

VOTE
VOTE



POLLING LOCATION TECHNICIAN HANDBOOK

2026 EDITION

VOTE VOTE
VOTE VOTE
VOTE VOTE

Important Numbers and Information

County: _____ Director: _____

County Phone Number: _____

Director Phone Number: _____

State Election Commission Phone Number: **(803)-734-9060**

Local Law Enforcement (non-emergency) Phone Number: _____

State Law Enforcement Division (SLED): **(833) 4SC-VOTE or (833)-472-8683**

County Personnel: _____

County Personnel: _____

County Personnel: _____

Polling Location Technician: _____

Polling Location Technician: _____

Polling Location Technician: _____

Polling Location Technician: _____

Polling Location Technician: _____

Polling Location Technician: _____

SOUTH CAROLINA ELECTION COMMISSION

Polling Location Technician Handbook

2026 Edition

State Election Commission

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Introduction

Foreword

Polling Location Technicians (PLTs) provide essential technical support during Early Voting and on Election Day. They ensure that voting equipment operates smoothly so voters can cast their ballots without interruption. As the role has expanded statewide, counties needed a single, consistent resource that clearly outlined PLT duties and technical procedures.

This publication is the first official Polling Location Technician Handbook for South Carolina. It replaces the former Polling Location Technician Checklist and Troubleshooting Guide. It has been created to unify PLT training, support statewide consistency, and strengthen the overall voting experience for every voter.

This handbook is designed as a practical, user-friendly job aid. It includes clear procedures, checklists, and troubleshooting steps for tasks such as calibrating equipment, printing reports, and resolving common issues with voting equipment. By using this handbook, PLTs across South Carolina will follow the same standards and procedures which support uniformity, reliability, and the secure conduct of elections.

Our Mission

The mission of the State Election Commission (SEC) is to ensure every eligible citizen has the opportunity to register to vote and participate in fair and impartial elections with the assurance that every vote will count.

Purpose of This Handbook

This handbook is to be used alongside the PLT Training PowerPoint presentation and the Poll Manager Handbook. Together, these resources provide consistent statewide instruction and serve as dependable reference tools for both required pre-election training and Election Day operations.

The purpose of this handbook is to:

- Promote uniform technical support during elections while also supporting county staff
- Provide clear, step-by-step guidance for PLTs

How to Use This Handbook

This handbook includes its own appendix and color-coded pages for quick reference. These color-coded pages allow PLTs to quickly locate procedures and equipment solutions while working at a polling place.

The technical section contains the Equipment troubleshooting Directory, which provides step-by-step guidance for resolving common issues. It also includes links to videos demonstrating frequent troubleshooting scenarios to support the job learning. In addition, a QR code is provided at the beginning of each troubleshooting section, linking directly to the SEC produced playlist of troubleshooting and instructional videos.

This handbook follows the overall structure of the Poll Manager Handbook but includes only information relevant to PLTs. It is written from the PLT perspective and is designed to support both pre-election preparation and Election Day responsibilities by serving as both a practical training tool and portable job aid.

Expectations of Behavior

Definition

Polling Location Technician: An employee of the county voter registration office who provides technical support services for election equipment used at polling places, also referred to as a PLT or Rover.

Scope of Duties

As an essential member of the Polling Place Team, a PLT serves in an independent, mobile role, traveling between polling locations to provide proactive and responsive support. PLTs perform routine preventative maintenance checks to reduce the likelihood of equipment issues and ensure all devices remain fully operational throughout Election Day. When troubleshooting is required, PLTs should work to resolve the issue efficiently. If an issue cannot be resolved onsite, the PLT must know how to:

- Secure and properly remove equipment from service
- Deploy a replacement unit, if available
- Contact county staff for additional guidance

Because PLTs support multiple locations, they also assist by identifying security concerns, retrieving needed supplies, and serving as an additional set of eyes to support Clerks and Poll Managers during busy periods.

Polling Location Technicians:

- Troubleshoot election equipment issues
- Perform routine maintenance tasks
- Complete the PLT Checklist to ensure accountability
- Complete the Incident Report Form
- Complete the PLT Mileage Log

Note: The definition and duties listed above reflect the State Election Commission's official standard for PLTs. While counties may make limited adjustments based on their resources, these expectations are intended to be followed as closely as possible. Consistent use of this model is essential to reducing disparities and ensuring a unified, reliable, voting process across South Carolina.

Troubleshooting

PLTs must be comfortable troubleshooting three main pieces of election equipment: the Electronic Pollbook (EPB), the Ballot-Marking Device (BMD), and the DS300 Scanner. This guide provides many helpful troubleshooting steps a PLT can take if they find themselves with a piece of equipment that is not functioning properly. Please read and follow the steps carefully to ensure success.

Refer to the Troubleshooting sections under each piece of equipment for instructions on how to handle issues that piece of equipment might have.

Expectations of Behavior on Election Day

PLTs serve as the technical support presence for their county, and the way they conduct themselves directly reflects on the professionalism of the county office and the election process. PLTs must maintain a calm, respectful, and nonpartisan demeanor at all times while fulfilling their duties.

Attire

PLTs should dress in a neat, professional manner that is appropriate for a public-facing role. Clothing should be comfortable enough to allow for equipment setup, troubleshooting, and movement throughout the polling place, but should never include campaign-related messages or anything that could be perceived as partisan or disruptive. All counties have been provided with brightly colored Polling Location Technician vests which should be worn so polling place staff can easily identify the PLT. PLTs should have a county issued badge or name tag for identification purposes.

Interactions with Poll Workers

PLTs work alongside Clerks and Poll Managers and must communicate with them respectfully and clearly. PLTs should demonstrate patience, collaboration, and a solution-focused approach. When issues arise, PLTs are expected to explain technical steps in a helpful, professional tone and keep county staff informed of any significant equipment concerns.

Interactions with Voters

While PLTs do not manage the check-in process or assist with voting procedures, they should remain courteous when in the presence of voters. If a voter asks a procedural question, the PLT should direct them to a Poll Manager or Clerk. PLTs must never provide instructions that could influence how a voter casts their ballot or interpret any voter intent.

Interacting with the Equipment

PLTs must handle all election equipment carefully, following the procedures in this handbook. Only authorized individuals may touch or troubleshoot election equipment. PLTs should not rush through processes or take shortcuts, as accuracy and security are essential. All equipment interactions should be documented or reported according to county protocols, using the incident report form found on page 8'**89**.

Training

Efficiently run elections are essential to an orderly form of government. All elections must be conducted uniformly and in accordance with the laws of the State. The county board is responsible for training Polling Location Technicians using the curriculum provided by the State Election Commission. After completing training, a member of the county board of voter registration and elections or the county election director may administer the oath. Each PLT must sign and date the Voting Systems Custodian Oath.

Custodian Oath

Authorized by S.C. Code of Laws 7-13-1500.

Voting System Custodian Oath

"I do solemnly swear that I will prepare and operate the voting system according to law and will allow no person access to the system who is not entitled by law to do so, and I will release no information or data relating to the voting system unless authorized by law to do so."

Printed Name: _____

Signature: _____ Date: _____

Polling Place

Supporting a Consistent Voting Experience

By understanding statewide polling place layout standards and proper equipment placement, PLTs serve as essential support to the Clerk. Their mobility, awareness, and technical expertise help ensure that each polling place operates smoothly, remains compliant, and provides a consistent and accessible voting experience for every voter.

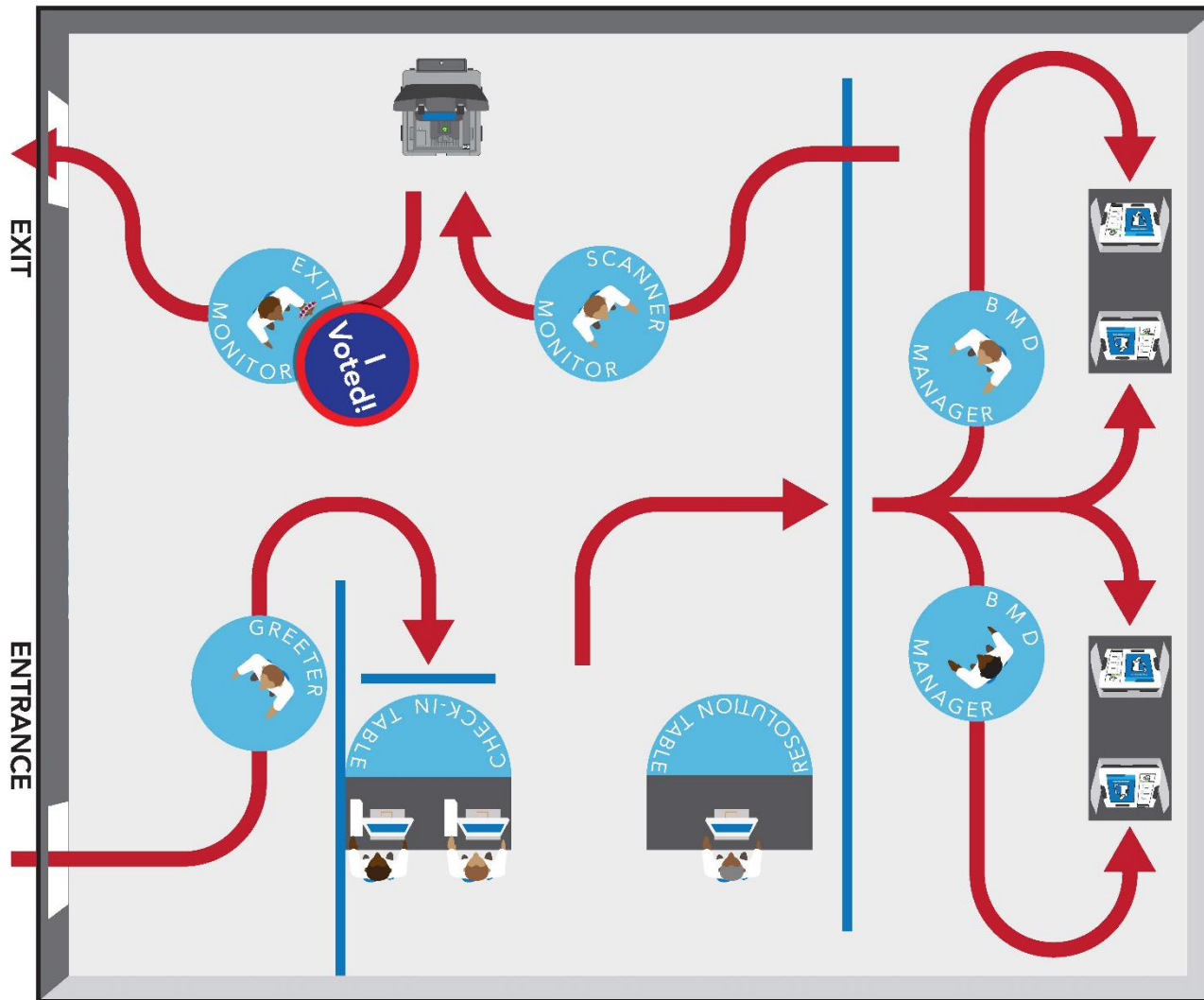
Layout and Security of Polling Place

PLTs support the Clerk by ensuring that all voting equipment is set up correctly, accessible to voters, and ready for use. PLTs should be familiar with proper layout procedures so they can recognize issues, assist with adjustments, help maintain voter privacy, and clear traffic flow.

PLTs should verify that the placement of signage for the polling location is easily identifiable-including signs for the curbside area. PLTs should also be familiar with proper layout procedures so they can recognize issues, assist with adjustments, help maintain voter privacy, and clear traffic flow.

PLTs should also remain aware of all exits within the polling place and ensure that they are clearly marked and unobstructed. While the Clerk has overall responsibility for the security of the polling place, equipment, and supplies, PLTs should be prepared to support the Clerk in following emergency procedures and responding appropriately should an issue arise. By staying alert, securing materials, and working closely with the Clerk, PLTs help ensure a safe and secure environment for voters, poll workers, and election equipment.

Layout



For use as example only. Not drawn to scale. Every polling location is different. Arrange the polling location for maximum voter privacy and polling location efficiency. Red arrows represent voters moving through the process. Blue line represents painter's tape used on the floor as guard rails to prevent traffic around the BMDs.

Equipment and Supplies Security

Overview

The invention and use of technology have made elections more efficient, and PLTs play a key role in ensuring that efficiency carries through during Early Voting and on Election Day. A PLT's primary responsibility is to support polling places by troubleshooting equipment and confirming that all devices are functioning correctly. Because of this, it is essential for PLTs to understand how South Carolina's election equipment operates and how each component works together in the election process.

The following section provides an overview of the state's current election equipment system. It introduces the equipment and supplies assigned to PLTs and explains how these tools are used to effectively support elections across South Carolina. This section includes a general description of each piece of equipment, its components, and the procedures for properly opening and closing the equipment so PLTs can confidently assist Poll Managers whenever technical support is needed.

PLT Supplies

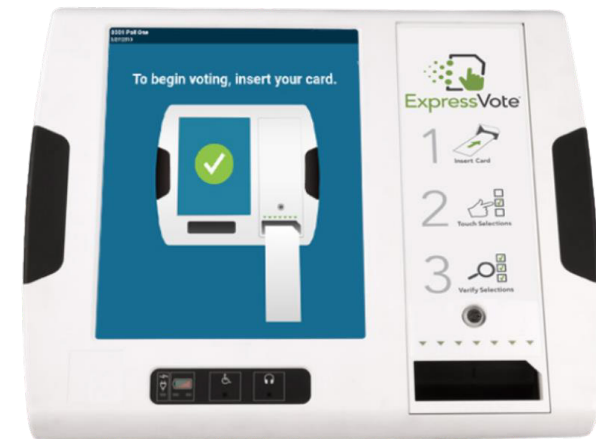
During the opening of the polling place, PLTs should confirm that all county-issued technical supplies and equipment assigned to them are present and accounted for. While counties may provide slightly different materials, PLTs are expected to arrive prepared with the tools needed to support equipment setup, troubleshooting, and Election Day maintenance.

In addition to the standard election equipment issued to the Clerk, PLTs typically carry supplemental items that help resolve common issues quickly. These may include extra seals, pens and pencils, painter's tape, duct tape, an

additional roll of scanner printer paper, microfiber cloths, screen-safe cleaner, scissors, an extra roll of “I Voted” stickers, zip ties, brightly colored PLT vests, ballot cards, measuring sticks, drop cords, receptacle tester, and wire cutters. The State Election Commission has provided each county with SEC backpacks to help organize and transport these materials, so PLTs can perform their duties efficiently and consistently across the state.

Voting Equipment

PLTs must be comfortable troubleshooting the three main pieces of election equipment: the Electronic Pollbook, the Ballot-Marking Device, and the DS300 Scanner. This guide provides many helpful troubleshooting steps a PLT can take if they find themselves with a piece of equipment that is not functioning properly. Refer to the “Troubleshooting Section” for detailed components and instructions on handling issues with each piece of equipment.



Zero Tapes

When the polls are opened on the DS300 Scanner, a Zero Tape is automatically printed. Zero Tapes are the scanner's documentation that there have been no votes cast on it in that election prior to opening the polls. Zero Tapes contain scanner unit information as well as election information, including:

- Print date and time
- Unit serial number
- Election name, date and polling precinct
- Time polls were opened and closed on the scanner
- Votes cast at time of printing
 - The *Public Count* is the number of votes cast on the scanner during that specific election
 - The *Protected Count* is the number of votes cast in the scanner's lifetime

*** ZERO TOTALS REPORT ***	
1. Date and Time	07:00 AM January 01, 2020
2. Serial Number	Unit Serial Number: 0318360353
3. Name of Election	SOUTH CAROLINA COUNTY SOUTH CAROLINA FUN BALLOT
4. Name of Polling Place	001 Precinct 1
5. Date of Election	Election Date: January 01, 2020
6. Date & Time Poll Opened	Poll Opened Date: January 01, 2020 Poll Opened Time: 07:00 AM
7. Number of Votes Cast	Poll Closed Date: No Poll Closed Time: No Public Count: 0
	Protected Count: 26 Precinct Voting Report
	Unit Serial Number: 0318360353
	Precinct 1
	Total Paper Sheets: 0

Every scanner is programmed to print two copies of the Zero Tape upon opening the polls, both of which must be signed by at least three Poll Managers. One copy should be posted in a place visible to the public, such as a front door

or a window at the front of the polling place. A second copy should be kept and returned to the county office by the Clerk on Election night.

Equipment and Supply Security

When PLTs visit a polling place, they should remain alert and observe the environment through a security-focused lens. While the Clerk is primarily responsible for equipment and material security, PLTs play a critical supporting role and must understand the security protocols that protect election integrity.

PLTs help ensure that Ballot-Marking Devices, DS300 Scanner, ballot cards, hand-marked ballots, Electronic Pollbooks, and all other sensitive materials must always remain supervised when in public view. If any equipment, ballots, or supplies must be temporarily stored or left unattended, they must be placed in a secure, locked location immediately.

If something is missing, out of place, or does not meet established procedures, the PLT must document the issue on both the Incident Report Form and the PLT Checklist and then remedy the issue.

Security of the Equipment in the Polling Place

PLTs play an important role in supporting the Clerk by helping maintain the security of election equipment and materials. PLTs must ensure that Ballot-Marking Devices, DS300 Scanners, ballot cards, hand-marked ballots, EPBs, and any other sensitive materials always remain supervised. If equipment or ballots must be left unattended for any reason, they must be secured in a locked area immediately.

Sealing Equipment in the Polling Place

PLTs support the Clerk by ensuring all election equipment is sealed properly for security. Minimum requirements of the election equipment, including the EPBs, BMDs, DS300s, and ballot bins– state that they must always remain sealed

in accordance with the SEC seal policy unless access is required as part of an approved opening or closing procedure. Equipment and containers must be sealed whenever they are transported to or from the polling place, Early Voting Center, or storage facility.

Utilize the County Seal Requirements graphic and the Election Day Opening and Closing Requirements graphics on the following pages to ensure that all equipment is properly sealed for security purposes according to established procedures. These resources provide step-by-step guidance to confirm seals are correctly applied. After confirming that all seals are correct, use the PLT Checklist to verify and check off that each piece of equipment has been properly sealed.

County Seal Requirements for Transportation (done by County Office)

When equipment is transported to a polling place or an Early Voting Center, the following seals are required:

EPB

EPB: One seal per case



BMD

BMD in Carrying Case: Two Seals

Carrying Case



Thumb Drive Access Cover



BMD on a Curbside Cart: Two Seals

Curbside BMD

Thumb Drive
Compartment Door



Thumb Drive
Access Cover



SCANNER

DS300: Three Seals

- Lid Latch



- Scanner Rear
Compartment



- Thumb Drive
Access Door

Election Day Opening Requirements (to be done by the Clerk or Designated Poll Manager)

All seals removed during opening shall be retained in the container provided by the county, and all newly applied seals shall be recorded.

BMD

BMD: Two Seals
Thumb Drive
Compartment Door



Thumb Drive
Access Cover



BMD on a Curbside Cart: Two Seals
Curbside BMD
Thumb Drive
Compartment Door



Thumb Drive
Access Cover



SCANNER

DS300 Opening: Four Seals

Scanner Rear
Compartment



Thumb Drive
Access Door



- Emergency/ Provisional
Compartment
- Main Ballot Bin
Compartment

Election Day Closing Requirements
 (to be done by the Clerk or Designated Poll Manager)

All seals removed during opening shall be retained in the container provided by the county, and all newly applied seals shall be recorded.

EPB

EPB: One seal per case



BMD

BMD in Carrying case: Two Seals

Carrying Case



Thumb Drive Access Cover



BMD on a Curbside Cart: Two Seals

Curbside BMD
 Thumb Drive
 Compartment Door



Thumb Drive
 Access Cover



SCANNER

DS300: Two Seals

Scanner Rear
 Compartment



Lid Latch



Ballot Bin: Two Seals





Equipment Troubleshooting

These following sections will detail the equipment used for elections in South Carolina. There will be a general overview of the equipment and its components, as well as how to open and close the equipment. Finally, there will be troubleshooting guidance for each piece of equipment. When troubleshooting, please be sure to carefully diagnose the issue and follow the correlation instructions. In addition to written instructions, some of the equipment issues will have a troubleshooting video component that can be accessed through QR codes. The QR codes will direct you to a landing page which will contain video playlists for each piece of equipment. The QR code can be found in its corresponding equipment section.

Note: To support efficient searching for troubleshooting; refer to the index on page 93.

Electronic Pollbook (EPB) Overview

Electronic Pollbooks contain electronic versions of the voter registration list. The EPB features a touch screen tablet, a ballot printer, and a MiFi device. EPBs are used in every polling place to check in voters. Paper voter registration lists will be provided to serve as a backup in case EPBs are not available; and to manually process some voters to help determine voter eligibility.

In the Troubleshooting Section specifically, you will see asterisks (*) by some of the issues. This indicates that there is a video that demonstrates the issue in question. These videos can be accessed on the official State Election Commission YouTube channel. A QR code is provided below for easy access:



EPB (2020 Components)



Component	Description
1. Dual USB Ports	Used to load data onto Electronic Pollbook or connect to a printer.
2. Swivel Stand	Allows partial rotation, so that the screen can easily be turned between the poll worker and voter.
3. Surface Go Tablet	Tablet is locked in a case for protection.
4. 'Scan Here' Graphic	Use this to scan a voter's driver's license. A red light from the scanner should appear in the center of this box.
5. Power Button	Used to power device on and off.
6. Tablet Enclosure Lock	Used in conjunction with a barrel key to remove the tablet from its case.
7. Tablet Tilt Adjust	Allows angle of tablet to be adjusted for ease of use.
8. Infrared Scanner Housing	This is where the scanner is located, which shines a red dot within the 'Scan Here' graphic to scan Photo IDs.
9. 6' Power Cable	This power cable connects to a USC-C AC power supply brick, which plugs into a power source.

EPB (2023) Components



Component	Description
1. Magnetic Connection	Connects power supply to Surface Link.
2. Flip Stand	The tablet stand can lock to increase stability.
3. USC-A and USB-C External Data Ports	Used to load data or connect a printer.
4. Kickstand with Barn Doors	Allows the stand to brace and flip for functionality.
5. Tablet On/Off Button	Buttons to turn on and off the tablet.
6. Rear-Facing Camera	Used to read barcodes.

EPB Accessories

MiFi

The MiFi wirelessly connects the Electronic Pollbooks to the county office for live updates. It does NOT provide internet access to phones, computers, or other election equipment.

Ballot Printer

The ballot printer prints a barcode on the ballot card to be read by the BMD. The barcode indicates a voter's ballot style for that election.

NOTE: The 2020 EPB will only fit back into the blue case one way. Please ensure that the 'Scan Here' graphic is facing up and positioned in the center of the case. There is a designated space for the white power block. The MiFi can be placed in the upper right compartment (denoted by red circle). All other cords fit beneath the BMD printer in the case. The case must close securely!



OPENING THE ELECTRONIC POLL BOOK

Step-by-Step Setup Instructions



Step 1

- Verify that the carrying case seal numbers on the case(s) match those listed on the seal log. Then remove the seals. Place the cut seals inside the container provided by the county.

Step 2

- Plug in the MiFi device and press the power button.



Step 3

- Remove the equipment from the case(s) (EPB, printer, cords, and white charging block). Verify the EPB asset number/device name using the seal log.



Step 4

- Plug each device into a power outlet.
 - When connecting the charging block to the EPB, ensure the EPB is completely plugged in. (The silver charging port should not show, and you should hear a click.) This will ensure the EPB stays charged all day.



Step 5



- Connect the ballot printer to the EPB using the printer cable.

Step 6

- Power on EPB by pressing orange button at the top.



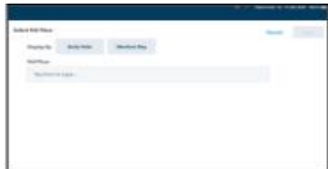
Step 7

- On the screen, select "Launch." When prompted, enter the Pollbook Qualification Code (PQC) provided by your county office, then select "Submit."



Step 8

- Select the polling place. Begin typing in the name of the polling place until options appear and choose the correct polling place. Select "Save."



Step 9

- Enter the username and password provided by the county office and select "Sign In."



Step 10



- Make sure the EPB is connected to the MiFi. The EPB should automatically connect. If all three icons beside the date and time are green, the EPB is connected. If all three icons are not green, contact the county office or your polling location technician (PLT).

Step 11

- Select "Open Poll."



Step 12



- Power on the ballot printer by holding down the orange button until you hear a beep. You will see a green printer icon on the EPB screen if the printer is properly connected.

Step 13

- **YOU ARE READY TO PROCESS YOUR FIRST VOTER.**

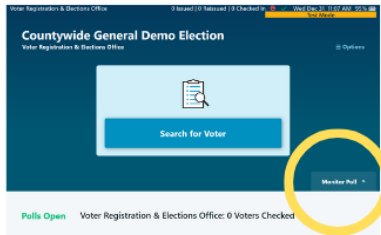


CLOSING THE ELECTRONIC POLL BOOK

Step-by-Step Shutdown Instructions

Step 1

- Touch "Monitor Poll" from the voter search screen.



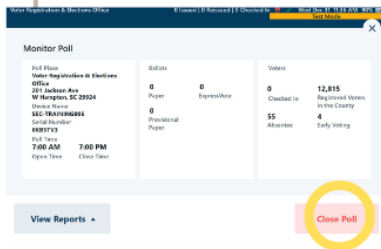
Step 2

- Record the number of voters who "checked-in" on line J "Electronic Poll Book" of the Ballot Reconciliation Sheet.

Voters Checked In	
J	Electronic Pollbook (EPB)
K	Paper Poll List Include provisional ballots NOT entered in EPB Do NOT include the curbside poll list
J + K = Total 4	

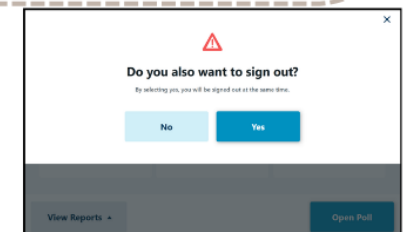
Step 3

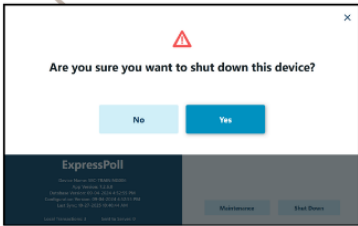
- Touch "Close Poll," then "Yes."



Step 4

- Touch "Yes" when asked if you want to sign out.





Step 5

- Touch "Shut Down," then "Yes."

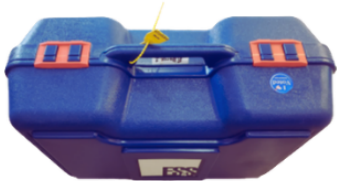
Step 6

- Return equipment to the EPB case being careful to keep the cords from being pinched or tangled by the equipment or the case itself. Verify that the EPB is returned to its corresponding carrying case.



Step 7

- Seal the EPB cases, ensuring the seal numbers are recorded on the seal log.



Step 8

- THE ELECTRONIC POLL BOOK IS NOW CLOSED.

EPB Troubleshooting

*See QR Code for a video of this process.

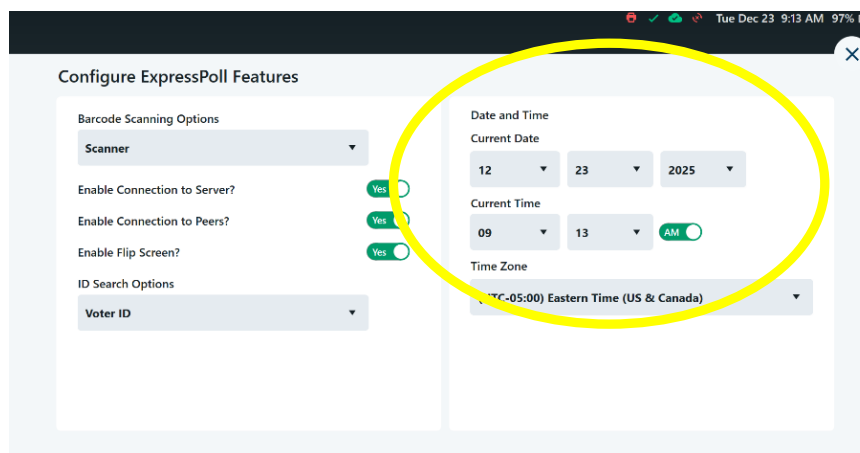
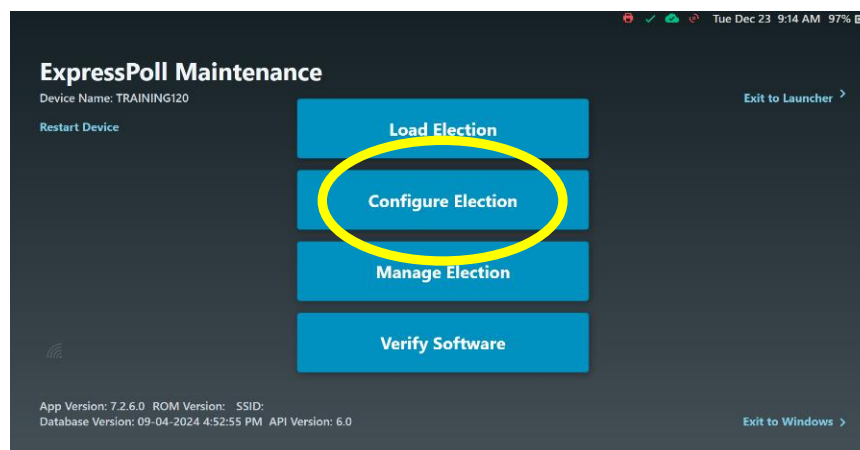
Changing the Date and Time on the EPB

PROBLEM: The EPB has the wrong date and time.

CAUSE: The EPB was programmed incorrectly.

SOLUTION: The date and time can be changed by following the method below:

1. On the Maintenance Menu, touch **Configure Election**. Then enter PQC.
2. Login using the Maintenance Password.
3. Go to **Configure ExpressPoll Features**
4. To set the **Date and Time**:
 - a. Enter the current date: use the drop-down option to update the month, day, AM/PM, and year.
 - b. Enter the current time: use the drop-down option to change hour and/or minutes.
5. To set the **Time Zone**:
 - a. Use the drop-down option to select the correct time zone (Eastern). When all changes are made, press the X in the upper right-hand corner to exit the maintenance screen.
 - b. Changes will be saved.



Calibrating the EPB Camera

PROBLEM: Multiple voter's driver's licenses are not scanning during the check-in process.

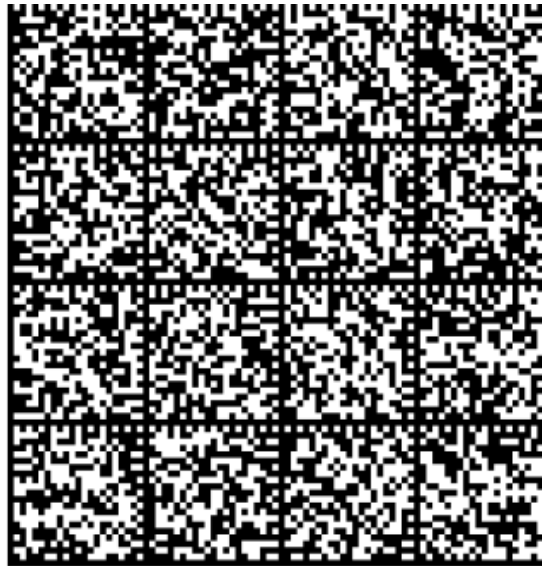
CAUSE: This might happen when the EPB tablet is in use for an extended amount of time. Restart the device to fix this issue.

SOLUTION:

- A. Restarting the EPB:
 - 1. Unplug the pollbook from A/C power and restart the device.
 - 2. Once the pollbook has rebooted, make sure to plug the pollbook back in.
 - 3. Log back into the pollbook, then select **Search for Voter** and scan the ID.


















- B. Search the voter manually.
 - 1. Type the voter's name into the search bar.

- C. Reset the EPB camera.
 - 1. To reset the camera, use the EPB camera to scan the barcode below:



EPB Icons*




The EPB has several icons and colors that it uses to relay its status. Pictured here is a quick reference guide for the symbols you may see on the EPB. This section also includes several ways to troubleshoot the different icons you may encounter.

Type	Icon	Description
Network Connections		Wi-Fi Connected
		Wi-Fi Not Connected
		Host Connected
		Host Not Connected
		Peer-To-Peer Connected
		Peer-To-Peer Not Connected
Battery		0%
		50%
		100%
		Charging
Warning Messages		Success
		Warning
		Error
Printer Icons		Printer Connected
		Mixed Printer Connection
		Printer Not Connected
Functional Buttons		Close

Ensuring the EPB is Turned On

PROBLEM: I want to confirm the EPB is connected.

SOLUTION:

1. Check to see if all the icons in the right-top corner of the EPB screen are green.   
2. Verify that the Election Name and Election Date are correct.

The Cloud Icon is Yellow

PROBLEM: The cloud icon on the EPB screen is yellow.

CAUSE: If the cloud is yellow, the pollbook is connected and downloading voter data.

SOLUTION:

1. Wait. The cloud will turn green when finished. This process may take between 20 to 30 minutes depending on the amount of data and the MiFi signal strength.

NOTE: If the yellow cloud icon has a white arrow, this indicates that it is downloading information from Connect.

NOTE: The MiFi should be the first device turned on to allow adequate time to power ON. This may take up to 10 minutes. In some very rural areas, poll workers have discovered that taking the EPB devices will not connect to the MiFi within the polling place. Therefore, they take the devices outside to find an initial connection.

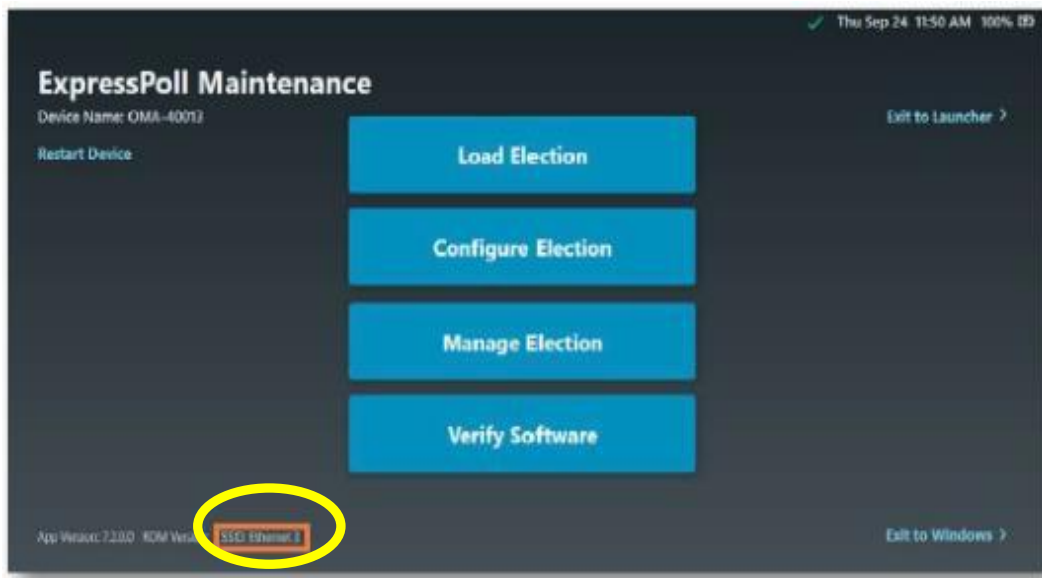
One or More of the Icons are Red*

PROBLEM: The icons (seen on the right) are red on the EPB.

SOLUTION: If the cloud is red, the pollbook is not communicating with the host.

1. If a red circle with a slash through it appears (rather than a green check mark), the pollbook does not have connection to the MiFi, which is required to connect to host.
2. Reboot the MiFi. Ensure the MiFi device is functional and has a good signal.

3. If the circle icon is red with an "X" in the center, the pollbook is not communicating with its peers (peer to peer).
 - a. If there are no other pollbooks in the location, this is expected and is no issue.
 - b. Confirm that all pollbooks are on the same MiFi device (follow steps above). If they are on different devices, they cannot communicate peer-to-peer. Navigate to **Windows** to connect the pollbook to the correct device.
 - c. Confirm that all pollbooks are signed into the same polling place. If they are signed into different locations, they cannot communicate peer-to-peer.
4. If a red circle with a slash through it appears (rather than a green check mark), the pollbook is not connected to the internet.
 1. Confirm the MiFi device is on and shows a signal.
 2. Navigate to the **Search for Voters** screen and press **Options** to confirm that the SSID matches the device in that location.
 3. If the listed device is incorrect, contact county for help.



**NOTE: SSID must match the device in that location.

Verifying Connection to the Host

PROBLEM: I need to verify that I am connected to the Host.

CAUSE: This may happen if you do not have a strong enough signal from your MiFi device.

SOLUTION:

1. Navigate to the **Search for Voter** screen.
2. Touch **Options** menu,
3. Verify **Sent to Host** and **Received from Host** transactions are the same and move MiFi to window for better signal.

Voter Search is Exceptionally Slow

PROBLEM: A Voter Search using a license or manual entry is taking a long time to display results.

CAUSE: This may happen if you do not have a strong enough signal from your MiFi device.

SOLUTION: This might happen when there is less connectivity to the Host. To correct the issue:

1. Ensure the MiFi device has proper connectivity to the internet.
2. Make sure the device is connected to the Host: A green cloud should be displayed on the top frame when device is connected to Host. Reboot the MiFi device.

The EPB Tablet Crashes

PROBLEM: The EPB has an Unhandled Exception.

CAUSE: Potential Windows crashing.

SOLUTION:

1. Tap **OK** on the pop-up screen to reboot.

Note: If the initial attempt does not successfully reboot the EPB Tablet, a hard restart is required. To do this, hold the power button down for 30 seconds. The screen will turn black, then power the device to continue.

Printer is Not Connecting*

PROBLEM: The printer is NOT detected by the EPB.

CAUSE: This might happen when the printer is not properly connected to the device or to the power source.

SOLUTION:

1. Shut down the EPB.
2. Disconnect the power and USB cable from power source AND the USB cable from the EPB.
3. Reconnect the power and USB cable for the printer to the EPB.
4. Turn on the printer (Long press the power button).
5. Power on the EPB device.

NOTE: On the 2023 EBP, the outer frame may not be seated properly. Look at the orange tab on the side and make sure it is completely inserted, providing power to that cases USB port.

Ballot-Marking Device (BMD) Overview

The Ballot-Marking Device is an easy-to-use electronic voting system equipped with a touch screen to mark ballots as instructed. BMDs are used in every polling place to mark standard paper ballots. BMDs are programmed to prevent overvotes (selecting more candidates/responses than allowed per contest). Each polling place should have one BMD for each 250 registered voters, or portion thereof, or as near thereto as may be practicable (§7-13-1680). BMDs must also have a means to ensure voter privacy, whether that is through a privacy screen or ensuring that the machines are placed far enough apart (5 feet at least).

In the Troubleshooting Section specifically, you will see asterisks (*) by some of the issues. This indicates that there is a video that demonstrates the issue in question. These videos can be accessed on the official State Election Commission YouTube channel. A QR code is provided below for easy access:



BMD Components



Component	Description
1. Access Compartment	Allows access to the USC ports, Power Switch, Voter/Test Switch, and the Tactile Keypad port.
2. Power Source Indicator	Shows the source of the power to the unit: either internal back-up battery or a 110-volt AC electrical outlet.
3. Battery Status Indicator	Shows the strength of the internal battery.
4. Accessibility Device Port	Supports Sip and Puff device or other assistive switches for voters who need an adaptive device.
5. Headphone Jack	The audio interface on the BMD unit provides voting capabilities for voters who are blind or visually impaired.
6. Ballot Card Slot	BMD ballot cards are inserted into this slot to start the voting session. Voted ballots can be inserted into this slot to verify contest votes.
7. Touch Screen	Poll workers and voters can use the touch screen to interact with the BMD.

OPENING THE BALLOT MARKING DEVICE

Step-by-Step Setup Instructions



Step 1

- Verify that the carrying case seal number match the numbers listed on the seal log. Cut the seal and place it inside the container provided by the county.
- For BMD on a curbside cart, verify the side door seal number.



Step 2

- Verify the asset number/ serial number on the top right corner of the BMD.



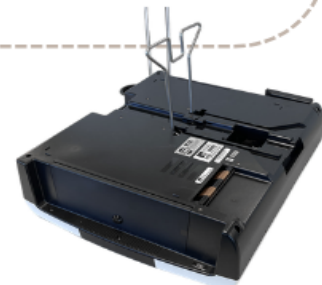
Step 3

- Remove the ballot marking device, power cord, and headphones from the case.
- Place the device face down on a table.



Step 4

- Pull out the kickstand.
- Squeeze the legs to allow the kickstand to be placed in the fully extended position.



Step 5

- Plug one end of the power cord in the back of the device and the other end in a power source.





Step 6

- Arrange the rectangular power supply under the kickstand to secure the wire.



Step 7

- Open the thumb drive compartment door. Verify the thumb drive seal number using the seal log. Do not remove the seal.



Step 8

- Flip the power switch to ON.
- Place ADA controller to the side of the device.



Step 9

- Carefully close the thumb drive compartment door, making sure that the cord for the ADA controller passes through the cut out in the door.
- Lock the door and add a seal. Record the seal number on the seal log.
- Hang the headphones on the hook and only plug in when in use.





Step 10

- During start up, a welcome screen will appear.
- When prompted, enter the election code provided by the county office.
- Touch "Accept."



Step 11

- On the next screen, confirm the device is plugged into power, and the election name, polling place, date, and time are correct.
- Touch "OK."



Step 12

- Place a privacy screen around the device.



Step 13

- THE BALLOT MARKING DEVICE IS NOW READY FOR VOTING.



CLOSING THE BALLOT MARKING DEVICE

Step-by-Step Shutdown Instructions



Step 1

- Verify the side door seal number against the seal number on the seal log. Remove the seal and place it in the container provided by the county. Remove the headphones and open the thumb drive compartment door.

Step 2

- Switch the power to off.
- The device will shut down.



Step 3

- Close and lock the thumb drive compartment door.
- Return ADA controller to the left side of the BMD.



Step 4

- Unplug the power cord from the power source.





Step 5

- Turn the ballot marking device over.
- To remove the power cord from the back of the device, slide the sleeve on the plug up while pulling it out.



Step 6

- Push the kickstand down into the locked position.



Step 7

- Fold the power cord and place it in the side pocket of the case.
- Return the ballot marking device and headphones to the case.
- Seal main zipper handles of carrying case and record on seal log.



Step 8

- **THE BALLOT MARKING DEVICE IS NOW CLOSED.**

BMD Troubleshooting

*See QR Code for a video of this process.

Changing the Date and Time on the BMD*

PROBLEM: The BMD has the wrong date and time.

CAUSE: The BMD was programmed incorrectly.

SOLUTION: The date and time can be changed by following the method below:

1. After logging into the Administrator Menu, touch **Date & Time**.
2. Login using the Administrator Code:

3. To set the Time Zone, use the up/down arrows to select the desired time zone.
4. Touch **Apply Changes**.
5. Touch **Apply Changes** again to confirm.
6. To set the Date, use the up/down arrows to select the desired time for hour, minutes, and either AM or PM.
7. Select **Apply Changes**.
8. Select **APPLY CHANGES** again to confirm.

Supervisor Menu Mode

Poll & Device
Reports
Audit Log
Testing ▾

Advanced Settings 🔒

Date & Time (highlighted)

Diagnostic Tests ▾
Logic & Accuracy ▾
System Utilities ▾

Set Date - set and apply after setting time zone

▲ Apr 15 2019 ▼

Set Time - set and apply after setting time zone

▲ 9:46 AM ▼

Set Time Zone - set and apply before setting date and/or time

- (UTC-11:00) Niue Time (Niue)
- (UTC-11:00) Samoa Standard Time (Midway)
- (UTC-11:00) Samoa Standard Time (Pago Pago)
- (UTC-10:00) Cook Islands Standard Time (Rarotonga)
- (UTC-10:00) Hawaii-Aleutian Standard Time (Honolu...)
- (UTC-10:00) Hawaii-Aleutian Standard Time (Johnst...)

Apply Changes

© Time: 09:46 AM 4/15/19
Power: AC
Poll: N/A

Calibrating the BMD*

PROBLEM: The voter pushes the oval for one candidate but another candidate is selected.

CAUSE: The alignment of the touch screen with the point of touch is not adjusted correctly. This alignment process is called calibration.

SOLUTION: Calibration of the touch screen can be completed by following one of the two methods below:

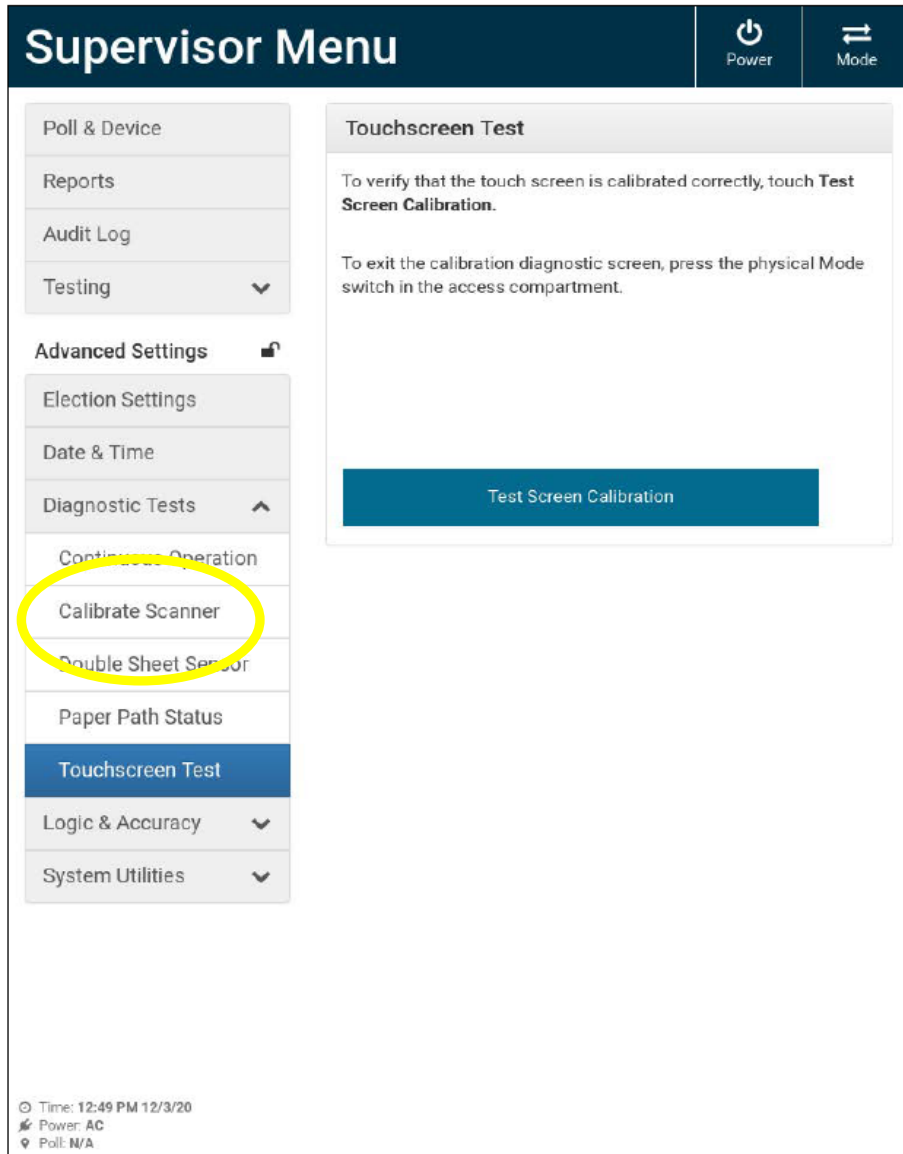
METHOD 1: ****NOTE:** This method **requires** opening the thumb drive access door/left side of the BMD.**

1. Open thumb drive door/left side of the BMD.
2. Change the **Mode** switch to OFFICIAL.
3. When the Supervisor Menu appears, press and hold the Black Diamond button on the tactile keypad until it beeps.
4. The calibration screen will appear. Follow the instructions on the screen to complete the calibration.
5. When calibration is complete, the Supervisor Menu will reappear. Press the **Mode** button at the top right corner of the screen to return to Voting Mode.
6. Close and lock the thumb drive door/left side of the BMD.
7. Seal the door and record the seal number on the additional seal log.

METHOD 2: ****NOTE;** This method **avoids** opening the thumb drive door/left side of the BMD. ******

1. On the Voting Mode screen, press the bottom left corner of the screen. The Poll and Device Status Menu will appear.
2. Press the **Mode** button at the top right corner of the screen.
3. You will be prompted to enter an Election Code (provided by the county). Press **Accept**.
4. When the Supervisor Menu appears, tap **Advanced Settings**, and enter the Administrator Code.
5. Tap **Calibrate Scanner** from the list of tabs. The calibration screen will appear. Follow the instructions on the screen to complete the calibration.

6. When the calibration is complete, the Supervisor Menu will reappear.
7. Press **MODE** button at the top right corner of the screen to return to Voting Mode.



1/A	B	C	D	E	F	G	H	I	J
2									
3									
4				■					
5									
6									
7								■	
8									
9									
10		■							
11									
12									
13									
14									
15									

**NOTE: This is what the calibration process will look like.

BMD Election Definition Not Found

PROBLEM: The Election thumb drive is not installed. The Election Definition has not been loaded to the BMD.

SOLUTION: A thumb drive containing the election definition is required. Contact the county for proper procedures. If a thumb drive is provided, open the thumb drive compartment door located on the left side of the BMD. Inside the compartment there are two USB ports. The Election Definition can be loaded through either port.

NOTE: Do not force the drive into the equipment. The drive should go in with gentle force. If the drive does not go in with a gentle push, turn the drive over and try again. Excessive force can cause damage to the equipment and make the corresponding USB port inoperable for Election Day.

BMD Incorrect Election Code

PROBLEM: The Election Code is entered incorrectly. If the Election Code is entered incorrectly, an “Invalid Code” error message will appear. On the third incorrect attempt, a “Failed Election Code” error message will appear.

SOLUTION:

You must remove the thumb drive and then reinsert it into the BMD to start again.

BMD “Contact Poll Worker” Message

PROBLEM: A message on the BMD has popped up saying “Contact Poll Worker”.

CAUSE: This message could appear for various reasons.

SOLUTION:

Using the BMD key, open the front security door of the BMD. Ensure there is no debris in the ballot feed. Close and lock the front security door.

Idle Error Message*

PROBLEM: After several minutes, the following message appears on the BMD screen:

“Alert: The BMD requires attention. Ask an Election Official for help. Election Official: A previous voting session has expired, and the card is being held within the Voter Assist Terminal. Switch to Official Mode to Resolve Error.”

CAUSE: This error message appears after the BMD has been idle, with a card inserted for 5 minutes.

SOLUTION:

1. If a voter is still using the BMD, the poll worker will need to enter the password and enter the appropriate reason.
2. The card can then be returned to the voter to be reinserted for voting.
3. Reinsert the card into the BMD or follow the established spoiling procedure and issue a new card.
4. If the voter has left the polling place, follow the steps above to retrieve the card and follow the spoil procedures.

BMD Not Accepting Ballot Card*

PROBLEM: When the voter feeds their card, the BMD is not accepting the card.

CAUSE: There are many issues that could cause the card to not be accepted by the BMD including feed path is obstructed or feeding the card incorrectly. These issues can cause many different error messages including “Card not recognized”.

SOLUTION: Depending on the problem, one or more of these suggestions may help:

1. Check the card to ensure there is no damage. If damaged, spoil ballot and issue another card to the voter.
2. Assure the serial number on the card given to the voter at the check-in station, that is printed by the EPB printer, is centered and printed clearly.

3. Try re-feeding the card into the ballot card slot, being careful to feed it as straight as possible.

BMD Chirping Sound

PROBLEM: The BMD is making a chirping sound.

CAUSE: If the BMD is sporadically beeping it has been disconnected from power and is now running on battery.

SOLUTION:

You will notice on the BMD screen that there is a battery icon next to the time. The battery icon will change to a connection icon once the power source is restored.

Cleaning the BMD Screen

PROBLEM: The touch screen on the BMD has many fingerprints and smudges.

CAUSE: Voter use.

SOLUTION:

The BMD touch screen and exterior can be cleaned with 99% isopropyl alcohol wipes or isopropyl alcohol on a soft cloth.

NOTE: Do not use products containing ammonia (like Windex). This can cause the screen to become deteriorated over time.

BMD Complex Ballot Jam*

PROBLEM: A complex ballot jam.

CAUSE: A piece of a ballot is stuck within the BMD.

SOLUTION:

1. Verify seal against seal log and remove the seal. Place the seal in the county-provided container.
2. Open the side panel where the thumb drive is located.

3. Locate the switch next to the on and off switch and press that switch.
4. The Supervisor Menu will present on the screen.
5. Go to **Advanced Settings**, and input the Administrator Code.
6. Go to **Diagnostic Test**, and push **Paper Path Status**.
7. There will be an exclamation point where a piece of a ballot is blocking the path.
8. Remove blockage with hands or air. **Never remove blockages with foreign tools.**
9. Once blockage is removed, switch to vote mode, close side door, place a new seal and record the seal number on the provided additional seal log.

BMD Canceled a Timed Out Voting Session*

PROBLEM: A voter input their selections on a ballot, then walked out without removing the ballot.

CAUSE: The voter did not complete the voting process for various reasons, or there has been no activity for 5 minutes after the vote was made.

SOLUTION:

1. Touch **End Voting**.
2. Enter the Election Code.
3. Select the reason why the vote is being canceled from the list presented on the BMD.
4. Press **Continue**.
5. The ballot will eject, and you will then remove the ballot from the BMD. The BMD is now ready for use.
6. Alert the Clerk, so they can proceed with the proper procedures.

Canceled Voting Session on BMD*

PROBLEM: A voter input their selections on a ballot, but decided they want to end their voting session without casting their ballot.

CAUSE: The voter does not want to cast their ballot.

SOLUTION:

1. Press **Quit Option** on the top right of the screen. This will prompt the election official to eject the ballot.
2. Press **Continue**.
3. Input the Election Code.
4. Select the reason why the voting session is being canceled from the list presented on the BMD.
5. The ballot card will eject. The BMD is now ready for use.
6. Alert the Clerk, so they can proceed with the proper procedures.

Hard Reset on BMD*

PROBLEM: The BMD needs a hard reset.

CAUSE: The BMD is not responding for various reasons.

SOLUTION:

1. Verify seal number, and place the seal in the county-provided seal container.
2. Open the side panel.
3. Push the off button, and hold it to force a reset. This can take between 45 seconds and 5 minutes.
4. Close the door, apply a new seal, and record on the additional seal log.

DS300 Scanner Overview

Ballot scanners are designed to electronically tabulate votes from cast ballots.

The DS300 system is made of two parts: The white scanner and the black clamshell. In the polling place, these are delivered and must stay together at all times.

When cast in the scanner, ballots are deposited into the ballot bin housed in the main ballot compartment. When the scanner is inoperable, the scanner's emergency/provisional ballot compartment can be used to securely store marked ballots until the scanner is operational. This compartment also securely holds provisional ballots until the end of the voting day.

The scanner prints three report tapes: the Configuration Report (taken back to the county), the Zero Totals Report tape (generally called the ZeroTapes), and the Voting Results Tape (generally called the Results Tape). The Configuration tape prints when the scanner boots up, the Zero Tapes prints when the polls open, and the Results Tape prints when the polls are closed.

In the Troubleshooting Section specifically, you will see asterisks (*) by some of the issues. This indicates that there is a video that demonstrates the issue in question. These videos can be accessed on the official State Election Commission YouTube channel. A QR code is provided below for easy access:



DS300 Scanner Components



Component	Description
1. Rear Access Compartment	Contains USB ports for backup flash drive; compartment locks with key.
2. Front Access Compartment	Contains USB ports for election media and firmware updates, CLOSE POLL button, and POWER button; compartment locks with key.
3. Thermal Printer Cover	Printer used to print reports and logs on the DS300
4. Touch Screen Lock	Key lock to secure the touch screen when it is closed.
5. Vote Summary Card Feed	Voter inserts ballot cards for scanning and tabulation.
6. Paper Ballot Feed	Voters insert hand-marked paper ballots for scanning and tabulation.
7. Touch Screen	Screen used for interaction with the DS300.

DS300 Ballot Box Components

Component	Description
1. Lockable Lid	Lockable lid with internal padding.
2. Scanner Base	Contains ballot storage areas and rolling wheels for easy transportation.
3. Emergency/Provisional Compartment	Used in event the scanner cannot be used to tabulate ballots; holds approximately 100 ballots for later tabulation. Also used to store Provisional Ballots.
4. Main Ballot Compartment	Holds the counted ballots once they are scanned and tabulated.
5. Locking Wheels	To unlock the wheels, use your foot to lift the lock pedal back into the up position.



OPENING THE DS300 SCANNER

Step-by-Step Setup Instructions



Step 1

- Verify the lid latch seal number using the seal log.

Step 2

- Unravel and connect power cord to outlet. Then, lock the wheels.



Step 3

- Remove lid latch seal and place in the container provided by the county.
- Unlock, unlatch, and raise scanner lid.
- Verify the serial number located on the bottom left corner of the scanner lid using the seal log.
- Unlock and raise scanner screen.
- Scanner will power on when screen is raised and automatically prints the configuration report. Place the configuration report in county provided pouch/ envelope.



Step 4

- Verify the thumb drive seal number and rear compartment seal number. Do not remove seals.



Step 5

- Enter Election Code provided by office.
- Touch "Accept" on scanner screen.



Step 6

- Confirm precinct name, election title, time, and date.
- Confirm public count is zero and three green checkmarks.
- Touch "Open Poll" on screen.
- Wait for two zero tapes to print.



Step 7

- Remove zero tapes from scanner.
- Separate and sign each tape (3 signatures per tape).
- Place one tape in pouch/ envelope.
- Post one tape for public viewing.



Step 8

- Unlock the emergency/ provisional compartment to confirm that it is empty. Make sure the flap on the compartment is down.
- Close and lock the emergency/ provisional compartment door.
- Unlock and open main ballot compartment.
- Remove ballot bin and verify the asset number on the ballot bin using the seal log. Confirm that the ballot bin is empty.
 - Three Poll Mangers are needed to confirm.



Step 9

- Return ballot bin to the main ballot compartment.
- Slightly push the ballot bin in, open the lid flaps and fully push it all the way in.
- Close and lock the main ballot compartment door.



Step 10

- Place seal on emergency/provisional compartment door and main ballot compartment door.
- Record seal numbers on seal log.



Step 11

- Touch "Go to Voting Mode" on scanner screen.



Step 12

- DS300 SCANNER IS READY FOR VOTING.



CLOSING THE DS300 SCANNER

Step-by-Step Shutdown Instructions

Step 1

- Record the scanner public count on Line E "Ballots Scanned" of the Ballot Reconciliation Sheet.

Ballots Supplied	
A. Ballot Cards (Completed by County Office)	
B. Hand-Marked Paper Ballots (Completed by County Office)	
Emergency Provisional & Remote Provisional	
C. Additional Ballot Cards	
D. Additional Hand-Marked Paper Ballots	
Emergency Provisional & Remote Provisional	
Total 2	

Ballots Used	
A. Ballots Issued (Ballot Cards and Emergency Ballots)	
B. Number Registered to the Election (SE200)	
C. Provisional Ballots (Hand-Marked Paper Ballots, Envelopes)	
Provisional Ballots (Hand-Marked Paper Ballots)	
Total 3	

Ballots Not Used	
A. Ballot Cards	
B. Hand-Marked Paper Ballots	
Emergency Provisional & Remote Provisional	
Total 4	

System Generated	
A. Unscanned Ballots (UPB)	
B. Paper PUL List (Includes Provisionals NOT entered to the DB) (DS907)	
Include Cardable PUL List	
Total 5	

Total 2 + Total 3 = (Should equal Total 1)
Total 4 + Total 5 = (Should equal Total 1)
Displays any discrepancies.

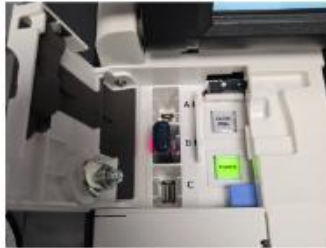
Step 2

- Verify the emergency/provisional compartment seal number using the seal log.
- Cut the seal and place in the container provided by the county.
- Scan any unscanned and emergency ballots.
- Provisional ballot envelopes will be placed in ballot bin or secure provisional ballot bag.



Step 3

- Verify the rear compartment seal number using the seal log. Do not remove the seal.
- Verify thumb drive seal number using the seal log.
- Remove the thumb drive seal and place in the container provided by the county.
- Unlock and open the thumb drive compartment. **Do not remove flash drive.**



Step 4

- Push "Close Poll" button in compartment.
- Touch "Close Poll" button on screen.
- Wait for three results tapes to print.





Step 5

- Remove results tape from scanner.
- Separate and sign each tape (3 signatures per tape).
- Place two tapes in pouch.
- Post one tape for public viewing.



Step 6

- Touch "Finished – Turn Off" on screen.
- Wait for scanner to power down completely.
- Confirm scanner screen and power backlight is off (dark).



Step 7

- Remove flash drive from scanner. Deposit flash drive into pouch.
- Close and lock compartment door.

Step 8

- Close and lock scanner screen.
- Close and lock scanner container lid.
- Use seal in pouch to seal lid latch.
- Record seal number on seal log.



Step 9

- Unplug power cord from power source.
- Wrap the cord around the cord holder.



Step 10



- Verify main ballot compartment seal number on seal log.
- Remove seal and deposit into the container provided by the county.
- Unlock and open the compartment door.

Step 11

- Remove the ballot bin.
- Confirm main ballot compartment is empty.
- Place loose voted ballot cards in bin.
- Place the provisional ballot envelope and pouch containing tapes in the ballot bin. The thumb drive must be secured and may either be placed in the ballot bin or stored according to county policy.



Step 12



- Close lid and lock both locks.
- Use two seals to seal bin on both sides.
- Record seal numbers on seal log.
- The ballot bin will be transported back to the county office.

Step 13

- Close and lock the main ballot compartment and emergency/provisional compartment door (make sure that the flap is back in place).

Step 14

- **DS300 SCANNER IS NOW CLOSED.**



DS300 Troubleshooting

*See QR Code for a video of this process.

Changing the Date and Time on the DS300 Scanner*

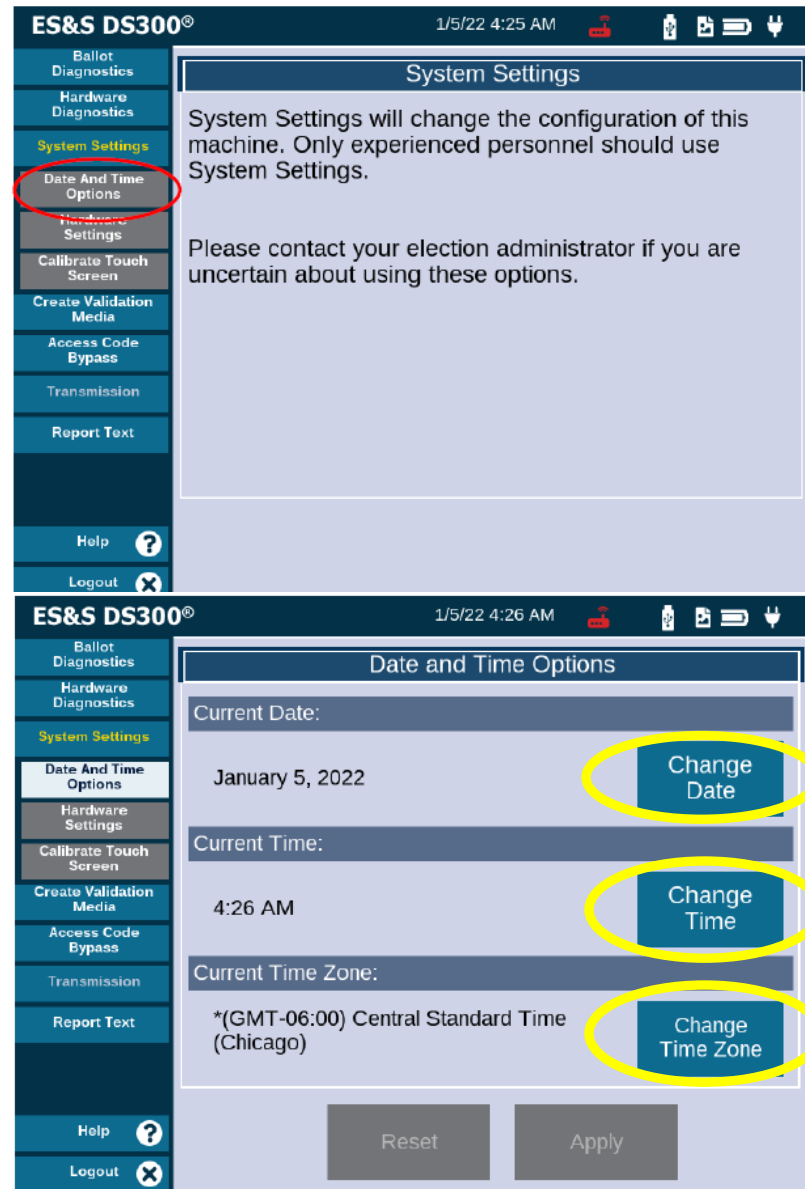
PROBLEM: The DS300 has the wrong date and time.

CAUSE: The DS300 was programmed incorrectly.

SOLUTION: The day and time can be changed by following the methods below (assuming this is before the polls are opened):

1. From the Administration Menu, touch **System Settings**.
2. Touch **Date and Time Options** from the sub-menu.

(Continued on next page.)



To change the Date:

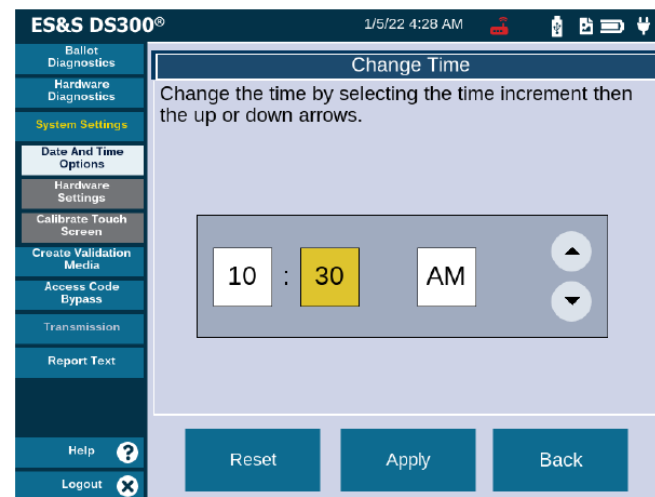
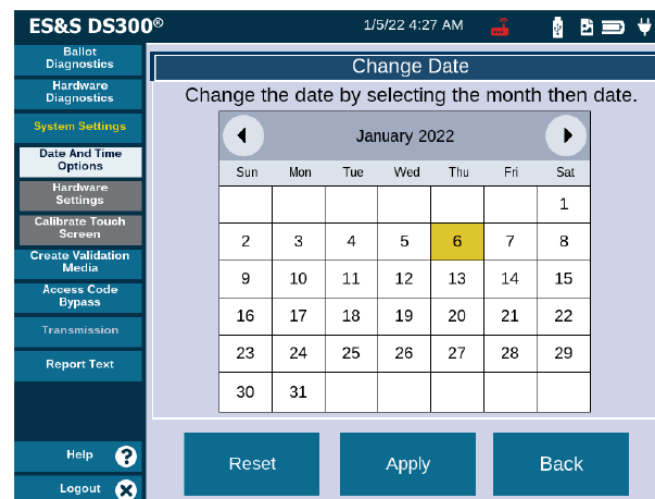
1. Touch **Change Date**.
2. Use the left and right arrow icons to move within the calendar and touch the correct date.
3. Touch **Apply** to save your changes or touch **Reset** to restore the previous setting.

To change the Time:

1. Touch **Change Time**.
2. Touch the box that contains the portion of time (hours, minutes, AM/PM) you want to update and use the up and down arrows to make the desired change(s).
3. Touch **Apply** to save your changes
4. Alternatively, touch **Reset** to restore the previous setting.

To change the Time Zone:

1. Touch **Change Time Zone**.
2. Scroll through the list of time zones and select the correct option.
3. All time zones noted with an asterisk (*) indicate the time zone will automatically adjust the DS300 clock for Daylight Saving changes.
4. Touch **Apply** to save your changes or touch **Reset** to restore the previous setting.
5. From any of these three screens, touch the **Back** button to return to the Date and Time Options screen.
6. Touch **Apply** to save your changes or touch **Reset** to erase your updates.
7. Touch **OK** on the verification screen to continue.



Changing Date and Time after Polls are Opened on DS300 Scanner

PROBLEM: The date and time are found to be wrong, after the polls have already been opened.

CAUSE: The DS300 Scanner was not programmed correctly.

SOLUTION:

If the poll has already been opened for voting and the date/time are incorrect, remove the election definition thumb drive from its port.

NOTE: Before removing, make a note of the Public Count so you can prove that it did not change during the process of changing date/time.

1. Use another USB that has been burned for the election and place in the USB port. Enter the election password to load election. **DO NOT OPEN THE POLL.**
2. Press the Admin shield in upper right of screen.
3. Touch **Log In** at bottom of screen, enter the default admin password and press **Accept**. Choose System Settings in the menu on the left, followed by date and time options.
4. Follow the instructions on the screen, once completed touch **Apply**.
5. When finished, remove that USB from its port and replace with the USB with votes on it. When it loads, select: **Don't Close. Keep Voting.**
6. Confirm that Public Count is the same.

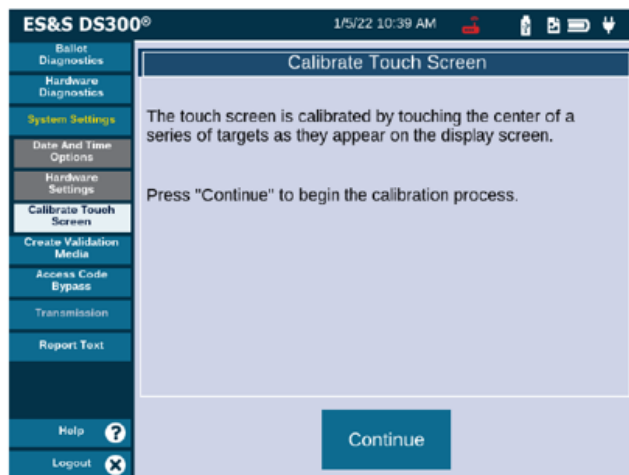
Calibrating the DS300 Scanner*

PROBLEM: When using the DS300 touchscreen, the touch is inaccurate.

CAUSE: The alignment of the touch screen with the point of touch is not adjusted correctly. This alignment process is called calibration. NOTE: Election cannot be loaded during calibration process.

SOLUTION: Calibration of the touch screen can be completed by following the method below:

1. From the Administration Menu, touch **System Settings**.
2. Touch **Calibrate Touch Screen** from the sub-menu.
3. Carefully read the directions that appear on the screen.
4. Touch **Continue**.
5. Use the pad of your fingertip to touch the circle each time it moves to a different section of the screen.
6. Test the calibration by touching the screen to verify the pointer follows your touch points.
7. Touch **Save & Exit** to save your changes.
8. Touch **OK**.



Touchscreen Calibration ...
Press the point, use a stylus to increase precision.
(To abort, press any key)

Election Code is Entered Incorrectly

PROBLEM: “The Code You Entered Is Incorrect” error message appeared. Press **Retry** and return to code entry. On the third incorrect attempt, a “Maximum Code Entry Retries Exceeded” error message will appear.

CAUSE: The Election Code has been entered incorrectly.

SOLUTION:

The DS300 will power down, close the lid and reopen it, to restart the DS300.

Election Definition Not Found

PROBLEM: The scanner has been turned on and the message “Election Definition Not Found” appears.

CAUSE: The USB thumb drive is missing, blank, or not installed correctly.

SOLUTION:

Assure the thumb drive is installed correctly in one of the slots available. If the DS300 is still unable to detect the card, contact the county office for another thumb drive. The DS300 will not be ready for voters to use until a working thumb drive is obtained, as the poll opening process cannot be completed. Utilize the Emergency Provisional Compartment until the alternate USB thumb drive is delivered and installed.

Printing Zero Tapes

PROBLEM: The Zero Totals Report does not print.

CAUSE: This report is only available when there are no votes on the DS300, so you must print it prior to opening the polls. ****NOTE:** The DS300 should be configured in Electionware to automatically print at least two (2) Zero Totals Report.

SOLUTION:

To do this, touch **Report Options** from the Open Poll screen and select the **Zero Totals** report. Touch **Print Report** to print on the thermal printer. Note: If the DS300 is out of paper, it will not print a configuration report or zero tape. Once paper is added, select **Resume** the configuration will automatically print, followed by the zero tapes.

Reports Not Visible on Paper Roll on DS300 Scanner

PROBLEM: The reports are generating, but no printing is visible on the paper roll.

CAUSE: The DS300 printer uses thermal paper and heat transfer to print the information. Printer functionality without visible print means the paper roll is inserted incorrectly.

SOLUTION:

Reinsert the paper roll. Reprint report(s) as necessary.

Replacing the Printer Tape on DS300 Scanner

PROBLEM: The DS300 is out of paper to print zero/results report.

CAUSE: The DS300 scanner contains an internal thermal printer for all results and reports. You may need to replace the paper roll when setting the scanner up for Election Day use.

SOLUTION: Follow the procedure below:

1. If a security seal is on the access door, follow procedures for removing seals.
2. Unlock the access door next to the printer.
3. Press the blue lever to unlock the printer door and open.
4. Remove the remaining old paper roll.
5. Drop the new paper roll into the printer compartment with the paper coming off the roll as shown in the photo.
6. Pull the end of the paper roll out toward the input tray of the DS300.
7. Apply a new seal according to the Seal Policy.



NOTE: The paper is only treated on one side for printing. Test the paper by scratching the surface; the printable side will leave a gray streak. The treated side will need to face the right side of the opening.

Ballot Card Jam on DS300 Scanner*

PROBLEM: A ballot card jammed in the DS300, and a notification confirming the jam is seen on the screen.

CAUSE: Typically, a ballot jam is caused by an obstruction between where the ballot exits the back of the DS300 and enters the ballot box.

SOLUTION: Read the following scenarios carefully and determine which applies to your current situation:

Ballot Counted - If the ballot is hung up at the back of the DS300 and the message on screen indicates the ballot has been counted, unlock the front flap securing the DS300 on the main ballot compartment. Slide the DS300 forward and if the ballot is visible, push it into the ballot bin. If the ballot does not fall all the way into the ballot bin, open the main ballot compartment door to see if the ballot bin is full. If the ballot bin is full, follow your county's procedures for dealing with full ballot bin.

Ballot Returned and Not Counted - If the message on the screen indicates a ballot is jammed but not counted, the DS300 will attempt to return the ballot to the voter. If the voter reinserts the ballot and the problem persists, inspect the ballot for wrinkles, tears, or other damage. If the ballot is damaged, spoil the ballot according to your county's procedures and issue the voter a new ballot.

Ballot Not Counted and Not Returned - If the message on the screen indicates a ballot is jammed but not counted, and the DS300 is unable to return the ballot to the voter, unlock the front flap securing the DS300 on the ballot bin. Slide the DS300 forward and gently pull the ballot from the back of the DS300. Be careful not to allow the ballot to drop into the ballot bin as it would be difficult to identify the ballot. Inspect the ballot for damage and return to voter for rescanning. If the problem persists, spoil the ballot according to your county's procedures and issue the voter a new ballot.

DS300 Scanner Not Plugged into Power Source

PROBLEM: After turning on the DS300 the screen power icon on the top right of the screen shows the plug is not connected.

CAUSE: The DS300 is not plugged into the AC power cord, or the wall outlet is defective.

SOLUTION:

Assure all power cords are plugged in securely. Reminder: there are two parts to the DS300 power supply, make sure the transformer is plugged into the cord. Test all outlets using a nightlight or other small electrical device. If using a strip power cord (not recommended) assure the strip is turned on. Check DS300 power cord for damage. If damage is found, replace the cord.

DS300 Scanner Ballot Bin / Compartment Full

PROBLEM: The ballot bin/compartment of the DS300 Scanner is full.

CAUSE: It is possible in a high turnout election for the ballot bin to reach capacity. If a large number of emergency or provisional ballots are used, it is possible for the emergency/provisional ballot compartment to reach capacity.

SOLUTION:

If the ballot bin reaches capacity, it should be replaced with another ballot bin. If you do not have a second bin on hand, the county office should provide one:

1. Cut the seal on the door to the ballot bin compartment and record the seal number on the seal log.
2. Remove the ballot bin.
3. Check the compartment for any ballots that may have fallen outside the bin and place them in the bin.
4. Close the lid to the bin, lock the bin, and seal the bin.
5. Record the seal number on the seal log.
6. Place the new bin in the compartment, making sure both flaps to the lid are open.

7. Close and lock the door.
8. Place a new seal on the door and record the new seal number on the additional seal log.

If the emergency/provisional ballot compartment reaches capacity, begin using a separate ballot box or a secure ballot bag. If you do not have a second ballot bin or bag, contact the county office.

Before using the separate ballot bin or bag, display that the bin or bag is empty to all who are present in the polling place.

1. Lock and seal the bin or bag.
2. Record the seal number on the additional seal log.

DS300 Scanner Chirping Sound

PROBLEM: The DS300 Scanner is making a chirping sound.

CAUSE: There are two possible causes:

1. The DS300 is not connected to power and is operating from battery power.
2. The DS300 screen is in the down position.

SOLUTION: Ensure the DS300 is connected to a power source and that the screen is opened.

Cleaning the DS300 Scanner

PROBLEM: The DS300 Scanner needs to be cleaned.

CAUSE: Fingerprints and use.

SOLUTION: The DS300 touch screen and exterior can be cleaned with 99% isopropyl alcohol wipes or isopropyl alcohol on soft cloth.

NOTE: Do not use products containing ammonia (like Windex). This can cause the screen to deteriorate over time.

Replacing a DS300 Scanner with Another Unit

PROBLEM: The DS300 unit failed and is not responding while being used for an election.

CAUSE: The DS300 could fail for various reasons.

SOLUTION: Take the following steps to replace it:

1. Turn the malfunctioning unit off by holding down the power button for about 30 seconds. Once the unit powers down, verify the seal, and remove the DS300 media thumb drive from the slot.
2. Verify the election administrators have used the thumb drive from the current election to clear and prepare the replacement DS300.
3. Insert the DS300 thumb drive into the replacement DS300 and turn on the power. The replacement DS300 validates the thumb drive. If the revalidation fails, you will receive a message that the validation has failed.
4. If the replacement was properly validated, then enter your election code. A Configuration Report will print after the security code is successfully entered.
5. Touch **Report Options** if you would like to print additional reports.
6. When you are ready to resume voting, touch **Don't Close - Keep Voting**. The replacement unit is now ready to continue canning ballots.
7. Reseal the DS300 Scanner according to the Seal Policy.

DS300 Scanner Hard Reset*

PROBLEM: The DS300 is frozen and not responsive.

CAUSE: The scanner could freeze for various reasons.

SOLUTION:

1. Follow procedures for removing the seal.
2. Unlock the thumb drive door.
3. Hold the green power button anywhere from 45 seconds to several minutes.
4. The screen will eventually go black, and at that point the power button can be released.
5. Wait 10-15 seconds.
6. Turn the machine back on.
7. As the machine is powering on, relock the thumb drive and reseal it.
8. Enter the Election Code.
9. The DS300 will redo a configuration report.

Overvote Error Message on DS300 Scanner*

PROBLEM: An error message appeared on the DS300 screen, notifying of an overvote.

CAUSE: A voter selected more choices on the ballot than the contest allows for.

SOLUTION:

1. First, return the ballot and allow the voter to see where the overvote took place.
2. If returning the ballot to the voter is not possible, cast the ballot with the overvote by pressing cast vote.
The scanner will count that ballot that particular office as an overvote.
3. Call the county office to notify.

NOTE: This should only occur with hand marked ballots, since the BMD prevents overvotes.

Replacing a Thumb Drive on DS300 Scanner*

PROBLEM: Thumb drive is full and needs to be replaced.

CAUSE: The ballot count on a DS300 reached the maximum desired votes.

SOLUTION:

1. Follow procedures for removing the seal.
2. Approach the DS300 that requires the new thumb drive, then document the Public Count.
3. Select **Tools** at the top-right of the screen.
4. A screen will appear requiring the Election Code for the election. Enter the Election Code.
5. Select **Report Options**.
6. Select **Admin** at the top-right of the screen.
7. Select **Shutdown** at the bottom of the screen.
8. Once the DS300 completely shuts down (ensure Power button turns off), remove the original thumb drive.
9. Document and remove the seal on the thumb drive compartment and ballot bin compartment of the DS300.
10. Remove the thumb drive and ballots currently in the DS300 and secure together. It is imperative that the thumb drive and the ballots are secured together and not mixed with other ballots/thumb drives.
11. Insert new thumb drive into the DS300.
12. Power the DS300 and open polls as normal.
13. Once polls close (7:00 PM) on Election Day, insert the original thumb drive into a DS300 that has been qualified for the election.
14. Verify the Public Count matches the documented Public Count when you switched thumb drives.
15. Select **Close Polls**. A Results Report will print from DS300.
16. Ensure the device is sealed according to the Seal Policy.

Appendix

PLT Checklist

Date/Time: _____

Polling Location: _____

Technician Name: _____

Technician Signature: _____

Clerk Signature: _____

	Polling Place Layout	✓
1.	The polling location is easily identifiable through placement of signage.	
2.	There is a designated curbside area that is easily identifiable through placement of signage.	
3.	The Zero Tape is posted in a visible location, reflects polling location information, and is signed by three poll workers.	
4.	The pathway both outside and throughout the polling location is clear and free of debris, cords, etc.	
	Seals	
1.	All DS300 ballot bin compartments are sealed.	
2.	All DS300 provisional/emergency ballot compartments are sealed.	
3.	All DS300 thumb drive compartments are sealed.	
4.	All BMD flash drive compartments are sealed.	
	Equipment	
1.	MiFi is turned on and is operational.	
2.	All EPBs show the correct date and time.	
3.	All EPBs show green check mark, cloud, and printer icons.	
4.	All DS300s show the correct date and time.	
5.	All DS300s show that the polls are open.	
6.	All BMDs show the correct date and time.	
7.	All BMDs are open for voting.	
	Supplies	
1.	The polling location has enough seals.	
2.	The polling location has extra ballots.	
3.	The clerk has affirmed there are no additional supplies needed at this time.	

Incident Report Form

POLLING LOCATION TECHNICIAN INCIDENT FORM

SOUTH CAROLINA
ELECTION COMMISSION

Date: _____

INCIDENT INFORMATION	
County	
Polling Place	
Equipment Name	
Equipment Serial Number	
Describe Issue	
Describe Troubleshooting Steps Taken	
Issue Status	

PLT Name		PLT Signature	
Clerk Name		Clerk Signature	

PLT Mileage Log

PLT Mileage Log

SOUTH CAROLINA
ELECTION COMMISSION

Name: _____
 County: _____
 Date: _____

Date	Time	Odometer	Polling Location	Clerk Signature
		Starting Odometer Reading:	-----	-----

_____ miles
 \$0.725
 \$ _____ to be reimbursed

Signature of Employee: _____

Date: _____

BOARD OF VOTER REGISTRATION AND ELECTIONS

Voting System Custodian Oath

"I do solemnly swear that I will prepare and operate the voting system according to law and will allow no person access to the system who is not entitled by law to do so, and I will release no information or data relating to the voting system unless authorized by law to do so."

Printed Name: _____
Signature: _____ Date: _____

Printed Name: _____
Signature: _____ Date: _____

Printed Name: _____
Signature: _____ Date: _____

Printed Name: _____
Signature: _____ Date: _____

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Printed Name: _____
Signature: _____ Date: _____

Printed Name: _____
Signature: _____ Date: _____

TROUBLESHOOTING QR CODES

Please find the QR codes for the playlist of equipment troubleshooting videos below:

EPB



BMD



Scanner



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every vote matters.

every vote counts.

scVOTES.gov

To be eligible to register, you must be:
A U.S. Citizen | S.C. Resident | 18 years or older

State Election Commission
1122 Lady Street, Suite 500
Columbia, SC 29201

P.O. Box 5987
Columbia, SC 29250-5987
