ExpressVote® Universal Voting System

EVS 6.1.0.0
Firmware 4.0.0.0 (Ballot Marking Device)

Poll Worker Guide

v. 1.1

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ExpressVote® Universal Voting System Poll Worker Learning Plan

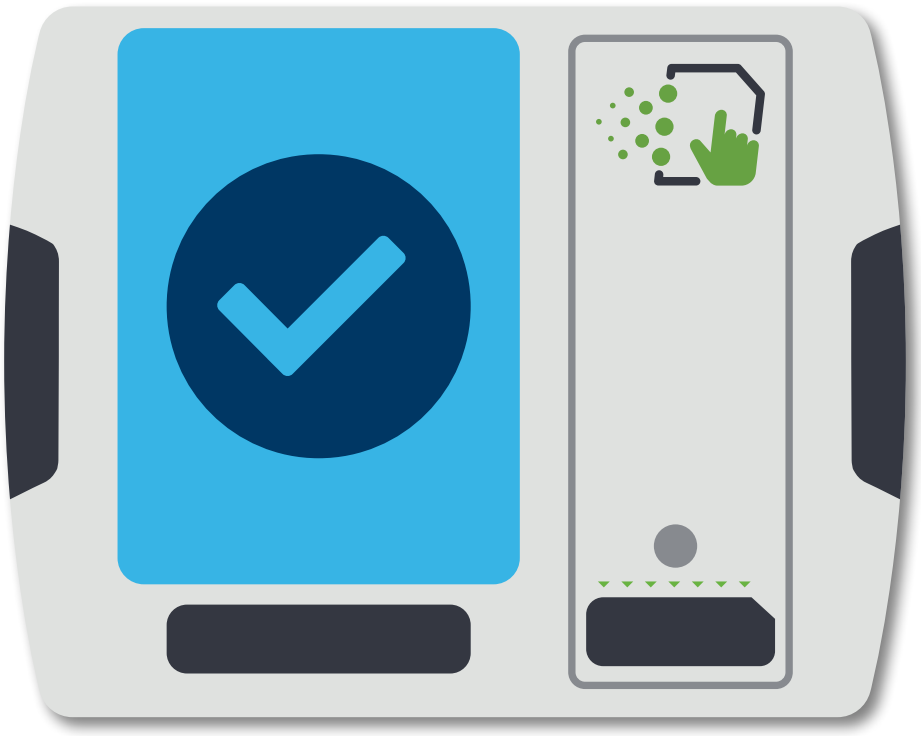
Learning Objectives

This course will provide you with the skills to successfully use the ExpressVote Universal Voting System in your jurisdiction. Upon completion of this course, you will be able to:

- Set up the ExpressVote
- Assist voters in using the ExpressVote
- Power down & store the ExpressVote
- Troubleshoot the ExpressVote

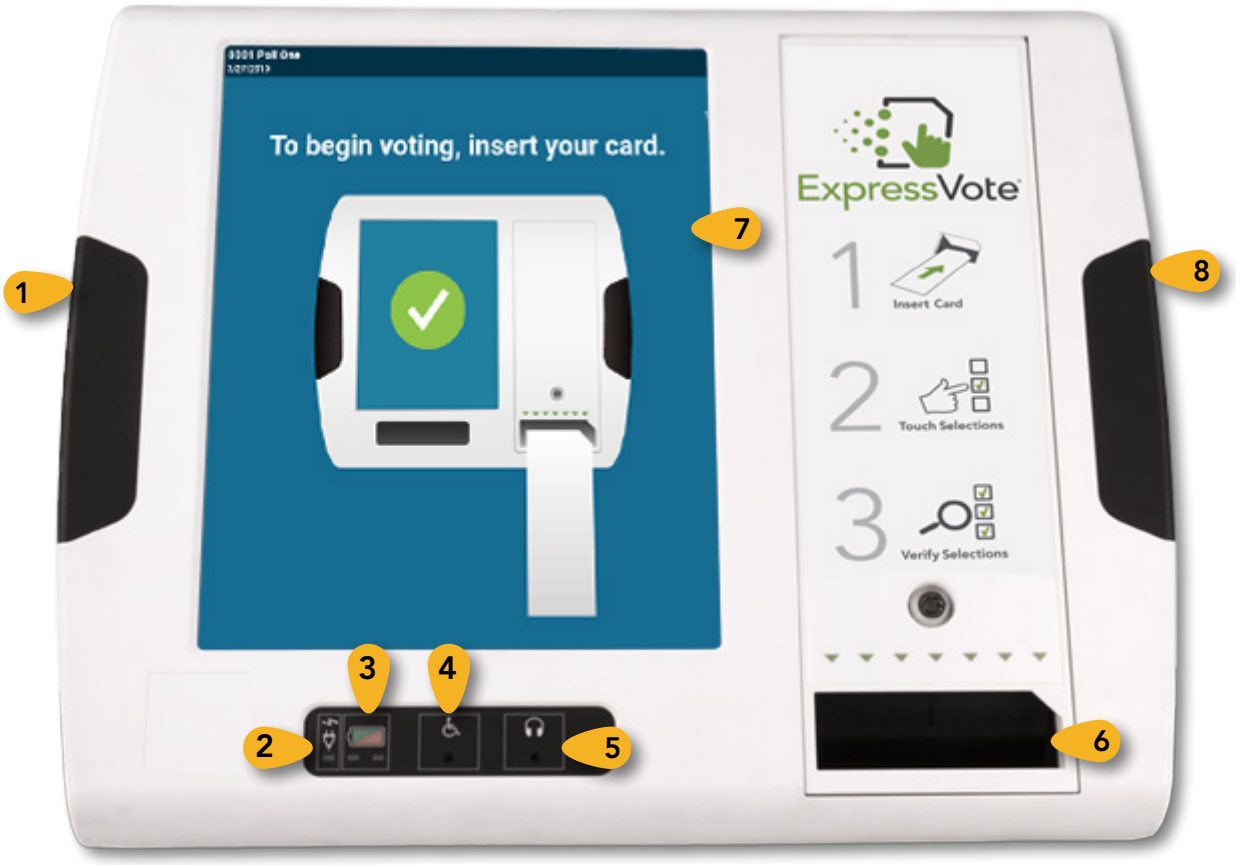
Agenda

- **Understanding the ExpressVote**
- **Setting Up the ExpressVote**
- **Using the ExpressVote for Voting**
- **Troubleshooting the ExpressVote**
- **Applying what you have learned**



ExpressVote® Universal Voting System

Product Overview & ExpressVote Components

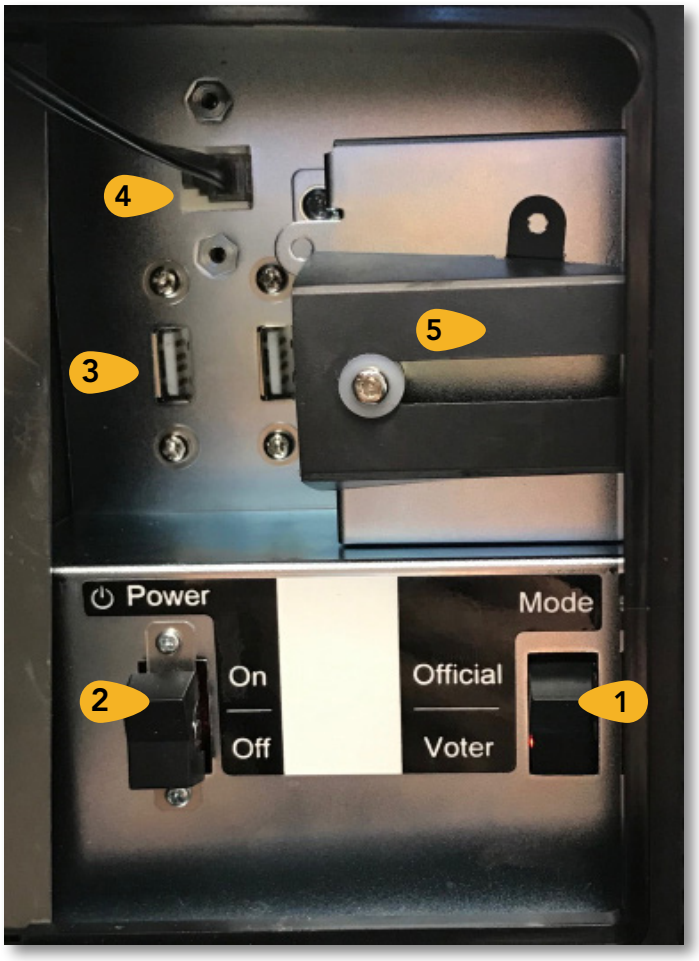


The ExpressVote Universal Voting System as a Ballot Marking Device is designed to capture and mark voting cards for all voters. The ExpressVote concept reduces voting time, enhances the voting experience, and provides voting access for those who require it.

ExpressVote Components

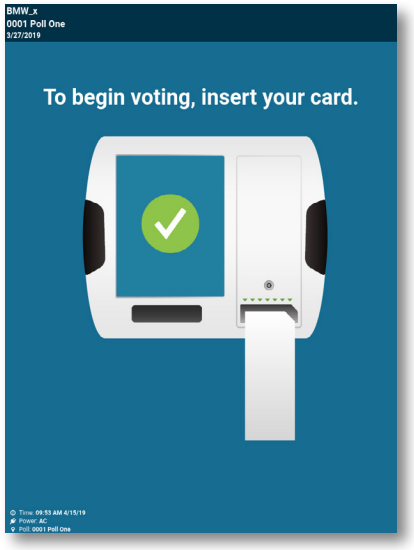
1. Access compartment
2. Power source indicator
3. Battery status indicator
4. Accessibility device port
5. Headphone jack
6. Paper ballot feed
7. Touch screen
8. Paper Path Access Compartment

Access Compartment Components



1. Mode switch
2. Power switch
3. USB ports
4. Audio-tactile keypad jack
5. Sliding protective USB port cover

Vote Session Initiation and Controls



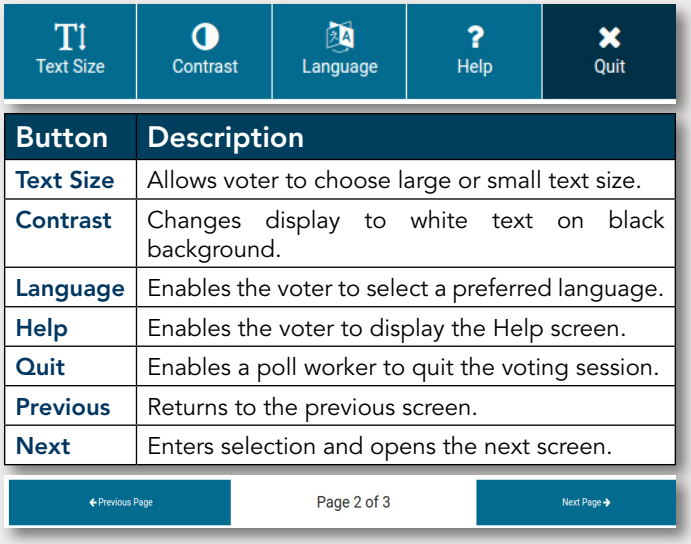
Initiating a Vote Session

Turn the Mode Switch to **Voter**. Insert an unmarked ExpressVote card into the Activation Card Slot. If multiple languages are available, select the appropriate language.

On the Precinct Search screen, touch **Search** to view a list of all available precincts. Touch the correct precinct. Once selections are made, touch **Activate** to initiate the voting session.

If using a pre-printed activation card, scan the barcode using the QR scanner on the front of the kiosk. The correct ballot will display for the voter.

More information: ExpressVote Operator's Guide, p. 132



Touch Screen Controls

When using the touch screen to complete a vote session, voters can use both the Title Bar (top of screen) and the Navigation Bar (bottom of screen).

The Title Bar contains buttons allowing voters to adjust the appearance of the screen, including the text size and contrast.

The Navigation Bar contains the controls to move between different screens of the ballot.

Refer to the table on the left for complete descriptions of each touch screen control.

More information: ExpressVote Operator's Guide, p. 41

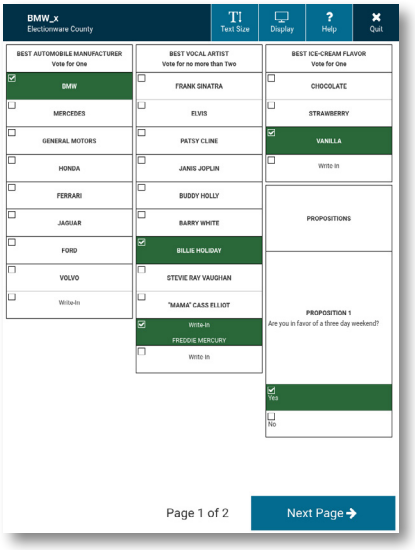
Button	Description
Text Size	Allows voter to choose large or small text size.
Contrast	Changes display to white text on black background.
Language	Enables the voter to select a preferred language.
Help	Enables the voter to display the Help screen.
Quit	Enables a poll worker to quit the voting session.
Previous	Returns to the previous screen.
Next	Enters selection and opens the next screen.

Audio-Tactile Keypad Controls

Button	Description
Up Arrow	Moves the cursor up the screen menu.
Back Arrow	Moves to the previous screen.
Select	Selects the voter's contest choices.
Forward Arrow	Advances to next screen.
Down Arrow	Opens screen with voting instructions.
Home	Opens screen with voting instructions.
Pause	Stops the audio message momentarily.
Screen	Darkens the monitor for privacy viewing.
Repeat	Repeats the last spoken phrase of audio.
Tempo	Adjusts the audio speed.
Volume	Adjusts the audio level.

More information: ExpressVote Operator's Guide, p. 60

Voting on the ExpressVote



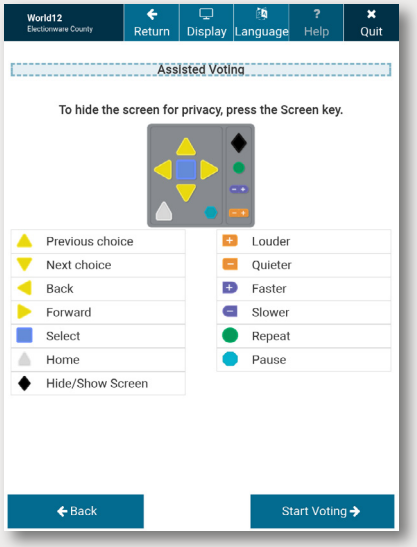
Vote Using Touch Screen

On the voting screens, touch the candidate or other contest choice to select. If there are more candidates than will fit on the screen, press the yellow **More** bar at the bottom of the screen to see remaining candidates.

To navigate between contests, touch the **Next** or **Previous** buttons in the Navigation Bar.

For contests allowing write-in votes, touch the **Write-in** option and use the on-screen keyboard to enter your write-in name. Touch **Accept**.

More information: ExpressVote Operator's Guide, p. 144



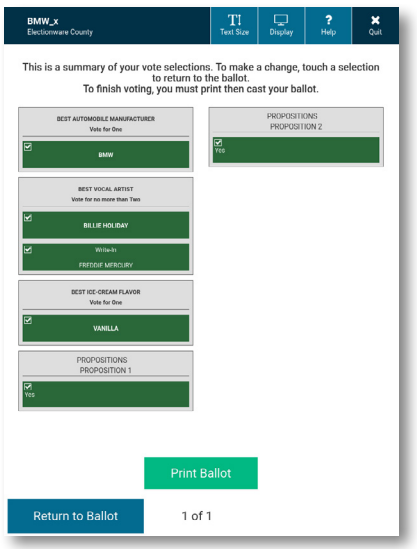
Vote Using Audio-Tactile Keypad

If you are using the ExpressVote for an accessible voting session, make sure the headphones are plugged into the Headphone Jack.

Use the controls on the Audio-Tactile Keypad to navigate the ballot, as instructed on page 15.

For contests allowing write-in votes, the letters will be read in alphabetical order on the ballot audio as you select letters for your write-in.

More information: ExpressVote Operator's Guide, p. 61
For instructions on using the rocker switch or sip-and-puff devices, please see Appendix B.



Editing Vote Selections & Printing a Ballot

Once all selections have been entered, the Verify Selections screen will display a summary of your ballot selections.

If needed, touch the contest for which you wish to make changes. Make the desired changes, and return to the Verify Selections screen.

When done verifying selections, the Print Card screen displays. Touch **Print Ballot** to print the completed ballot onto the activation card.

More information: ExpressVote Operator's Guide, p. 149

Powering Down the ExpressVote

Powering Down & Storing the ExpressVote

Using the barrel key, open the Access Compartment and set the Power Switch to **Off**. Remove the Election Definition media. Lock the Access Compartment door and remove the key.

Ensure all doors on the machine are locked.

Unplug the headphones and power cord from the ExpressVote system. Store according to the jurisdictional instructions.

More information: ExpressVote Operator's Guide, p. 28

Appendix A: Troubleshooting

Jammed Ballot Card

PROBLEM: The card is jammed inside the ExpressVote™ equipment.

CAUSE: Although causes vary, the more typical reasons for card jams are:

- The card was inserted incorrectly, or
- The ExpressVote rollers are not functioning properly.

SOLUTION: Open the security compartment on the left side of the machine. Change the Mode Switch to **OFFICIAL**. Once the Supervisor Menu appears, press the **EJECT CARD** button.

If the card does not eject, open the security panel on the right side of the machine. Locate the card and gently pull the card out of the machine. Remove the card jam being careful to not rip the paper. Close and re-lock the security panel. Follow your jurisdictions procedures for spoiling and issuing a new card if necessary.

Screen Calibration Issues

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

CAUSE: This could be caused by a dirty touch screen, or the alignment of the touch screen is not adjusted correctly.

SOLUTION: Put isopropyl alcohol on a soft cloth and wipe clean.

> **WARNING**: Do not use products containing ammonia, such as Windex. This can cause the screen to become deteriorated over time. Use only isopropyl alcohol for cleaning the touch screen and scanner.

If the screen calibration issue is not due to a dirty screen, contact an election official.

Idle Error Message

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

> *"**Continue Voting?** There has been no activity for five minutes.*
> ***Next Step:** To continue voting, touch 'Previous'. To receive your card without printed selections, touch 'Exit'."*

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

SOLUTION: If a voter is still using the ExpressVote, the poll worker will need to open the left security compartment and switch the Mode to **Official**. The card can be returned to the voter and be reinserted. Reinsert the card or follow your jurisdiction's spoiling procedures and issue a new card. If the voter has left the polling place, follow the steps above to retrieve the card and follow the spoil procedures.

> **NOTE**: The option to go back to previous screen in Voter mode only exists after 5 minutes of inactivity. If the terminal is inactive for another 5 minutes, you will need to go to Official mode and eject the card from the Main Menu.

Appendix A: Troubleshooting *(continued)*

Protecting Privacy While Assisting Voters

PROBLEM: As a poll worker I don't want to invade the voters privacy when answering their questions.

SOLUTION: The ExpressVote Keypad is equipped with a privacy key which will turn the screen black when viewing. The diamond shaped key at the top-right of the keypad allows the screen to be not viewable.

If the Keypad is connected, this will preserve the privacy for the voters who are using only the audio feature to select their votes or for voters who request assistance from a poll worker. Poll workers can easily access the button when approaching the ExpressVote™ from behind as long as the keypad is connected.

Make sure you tell the voter who is using a visual card to press the button again to resume the card on the screen.

Contacting Technical Support

If you need assistance, ES&S technical support staff can provide advice and help you resolve the situation. Support representatives are available Monday through Friday, between 7:00 a.m. and 7:00 p.m. Central Time.

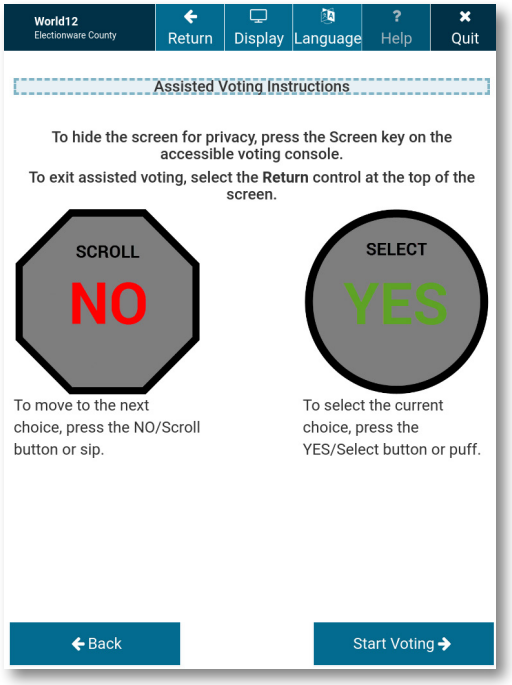
Phone: 1-877-ESS-VOTE (1-877-377-8683), Option 4
E-mail: technicalsupport@essvote.com

When you contact ES&S for technical support, have the equipment on hand and be prepared to provide the following information to the support representative:

- Model number of the product you are using
- Firmware version of the product
- Exact wording of any messages that appeared
- Description of what was happening when the problem occurred

Appendix B: Accessible Voting Options

Voting with the Rocker Switch Device



The rocker switch is a large-button, two-position switch assistive technology that can assist voter's who are unable to use the ExpressVote touch screen or the audio-tactile keypad. The rocker switch device can be hand-held, placed on a table, or placed on the floor for foot operation.

Voters can use **Scroll/NO** and **Select/YES** buttons to navigate on-screen ballot contests and select their voting choices. The rocker switch buttons feature both visible text and embossed Braille identification labels. The voter can use the following rocker switch controls to conduct the voting session.

To vote using the rocker switch, press the **NO** switch to sequentially scroll through the on-screen elements in a clockwise direction.

If the voter scrolls past the desired selection, press **NO** to scroll through all subsequent clockwise selections to return to the desired voting choice.

Press the **YES** switch to highlight the desired on-screen element. When the desired element is highlighted, press **YES** again to select the choice.

More information: ExpressVote Operator's Guide, p. 67

Voting with the Sip & Puff Device

Sip-and-puff refers to the assistive technology device commonly used by individuals with motor disabilities or limited dexterity. Voters use a mouthpiece to navigate on-screen ballot contests with inhalations (sips) and make their selections with exhalations (puffs).

The air tube is attached to a small switch box connected to the ExpressVote's auxiliary panel. The switch box converts sips and puffs into electrical signals that correspond to selection and navigation commands.

The voter should **sip** to sequentially scroll through the on-screen elements in a clockwise direction.

Each sip highlights the next on-screen element. If the voter scrolls past the desired selection, the voter should **sip** through all subsequent clockwise selections to return to the desired voting choice.

The voter should **puff** to select the desired on-screen element.

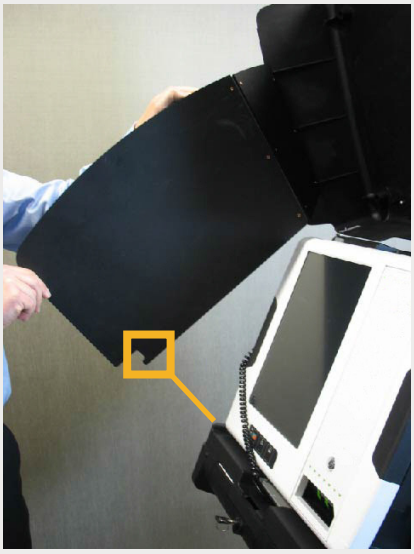
More information: ExpressVote Operator's Guide, p. 69

Appendix C: ExpressVote Rolling Kiosk

Moving the Kiosk & Raising the Enclosure

To move the rolling kiosk, place one foot on the kiosk base, grasp the handles on the back of the enclosure, and tilt it backwards onto its wheels.

Raise enclosure from base of the kiosk by pressing in on the yellow handle and pulling upward. Pull the enclosure up until it locks to the desired height.



Tilting the Kiosk & Deploying the Privacy Panels

To tilt, pull the bottom of the enclosure out and up to the desired angle. To lower, use the tabs on back of the support column to release the support pins.

To deploy the privacy panels, release the panels from pins. Insert each panel tab into its corresponding track.

It is important to place the panel tabs into the slot on each side. Resting the panels on the kiosk alone does not lock them into place and could cause the enclosure to fall on a Voter.

Daisy Chaining Multiple Kiosks

With the kiosk configuration, AC power from one terminal can come from a central outlet on a neighboring ExpressVote kiosk. Up to seven ExpressVote kiosks can be connected to the same power source.

In the daisy chain configuration, the first unit is plugged into the wall AC outlet. Each of the subsequent units connects via the AC outlet on the previous rolling kiosk.

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