



# EARLY VOTING ELECTION WORKER MANUAL

WASHOE COUNTY  
REGISTRAR OF VOTERS

2020 General Election

1001 E. 9th Street, Bldg. A Room 135

Reno, Nevada 89512

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Washoe County Registrar of Voters  
Early Voting Manager and Assistant Manager Manual  
2020 General Election

Election Worker Hotline (not for public): 775-328-3673

General Election: Tuesday, November 3, 2020

Early Voting: October 17 - October 30, 2020

# A Letter from the Registrar of Voters



Dear Election Worker,

Welcome to the 2020 election cycle! Thank you for your willingness to serve your community.

For this election cycle, we have redesigned the Early Voting Election Worker Manual with you in mind. With this and other enhancements to your training, we hope you find it practical and easy to use.

Preparation is key to successful polling place operations, so we offer a variety of resources to help you learn your duties. From hands-on training, to online training courses, videos and this Early Voting Election Worker Manual, all are intended to provide you with the tools you need to succeed with running your polling location.

Thank you again for your contribution to the electoral process in Washoe County. We couldn't do it without you!

Sincerely,

Deanna Spikula  
Registrar of Voters

## Using this Manual

Your manual presents the Early Voting processes and procedures as a series of steps which can be read aloud and checked off. Pilots and surgeons use the same checklist method to guarantee their work is completed accurately, even for tasks they complete every day!

To make the most of your Early Voting Election Worker Manual, we encourage you to use it with a fellow election worker. One election worker reads the step aloud and the other election worker completes the step and confirms that it is done. This is especially important for technical procedures like setting up the Poll Books and checking for connectivity.

We hope you will make this Early Voting Election Worker Manual your own as you fulfill your election worker duties.

**Designed with you in mind, your Early Voting Election Worker Manual is a valuable resource. Feel free to mark it up and make it your own. Bring this manual with you to your polling place and you will have everything you need to perform your duties well.**



## Registrar of Voters

# COVID-19 Safety & Prevention Procedures

Each polling location will be a ballot drop off location. In addition, there will be 15 or more ballot drop off only locations throughout Washoe County.

For in-person voting, Washoe County voters are encouraged to bring their own pen (black or blue ink) to sign the roster or any election related materials during this pandemic. Voters who do not bring their own pen will be provided one and pens will be disinfected before being used by other voters or Election Workers.

Voters will be encouraged to maintain Social Distancing as recommended by the CDC and the Washoe County Health Department. Masks will be required within the polling location. Masks will be provided to voters who need one. Election Workers will be provided a face shield and masks will also be available if needed.

### **At the Poll Placing:**

- A Greeter will be allowing one (1) voter at a time to enter the polling place until each check-in station is occupied, unless the voter has an individual with them that will be assisting with the voting process pursuant to NRS 293.296
- If the voter is exhibiting symptoms of COVID-19 (fever, dry cough, shortness of breath or difficulty breathing are only a few signs) they will be quarantined to a designated area until their transaction can be completed to vote and cast either a paper or in-person ballot
- After signing the roster book, the pen used by the voter will be placed in a secondary basket to be disinfected by the greeter or equipment monitor

- The greeter or equipment monitor will direct the voter to the next available ICX Prime. When the voter has finished voting they will be directed to the polling place exit.
- The voter will also be directed to drop their voter access card into a basket near the polling place exit. The voter cards will then be disinfected and returned to the check-in stations
- After the voter leaves the ICX Prime, an equipment monitor will disinfect the ICX Prime and table surfaces before the next voter comes to cast their ballot

### **Election Worker Safety & Cleaning Procedures:**

- Election Workers will be provided the following protective gear:
  - Disposable protective masks, latex and/or vinyl gloves (both of which are mandatory to be worn by the election worker)
  - Transparent barriers or face shields will be required to be worn
  - Check-in stations and voting machines will be spaced 6 feet apart from one another in order to follow social distancing guidelines
- Election Workers will be provided with the following cleaning/disinfecting tools:
  - Electronic safe multi-surface sanitizing solution and micro-fiber towels which will be used on the voting equipment after each voter has finished checking in and casting their vote
  - Liquid disinfectant used for cleaning check-in stations, non-electronic equipment, and other surfaces

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# **SECTION 1: Mission and Standards**

## **Election Worker Mission**

**“To help every eligible registered voter cast a ballot and ensure the security of each cast ballot until it can be counted.”**

## **Election Worker Preparation**

To achieve this mission, election workers must:

- Be familiar with the rights of voters.
- Be sensitive to cultural differences.
- Know how and when to assist voters with disabilities and/or specific needs.
- Know how to comfortably and confidently use the tools we provide.
- Know their responsibilities and the limits to their authority.

## **Be Aware and Respectful at All Times:**

- When speaking to voters or coworkers, be aware of the language you’re using. Some casual and/or familiar language may offend others, e.g. “sweetheart,” “honey.”
- Remain professional at all times, even if the other person is frustrated or angry.
- If you are not able to handle the situation, ask your Manager or Assistant Manager for help.
- Referring to a person’s race, gender, physical appearance, religion, etc. will not be tolerated.

**Election Workers are the public face of the Registrar of Voters.**

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

- Dress in a manner that dignifies election workers' important role in the election process. Clothing that promotes a particular party, candidate or issue is not allowed.
- No food or drinks are permitted on the Voter Check-In table.
- Smoking is not allowed inside the polling place.
- Election workers are not allowed to bring children or pets (excluding service animals) to the polling place.
- Be professional, discreet, considerate and courteous. You are a representative of the Washoe County Registrar of Voters Office.
- Do not allow anyone at the polls to be disruptive or have political conversations. This disturbs voters and limits their right to vote independently in a non-adversarial environment.
- Election workers may not discuss politics, candidates, contests, questions or express political opinions on Election Day.
- Election workers should clean up the polling place before leaving.
- While it is acceptable for workers to bring electronic devices (e.g. iPad, Kindle) to read during slow periods of the day, keep in mind that electronic communication is **not** allowed inside the polling location.
- Keep personal conversation to a minimum whenever voters are present.
- Keep communication such as personal calls or texts outside the polling place during a break.
- Early Voting election workers are allowed to leave the polling location for lunch or for appointments. Be sure to let your team know if you need to leave the polling location for any reason.

## **Dos and Don'ts**

- **DO** rotate your lunch and break-times so that the voting table always has full coverage.
- **DO** pack enough to eat and drink, as well as any other necessary items, because you may not leave the polling location during voting hours.
- **DO** call us at (775) 328-3673 when in doubt about processing a voter or regarding any procedure. We are here to help!
- **DO** assist a voter if he requests your help. Some citizens would rather have your help than use the audio unit. Always offer the audio unit, but if refused don't hesitate to offer your assistance.
- **DO** place a chair at the ICX Prime voting unit which has been designated in your polling place as the audio/accessible to voters with disabilities. And, if able, place several chairs in the waiting area for elderly voters and voters with disabilities.
- **DO** accept a voted Absent Ballot from a voter. As part of the emergency legislation for the 2020 General Election, all Election Day polling locations are also ballot drop off locations.
- **DO** be alert: most mistakes occur at the beginning of the day.
- **DO** inform the Manager or Assistant Manager If a voter requests assistance in the voting booth.
- **DO** inform the Manager or Assistant Manager of any unusual situations or problems.
- **DO NOT** talk about the candidates or engage in any political conversation or activity while working at the polls.
- **DO NOT** turn a citizen away from voting until you have searched for him in every way and have called the Election Worker Hotline for assistance at (775) 328-3673.
- **DO NOT** assume that because someone does not have a good command of the English language that they are not citizens and cannot vote. If you have any questions in that regard, call the Election Worker Hotline: (775) 328-3673.
- **DO NOT** leave the polling location during voting hours.
- **DO NOT** discuss politics.
- **DO NOT** give voters direction or guidance regarding questions or races on the ballot.

## Voters Bill of Rights

1. To receive and cast a ballot that:
  - (a) Is written in a form that allows the clear identification of candidates: and
  - (b) Accurately records the voter's preference in the selection of candidates.
2. To have his questions concerning voting procedures answered and to have an explanation of the procedures for voting posted in a conspicuous place at the polling place.
3. To vote without being intimidated, threatened or coerced.
4. To vote during any period for early voting or on election day if the voter is waiting in line to vote or register to vote at a polling place at which the voter is entitled to vote or register to vote at the time that the polls close and the voter has not already cast a vote in that election.
5. To return a spoiled ballot and is entitled to receive another ballot in its place.
6. To request assistance in voting, if necessary.
7. To a sample ballot which is accurate, informative and delivered in a timely manner.
8. To receive instructions in the use of the equipment for voting during early voting or on Election Day.
9. To have nondiscriminatory equal access to election system, including, without limitation, a voter who is elderly, disabled, a member of a minority group, employed by the military or a citizen who is overseas.
10. To have a uniform, statewide standard for counting and recounting all votes accurately.
11. To have complaints about elections and election contest resolved fairly, accurately and efficiently.

***The Voters Bill of Rights guarantees that voters of all backgrounds will be treated fairly and equitably in accordance with the Nevada Revised Statutes (NRS 293.2546).***

**Key points to remember:**

- If you have difficulty understanding the voter's name, you can ask the voter to write the name down.
- Election workers are permitted to communicate with voters in a language other than English.
- A voter is permitted to have a helper of choice in the voting booth.
- If you are a bilingual election worker, please help voters who need assistance in the language you speak.
  - Do your assigned job, but make sure to be available to help voters who need language assistance.
  - If needed, ask another election worker to cover your job while you help voters who need language assistance.
- If you do not have a bilingual election worker at your location, contact the Election Worker Hotline for assistance: (775) 328-3673.

**If you do not have a bilingual Election Worker at your location,  
contact the Election Worker Hotline for assistance:**

**(775) 328-3673.**

## Voters with Disabilities

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

- Greet everyone with a smile and a spoken greeting and Extend common courtesy to everyone.
- Speak directly to all voters, including those with disabilities. Never address comments or questions to whomever may be accompanying a voter, even if this person attempts to speak for the voter.
- Always ask before providing assistance and wait for a response. Offer assistance, but do not insist on providing it. It is best to ask all voters if they need assistance, instead of assuming that you can tell who may or may not have a disability.
- Always ask how you may best assist and never make assumptions. If you offer assistance, wait until the offer is accepted, then listen or ask for instructions. For example, it may be unsafe to grab a walker, white cane, or other aid used by a person with a disability.
- Respect personal space speak normally and directly to the voter making eye contact.
- Don't ask about or mention the person's disability unless they talk about it or it is relevant to the conversation. Don't praise someone with a disability for having "overcome" the disability. All voters are equal. Don't patronize or talk down to someone with a disability.
- Keep your communications simple. Use plain language, i.e., "May I help you?" rather than, "May I assist you?" Keep sentences short and rephrase or repeat your comments if the voter is not understanding you. Pay attention to the person while you're speaking with them, as they may be using body language to communicate.
- Be professional and courteous, never patronizing. Avoid being overly attentive or giving more help than is requested.

## **Use Appropriate Language**

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

## **Interacting with a Person Who Uses a Wheelchair**

Provide personal space. Do not push, lean on, or hold onto a person’s wheelchair unless the person asks. Remember, the wheelchair is part of his or her personal space. Clear the path. Make sure that the path of travel to the check-in tables and voting booths is clear before the polls open and remains clear throughout the day. When giving direction to a wheelchair user, consider the distance, weather, and physical obstacles such as curbs and stairs. Know where the accessible pathways, restrooms, and water fountains are in and outside of the building.

## **Meeting Someone with a Disability that Affects Speech**

Pay attention, be patient, and wait for the person to complete a thought and do not try to finish it for them. Ask the person to repeat the thought if you do not understand what they are trying to say. Understand a person may use assistive technology such as an alphabet board or computer to communicate.

## **Meeting Someone Who Has a Visual Impairment**

Identify yourself and introduce anyone else who may be with you. Also, don’t leave the person without saying you are leaving. If asked to be a sighted guide, place your arm against their hand, or close enough that they can easily find it. Never push or pull someone, always point out obstacles along the way, and discuss where you are going.

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



## Communicating with Someone Who Is Deaf or Uses an Assistive Hearing Device

Let the person take the lead in establishing which communication method he or she prefers to use (e.g., assistive technology, writing on a piece of paper). Talk directly to the person even if a sign language interpreter is present. If the person lip reads, face him or her directly and speak at a moderate pace. For some people, it also may help to simplify sentences and use more body expressions.

## Assisting Voters

A voter is allowed to ask anyone to assist them in the voting booth as long as the assistant is not the voter's employer, employer's agent or an officer or agent of the voter's labor organization (NRS 293.296). It is preferable that managers, rather than intake specialists, should assist voters.

Find Affidavit of Voter Assistance in the Label Binder:

**Election Worker** prints voter's name and Voter ID

Voter signs to confirm that they are:

- physically disabled, or
- unable to read or write English.

**and** that the person assisting the voter is not:

- their employer,
- employer's agent, or
- an officer or agent of the voter's labor organization

When every line of the Affidavit of Voter Assistance is filled, file it in the Completed Documents Envelope & begin a new Affidavit.

**If a voter chooses an Election Worker to assist:**

- **Two Election Workers of different political parties** are required to assist
- Workers cannot explain or make recommendations about the ballot

**If a voter has questions about how to use the ICX Prime:**

- stand at the back of the machine and give instructions.

**If a Voter has a disability that requires curbside voting OR a voter asks about emergency voting (i.e., for someone in the hospital):**

- call the Election Worker Hotline at (775) 328-3673 for assistance.

## Voter Intimidation

It's possible that certain people or organizations may try to "nudge" and/or bully voters into casting their votes for a candidate of their choice, as opposed to the voter's choice.

If you see any activity that might be intimidating to a voter, ask the person to please move away from the voter and discontinue whatever it is they are doing. If the person refuses, contact the Registrar of Voter's Office immediately at (775) 328-3673. As with anything else out of the ordinary, it's always best to call us, fill us in on the situation and let us guide you to a resolution.

If the person becomes loud, aggressive or otherwise disruptive, please call **911**—tell them who you are, where you are and ask for help from a Sheriff's Deputy.

## Electioneering & Campaigning

**Electioneering/Campaigning is prohibited within 100 feet from the entrance of the voting area.** (NRS 293.361 and NRS 293.740)

Managers and Assistant Managers must handle any problems concerning electioneering and campaigning. Some polling locations don't allow campaigning *anywhere* on their property. For instance, Washoe County School District has their own regulations about individuals or signage on school grounds.

Electioneering means campaigning for or against a candidate, ballot question or political party by:

- Posting signs or distributing literature
- Using loudspeakers to broadcast information
- Buying, selling, wearing or displaying any badge, button or other insignia
- Polling or otherwise soliciting from a voter information as to whether a voter intends to vote or has voted for or against a particular candidate, ballot questions or political party
- Soliciting signatures of any kind or circulating a petition
- Loitering
- Speaking to voters about support/opposition of candidates/questions

**This includes election workers. Your political opinions have no business in the polling place.**

Before polls open, ensure “NO ELECTIONEERING” signs have been posted 100 feet from the Check-In Table.

Periodically ensure no electioneering or campaigning is taking place within 100 feet of the Check-In Table.

### **Special Provision for Voters:**

If a voter cannot reasonably remove a campaign item (e.g. a tee-shirt), **the voter must be allowed to vote but not to loiter**. Expedite them through the voting process.

## **Observers**

Per NRS 293.274, the general public may observe the voting process. No specific credentials or paperwork is required of an observer. Observers may ask election workers questions as long as it doesn't impede the processing of voters. However, observers inside a polling location must abide by certain laws and regulations.

Observers are not allowed in the polling place prior to the opening of the polls. They may observe the closing of the polling place but cannot interfere or disrupt the voting process (NAC 293.305(2)).

With a few important additions, much of the observers' code of conduct overlaps with your own:

- Observers must wear a name tag with their full name. Blank name tags are supplied for this purpose.
- Observers must sign the Observation Form. (NAC 293.245)
- May NOT talk to voters within the polling place
- May NOT advocate for or against a candidate, political party or ballot question (e.g. wear a campaign tee-shirt.)
- May NOT interfere with the conduct of voting.
- Use electronic communication devices. Observers must turn off any cell phones, laptops, two-way radios, etc.

- May NOT photograph or record inside the polling place. Observers must leave any cameras, audio recorders, video cameras, etc., with the Manager. (NRS 293.274)



- May NOT argue for or against or challenge any decisions of county or city election personnel.
- Observers must remain in their designated area.
- Observers are to stay away from the ICX Prime units. You may permit observers or members of the public to view the ICX Prime and all **externally visible** security seals used to secure voting equipment as long as public inspection of voting equipment does not interfere with voting.
- Observers may be removed from the polling place by the county or city clerk for violating any of the provisions above.

#### **Setting up an Observer Area:**

Mount the “Observer Area” sign in this area.

It should be close enough so observers can hear your interactions with voters and other election workers (NAC293.245, section 6).

Observers must remain in the Observer Area. If more Observers are present than what you can accommodate, rotate them on an equitable basis.

**If an Observer refuses to conform to any of these conditions, ask your Manager or Assistant Manager to call the Election Worker Hotline immediately. (775) 328-3673. If you believe the presence or activity of an Observer may be intimidating voters, ask your Manager or Assistant Manager to call the Election Worker Hotline immediately.**

**Election Worker Hotline:  
(775) 328-3673**

## Media

**CALL THE ELECTION WORKER HOTLINE IMMEDIATELY TO INFORM THE REGISTRAR OF VOTERS OF MEDIA PRESENCE AT YOUR POLLING PLACE: (775) 328-3673.**

Reporters, camera crews and other members of the media are allowed at the polling place as long as they respect voter privacy and do not interfere with or disrupt the voting process. Taking pictures or recording footage of actual ballots is not allowed.

**Interviews:** The Manager or Assistant Manager can be interviewed. Interview topics typically include voter turn-out numbers, voter wait times, and voter privacy. For media questions that require more in-depth explanation please have the media call the Registrar of Voters at 328-3670.

**Voter Interviews:** Voters cannot be interviewed inside the polling place. They can be interviewed outside of the polling place AFTER they have voted. (NRS 293.274).

**Filming:** Voters can be filmed while voting ONLY if they consent AND it does not violate secrecy of their ballot (no direct or clear shots of a voter's ballot).

**Turnout Figures:** You may give totals from the ICX Primes. Emphasize that any totals are raw numbers from a single polling location and in no way complete or official. More complete information may be obtained from our website after the closing of the polls.

NEVER give subjective opinions, such as whether one political party is turning out more than another.

**CALL THE ELECTION WORKER HOTLINE AT (775) 328-3673  
TO INFORM THE REGISTRAR OF VOTERS THAT MEDIA ARE  
PRESENT AT YOUR POLLING LOCATION.**

**No Interference with Voting:** Media activity cannot interfere with the voting process.

**FILMING:** Voters can be filmed while voting ONLY if they consent AND it does not violate secrecy of their ballot (no direct or clear shots of a voter's ballot).

**VOTER INTERVIEWS:** Voters are allowed to be interviewed outside of the polling location. (NRS 293.274).

## Cell Phone Usage

A voter may use their cell phone in a voting booth in order to view their sample ballot. Cell phones may **NOT** be used inside a polling place to make or receive phone calls, take pictures or videos, or record any activity inside the polling place.

Make sure signs are posted stating electronic devices may only be used to view sample ballot.

Managers and Assistant Managers will have use of a county-issued cell phone and will limit the use of this cell phone to election related calls. Only Managers and Assistant Managers may use a cell phone inside the polling place. If it is necessary to make a personal call, please do so outside of the polling area.

If it becomes necessary, you will be reimbursed \$5 for using your cell phone for election related calls.

## Incident/Injury Report Process

If anyone is injured at the polling place, immediately contact the Election Worker Hotline and complete the Incident/Injury Report included with the forms supplied to you.

## Certification Board

Certification Board members are independent contractors hired by Washoe County to fulfill a function similar to public observers. They are not election workers and should not be asked to assist you in the fulfillment of your duties. Certification Board members monitor polling place operations.

- Is the signage in the appropriate places so voters are able to locate their polling place?
- Is the site set up to allow smooth traffic flow?
- Are the ICX Primes appropriately spaced for privacy?
- Is the Observer Area set up to allow sufficient observation of election workers processing voters?
- Are election workers checking signatures?
- Are election workers asking voters to affirm their residential address?

## **SECTION 2:**

### **Election Worker Roles & Responsibilities**

#### **Early Voting Manager and Assistant Manager Roles and Responsibilities**

- Contact site personnel and fellow election workers to coordinate polling place setup.
- Meet with polling place site personnel as needed.
- Make personnel assignments at polling place if there are any “no shows.”
- Oversee set up and test voting equipment.
- Open and close polls; accurately document ICX Prime vote counts.
- Oversee operation of ICX Primes and VVPATs (Verified Voter Paper Audit Trail).
- Oversee troubleshooting of ICX Primes and VVPATs.
- Replace VVPAT printer paper as needed.
- Ensure efficient and accurate voter processing.
- Control voter traffic flow.
- Assist disabled voters and others needing help.
- Assist with voter eligibility verification and processing Provisional Ballots.
- Resolve voter issues or conflicts in a professional manner.
- Coordinate election worker duties, lunches and breaks.
- Fill in as Early Voting Associate during breaks and lunches
- Remain on the polling place grounds throughout voting hours.
- Complete “First Day Balance Statement,” “Daily Balance Statements,” and “Manager’s Verification Statement.”
- Ensure completed documents and used VVPAT rolls are ready to be picked up by a runner the following day.
- Extract, secure, and return USB results sticks and other Critical Supplies to the Office of the Registrar of Voters at the end of the last day of early voting.
- Verify Early Voting Associate timesheets for submission to Registrar of Voters.

## Early Voting Associate Duties and Responsibilities

- Assist the Manager and Assistant Manager with any duties assigned to them.
- Assist with polling place setup, especially the Check-In Table.
- Assist Manager and Assistant Manager with setting up and taking down the ICX Primes as directed.
- Access voter registration data via laptop by scanning voter's barcode on Sample Ballot or Voter Registration Card or typing in voter's name & date of birth to determine if the voter is eligible to vote.
- Verify voters' signatures against signatures in the Poll Book.
- Issue required forms--same day registration; new applications; updates to address party affiliation, birthdate or name.
- Answer voter questions, direct voter to sign poll book and issue voter access card, then direct voters to available ICX Prime.
- Remain on the polling place grounds during voting hours.
- Set up and break down Poll Books on a daily basis.
- At end of each day, assist with comparing and balancing ICX Prime voter counts against Voter Check-In total in Label Binder.

**In addition to Managers, Assistant Managers, and Associates, our in-person polling locations for the 2020 General will be staffed with Greeters, Equipment Monitors and Absentee Ballot Drop Off personnel. The Greeter and Equipment Monitor will ensure that in-person voting is conducted in a safe and hygienic fashion and in accordance with public health recommendations regarding Covid-19.**



## Greeter & Equipment Monitor

Greeters and Equipment Monitors work together, periodically trading position responsibilities throughout the day.

- Assists with signage placement throughout polling location
- Sets up social distancing markers, such as traffic cones
- Assists Manager and Assistant Manager with monitoring voter traffic flow.
- Greeters will direct voter to next available check-in station.
- Equipment Monitors will direct voters to the next available ICX Prime.
- Issues “fast pass” to elderly and disabled voters, escorting them to the front of the voter line and collects the fast pass card if they are inside the location.
- Helps maintain social distancing guidelines established for polling location.
- Oversees voter access card drop off and directs voter to polling location exit
- Cleans and sanitizes voting machines after each voter has cast their ballot
- Cleans and sanitizes pens, clip boards, and voter access cards

## Ballot Drop Off Personnel

Ballot Drop Off Personnel will be responsible for overseeing the ballot drop off locations throughout Washoe County. Assist voters in dropping off their voted ballot, scan the barcode on the voted ballot envelope and date stamp in order to maintain the chain of custody,

- Assists voters who are dropping off voted ballot(s)
- Maintains ballot chain of custody process and ballot inventory
- Scans barcode on return envelope for tracking purposes
- Date stamps return envelope
- Assists with voter questions

## **SECTION 3:**

### **Setting Up the Polling Location**

**It is okay if your team and polling place facility personnel agree to begin setup on Friday, the day before Early Voting begins.**

**The Manager and Assistant Manager will communicate with the team to coordinate polling place setup.**

#### **Items to Remember**

- Most mistakes occur at the beginning of the day, so be especially alert.
- Associates need to let Managers know about any unusual situations or problems.
- Lunches and breaks will be scheduled when it will not disrupt polling place operations.
- Be professional and courteous. Do not discuss politics.
- Associates need to let Managers know when a voter requests assistance in the voting booth.
- Never give the voter direction or guidance regarding candidates or questions on the ballot.
- Open the polling location to voters at your scheduled opening time.
- Observers are not allowed in the polling location prior to opening.

## The Day Before (Managers)

- The Early Voting Manager or Assistant Manager is required to meet with their polling place contact (e.g. janitor, custodian, secretary) on or before the Friday before early voting begins.
- Ensure that the facility key works (if applicable) or that the contact person will be on site on the first day of Early Voting—two hours before the polling location is scheduled to open on the first day of Early Voting and one hour before on subsequent days.
- Pick up Critical Supplies from the Office of the Registrar of Voters.
- Contact each election worker and remind them to arrive two hours early on the first day of early voting. Encourage your team to get a good night's rest!

## **Critical Supplies Pickup (Managers)**

On the Friday before the First Day of Early Voting, between 9 a.m. and 3 p.m., the Manager or Assistant Manager is responsible for picking up critical Early Voting supplies from the Registrar of Voter's Office.

The following is only a partial list. Additional items may be added:

- Laptop Bags:
  - Poll Books
  - Card Activator
  - USB hub
  - Barcode scanner
  - Mouse and mouse pad
  
- Keys
- Election Worker ID Badges
- Oath of Office

**If any critical supplies are missing or inoperable,  
call the Election Worker Hotline immediately:  
(775) 328-3673**

## Polling Place Setup

- On the first day of early voting, arrive two hours before the polling location is scheduled to open. On subsequent days, arrive one hour prior to opening.
- Managers:** Inform your facility liaison that you have arrived **OR** use the facility key to let your team into your polling location.
- Managers:** Ensure that everyone has arrived. Use the phone assigned to your polling location to call or text any missing workers. Determine as quickly as possible if they will be working and what time they will be arriving. Call the Election Worker Hotline if any team member will not be arriving.
- Start timesheets.
- Take the Oath of Office and put on your name badge.
- Managers:** Work out a break schedule. Be sure to communicate that break and lunch schedules are subject to change, depending on how busy the polling location becomes.
- Managers:** Unlock the cables securing the vault and the rolling cart. Unlock the vault and remove the shipping tape from the drawers of the plastic storage cabinet inside the vault.
- Ensure that all supplies are accounted for by verifying against the “Early Voting Supply Checklist” inside of the vault.
- Confirm the locations of electrical outlets.
- Managers:** Analyze the polling place for ideal voter traffic flow. Keep in mind:
  - Early Voting Manager and Assistant Manager need to be able to monitor the ICX Primes for problems and assist when voters request help.
  - Voter traffic flow needs to ensure the privacy of ballots for voters.
  - Keep voter traffic flowing in one direction.

- The best voter traffic flow allows voters to enter one door and exit through another, if possible. This will reduce congestion inside the polling place.
  - Some polling locations will be provided with yellow stanchions and plastic chain links to better direct voter traffic flow.
  - **DO NOT** leave any uncovered wires or electrical cords in the pathway. If cords must intersect areas where voters will traverse, make sure they are taped down.
  - Walk the route voters will use to reach polling area. Think of elderly and disabled voters and remove any objects which might obstruct voters' movement or pose a safety risk.
- Early Voting Associates:** Set up tables for Check-in Station(s) and ICX Primes close to power supplies. Ensure minimal wires cross the floor and that the Check-In Station is the first station voters will approach as they enter the polling location.
  - Set up and test all electrical connections, e.g. outlets, surge protectors, and extension cords for the ICX Primes and Poll Books.
    - Two ICX Primes per table and two Early Voting Associates per table.
    - One chair per election worker, two chairs for observers, and two chairs for voters who require assistance. (Note that Managers and Assistant Managers are supplied with chairs but no table.)
    - If you need extra tables or chairs, alert your Manager or Assistant Manager.
    - Some locations may be supplying tables and chairs. If you need extra, contact the Election Worker Hotline at (775) 328-3673. Do not ask the facility to provide extra tables and chairs.
  - Managers:** Set up the ICX Primes, including one in the Disabilities Booth. Early Voting Associates will assist with setup of ICX Primes and VVPATs, as directed by Manager or Assistant Manager.
  - Early Voting Associates:** Set up Check-in Station (see following checklist.)
  - Place chairs for observers, as well as for voters who require assistance.

- Post the “ENTRANCE” sign outside of the building or by the entry door leading to the polling place.
- Use Distance String to measure 100 feet from the voter Check-in Table. Place “NO CAMPAIGNING” sign.
- Place “VOTE HERE” signs. Use the magnetic arrows as needed.
- If provided, place feather flags near the road entrance.
- Place all other signs (i.e. “Voter’s Bill of Rights,”) within view of the entering public.
- Tape down all electrical cords.
- Check for anything that would make entry difficult, especially for voters with disabilities.
- Remove Label Binder from the vault and arrange on the table so it does not impede the operation of the Poll Book.
- Place the flags in a conspicuous place on the table. These flags satisfy the requirement to have an American flag at the polling place.
- Remove the forms from the supply bin and place neatly on the clipboard. Remove the “I Voted” stickers, pens, card-return tray, etc. and place on the table.
- If there are any missing critical supplies call the Election Worker Hotline at (775) 328-3673. If non-critical supplies are missing, wait to call the hotline until after the initial line of voters is processed.

**If you do not think you will open on time, call the  
Election Worker Hotline immediately for assistance:**

**(775) 328-3673**

**If any supplies are missing or inoperable,  
alert your Managers.**

## Check-in Station Setup (EV Associates)

Early Voting Associates work together to setup and test the Poll Books and to test the MiFi connectivity. When finished, they assist with ICX Prime setup, as directed by their Manager or Assistant Manager.

- Unpack the Poll Book from the laptop bag and place on Check-In Table.



- Unpack the power cord. Plug the two-pronged end into the surge protector and the other end into the Poll Book.



- Plug the USB hub into the right side of the laptop. In order to plug in all Poll Books accessories, you will need to utilize the USB hub.



- Plug the Card Activator directly into the Poll Book.





- The Label Printer comes with a black power cord and a grey USB cord. Plug both into the back of the printer. Plug the USB cord into the USB hub and the power cord into the surge protector.



- Plug the mouse into the USB hub.



- Plug the handheld scanner directly into the Poll Book.



- If there is no power to the devices, check the outlet and the power switch on the surge protector.

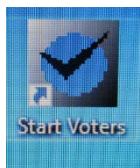


- Unpack the MiFi unit and its power cord. Plug the two-pronged end of the power cord into the surge protector. Plug the cylindrical end of the power cord into the MiFi unit.
- Turn on the MiFi unit. It will connect automatically to the Poll Books.

- Turn on Poll Books (power buttons are on the far left or right of the keyboard), and press any button to bring up the login screen.

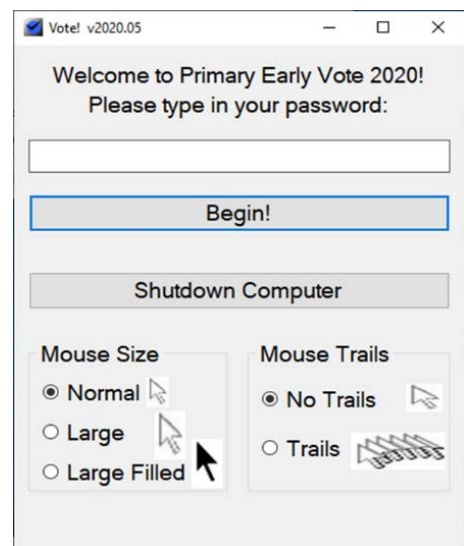


- The Election User password is **Washoe2020**. (The first time you power up the Poll Books, you may not be asked to enter a password.)

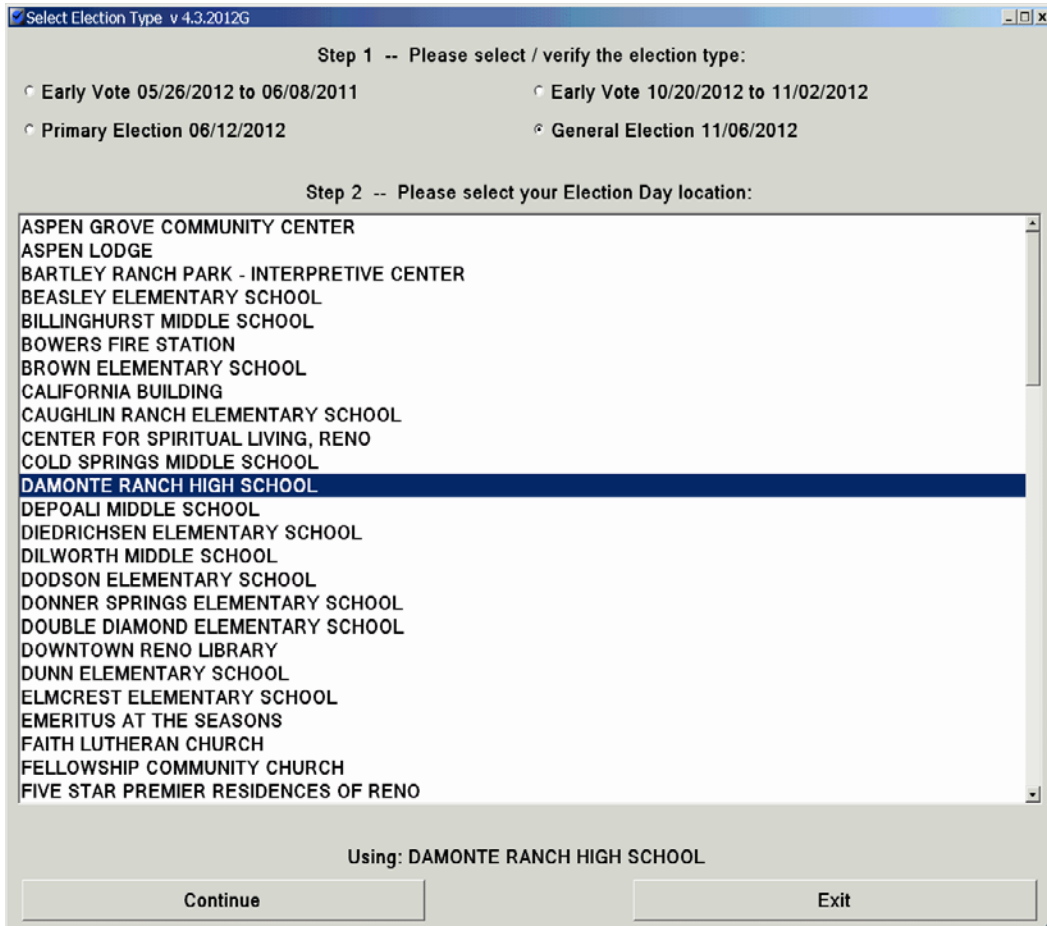


- If the Voter Database doesn't launch automatically, double-click the icon on your desktop.

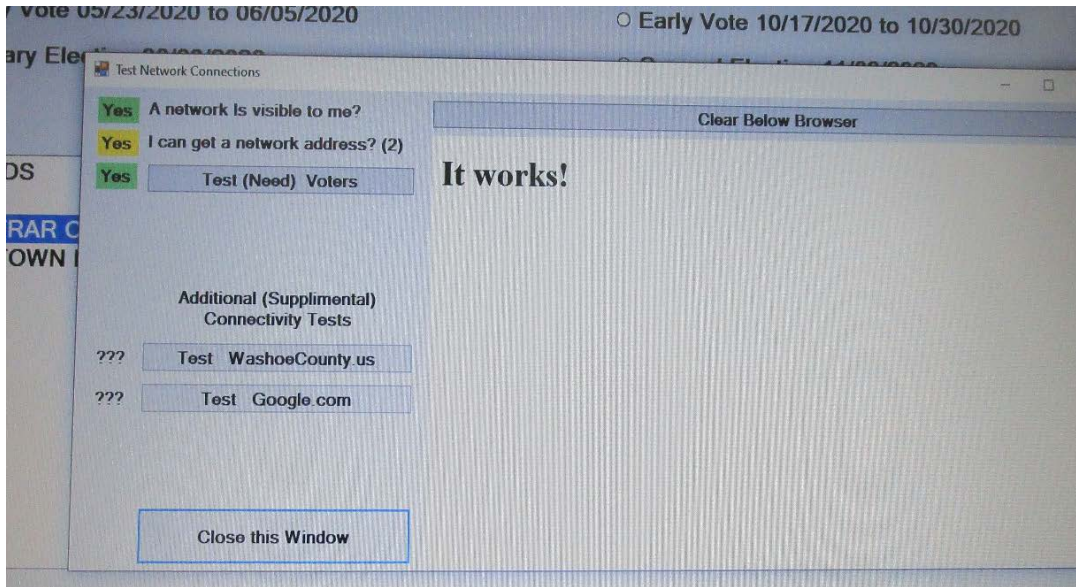
- The password is **Washoe2020**.
- Click "Begin!"



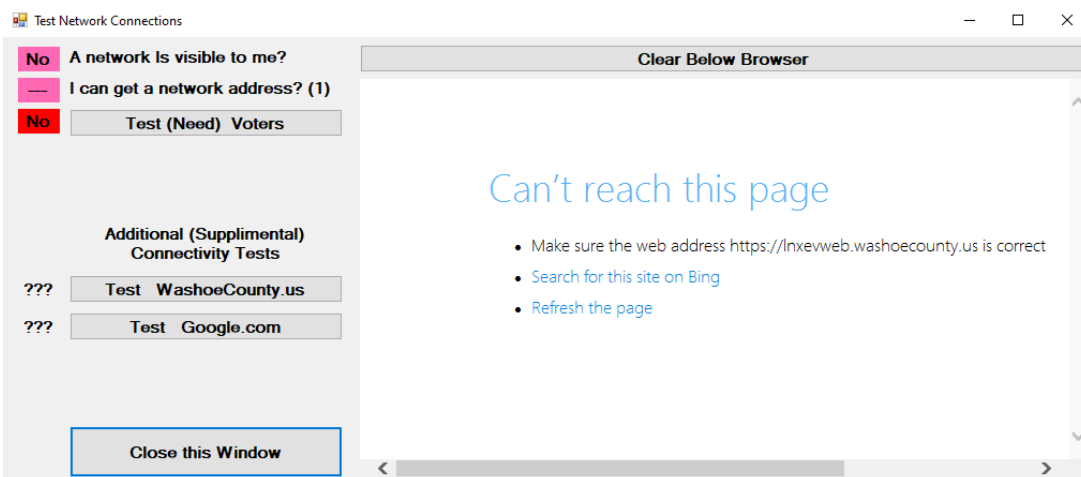
- On the next screen, select election type and polling location. **It is very important to select the correct polling location.**



- Click "CONTINUE."



- Take note of the Test Network Connections pop-up. This appears before the Voter Look-up screen and indicates MiFi connectivity (see above.)



- If you aren't connected to MiFi, the Test Network Connections pop-up will appear with an error message (see above.) Try powering down the Poll Book and restarting the MiFi by holding the power button for five seconds. Restart the Poll Book after the screen has gone completely black.
- If this does resolve the issue, call the Election Worker Hotline: (775) 328-3673.

Voter Data Query v 1.9.5 Early Vote Location(NORTH VALLEYS LIBRARY)

**Search**

VoterID:

Last Name:

First Name:  DO

Res Addr:

See Active/Inactive Records Only
  See All Records
  1 Active Records D

**Found**

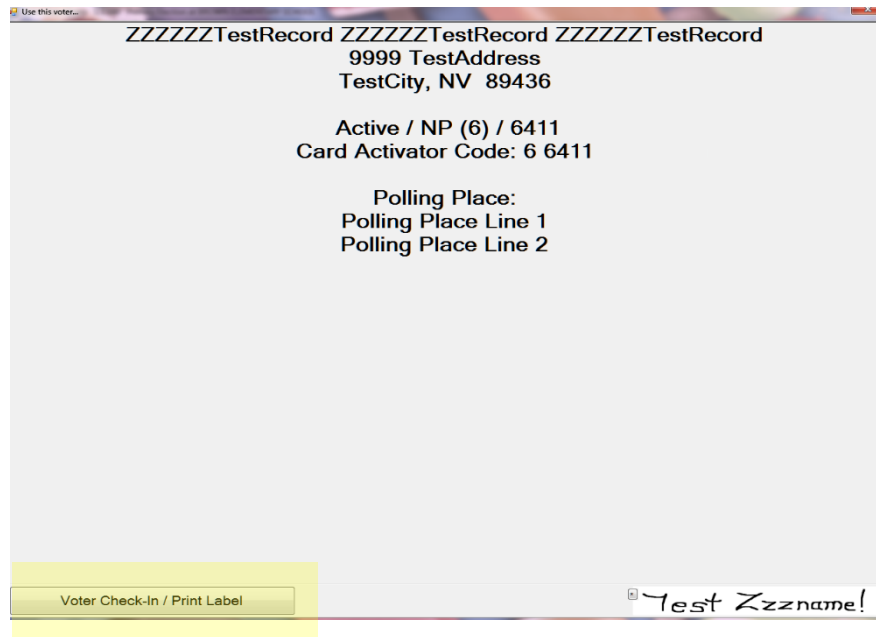
Voter ID	Status	Last Name	First Name	Middle Name	DOB
999999	Active	ZZZZZTestRecord	ZZZZZTestRecord	ZZZZZTestRecord	1/1/1901

**Results**

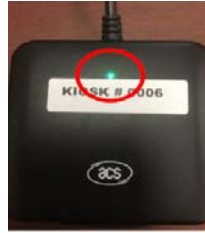
ZZZZZTestRecord ZZZZZTestRecord ZZZZZTestRecord 9999 TestAddress TestCity, NV 89436	9999 TestMailAddress TestCareOf TestCity, NV 89436	01/01, Pollin Pollin
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- Type “ZZZ” into the last name field. **Do not use your own name as a test.** Click “SEARCH.” This will pull up a test record.
- Once the test record appears, click on the “**USE VOTER**” button in the lower left corner to bring up the Test Record Screen.

## Test Record Screen:



- Make sure the green lights are lit on the label printer and Voter Card Activator:



- Ensure that a roll of labels is properly fed through the label printer, label-side down. Click **“PRINT LABEL”** to test the label printer.
- Insert Voter Access Card (chip-side up) into card activator and click “ACTIVATE CARD.” (Note that you will be prompted to select “normal” or “ADA.” You will activate ADA cards for voters who will use the Disabilities Booth.)
- Click “CLEAR ALL” (upper-right of the screen.) The Poll Books are now ready to process voters!
- Power down the Poll Books. Tape cords against the Check-In Table, unplug Poll Books and all accessories, and repack into laptop bags to be locked in the Big Blue Vault. **NEVER LEAVE THE POLL BOOKS OUT OVERNIGHT!**

## Disabilities Booth Setup

Each polling location will have at least one Disabilities Booth. It is strongly recommended that two people work together to setup the Disabilities Booth.



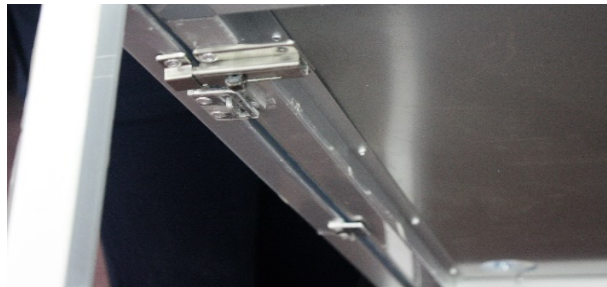
Undo the black Velcro strap (See photo, upper-right corner.)



Unfold the booth and stand it upright.



The silver shelf swings up. Lock into place from underneath with the sliding latches.



## Signs (Managers)

Early Voting Managers and Assistant Managers are responsible for ensuring that certain legally mandated signage is prominently displayed within their polling place:

- Dates and hours of operation of the polling place;
- Instructions for voting and casting a ballot, including a provisional ballot;
- Instructions concerning the identification required for first-time voters who registered by mail or online;
- Information concerning the accessibility of polling places to persons with disabilities;
- General information concerning federal and state laws which prohibit acts of fraud and misrepresentation; and
- Information concerning the eligibility of a candidate, a ballot question or any other matter appearing on the ballot as a result of a judicial determination or by operation of law, if any.



## **Early Voting First Day Balance Statement (Managers)**

The ICX Primes are delivered to the polling location with color-specific plastic security seals securing each door of the ICX Prime. There is also a paper seal covering the opening of each of the ICX Prime's doors.

On the first day of Early Voting, the Manager and Assistant Manager check to make sure that the serial numbers printed on each security seal match the numbers recorded in the Manager's Verification Statement and that the seals have not been tampered with.

The seals are broken to gain access to the ICX Prime's power supply and USB ports, as well as the USB Results Thumb Drives. New seals are used to re-seal each door. The ICX Prime doors need to be sealed at all times when access is not needed. On the first day, the new seals' serial numbers are recorded in the "Early Voting First Day Balance Statement." On subsequent days, any new plastic seal must be recorded on the "Daily Balance Statement." After the first seals are broken, any color seal may be used to secure the doors of the ICX Primes. Just remember to record serial numbers.

### **ICX Prime Delivery Bag (green seal)**

The large rolling cart that contains up to 10 voting tablets will be secured with a green seal. You will verify its serial number against the "Manager's Verification Statement."

### **Door A: USB Thumb Drive Results Sticks (red seal)**

At the end of every day of Early Voting, the seal to Door A will be removed and the USB Thumb Drive Results Stick will be placed in Return Bags, secured in the safe, and locked in the Big Blue Vault. On the last day of Early Voting the USB Thumb Drives are returned to the Registrar of Voters. Each time the seal on Door A is removed, it needs to be re-sealed and the new seal's serial number recorded in the "Daily Balance Statement." A plastic seal needs to be in place on the USB Results door at **all** times.

### **Door B: Power & VVPAT Data Plug (purple seal)**

Remove this seal in order to access the power supply and connect the VVPAT printer. Once you have confirmed the ICX Prime and VVPAT printer are operating properly, re-seal Door B. Any color plastic security seal can be used. On the first day of Early Voting, record the new seal number on the “Early Voting First Day Balance Statement.” On subsequent days, note any new seal on that day’s “Daily Balance Statement.”

### **Door D: ATI Audio Unit and Status Indicator Light (yellow seal)**

Break the seal to connect the Status Indicator Light. For the voting tablet you have designated for use in the Disabilities Booth, connect the ATI unit. Run the cables through the hole in the door, from the outside to the inside, and re-seal with any color seal. The new seal’ serial number is recorded on the “Daily Balance Statement” for that day.



#### **VVPAT:**

The VVPAT case will arrive from the voting equipment warehouse sealed with a white (non-barcoded) seal. In addition, all VVPATs are locked and the Manager and Assistant Manager are issued keys. Once you remove the VVPAT seal, it does not need to be replaced.

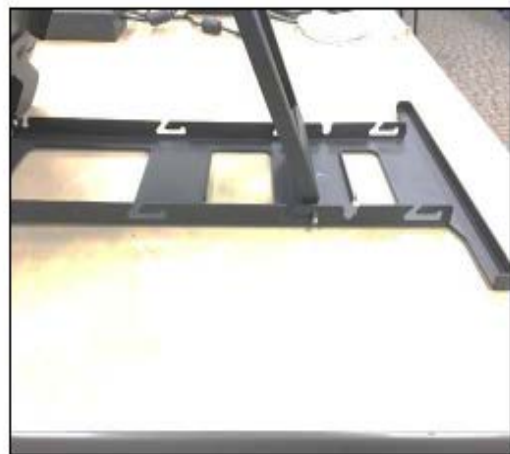
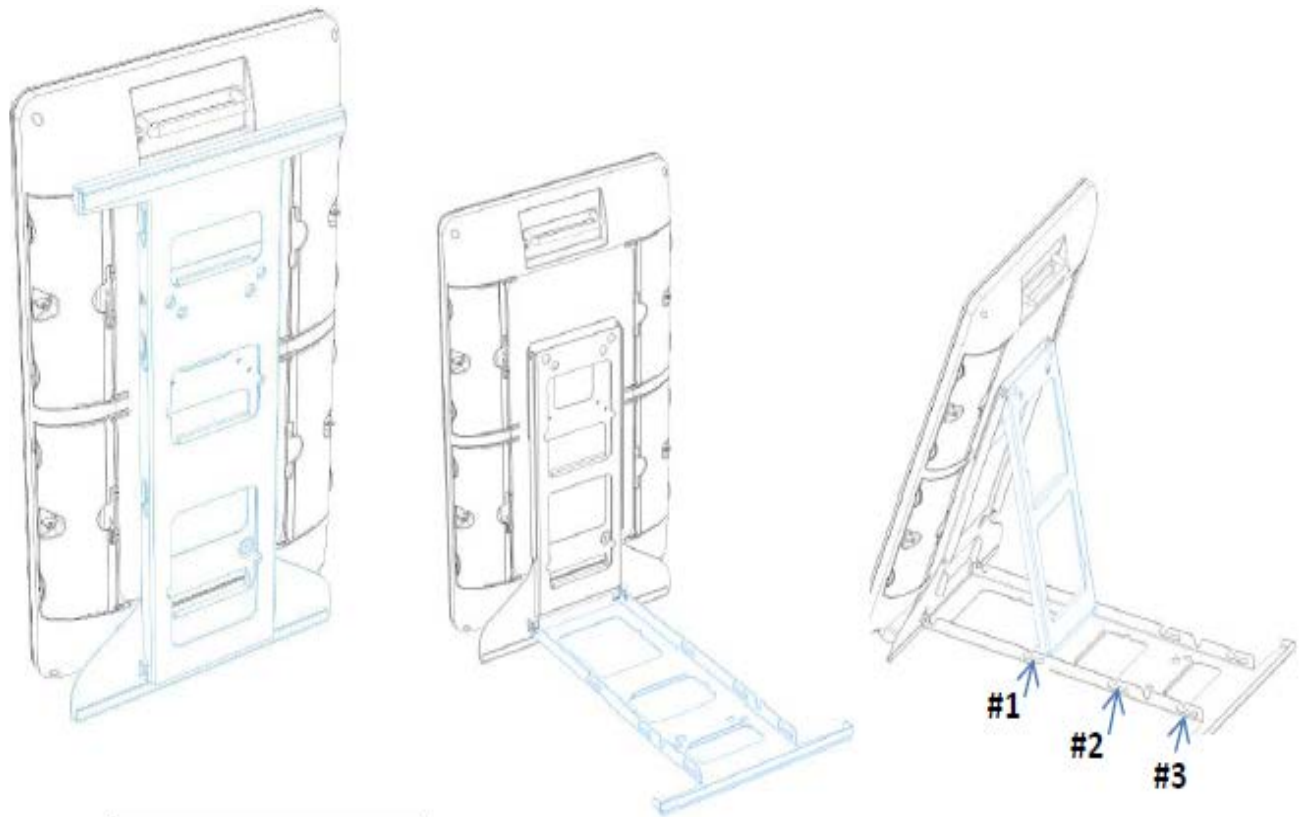
#### **Blue Canvas Bag:**

At the end of every night, you will remove the used VVPAT rolls from all the VVPATs, label the rolls with the provided labels, and place them in the blue canvas bag. You will also place our Completed Documents Envelope inside this bag every night. Seal the canvas bag with a plastic seal and replace it in the Vault for your runner to pick up nightly.

**USB Results Thumb Drive Return Bag:** There are two USB Results Thumb Drive Return Bags. One bag will be for the primary USB results thumb drives and the second bag will be for the Backup USB results thumb drives. Each evening (Day1-13), the USB results thumb drives will be removed from each ICX Prime, placed in the appropriate primary or backup bag, secured in a safe and stored overnight in Big Blue. At the end of Day 14, **All primary and backup USB Results Thumb Drives** are to be returned to the Registrar of Voters along with other Critical Supplies.

## Setting up the ICX Primes (Managers)

- Before unpacking the ICX Primes, retrieve the “Manager’s Verification Statement” and “Cart Seal Statement.”
- Verify that the serial numbers on the front of each ICX Prime, on each ICX Prime door, and on the cart match the serial numbers listed on the “Manager’s Verification Statement.”
- Place the completed “Manager’s Verification Statement” in the Completed Documents Envelope.
- Unpack the ICX Primes, VVPATs, and power cords. Use the silver handles to lift the voting machines out of the rolling cart. Set two ICX Primes on each table and one ICX Prime in the Disabilities Booth.
- Open the kickstand on the back of the ICX Prime. The kickstand is held in place by a magnet.
- Release the metal bracket and fit into the desired groove on the kickstand. Make sure to lock it into place. To lock, pull bracket into groove away from opening.
- Note that there are three grooves that the support can fit into:
  - The first groove is best for voters who are sitting down.
  - The middle groove is best for most voters.
  - The third groove is best for tall voters or for adjusting for glare.
- Place VVPAT, face down, to the right of the ICX Prime. Adjust the legs as needed. Set VVPAT upright. Adjust the viewing angle as needed.



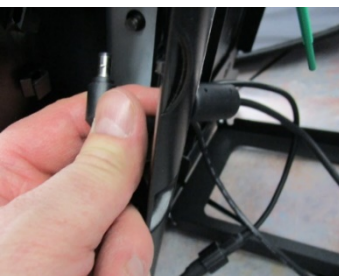
## Door B, VVPAT and Power



- Break the seal on Door B.
- Feed the attached cord through the hole in the door.
- Connect this cord to the VVPAT power cord. Gently but firmly twist the threaded cap to seal the connection between the two cords.



- Feed the VVPAT USB cord through the hole in Door B and plug it into the USB port.
- Feed the ICX Prime power cord through the hole in Door B and plug it in just above the power button.



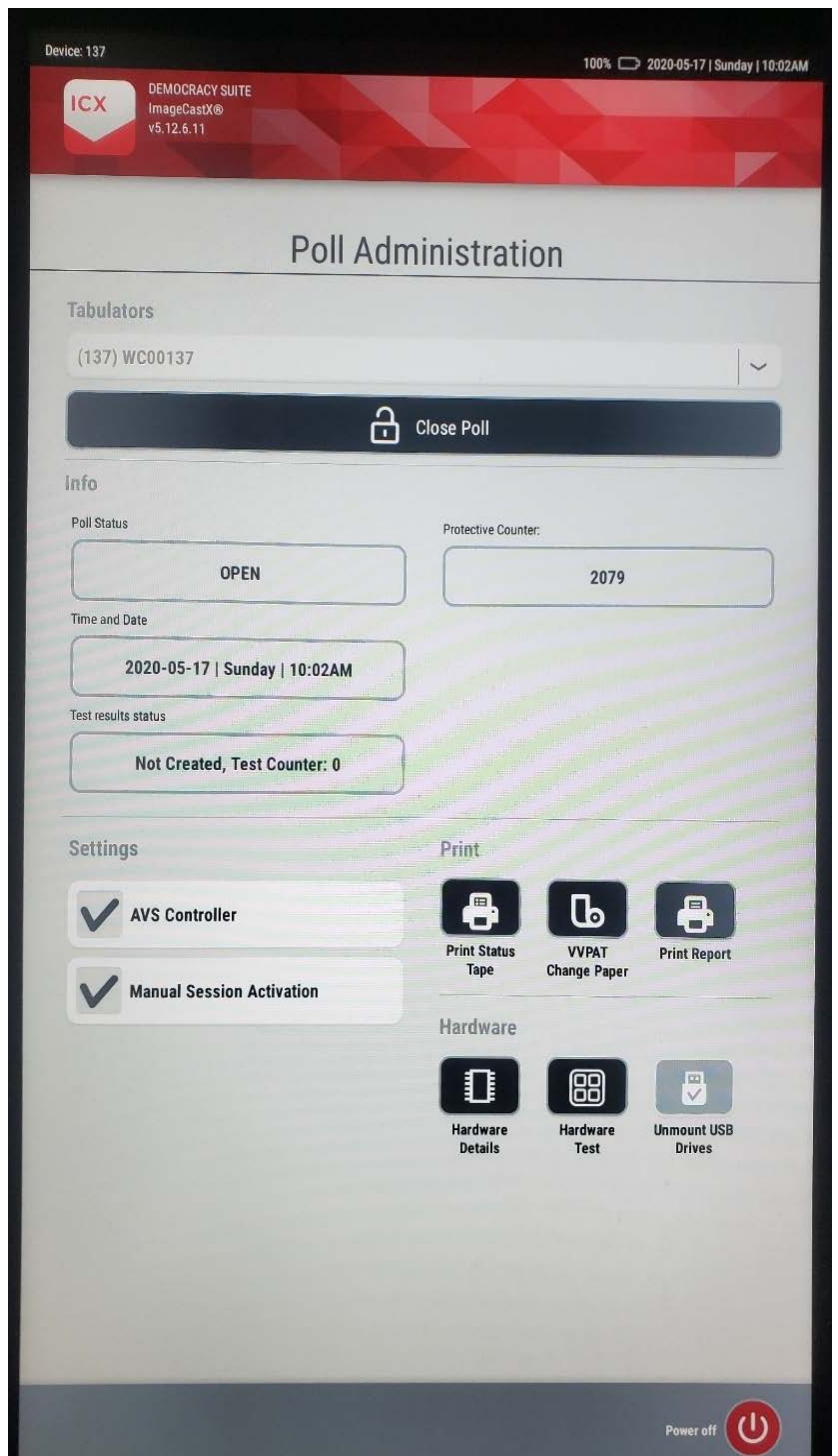
## Door D, Status Indicator Light and ATI Unit

- Break the seal on Door D.
- Thread the USB end of the Status Indicator Light through the hole in Door D.
- Plug the Status Indicator Light into one of the USB ports and attach the light to the top edge of the privacy shield.
- Thread the ATI unit's cords through the hole in Door D & plug in.



- Plug the headphones into the ATI unit.
- Plug the ICX Prime power cord into the surge protector. Make sure the surge protector is plugged in and powered on.
- Turn on the ICX Prime: the power button is located behind Door B, just below the power cord.
- Once the ICX Prime powers up completely, seal the door D with a plastic seal.
- Towards the bottom of the screen will be the message: "Please Insert Your Authorization Card into the Card Reader." **Your poll worker card is your authorization card.**
- Check for the green light on the VVPAT.
- Insert your Election Worker Card, chip-side down, into the card reader slot. Enter your administrator PIN number.

- Check the date and time in the upper right corner of the screen and compare the time with the time on the Poll Books. ICX Primes need to be set 5-10 minutes *ahead* of the Poll Books. If this is not the case, call the Hotline at (775) 328-3673.
- Confirm that the Total Ballots Cast (lower left corner of ICX Prime screen) is “0.”
- Press “PRINT STATUS TAPE” on the ICX Prime screen to conduct a VVPAT test. If the printer isn’t working, open its door to reseal the spool or clear the paper jam.
- Retrieve the “First Day Balance Statement” from the file folder and record the ICX Prime serial number from each ICX Prime.
- Record Total Ballots Cast and Protective Counter numbers from the ICX Prime on the “First Day Balance Statement.”
- Ensure that “AVS Controller” and “Manual Session Activation” are checked.
- Repeat for each ICX Prime.



**DO NOT OPEN THE POLLS  
ON ELECTION EVE**

- Check all ICX Primes and Poll Books to be sure they are not running on battery power but are operating properly on the site's electricity.
- Replace any broken seals with a new plastic seal AFTER everything is plugged in, turned on, tested, and operational. Any color seal can be used.
- As needed, place a paper seal over the opening in doors A, B and D, along with a zip tie seal on Door C.
- After replacing any plastic or paper seal, record the new seal's serial number on the "Early Voting First Day Balance Statement."
- Place the "Early Voting First Day Balance Statement" in the file folder for easy access at the end of the day.

**When the Early Voting Associates are finished setting up the Check-In Table(s), Managers may ask for assistance with setting up the ICX Primes.**

**You do not need to set up every ICX Prime by the time you open the polling location.**

You have been supplied with extra ICX Primes in case of technological failure or an unforeseen increase in voter turnout.

Managers feel only five of the 10 Primes delivered to your polling location will be necessary. This is a decision Managers have permission to make. You need, at some point, to open the polls on all of the ICX Primes; however, as long as you have one Poll Book and several ICX Primes ready to process voters at your scheduled opening time, you can open the polls on the remaining ICX Primes once the morning rush has calmed down.



## Opening the Polls on the ICX Primes (Managers)

- On the ICX Prime touchscreen, press “OPEN POLL.” Press “YES” to confirm. A “Zero Proof Report” will print automatically.
- If the printer isn’t working, open VVPAT door and reseal the spool or clear the paper jam.
- After the “Zero Proof Report” prints, press “SAVE TO FILE,” then “OK.”
- Press “AVS CONTROLLER,” then select “MANUAL SESSION ACTIVATION.”
- Confirm that Total Ballots Cast = 0.
- Remove your Election Worker Card: “TO BEGIN VOTING, INSERT VOTER CARD INTO SLOT BELOW” will appear on the screen.

**DO NOT REMOVE YOUR ELECTION WORKER CARD UNTIL ALL OF THE STEPS FOR OPENING THE POLLS ON THE ICX PRIMES ARE COMPLETED.**


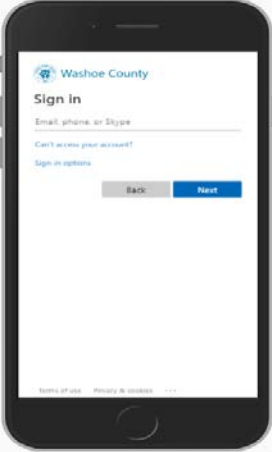
**KEEP THIS CARD ON YOU AT ALL TIMES.**

## Wait Time App (Managers)

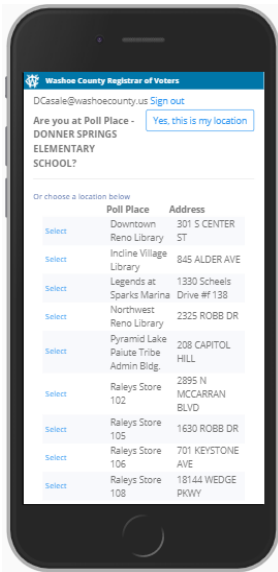
Each polling location will be assigned an Iphone for the Manager and Assistant Manager to communicate with the Registrar of Voters's Office. In addition, Managers or Assistant Managers will be responsible for using the **Wait Time App**:

- To inform the Voter's Office that their polling location is open or closed
- To easily communicate technical issues or equipment problems
- To frequently report and update voter wait times at their polling location

The **Wait Time App** also allows voters to check the wait times for those polling locations closest to them.

 <p><b>Poll Managers Wait Time App with Assistance Request Reference Manual</b></p> <p><a href="https://gis.washoecounty.us/mwt">https://gis.washoecounty.us/mwt</a></p>	<h3>Sign In</h3>  <p>User Id and Password are case sensitive.</p> <p>User Id: <b>S1786@washoecounty.us</b> Password: <b>S1786@6871S</b></p>
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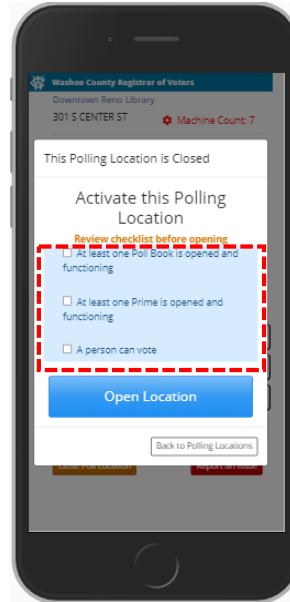
## Choose a Location



The app will try to automatically detect your location, or you can choose from the list.

Select a location from the list or click the button **'Yes this is my Location'** to select the detected location.

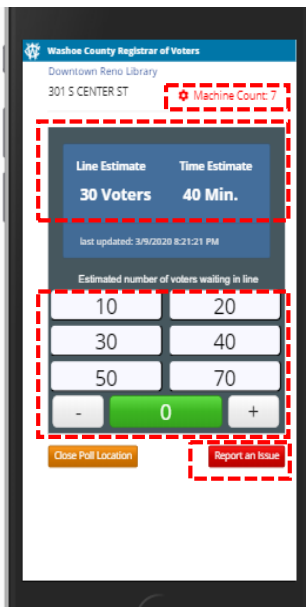
## Open Poll Location



All boxes must be checked.

Review each check box item. Click the box to check and press the **Open Location** button

## Estimate Line Count



Click Machine Count to change voting machine counts.

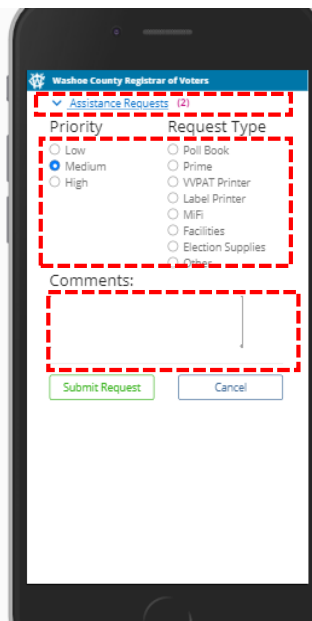
Time estimations are automatically calculated.

Estimate line count and click the closest representing button. Press - or + for finer estimation.

Click Report an Issue button to report an issue or request technical help.

Press the button that closely represents the estimated people in line. Adjust **voting machine counts, report an issue and close the polling location.**

## Report an Issue Assistance Request



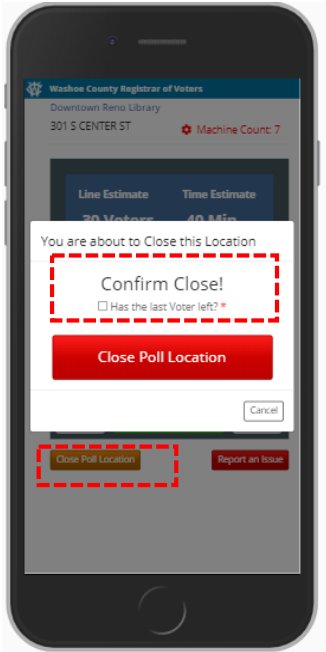
Click to review current requests and status.

Priority and Request type are required.

Describe the issue or add related comments.

Report an Issue or add an Assistance Request. Clicking the Submit or Cancel will go back to the Estimated Line Count screen.

# Close Polling Location



Check the box confirming that criteria has been met.

Click the Close Poll Location button to mark this location as closed and return to the Open Location dialog.

Click the Close Poll Location to bring up the Confirm Close dialog. Open Poll Location and Close Poll Location are recorded for audit.

## **SECTION 4: Processing Voters**

**Nevada voters are not required to show identification in order to vote. There are only four reasons you may ask a voter for identification:**

1. Voter is flagged “I.D. Required” in the Poll Book.
2. Voter’s signature does not match the signature on record.
3. Voter is surrendering their Absent Ballot.
4. Voter wants to take advantage of Same Day Registration.

### **Processing Voters**

- Ask each voter if they brought their Sample Ballot or Voter Registration Card.
- Use the handheld scanner to read the bar code on the Sample Ballot or Voter Registration Card.
- Voter information will automatically populate on the voter lookup screen.
- Voters without a Sample Ballot can be found by entering their:
  - Full Name or
  - Street Address or
  - First Name and Date of Birth

**Do not ask for the voter's ID unless:**

- The voter's record is flagged "ID Required"
- The voter is taking advantage of Same Day Registration
- The voter is surrendering an absent ballot
- The voter's signature in the Label Binder does not match the signature on file.  
**(Nevada voters are not otherwise required to show ID in order to vote)**

Ask the voter to provide their address

○ **Example:** "Hello, may I have your first and last name, please? Thank you. And can you please confirm your residential address?"

○ Be sure to ask the voter to state their address. Do NOT announce the voter's address.

Click "USE VOTER" and affirm the voter's record is free of any flags or warnings.

Click the "PRINT LABEL" button. Place the voter label in the space provided on the label sheet in the Label Binder.

Ask the voter to sign the Label Binder to the immediate right of their voter label.

Compare their signature to the signature on file by picking up the Label Binder and holding it close to the screen of the Poll Book.

Insert Voter Card (chip-side up) into Card Activator. Click "ACTIVATE VOTER CARD."

Hand Voter Card to voter. Instruct them on the use of the ICX Prime and direct them to the next available ICX Prime.

Instruct the voter to deposit the voter activation card in the basket on the table near the exit and encourage them to pick up their "I Voted" sticker from the same table.



## Troubleshooting Signature Verification

### **Voter's signature does not match the signature on screen or no signature appears on screen (NRS 293.777):**

- Ask voter for one of the following forms of Identification:
  - driver's license or NV state Identification
  - other government-issued I.D. which contains voter's signature and picture
- Ask voter to complete the Voter Update Form so we'll have their corrected signature on file for the next election.

**Make sure the voter understands that you are doing everything in your power to ensure that they are able to cast their ballot.**

### **Voter Identification Exception (NRS 293.283, NRS 293.285, and NAC 293.177):**

The Nevada Administrative Code allows a voter with a disability to use a signature stamp. Voter must show government-issued photo I.D.

When (1) a voter is not physically able to sign OR (2) a voter's signature has changed so much that an Election Worker cannot verify it against the signature on file:

- Ask for identification.
- Retrieve a blank Voter Update Form.
- If the voter does not have identification, call the Election Worker Hotline at (775) 328-3673 and explain that you need to identify a voter by checking the answers to the following questions:
  - Middle name?
  - Date of birth?
  - Place of birth?
  - Last four digits of social?
  - Where were they previously registered to vote?



If the voter answers correctly, print "IDENTIFIED AS" to the left of the voter's name in the Label Binder.

The image shows a form titled "Election 2018 - Voter Check-In Labels". At the top, there is a radio button for "Primary Election" and a checked radio button for "General Election". The "Location" is handwritten as "REGISTRAR OF VOTERS" and the "Date" is "Nov 6, 2018". A white label is pasted on the form with the following information: Precinct Code 6 6411, VoterID: 999999, ZZZZZZTestRecord, ZZZZZZTestRecord, Party NP, 9999 TestAddress, TestCity, NV 89436, and a timestamp of 05/18/20 10:01AM. A barcode is at the bottom of the label. To the left of the label, "IDENTIFIED AS" is handwritten in red. A red marker is visible at the bottom left of the form.

- Complete the appropriate section of the Voter Update Form ("Signature Update" or "Voter Identification Exception Record.")
- Ask Voter to sign or stamp the Voter Update Form.
- File Voter Update Form in Completed Documents Envelope.
- Issue a Voter Access Card.

If the voter cannot answer correctly, the Registrar of Voters will give you further instructions.

## Flags and Warnings

Flags or warnings may appear in the Poll Book when you check in a voter, such as:

- I.D. Required
- Inactive Voter
- Absent Voter
- Early Voter
- Confirm HAVA
- Challenged

The only flags which require the voter to provide ID are “ID Required” and “Absent Voter.”

### “ID Required”

The screenshot shows a web interface for voter information. At the top, it says "Online search for additional visits completed." Below this, a red oval highlights the text "Critical Items: ID REQUIRED". Underneath, a yellow highlight covers the text "Warning Items: Warning: Pending voter status ID REQUIRED - Absentee Ballot Requested 04/20/2020 and returned on () Absentee Ballot Requested 04/20/2020 and returned on ()". The voter's name is redacted with a black box, followed by the address "RENO, NV 89502". Below the address, it says "Pending / DEM / 1011" and "Card Activator Code: 1011". The polling place is listed as "REGISTRAR OF VOTERS OFFICE 1001 E 9TH ST BUILDING A - LOBBY". At the bottom, there are three buttons: "Print Label", "Activate Voter Card", and "SDR Update".

Use this voter...

Online search for additional visits completed.

**Critical Items: ID REQUIRED**

**Warning Items:**

**Warning: Pending voter status ID REQUIRED - Absentee Ballot Requested 04/20/2020 and returned on ()**

**Absentee Ballot Requested 04/20/2020 and returned on ()**

[Redacted Name]

RENO, NV 89502

Pending / DEM / 1011  
Card Activator Code: 1011

Polling Place:  
REGISTRAR OF VOTERS OFFICE  
1001 E 9TH ST BUILDING A - LOBBY

Print Label    Activate Voter Card    SDR Update

This flag appears because the voter didn't provide acceptable ID when registering.

Ask the voter to show ID before voting. Acceptable IDs are:

- NV driver's license (not expired)
- NV ID card (not expired)
- out-of-state driver's license or ID card (not expired)
- passport (not expired)
- military ID (with photo)
- tribal ID (with photo)
- student ID (with photo)

If you are unsure of the acceptability of a voter's ID, call the Election Worker Hotline: (775) 328-3673.

**If the voter does provide an acceptable ID:**

- Complete the "ID Required" portion of the Voter Update Form.

**If the voter doesn't have acceptable ID** and isn't able to return with acceptable ID before the polls close, the voter may cast a HAVA Provisional Ballot.

- Complete a HAVA Provisional Affirmation.
- Give the voter the receipt and instruct the voter that they have until 5 p.m. on the Friday after Election Day to submit a copy of their I.D. to the Registrar of Voters.
- Activate a HAVA provisional ballot on their Voter Access Card.
- Voter signs Label Binder and HAVA Affirmation.

## “IN” (Inactive Voter)

Use this voter... x

Online search for additional visits completed.

**Warning Items:**  
**Warning: Inactive voter status**

[REDACTED]  
[REDACTED]  
RENO, NV 89503

Inactive / NP / 1039  
Card Activator Code: 1039

Polling Place:  
REGISTRAR OF VOTERS OFFICE  
1001 E 9TH ST BUILDING A - LOBBY

Print Label    Activate Voter Card    SDR Update    [REDACTED]

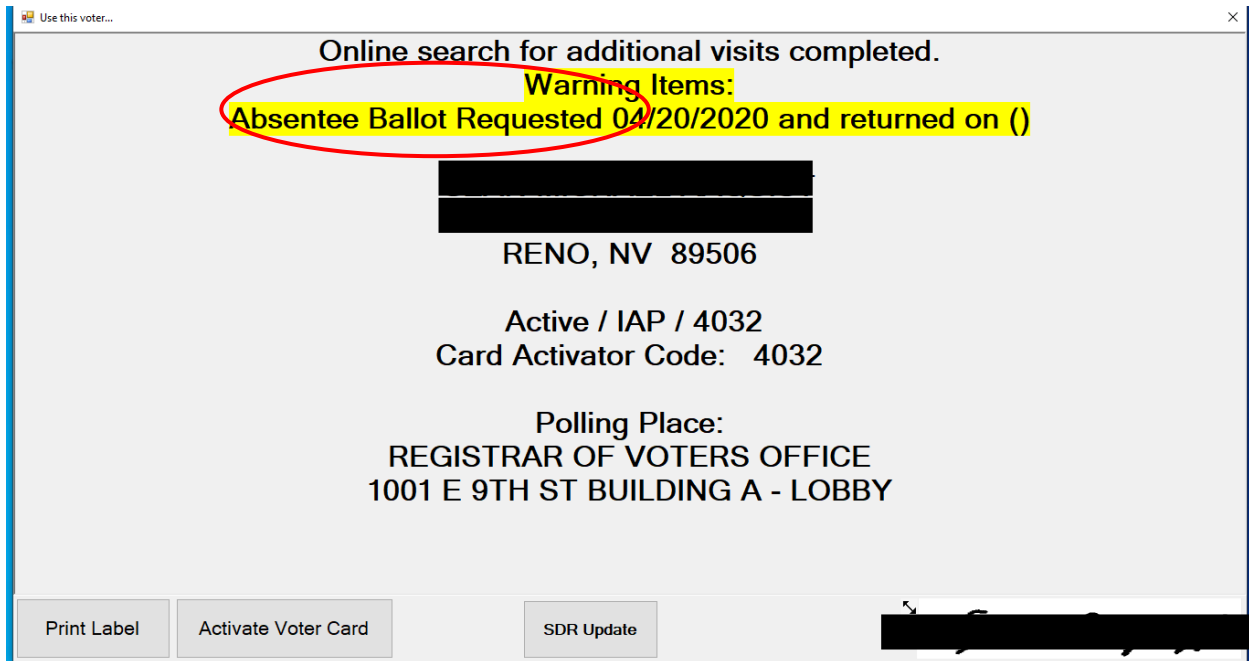
An inactive voter is **fully eligible to vote** but it is important to confirm their residential address. Many are classified as inactive because Post Office records show they have moved from the address we have on file.

- Ask the voter to complete a Voter Update Form if they need to update their address and are okay with voting in their previous precinct
  - The voter’s address will be updated post-election
  
- If the voter wishes to vote in their current precinct, they will need to complete a Same Day Registration update. In order to complete a Same Day Registration update:
  - The voter will need to present a valid Nevada Driver’s license, a Nevada Identification card or a Tribal ID
  - And proof of residency, if address on Nevada Driver’s license or Nevada Identification is not current

## “AV” (Absent Voter)

The voter was sent an absent ballot. Ask the voter to either (1) surrender the absent ballot or (2) sign an affirmation swearing that they will not vote twice. Notice, in the example below, that there is no date which the absent ballot was “returned on:”

**VERY IMPORTANT:** Pay close attention to the Absent Voter or “AV” flag as all active voters in Washoe County were sent a mail-in ballot.



Use this voter...

Online search for additional visits completed.

**Warning Items:**  
Absentee Ballot Requested 04/20/2020 and returned on ()

[REDACTED]  
[REDACTED]

RENO, NV 89506

Active / IAP / 4032  
Card Activator Code: 4032

Polling Place:  
REGISTRAR OF VOTERS OFFICE  
1001 E 9TH ST BUILDING A - LOBBY

Print Label    Activate Voter Card    SDR Update    [REDACTED]

### **1. Voter has absent ballot to surrender:**

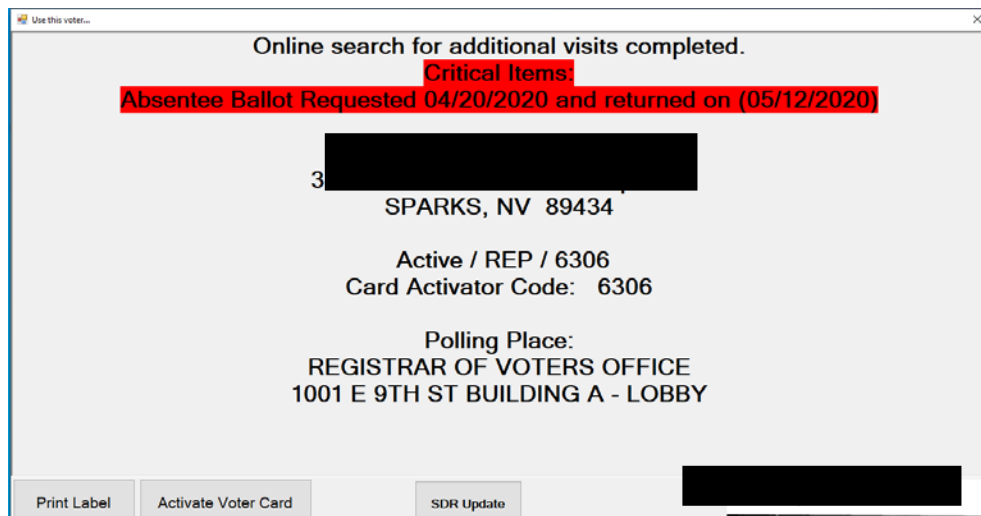
- Ask the voter for identification.
- Collect the Absent Ballot along with its mailing envelope. Write “surrendered” on the back of the mailing envelope.
- Place the surrendered ballot inside its mailing envelope and seal inside of a Canceled Ballot Envelope. Complete the information requested on the outside of the Canceled Ballot Envelope.
- Place in orange Transfer Bag.
- Continue to check-in the voter.

**2. Voter does not have absent ballot to surrender:**

- Ask the voter for identification.
- Confirm that the voter has not voted by mail. (If a ballot has been received by the Registrar of Voters, the voter’s record will be flagged accordingly.)
- Have the voter sign the Affirmation.
- Continue with standard voter processing.

**3. Voter’s record shows absent ballot was returned to the Registrar of Voters:**

In the previous example, the AV warning flag was yellow because the voter had been sent an absent ballot but had not returned the absent ballot to the Registrar of Voters. This voter has returned their absent ballot to the Registrar, so the AV warning flag is red and the “returned on” date is filled in:



The voter is not eligible to vote again in this election, unless they disagree and state that they did not vote by mail. If the voter disputes they returned a ballot:

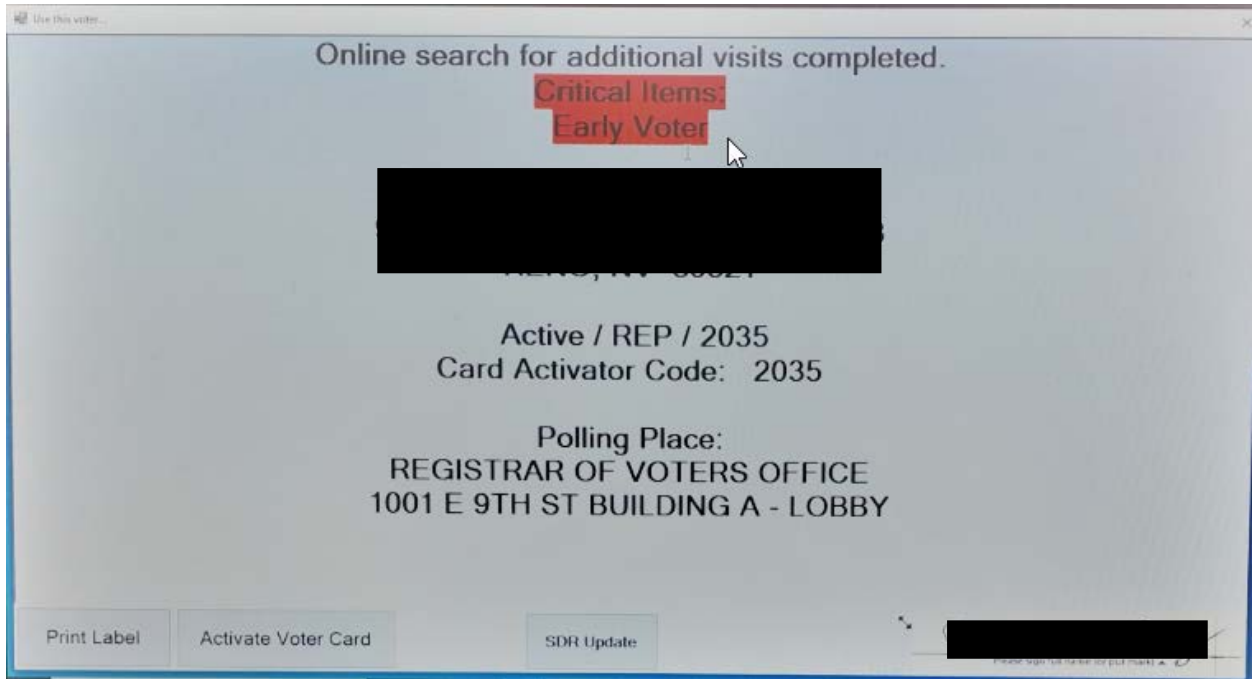
- Contact the Election Worker Hotline: (775) 328-3673. If the voter was erroneously marked as voted, instructions will be given to process the voter as normal.

**Make sure the voter understands that you are doing everything in your power to ensure that they are able to cast their ballot. Election Workers are the public face of the Registrar of Voters.**

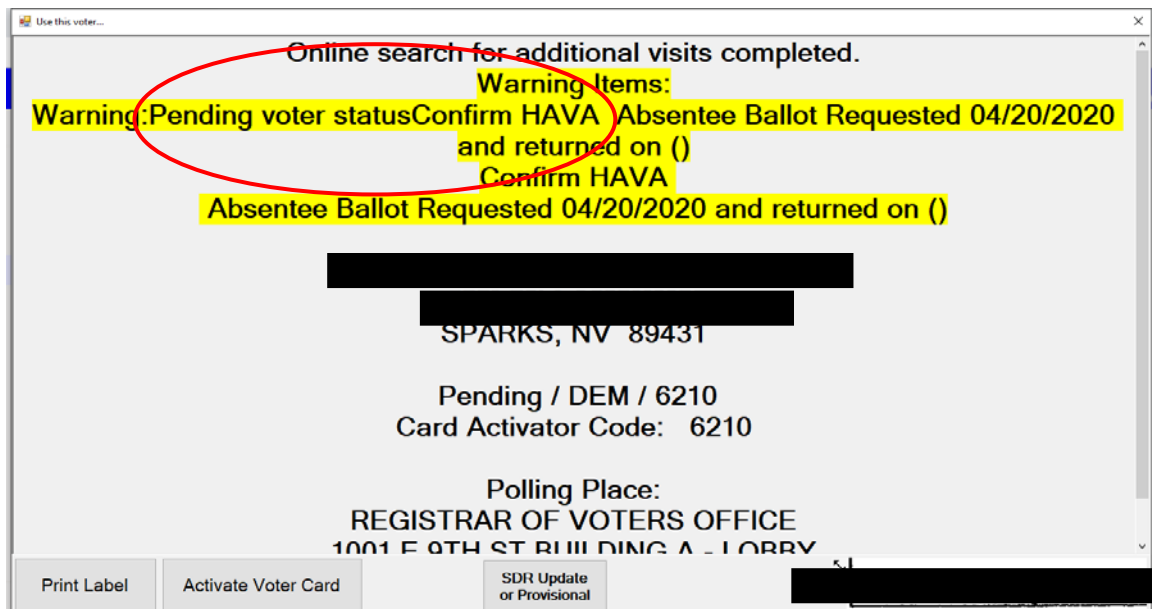
### “EV” (Early Voter)

If the voter is flagged “Early Voter” ask the Manager or Assistant Manager to contact the Registrar of Voters through the Election Worker Hotline: (775) 328-3673.

**Under no condition** should you permit this voter to vote unless a senior staff person at the Office of the Registrar of Voters has expressly approved their right to vote.



### Confirm HAVA



This flag simply means the voter neglected to say “yes” to one or both of the questions in Box 1 of their Voter Registration Application.

- Ask voter to complete and sign “Confirm HAVA” section of Voter Update Form.
- Continue with standard voter processing.

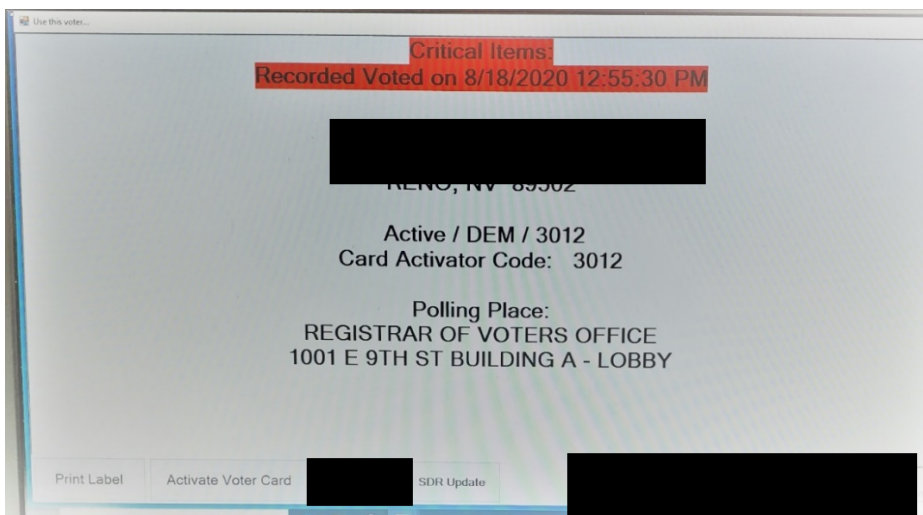
**Ask the voter to complete the Confirm HAVA section of the Voter Update Form.**

### “CH” (Challenged)

A person can challenge another voter for residence, identity, voting more than once, or for political party affiliation. Challenges are extremely rare. If this situation arises, contact the Election Worker Hotline: (775) 328-3673.

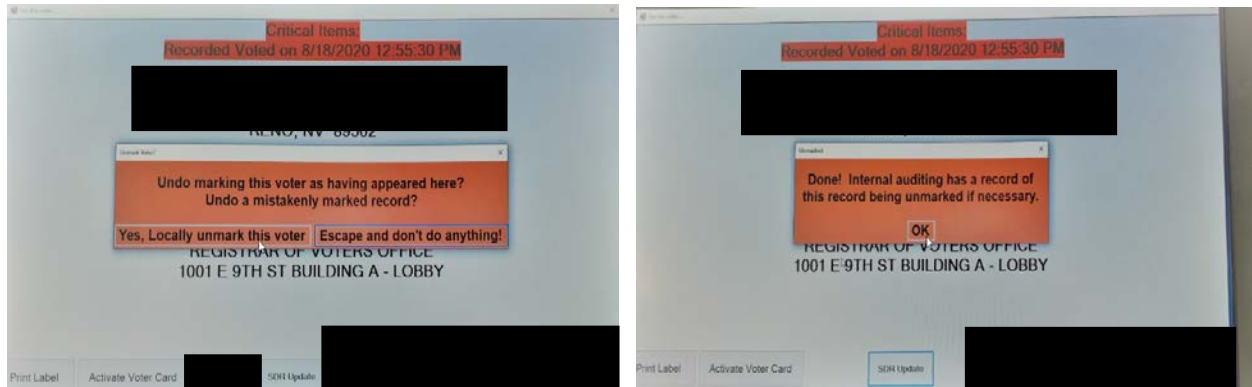
### I checked-in the wrong voter.

- Early Voting Manager or Assistant Manager calls the Election Worker hotline to report a wrong voter check-in
- The wrong check-in is then corrected by the call center





- If the incorrect label has been added to the label binder, the Early Voting Associate will need to cross out the incorrect label and indicate the reason, i.e. “Check-in wrong voter.”
- The Early Voting Associate then locates the correct voter record and processes the voter as normal.



**The voter states that they don't want to vote on an ICX Prime voting tablet after checking in.**

- First, check the status of Voter Access Card to confirm that they did not cast a ballot.
- Bring the voter's record back up and cancel the check-in.

**Make sure the voter understands that you are doing everything in your power to ensure that they are able to cast their ballot.**

## Troubleshooting Voter Check-In

### **Can't find the voter with the name they have provided?**

It's possible the voter changed their name but did not update their voter registration.

- Ask voter for their former last name and birthdate.
- Offer the voter the following two choices:
  - Vote under their previous name and submit a new Voter Registration Application at a later date.
  - Take advantage of Same Day Registration to update their registration information immediately. (Voter must provide unexpired NV driver's license or government-issued I.D. and—if address on I.D. is not current—proof of residency in order to Same-Day Register.)

### **I entered the voter's name exactly as provided by the voter and cannot find them.**

Names can be hyphenated or possibly misspelled. The voter may have married or divorced since the last election and not updated their information with the Registrar of Voters.

- Always use the "less is more" approach. Enter partial names along with the voter's date of birth.
- If you are still unable to locate the voter, ask the Manager or Assistant Manager to call the Election Worker Hotline.

### **Changes to Roster Data**

A voter may inform you that their name is misspelled, their address is not correct, or a family member on the voting rolls is deceased or has permanently moved away.

- Ask voter to complete the Roster Correction section of the Voter Update Form

**Voter not listed on Washoe County voting rolls.**

If you are unable to locate the voter in the Poll Book, make sure you are spelling their name correctly. If you have tried every possible way to locate the voter:

- Ask the Manager or Assistant Manager to call the Election Worker Hotline.
- If it is determined the voter is not listed, the voter may still be eligible to vote a Same Day Registration (SDR) or a HAVA Provisional Ballot.

**The voter has moved but has not updated their address.**

- Offer the voter the following two choices:
  - Take advantage of Same Day Registration to update their registration information immediately.
  - Vote today under their previous address and complete and submit a Change of Address Form during Check-In.

**The voter is from another county, a different jurisdiction, was just passing by, etc. and is insisting on voting right here and now.**

- Inform the voter that they must vote in the county where they are registered.
- If the voter is insistent, call the Election Worker Hotline at (775) 328-3673.

**The voter states that their family member(s) received Sample Ballots, but they did not.**

- Look the voter up in the Poll Book and determine if their registration address matches their current residential address. It's possible that they did not submit a Change of Address Form to our office.
- If the voter database has his current address, apologize and inform him that it may have been a mail delivery issue. Inform them of option to sign up to receive interactive, electronic Sample Ballots.

**The voter wishes to change their party affiliation.**

- Inform the voter that can take advantage of Same Day Registration to update their party affiliation immediately.

**The voter states that they don't want to vote on an ICX Prime voting tablet after checking in.**

- First, check the status of Voter Access Card to confirm that they did not cast a ballot.
- Bring the voter's record back up and cancel the check-in.

**Make sure the voter understands that you are doing everything in your power to ensure that they are able to cast their ballot.**

## Provisional Voting

A Provisional Ballot is issued to a voter when there are questions about a given voter's eligibility that must be resolved before the vote can be counted.

Provisional voters fall into three categories:

- 1) Voter is flagged "ID required," but they did not bring an acceptable form of identification.
- 2) Voter believes they should be on the voter rolls but the Intake Specialist has been unable to locate them on the poll book.
  - a. After contacting the Voter's Office via the election worker hotline, the call center reports that the voter is ineligible to vote.
  - b. A Provisional Ballot is offered and the voter has until 5:00 PM on the Friday following the election to present their proof of their voter registration to the ROV.
- 3) Same-day registrants.

### **Full Ballot Provisional Voting:**

Provisional voting will take place on the ICX Primes. The voter will receive a receipt which will contain the following information:

- Date of the Election
- Provisional Ballot identification Number
- How to lookup the outcome of their Provisional Ballot

If the voter is required to provide I.D. and/or proof of residency and they do not have these documents with them, they must provide them to the Registrar of Voters by 5 p.m. on the Friday following Election Day (**November 6, 2020 for the General Election.**)

The voter may email, fax, or physically deliver copies of their I.D. and/or proof of residency to our office, along with their name and the polling place where they cast their Provisional Ballot. It is not recommended the voter mail a copy of their identification as it may not make it before the deadline.

**These instructions are printed on the voter's provisional ballot receipt.**

# HAVA Provisional Ballot Voter Processing

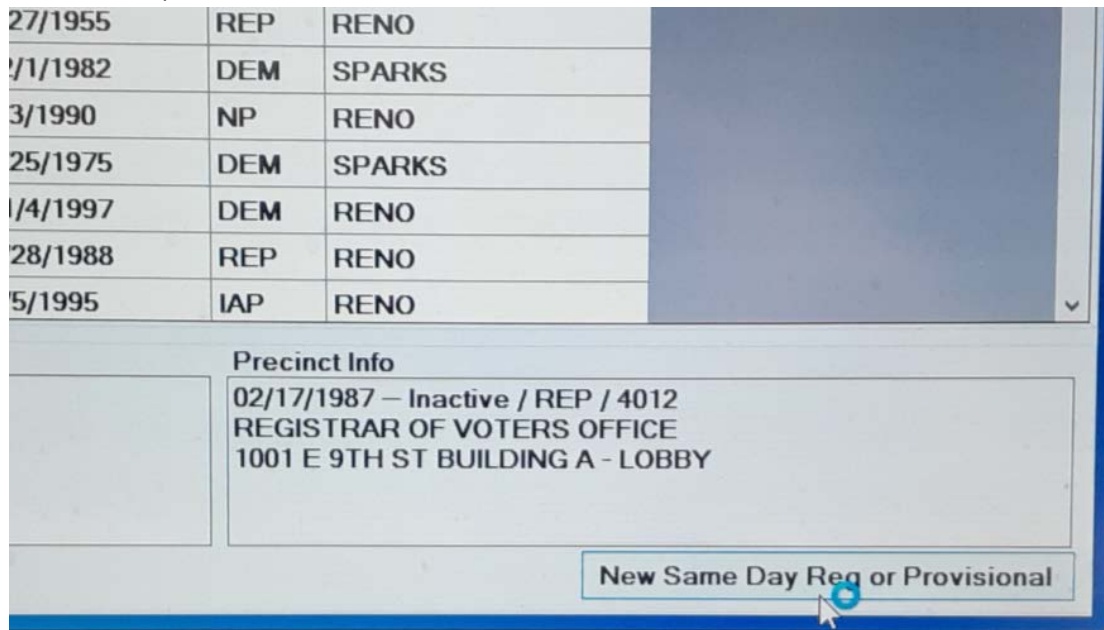
A voter will be required to cast a HAVA provisional ballot if:

- The voter is flagged “ID Required,” but they did not bring an acceptable form of identification.
- You cannot locate the voter’s record, but they insist that they are a registered voter in Washoe County.

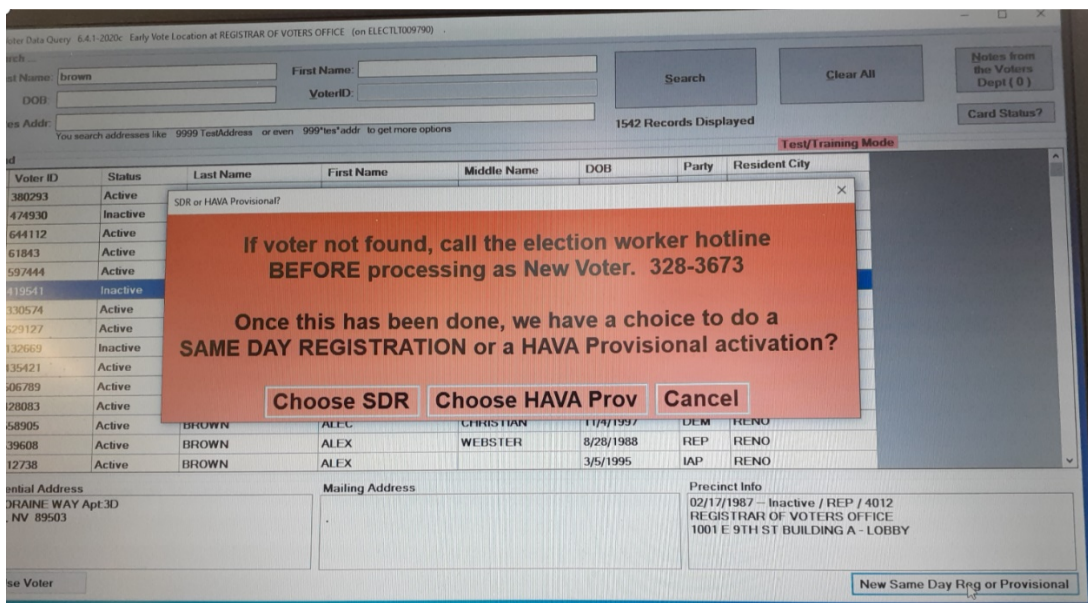
Ask the voter to complete and sign the HAVA Provisional Affirmation & Roster Form.

The image shows two forms side-by-side. The left form is titled "Provisional Affirmation & Roster" and is divided into two columns: "VOTER completes this section" and "ELECTION OFFICIAL completes this section". The voter section includes fields for Name, Date of Birth, Political party affiliation (Democrat/Republican), Residence address, City/State/Zip, NV Driver's License or NV State ID Card #, and Last 4 digits of Social Security #. It also has a section for "TYPE OF ELECTION" with checkboxes for Primary and General. The election official section includes a large box for "REASON FOR PROVISIONAL BALLOT" with options for "NOT REGISTERED" and "NO ID AND 'ID REQUIRED' WAS BY VOTER'S NAME AT CHECK-IN", a "POLLING PLACE" field, and a "TYPE OF ELECTION" section. Both sections have signature lines for the voter and the election official. The right form is titled "PROVISIONAL BALLOT VOTING RECEIPT" and contains instructions for voters and election officials. It includes sections for "WHAT IS A NEVADA PROVISIONAL BALLOT?", "WHY AM I BEING ISSUED A PROVISIONAL BALLOT?", "WHAT MUST I DO IF I DID NOT SHOW ID?", and "WAS MY PROVISIONAL BALLOT COUNTED?". It provides contact information for the Washoe County Registrar of Voters and a URL for more information.

- ☐ In the Poll Book, click “NEW SAME DAY REG OR PROVISIONAL” (lower-right of the screen.)



- ☐ Click “CHOOSE HAVA PROV.”



- Enter the voter's name, residential address, mailing address (if applicable), birthdate, and the last four digits of their social security number.
- Insert a Voter Access Card (chip-side up) into the Card Activator and click "ACTIVATE VOTER CARD." Three voter labels will print.
- Place a voter label on the HAVA Provisional Affirmation & Roster Form.
- Place the second label on the HAVA Provisional Ballot Voting Receipt.
- Place the third label in the Label Binder and ask the voter to sign next to their voter label. (There is a re-print button in case an additional label is needed.)
- File the completed and signed HAVA Provisional Affirmation Form in the appropriate section of the Label Binder
- Give the HAVA receipt to the voter and instruct them on how to submit valid ID to the Office of the Registrar of Voters.
- Give the voter their Voter Access Card and direct them to next available ICX Prime.



## Same Day Registrant Processing

A voter will be required to cast a Same Day Registration Provisional Ballot under the following circumstances:

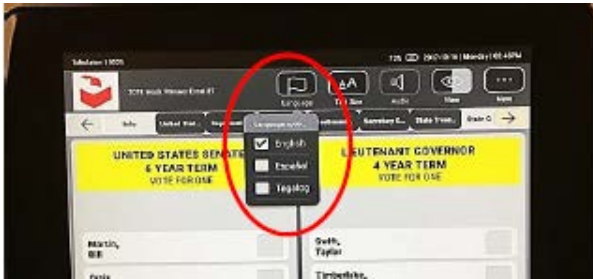
- The voter is not registered
  - They want to update their name, address, or party affiliation.
- Ask the voter to provide ID. Same Day Registration is only available to voters with a current Nevada driver's license, identification card, or interim document, or a Tribal ID.
- If the address listed in the voter's Nevada Driver's license, Nevada Identification card or Tribal ID is not their current Washoe County residential address, ask the voter for proof of residency.
- If the voter does not have acceptable ID or proof of residency:**
- Explain to the voter that they must provide proof of their ID or proof of their residency to the Office of the Registrar of Voters no later than 5:00 pm on the Friday after the election.
  - Point out to the voter that this information is on their provisional receipt
- Ask the voter to complete and sign the SDR Provisional Affirmation & Roster Form.
- Compare the signature on the voter's ID to the signature on the SDR Form.
- Select "NEW SAME DAY REG" or "SDR UPDATE" in the Poll Book.
- Manually enter the voter's information or click "SCAN DRIVER'S LICENSE" to scan the barcode on the back of their NV driver's license or identification card. The voter's information will auto-populate.
- Select the appropriate choices:
- New registration or update?
  - US citizen? If "no," stop the registration process and inform the voter that they are required to be a citizen in order to vote.

- 18 on or before election day
  
- If not 18, Pre register?
  
- Insert Voter Access Card (chip-side up) into Card Activator and click “ACTIVATE VOTER CARD.” Three voter labels will print.
  
- Place a voter label on SDR Provisional Affirmation & Roster Form.
  
- Place the second label on SDR Provisional Ballot Voting Receipt.
  
- Place the third label in the label binder and have the voter sign next to the label.
  
- File the completed and signed SDR Provisional Affirmation Form in appropriate section in the Label Binder.
  
- Give the SDR receipt to the voter.
  
- Give the voter their Voter Access Card.

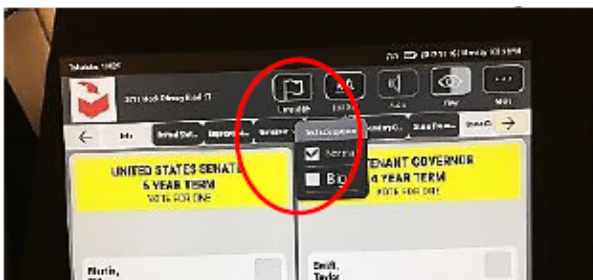
## Voting on the ICX Prime

To begin a voting session, a voter inserts their Voter Access Card, chip-side down, into the yellow slot on the front of the ICX Prime. The first screen the voter comes to is the Language Selection screen. They choose between English and Spanish.

The voting tablets are equipped with several interactive features:



- **Language Button:** Changes the ballot language between English and Spanish.

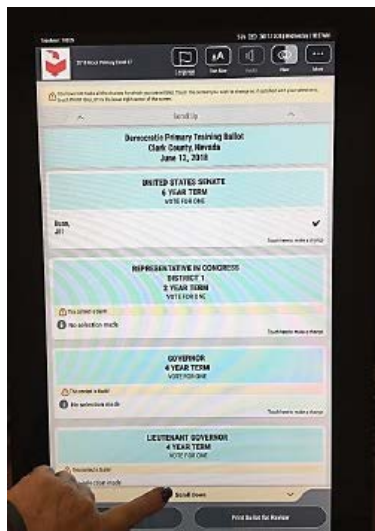


- **Text Size Button:** Increases or decreases font size. The voter selects the double-A button on the tool bar. The voter can use the drop down menu to change the font size to larger print. If voter is still having issues, offer them a magnifier (magnifiers will be with the Manager's supplies). The magnifier can be used on the voting tablet and the printer. If the voter is still have difficulty, the Manager can offer audio voting.

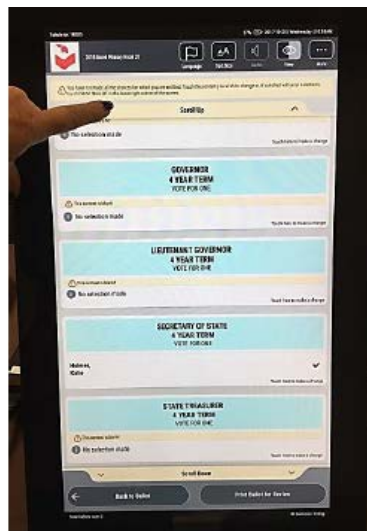


- **View Button:** Changes the color of the screen. The voter can select the ballot to appear with Black font on white background or White font on Black background. If this does not resolve visibility issues, try moving the voter to another ICX Prime or to the Disabilities Booth.

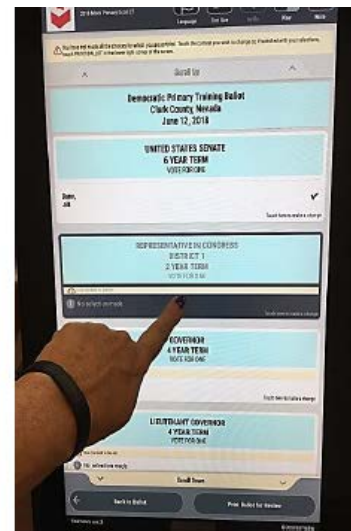
- **Contest Bar:** Voters scroll through the ballot by pressing the arrows and select a contest or ballot question to open the Voting Screen, which includes: the contest name or ballot question, the maximum number of selections a voter can make, and candidates/selections.
- **Voting Screen:** The voter touches the checkbox next to their choice. The box will appear marked and all other checkboxes will disappear. If the contest says “Vote for Two (or more),” the other checkboxes will remain until the maximum number of selections has been made. Multiple selections are not required to move on to the next contest. Checkboxes may be marked and unmarked without limit until the ballot is cast.



“Scroll Down”



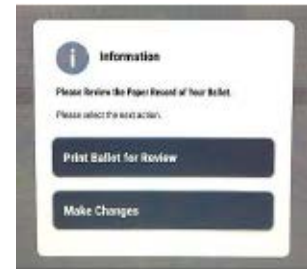
“Scroll Up”



“Touch Contest”

- **Previous & Next Buttons:** Located at the bottom of the screen, another way of navigating through the contests (besides the Contest Bar.)
- **Scrollbar:** The touchscreen is equipped with a scrollbar which the voter can use to view all the candidates in a contest or the entire text of a ballot question.
- **Review Button/Ballot Review Screen:** Allows the voter to review the selection they've made so far. If the voter did not make a selection in a contest/question or made less than the allowed number of selections, it will be flagged on the Ballot Review Screen. By selecting that contest/question in the Contest Bar, the voter may return directly to that contest to make their selection. (The Ballot Review Screen also automatically appears at the end of a voting session.)

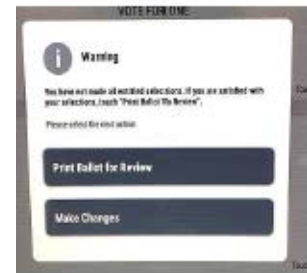
- **Back to Ballot Button:** In the Review Ballot Screen, the voter can return to their ballot to make a selection or change a selection.



- **Print Ballot for Review Button:** To proceed to final review, the voter touches this button in the lower-right corner of the Ballot Review Screen. One of four pop-ups will appear:

- “Information”:** The voter has made all the choices to which they are entitled. They may now print their ballot for review or return to the Review Ballot Screen to make changes.

or



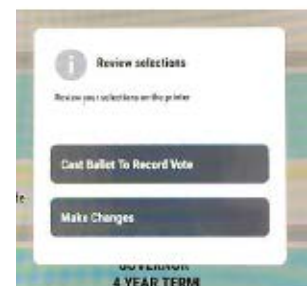
- “Warning”:** The voter has *not* made all the choices to which they are entitled. It is not too late to return to the Ballot Review Screen to make changes or to print their ballot for review.

then



- “Review Selections”:** The voter has printed their ballot for review, but the ballot is longer than one page. The voter can return to their ballot to make changes or continue to print the remaining pages of their ballot.

then



- “Review Selections”** appears when you have printed the last page of your ballot for review on the printer. This is your last chance to return to the ballot to make changes. If you are satisfied with your choices, select “CAST BALLOT TO RECORD VOTE.”

Once the voter selects “CAST BALLOT TO RECORD VOTE,” they can no longer return to their ballot. The voter returns their Voter Access card to an Election Worker.

## Troubleshooting

### Manually Activating a Ballot on an ICX Prime

If a Poll Book becomes inoperable, the Intake Specialist will manually check-in the voter and handwrite their voter label. The Manager or Assistant Manager will manually activate the voter's ballot on an ICX Prime:

- Insert Election Worker Card into the ICX Prime. **Do not enter your code.** A screen will appear with two tabs: "LOGIN" and "ACTIVATE BALLOT."
- Select "ACTIVATE BALLOT."
- Enter the four-digit precinct number.
- Select regular or provisional ballot.
- Press "NEXT."
- When the Language Choice screen appears, remove your Election Worker Card and leave the voter to vote their ballot.



### Signs at the Polling Place

Only Election Workers may post signs within 100 feet of a polling place. The only signs you should post are those given to you by the Registrar of Voters. If you become aware of any other signs posted within 100 feet of your polling place, see that they are removed. Call the Election Worker Hotline at (775) 328-3673 for assistance, if needed.

### Fled Voter

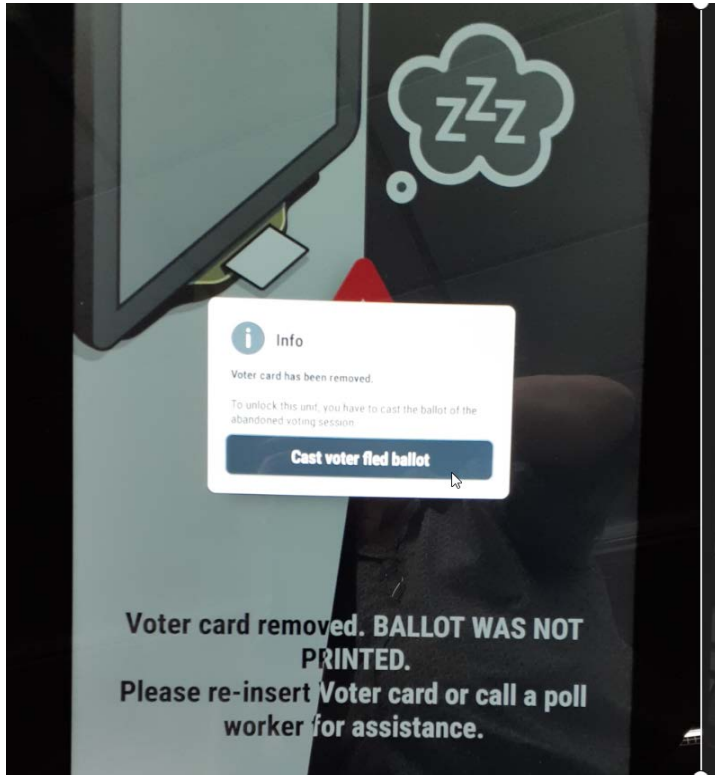
If the voter removes their Voter Access Card before selecting "CAST BALLOT TO RECORD VOTE," there is an audible warning tone and the following warning message will appear on the screen:

**WARNING**  
**Vote card removed. BALLOT WAS NOT CAST.**  
**Please re-inset Vote Card or call for immediate help.**

**If the voter is still inside the polling place:**

- Ask the voter to come back, reinsert the Voter Access Card and finish voting.  
The selections which were already made will be retained.

**If the voter has fled and taken the voter card with them:**



- Two election workers of different political affiliations, typically the Manager and Assistant Manager, must approach the fled voter's voting machine in order to cast the voter's ballot.
  - Insert your Election Worker Card and enter your PIN number.
  - Press "**cast voter fled ballot**" button to cast ballot

**If the voter has fled and the voter card has been left in the voting machine:**

- Two election workers of different political affiliations, typically the Manager and

Assistant Manager, must approach the fled voter's voting machine in order to cast the voter's ballot.

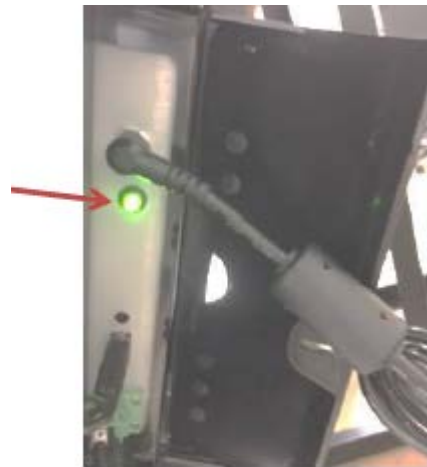
- Insert your Election Worker Card and enter your PIN. Press "CAST VOTER FLED BALLOT."
- If the voter made it to the Review screen, the ballot will be cast with the selections they made.
- If the voter left at any point before the Review screen, a blank ballot will be cast but their vote will still be recorded.
- Either way, the ballot will print on the VVPAT. The ICX Prime will be ready to accept the next voter after printing is complete and the printing dialogue box disappears from the ICX Prime screen.

### Voter Makes Too Many Changes

A voter's ballot will be rejected if they make more than three reviews or changes. They will have to start over.

### ICX Prime Freezes

- Press and hold the power button (green button under the power cable inside Door B.)
- After approximately 30 seconds, power the voting tablet back on by pressing the button again.
- If the ICX Prime is still frozen, call the Election Worker Hotline.



### ICX Prime Is Low on Power

The ICX will show a warning message at 20%. It will power down after voter is finished voting at 5%. Check battery level: battery indicator is in the upper-right corner of the screen.

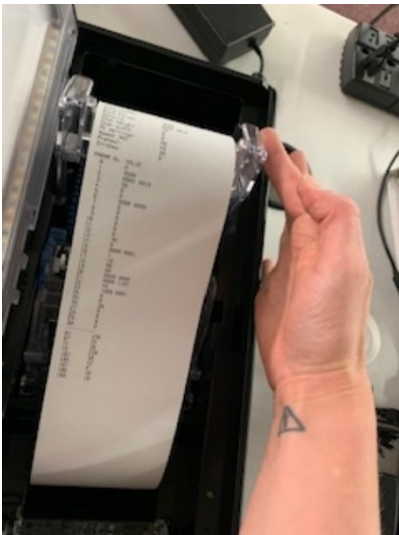




- If the battery level is low, check that all power connections are firmly in place. Also check that the surge protector is turned on.
- If the problem is not resolved, try a different outlet.
- If still not resolved, call the Election Worker Hotline: (775) 328-3673

### VVPAAT Runs Out of Paper

- Open VVPAAT with key.
- Lift blue tab to unlock the plastic braces.



- Lift plastic braces to release paper.



- Remove upper roll first.

- Then remove the bottom roll.



- Remove the cylinder from bottom roll.

- Pull apart the spool.



- Wrap enough blank paper around the used roll so that you will not be applying the label over any printed-on paper.



- Seal the used roll with a label. Fill out the label and put away the used roll in the Blue Canvas Bag.

- Insert the cylinder into a new roll of paper.

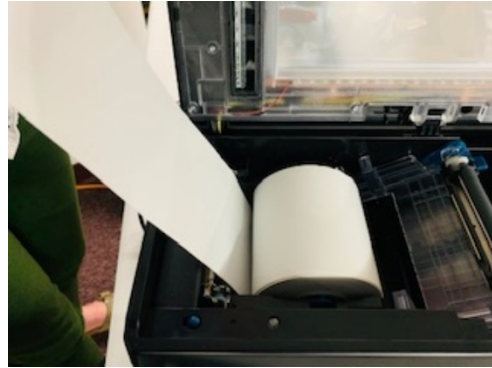


- Unroll a foot or so of paper and fold the end away from you.

- Reassemble the spool over the folded paper.



- Insert the new roll into the bottom well.



- Roll enough paper around the spool (away from you) so that the folded tail is enclosed.

- Replace the spool in the upper well.





Replace the plastic braces over the rolls.



Press down the plastic braces.



Press the “feed” button to make the paper taut.

### Label Printer Quits Working

- Ensure the Label Printer is connected to the Poll Book.
- If this doesn't resolve the problem, disconnect Label Printer from Poll Book. Wait five seconds before plugging the printer back in.
- If this doesn't resolve this issue, your Manager or Assistant Manager will troubleshoot the unit or replace with a back-up.
- In the meantime, handwrite a label. Include:
  - Name
  - Address
  - Date of birth
  - Voter ID
  - Party affiliation
  - Precinct number

### Scanner Not Working

- Make sure it is securely plugged into the USB hub or Poll Book.
- The Poll Book can be used without the scanner by manually entering information into the Voter Look-up Screen.
- When you have a free moment, call the Election Worker Hotline: (775) 328-3673.

### Unable to Log into Poll Book

- Ensure you are entering the password correctly. Is the cap locks key on or off? This can make a difference in how the password is entered.
- If this does not resolve the issue, contact the Election Worker Hotline: (775) 328-3673.

## Poll Book Is Working, but Won't Connect to MiFi

If you lose connectivity, your screen will look like this:

The screenshot shows a web application window titled "Voter Data Query 6.1.017-2020c Early Vote Location at RENO TOWN MALL (on TSBSILT018515)". The interface is in a red-themed "Offline / Local Mode" and displays search results for a voter named Jonathan Brown. The search criteria include Last Name: brown, First Name: jonathan, and DOB: 7/22/1964. The results table shows one record with Voter ID 325824, Status Active, Last Name BROWN, First Name JONATHAN, Middle Name, DOB 7/22/1964, Party REP, and Resident City SPARKS. Below the table, there are fields for Residential Address (2252 CANNONBALL RD, SPARKS, NV 89431), Mailing Address, and Precinct Info (07/22/1964 - Active / REP (4) / 6100 KATE SMITH ELEMENTARY SCHOOL, 1925 F ST). Buttons for "Use Voter" and "New Same Day Reg or Provisional" are visible at the bottom.

Voter ID	Status	Last Name	First Name	Middle Name	DOB	Party	Resident City
325824	Active	BROWN	JONATHAN		7/22/1964	REP	SPARKS

- Continue to process voters.
- It is very important to call the Election Worker Hotline in order to verify that each voter has not already voted:**

**(775) 328-3673**

- You will process the voter in order to activate their Voter Access Card. The Registrar of Voters will process the voter in order to update their record in the database immediately.

Once your connectivity is restored, the records will merge.

## Poll Book Quits Working

- Check to make sure laptop is plugged in securely. The laptop may have been running on battery power because the power cable was not completely plugged in.
- Check the surge protector and make sure it is turn on and plugged in.
- If the laptop is still not operating properly, temporarily borrow another power cord to check if your cord was faulty.
- If you have checked everything and it still is not working, ask your Manager or Assistant Manager to contact the Election Worker Help Line.
- VOTERS CAN AND SHOULD STILL BE PROCESSED AND ALLOWED TO VOTE!** If and when a Poll Book becomes inoperable, the Early Voting Associate will manually check-in voters.
- Ask the voter to provide ID.
- Call the Election Worker Hotline at 775-328-3673 and verify the voter's registration information.
- Manually fill out a voter label. Include the following information:
  - Name (last, first, middle)
  - Address
  - Birth date (mm/dd/yyyy)
  - Party affiliation
  - Precinct number
  - Voter ID number
- Have the voter sign the label sheet to the immediate right of their voter label.
- Compare their signature with the signature on their I.D. **(Continued on next page.)**



### Poll Book Quits Working (continued)

Provide the Manager or Assistant Manager with the voter's single-digit party affiliation number ("2" for Democrat, "4" for Republican, "6" for NP) and the voter's four-digit precinct number. (Note: party affiliation number is only applicable in a primary election.)

The Manager or Assistant Manager will manually activate the voter's ballot on the ICX Prime.

### Label Printer Not Printing

Make sure green light is on. If not, press power button. If no green light comes on, check power connections behind printer.

Make sure printer is stocked with labels.

Take label roll out and reinstall following instructions and pictures:

A. Green light indicator on?

B. Pull roll straight up and put roll back in; needs to sit in cradle.

C. Feed labels through the front of the printer.

D. You should barley see them coming out the front of the printer. Close lid and press button on left.



A



B

C



D

Redo printer test (if no print happens at beginning of log in). If with processing voter, bring voter back up and select reprint label.

If still not working, call the Election Worker Hotline at (775) 328-3673.

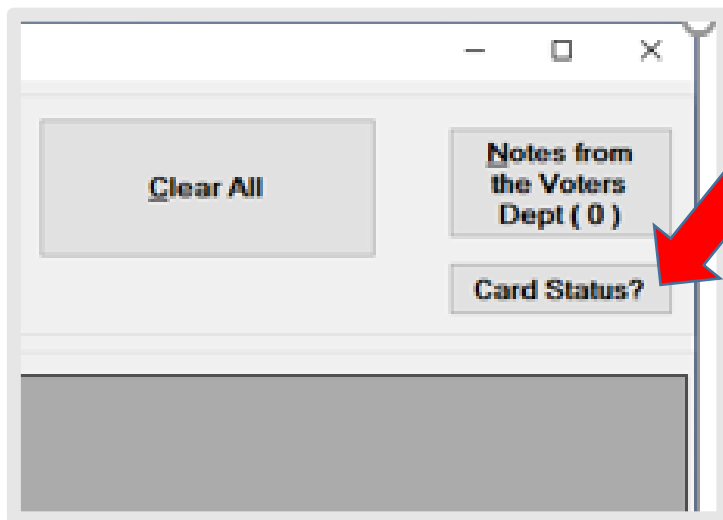
### Card Activator Not Working

- Check for green light. If no green light, unplug/re-plug the USB power cord on left side of laptop.
- If still no green light, log out of voter database and log back in.
- Reboot the laptop.
- If this does not resolve the issue, call the Election Worker Hotline: (775) 328-3673

### Checking Voter Card Status on Poll Book

**Voter card will not activate the ballot on the ICX Prime. Voter isn't sure if they cast their ballot.**

- Insert Voter Access Card (chip-side up) into the card activator and click "CARD STATUS?" (upper-right of Poll Book screen)

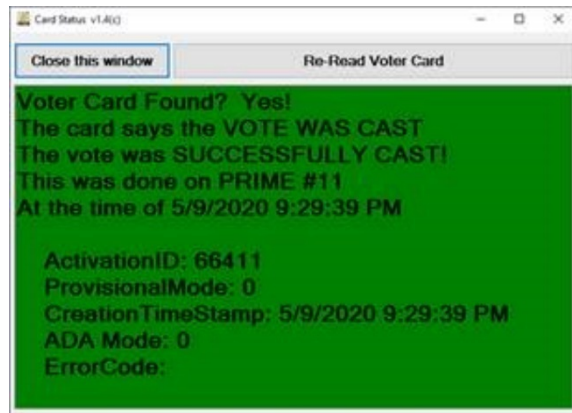


All of the possible messages are as follows (**continued on next page**):

Voter card will not activate the ballot on the ICX Prime. Voter isn't sure if they cast their ballot (continued).

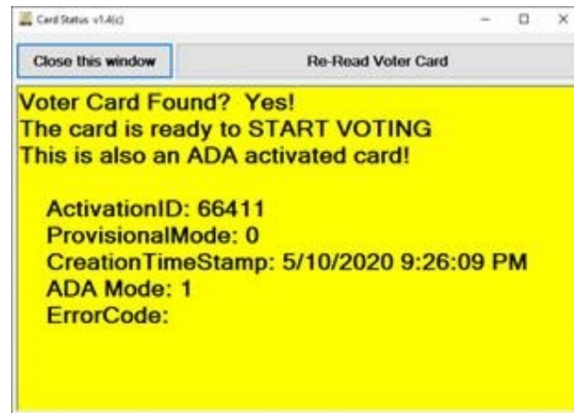
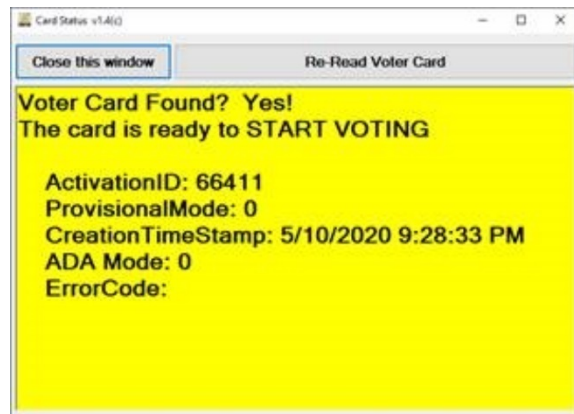
Green:

The vote was successfully cast!



Yellow:

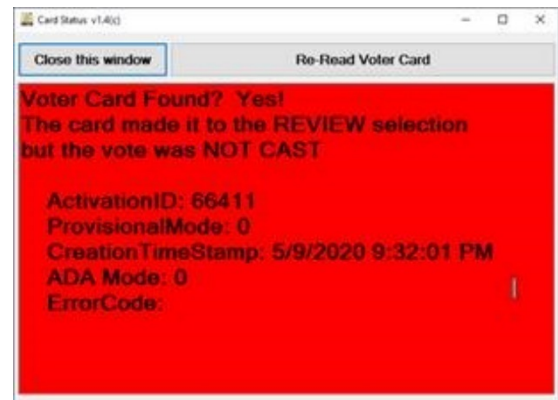
The card is ready to start voting.



Red:

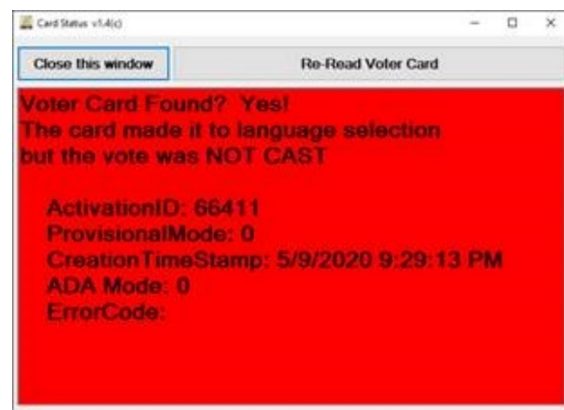
Something went wrong, *for example*:

The card made it to the review screen, but the vote was not cast.



or

The card made it to language selection screen, but the vote was not cast.



## **SECTION 5: Days 1-13: End of Day Procedures**

**Voters who are in line at the times the polls close are allowed to vote. The Manager or Assistant Manager will make sure that any voters rushing to the door are allowed into the polling location to vote. If needed, the Early Voting Manager or Assistant Early Voting Manager will stand at the end of the voting line in order to gently but firmly turn away any late voters.**

**DO NOT CLOSE THE POLLS ON THE ICX PRIMES UNTIL THE FINAL DAY OF EARLY VOTING.**

## End of Day Procedures, Days 1-13

- After the last voter has cast their ballot**, the Manager or Assistant Manager will use the Wait Time App on their assigned cell phone to inform the Registrar of Voters that the polling location is done processing voters for the day.
- Early Voting Associates: Count the labels in the Label Binder(s). Do not include crossed-out labels from canceled check-ins.

**Voter Check-In Labels = Daily Check-In Total**

**GIVE DAILY CHECK-IN TOTAL  
TO MANAGER OR ASSISTANT MANAGER.**

- If the difference in the Daily Check-In Total and Total Ballots Cast on the ICX Primes is significant, the Early Voting Associates will count again before the Manager or Assistant Manager calls the Election Worker Hotline.
- Power down the MiFi unit.
- Power down the Poll Books. Tape cords against the Check-In Table, unplug Poll Books and all accessories, and repack into laptop bags to be locked in the Big Blue Vault. **NEVER LEAVE THE POLL BOOKS OUT OVERNIGHT!**

## **Daily Balance Statement (Managers)**

- Insert your Election Worker Card and enter the Administrator Login PIN to access the Election Worker Menu.
- For the first day of Early Voting, retrieve the “Early Voting First Day Balance Statement” from the file folder. On subsequent days, use the “Daily Balance Statement.”
- Record the Total Ballots Cast and Protective Counter numbers from each ICX Prime on that day’s “Balance Statement.”
- Total Ballots Cast should equal the Check-In Total provided to Managers by Early Voting Associates. If the difference between the two totals is minor, note the discrepancy and continue with end of day procedures. If the difference is significant, Early Voting Associates will perform their count again. If you cannot reconcile the two totals, call the Election Worker Hotline for assistance.
- The Manager and Assistant Manager certify the closing information on the “Daily Balance Statement” with their signatures.
- Place the “Daily Balance Statement” in the clear “Return Documents” envelope.

## **Powering Down the ICX Primes (Managers)**

- Power off the ICX Primes by pressing the “POWER” button located on the screen. Wait for the ICX Prime to completely power down before breaking any of the plastic security seals.
- Locate the USB Results Thumb Drive Return Bags (primary and back-up.)
- Break the plastic security seal on Door A. Remove the USB Results Thumb Drives.
- Place the Thumb Drives into the appropriate Return Bag. Seal each bag with a plastic security seal. Collect Thumb Drives from every ICX Prime. If there are any

ICX Primes which were not used by voters, you must still collect their Thumb Drives.

- Ensure that you are labeling and storing the Thumb Drives correctly, as you will need to replace them into exactly the same machines and the same USB ports every day. Replacing the Thumb Drives incorrectly will cause the ICX Primes to malfunction.
- Lock the USB Results Thumb Drives in the safe, place the safe inside the vault, and secure the vault overnight.
- Reseal Door A with a new security seal. Place a new paper seal over the hole in Door A. Record the new security and paper seals' serial numbers on the "Daily Balance Statement."
- Remove the used VVPAT rolls from each ICX Prime. Label the VVPAT rolls with the provided labels and place them in the blue canvas bag.
- Place the Completed Documents Envelope inside blue canvas bag.
- Seal the blue canvas bag with a plastic seal and replace it in the Vault for your Runner to pick up.
- Break the security seal on Door B and unplug the VVPAT and ICX Prime.
- Reseal Door B with new security and paper seals. Record the new seals' serial numbers on the "Daily Balance Statement."
- Reload the VPAATs with more paper if necessary.
- Repack the VVPATs. Make sure that the VVPAT number matches the number on the black VVPAT canvas bag.
- Repack the ICX power cords.
- Break the plastic security seal on Door D and unplug the Status Indicator Light.
- Disconnect the ATI Audio Unit from the ICX Prime in the Disabilities Booth.
- Repack the ATI Audio Unit and the Status Indicator Light.



- Reseal Door D with any color plastic security seal and paper seals. Record the new serial numbers on the “Daily Balance Statement.”



If the voting equipment is located in a secure room, you DO NOT need to tear down and repack the ICX Primes, Poll Book accessories, and other voting equipment. **NEVER leave the Poll Books out overnight.**



If the voting equipment IS NOT located in a secure room (e.g. a grocery store), tear down, repack, and secure the ICX Primes and all other voting equipment.

- If necessary, repack the ICX Primes into the rolling cart.
- Reseal the rolling cart and record the security seal’s serial number on the “Daily Balance Statement.”
- Place the “Daily Balance Statement” in the clear Completed Documents Envelope.
- If necessary, pack Poll Book accessories into laptop bags and place in the Vault.
- Lock the Vault and secure the rolling cart with provided cables and locks.

- Remind your team to gather their personal belongings. Let them know what time to arrive tomorrow morning.
- Be sure to thank them for a job well done.**

## Blue Canvas Bag (Managers)

The following items must be placed in the blue canvas bag and secured in the safe every night for your runner to pick up:

- used VVPAT rolls
  
- orange Transfer Bag:
  - surrendered Mail Ballots
  - all broken security seals
  
- Returned Documents
  - "Daily Balance Statement"
  - Provisional Ballot Affirmations (HAVA & SDR)
  - all voter forms, e.g. Voter Update
  - completed voter label sheets
  - supply requisitions, if applicable

# SECTION 6: Last Day of Early Voting

## Day 14 Closing Procedures

- Power down the ICX Primes.
- Early Voting Associates **do not** return Poll Books to the vault. On Day 14, Poll Books and accessories are packed into their laptop bags and placed with the Critical Supplies to be returned to the Registrar of Voter's Office.
- Gather Critical Supplies to be returned to the Registrar of Voters—note that these are not the same as the Critical Supplies which you picked up on Monday.
- Place the privacy shields next to the vault.
- Make sure all signage has been removed from the walls and all external signage has been brought in from the outside.
- Make sure all non-critical supplies are packed into the vault.
- Repack the ICX Primes into the rolling cart and seal the cart with a plastic security seal.
- Tear down delivered tables and chairs, gather up the yellow stanchions (if used), tear down the Disabilities Booth and place all of these items near the vault.
- Make sure that any tables and chairs provided by the polling location are placed where they belong.
- Lock the vault and secure the rolling cart using the cables and locks.
- Gather your team's timesheets for signature verification and submission to the Registrar of Voters.

## Packing Up Big Blue

- Remove all interior signs and place into the signs envelope. Place into bottom drawer of supply chest.
- Place all small supplies into their proper drawers. When all supplies are in the supply chest. Tape the drawers shut with masking tape on the last day.
- Put extension cords and surge protectors into the black rolling cart (ICX Primes are in it as well)
- Place padlocks with blue strip on door and lock shut.
- Remind your team to gather up their personal belongings. Thank them for a job well done!
- Return Critical Supplies to the Registrar of Voters.

## Closing the Polls (EV Associates) LAST DAY ONLY

- Count the Check-In Labels in the Label Binder. (Do not include canceled Check-Ins.)
- Count the Provisional Ballots in the Label Binder.

**Voter Check-In Labels = Check-In Total**

**GIVE CHECK-IN TOTAL  
TO MANAGER OR ASSISTANT MANAGER.**

- If the difference in the Daily Label Total and the Total Ballots Cast on the ICX Primes is significant, Early Voting Associates will count a second time.

- At the end of the night, the Manager or Assistant manager may ask for your help with removing the used VVPAT rolls from all the Primes.
- Shut down the Poll Books and power down the MiFi unit.
- Poll Books and accessories are repacked into laptop bags and placed with with other Critical Supplies to be returned to the Registrar of Voters.
- Help break down and repack the ICX Primes and other voting supplies as directed.
- Ask your Manager or Assistant Manager to verify your timesheet for submission to the Registrar of Voters.
- Once the Manager and Assistant Manager complete the “Daily Balance Statement” and all voting equipment is secured, you may go home.

## Closing the Polls on the ICX Primes (Managers)

- Insert your Election Worker Card. Enter the Administrator PIN to access the Election Worker Menu.
- Press “CLOSE POLL,” then “YES.”
- Press “PRINT REPORT.” The final results report will print.
- After the VVPAT finishes printing, press “SAVE TO FILE,” and then “OK.”
- Retrieve the “Daily Balance Statement” from the file folder.
- Record the Total Ballots Cast and the Protective Counter number.
- Repeat for each ICX Prime, including any which were never used to vote.
- Record the **Total Ballots Cast** from all of the ICX Primes and the **Daily Label Total** provided to you by your team in the “Daily Balance Statement.” **Total Ballots Cast should equal the Daily Label Total.** If not, Early Voting Associates will redo their count. If you cannot reconcile the totals, call the Election Worker Hotline.

- Fill out the “USB Results Return Verification” form for your location and put it in the results bag.
- Seal the clear results bag with the Green seal.
- Pack up the Primes into the black rolling cart.
- Place all VVPATs into their black bags and zip closed.
- Bring all outdoor signs into the polling place (feather flags, if your site received any, are to be put into Big Blue).
- Pack up poll book into Votec Suitcase and seal with orange seals
- Use cables to lock up the black rolling cart to big blue and the poll books, if they don't fit inside big blue. Do not use the padlocks that are designated for the Big Blue Vault **(locks with blue strip are meant for Big Blue Vault only)**

### **Early Voting Manager**

Put the following items into the blue canvas bag:

- All used VVPAT rolls
- All completed forms, including the Roster label sheets and Daily Balance Statement.
- The timesheets, any payroll forms that have not yet been forwarded

When the polling place is packed-up and ready for the moving company, please let the facility manager know that you are leaving (if applicable).

## **CRITICAL SUPPLIES TO BE RETURNED AT END OF DAY**

**Remember to bring the following to the Registrar of Voters office:**

- Blue Canvas Transfer Bag with used VVPAT rolls and all completed documents**
- USB Results thumb drives (Primary USB Results thumb drives in one vinyl bag and all the Back-up USB Results thumb drives in a second vinyl bag) sealed with any color seal Sealed results USB bag with ALL USBs**
- Keys to Big Blue vault**
- Keys to cable locks**
- Keys to mini vault**
- Keys to facility (if applicable)**
- Provisional Ballot paper work**
- Orange bag with broken seals and surrendered absentee ballots**

**All of the above is to be placed in the blue bucket to be transported back to the Registrar of Voters Office.**

# Emergency Plan

**For election disruption issues:** call non-emergency dispatch at (775) 785-9276

**For emergencies:** call 911

Take note of all exits in your polling place in case evacuation is required. Be prepared to assist voters. Establish a meeting place outside the building where your team can meet.

Scan the area to see if there are any fire extinguishers in your location.

Keep an eye out for any unusual packages left in the polling place. Report any voters behaving in a suspicious or threatening way.

***Program the non-emergency dispatch number into your cell phone so you can access it quickly.***

## Emergency Evacuation Procedures

**Safety—both yours and voters’ - must always be the first priority.**

If an emergency interrupts voting at your polling location, the Manager or Assistant Manager must:

- 1) Call to notify the Registrar of Voters Office of the emergency situation at your polling location as soon as it is safe to do so.
- 2) After conferring with the Registrar of Voters Office and the facility contact of your polling location, assess the situation and determine whether it is possible to move the voting equipment, signage, supplies, etc. to another room on the premises or to a nearby site to permit voting to continue.
- 3) If you can safely relocate the voting equipment and materials to another suitable room, do so.
- 4) **If you must evacuate, Manager and Assistant Manager must, if possible, collect the Label Binders, power off the ICX Primes and retrieve USB sticks from all ICX Primes. Place in Return Bags and keep on you.**
- 5) **IF THE POLLING LOCATION MUST BE EVACUATED, the Manager and Assistant Manager must MAKE CERTAIN THAT EVERYONE GETS OUT SAFELY.**





