

# **Poll Pad Directions**

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## **Processing Active Voters**

### *Checking in a Regular Voter*

1. Touch “**Manual Entry**” or “**Scan Barcode**” on the Poll Pad.
  - Touch **Scan Barcode button**
  - Place the DC DMV issued ID or registration card on the tray with the barcode facing up and toward you.
  - If the barcode is recognized, the poll pad will automatically search the voter.
2. Ask the voter for their name.
3. Type in the voter’s last name and first name.
4. Touch the “**Search**” button. (You can touch either the “Search” button to the right of the first name field, or the one on the onscreen keyboard.)
5. Ask the voter for their address.
6. Select the correct voter from the search results.
7. Say the voter’s name, address, and party affiliation out loud.
8. Turn the Poll Pad around to the voter.
9. Instruct the voter to sign on the signature line.
10. Turn the Poll Pad back around toward yourself.
11. Touch the “**ACCEPT**” button on the upper right hand corner of the screen.
12. Touch the “**ACCEPT**” button on the Poll Worker Confirmation/Ballot Style screen to print the ballot ticket.
13. Hand the voter the ballot ticket from the printer
14. Offer the voter the choice to vote at the Ballot On-Demand station or Ballot Marking Device.

## **Processing Inactive Voters**

### *Checking in an Inactive Voter*

1. Touch “**Manual Entry**” on the Poll Pad.
2. Ask the voter for their name.
3. Type in the voter’s last name and first initial.
4. Touch the “**Search**” button. (You can touch either the “Search” button to the right of the first name field or the one on the onscreen keyboard.)
5. Ask the voter for their address.
  - a. **If the voter’s address matches the information in the Poll Pad**, proceed to Step #6.
  - b. **If the voter’s address does not match the information in the Poll Pad:**
    - i. Go to page XX
6. Select the correct voter from the search results.
7. Say the voter’s name, address, and party out loud.
8. Touch **CORRECT ADDRESS**.
9. Touch **OK** to change from Inactive to Active.
10. Confirm name, address, and party affiliation, then touch accept.
11. Instruct the voter to sign on the signature line.
12. Turn the Poll Pad back around toward yourself.
13. Touch the “**ACCEPT**” button on the upper right hand corner of the screen.
14. Touch the “**SUBMIT**” button on the Pollworker Confirmation Screen to print the ballot ticket.
15. Hand the voter a ballot ticket from the printer
16. Offer the voter the choice to vote at the Ballot On-Demand station or Ballot Marking Device.

### **Same Day Registration/Voter Not found in the Poll Pad with valid ID/Proof of Residence.**

1. Touch “**MANUAL ENTRY**” and look the voter up again in the Poll Pad. **Ask for ID/Proof of residence.**
2. If the voter provides valid ID/proof of residence, press the “**REGISTER**” button that appears in the upper right corner next to **START OVER**.
3. Follow the prompts that appear on the Eligibility Verification Screen. Ask the voter: **Are you a U.S. Citizen?**  
Ask the voter: **Do you live in the District of Columbia?**
4. On the Election Day Registration screen, fill out the First Name, Last Name, and Date of Birth fields.  
Ask the voter their party. If the voter is not part of either the **DC Statehood Green**, **Democrat**, **Libertarian** or **Republican** parties, **DO NOT** continue with the registration process. Touch the party and press “**NEXT**” to continue.
5. On the Voter Address screen, fill out the **House #**. Type the first two to three letters on the **Street Name** line; a drop down menu will appear. Select the right street name from the drop down options.
6. When the correct street name is touched, the remaining fields will automatically be filled in. Press “**NEXT** ” to continue.  
A screen will drop down asking if there is a unit number linked with this address.
7. If there is no unit number, touch the “**Understood**” button  
If there is a unit number, touch the **Enter Unit Information** button to enter Unit Type and Unit Number. Then press “**NEXT** ” to continue.
8. On the Proof of Residence screen, touch the arrow under the grey **NEXT** button. Select from among the three options provided, based on the information given to you by the voter.
9. On the Residency Verification screen, touch the arrow under the grey “**NEXT**” button.
10. Select from the drop-down menu the type of ID provided by the voter as their proof of residence.

11. Depending on the type of ID or proof of residence selected, enter the information indicated in the chart below on the second line that appears, and press the green “**NEXT**” button to continue.
12. Skip the Previous Out of State Information screen by touching the “**NEXT**” button to continue.
13. For the Voter Signature of Confirmation screen, turn the Poll Pad to the voter and ask them to review the information on the screen to verify that it is correct.
14. If the voter would like to listen to the Oath shown in grey on the screen, have them press the “**LISTEN TO OATH**” button.
15. If the information is correct, have the voter sign above the signature line in the greyed out Oath area.
16. Turn the Poll Pad back to you so that you can review the signature. If the signature is on the screen, touch the “**NEXT**” button.
17. On the Poll Worker Signature of Confirmation screen, sign your initials in the box and touch the **SUBMIT** button.
18. Touch the “**ACCEPT**” button that shows up on the page. The Voter Confirmation screen appears.
19. Confirm the voter's information by reciting the voter's name, address and party aloud; then press “**ACCEPT**” to continue.
20. On the Signature Confirmation screen have the voter sign on the signature line.
21. On the Poll Worker Confirmation screen, touch the **SUBMIT** button in the upper right corner of the screen. The ballot ticket will print.
22. Hand the voter the ballot ticket
23. Offer the voter the choice to vote at the Ballot On-Demand printer or Ballot Marking Device machine.

## **Same Day Registration/Voter Not found in the Poll Pad without valid ID/Proof of Residence.**

1. Touch “**MANUAL ENTRY**” and look the voter up again in the Poll Pad.
2. Take the Special Ballot referral and print the voter’s name and current address.
3. Check #1 for the reason a voter must cast a Special Ballot.
4. Give the voter a Special Ballot Envelope (SBE) and ask the voter to complete the entire **right** side and return it to you.
5. Review the right side of the SBE to make sure that the voter has completed it accurately.
6. Special Ballot Clerk completes the **left** side of the SBE.
7. Press the “**REGISTER**” button that appears in the upper right corner next to **START OVER**.
8. Follow the prompts that appear on the Eligibility Verification Screen. Ask the voter: **Are you a U.S. Citizen?**  
Ask the voter: **Do you live in the District of Columbia**  
If the answer is **YES** to **both** questions, touch the “**YES**” button and then press the green **NEXT** button that appears in the upper right corner.
9. On the Election Day Registration screen, with the information from the SBE, fill out the First Name, Last Name, Date of Birth and Party fields.
10. On the Voter Address screen, fill out the **House #**. Type the first two to three letters on the **Street Name** line; a drop down menu will appear. Select the right street name. (**Do not TYPE in the ADDRESS, Select from the options on the screen**)
11. When the right street name is touched, the remaining fields will automatically be filled in. press **NEXT** to continue.
12. A screen will drop down asking if there is a unit number linked with this address.  
If there is no unit number, touch the **Understood** button  
If there is a unit number, touch the **Enter Unit Information** button to enter Unit Type and Unit Number. Then press “**NEXT**” to continue.

13. On the Proof of Residence screen, touch the arrow under the grey “NEXT” button.  
Select from among the three options provided, based on the information given to you on the Special Ballot Envelope. Press the green “NEXT” button to continue.
14. On the Residency Verification screen, touch the arrow under the grey “NEXT” button.  
Select **No ID Shown** from the drop-down menu and press the green “NEXT” button to continue.
15. On the Voter Signature of Confirmation screen you will see a red banner that says **SPECIAL BALLOT** printed across the top of the screen. Turn the Poll Pad to the voter and ask them to review the information on the screen to verify that it is correct.
16. If the voter would like to listen to the Oath shown in grey on the screen, have them press the “LISTEN TO OATH” button.
17. If the information is correct, have the voter sign above the signature line in the greyed out Oath area.
18. Turn the Poll Pad back to you so that you can review the signature.  
If the signature is on the screen, touch the “NEXT” button.
19. On the Poll Worker Signature of Confirmation screen, sign your initials in the box and touch the “SUBMIT” button.
20. Touch the "ACCEPT" button that appears on the page. After that the Voter Confirmation screen appears.
21. Confirm the voter's information by reciting the voter's name, address and party aloud; then press "ACCEPT" to continue.
22. On the Signature Confirmation screen have the voter sign on the signature line.
23. On the Poll Worker Confirmation screen, touch the "SUBMIT" button in the upper right corner of the screen. The ballot ticket will print and have **SPECIAL BALLOT** printed across the top of the ticket.
24. Hand the voter the ballot ticket from the printer
25. Direct the voter the Ballot On-Demand printer.

## **Name and/or Address Does Not Match What is in the Poll Pad with valid ID/Proof of Residence**

Voters who need to update their address or name during the Primary Election voting process may vote a live ballot if they provide valid ID or proof of residence.

1. On the Election Day Registration screen, update the voter's First Name and/or Last Name. If not updating their name, skip this screen, by touching the **NEXT** button to continue.
2. On the Voter Address screen, touch either the old house number or the button under Unit Type that says **CLEAR FORM** to delete the old address.
3. On the Voter Address screen, fill out the **House #**. Type the first two to three letters on the **Street Name** line; a drop down menu will appear. Select the right street name.
4. When the right street name is touched, the remaining fields will automatically be filled in. press **NEXT** to continue.
5. A screen will drop down asking if there is a unit number linked with this address.  
If there is no unit number, touch the **Understood** button  
If there is a unit number, touch the **Enter Unit Information** button to enter Unit Type and Unit Number. Then press **NEXT** to continue.
6. On the Proof of Residence screen, touch the arrow under the grey **NEXT** button. Select from among the three options provided and enter the voter's driver's license or last four digits of the SSN into the blank field that appears on that appears on the scree. Press the green **NEXT** button to continue.
7. On the Residency Verification screen, touch the arrow under the grey **NEXT** button.
8. Select from the drop-down menu the type of ID provided by the voter as their proof of residence.
9. Depending on the type of ID or proof of residence selected, enter the information indicated in the chart below on the



second line that appears, and press the green **NEXT** button to continue.

10. For the Voter Signature of Confirmation screen, turn the Poll Pad to the voter and ask them to review the information on the screen to verify that it is correct.
11. If the voter would like to listen to the Oath shown in grey on the screen, have them press the "**LISTEN TO OATH**" button.
12. If the information is correct, have the voter sign above the signature line in the greyed out Oath area.
13. Turn the Poll Pad back to you so that you can review the signature. If the signature is on the screen, touch the **NEXT** button.
14. On the Poll Worker Signature of Confirmation screen, sign your initials in the box and touch the **SUBMIT** button.
15. Touch the **ACCEPT** button that shows up on the page. The Voter Confirmation screen appears.
16. Confirm the voter's information by reciting the voter's name, address and party aloud; then press **ACCEPT** to continue.
17. On the Signature Confirmation screen have the voter sign on the signature line.
18. On the Poll Worker Confirmation screen, touch the **SUBMIT** button in the upper right corner of the screen. The ballot ticket will print.
19. Hand the voter the ballot ticket from the printer
20. Offer the voter the choice to vote at the Ballot On-Demand printer or Ballot Marking Device machine.

## **Address Does Not Match What is in the Poll Pad without valid ID/Proof of Residence**

Voters who need to update their address or name during the Primary Election voting process may vote a live ballot if they provide valid ID or proof of residence. **However, if they do not provide valid ID or proof of residence, they must complete an SBE and vote a special ballot.**

- Take the Special Ballot referral form and print the voter's current name and address.
- Check #2 for reason a voter must cast a Special Ballot.
- Give the voter a Special Ballot Envelope (SBE) and ask the voter to complete the entire **right** side and return it to you.
- Review the right side of the SBE to make sure that the voter has completed it accurately.
- Complete the **left** side of the SBE.

If the voter is inactive, select Incorrect Address. or

If the voter is not inactive but the address does not match, select Registration Update.

1. On the Election Day Registration screen, update the voter's First Name and/or Last Name. If not updating their name, skip this screen, by touching the **NEXT** button to continue.
2. On the Voter Address screen, touch either the old house number or the button under Unit Type that says **CLEAR FORM** to delete the old address.
3. On the Voter Address screen, fill out the **House #**. Type the first two to three letters on the **Street Name** line; a drop down menu will appear. Select the right street name.
4. When the right street name is touched, the remaining fields will automatically be filled in. press **NEXT** to continue.
5. A screen will drop down asking if there is a unit number linked with this address.  
If there is no unit number, touch the **Understood** button  
If there is a unit number, touch the **Enter Unit Information**

- button to enter Unit Type and Unit Number. Then press **NEXT** to continue.
6. On the Proof of Residence screen, touch the arrow under the grey **NEXT** button. Select from among the three options provided and enter the voter's driver's license or last four digits of the SSN into the blank field that appears on that appears on the scree. Press the green **NEXT** button to continue.
  7. On the Residency Verification screen, touch the arrow under the grey **NEXT** button.
  8. Select from the drop-down menu the type of ID provided by the voter as their proof of residence.
  9. Select **No ID Shown** from the drop-down menu and press the green **NEXT** button to continue.
  10. On the Voter Signature of Confirmation screen you will see a red banner that says **SPECIAL BALLOT** running across the top of the screen. Turn the Poll Pad to the voter and ask them to review the information on the screen to verify that it is correct.
  11. If the voter would like to listen to the Oath shown in grey on the screen, have them press the "**LISTEN TO OATH**" button.
  12. If the information is correct, have the voter sign above the signature line in the greyed out Oath area.
  13. Turn the Poll Pad back to you so that you can review the signature. If the signature is on the screen, touch the **NEXT** button.
  14. On the Poll Worker Signature of Confirmation screen, sign your initials in the box and touch the **SUBMIT** button.
  15. Touch the **ACCEPT** button that shows up on the page. The Voter Confirmation screen appears.
  16. Confirm the voter's information by reciting the voter's name, address and party aloud; then press **ACCEPT** to continue.

17. On the Signature Confirmation screen have the voter sign on the signature line.
18. On the Poll Worker Confirmation screen, touch the **SUBMIT** button in the upper right corner of the screen. The ballot ticket will print.
19. Let the voter take the special ballot ticket from the printer themselves and direct the voter the Ballot On-Demand printer.

### **“VOTED”/Voter Already Checked In**

1. A prompt screen with **VOTER HAS ALREADY VOTED** will appear with two options that says **SPECIAL BALLOT** and **CANCEL**.
2. If the voter would like to vote, get a Special Ballot referral form.
3. Print the voter’s name and current address
4. Check #5 for the reason a voter must cast a Special Ballot.
5. Give the voter a Special Ballot referral form and ask the voter to complete the entire **right** side and return it to you.
6. Review the right side of the Special Ballot Envelope to make sure that the voter has completed it accurately.
7. Complete the left side of the Special Ballot Envelope.
8. Print the voter’s name and current address.  
completed it accurately.
9. Touch the **SPECIAL BALLOT** button.
10. On the Voter Confirmation Screen, confirm the voter's information by reciting the voter's name, address and party aloud; then press "ACCEPT" to continue.
11. On the Signature Confirmation screen have the voter sign on the signature line.
12. On the Poll Worker Confirmation screen, touch the " **SUBMIT** "button in the upper right corner of the screen. The ballot ticket will print and have **SPECIAL BALLOT** printed across the top of the ticket.
13. Let the voter take the special ballot ticket from the printer themselves and direct the voter the Ballot On-Demand printer.

### **Voter Marked as “Absentee Requested/Returned”**

1. A prompt screen with **VOTER HAS REQUESTED AN ABSENTEE BALLOT OR AN ABSENTEE BALLOT HAS BEEN RETURNED** will appear with two options that says **SPECIAL BALLOT** and **CLOSE**
2. **If the voter would like to still vote**, give the voter a Special Ballot Envelope (SBE) and ask the voter to complete the entire **right** side and return it to you.
3. Review the right side of the SBE to make sure that the voter has completed it accurately.
4. Complete the **left** side of the SBE.
5. Touch the "SPECIAL BALLOT" button.
6. On the Voter Confirmation Screen, confirm the voter's information by reciting the voter's name, address and party aloud; then press "**ACCEPT**" to continue.
7. On the Signature Confirmation screen have the voter sign on the signature line.
8. On the **Poll Worker Confirmation screen**, touch the "**SUBMIT**" button in the upper right corner of the screen. The ballot ticket will print and have **SPECIAL BALLOT** printed across the top of the ticket.
9. Let the voter take the special ballot ticket from the printer themselves and direct the voter the Ballot On-Demand printer.

### **Voter Marked as “Ineligible”**

1. A prompt screen with **INELIGIBLE** will appear with two options that says **SPECIAL BALLOT** and **CLOSE**.
2. Take the Special Ballot referral form and print the voter’s name and current address.
3. Check #8 for reason a voter must cast a Special Ballot.
4. Give the voter a Special Ballot Envelope (SBE) and ask the voter to complete the entire **right** side and return it to you.
5. Review the right side of the SBE to make sure that the voter has completed it accurately.
6. Complete the **left** side of the SBE.
7. Touch the "SPECIAL BALLOT" button.
8. On the Voter Confirmation Screen, confirm the voter's information by reciting the voter's name, address and party aloud; then press "ACCEPT" to continue.
9. On the Signature Confirmation screen have the voter sign on the signature line.
10. On the **Poll Worker Confirmation screen**, touch the "**SUBMIT**" button in the upper right corner of the screen. The ballot ticket will print and have **SPECIAL BALLOT** printed across the top of the ticket.
11. Let the voter take the special ballot ticket from the printer themselves and direct the voter the Ballot On-Demand printer.

### **Voter Marked as “ID Required” and has ID/Proof of Residence**

1. A prompt screen with “**ID Required**” will appear with three options that say **SHOWED CORRECT ID, NO ID** and **WRONG ADDRESS ON FILE**.
2. Touch the "SHOWED CORRECT ID" button.
3. On the Voter Confirmation Screen, confirm the voter's information by reciting the voter's name, address and party aloud; then press "**ACCEPT**" to continue.
4. On the Signature Confirmation screen have the voter sign on the signature line.
5. On the Poll Worker Confirmation screen, touch the **SUBMIT** button in the upper right corner of the screen. The ballot ticket will print.
6. Hand the voter the ballot ticket from the printer
7. Offer the voter the choice to vote at the Ballot On-Demand printer or Ballot Marking Device machine.

### **Voter Marked as “ID Required” but does not have ID/Proof of Residence**

1. A prompt screen with “**ID Required**” will appear with three options that say **SHOWED CORRECT ID, NO ID** and **WRONG ADDRESS ON FILE**.
2. Take the Special Ballot referral form and print the voter’s name and current address.
3. Check #7 for reason a voter must cast a Special Ballot.
4. Give the voter a Special Ballot Envelope (SBE) and ask the voter to complete the entire **right** side and return it to you.
5. Review the right side of the SBE to make sure that the voter has completed it accurately.
6. Complete the **left** side of the SBE.
7. Touch the "NO ID" button.
8. On the Voter Confirmation Screen, confirm the voter's information by reciting the voter's name, address and party aloud; then press "**ACCEPT**" to continue.
9. On the Signature Confirmation screen have the voter sign on the signature line.
10. On the **Poll Worker Confirmation screen**, touch the "**SUBMIT**" button in the upper right corner of the screen. The ballot ticket will print and have **SPECIAL BALLOT** printed across the top of the ticket.
11. Let the voter take the special ballot ticket from the printer themselves and direct the voter the Ballot On-Demand printer.