliation Log (morning)

The reconciliation log will be used every morning to confirm no votes were cast on the Verity Scan devices overnight. Every Vote Center location will be given a two-page reconciliation log for the duration of the voting period.

On the first day of voting, write the serial number for one Verity Scan device on the first page, and the serial number for the other Verity Scan device on the second page.

On the morning of Saturday, February 22nd (11-day Vote Centers) and Saturday, February 29th (all Vote Centers), confirm that the value for sheets on the Verity Scan devices is zero (0).

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Every morning thereafter, you will confirm that the value for sheets is equal to the number on the reconciliation log from the previous evening for each Verity Scan device. Print and sign your name in the space provided.

If the value for sheets does not match, contact your Vote Center Supervisor immediately.

3.2.2.3 Logging Into the ePollbook

1. When your ePollbook device connects to power, the ePollbook application will launch automatically.
 - If the ePollbook application does not launch, follow the instructions on the screen to open the app.
2. Touch green START button to begin logging in.
3. Enter your full first and last name and touch green CONTINUE button.
4. Enter password and touch green UNLOCK DEVICE button.
5. When a dialog box appears, touch blue TEST PRINT button to confirm the connection between the ePollbook and ballot card printer.
6. Touch green CONTINUE button to print poll opening report.
7. On the "Poll Opening Report" dialog box, touch CONTINUE.
8. Place report in your daily envelope.
9. Confirm you have four (4) green icons on the home screen:
 - Green wifi icon
 - Green link icon
 - Green plug icon
 - Green printer icon
10. Check that the label printer has connected to the ePollbook by tapping the printer icon.

3.2.3 Opening the Polls

You must open polls on the first day that voting will occur. For instructions on reopening polls on subsequent days, see "3.2.4 Reopening the Polls" on page 38.

3.2.3.1 Zero Report

After you power up all your devices, follow the instructions below for every Verity Touch Writer and Verity Scan device at your Vote Center location:

1. On the "Zero Report Required" screen, touch PRINT ZERO REPORT.
2. A long zero report will print from the built-in report printer. Do NOT tear off the zero report. Each report must remain attached to the device until the first voter signs the report.
3. On the "Ready to Open Polls" screen, select OPEN THE POLLS.
4. Enter the 6-digit open polls code and touch ACCEPT.
5. The open polls report will print. Again, do not tear off the report.
 - When the first voter arrives, the zero report and open polls report will be connected and torn off as one long report.

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3.2.4 Reopening the Polls

The following steps should be taken to reopen polls after polls have been suspended. If this is the first day of voting on this device, see "3.2.3 Opening the Polls" on page 37.

Follow the instructions below for each Verity Touch Writer and Verity Scan device at your Vote Center:

1. On the "Ready to Open Polls" screen, select OPEN THE POLLS.
2. Enter the 6-digit open polls code and touch ACCEPT.
3. When the open polls report finishes printing, tear it off and add it to your daily envelope.

The duties below should be done after the previous steps. This helps prevent voters from entering before the polls are officially open.

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3.2.5 Outdoor Signage

1. Post 100 ft. sign (approximately 33 steps from entrance to voting room).
2. Post plastic VOTE signs and wheelchair access signs with metal H-rods in ground on street corners, visible from the street.
 - If additional signage is needed, post vote signs along voter path of travel.
3. Post the Voter Bill of Rights in all languages (near Vote Center entrance).

NOTES

When your Vote Center opens, one CSR will make the verbal announcement inside and outside the Vote Center: *"The polls are now open."*

3.2.6 The First Voter

On the first day of voting at your Vote Center, the first voter will perform the following duties with a CSR to verify the validity of the election.

1. CSR checks that the black ballot collection box and both Verity Scan ballot boxes are empty.
2. First voter confirms.
3. First voter observes the CSR lock all ballot boxes with seals.
 - Record security seal serial number on daily envelope.
4. First voter observes the CSR tear the zero reports from the Verity Touch Writers and Verity Scan devices.
5. First voter verifies that each zero report contains all zeros.
6. First voter and CSR sign the bottom of the zero report.
 - If voter refuses to sign, CSR will print the voter name on the zero report.
7. CSR places every report in the daily envelope.
8. Proceed to process the voter.

3.3 Processing Voters

NOTES

3.3.1 Standard Voters

The following pages give detailed steps for processing standard voters. For information on non-standard voters, see "3.4 Conditional Voter Registration" on page 50.

3.3.1.1 Searching for a Voter on the ePollbook

If the voter has their Voter Information Guide (VIG):

1. Greet the voter and ask for their Voter Information Guide.
2. On the home screen, touch the green SCAN VOTER INFO GUIDE button.
3. Hold the VIG with your left hand and align it to the left corner of the bottom platform of the ePollbook.
4. Once the camera focuses, the voter's "Voter Eligibility" screen will appear automatically.

If the voter does not bring their Voter Information Guide:

1. Greet the voter and ask for their full name.
2. On the home screen, touch the yellow MANUAL VOTER SEARCH button.
3. On the "Find Voter" screen, input the voter's last and first name and touch the green SEARCH button to continue.
 - If only one voter matches your search criteria, you will be taken directly to the "Voter Eligibility" screen.
 - If more than one voter matches your search criteria, you will be taken to the "Search Results" screen where you will select the correct voter from a list and then touch the green CONTINUE button.
 - If "no voter found", search for the voter again at least three times under the different search criteria. If the voter still cannot be found, see "3.4 Conditional Voter Registration" on page 50.

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3.3.1.2 Checking-in a Voter

1. On the "Voter Eligibility" screen, ask the voter to state their current address in an audible voice and verify that it matches what is on the screen.
 - If the voter's address does not match, see "3.3.3 Determining Voter Eligibility" on page 49.
2. If the voter is an eligible voter, the screen will display a green "Voter is eligible to vote" message.
 - If the screen displays a different or additional message(s), see "3.3.3 Determining Voter Eligibility" on page 49.
3. Touch the green GET VOTER SIGNATURE button and tilt the screen towards the voter.
 - If the voter is non-partisan (NP), you will touch the green SELECT BALLOT button and then tilt the screen so the voter can select their desired ballot. Once the voter makes their selection, they will touch the green YES, CONTINUE button. Proceed to step 4.
 - For additional information on non-partisan (NP) voters, see "3.8.2 No Party Preference Voters and Crossover Ballots" on page 72.
4. Ask the voter to sign on-screen and touch the green DONE button when complete. Be aware that this is when the voter may change the language on the screen by touching the blue CHANGE LANGUAGE button.
 - If the voter wishes to change the language of their ballot, that must be done on the Verity Print or Touch Writer.
5. When the voter is done, tilt the screen back to yourself and verify that the voter's signature is acceptable, touch the green ISSUE BALLOT button.
6. Select the correct ballot type on the screen and touch the green COMPLETE CHECK-IN button to print the ballot card.
7. On the dialog box, select the green CONTINUE button and touch the green PROCESS NEXT VOTER button to finish.

3.3.1.3 Issuing A Ballot to a Voter

To issue a paper ballot, the check-in attendant will:

1. Confirm Verity Print screen reads "Ready to issue ballots".
2. Scan barcode on ballot card using the AutoBallot.
3. Select the voter's desired language and touch OK.
4. Touch YES, PRINT THE BALLOT to print ballot on OKI Printer.
5. Partially tear the scanned ballot card and place it in the daily envelope.
6. Collect every page of the ballot from the OKI Printer, place it in a green secrecy folder, and hand it to the voter.
7. *"Please complete your ballot in one of our available voting. Once you are done voting, place your ballot in the folder and continue to Station 3 where you will cast your ballot. You will see the American flag on the screen after each page you scan. If you need assistance, please ask any of our representatives."*

To issue an electronic ballot, the check-in attendant will:

1. Insert the ballot card in a green secrecy folder and hand it to the voter.
2. *"Please proceed to Station 2 and give this ballot card to our attendant."*

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At Station 2, the Voting attendant will:

1. Collect ballot card from voter.
2. Touch "READY FOR USE" on Verity Touch Writer.
3. Enter 6-digit poll worker code and touch ACCEPT.
4. On the "Poll Worker Tasks" screen, scan barcode on ballot card using the AutoBallot.
5. Confirm the precinct and party matches what is printed on the ballot card and then select YES, ACTIVATE THIS BALLOT.
6. Partially tear the scanned ballot card and place it in the daily envelope.
7. When you reach the "To get started, touch here" screen, explain the basic controls to the voter (i.e. touch screen feature, green selection button, black move dial). Inform the voter that they can adjust language, screen, and audio preferences on the following screens and begin voting.

3.3.1.4 Assisting a Voter Cast Their Ballot

At Station 3, the Scan attendant will:

1. Respect voters' privacy during the scan process.
2. Inform voters to cast their ballot one page at a time.
3. Let voters know that each page of their ballot has been cast successfully when they see the American flag.
4. Remind voters to drop-off their green secrecy folders in the designated bin.
5. Give "I VOTED" stickers to exiting voters.

Please note that these roles need to be flexible to help where needed to keep the flow of voters moving in the Vote Center.

3.3.1.5 Vote-By-Mail (VBM) Voters

Every registered voter in Orange County has been issued a vote-by-mail ballot prior to Election Day. A voter may visit a Vote Center to drop-off their ballot.

If a voter wants to surrender their VBM ballot and vote in-person:

1. Inform voter to destroy their unused vote-by-mail ballot.
2. Proceed to process the voter regularly.

If a voter wants to drop-off their VBM ballot:

1. Take voted VBM ballot from voter.
2. Confirm that the voter has signed the back of the envelope and provided their address.
 - If the voter is unable to bring the ballot in-person, anyone may drop it off for the voter. In this case, the designated person must complete the information in the upper left corner on the back of the envelope.
3. Place VBM ballot in the black ballot collection box.

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Some Vote Centers are set up for drive-thru ballot drop-off. If a voter wants to utilize your Vote Center's drive-thru drop-off:

1. Check for voter name and signature on envelope.
 - If the individual mentions that the ballot is being dropped off by a person other than the voter, ask them to sign the top of the envelope on the back.
2. Offer voter an "I VOTED" sticker.
3. Direct voter to exit route.

If a voter requests a replacement VBM ballot, see "3.9 Other Circumstances" on page 71.

Dropping off a vote-by-mail ballot means the voter is casting their voted ballot at the Vote Center.

Surrendering a vote-by-mail ballot means the voter is voiding their ballot and wants to vote on a ballot at the Vote Center. Voters are no longer being asked to surrender their vote-by-mail ballots. Voters can dispose of their ballots themselves, if they ask.

Replacing a vote-by-mail ballot means the voter is voiding their current ballot and wants to vote on a newly issued vote-by-mail ballot.

3.3.2 Voter Line Management

NOTES

3.3.2.1 Using the Mobile ePollbook

One of your duties as a CSR is to manage the line of voters. Some voters may be dropping off vote-by-mail ballots and others may need to vote conditionally. These voters can be identified in line by using the mobile ePollbook.

1. Use the mobile ePollbook, attach the mobile ballot card printer to your waistband, and carry some CVR envelopes and pens.
2. Walk through the line and ask voters if they are dropping off a vote-by-mail ballot. If yes, accept the ballot, check that the envelope is correctly signed, and drop it in the black ballot collection box. Thank the voter for visiting and dismiss them from the line.
3. After drop-off voters have been dismissed, return to the front of the line and ask for the voter's full name and locate the name in the ePollbook.
 - After finding the voter, print their ballot card, give it to the voter, and instruct them to hand it to the next available check-in attendant.
 - If the check-in attendants are busy and the Voting attendant is available, direct the voter to the Voting attendant.
 - If the name is not in the ePollbook and the voter needs to register, hand the voter a CVR envelope and pen, and instruct them to return to the front of the line after completing the sections in red.

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3.3.2.2 Updating Vote Center Wait Time

Voters can view the live wait times for all Vote Centers by visiting **ocvote.com/time**. To provide accurate wait times, CSRs should update their Vote Center's wait time periodically throughout the day.

At least once per hour, the mobile attendant will:

1. Open the menu from the home screen of the ePollbook.
2. Select ENTER WAIT TIME.
3. Touch blue PRINT SLIP button in upper right corner.
4. Touch green CONTINUE button to return to home screen.
5. Give the slip with the barcode to the last voter in line and ask them to hand it to the check-in attendant when they reach the front of the line.

When the voter with the slip arrives, the check-in attendant will:

6. Open the menu and select ENTER WAIT TIME.
7. Place the barcode under the camera to scan the barcode.
8. If the barcode fails to scan, choose the MANUAL ENTRY option at the top and enter the time difference in minutes and touch the blue SEND button.

Example for manual entry ot barcode does not read:

If the slip was printed at 16:06 (4:06 pm) and the current time on your ePollbook is 4:55pm, enter 49 and press SEND.

Please note that the ePollbook application uses a 24-hour clock.

3.3.3 Determining Voter Eligibility

Use the chart below for guidance on processing non-standard voters.

Situation	Response
Voter cannot be found at their current address (i.e. voter has moved within county)	<ul style="list-style-type: none"> - Ask voter for birth date and past address. - If voter found, update address on ePollbook and process as standard voter. - If voter not found, process as CVR.
Voter changed their name	<ul style="list-style-type: none"> - Ask voter for address and birth year. - If voter found, update name on ePollbook and process as a standard voter. - Offer a registration card to the voter to change their name.
Voter is nonpartisan, but wants to vote REP, GRN, or PFP	<ul style="list-style-type: none"> - Process as CVR. - For March 2020, nonpartisan voters may only vote in DEM, LIB or AI. - Voter will be issued the ballot of the party preference they indicate on the CVR envelope.
Voter is registered with a party, but wants to vote a different party	<ul style="list-style-type: none"> - Process as CVR.
Voter is not registered	<ul style="list-style-type: none"> - Process as CVR.
Voter is a "First Time Federal Voter" but does not have proof of residence	<ul style="list-style-type: none"> - Process as CVR.
Voter already voted (VBM or Vote Center), but insists on voting	<ul style="list-style-type: none"> - Remind seriousness of voting twice. - Process as CVR and mark provisional by writing "provisional" on the CVR envelope.
Voter is an out-of-county voter	<ul style="list-style-type: none"> - Inform voter only registered voters of Orange County may vote at Vote Centers - If voter insists on voting, process as CVR and mark provisional.

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3.4 Conditional Voter Registration

The following pages contain instructions for handling different scenarios that might arise while processing voters. For information on standard voter processing, see “3.3 Processing Voters” on page 41.

Conditional Voter Registration (CVR) extends the existing 15-day registration deadline in California to eligible voters, allowing them to register and vote provisionally 14 days prior to an election and on Election Day.

3.4.1 Types of Conditional Voters

The following types of voters must be processed using CVR:

- Voter is not found/not registered.
- Voter has a different name.
- Voter requests a different party ballot, unless they are a No Party Preference voter and wish to vote a crossover ballot for one of the political parties that allow it.

3.4.2 Types of Provisional Voters

The following types of voters will also be given the CVR envelope, but you will need to write “provisional” on the CVR envelope.

- “Proof of Residence” designation appears but the voter cannot provide proof of residence.
- “Already Voted” designation appears but the voter claims they did not vote.
- “VBM Returned” designation appears but the voter claims they did not cast their VBM ballot.
- Voter is an out-of-county voter.

Provisional voters are expected to be rare, if at all.

3.4.3 Processing CVR

NOTES

3.4.3.1 The CVR Envelope

To process as CVR:

1. Retrieve a CVR envelope from under the check-in table.
2. Give the envelope to the voter.
3. *“Please complete the red fields and return to the front of the line once you are done.”*
4. When you receive the envelope from the voter, check that the voter provided information in every red field.
5. Verify that the envelope has been signed.

3.4.3.2 Inputting Voter Information for CVR

1. Search for voter on ePollbook using the information provided on CVR envelope.
 - If the voter is found, skip to “3.4.3.3 Updating Voter Information” on page 53.
 - If the voter is not found, proceed to step 2.
2. Touch red PROCESS CVR button.
3. Input voter’s name, birth date, and political party preference as written on the CVR envelope and touch the green CONTINUE button.
4. Search and select voter’s address and then touch green CONTINUE button.
 - If the voter’s address is in Orange County but cannot be found, enter the address again and touch yellow ADDRESS NOT FOUND button to input voter’s address manually. Locate voter’s precinct via **ocvote.com/plookup**
 - If the voter is an out-of-county voter, enter “1” and “X” for the voter’s address and touch yellow ADDRESS NOT FOUND button. Manually enter the voter’s address and select OUT OF COUNTY for city. Enter precinct number for your Vote Center when prompted.

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5. Confirm if the voter has an apartment or unit number. Enter if applicable.
6. Tilt screen to voter and ask voter to touch green CORRECT button after they verify information is correct.
7. Tilt screen back and touch green CONTINUE button.
8. Read any additional messages on the screen and then touch the green PROCESS PROVISIONAL button.
9. Tilt screen to voter and ask voter to sign and touch the green DONE button when complete.
10. When the voter is done, tilt the screen back to yourself and verify that the voter's signature is acceptable. Touch the green ISSUE BALLOT button to continue.
11. Select the correct ballot type and touch the green COMPLETE CHECK-IN button to print the ballot card.

3.4.3.3 Updating Voter Information

1. Confirm you have selected the correct voter by asking the voter to verify their name, birth year, and/or address.
2. Touch yellow MORE OPTIONS button at the bottom of the screen and select UPDATE VOTER INFO.
3. On the "Voter Update" screen, touch blue EDIT button next to the field(s) you wish to update. Touch green CONTINUE button after changes are made.
4. When the screen flips, tilt the screen to the voter and ask the voter to touch the green CORRECT button after they verify that the information was entered correctly.
5. Tilt screen back and touch green CONTINUE button.
6. Read any additional messages on the screen and then touch the green button.
 - The button will read a different message depending on the change(s) you made:
 - PROCESS PROVISIONAL if name or party change
 - GET VOTER SIGNATURE if address change
 - SELECT BALLOT if non-partisan voter
7. Tilt screen to voter and ask voter to sign and touch the green DONE button when complete.
8. When voter is done, tilt screen back and verify voter's signature is acceptable. Touch green ISSUE BALLOT button.
9. Select correct ballot type and touch green COMPLETE CHECK-IN button to print the ballot card.

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3.4.3.4 Issuing a CVR Ballot

To issue a paper CVR ballot, the check-in attendant will:

1. Scan the barcode on the ballot card using the AutoBallot attached to the Verity Print.
2. On the "Confirm Ballot to Print" screen, verify that the MARK AS PROVISIONAL button is selected. Touch YES, PRINT THE BALLOT to print the ballot from the OKI Printer.
3. Staple the ballot card to the very bottom left corner of the CVR envelope.
4. Collect every page of the ballot from the OKI Printer, fold it in half, insert it halfway into the envelope, and hand the envelope with the ballot to the voter.
5. *"Please complete your ballot in one of the available voting booths. Once you are done voting, bring back the envelope with your completed ballot inside to this table. Please do not seal the envelope or go to station 3. You must come back to the Check-in Station to submit your ballot."*

To issue an electronic CVR ballot, the check-in attendant will:

1. Staple the ballot card to the very bottom left corner of the CVR envelope and hand it to the voter.
2. *"Please give this envelope to the attendant at station 2. Once you are done voting, bring back the envelope with your completed ballot inside. Please do not seal the envelope or go to station 3. You must come back here to submit your ballot."*

At Step 2, the Voting attendant will:

1. Collect CVR envelope from voter.
2. Touch "READY FOR USE" on Verity Touch Writer.
3. Enter 6-digit poll worker code and touch ACCEPT.
4. On the "Poll Worker Tasks" screen, scan barcode on ballot card using the AutoBallot.
5. On the "Confirm Selections" screen, verify that the MARK AS PROVISIONAL button is selected. Touch YES, ACTIVATE THIS BALLOT.
6. Hand CVR envelope back to voter.
7. When you reach the "To get started, touch here" screen, explain the basic controls to the voter (i.e. touch screen feature, green selection button, black move dial). Inform the voter that they can adjust language, screen, and audio preferences on the following screens and begin voting.

3.4.3.5 Collecting the CVR Ballot

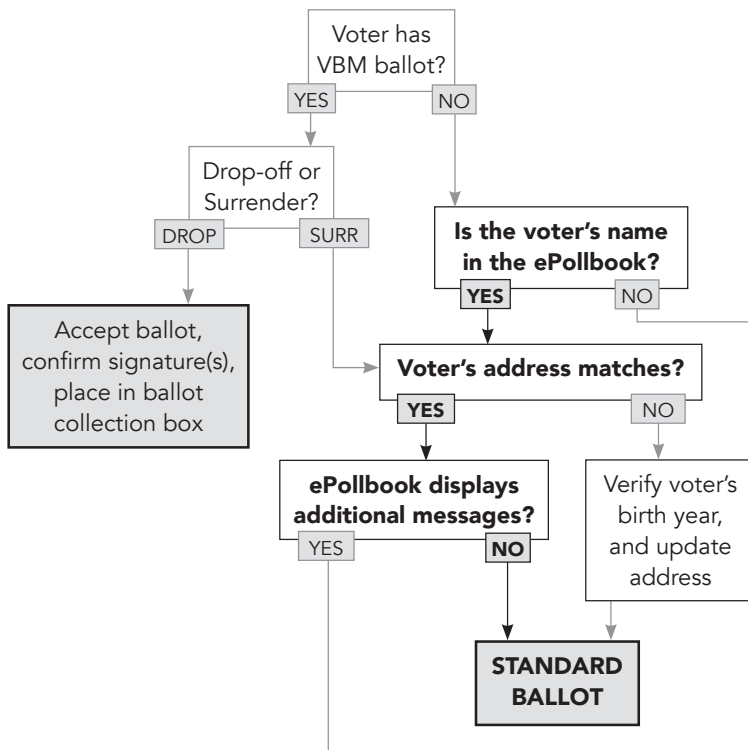
When voter returns to the check-in table, the check-in attendant will:

1. Confirm ballot has been inserted in CVR envelope.
2. Hand envelope to voter and ask them to seal it.
3. Take back the sealed envelope and tear off the voter receipt attached to the flap on the back.
4. Hand receipt to voter with an "I VOTED" sticker.
5. *"Thank you for voting today at our Vote Center. This is your receipt where you can track the status of your ballot."*
6. Place sealed CVR envelope in black ballot collection box.

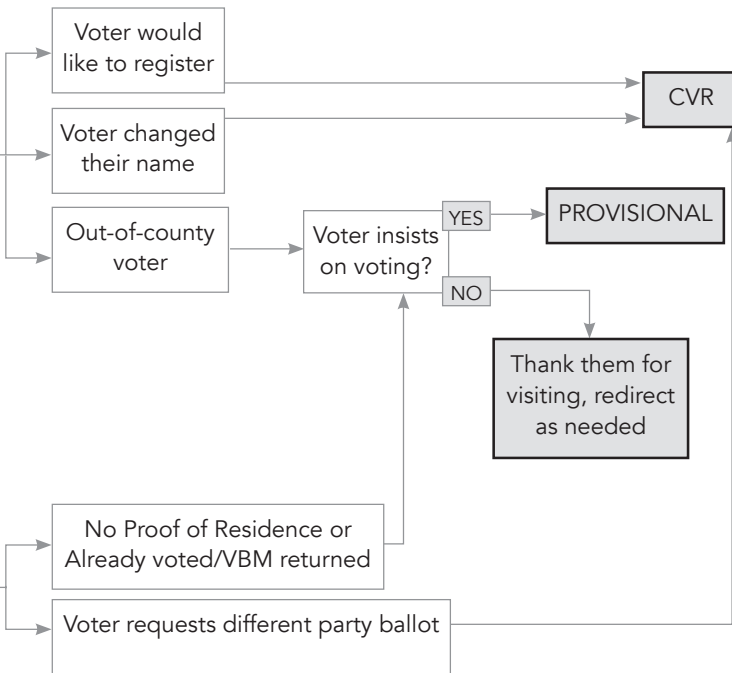
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3.5 Diagram: Identifying Voters



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3.6 Voters Requiring Assistance

3.6.1 Language Assistance

Orange County Registrar of Voters (OCROV) is nationally recognized as a leader in providing comprehensive and innovative language assistance services to voters. Several options are available for in-person voters who request language assistance.

3.6.1.1 Telephone Language Support

If a voter can only communicate in a language that is not spoken by any Vote Center personnel, you may utilize telephone language support through the county-issued cell phone.

For Internal Support:

OCROV has in-house language support for Spanish, Vietnamese, Chinese, and Korean. In major elections, internal support may also be provided in Tagalog and Farsi (Persian). For support in these languages:

- Dial the number for the requested language.
 - Spanish: (714) 567-7304
 - Vietnamese: (714) 567-7302
 - Chinese: (714) 567-7308
 - Korean: (714) 567-7306
- Inform the language staff member you are calling from a Vote Center and are with a voter who would like language assistance.
 - Share any additional background information that would be helpful.
 - Hand the phone to the voter.
 - Process and/or assist the voter as required.

If no one at OCROV is available, please follow the instructions for External Support.

For External Support:

OCROV contracts with LanguageLine to provide telephone language support in more than 240 languages, including dialects of various languages.

- Dial 1-866-874-3972
- Provide Client ID # **5 9 8 9 5 3**
- Identify the language in which assistance is needed.
- Brief the interpreter that this call is related to voting and elections and to ask what assistance the voter is seeking.

LanguageLine operators are not elections/voting experts. You will need to stay with the voter so you can explain the voting process to the Interpreter and for it to be relayed back to the voter.

3.6.1.2 Video Conferencing

To provide added support, voters may receive assistance via video conferencing in Spanish, Vietnamese, Chinese, and Korean. In major elections, support may also be provided in Tagalog, Farsi (Persian), and American Sign Language (ASL).

1. Bring voter to video conferencing tablet stand.
2. Unlock tablet using 6-digit passcode and touch ENTER.
3. Log on to **ocvote.com/lvc**
4. Select Language.
5. Select Vote Center Location.
6. Touch START CHAT.

When the chat screen appears:

1. Touch "Video" icon.
Allow access to camera and microphone, if prompted.
2. Touch CALL.
3. *"Hi, I have a voter here who needs assistance with ___"*
4. Voter begins receiving language assistance.

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When language assistance is completed:

1. Return to voter.
2. Touch YOUR IMAGE on screen.
3. On the pop-up menu, touch END.
4. Touch the side menu icon and touch END.

If more than three voters are requesting language assistance in the queue, the language will say AWAY. Touch the "Refresh" icon on the page until the language is available or pursue Telephone Language Support as an alternative method of providing assistance.

3.6.1.3 Translated Reference Ballots

Per California Elections Code §14201, OCROV is required to provide translated reference ballots in Tagalog and Farsi (Persian) for select ballot types. Please note that only eligible ballot types will have translated reference ballots.

Translated reference ballots will be included in a binder at every Vote Center. Copies will be available as a reference guide for voters who request it and voters can bring the copy to the voting booth.

1. Place translated reference ballot binder on check-in table.
2. When requested by a voter for a translated reference ballot, verify that their assigned ballot type and language is on the Translated Reference Ballot Reference List.
3. After confirming both language and assigned ballot type are supported, remove a copy from the translated reference ballot binder and provide copy to voter.
4. It is preferable that the voter uses the translated reference ballot only for reference and does not mark it so it can be used by other voters.
 - If it is marked, please write SPOILED across the translated reference ballot and place in the Spoiled Envelope.
If you run low on translated reference ballots, contact your Vote Center Supervisor.

3.6.2 California Relay Service

Voters who are deaf, hard of hearing, or speech-disabled may use the California Relay Service (CRS) by dialing 711 to use the telephone system via a text telephone (TTY) or other device to call OCROV's Toll-Free Voter Phone Line. CRS supports the following modes of communication: TTY, VCO, 2LVCO, HCO, STS, VASTS, ASCII, or Voice.

3.6.3 Assisted Voter List

Any voter declaring under oath that they are unable to vote the ballot alone shall receive assistance from not more than two persons selected by the voter, which may not be either the voter's employer or union representative.

1. Search for voter on ePollbook.
2. When you reach the "Voter Eligibility" screen, touch yellow MORE OPTIONS button and select REQUEST ASSISTANCE.
3. Confirm voter is requesting assistance by touching YES.
4. Touch green PROCESS ASSISTANCE button.
5. On the "Provide Assistance" screen, indicate whether the voter brought someone to assist them and enter the name of the person, if applicable.
6. Touch CONTINUE to go to "Voter Eligibility" screen.
7. Proceed to process the voter.

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3.6.4 Paper Curbside Voting

Throughout the voting period, voters with limited mobility may come to the Vote Center and ask to vote outside. A paper ballot can be printed and brought outside to a voter who opts to stay in the car or vote outside of the Vote Center.

1. Bring mobile ePollbook to voter and process as a replacement VBM voter. See "3.8.3 Replacement Vote-By-Mail" on page 73.
2. Return to the Vote Center to collect the replacement VBM envelope and paper ballot.
3. Collect paper ballot from OKI Printer and place it in the black folder with a pen and the replacement VBM envelope.
4. Bring the items to the voter and allow the voter to cast a private ballot.
5. When voter is done voting, ask the voter to insert their ballot into the replacement VBM envelope and seal and sign the envelope.
6. Collect items from voter and give them an I VOTED sticker.
7. Return to the Vote Center and place ballot in black ballot collection box.

3.7 Closing Routine

When the polls close for the night, one CSR will announce inside and outside: "The polls are now closed."

If there is a line of voters when the polls close, one CSR will stand at the end of the line politely explaining to voters who arrive in line after the closing time that the polls are closed.

After the last voter casts their ballot and leaves the Vote Center, you may start the closing routine.

It is best to divide into two groups for the closing routine:

- One group will remove and count ballots from ballot boxes.
- The other group will take down outdoor signage and secure voting equipment.

3.7.1 Suspending the Polls

The following steps should be taken to suspend polls. For instructions on how to close polls on Election Night, see "4.2 Closing the Polls" on page 85.

3.7.1.1 Verity Touch Writer

1. Press blue poll worker button on the back of the devices.
2. Touch MENU at the top of the screen and select SUSPEND POLLS.
3. Enter 6-digit suspend polls code and touch ACCEPT.
4. When the suspend polls report finishes printing, tear it off and add it to your daily envelope.

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3.7.1.2 Verity Scan

1. Press blue poll worker button on the back of the device.
2. On the "Menu" screen, select SUSPEND POLLS.
3. Enter 6-digit suspend polls code and touch ACCEPT.
4. When the suspend polls report finishes printing, tear it off and add it to a new plastic ballot bag.

Repeat for both devices.

3.7.2 Powering Off

3.7.2.1 SCAN Daily Reconciliation Log (evening)

The reconciliation log will be used every evening to keep an active log of all scanned sheets inside the Verity Scan ballot box.

- Match the serial number written on the log to the serial number of the device.
- For each Verity Scan device, input the value for sheets on the corresponding page of the reconciliation log.
- Print and sign your name in the space provided.
- Place the reconciliation log in the Site Binder.

3.7.2.2 Logging Off the ePollbook

1. On the home screen, open the menu and select LOGOUT.
2. On dialog box, select yellow CLOSE FOR THE DAY button.
3. A warning screen will appear. Touch YES.
4. Enter device password and then touch green LOCK DEVICE button.
5. An orange message will appear stating "Synchronizing Device". Wait until the message disappears.

6. On the left side of the screen, you will see DEVICE LOCKED in green.
 - If a number followed by TRANSACTIONS PENDING is in red, touch RESYNC and wait for the message to change.
7. Touch blue ALLOW LOGIN AGAIN button in the upper right to complete the logout process.

3.7.2.3 Turning Off Voting Equipment

After polls have been suspended, power off the voting equipment.

- Press the red power button on the back of the Verity devices (Print, Touch Writer, Scan).
- Press the power button on OKI Printers and ballot card printers.

3.7.2.4 Closing Verity Cases

1. Insert yellow key in upper keyhole and turn to unlock.
2. Remove screen from docking area, place in cubby, and fasten security latch.
3. Turn yellow key to lock and remove key.
4. Unplug AutoBallot from Verity Print and Touch Writer devices.
5. Unplug headphones from Verity Touch Writer Access Controller and tuck controller into cubby.

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3.7.3 Ballot Chain of Custody

All ballots must be returned to the Collection Center every evening. Two CSRs will work together and complete the top portion of a new ballot Chain of Custody form. Record the serial numbers for each Verity Scan device.

Paper ballots from each Verity Scan ballot box must be counted and recorded separately. Do not mix or combine ballots.

3.7.3.1 Verity Scan Paper Ballots

1. Verify the blue tab serial number on the ballot box matches the number written on the equipment Chain of Custody envelope.
2. Remove tab and add to the daily envelope.
3. Open front door of Verity Scan ballot box using red key.
4. Remove all paper ballots from gray ballot bag and count the number of sheets.
5. Record the number of sheets for the corresponding device on ballot Chain of Custody form.
6. Place counted ballots in the corresponding plastic ballot bag with the suspend polls report inside.
7. Place both plastic bags in blue ballot transport bag.

3.7.3.2 CVR Envelopes

1. Remove all CVR envelopes from black ballot collection box.
2. Count and record the number of CVR envelopes on ballot Chain of Custody form.
3. Secure counted CVR envelopes together with rubber band.
4. Place CVR envelope bundle in blue ballot transport bag.

3.7.3.3 Returned Vote-By-Mail Ballots

1. Remove all VBM envelopes from black ballot collection box.
2. Count and record the number of VBM envelopes on ballot Chain of Custody form.
3. Secure counted VBM envelopes together with rubber band.
4. Place VBM envelope bundle in blue ballot transport bag.

3.7.3.4 Live Unscanned Paper Ballots

If your Vote Center encountered a power outage or technical failure on the Verity Scan devices, you may have live unscanned paper ballots. These ballots should have been collected and securely stored in the black ballot collection box.

1. Remove all live unscanned paper ballots from black ballot collection box.
2. Count and record the number of live unscanned paper ballots on ballot Chain of Custody form.
3. Place live unscanned paper ballots in a new plastic ballot bag and label the bag "Live Unscanned Paper Ballots" with a permanent marker.
4. Place bag inside the blue ballot transport bag.

3.7.3.5 Spoiled Ballots

1. Remove all spoiled ballots from spoiled envelope.
2. Count and record the number of spoiled sheets on the Spoiled Envelope.
3. Discard spoiled secrecy folders.
4. Place spoiled sheets inside the Spoiled Envelope and place sealed envelope in the blue ballot transport bag.

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3.7.4 Equipment Chain of Custody

Every evening, you will prepare a new daily equipment Chain of Custody envelope for your Vote Center operations tomorrow.

Record the case numbers for each standard and large ePollbook case and the serial numbers for each Verity device.

- For each ePollbook:
 - Unplug from charging cable and close device.
 - Place stationary ePollbooks in standard cases and mobile ePollbook in large case.
 - Secure latches on cases and place blue security seal to front hook of each case.
 - Record blue seal serial number for corresponding case on daily envelope.
- For each Verity case:
 - Record red tab serial number attached to the lower compartment on daily envelope.
 - Pull lid brace to close case.
 - Secure latches and lock using green key.
 - Attach blue security tab to the front of each handle.
 - Record blue tab serial number for corresponding case on daily envelope.
- For each Verity Scan ballot box:
 - Verify all ballots and tabs have been removed.
 - Place new blue security tab to front door.
 - Record blue tab serial number for corresponding case on daily envelope.

3.7.5 Printer Chain of Custody

- For each OKI Printer:
 - Verify blue security seal serial number matches Printer Chain of Custody form.
 - Open paper tray and remove official ballot paper.
 - Remove tampered security seal from OKI Printer and place on back of Printer Chain of Custody form.
 - Close paper tray.

After you remove official ballot paper from the OKI Printers, you must lock the ballot paper in a secure location. Prepare a new printer Chain of Custody form for your Vote Center operations tomorrow.

- Place remaining official ballot paper in cardboard box.
- Seal box with tape and place new blue security seal over tape and box.
- Record blue seal serial number for each box on printer Chain of Custody form.
- Place cardboard box and printer Chain of Custody form in a locked and covered cart.

3.7.6 Final Duties

At the end of the night, confirm that the blue ballot transport bag is in the possession of two CSRs. Clean the Vote Center and close the facility according to the instructions in the Site Binder.

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3.7.7 Returning Ballots

1. Verify the following are inside the blue ballot transport bag:
 - Two (2) plastic bags with scanned paper ballots
 - Bundle of CVR envelopes
 - Bundle of returned VBM envelopes
 - Bundle of live unscanned paper ballots (if any)
 - Spoiled Envelope
 - Completed CSR daily timecards
2. Secure bag with blue tab and record blue tab serial number on the ballot Chain of Custody form.
3. Place the ballot Chain of Custody form in the outside window of the bag.
4. Two CSRs, either in the same or separate cars, will return the sealed blue ballot transport bag to their assigned Collection Center.

3.8 Other Circumstances

The following pages contain instructions for different scenarios that might arise while processing voters.

3.8.1 Valid Forms of Proof of Residence

A voter with the "Proof of Residence" designation on the ePollbook must provide an acceptable Proof of Residence in order to vote. Ask the voter: Many of these voters with the "Proof of Residence" designation are first time federal voters (FTFV) that need to provide proof of residence.

"You are marked as Proof of Residence Required. Do you have a proof of residence for us to verify?"

Acceptable Proof of Residence documents include:

CA Driver's License/State ID Card	Bank Statement
Lease Agreement or Mortgage Statement	Passport
Vehicle Registration	Bank Deposit Slip
Property or Income Tax Statement	Pre-Printed Personal Check
Utility or Credit Card Bill	Government Check

If voter has Proof of Residence:

- Mark the type of proof that voter provides in the ePollbook
- Proceed to process voter regularly

If voter does not provide Proof of Residence, see "Conditional Voter Registration" on page 50.

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3.8.2 No Party Preference Voters and Crossover Ballots

A voter designated as “NP” (nonpartisan) did not choose a political party when they registered to vote.

For the March 3, 2020 Presidential Primary Election, the DEM, AI, and LIB political parties allow NP voters to vote for in presidential primary election. Political parties make these decisions, not state or local government. These parties are listed on page 123 of this handbook. NP voters do *not* receive a regular party ballot—they receive a “crossover” ballot.

When you see the “NP” designation in the ePollbook:

1. Touch green SELECT BALLOT button and tilt screen so the voter can select their desired ballot.
 - If the voter needs language assistance, go to page 123 “No Party Preference Voter Options” and ask the voter to point to the party ballot they would like to vote for.
2. Once the voter makes their selection, they will touch the green YES, CONTINUE button on the ePollbook.
3. Complete the check-in process as a standard voter.

NP voters who do not request a party ballot receive a nonpartisan ballot. The procedure is the same as above, except the ballots they receive will only have contests available to nonpartisan voters.

If a NP voter wants to vote for a party not listed on page 123, they must re-register under that party. See “3.4.3 Processing CVR” on page 51.

3.8.3 Replacement Vote-By-Mail

A voter may visit a Vote Center to request a replacement vote-by-mail ballot.

1. Check-in voter regularly on the ePollbook.
2. When you reach the "Issue Ballot" screen, ensure that the VOTE-BY-MAIL ballot type is selected in green.
 - If a voter is only requesting a replacement VBM envelope, skip to step 5.
3. Before completing the check-in on the ePollbook, select ISSUE BALLOT on the Verity Print.
4. Enter the voter's language preference, precinct number, political party preference, and then touch YES, PRINT THE BALLOT to print the ballot from the OKI Printer.
5. On the ePollbook, touch COMPLETE CHECK-IN.
6. A green message will appear stating that the ballot ID has been retrieved. Touch CONTINUE to print the replacement VBM label from the label printer.
 - If a red message appears stating that the ballot issue ID retrieval was unsuccessful, touch the blue TRY AGAIN button. If it fails again, touch the green CONTINUE button to print a VBM label without a barcode.
7. Adhere the VBM label to the bottom right on the back of the replacement VBM envelope.
8. Collect ballot from printer and insert into replacement VBM envelope and hand it to the voter.

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3.8.4 Spoiled Ballots

A voter is allowed three attempts to complete a ballot. Mistakes are treated as a spoiled ballot. (Administrative errors will not count against the voter). Inform voter that the third ballot is their final ballot.

If a voter would like to replace their spoiled ballot, have the voter bring their ballot to the front of the line. They do not need to wait in the check-in line.

3.8.4.1 Spoiling the Ballot

1. Take ballot and secrecy folder from voter.
2. Partially pull ballot out.
3. Write "Spoiled" across secrecy folder and the pulled out part of the ballot.

3.8.4.2 Spoiling a Ballot on the ePollbook

1. On the ePollbook home screen, open the menu and select REVERSE CHECK-IN.
2. Search for the voter by last and first name and touch the name of the voter.
3. Verify that you have selected the correct voter and then touch green SPOIL button.
4. Select reason for spoiling and indicate if you are issuing a replacement ballot. Touch green CONTINUE button.
5. Confirm to spoil the current ballot by touching YES.
6. Tilt screen to voter and ask them to sign and touch DONE.

3.8.4.3 Issuing a Replacement Ballot

To replace a paper ballot, the check-in attendant will:

1. Touch green ISSUE BALLOT button on ePollbook.
2. Choose PAPER BALLOT for ballot type and then touch green COMPLETE CHECK-IN button to print the ballot card.

3. On the dialog box, touch green CONTINUE button and then green PROCESS NEXT VOTER button to finish.
4. On Verity Print, verify screen reads "Ready to issue ballots".
5. Scan barcode on ballot card using AutoBallot.
6. Touch YES, PRINT THE BALLOT to print the ballot from the OKI Printer.
7. Partially tear the scanned ballot card and place it in the daily envelope.
8. Gather the ballot from the OKI Printer, but only replace the spoiled ballot sheet(s).
 - If the voter only gives you page 3 of 3, only give the voter page 3 of 3. Do not give them the other pages.
9. Place the replacement ballot sheet(s) in a new green secrecy folder and direct the voter to an available voting booth.
10. Write "Spoiled" across any replacement ballot sheets that were printed but not given to the voter, and place them in the Spoiled Envelope under the table.

To replace an electronic ballot, the check-in attendant will:

1. Touch green ISSUE BALLOT button on ePollbook.
2. Choose ELECTRONIC BALLOT for ballot type and then touch green COMPLETE CHECK-IN button to print the ballot card.
3. On the dialog box, touch green CONTINUE button and then green PROCESS NEXT VOTER button to finish.
4. Insert the ballot card in a new green secrecy folder and hand both folders (new and spoiled) to the voter.
5. *"Please give your new ballot card to our Voting attendant. When you are done voting, place your replacement ballot in the new green secrecy folder. The Voting attendant will assist you in spoiling the remainder of your ballot."*

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At the Vote Station, the Voting attendant will:

1. Collect both folders from the voter.
2. Touch "READY FOR USE" on the Verity Touch Writer.
3. Enter the 6-digit poll worker code and touch ACCEPT.
4. On the "Poll Worker Tasks" screen, scan the barcode on the new ballot card using the AutoBallot.
5. Confirm the precinct and party matches what is printed on the ballot card and then select YES, ACTIVATE THIS BALLOT.
6. Partially tear the scanned ballot card and place it in the daily envelope.
7. After the voter prints their replacement ballot, ask them to place it in the new green secrecy folder,
8. Partially pull the ballot out so that you can see the page numbers.
9. Use the spoiled secrecy folder to take the ballot sheet(s) that do not need to be replaced.
10. Give the voter the new green secrecy folder with their replacement ballot and direct them to the Scan Station.
11. Write "Spoiled" across any replacement ballot sheets that were printed and taken from the voter.
12. Place the spoiled secrecy folder and ballot sheet(s) in the spoiled envelope under the check-in table.

3.8.5 Fleeing Voter

If a voter leaves the voting booth without casting the ballot, two CSRs must cast the abandoned ballot. Without looking at the ballot, insert each page into the Verity Scan and press CAST AS IS, if prompted.

3.8.6 Confidential Voter

If a voter has a yellow CONFIDENTIAL VOTER designation on the "Voter Eligibility" screen, confirm the voter by their birth year. Process the voter as a replacement VBM voter. See "3.8.3 Replacement Vote-By-Mail" on page 73.

3.8.7 Incident/Injury Report

If anyone is injured at the Vote Center, inform your Vote Center Supervisor immediately and complete the Incident Report form found in your Site Binder.

3.8.8 Reloading Receipt Paper Roll

If you see pink markings on the paper, it's time to replace the roll.

3.8.8.1 Verity Report Printer

1. Lift the latch on the report printer to open the compartment.
2. Remove the old roll.
3. Prep the new roll by tearing off past the glue.
4. Insert the new roll with paper loading from bottom.
5. Hold one end of the paper roll while closing the cover.
6. Press small white feed button if needed.
7. Tear off excess paper.

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3.8.8.2 Stationary Ballot Card Printer

1. Lift up the gray lever on top of the ballot card printer to open the compartment.
2. Remove the old roll.
3. Prep the new roll by tearing off past the glue.
4. Insert the new roll with paper loading from bottom.
5. Hold one end of the paper roll while closing the cover.
6. Press feed button under the power button if needed.
7. Tear off excess paper.

3.8.8.3 Mobile Ballot Card Printer

1. Firmly press the gray button on the side of the mobile ballot card printer to open the compartment.
2. Remove the old roll.
3. Prep the new roll by tearing off past the glue.
4. Insert the new roll with paper loading from bottom.
5. Hold one end of the paper roll while closing the cover.
6. Press feed button next to the power button if needed.
7. Tear off excess paper.

3.8.8.4 Replacement VBM Label Printer

1. Lift lever on top of the label printer to open.
2. Remove old roll.
3. Prep new roll by tearing off past the glue.
4. Insert new roll with paper loading from bottom.
5. Hold one end of the paper roll while closing the cover.
6. Printer will automatically feed new roll.
7. Tear off excess label paper.

3.8.9 Printer Chain of Custody

If the OKI Printer runs out of paper during the day, follow the steps below to securely reload the printer.

1. Take a stack of official ballot paper from the cardboard box.
2. Verify blue security seal serial number on OKI Printer matches Printer Chain of Custody form.
3. Open paper tray and insert official ballot paper.
4. Remove tampered security seal from OKI Printer and place on back of Printer Chain of Custody form.
5. Close paper tray and place new blue security seal to tray.
6. Record security seal serial number for corresponding OKI Printer on Printer Chain of Custody form.
7. Verify cart with cardboard box is locked and covered.

3.8.10 Street Index

If an individual enters the Vote Center requesting to view the street index, refer them to **ocvote.com/streetindex** and instruct them to fill out the form on the website. Following approval, they will receive login instructions to access the street index online. If they wish to view a paper copy, they can visit the Registrar of Voters' office in Santa Ana.

3.8.11 Short on Official Ballot Paper

Contact your Vote Center Supervisor if the supply Official Ballot Paper needs to be replaced.

If your Vote Center's supply of Official Ballot Paper is dangerously low, contact the Command Center at (714) 954-1901 immediately.

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3.9 Public Interactions

3.9.1 Poll Monitors and the Public

Poll Monitors, or observers, have a right to be in Vote Centers and observe voting procedures. They may not, in any way, be involved with Vote Center operations, nor are they permitted to interfere with your operation of the Vote Center. You can find a list of accepted and unaccepted Poll Monitor actions and the correct way to respond to Poll Monitor behavior below.

3.9.1.1 Poll Monitors may:

- Observe proceedings at the polls
- Take notes and watch all procedures
- Ask questions about election procedures
- Ask questions of supervisors at the central counting site
- View mail ballot and provisional ballot processing
- View all activities at the central counting site on Election Day
- View the canvass of the vote activities following the election
- Obtain information from the precinct index

3.9.1.2 Poll Monitors may NOT:

- Interfere in any way with the election process
- Assist in Vote Center operations
- Touch election-related material, equipment or election staff
- Sit at or stand behind the check-in tables
- Communicate with Vote Center personnel who are presently engaged in the election process

- Converse with or solicit voters (within 100 feet of the Vote Center entrance) regarding the casting of a vote or their qualifications to vote
- Talk in a loud voice, cause confusion, or congregate inside a Vote Center
- Display any election material or wear campaign badges, buttons, or apparel
- Wear the uniform of a peace officer, private guard, or security personnel

3.9.1.3 Responding to Poll Monitors

- All Poll Monitors must identify themselves upon entering a Vote Center to Vote Center personnel
- Scheduled operations and processes continue whether or not a Poll Monitor is present
- Contact the Registrar of Voters immediately if you believe the presence or activity of a poll monitor may be disturbing or intimidating voters

3.9.2 Members of the Media

Reporters, camera crews and other members of the media are allowed at the Vote Center as long as they respect voter privacy and do not interfere with or disrupt the voting process. All media presence at Vote Centers is to be coordinated by the Registrar of Voters. The media is not permitted to take close-up pictures or video footage of actual ballots. Please call (714) 567-5197 to inform the Registrar of Voters of media presence at your Vote Center.

Vote Center personnel are not permitted to speak on behalf of the Registrar of Voters to the media. For any media inquiries or requests for a quote or interview, please ask them to call (714) 567-5197.

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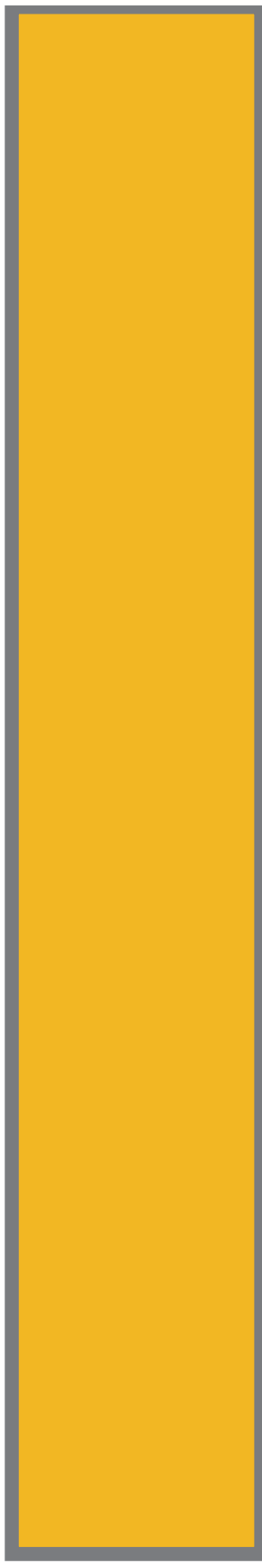
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3.9.3 Signs at the Vote Center

Only Vote Center personnel have the right to post voting and election signs within 100 feet of a Vote Center. The only signs you should post are those given to you by the Registrar of Voters. If you become aware of any other political or campaign signs posted within 100 feet of a Vote Center, remove the signs immediately and report the violation to (714) 567-5197.

SECTION 4: CLOSING THE VOTE CENTER

Election Night



4. Closing the Vote Center

4.1 Overview

Your first priority on Election Night is to return vDrives and ballots from your Vote Center to the Collection Center as soon as possible.

When the clock displays 8:00 p.m., one CSR will announce inside and outside: *"The polls are now closed."*

Collect all outdoor signage and politely explain to tardy voters that the polls are closed. When the last voter leaves your Vote Center, begin Election Night closing procedures.

On Election Night, it is best to divide into three groups to close the Vote Center and return the ballots in a timely manner.

- Group 1: Close polls and remove vDrives from Verity Scans
- Group 2: Collect, sort, and count ballots from ballot boxes
- Group 3: Repack and lock voting equipment for pick-up

Follow the procedures in this section to ensure the safe and secure delivery of ballots and voting equipment.

4.2 Closing the Polls

Once polls are closed they cannot be reopened. If the Vote Center will resume operations tomorrow, see "3.7.1 Suspending the Polls" on page 63

NOTES

4.2.1 Verity Scan

1. Press the blue poll worker button on the back of the device.
2. On the "Menu" screen, select CLOSE POLLS.
3. To confirm, touch YES, CLOSE THE POLLS.
4. Enter the 6-digit close polls code and select ACCEPT.
5. Tear off the close polls report and add it to a new plastic ballot bag.
6. On "The Polls are Closed" screen, print two (2) copies of the tally by touching PRINT TALLY.
7. Add one copy of the tally to your daily Chain of Custody envelope and attach one copy to the Vote Center door.
8. Power off the device.
Repeat for both Verity Scan devices.

4.2.2 Verity Touch Writer

1. Press the blue poll worker button on the back of the device.
2. Touch MENU at the top of the screen.
3. On the "Menu" screen, select CLOSE POLLS.
4. To confirm, touch YES, CLOSE THE POLLS.
5. Enter the 6-digit close polls code and select ACCEPT.
6. Tear off the close polls report and add it to your daily Chain of Custody envelope.
7. Power off the device.
Repeat for all Verity Touch Writer devices.

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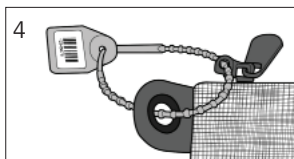
4.3 Removing the vDrives

Two CSRs will work together to remove vDrives on Verity Scan devices.

1. Verify the serial number on the red tab attached to the lower compartment matches daily envelope.
2. Locate small green bag in your supply bag and remove card.
3. On the card, complete the information for your Vote Center and write the serial number for each Verity Scan device.
4. Remove red tab using the wire cutter in your supply bag.
5. Write the red tab serial number for the corresponding Verity Scan device and then place red tab in the small green bag.
6. Unlock lower compartment with red key.
7. Remove black vDrive from USB port and write the vDrive serial number for the corresponding Verity Scan device.
8. Place vDrive in small green bag.
9. Reattach the lid of lower compartment.
Repeat steps for both Verity Scan devices.

4.3.1 Returning the vDrives

1. Verify two (2) red tabs, two (2) vDrives are in small green bag.
2. Grab new blue security tab and write serial number on card.
3. Sign card and place in small green bag.
4. Secure bag by attaching the blue tab to zipper and ring
5. Two CSRs must deliver small green bag to the Collection Center immediately. After drop-off, both CSRs will return to their Vote Center to finish closing procedures.



All other CSRs at the Vote Center will complete the Ballot Chain of Custody and shut down equipment until the two CSRs return. Follow the procedures described in "3.7 Closing Routine" on page 63.

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4.4 Breaking Down Equipment

4.4.1 Verity Scan

4.4.1.1 Verity Scan

1. Unplug power cord from surge protector, disconnect power brick from power cord, and unplug power brick from device.
2. Store power cord and power brick in upper compartment.
3. Insert yellow key in upper keyhole and turn to unlock.
4. Remove screen from docking area, place in cubby, and fasten security latch.
5. Turn yellow key to lock and remove key.
6. Pull lid brace to close case.
7. Secure latches and lock case using green key.
8. Attach blue tab to handle.
9. Record blue tab serial number for corresponding case on the equipment Chain of Custody envelope.

4.4.1.2 Verity Scan Ballot Box

1. Detach privacy screens.
2. Unlock front door of ballot box with red key.
3. Verify all ballots and security seals have been removed.
4. Remove gray ballot bag and collapse by folding wire frame.
5. Reach underneath box lid and pull cord down and toward you to unlock Verity Scan case
6. Lift case off ballot box.
7. Pull loops to lift bottom floor panel upright and then push towards back panel.

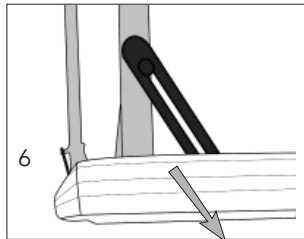
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8. Close front door of ballot box, turn to lock, and remove key.
9. Lift and rotate lid off ballot box.
10. Secure small three straps onto notches of lid.
11. Push front and back panel towards each other to collapse.
12. Secure the four clips (two on each side).
13. Lay collapsed ballot box and privacy screens on floor and slide into ballot box bag.

4.4.2 Verity Touch Writer

4.4.2.1 OKI Printer

1. Press power button to turn off.
2. Unplug power cord from surge protector and printer.
3. Unplug USB cord from OKI Printer and Verity Touch Writer.
4. Place printer and cords inside gray printer box.
5. Turn mini printer table upside down.
6. Push leg brace towards leg then lower leg to collapse table.
7. Slide mini table into sleeve of Verity Touch Writer stand bag.

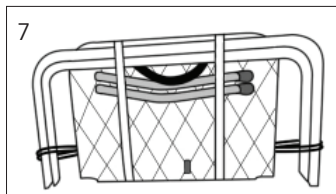


4.4.2.2 Verity Touch Writer

1. Unplug power cord from surge protector, disconnect power brick from power cord, and unplug power brick from device.
2. Store power cord and power brick in upper compartment.
3. Insert yellow key in upper keyhole and turn to unlock.
4. Remove screen from docking area, place in cubby, and fasten security latch.
5. Turn yellow key to lock and remove key.
6. Unplug headphone from Access Controller and AutoBallot from lower compartment.
7. Tuck Access Controller into cubby.
8. Pull lid brace to close case.
9. Secure latches and lock case using green key.

4.4.2.3 Verity Touch Writer Stand

1. Detach privacy screens.
2. Reach under table and pull latch towards you to unlock Verity Touch Writer case.
3. Lift case off table.
4. Turn stand over with table down and legs up.
5. Push small buttons on legs to detach them from metal bars.
6. Carefully pull the black strap to lower the metal bars.
7. Tuck the two short legs between metal slates and secure metal bars with black elastic loops.
8. Lay collapsed table, long u-leg, and privacy screens on floor and slide into Verity Touch Writer stand bag.



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4.4.3 Verity Print

4.4.3.1 OKI Printer

1. Press power button to turn off.
2. Unplug power cord from surge protector and printer.
3. Unplug USB cord from OKI Printer and Verity Print.
4. Place printer with cords inside gray printer box.

4.4.3.2 Verity Print

1. Press red power button to turn off device.
2. Unplug power cord from surge protector, disconnect power brick from power cord, and unplug power brick from device.
3. Store power cord and power brick in upper compartment.
4. Insert yellow key in upper keyhole and turn to unlock.
5. Remove screen from docking area, place in cubby, and fasten security latch.
6. Turn yellow key to lock and remove key.
7. Unplug AutoBallot from lower compartment.
8. Pull lid brace to close case.

4.4.4 ePollbooks

4.4.4.1 Standard Cases

- The following items should be placed in the standard cases:
 - Two (2) stationary ePollbooks with cables
 - Two (2) stationary ballot card printers with cables
- 1. Unplug charging block from surge protector, disconnect charging block from charging cable, and unplug charging cord from device.
- 2. Place charging cable and block in case.
- 3. Close ePollbook and place in case.
- 4. Press power button on ballot card printer to turn off.

5. Unplug ballot card power cord from surge protector and disconnect power cord from power brick.
6. Place ballot card printer with power cord and brick in case.
7. Verify serial numbers on ballot card printers and ePollbooks match.
8. Close standard case and secure latches.

4.4.4.2 Large Case

- The following items should be put back in the large case:
 - One (1) ePollbook with cables
 - One (1) mobile ePollbook sleeve
 - One (1) mobile ballot card printer with cables
 - One (1) replacement VBM label printer with cables
- 1. Press power button on mobile ballot card printer to turn off.
- 2. Place ePollbook, mobile ePollbook sleeve, and mobile ballot card printer in case.
- 3. Verify serial numbers on ballot card printer and ePollbook match.
- 4. Press power button on label printer to turn off.
- 5. Unplug printer power cord from surge protector and label printer.
- 6. Place label printer with power cord in ePollbook case.
- 7. Close case and secure latches.

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4.5 Voting Booths and Signs

4.5.1 Take Down Voting Booths

1. Pull privacy screen from slots and fold down.
2. Close case and turn voting booth over with table down and legs up.
3. Pull out each leg from the table.
4. Twist to pull apart each leg and fold in half.
5. Insert legs into the side compartment of the table.
6. Close voting booth case and secure latches.

4.5.2 Indoor Signage

1. Collect tall and ceiling station signs.
2. Take down voting information sign.

4.5.3 Outdoor Duties

1. If applicable to your Vote Center, follow the steps in your Site Binder to take down the drive-thru VBM drop-off area.
2. Check that all outdoor signs have been collected.
3. Pick up and discard any trash surrounding your Vote Center.

4.6 Repacking Supplies

See Site Binder for detailed instructions with photo references and checklists. All items must be repacked and organized in the same way it arrived at the Vote Center.

1. Place the following in the orange canvas bag:
 - Key ring
 - AutoBallots
 - Headphones
2. Repack the black ballot collection box with these items:
 - State voter information guides, Vote Center information guides, Election digest, magnaviewer
 - Unused CVR envelopes, VBM envelopes, spoiled envelope
 - Unused blue security seals and security tabs
 - Black folder, green secrecy folders
 - Tape
 - Stapler/Staples
 - I VOTED stickers
 - Pens
 - Notepads
 - H-rods
 - Extension cords
 - Surge protectors
3. Place the following in the 4-foot cart:
 - Site Binder
 - Verity Print cases
 - OKI Printers
 - ePollbook cases

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4. Place the following in one of the two 5-foot cart:
 - Verity Touch Writer cases
 - Verity Touch Writer stand bags
 - OKI Printers
 - Accessible voting booths
5. Place the following in the other 5-foot carts:
 - Verity Scan cases
 - Verity Scan ballot box
 - Standard voting booths
6. Set all other large items (signs, stanchions, A-frames, ROV supplied tables/chairs, etc) next to the carts.

4.7 One Last Look

Before closing the Vote Center door, verify the following:

1. Two CSRs have the blue ballot transport bag.
2. Vote Center has been cleaned.
3. Carts and black ballot collection box are locked
4. All voting equipment (carts, black ballot collection box, speed pack, signage) has been placed inside the Vote Center near the front door.

Congratulations! You've completed your Vote Center CSR duties and the election is over. Thank you for your service and we look forward to working with you next time!

5. Troubleshooting Guide

NOTES

5.1 Electronic Pollbook

5.1.1 Connectivity Issues

5.1.1.1 Internet Stability

- Green “wifi” icon: Connected to internet. Tap to send heartbeat and verify connection.
- Red broken heart icon: Not connected to internet. Check to see if cradlepoint is turned on and internet light is on. Move closer to cradlepoint location if necessary.
 - If internet problem persists, see “5.1.2 Cradlepoint Issues” on page 96.

5.1.1.2 Device Communication

- Green link icon: Connected to other ePollbooks at your location.
- Red broken link icon: Not connected to other ePollbooks at your location. Check to see that all ePollbooks are connected to the Cradlepoint. Verify location in bottom left box matches your Vote Center.

5.1.1.3 Battery Life

- Green plug: Connected to power and charging.
- White, Yellow, or Red battery icon: Not connected to power, running on battery power. Connect charging cable to ePollbook. Keep mobile ePollbook charged when not in use.

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5.1.1.4 Printer Connection

- Green printer icon: Connected to ballot card printer.
- Yellow printer icon: Not connected to printer. Check to see that each ePollbook is placed next to its corresponding ballot card printer. Verify blue light on ballot card printer is on.
 - If printer problem persists, tap printer icon and select FIND PRINTER and connect to the ballot card printer.

If you encounter any issues with the mobile ballot card printer or label printer, contact the Command Center for assistance.

5.1.2 Cradlepoint Issues

If your ePollbook or Video Conferencing Tablet has difficulty connecting to internet, verify that the Cradlepoint is connected to power. If you cannot connect, proceed to follow the steps below to set-up the MiFi hotspot device.

5.1.2.1 MiFi Device Set-up

- Prepare the following items for set-up:
 - MiFi device
 - MiFi charging cord
1. Plug charging cord into MiFi device and surge protector.
 2. Turn on device using the switch at the top.
 3. Check screen to see if MiFi is working and charging properly.
 4. Place device in a secure location under the check-in table.

If your Vote Center is in a more remote location, additional antennae may need to be installed to strengthen the internet connection. Contact the your Vote Center Supervisor to report the issue.

5.2 OKI Printer



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5.2.1 "Ballot Printer" Issue

If the Verity Print or Touch Writer encounters a "ballot printer" issue, it is referring to the OKI Printer.

- Confirm that the printer is on and connected to the Verity device and power source.
- On the OKI Printer, press the sleep button to wake printer from sleep mode.
- Read screen on OKI Printer and Verity device for any additional messages or prompts.
 - If you need to reload the paper tray with official ballot paper, see "3.8.9 Printer Chain of Custody" on page 79.

If OKI Printer problems persist, turn off the printer, reconnect the USB and power cords, and turn the OKI Printer on again.

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5.2.2 Paper Jam

The OKI Printer can be opened in three areas to clear a paper jam.

- Front: Pull open the front cover with the OKI label.
- Top: Push gray button on top of printer to pop open.
- Back: Pull open gray back cover (two compartments).

5.3 Verity Print

5.3.1 AutoBallot Issues

If the Verity Print fails to scan the barcode on the ballot card:

- Verify that the AutoBallot is plugged in. (Device will beep and red light will turn on when connected.)
- If the AutoBallot is broken, you must manually issue the voter's ballot.
 1. On the "Ready to issue ballots" screen, select ISSUE BALLOT.
 2. Select language and touch OK.
 3. Enter the Precinct # written on the ballot card, select it on the screen, and touch OK.
 4. Select the Party written on the ballot card and touch OK.
 5. Verify all the information on the screen matches ballot card information.
 6. Select YES, PRINT THE BALLOT.
 7. Partially tear the ballot card and add it to your daily envelope.

5.4 Verity Touch Writer

NOTES

5.4.1 AutoBallot Issues

If the Verity Touch Writer fails to scan the barcode on the ballot card:

- Verify that the AutoBallot is plugged in. (Device will beep and red light will turn on when connected.)
- If the AutoBallot is broken, you must manually issue the voter's ballot.
 1. On the Touch Writer, touch READY FOR USE.
 2. Enter the 6-digit poll worker code and touch ACCEPT.
 3. On the "Poll Worker Tasks" screen, select ACTIVATE BALLOT.
 4. Enter the Precinct # written on the ballot card, select it on the screen, and touch OK.
 5. Select the Party written on the ballot card and touch OK.
 6. Verify all the information on the screen matches ballot card information.
 7. Select YES, ACTIVATE THIS BALLOT.
 8. Partially tear the ballot card and add it to your daily envelope.

5.4.2 Access Controller Issues

If your Access Controller does not work, the Touch Writer can still be used without its accessibility features. The voter would make their selections using the touch screen.

If this happens to one of your devices, limit use on that Touch Writer and defer voters to fully functional Touch Writers. If a voter insists on voting on that device, inform the voter of the issue prior to scanning their ballot card.

Complete an incident report for the device and contact your Vote Center Supervisor for further guidance.

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5.5 Verity Scan

5.5.1 Possible Issues

- If the Verity Scan devices malfunction or the power goes out, do not allow voters to scan their ballot. Direct voters to the check-in station to cast their ballot in the black ballot collection box.
- If a ballot sheet is jammed, pull up on the cover to open the scanning slot. Gently pull out the ballot.
- If a ballot sheet is inserted incorrectly, it may rip when it is pushed out by the scanning slot. See "3.8.4 Spoiled Ballots" on page 74.
- If a voter attempts to insert multiple pages at a time, the Verity Scan will reject the ballot. Inform the voter that they must submit one page at a time.
- If a voter makes more selections than allowed on a contest, the Verity Scan will reject the ballot. The voter will have the option to cast as is (overvoted contests will not be counted) or remove the sheet and request to spoil and replace their ballot.
- If a voter attempts to cast a provisional ballot, the Verity Scan will reject the ballot. The voter must insert their ballot into the CVR envelope they received and return to the check-in table to cast their ballot.

6. Voter FAQ

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6.1 Vote Center

- **What is a Vote Center?**

A Vote Center is a full-service in-person voting experience that allows voters to vote, solve voter registration issues, register to vote, check in electronically, get a replacement ballot, and receive general assistance for an extended period.

- **What are the benefits of moving from polling places to Vote Centers?**

The use of polling places has dropped dramatically in the past 20 years and voters are gravitating towards more convenience, choosing instead to receive a vote-by-mail ballot rather than vote in-person. Additionally, voters can now vote at any Vote Center in the county regardless of which Vote Center is closest to their residential address.

- **What are the dates and hours for Vote Centers?**

Select Vote Centers are open 10 days before Election Day during regular business hours from 8:00am-5:00pm. Additional Vote Centers will open 3 days before Election Day with extended hours from 8:00am-8:00pm. On Election Day, all Vote Centers will be open from 7:00am-8:00pm.

- **How do I find a list or map of available Vote Centers for 2020?**

A comprehensive list of Vote Centers can be found at ocvote.com/votecenter. Registered voters will also receive a Voter Information Guide in the mail with a list of Vote Centers and Ballot Drop Boxes.

- **What do I need to bring with me to a Vote Center to vote?**

Registered voters do not need to bring anything to the Vote Center to vote. However, if you are a first-time voter, you will need to bring proof of residency.

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- **What security will be present at Vote Centers?**

Vote Centers will incorporate both physical security and cybersecurity measures to ensure the security of voting and elections. Chain of custodies for voting equipment, encrypted data, and cybersecurity training are among several of the strategies that will be utilized.

- **Could someone potentially cast a ballot at multiple Vote Centers?**

No. As soon as a ballot is cast, it is electronically recorded in our database. If a voter insists that they didn't cast a previous ballot, they can cast a provisional ballot and further research will be conducted by the Registrar of Voters' office.

6.2 Camera and Smartphone Use

- **Can voters use phones into the Vote Center?**

Voters may use their phones to take "ballot selfies" and look up information about candidates or measures on the ballot. Voters may NOT use phones to talk in the Vote Center except to speak with the approved Language Assistance contacts.

- **Can voters take pictures of their ballot?**

California Elections Code section 14291 states that a voter may take a photograph of their ballot (a "ballot selfie") and share it on social media. However, Vote Center personnel will still need to exercise their discretion as to whether ballot selfies cause disruption requiring a response. The limits of "ballot selfies" include prohibitions of unauthorized sharing and use of information relating to how a person voted, interference with the with the duties of Vote Center personnel, intimidation of voters, and compromising the privacy of other voters casting a ballot.

- **What is the camera use policy in and outside of Vote Centers?**

Camera use should remain limited and certain uses require the consent of Vote Center personnel. An example of permitted camera use is if a credentialed media organization has coordinated their activities with the Registrar of Voters' office. Vote Center personnel will need to ensure that such activity does not interfere with voting, is not intimidating to any voters or Vote Center personnel, and that the privacy of voters is not compromised.

6.3 Language Assistance

- **Can I get my ballot in my preferred language?**

Orange County provides translated ballots in Spanish, Vietnamese, Chinese, and Korean. Translated reference ballots are available for select precincts in Tagalog and Farsi (Persian). If you've marked that you would like material sent to you in your preferred language when you registered to vote, then you will receive your ballot in your preferred language. If you prefer to vote in-person and want a ballot in your preferred language, you can request a ballot in the language at a Vote Center.

- **How do you determine which languages will be offered at Vote Centers?**

Orange County must provide bilingual support in Spanish, Vietnamese, Chinese, and Korean in compliance with federal law. The determination to provide ballot materials and support in these languages was issued in 2002 and were made using data from the 2000 U.S. Census under guidelines in Section 203 of the Voting Rights Act.

- **What if my preferred language is not one of the five languages that are offered at Vote Centers?**

If your preferred language is not one of the languages that are offered at Vote Centers, you are able to bring someone in with you to provide language assistance at the Vote Center.

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6.4 Vote-By-Mail

- **Will all voters in Orange County receive a vote-by-mail ballot?**

Yes, all voters in Orange County will receive a vote-by-mail ballot. Voters may not opt out of receiving a VBM ballot.

- **What are my options for turning in a vote-by-mail ballot?**

You can turn in your vote-by-mail ballot via United State Postal Service (no postage necessary), drop it off at a ballot drop box, at a Vote Center, or at the Registrar of Voters' office.

- **What happens if someone turns in their vote-by-mail ballot at a ballot box or via the United States Postal Service and also goes to vote at a Vote Center?**

Vote-by-mail ballots will be electronically recorded when they are received at our office. If a voter attempts to vote again at a Vote Center, our staff will inform them that they have already casted a vote and that they will be unable to do so. Whichever ballot is recorded first by our office will be counted.

- **What do I do with my vote-by-mail ballot if I want to vote in-person at a Vote Center?**

You will surrender your vote-by-mail ballot at a Vote Center and proceed to vote in-person. Vote-by-mail ballots that are surrendered at Vote Centers are spoiled and not counted. If you forget to bring your vote-by-mail ballot to surrender, you will dispose of it at home.

- **How can I track my vote-by-mail ballot?**

You can use our award-winning OC Ballot Express program online on ocvote.com/track.

6.5 Ballot Drop Boxes

- **Where will ballot drop boxes be located?**

Ballot Drop Boxes site considerations include proximity to public transit, communities with historically low vote by mail usage, voters with disabilities, low-income communities, and more. You can locate a Ballot Drop Box near you by visiting our website at ocvote.com/votecenter.

- **How often are ballots collected from ballot drop boxes?**

Starting the 29th day before Election day, ballots will be collected from Ballot Drop Boxes every 48 hours. Starting the 10th day before Election day, ballots will be collected every 24 hours.

- **How do you secure votes that have been placed in a ballot drop box?**

The majority of Ballot Drop Boxes are placed in high traffic locations. Every effort is being made to place them in locations with existing security camera coverage. Additionally, Ballot Drop Boxes are made with military grade steel and have anti-graffiti coating on them.

6.6 Voter Registration

- **Can I register to vote and cast my ballot at the same time?**

Yes. Conditional Voter Registration allows eligible voters to register and vote conditionally beginning 14 days prior to an election and on Election Day. For this election, a voter can register and vote on a provisional ballot as a conditional voter at Vote Centers and the Registrar of Voters' office.

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- **What are the requirements to be a registered voter in Orange County?**

To be a registered voter in Orange County, you must be:

- 18 years of age or older
- Citizen of the United States,
- Resident of Orange County
- Not currently in state or federal prison or on parole for the conviction of a felony; and
- Not currently found mentally incompetent to vote by a court.

- **What do I need in order to register to vote?**

You will need your current address, Social Security Number or Driver's License number.

6.7 Presidential Primary Election

- **Can I vote in the March 2020 Presidential Primary Election if I did not choose a party when I registered to vote?**

"No Party Preference" voters will receive a "non-partisan" ballot that does not include presidential candidates and only contains the names of candidates for voter-nominated offices and local nonpartisan offices and measures. However, for the March 2020 Presidential Primary Election, the Democratic, American Independent, and Libertarian parties have notified the Secretary of State that they will allow No Party Preference voters to vote in their primary election for a presidential candidate.

- **Can I change my party on my registration for the March 2020 Presidential Primary Election?**

Our electronic system will print voters their specific ballot with the relevant measures and contests the voter is eligible to vote on. The last day to change your party preference for this presidential primary election was February 18, 2020. If you would like to change your political party after this date, you can do so through the Conditional Voter Registration process offered at our Vote Centers.

6.8 No Party Preference

- **Why are No Party Preference voters unable to vote for Republican, Green, and Peace and Freedom Parties?**

This was a decision made by each political party, not the Registrar of Voters. Only the Democratic, American Independent, and Libertarian Parties notified the Secretary of State that they are allowing No Party Preference voters to vote for presidential candidates of their parties.

- **How can No Party Preference voters request a ballot for Republican, Green, or Peace and Freedom Parties?**

They will need to re-register with that party by filling out a CVR envelope at the Vote Center.

- **If No Party Preference voters request a Democratic, American Independent, or Libertarian Party ballot, will they be registered with that party?**

No, they will still be registered as a No Party Preference voter. They will only be given a Democratic, American Independent, or Libertarian Party ballot if requested during the check-in process.

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7. Human Resources

7.1 Timecards

Timecards will be provided in the Vote Center Site Binder. Every morning, each CSR will complete one sheet for the day. Daily timecards will be filled out and sent back to the Collection Center with the blue ballot transport bag.

7.2 Attendance Communication

You are expected to be on time for your work day at your assigned Vote Center. If a situation arises that requires you to be out or late for any reason, you must call your Vote Center Supervisor immediately.

7.3 Personnel Issues

We expect all Vote Centers to sustain a positive environment for both our CSRs and voters. If you encounter any issues with other CSRs at your Vote Center, please contact your Vote Center Supervisor.

8. Appendix

8.1 Appendix A: Voter Bill of Rights

8.1.1 You have the following rights:

1. The right to vote if you are a registered voter. You are eligible to vote if you are:
 - A U.S. citizen living in California
 - Registered where you currently live
 - At least 18 years old
 - Not in prison or on parole for a felony
 - Not currently found mentally incompetent to vote by a court
2. The right to vote if you are a registered voter even if your name is not on the list. You will vote using a provisional ballot. Your vote will be counted if elections officials determine that you are eligible to vote.
3. The right to vote if you are still in line when the polls close.
4. The right to cast a secret ballot without anyone bothering you or telling you how to vote.
5. The right to get a new ballot if you have made a mistake, if you have not already cast your ballot. You can:
 - Ask an elections official at a Vote Center for a new ballot;
 - Exchange your vote-by-mail ballot for a new one at an elections office, or a Vote Center; or
 - Vote using a provisional ballot.
6. The right to get help casting your ballot from anyone you choose, except from your employer or union representative.
7. The right to drop off your completed vote-by-mail ballot at any Vote Center, Ballot Drop Box, or polling place in the county where you are registered to vote.
8. The right to get election materials in a language other than English if enough people in your voting precinct speak that language.

9. The right to ask questions to elections officials about election procedures and watch the election process. If the person you ask cannot answer your questions, they must send you to the right person for an answer. If you are disruptive, they can stop answering you.
10. The right to report any illegal or fraudulent election activity to an elections official or the Secretary of State's office.

8.1.2 Special Notice to Voters

- For opening hours and locations, visit ocvote.com/votercenter or call (714) 567-7600.
- All Vote Centers are open from 7:00 a.m. to 8:00 p.m. on Election Day.
- To access the street index, please visit ocvote.com/streetindex
- Specific instructions on how to vote, including how to cast a provisional ballot, can be obtained from Vote Center staff or by reading the information mailed to you by your local elections official.
- If you are a newly registered voter, you may be asked to provide appropriate identification or other documentation according to federal law. But please note that every individual has the right to cast a provisional ballot even if he or she does not provide the documentation.
- It is against the law to represent yourself as being eligible to vote unless you meet all of the requirements to vote under federal and state law. If you believe you have been denied any of these rights, or if you are aware of any election fraud or misconduct, please call the Secretary of State's confidential toll-free voter protection hotline at 1-800-345-VOTE (8683).

8.2 Appendix B: Disability Sensitivity at the Polls

The rules of etiquette and good manners apply when working with every voter who enters a Vote Center. In addition, the following tools may be helpful when working with people with disabilities.

8.2.1 Use Appropriate Language

- Instead of disabled person, handicapped, or crippled, say *person with a disability*
- Instead of an able-bodied person, say *person without a disability*
- Instead of mentally retarded, retard, slow, or special, say *person with an intellectual or developmental disability*
- Instead of the blind, say *person who is blind or visually impaired*
- Instead of hearing-impaired, deaf, dumb, or mute, say *person who is hard of hearing or a person who is deaf*
- Instead of a victim of, suffers from, or afflicted with (a condition), say *person who has a disability, uses a wheelchair, is blind, or is deaf, etc.*
- Instead of epileptic, say *person with epilepsy*
- Instead of a Down's person, say *person with Down Syndrome*

8.2.2 Meeting a Person With a Disability

Greet everyone with a smile, eye contact, and a spoken greeting. Some people are uncomfortable with handshaking or physical contact. Be respectful of personal boundaries. Likewise, if someone offers you a handshake, feel free to accept it.

Speak directly to a person with a disability, not just to others accompanying a person.

Offer assistance, but do not insist on providing it. It is best to ask all voters if they need assistance or would like to use an accessible voting system, instead of assuming who may or may not have a disability. Always ask how you may best assist before acting, wait until the offer is accepted, and then listen or ask for instructions. For example, it may be unsafe to grab a walker, white cane, or other aid used by a person who is disabled.

Don't ask about or mention the person's disability unless he or she talks about it or it is relevant to the conversation. Don't praise someone with a disability for having "overcome" the disability. All voters are equal. Don't patronize or talk down to someone with a disability.

Keep your communications simple. Use plain language (i.e., "May I help you?" rather than "May I assist you?"). Keep sentences short, and rephrase or repeat your comments if the voter is not understanding you. Focus on one topic at a time and be sure to allow time for the person to respond. Also, pay attention to the person while you're speaking with them, as they may be using body language to communicate.

8.2.3 Interacting With a Person Who Uses a Mobility Device

Mobility devices may include wheelchairs, scooters canes, etc.

Provide personal space. Do not push, lean on, or hold onto a person's mobility device unless the person asks. Remember, the mobility device is part of the voter's personal space.

Clear the path. Make sure that the path of travel to the check-in tables and voting booths are clear before the polls open and remain clear throughout the day.

When giving direction to someone using a mobility device, consider the distance, weather, and physical obstacles such as curbs and stairs the person will encounter. Know where the accessible pathways, restrooms, and water fountains are both in and outside of the building.

8.2.4 Meeting Someone With a Disability That Affects Speech

Pay attention, be patient, and wait for the person to complete a thought and do not try to finish it for them. Ask the person to repeat the thought if you do not understand what they are trying to say.

Understand a person may use assistive technology such as an alphabet board or computer to communicate.

8.2.5 Meeting Someone Who Has a Visual Impairment

Greetings: Identify yourself and introduce anyone else who may be with you. Also, don't leave the person without saying you are leaving.

Guiding: If asked to be a sighted guide, place your arm against their hand, or close enough that they can easily find it. Never push or pull someone, always point out obstacles along the way, and discuss where you are going.

Guide and service animals: Do not pet or distract a service animal. The animal is responsible for the owner's safety and is working. People with visual impairments often use guide or service animals. However, be aware that people with other disabilities may use guide service animals as well.

8.2.6 Communicating With Someone Who Is Deaf or Uses an Assistive Hearing Device

Let the person take the lead in establishing which communication method he or she prefers to use (e.g., assistive technology, writing on a piece of paper).

Talk directly to the person even if a sign language interpreter is present. If the person lip reads, face him or her directly and speak at a moderate pace. For some people, it also may help to simplify sentences and use more body expressions.

8.2.7 Spatial Layout Awareness

Vote Center staff should consider spacial layout of the voting room to accommodate individuals with disabilities. People may utilize mobility aides that require an open path of travel, free of obstacles. The configuration of the voting machines should allow for unobstructed access from the check-in station to the accessible voting areas.

8.3 Appendix C: Language Assistance

8.3.1 Voting Rights Act and California Elections Code

Orange County is required by Section 203 of the Federal Voting Rights Act to provide translated materials and language assistance in the following languages:

- Spanish
- Vietnamese
- Chinese
- Korean

Section 14201 of the California Elections Code also requires that a facsimile ballot (translated reference ballot) shall be posted in other languages determined by the Secretary of State.

Many Vote Centers in Orange County are required to have bilingual CSRs. If a scheduled bilingual CSR does not show up, even if you think you won't need support in that language, you must call your Vote Center Supervisor immediately.

8.3.2 Why language assistance is important

- Over 2.6 million adult U.S. citizens in California (11.4%) have some difficulty speaking, reading, or writing English.
- Without language assistance, these citizens have difficulty casting an informed ballot.

8.3.3 Assisting voters who need language assistance

The guidelines listed in “8.2 Appendix B: Disability Sensitivity at the Polls” on page 111 also apply to helping voters with language needs. Active listening and patience will help you understand the voter’s specific needs and what you can do to assist.

Key points to remember on Election Day:

- If you have difficulty understanding the voter’s name, you can ask the voter to write the name down.
- Translated materials shall be displayed visibly for voters to see, rather than stacked under English versions.
- CSRs are permitted to communicate with voters in a language other than English.
- A voter is permitted to have a helper of choice in the voting booth.
- Limited English Proficient (LEP) voters may bring up two individuals they choose to assist them in casting their ballot, with the exception of their employer, an agent of their employer, or union representative.
- If you are a bilingual CSR, please help voters who need assistance in the language you speak.
 - Wear a name badge that includes the languages you speak.
 - Do your assigned job but make sure to be available to help voters who need language assistance.
 - If needed, ask another CSR to cover your job while you help voters who need language assistance.

8.3.4 Translated Reference Ballots

Section 14201 of the California Elections Code requires that a facsimile ballot (translated reference ballot) shall be posted in other languages determined by the Secretary of State. It also requires that translated reference ballots be available at the Official Table.

Every Vote Center will receive a binder containing the available translated reference ballots of eligible precincts. For each ballot type, there will be a minimum of two (2) copies, one to be kept in the binder, and one for the voter to take with when into the voting booth.

A translated reference ballot is a translated copy of an English ballot. When a voter requests the use of a translated reference ballot, a CSR will provide the voter with both:

- An English language ballot
- A translated reference ballot

The voter will cast an electronic ballot or complete a paper ballot and then return the translated reference ballot to the CSR at the Official Table.

8.4 Appendix D: Voter Intimidation and Electioneering

8.4.1 Voter Intimidation

8.4.1.1 Background

On November 8, 1988, a situation occurred in 20 predominantly Hispanic precincts in the 72nd Assembly District wherein uniformed poll monitors were sent by one of the political parties to monitor the procedures in the precincts. These individuals were not sent by the Registrar of Voters' office. In some instances the uniformed poll monitors posted signs regarding eligibility criteria to vote, and in some citizens' opinions, their mere presence was a form of intimidation to qualified voters. In response to this occurrence, it is now a crime for a person with a firearm or a person in a peace officer or security guard uniform to be within 100 feet of the polling place, except as provided in Election Code Section 18544.

8.4.1.2 Exceptions

- An unarmed uniformed guard or security personnel who is at the polling place to cast his or her vote.
- A peace officer who is conducting official business in the course of his or her public employment or who is at the polling place to cast his or her vote.
- A private guard or security personnel hired or arranged for by a city or county elections official.
- A private guard or security personnel hired or arranged for by the owner or manager of the facility or property in which the polling place is located if the guard or security personnel is not hired or arranged solely for the day on which an election is held.

8.4.1.3 California Elections Code Sections

18543. Challenging Without Probable Cause

Every person who knowingly challenges a person's right to vote without probable cause or on fraudulent or spurious grounds, or who engages in mass, indiscriminate, and groundless challenging of voters solely for the purpose of preventing voters from voting or to delay the

process of voting, or who fraudulently advises any person that he or she is not eligible to vote or is not registered to vote when in fact that person is eligible or is registered, or who violates Section 14240, is punishable by imprisonment in the county jail for not more than 12 months or in the state prison.

Every person who conspires to violate subdivision (a) is guilty of a felony.

18544. Firearms and Uniforms in a Polling Place

Any person in possession of a firearm or any uniformed peace officer, private guard, or security personnel or any person who is wearing a uniform of a peace officer, guard, or security personnel, who is stationed in the immediate vicinity of, or posted at, a polling place without written authorization of the appropriate city or county elections official is punishable by a fine not exceeding ten thousand dollars (\$10,000), by imprisonment in the state prison for 16 months or two or three years or in a county jail not exceeding one year, or by both the fine and imprisonment.

This section shall not apply to any of the following:

- An unarmed uniformed guard or security personnel who is at the polling place to cast his or her vote.
- A peace officer who is conducting official business in the course of his or her public employment or who is at the polling place to cast his or her vote.
- A private guard or security personnel hired or arranged for by a city or county elections official.
- A private guard or security personnel hired or arranged for by the owner or manager of the facility or property in which the polling place is located if the guard or security personnel is not hired or arranged solely for the day on which an election is held.

18545. Any person who hires or arranges for any other person in possession of a firearm or any uniformed peace officer, private guard, or security personnel or any person who is wearing a uniform of a peace officer, guard, or security personnel, to be stationed in the immediate vicinity of, or posted at, a polling place without written authorization of the appropriate elections official is punishable by a fine not exceeding ten thousand dollars (\$10,000), by imprisonment in the state

prison for 16 months or two or three years or in a county jail not exceeding one year, or by both the fine and imprisonment. This section shall not apply to the owner or manager of the facility or property in which the polling place is located if the private guard or security personnel is not hired or arranged solely for the day on which the election is held.

8.4.2 Electioneering

Electioneering cannot be conducted within 100 feet of the entrance to the Vote Center. Prohibited materials and information include, but are not limited to:

- A display of a candidate's name, likeness, or logo
- A display of a ballot measure's number, title, subject, or logo
- Buttons, hats, pencils, pens, shirts, signs, or stickers containing information about candidates or issues on the ballot.
- Any audible broadcasting of information about candidates or measures on the ballot
- Loitering near or disseminating visible or audible electioneering information near a vote-by-mail drop box.

Regulations on electioneering, or compelling an individual to vote in a certain way, are detailed in the California Elections Code sections below.

18540. Intimidation of Voters

Every person who makes use of or threatens to make use of any force, violence, or tactic of coercion or intimidation, to induce or compel any other person to vote or refrain from voting at any election or to vote or refrain from voting for any particular person or measure at any election, or because any person voted or refrained from voting at any election or voted or refrained from voting for any particular person or measure at any election is guilty of a felony punishable by imprisonment in the state prison for 16 months or two or three years.

Every person who hires or arranges for any other person to make use of or threaten to make use of any force, violence, or tactic of coercion or intimidation, to induce or compel any other person to vote or refrain from voting at any election or to vote or refrain from voting for any particular person or measure at any election, or because any person voted or refrained from voting at any election

or voted or refrained from voting for any particular person or measure at any election is guilty of a felony punishable by imprisonment in the state prison for 16 months or two or three years.

18541. Compelling Another in Voting

No person shall, with the intent of dissuading another person from voting, within 100 feet of a Vote Center, do any of the following:

- Solicit a vote or speak to a voter on the subject of marking his or her ballot.
- Place a sign relating to voters' qualifications or speak to a voter on the subject of his or her qualifications except as provided in Section 14240.
- Photograph, videotape, or otherwise record a voter entering or exiting a polling place.

Any violation of this section is punishable by imprisonment in a county jail for not more than 12 months, or in the state prison. Any person who conspires to violate this section is guilty of a felony.

For purposes of this section, 100 feet means a distance of 100 feet from the room or rooms in which voters are checking-in and casting ballots.

8.5 Appendix E: Customer Service Best Practices

One of the most important skills CSRs need to successfully fulfill their mission is communication. Consider the following three tools:

- **Listen.** Actively listen to understand what the voter is trying to communicate.
- **Wait.** Wait to process the question, then formulate a response.
- **Recognize.** Acknowledge the voter's feelings and be sensitive to their needs.

Use the following customer service standards:

- Make a great first impression – voters should be greeted immediately. In addition to a great greeting, consider the following:
 - **Appearance:** Vote Center staff should wear appropriate attire and maintain an organized work area.
 - **Smile:** It shows the voter you are happy they are there and you are ready to assist them.
 - **Eye contact:** This signals acknowledgement, connection, and attention.
 - **Body language:** Consider your posture and other mannerisms. Ensure your body language gives the message that you are ready to serve the voter.
- Greet voters with greetings such as, "good morning," or "good afternoon." Send voters on their way with pleasant words like, "have a nice day."
- Remember to say, "please" and "thank you."
- Deal effectively with every voter through common sense approaches, like showing empathy, looking directly at the voter, and using the mirror technique.
- Displaying confidence when serving the voter displays confidence in the system.

8.6 Appendix F: List of Supplies

See Site Binder for site-specific equipment.

8.6.1 4-foot Cart

- ePollbook Cases
- Verity Print Cases
- Site Binder

8.6.2 5-foot Carts

- Verity Touch Writer Cases
- Verity Touch Writer Stand Bags
- Verity Scan Cases
- Verity Scan Ballot Box Bags
- Voting Booths

8.6.3 Signs

- Station Signs with Bases
- Voting Information Sign
- Hanging Stations Signs
- 100' Feet
- Wheelchair Access Sign
- Voter Bill of Rights (in 5 languages)
- Paper Vote Signs
- Plastic Vote Signs
- H-Rod Sign Stakes
- A-Frames

8.6.4 Orange Canvas Bag

- Verity key ring
- AutoBallots
- Headphones

8.6.5 Black Ballot Collection Box

- Blue Ballot Transport Bag
- Spoiled Envelope
- State Voter Information Guides (in all languages)
- Vote Center Information Guides (in all languages)
- CVR Envelopes
- Secrecy Folders
- Black Folder
- "I Voted" Stickers
- Absorbent Wipes
- Trash Bag
- Pens
- Stapler & Extra Staples
- First Aid Kit
- Election Officer's Digest
- Magnaviewer
- Tape
- Plastic Ballot Bags
- Blue Security Tabs & Seals
- Wire Cutter
- US Flag
- Official Tablecloths

8.6.6 Electrical Bag

- Surge Protectors
- Extension Cord
- Duct Tape
- Velcro Straps
- Cell Phone/Charger

8.7 Appendix G: "No Party Preference" Voter Options

When processing a no party preference (NPP) voter, use the following pages to display their party ballot options.

Order of languages

1. English (page 124)
2. Chinese (page 125)
3. Korean (page 126)
4. Spanish (page 127)
5. Vietnamese (page 128)

Instruct the voter to point to the party ballot they want to vote.

For full instructions on processing no party preference voters, see "3.8.2 No Party Preference Voters and Crossover Ballots" on page 72.

"No Party Preference" (NPP) Voter Options

The following parties have chosen to allow NPP voters to vote for President in their party.

Please point to the party ballot you want to vote:

Democratic (DEM)

American Independent (AI)

Libertarian (LIB)

Nonpartisan (N-P)

(Nonpartisan ballots do not include President)

The following political parties have chosen to not allow NPP voters to vote for President in their party. Political parties make these decisions, not state or local government.

Republican
Green
Peace and Freedom

See Section 4 of the sample ballot for more information.

「無黨派偏愛」(NPP) 選民選擇

下列政黨同意允許NPP選民投選其政黨之總統。

請指出您想投選的政黨選票：

民主黨 (DEM)

美國獨立黨 (AI)

自由黨 (LIB)

無黨派 (N-P)

(無黨派選票不包括總統)

下列政黨選擇了不允許NPP選民投選其政黨之總統。此乃各政黨做出之決定，並非州政府或地方政府。

共和黨

綠黨

和平與自由黨

參見選民資訊指南第4節以獲取更多信息。

"선호 정당 없음" (NPP) 유권자 선택사항

다음 정당들은 NPP 유권자들로 하여금 그들 정당의 대통령 후보에 투표하는 것을 허용하였습니다.

투표하기를 원하는 정당의 투표지를 가리키십시오:

민주당 (DEM)

미국독립당 (AI)

자유당 (LIB)

무당파 (N-P)

(무당파 투표용지는 대통령을 포함하지 않습니다)

다음 정당들은 NPP 유권자들로 하여금 그들 정당의 대통령 후보에 투표하는 것을 허용하지 않습니다. 이러한 결정은 주 정부 또는 지방정부가 아닌 정당들이 내리는 것입니다.

공화당

녹색당

평화자유당

더 자세한 정보는 유권자 정보 안내서 섹션 4를 참조하십시오.

"Sin Preferencia de Partido" (NPP) Opciones para el Votante

Los siguientes partidos han optado por permitir a los votantes NPP a votar por el Presidente de su partido.

Por favor señala la boleta del partido por el que deseas votar:

Demócrata (DEM)

Americano Independiente (AI)

Libertario (LIB)

Sin Partido (N-P)

(Las boletas sin partido no incluyen la contienda de Presidente)

Los siguientes partidos políticos han elegido no permitir a los votantes NPP votar por Presidente en su partido. Los partidos políticos hacen esta decisión, no el gobierno estatal o local.

Republicano
Verde
Paz y Libertad

Ver la Sección 4 de la Guía de Información del Votante para obtener más información.

"Không Theo Chính Đảng" (NPP) Những Lựa Chọn của Cử Tri

Các chính đảng sau đây đã chọn cho phép cử tri NPP bỏ phiếu cho chức vụ Tổng Thống trong chính đảng của họ.

Vui lòng chỉ định lá phiếu của chính đảng mà quý vị muốn bầu:

Đảng Dân Chủ (DEM)

Đảng Người Mỹ Độc Lập (AI)

Đảng Tự Do (LIB)

Không Theo Chính Đảng (N-P)

(Những lá phiếu không theo chính đảng không bao gồm chức vụ Tổng Thống)

Các chính đảng sau đây đã chọn không cho phép cử tri NPP bỏ phiếu cho chức vụ Tổng Thống trong chính đảng của họ. Các chính đảng đưa ra các quyết định này, không phải là chính quyền tiểu bang hoặc địa phương.

Đảng Cộng Hòa

Đảng Xanh

Đảng Hòa Bình và Tự Do

Xem Đoạn 4 của Tập Hướng Dẫn Thông Tin Cử Tri để biết thêm chi tiết.

Glossary

100' Sign

A sign posted approximately 100 feet from the entrance of the Vote Center. This sign establishes the area around the Vote Center where electioneering is not permitted.

Access Controller

A controller that is included with the Verity Touch Writer that is intended for voters that cannot, or prefer not to, use the touchscreen.

Americans with Disabilities Act (ADA)

A civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life.

ADA Instructions

For Vote Centers that require specific modifications to their Vote Center to meet accessibility requirements, instructions will be provided indicating what needs to be done in regards to equipment set-up or signage posting.

AutoBallot

A handheld device that scans the barcode on ballot cards to issue ballots on the Verity Print and Verity Touch Writer.

Ballot Box

A large black box that sits underneath the Verity Scan. Securely stores official ballots once they have been scanned.

Black Ballot Collection Box

A large wheeled-bag carrying Vote Center supplies on set-up day. Election supplies and materials will be removed and the bag will be used as a ballot collection box for CVR envelopes, VBM envelopes, Spoiled Envelope, and all live unscanned paper ballots.

Ballot Card

A ticket that prints from ballot card printer that CSRs use to issue the correct ballot to the voter.

Ballot Chain of Custody Form

A document used to track ballot transportation between the Vote Center and Collection Center. A new form will be completed every evening and sent with the blue ballot transport bag.

Ballot Drop-Box or Drop-Box

Secure metal containers designed to collect VBM ballots. Permanently installed at 110 locations throughout the county.

Ballot Retrieval Team

A pair of trained employees who will regularly retrieve paper ballots from Ballot Drop-Boxes and Collection Centers and deliver them to the ROV warehouse.

Black Folder

A hardcover folder used by a voter who chooses to vote from their vehicle on a paper ballot.

Blue Ballot Transport Bag

A large blue canvas sack that will be used to transport ballots from the Vote Center to the Collection Center every evening.

Board/Bilingual Member Badges

Name badges that identify each member of the board as a CSR. Bilingual CSRs shall wear a badge identifying them as being able to speak another language.

Candidate

The person nominated for election who is running for political office.

Cart

Large metal cage where equipment will be securely stored.

Closing Polls

Process to be completed on Verity Touch Writer and Verity Scan devices at the end of the 7th day (11-day Vote Centers) and Election Night (all Vote Centers). Polls cannot be reopened once they are closed.

Collection Center

A designated facility for ballot drop-off. Every Vote Center will have a designated Collection Center.

Conditional Voter Registration (CVR)

Conditional voter registration extends the existing 15-day registration deadline in California to eligible voters, allowing them to register and vote provisionally 14 days prior to an election.

Curbside Voter

Voters with limited mobility who would like to vote in the car or outside the Vote Center.

Customer Service Representative (CSR)

Formerly known as Poll Workers. Hired ROV staff members to be deployed to one of the 188 Vote Centers across Orange County.

CVR Envelopes

Formerly known as Provisional envelopes. A red bordered envelope given to non-standard voters who need to register or re-register based on their voter eligibility.

Daily Envelope

See Equipment Chain of Custody Envelope

Display Stand

See Voting Information Sign

Drive-Thru Ballot Drop-Off

Designated area for vote-by-mail ballot drop-off at select Vote Centers. Drive-thru areas will be set-up every morning and taken down every evening throughout the voting period. See Site Binder for instructions.

Election Digest

An Elections Law guide supplied by the Secretary of State. The digest is compiled from California Elections Code and includes sections pertinent to the duties of elections officers.

Electioneering

Any visible display or audible dissemination of information that advocates for or against any candidate or measure on the ballot within 100 feet of a Vote Center.

Electronic Ballot

Provided for voters who prefer to vote with the Verity Touch Writer

Electronic Pollbook (ePollbook)

A tablet used to electronically check-in voters at a Vote Center.

Equipment Chain of Custody Envelope

A large envelope used to track security seals and tabs on voting equipment in order to maintain a secure voting environment. Also used to hold all reports and ballot cards printed in a given day at a Vote Center.

Extension Cord

An electric cord that permits the use of an appliance at some distance from a fixed outlet.

Gray Ballot Bag

An expandable bag placed inside the Verity Scan ballot box to collect scanned paper ballots.

Magnaviewer

A full sheet magnifier available for use by voters who have visual impairment or need additional assistance reading the ballot or voting materials.

Near Real-Time Voter Data

All ePollbooks used in this election will be connected to a safe and protected internet service. This allows all 188 Vote Centers to communicate voter data to prevent double voting. Due to internet limitations, there may be minor delays between voter processing.

Non-Partisan Voter

A voter free from party affiliation, bias, or designation.

Non-Standard Voter

A voter who does not follow the standard check-in process. Such voters will have a designation in the ePollbook indicating additional information is needed or processes will need to be followed. Voters may be asked to complete a CVR envelope if they wish to vote.

Observer

See Poll Monitor

OC Ballot Express

Orange County ROV vote-by-mail tracking system. Visit ocvote.com/track.

Official Ballot

A ballot printed on Official Ballot Paper and given to voters.

Official Ballot Paper

Legal-sized paper with official watermark. Stored inside secured printers, boxes, and/or locked and covered carts.

Official Return Ballot Envelope

A vote-by-mail envelope given to the voter when they visit a Vote Center to request a replacement vote-by-mail ballot.

Orange Canvas Bag

A bag used to hold Verity keys, AutoBallots, and headphones.

Paper Ballot

Provided for voters who prefer to vote by paper.

Paper Vote Signs

Signs used to guide voters to the Vote Center.

Plastic Vote Signs & Vote Stakes

Directional signage that is placed in the path of travel to the Vote Center using stake signs to direct voters to the Vote Center entrance.

Political Party

An organized group of people who have the same ideology or have the same political positions.

Poll Monitor

People interested in election proceedings and are entitled to observe Vote Center operations during voting hours.

Poll Worker

See Customer Service Representative (CSR)

Polling Place

See Vote Center

Precinct

A district of the city marked out for governmental or administrative purposes.

Precinct Notices

Notices provided by the Secretary of State that must be posted conspicuously inside and outside of the Vote Centers. These notices explain for election procedure for partisan offices.

Presidential General Election

A regularly scheduled election where both the president and members of the national legislature are elected. This may include elections for local offices.

Presidential Primary Election

An election where voters select candidates for an upcoming general election.

Printer Chain of Custody Form

A document used to track Official Ballot Paper placed inside OKI Printer paper trays and cardboard boxes inside locked and covered carts.

Provisional Ballot

An official ballot given to non-standard voters. Provisional ballots cannot be cast using the Verity Scan devices. Voters can track the status of their Provisional Ballot by visiting ocvote.com/provisional.

Provisional Envelopes

See *CVR Envelopes*

Provisional Voters

See *Non-standard Voter*

Reconciliation log

A log that tracks all the scanned ballots on each Verity Scan device. Located in Site Binder and used during opening and closing routines.

Registrar of Voters (ROV)

County agency that is responsible for conducting elections. The Orange County Registrar of Voters office is located in the city of Santa Ana.

Remote Accessible Vote By Mail (RAVBM)

Remote Accessible Vote by Mail System will allow voters in the military, overseas voters, and voters with disabilities to download and mark their ballots at home.

Replacement Vote-By-Mail Ballot

A vote-by-mail ballot that voters can request at Vote Centers to replace their lost or damaged VBM ballot.

Security Seal

A security sticker placed on the outside of voting equipment that shows "VOID" text if tampered.

Security Tab

A uniquely identifiable wired or zip-tie style tab used to secure voting equipment.

Secrecy Folders

Green folding covers used to ensure the privacy of voter election choice(s).

Site Binder

A three-ring binder that contains set up instructions, Chain of Custody form, Vote Center specific information, Incident Report form, and contact list.

Small Green Bag

A small pouch used to hold and transport vDrives.

Spoiled Ballot

A ballot that is invalid due to voter mistakes, machine-caused damages, or duplicate printing. Such ballots will be placed in the Spoiled Envelope.

Spoiled Envelope

An envelope used to hold spoiled ballots. The number of spoiled ballots will be written on the envelope and the sealed envelope will be sent to the Collection Center every night in the blue ballot transport bag.

Stanchion

An upright bar forming a barrier for line management.

Standard Voter

A voter who follows the standard check-in and voting process. Nearly 80% of voters will fall under this category.

State Voter Information Guides

Contains information about federal and statewide candidates and statewide ballot measures.

Station Signs

Signs that will be placed at their corresponding station for check-in, vote, and scan.

Surge Protector

A power strip.

Suspending Polls

Process to be completed on Verity Touch Writer and Verity Scan when your Vote Center closes for the night and will resume operations the next day.

Timecard

A sheet used to record an employee's work hours for payroll purposes.

Translated Reference Ballot

A translated copy of an English ballot that is given to a voter upon request.

vDrives

The black USB drive to be inserted into the lower compartment of the Verity devices.

Verity Print

An on-demand ballot printing device.

Verity Scan

A digital scanner for scanning ballots.

Verity Touch Writer

An accessible ballot marking device. Voters may use either the touch screen or Access Controller to make their selections.

Voter Bill of Rights (in 5 languages)

Supplied by the Secretary of State, these outline voter rights in each required language and shall be conspicuously posted inside and outside the Vote Center.

Vote-By-Mail (VBM) Ballot

A paper ballot, with the same candidates and measures on it as you would receive at your Vote Center on election day, that is mailed to you with instructions on how to mark it and how to return it.

Vote-By-Mail (VBM) Envelope

Envelope used by voters to mail in their VBM ballots.

Vote Center

A full-service in-person voting experience that allows voters to vote, solve voter registration issues, register to vote check in electronically, get a replacement ballot, and receive general assistance for an extended period.

Vote Center Handbook

Manual used to train CSRs on Vote Center operations. A copy is included in the Supply Box and is to be used throughout the day by CSRs.

Vote Center Information Guides

Formerly known as the County Voter Information Guide or sample ballot. Available in all federally mandated languages and contains a sample of the ballot and information about local candidates and ballot measures.

Vote-by-Mail for All

New initiative that provides all registered voters in Orange County with a vote-by-mail ballot.

Vote-by-Mail Status

See OC Ballot Express

Voting Information Sign

A display stand that is delivered to the Vote Center with the voting equipment. It provides information to voters.

Voter Information Guide (VIG)

Guide provided by the Secretary of State that can include impartial, nonpartisan analysis and arguments in favor and against the ballot measure to help you make informed decisions. Unique to each voter precinct.

Voter Registration Forms

See CVR Envelopes

Voter's Choice Act

A law passed in 2016 that allows counties to conduct elections under a new model to provide greater flexibility and convenience for voters.

Voting Booth

A small, enclosed area where voters stand for privacy while marking their ballot.

Voting Equipment Incident Reports

A document used by CSR to record and document issues/problems that may arise on Election Day with the ePollbook (electronic Poll Book) and Verity devices.

Wheelchair Access Sign

These signs direct voters with disabilities to an accessible path to the Vote Center.

Write-In Candidate

A candidate in an election whose name does not appear on the ballot, but for whom voters may vote by writing in the person's name.

Zero Report

A mandatory report printed on the Verity Touch Writer and Verity Scan devices that will be signed by the first voter. The report displays all zeroes and proves that no voting was conducted prior to the first day of voting.

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Checklists

Set-Up Day

- Confirm delivery of equipment
- Unlock carts and locate Site Binder
- Prearrange room according to Room Layout Diagram
- Set-up day equipment Chain of Custody
Confirm serial numbers provided match equipment received
- Set-up Cradlepoint
- Check-in Station
Tables, chairs, ePollbooks, printers, Verity Print
- Vote Station
Verity Touch Writer, OKI Printer, voting booths
- Scan Station
Verity Scan, ballot box, secrecy folder drop-off
- Complete indoor duties
Voting Information Sign, stanchions, signs, flag, wires
- Turn on voting equipment
- Turn off voting equipment
- Seal equipment Chain of Custody envelope
- Prepare new equipment Chain of Custody envelope
- Follow procedures for printer Chain of Custody
- Lock and cover carts
- Clean Vote Center, turn off lights, lock Vote Center

Opening Routine

- ❑ Verify Cradlepoint is on and internet connection is stable
- ❑ Unlock and uncover carts
- ❑ Complete equipment Chain of Custody
- ❑ Complete printer Chain of Custody
- ❑ Unlock equipment, connect devices to power, and turn on
Verity devices (Print, Touch Writer, Scan), printers, ePollbook
- ❑ Complete reconciliation log
Verify no votes were cast overnight, print and sign name
- ❑ Connect AutoBallot to Verity Print and Touch Writer
- ❑ Connect Headphones to Verity Touch Writer
- ❑ Set-up and login to ePollbooks
Add poll opening report to daily envelope
- ❑ Verify 4 greens on the ePollbook screen
Wifi icon, link icon, plug icon, printer icon
- ❑ Open/Reopen Polls on Verity Touch Writers and Verity Scans
Add reports to daily envelope
IF FIRST DAY: Leave reports attached until first voter signs
- ❑ Lock and cover carts
- ❑ Post outdoor signage
100', VOTE signs, Wheelchair access
- ❑ Announce: "The polls are now open"
IF FIRST DAY: Complete first voter procedure

Closing Routine

- Announce: "The polls are now closed"
- Divide into 2 groups
 - Group 1: Collect outdoor signs & secure voting equipment*
 - Group 2: Remove & count ballots*
- Suspend polls on Verity Touch Writers and Verity Scans
 - Add Suspend Polls Report to daily envelope (Touch Writers) and plastic ballot bag (Scans)*
- Complete the SCAN daily reconciliation log
 - Record number of sheets for matching device*
- Turn off voting equipment
- Seal equipment Chain of Custody envelope
- Prepare new equipment Chain of Custody envelope
- Follow procedures for printer Chain of Custody
- Follow procedures for ballot Chain of Custody
- Lock and cover carts
- Clean Vote Center, turn off lights, close Vote Center
- Complete CSR daily timecards
- Deliver blue ballot transport bag to collection center

Election Night Procedures

- Announce: "The polls are now closed"
- Divide into 3 groups
 - Group 1: Close polls & deliver vDrives*
 - Group 2: Remove & count ballots*
 - Group 3: Collect outdoor signs & repack voting equipment*
- Close polls on Verity Touch Writers and Verity Scans
 - Add Close Polls Report to daily envelope (Touch Writers) or plastic ballot bag (Scans)*
- Complete the SCAN daily reconciliation log
 - Record number of sheets for matching device*
- Print two copies of Tally Report from each Verity Scan
 - Add one copy to daily envelope and one copy to Vote Center door*
- Turn off voting equipment
- Remove and secure vDrives
 - Immediately deliver to collection center*
- Seal equipment Chain of Custody envelope
- Prepare new equipment Chain of Custody envelope
- Follow procedures for printer Chain of Custody
- Follow procedures for ballot Chain of Custody
- Break down voting equipment
- Repack signage and supplies into corresponding cart, bag, or box
- Lock and cover carts and place all items near front door
- Clean Vote Center, turn off lights, lock Vote Center
- Complete CSR daily timecards
- Deliver blue ballot transport bag to collection center

