

Last updated: August 2021

Vote Center Manual



September 2021

Nevada County Elections



Contact Information

For Vote Center Staff

<p>Elections Office</p> <p>530-265-1298</p> <ul style="list-style-type: none">✓ General questions✓ Cancel your shift✓ Talk to Elections Staff	<p>Warehouse</p> <p>530-470-2936</p> <ul style="list-style-type: none">✓ Equipment needs✓ Supply needs✓ Troubleshooting
---	---

Give us a call if you need:

- Answers to Vote Center staff questions
- Technical or warehouse support for assistance
- To respond to any reports of Vote Center tampering, fraud, etc.

Voter Questions

Nevada County Elections
Eric Rood Administrative Center
950 Maidu Avenue, Ste. 210
Nevada City, CA 95959

Elections.mail@co.nevada.ca.us

Main: 530-265-1298

Toll free: 888-395-1298

TTY: 530-265-1335

Fax: 530-265-9829

<https://www.mynevadacounty.com/elections>

Emergencies

- **Call 911** for medical problems or life-threatening events
- **Call the Elections Office** to let us know the nature of the emergency and next steps
- **Await instructions** from the Elections Office; evacuate the vote center if necessary

As always, put human safety first.

Letter from Greg Diaz

Thank you for your service to Nevada County as a Vote Center worker.

Behind every election there are hundreds of people who work hard to ensure a smooth and proper operation at Vote Centers. Your efforts play a vital part in making democracy work. In serving as a Vote Center Worker, you are helping voters exercise one of their most basic rights.

This election marks only the second gubernatorial recall in California's long history. While the election rules are basically the same, the nature of this election is quite different from others you might have worked. We are also still in the thick of a public health crisis and must do our best to keep ourselves and others safe.

For these reasons, it is essential and incumbent upon our office to take all possible steps to ensure the safety of workers and voters. Key prevention practices for Vote Center Workers include:

- Following public health protocols required by Nevada County
- Providing staff and voters with face coverings and hand sanitizer;
- Reminding the public of the value of physical distancing;
- Frequent handwashing;
- Regular cleaning and disinfecting; and
- Refraining from going to work when ill.

Natalie Adona, Assistant Nevada County Clerk-Recorder/Registrar of Voters, will be your instructor for our Vote Center Worker training. Natalie has developed an extensive and comprehensive curriculum, including this manual, which will serve you and our voters well. It is important for everyone to be alert, safe and to perform all the tasks necessary to assist voters.

Please refer to this manual as needed. The more prepared you are to work in your Vote Center, the more confident and equipped you will be to serve voters. The answers to your questions are in this manual and supplemented by training.

As you review the manual, look for these call out boxes.



Important information

We thank you for being ready, able and willing to serve as a Nevada County Vote Center worker. Let's all be safe and let's do this right. Together we are helping to preserve democracy and to make democracy happen.

Sincerely,

Gregory J. Diaz, Nevada County Clerk-Recorder/Registrar of Voters

Table of Contents

Contact Information	2
Letter from Greg Diaz	3
COVID-19 Procedures	6
Overview of Public Health Guidelines and County Expectations	6
Voters Without Masks	7
Encouraging Good Behavior	7
Observers and Researchers	7
Vote Center Mission.....	8
Preparing to Serve	9
Voter Rights	10
Right to Cast a Ballot.....	10
Right to Replace a Spoiled Ballot.....	11
Right to Receive Assistance at Polls.....	11
Rights of Voters Who Require Language Assistance	11
Rights of Vote-by-Mail Voters.....	11
Rights of Voters with Disabilities	12
Serving a Diverse Electorate	13
General Rules	13
Voters with Language Assistance Needs: Using LanguageLine.....	13
Voters With Other Specific Types of Needs	14
Media and Observers	15
Rights of News Media and Pollsters.....	15
Prohibited Activities	16
Electioneering	16
Election Tampering	17
Voting Equipment Overview	18
Vote Center Supplies Overview	20
Opening Procedures.....	21
Arriving at the Vote Center	21
Verify Security Seals	22
Opening the Polls on the Voting Equipment.....	28
Setting Up the Check-In Table	33
Set Up Your Supplies.....	34
Check the Voter Information Tables.....	34

Checking Inside Signs.....	34
Posting Outside Signs.....	35
Announcing the Polls Are Open and the First Voter Procedure.....	36
Election Conduct.....	37
Overview: Running the Vote Center.....	38
Directing Voters When They Arrive.....	39
Floor Assistant Clerks.....	39
Check In Clerks.....	40
Issue Ballots to Voters.....	41
Activating A Ballot on a Touch Writer.....	50
Process Conditional Voter Registration and Provisional Ballots.....	52
Process Spoiled and Surrendered Ballots.....	60
Voters Requesting Assistance.....	61
Curbside Voting.....	61
Voter Wants To Take The Ballot Home.....	63
Closing the Polls.....	69
The Difference Between Suspending and Closing the Polls.....	69
How to Suspend/Close the Polls.....	70
Empty the Ballot Box.....	73
Accounting for the Day’s Activities.....	74
What to Pack Up for The Evening.....	74
What Else To Do Before You Leave.....	77
Troubleshooting and Uncommon Circumstances.....	78
Component is Missing.....	78
Paper is Jammed in the Scanner.....	79
V-Drive Is Missing or Invalid.....	80
Voter Signature Does Not Match.....	80
Cancelled, Inactive and “Fatal Pending” Voters.....	82
Fleeing Voters.....	85
Handling Emergencies.....	85
Processing No Party Preference Voters Who Wish to Crossover.....	86
Glossary of Terms.....	88

COVID-19 Procedures

Overview of Public Health Guidelines and County Expectations

COVID-19, also called coronavirus or SARS-CoV-2, is a respiratory illness that is primarily spread through droplets from an infected person. Its gestation period is anywhere from 2-14 days and can sometimes, but not always, manifest in symptoms like fever, cough, fatigue, and soreness. COVID-19 is highly contagious and potentially life threatening, especially for vulnerable populations of people like those with compromised immune systems and other pre-existing health conditions, and adults 65 and over.

Since the vaccine rollout, the Centers for Disease control and the State of California have said that fully vaccinated persons may choose to take off their masks and can enjoy high levels of protection from COVID-19 and its variants. As of July 20, 2021, over 100,000 doses of the COVID-19 vaccine have been administered in Nevada County. While this is encouraging news, it is still possible to contract or spread COVID-19.

Elections are an essential service.¹ Nevada County must offer all eligible citizens the opportunity to receive and cast a ballot. The state law provides that in person voting options shall remain available. Nevada County Elections is adhering to federal, state, and local public safety guidelines to help stop the spread of COVID-19. Most of the rules our office is implementing have been incorporated into relevant sections of this Vote Center Manual. Please see the FAQs provided in this section to see a brief overview and references to page numbers.

Our office requires all Vote Center Workers to take the following actions to protect themselves and others while at work:

Monitor your health every day. You may be provided with the opportunity to self-attest to your vaccination status. It is an optional form and is potentially useful as the public health situation changes. You may also be required to complete a Daily Questionnaire before starting work for the day, depending on the current public health needs in the county. The questionnaire takes 1-2 minutes to complete. You may also have your temperature checked before starting work. While your temperature will not be recorded, you will be sent home if it is above normal.

Our office also strongly encourages all vote center workers to do an at-home self-assessment, which is available at the following link: <https://landing.google.com/screener/covid19?source=google>.

Follow public health guidelines. The County of Nevada may require the public to wear a mask in indoor spaces, even those who are vaccinated. People are also highly encouraged to maintain physical distancing. As representatives of Nevada County Elections, we expect all vote center workers to follow the guidelines at all times, regardless of whether any voters are present.

Masks must cover your nose, mouth, and chin. You may temporarily remove your mask to serve voters with hearing impairments and other situations where the voter needs to see your mouth. If you are not willing to follow health guidelines, you may not work at a vote center.

¹ For a listing of essential workers, please refer to Covid19.ca.gov, Essential Workforce (April 28, 2020), found at <https://files.covid19.ca.gov/pdf/EssentialCriticalInfrastructureWorkers.pdf> (last visited August 8, 2021).

Wash your hands often and use sanitizer when needed. Wash your hands and use sanitizer after touching your face, using the bathroom, eating, blowing your nose, coughing, sneezing, touching garbage, or another other time you have the potential to contaminate a surface. Sanitizer does not replace the need for handwashing.

Make room to spread your wings. Federal, state, and local authorities recommend a minimum of 6ft of social distancing to slow the spread of airborne illnesses like COVID-19. Your vote centers have been set up with social distancing in mind.

Cover your mouth when coughing and sneezing. Not only is it considered polite to cover a cough or a sneeze, it helps to curb the spread of illnesses like COVID-19.

Clean and disinfect all surfaces. Illnesses like COVID-19 can also be spread by contacting common surfaces. All vote center workers are expected to disinfect their check in stations, voting equipment, and other common surfaces after each use. Nevada County Elections will provide you with the supplies necessary to keep surfaces clean at all times.

Voters Without Masks

Vote center workers may not turn away a voter for lack of a face covering. If you see someone without a mask, please offer a disposable mask to the voter. Please remember that your primary purpose is to ensure that voters are able to exercise their right to vote. You may not turn a voter away for not wearing a mask.

Some voters may hold strongly held beliefs against mask wearing and will want to engage with you on their reasons why. Please focus on processing the voter efficiently and quietly so that you may move on to the next transaction.

Encouraging Good Behavior

You are responsible for ensuring that election conduct is lawful and peaceful. Reinforcing good behavior is part of that task and fosters positivity. Some simple phrases that establish a friendly and helpful environment might include:

- We have masks and hand sanitizer available to you.
- Thanks for maintaining social distance.
- Your ballot is fragile; make sure your hands are dry and your sanitizer has evaporated.
- You can put your ballot directly in the scanner. It's easy.

Observers and Researchers

Though you may not deny the right to vote to any voter, elections observers must follow our rules on observation—if the public health guidelines require them to wear masks, then they shall wear a mask. You'll be provided with observer packets that clearly lay out the rules for observation. Every observer must acknowledge their receipt of the packet.

Vote Center Mission

Do what is lawful

- Do not deviate from the procedures and never guess what the right answer is. If you have a difficult or unexpected problem that you're unsure how to address, call the Elections Office.
 - Report any electioneering, tampering, or other problems to the Elections Office.
-

Protect voter rights

- Uphold the laws and regulations that protect voter rights. The California Elections Code and Voter Bill of Rights give voters the right to cast a secret ballot free from intimidation.
 - Display accessibility markers. The Americans with Disabilities Act (ADA) and the Help America Vote Act ensure voters can vote privately and independently.
 - Display materials in all required languages. The Voting Rights Act guarantees voters the right to receive voting materials and assistance in many languages. In Nevada County we are required to provide Spanish facsimile ballots and assistance in Spanish. Each Vote Center is equipped with LanguageLine to assist voters with language needs.
-

Serve voters with respect

- Show respect with actions, words, and tone of voice to people of every ethnicity, race, color, national origin, sexual orientation, age, language, ability, income, religion, creed, political affiliation, etc.
 - When assisting voters with disabilities, put the person first (say "person with a disability" not "disabled person") and treat them like any other voter.
 - Be attentive to voters: do not use personal electronics at the Vote Center.
-

Offer assistance

- Wear a badge at all times when you are at the Vote Center. If you are fluent in languages other than English, wear a badge indicating which languages you speak so that voters know they can come to you for help.
 - Ask every voter if you may offer assistance and let the voter tell you what (if any) support is welcome.
 - If unsure how to assist a voter, ask the Vote Center Manager or call the Elections Office at 530-265-1298.
-

Stay healthy

- If you have not been vaccinated, you are required to wear a mask so that you can help keep our community safe.
- Wash your hands for 20 seconds. Disinfect high contact surfaces, including voting equipment.
- If you have a temperature or any symptoms of illness, have been in contact with someone who is sick or at risk, do not report in for work. Call in so we can replace you. Staying home saves lives.

Preparing to Serve



Vote Center Hours

Before Election Day: 8am-5pm

On Election Day: 7am-8pm

DO

- Arrive 60 minutes before the polls open
- Sign in so that we can pay you
- Consider completing the vaccination attestation form (optional)
- Bring meals and snacks
- Take scheduled breaks
- Dress in comfortable business casual attire
- Bring a sweater or jacket
- Treat voters, coworkers, and visitors professionally and with respect
- Follow procedures for opening, closing, and election conduct
- Make sure the Vote Center is tidy

DO NOT

- Arrive late
- Come to work sick or after exposure to someone who is sick
- Forget to disinfect surfaces
- Eat or drink at your Check In table
- Take a break when there's a long line of voters
- Wear clothing that promotes parties, candidates, or political issues
- Forget to bring layers
- Use your cell phone for personal business at the election table
- Bring children to the Vote Center
- Leave the Vote Center a mess



You are the public face of the Nevada County Elections Office. Your conduct reflects the professionalism of our office.

Take care of yourself whenever possible—take breaks, eat meals, and stretch your legs. Most vote center are open over several days.

If you are no longer able to work, contact the Elections Office immediately. Do not assume someone else will let us know you're out. A “no-show” leaves the Vote Center understaffed, overworked, and unable to process voters quickly and efficiently.

Voter Rights

As Vote Center Staff, you take an oath to protect the integrity of the election. This includes protecting the voting rights of everyone you serve.

DO	DO NOT
<ul style="list-style-type: none">• Refer to the California Voter Bill of Rights and the Vote Center Staff Manual for guidance• Call the Elections Office when you have a question	<ul style="list-style-type: none">• Turn a voter away• Interfere with a voter's right to vote privately and independently

Right to Cast a Ballot

Every registered or conditionally registered voter has a right to cast a ballot. A registered voter is a United States citizen who is a resident of California, at least 18 years old, not in prison for a felony conviction and registered to vote at his or her current residential address. (Ca. Elec. Code § 2300(1) (b))

At all elections, a voter who claims to be properly registered, but whose registration cannot be established by examining the voter list or the records on file is entitled to vote a Conditional ballot. (Ca. Elec. Code §§ 2300(a)(2), 14310)

A voter has the right to cast a secret ballot free from intimidation, which includes electioneering activities. Vote Center staff must provide voters with disabilities and others requiring assistance the same opportunity for privacy all other voters have. (Ca. Elec. Code §§ 2300(a)(4), 18540; Cal. Const., art. II, § 7)

Voters who are in line at the Vote Center at the time polls close are entitled to vote and must be allowed to exercise that right. (Ca. Elec. Code §§ 2300(a)(3), 14212, 14401, 14402)

Right to Replace a Spoiled Ballot

All voters have the right to receive a new ballot if, prior to casting a ballot, a voter makes a mistake marking votes. A voter has the right to receive up to two replacement ballots. Vote Center staff should alert a voter who spoils their initial ballot that they are only entitled to two more replacements and should exercise caution when casting a replacement ballot. (Ca. Elec. Code §§ 2300(a)(5), 3014, 3015, 14288)

Right to Receive Assistance at Polls

Voters who, for any reason, need or want assistance to vote have the right to receive help to mark a ballot. A voter may bring up to two people into the voting booth, or the voter may request assistance from a staff member. The voter may not be assisted by their employer or union representative. (Ca. Elec. Code § 14282(a))

Rights of Voters Who Require Language Assistance

- Voters have the right to receive election materials in languages other than English. (Ca. Elec. Code § 2300(a)(8)) Spanish facsimile ballots are available at each Vote Center.
- Voters who need or want assistance to vote have the right to receive help in casting a ballot. A voter who requires language assistance may request assistance from a bilingual staff member or LanguageLine. (Ca. Elec. Code § 2300(a)(8))

Rights of Vote-by-Mail Voters

Every voter has a right to Vote-by-Mail. Nevada County is entirely a Vote-by-Mail county. Every registered Nevada County voter receives a ballot in the mail. (Ca. Elec. Code §§ 3001, 3003, 3201)

To be counted, Vote-by-Mail ballots that are returned in person must be delivered to the Elections Office, a Vote Center, or a drop box location no later than the close of polls at 8:00 p.m. on Election Day. Vote-by-Mail ballots that are mailed must be postmarked on or before Election Day and received by the Elections Office that issued it no later than 7 days after Election Day.² The voter or a designated third party may deliver the Vote-by-Mail ballot to the county elections office or a Vote Center. Vote-by-Mail ballots cast after the polls close will not be counted. (Ca. Elec. Code §§ 2300(a)(7), 3017(a), 3018, 3020)

A voter who received a Vote-by-Mail ballot has a right to cast a ballot in person. They do not need to surrender their ballot if Vote Center staff or elections officials can verify that they have not returned their Vote-by-Mail. (Ca. Elec. Code §§ 3015, 3016, 14310)

² The 7-day grace period applies to the September 14, 2021 California Gubernatorial Recall Election only.



If the system says a voter has already voted **do not** turn them away. Simply have them complete a **Provisional ballot.**

Rights of Voters with Disabilities

Voters with disabilities have the right to vote privately and independently, the right to have a voting station reasonably modified, the right to have barriers removed from the voting process, and the right to receive additional aids and services. At least one accessible voting unit must be available in each Vote Center where an election is being conducted. (HAVA § 301(a)(3)(B); Ca. Elec. Code § 19242(b))

Voters with disabilities have the right to an accessible Vote Center location. A list of voters who have requested assistance must be maintained and returned to the elections official. (Ca. Elec. Code §§ 12280, 14282, 14283)

Under federal anti-discrimination laws, Vote Center staff must permit a service animal to accompany a voter with a disability (e.g., a guide dog for a visually impaired person). Staff should walk on the side of the voter that is on the opposite side of the service animal. They should not pet or engage a service animal without permission from the owner. A service animal can be any trained domestic animal for the purpose of assisting the voter. Service dogs can be any breed or size. (28 CFR § 35.136)

A person with a disability who is unable to write may use a signature stamp (which must be approved by the county elections official or the Department of Motor Vehicles prior to Election Day), or authorize another person to use the stamp, on any elections-related document that requires a signature (including a Vote-by-Mail ballot envelope). A signature stamp on a Vote-by-Mail envelope is treated in the same manner as a written signature. (Ca. Elec. Code § 354.5)

Serving a Diverse Electorate

General Rules

DO	DO NOT
<ul style="list-style-type: none">• Have empathy. Always treat people with the respect that you would want if you were in that voter’s shoes.• Treat people equitably. The same rights and responsibilities apply to everyone, no matter what the voter’s personal background. But some voters have specific needs that you are required by law to address. As Vote Center Workers, you are expected to respect differences so that everyone can exercise their right to vote and have a positive voter experience.• Put the voter first. Voters want to be seen as people. Avoid using language that puts the voter last.• Assist voters who ask for assistance.	<ul style="list-style-type: none">• Mock or degrade anyone. Nevada County Elections has zero tolerance for mocking, name calling, degrading, or otherwise insulting or unbecoming behavior. This includes but is not limited to racial and ethnic slurs, mocking a person’s accent, and using insensitive language toward persons with accessibility needs.• Assist someone who does not ask for it.• Improperly touch anyone. This applies to voters and Vote Center Workers.• Offer your political opinions. Even if the voter wants to talk politics with you, avoid all comments and conversations about politics while you serve at the Vote Center.

Voters with Language Assistance Needs: Using LanguageLine

Some voters may prefer to be assisted in a language other than English. If you are a bilingual staff member, always wear a name tag in each language that you speak so that voters know to approach you for language assistance. Each Vote Center is also equipped with LanguageLine, a video interpreting service that can help voters in over 200 languages plus American Sign Language.

Using LanguageLine

- Make sure that the tablet is turned on and connected to WiFi.
- Open the LanguageLine app on the tablet. Make sure that the volume is turned up.
- Select the voter’s preferred language, either by scrolling or doing a word search.
- The LanguageLine interpreter will facilitate your conversation with the voter. Let the interpreter know the context for the call, and then start the conversation.
- Speak directly with the voter, not the interpreter. Speak in short sentences and avoid jargon.

Voters With Other Specific Types of Needs

Voters with Speech Limitations

- You may temporarily remove your mask to communicate with a voter with speech limitations. Please be sure to wear your face shield.
- Be patient. Wait for the voter to finish speaking. Do not interrupt or attempt to finish their sentences.
- To clarify a voter's statement, restate what you understood as a yes/no question.
- Tools: each person can use a pen and paper to communicate.

Voters with Hearing Limitations

- You may temporarily remove your mask to communicate with a voter with speech limitations. Please be sure to wear your face shield.
- If a voter uses an interpreter, address the voter directly.
- If a voter reads lips, face him or her and speak clearly in a normal tone of voice.
- Do not speak loudly unless the voter requests.
- Use LanguageLine to provide assistance in American Sign Language.
- Tools: each person can use a pen and paper to communicate.

Voters with Mobility Limitations

- Never touch or move a walker, cane, or other equipment without the voter's permission
- Sit down to speak with a voter who is seated or in a wheelchair (it is much easier on the voter's neck).
- If a voter brings an assistant, address the voter directly.
- Tools: ballot marking devices, seated voting booth, curbside voting, sip/puff device available for dispatch.

Voters with Sight Limitations

- You may temporarily remove your mask to communicate with a voter with speech limitations. Please be sure to wear your face shield.
- Greet the voter, say you are a Vote Center staff member and orient the voter to the Vote Center layout. Ask if any assistance is needed.
- If a voter asks to be guided, provide the voter with directional cues as you walk with them. If the voter finds it easier to be led with an arm, please encourage the voter to wear a mask and gloves.
- Do not distract guide animals by petting or talking to them. The animal is at work.
- Tools: lighted magnifying glasses, audio ballot or large print available

Media and Observers

Only staff and voters engaged in voting may be within the voting booth area when the polls are open. Other people may be in the Vote Center observing the process as long as they do not interfere with any voter's right to cast a secret ballot or a staff member's ability to work. (Ca. Elec. Code § 14221)

Observers have the right to observe the election process, even if they are not voting. Observers may be at the Vote Center before they open to the public, during Vote Center hours, and after the Vote Center closes. Observers have the right to ask the Vote Center Manager ONLY questions about election procedures and to receive an answer or be directed to the appropriate official for an answer. However, if persistent questioning disrupts the manager's duties, the manager can stop responding and direct the observers to the county elections office for further answers. (Ca. Elec. Code § 2300(a)(9))

You may allow observers or members of the public to view the ballot marking devices and all externally visible security seals used to secure voting equipment. Public inspection of voting equipment shall not interfere with voting.

Observers cannot:

- Touch any election supplies or official ballots
- Sit at the voter check-in table or near the voting booths
- Wear any sort of campaign buttons, signs, hats, shirts, etc.
- Solicit votes or advocate for or against a candidate or ballot measure
- Maintain a communications center within 100 feet of a Vote Center
- Disobey a lawful command of a Vote Center Worker
- Remove any rosters from their location

Frequently, people visit Vote Centers on Election Day to check the Public Label Roster binder. These may be people working for campaigns who want to determine which voters have cast their ballots. The Public Label Roster binder should be updated at least once each hour. (Ca. Elec. Code § 14294)

Per state guidelines, observers and other non-voters entering the vote center are required to complete a vaccine attestation form or wear a cloth face mask for the duration of their visit. Please offer the observer a disposable mask that they can keep if they do not have one of their own.

Rights of News Media and Pollsters

Members of the news media and opinion-polling/exit poll researchers are required to abide by different rules than elections observers. Clearly identified members of the news media and researchers may speak to voters leaving the Vote Center as long as they do not interrupt voting and are at least 25 feet from the Vote Center entrance. However, unless allowed by the county elections official, no voter may be photographed, videotaped, or filmed entering or exiting a Vote Center, or filmed inside the Vote Center, without their permission. (Ca. Elec. Code § 18541)

As a vote center worker, you do not have the authority to decide whether the media is allowed inside the Vote Center. If you have any questions or do not know what to say to media, please call the Elections Office.

Prohibited Activities

Electioneering

Electioneering is the visible or audible dissemination of information that advocates for or against any candidate or measure on the ballot, within 100 feet of a Vote Center (Ca. Elec. Code § 319.5).

Prohibited materials and activities include, but are not limited to:

- Display of a candidate's name, likeness or logo
- Display of a ballot measure's number, title, subject or logo
- Buttons, hats, pencils, pens, shirts, signs, masks, or stickers containing information about candidates or measures on the ballot
- Any audible broadcasting or discussion about candidates or measures on the ballot



You cannot turn a voter away for electioneering, but you also cannot allow the activity to continue. If a voter or anyone else is engaged in any form of electioneering, kindly ask the person to have their conversation outside past the 100 foot mark, cover up their shirt or button, turn their shirt inside-out, or any other appropriate action needed so they are not violating the law. Here's one example of what a Vote Center Manager might say to a voter:

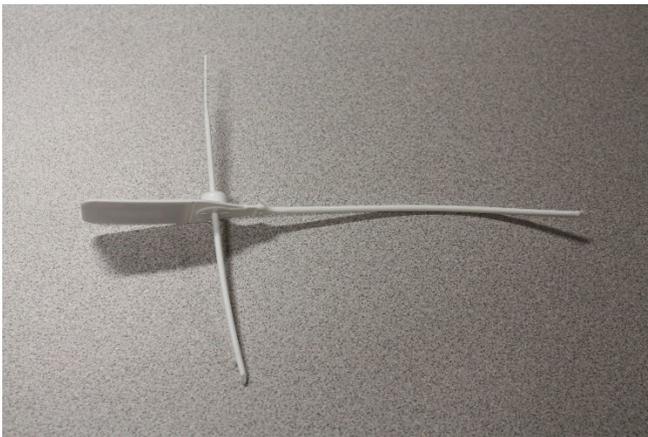
"Hello, my name is _____. I am the Vote Center Manager. I would like to remind you that state law does not allow for electioneering at Vote Centers. Please do not discuss or display any material about items on the ballot until you are 100 feet away from the entrance to the Vote Center. You may use materials when you are in the voting booth, but please take any materials with you when you exit the booth."

Election Tampering

It is against the law to interfere with election conduct, including tampering with voting equipment. Vote Center Workers are our first line of defense—the Elections Office depends on you to make sure that the election is run securely and with integrity. A secure election ensures that both the physical and digital security of the vote count are maintained.

Our tamper-evident security seals are designed to detect physical, and potentially digital, interference with the elections process.

Evidence of Tampering



Sometimes, it'll be obvious when a seal has been tampered with.



But sometimes, it's not so easy to spot (look closely!).

Voting Equipment Overview

The following provides you with a basic overview of what's in your Vote Center. First, we'll cover voting equipment.

All voting equipment will be set up for you when you arrive at the Vote Center. You will receive:

2 Verity Print Machines



3 Touch Writers with Headphones



1 Scanner with Black Ballot Box



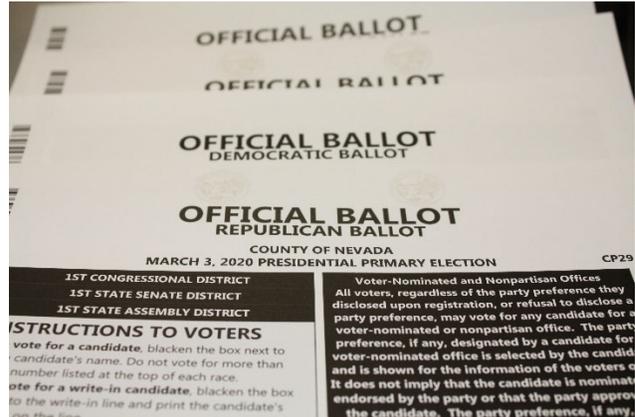
5 Oki Printers



Blank ballot stock



Pre-printed ballot stock



Vote Center Keys



Pelican case



3-5 Bixolon Printers



Contains

- 3-5 laptops
- 3-5 mice
- 3-5 Bixolon label printers
- 1 CradlePoint (Wi-Fi hotspot)
- 1 MiFi (some locations)
- 1-2 USB battery backup
- Cables and power cords

Vote Center Supplies Overview

Next, we'll cover your supplies. This list is generally what you should expect, though there may be variation between vote centers. Vote Center Managers must ensure that all supplies have been delivered.

Accessible call bell(s)

Tabletop voting booth(s)

Silver cabinet

VBM Drop Box

Secrecy sleeves

Table runner

Social distancing markers

Floor cord covers

Extension cords

Surge protectors

100 ft rope

"Vote Here" flags

Seals (red, white, and blue)

Daily Audit Binder

Public Roster Binder

Master Roster Binder

Consumables

- CVR envelopes
- Provisional envelopes
- First Aid Kit
- Dab-n-seal moistener
- Thermal paper rolls
- Screen cleaner kits
- Scissors
- Ballot marking pens
- Handheld lighted magnifying glass
- Sortkwik Fingertip Moistener
- "I Voted" stickers
- Vote-by-Mail envelopes
- Application for Early Voting Forms

- Disposable masks
- Sanitizer/cleaning supplies
- Disposable gloves
- Headphone ear covers

English & Spanish Information Tables

- 1 Tri-Fold
- Official Vote Center posters
- Voters Bill of Rights
- 8.5 x 11 flyers (English and Spanish)
- Business Cards
- Spanish facsimile ballots

Observer Information Table

- Observer Packets
- Sign-in sheets
- Disposable badges
- 1 laminated Observer Rules Overview
- 1 complete Observer Rules and Guidelines

Opening Procedures

Arriving at the Vote Center

The Vote Center Manager will have the keys to unlock the silver cabinet. Before you open the Vote Center for the first time, the Vote Center Manager will

- Administer the Vote Center Staff Oath (day 1 only or as new workers are onboarded)
- Administer paperwork related to public health, as county public health requires (varies)
- Have everyone sign in and complete a timesheet (everyday)

The Vote Center Manager will then distribute your morning Job Cards. These Job Cards will give you directions on how to do the following tasks:

Verify Security Seals

Open the Polls on the Touch Writers, Scanner, and Verity Print

Set Up the Check-In Table and other stations

Set Out and Hang Signs

Verify Security Seals

Overview of Tamper Evident Security Seals

Following seal verification procedures is crucial to ensuring voting equipment security and the integrity of the election.

- All Vote Center Workers shall ensure that seals are verified and accounted for.
- Seal verification helps ensure an unbroken chain-of-custody of the voting equipment, laptops, ballot stock, and all other sensitive equipment and materials distributed to Vote Centers.
- Never throw an official seal in the trash.
- If seal numbers do not match or if a seal is broken—STOP. Call the Elections Office immediately.

Seal Type and Locations	Okay to remove	Seal photo
<p>White Wire Handles of all Hart Verity equipment</p>	Yes	
<p>Blue Sticker Touch Writer printers Supply cabinet door</p>	Yes	
<p>Red Sticker Doors to V-Drives Doors to black ballot box</p>	No	
<p>Red Tablet Cable Back of Touch Writer Screens</p>	No	



Any actual tampering or attempt to tamper with a seal is a violation of California Election Law.

Getting Started on Seal Verification

Seal verification requires 2 people

Vote Center Workers never remove Red Sticker or Red Tablet Cable Seals without express permission from the Elections Staff.

White Wire Seals protect Red Sticker and Red Tablet Cable Seals. If the White Wire Seal is unexpectedly broken, or if any Red Seal is broken—STOP. Call the Elections Office or your FED immediately. We may need to replace your equipment or supplies.



Before you open the voting equipment, you must check the **White Wire** seals.



Look for a White Wire Seal on the handles of the Touch Writers, Verity Print, and Scanner

Verify that the seal has not been broken

Confirm that the White Wire Seals match using the day's Vote Center Accounting Worksheet



Break the seal with a pair of scissors

Place White Wire Seals in the zipped pouch located in the Vote Center Manager Binder



Once the White Wire Seals have been verified, open the equipment by unlatching the case (just like a suitcase)

Next, check all **Red Sticker** and **Red Wire** Seals. Start with the Touch Writers, then the Scanner, and finally the Verity Print.

Once verified, you can proceed to the next machine.

Once all machines are verified tamper-free, you may begin to power the machines on.



Check the Red Sticker Seal over the V-Drive compartment. Make sure that it is unbroken.



Use the Vote Center Keys to unlock the touchscreen from its compartment



Check the back of the touchscreen to find the Red Tablet Cable Seal. Make sure that it is unbroken.



Dock the touchscreen and lock it into place with the vote center key.

Remember that the black ballot box has 2 Red Sticker Seals



One Red Sticker Seal will be affixed to the back of the box. Make sure that it is unbroken.

You will have to empty the ballot box and put voted ballots in a transport bag daily.

Your Vote Center will have a supply of Red Sticker Seals so that you can empty the ballot box every evening.



Remember: you are expected to periodically check all Red Sticker Seals during the day to ensure that they all remain intact.

If any Red Sticker Seal is unexpectedly broken, call the Elections Office immediately.

The Oki printers furthest away from you may also use seals.



In the morning, you must apply Blue Sticker Seals to the Oki printers for the Touch Writers. This is because they're tougher for the Vote Center staff to monitor.

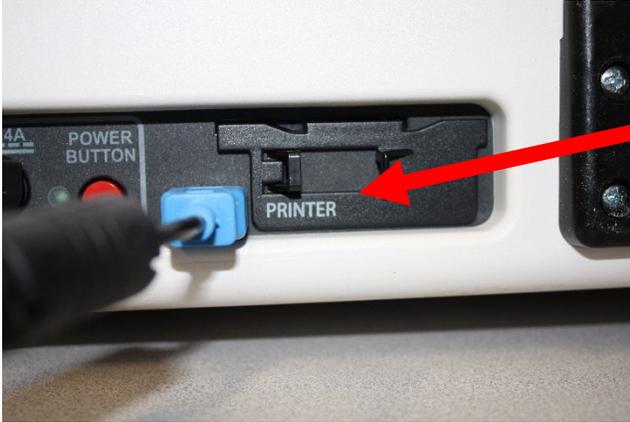
You need not put a Blue Sticker Seal on the Oki printers attached to Verity Print machines, since Check In Clerks are standing next to them at all times.

You will have to break the Blue Sticker Seals (most likely at the end of the day) to keep the Oki printer fully stocked.

Inside the Silver Cabinet, you will find a Seal Log for broken Blue Sticker Seals. Make sure that any seal that was applied by the Elections Office is verified.

Opening the Polls on the Voting Equipment

First, make sure that everything is securely plugged in.



Confirm that the Oki printers are connected to all Touch Writers and Verity Prints. The printer port is located to the right of the red power button.

Make sure that the voting equipment and Oki printers are plugged into the wall, either directly or via a surge protector

Confirm that all Oki printers have fully loaded trays of blank ballot stock.



Vote Center Manager breaks Blue Sticker Seal and opens the Silver Cabinet

Place the broken Blue Sticker Seal on Silver Cabinet Seal Log

Remove all laptops, Oki printer trays, and the Master Label Roster



Load the trays into the Oki printers and turn them On.

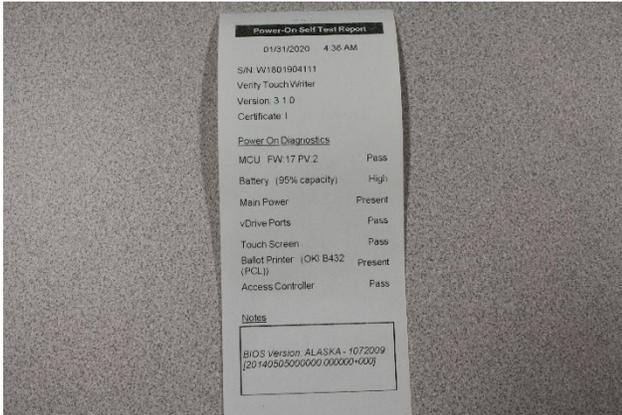
Confirm that the Oki printer screen reads "Ready to Print."

Don't forget to put a Blue Sticker Seal on the Oki printers connected to Touch Writers!

Next, power on all the Verity Equipment by pressing the red power button.

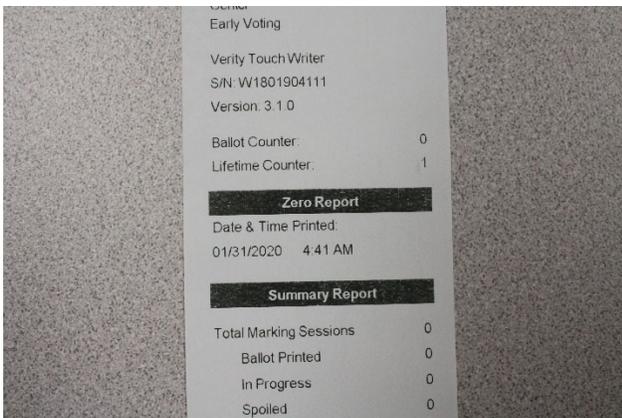


Pro-tip! It takes about 5-7 minutes for Verity to boot up. Don't wait! Turn the machines on as soon as possible.



Verity will print a Power-On Self Test Report. Examine the tape to be sure that everything is connected (indicated by “Pass” or “Present”)

A component that fails to connect will read “**Missing**” (See Troubleshooting section)



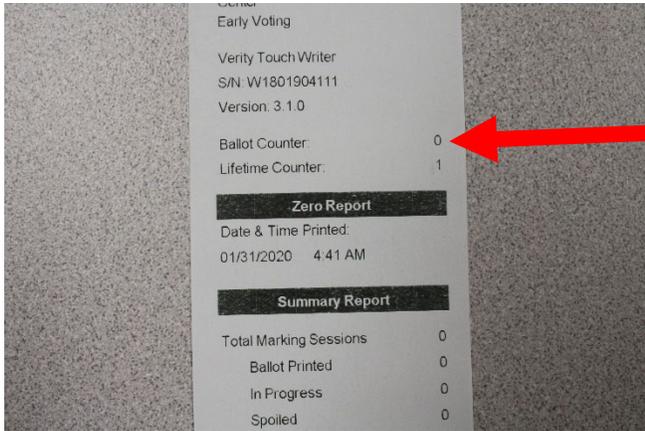
When Verity boots up, it will also print an Open Polls report

On the first day of early voting and on Election Day, print a Zero report



When Verity boots up, you must be sure that the machine reads the printer, or the equipment will not function properly.

Next you must check how many ballots have been issued on the Touch Writers and Verity Print and cast on the Scanner.

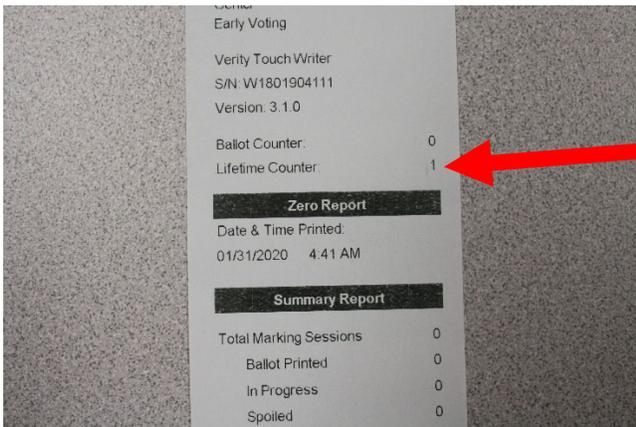


There will be two counters to look at, in two locations—on the report, and on the touchscreen.

First look at **Ballot Counter**. It must read zero on the first day of voting and on Election Day.

Make sure that you record the number of ballots on the Ballot Counter using the Vote Center Accounting Worksheet

If the Ballot Counter has votes recorded on the first day of the early voting period or on Election Day—STOP. Call the Elections Office immediately.



Second, look at the **Lifetime Counter**. This tells you how many ballots were cast over the lifetime of the machine.

The Lifetime Counter will be helpful to you when you suspend or close the polls.

Once Verity is loaded you will see a screen prompting you for the password to open the polls. You must open the polls on all Touch Writers and Scanner.



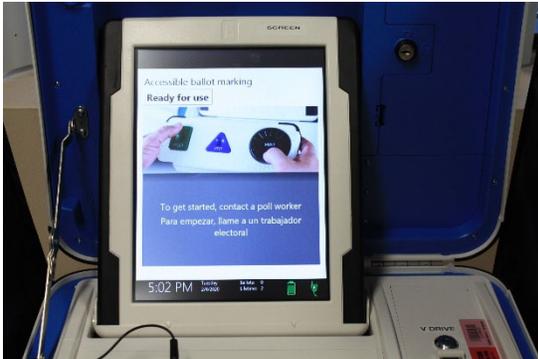
On your badge, you will see the password to open the polls. It is a 6-digit number.

Use the touchscreen to enter the “Open Polls” password.



When you turn on Verity Print, it will ask you for a Poll Worker Code, which is also on your badge.

Enter the Poll Worker Code and tap “Accept”



Verity will then indicate that it is ready for voters.

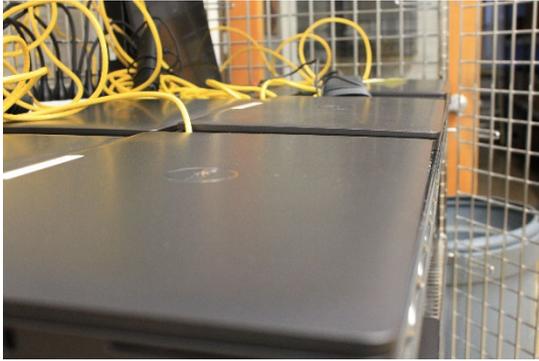


Before you move on to the next machine, be sure that you plug in the headphones for voters who want to listen to their ballot on the Touch Writer.

Make sure that you know where the protective ear covers are so that voters may listen to their ballot safely.

Wipe down all voting equipment after completing set up, using the wipes provided.

Setting Up the Check-In Table



Connect the laptops to power and Internet
Connect the Bixelon label printers
Place secrecy sleeves on your Check In table



Confirm that Verity Print is connected to its Oki printer and the tray is loaded and fully stocked (no **Missing** components!)

When Verity Print is powered up, enter your Poll Worker Code, found on your badge

Your starting screen will say "Ready to print ballots"

On the first day of voting and on Election Day, confirm that the ballot counter reads zero.



You will have 4 transport bags per day

- 1 large Blue bag (bags and paperwork)
- 1 Yellow bag (for CVRs)
- 1 Maroon bag (for Provisionals)
- 1 Green bag (for spoiled or surrendered ballots)
- 1 bag for voted ballots (from scanner)
- 1 envelope for unscanned ballots (auxiliary bin)

All CVRs, Provisionals, and spoiled and surrendered ballots can be kept in your hanging file folder while you work at Check In.

Vote Center Managers should keep these bags in a secure location.

Use the Yellow, Maroon, and Green bags as needed throughout the day.

Set Up Your Supplies



Be sure that you have all the supplies that you need to serve voters and to keep yourself protected.

You will have a Sanitizing Station that has wipes, hand sanitizer, and face masks.

You must sanitize after you serve a voter. We will also provide you with face shields and gloves if you want to use them.

Nevada County may update COVID-19 procedures at any time, as state and federal public health mandates change. The oath you take to serve as an election worker requires you to follow all county procedures.

Check the Voter Information Tables

The Elections Staff and Vote Center Manager have set up two Voter Information Tables the night before you open. One offers materials in English, while the other offers Spanish language materials. It is your responsibility to make sure that everything is on it and it remains well stocked during voting.

All of the following items should be on the Voter Information Table:

- Bilingual posters
- Election Administration Plan
- Public Label Roster
- Spanish facsimile ballots
- Voter Bill of Rights pamphlets
- Voter Information Trifold

Checking Inside Signs

- All inside signs will be set up for you.
- Check to be sure that all accessibility signs are attached to the accessible Touch Writer and voting booth.
- Be sure that the “How to Properly Mark Your Ballot” signs in each voting booth
- Confirm that your Voter information Tables are complete.

Posting Outside Signs

Place all accessibility signs at accessible entrances and exits



Set out the Call Bell near the accessible parking area



Hang "No Electioneering" signs 100 feet from Vote Center door



Set out "Vote Here" sandwich boards



Display the American flag prominently



Set out directional signs



Announcing the Polls Are Open and the First Voter Procedure

At 8:00 am (7:00 am on Election Day), announce “The polls are open!”

The Vote Center Manager has a Job Card outlining the First Voter Procedure. The First Voter Procedure is intended to allay any concerns about the integrity of the Vote Center, in a very public way.

You only need to perform the First Voter Procedure on the first day of voting and on Election Day. This is because, for most Vote Centers, there will only be two official openings of your Vote Center—the first day of the early voting period, and Election Morning.

- Ask the First Voter to confirm aloud that ballot counters on all machines read zero and that the V-Drive compartments are sealed
- Ask the First Voter to confirm aloud that there are no ballots in the ballot box and the seal on the back door of the ballot box is intact
- Close and seal the ballot box door

Election Conduct

Vote Center Workers are a vital part of a successful election. As partners with our office, expectations are placed mutually on Vote Center Workers and the Elections Office.

Among other things, Vote Center staff must:

- Arrive at the Vote Center at least 30 minutes before opening and at least 60 minutes before opening on Election Day
- Follow all public health guidelines
- Provide excellent customer service
- Check-in voters
- Issue ballots
- Operate and sanitize all voting equipment
- Update Master and Public Label Rosters hourly
- Assist voters with Conditional Voter Registration and Provisional voting
- Ensure Vote-by-Mail ballots are signed and sealed as voters drop them off
- Assist with nightly accounting and closing procedures

Vote Center Managers oversee the Vote Center's operations. The Vote Center Manager must:

- Visit Vote Center the day before to help set up
- Ensure that workers and observers follow all public health guidelines
- Coordinate with warehouse team for early access and swap out equipment, if necessary
- Assign duties to Vote Center staff
- Coordinate breaks for Vote Center Workers
- Ensure that timecards are completed daily
- Lead the successful implementation of opening and closing procedures
- Interact with observers, media at the Vote Center

Overview: Running the Vote Center

The Vote Center Manager will distribute your Job Cards, which will provide you directions on the following tasks

- Receive Voters
- Check in Voters with Panorama
- Issue Ballots to Voters
- Issue Conditional Voter Registration and Provisional ballots
- Process Spoiled and Surrendered Ballots



Please remember to keep calm and cool, even if the voter is not. Excellent customer service is our standard!

Directing Voters When They Arrive

To keep the line moving, some of you may act as Greeters. Greeters are expected to help voters to either the drop box if they're just dropping off a ballot, or the line for in person voting.

Drop Box: as in previous years, drop boxes are available for voters who simply wish to drop off their voted vote-by-mail ballot. There will be plenty of signs directing voters where to go, but sometimes they're missed. Please be there to politely direct voters to the proper drop off location. We expect that there will be many voters who simply wish to drop off their ballots—they do not need to stand in line.

In Person Voting: in person voters will be instructed to take a number and wait for their number to be called by a Check In Clerk. The Elections Office will ensure that there is a waiting area where voters can comfortably wait to be processed without standing in line. Chairs will be properly distanced so that voters can safely wait to vote. Anyone who's at the vote center to vote in person must take a number.

Floor Assistant Clerks

Some of you may be assigned to be the Floor Assistant. The Floor Assistant is a multitasker extraordinaire who supports the Vote Center Manager with whatever needs arise. The Floor Assistant helps ensure the smooth flow of election conduct, including helping the voter with the Touch Writers and Scanner.

You will have a Job Card as a tool to help you assist voters. Some of your assigned duties include

- Offer a mask or sanitizer to voters
- Make sure that voters simply dropping off their ballot get directed to the drop box (they don't have to wait in line)
- Ensure dropped off VBM ballots have been signed
- Assist voters that request to use the Touch Writers
- Sanitize voting equipment after each use
- Keep the Public Label Roster updated every hour
- Ensure Voter Information Tables are well stocked
- Please be friendly and knowledgeable when welcoming voters into the Vote Center.

Check In Clerks

During your time at the Vote Center, Nevada County voters will approach you at the Check In Table when their number is called. Please collect their number and start the check in process with Panorama.

Panorama allows you to check voters in. It will provide you with red, yellow, green flags for each voter file that you pull up, along with directions for how you should proceed with that voter. It is easy to follow and helps you through the check in process.

Example Flags

Green: Proceed

● Proceed - No ballots exist as accepted for this voter for this election.

Yellow: Use Caution

■ Warning - This record has a status other than 'Active' and may require more research.

Red: Stop

▲ Stop - This polling location is not the assigned polling location for the voter.



Launch Panorama in two ways

- Double click the icon on your desktop
OR
- Go to <https://panorama.runbeck.net:44329/> in Chrome

Login with your first initial of your first name and your last name

Example: Mary Smith ID: msmith

Enter your password. Your password is unique to you and will be given out at the first training session

Use the drop-down menu to select the Vote Center that you are working in.

Click "Continue"

You will be directed to the Voter Search screen

Issue Ballots to Voters

For most voters, the check-in process is straightforward.



Greet the voter (“Welcome to voting!”)

Ask the voter to state his or her last and first name and date of birth.

Enter the information into the relevant fields on the “Voter Search” page.

Click “Search for Voter.”

Voter Search

Adona Natalie 13-19-7712 [Search For Voter](#)

Rostered Voters 1 Results

Name	Address	Date of Birth	Date of Registration	Status
ADONA, NATALIE	██████████ GRASS VALLEY, CA 95945	██████████	10-07-2019	ACTIVE

If you didn't find the voter that you were looking for:

1 [Check the spelling for accuracy](#) 2 [Register New Voter](#)

Confirm the correct voter file (remember that many people have the same/similar names!)
Click on the voter's name to open the file.

ADONA, NATALIE
██████████ GRASS VALLEY, CA 95945 ACTIVE VOTER

Warning - This voter has a VBM ballot that has been issued but not returned.

Basic Info Identification Voter Ballots

Political Party NO PARTY PREFERENCE	Language ENGLISH	Ballot Type 8
Date of Birth ██████████	Age 43 years old	
Place of Birth Not Available	Ethnicity Not Available	Precinct 309
Date of Registration	Mailing Address	

A flag will appear: "Warning – This voter has a VBM ballot that has been issued but not returned."

This is not a problem! Since Nevada County sends out Vote-by-Mail ballots to everyone, you'll see this message a lot.

Basic Info Identification Voter Ballots

Type	Serial Number
Vote By Mail	1740822

Go to the "Voter Ballots" tab to print the Bixolon labels you need; a new tab will open

You'll use one label to verify the voter's signature

ADONA, NATALIE
Address: ██████████ **GRASS VALLEY, CA 95945**
DOB: ██████████
Party: NO PARTY PREFERENCE
Status: ACTIVE
Precinct: 309
Voter Id: 204699
CP #: CP36

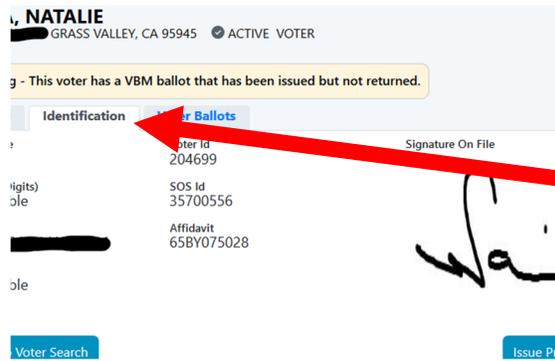
A new window will open with the voter's label

Right-click on the voter label

Print 2 copies of the label

Locate the voter's CP (and if a Presidential Primary, their party)—this will help you pull up the correct ballot type later on

Voter: _____



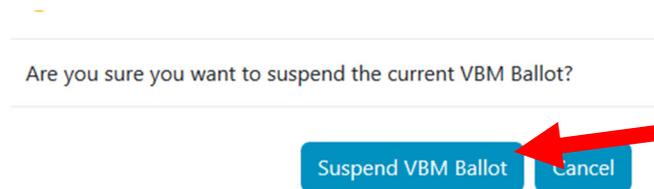
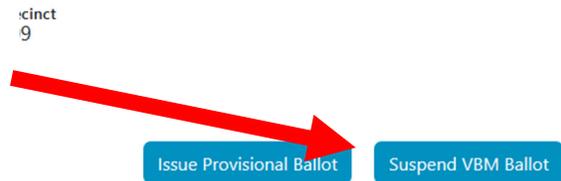
Hand the voter one of the Bixolon labels and ask them to sign it

Close the label print screen

Click on the Identification tab in the voter file

Compare signature from label to one of the signatures on file – **match up at least a letter or two, take note of letter spacing, slant, and any misspellings**

If the signature matches, then click the blue “Suspend VBM Ballot” button in the lower right-hand portion of the screen to suspend the VBM ballot and issue an in-person ballot.



Panorama will ask you to confirm—click “Suspend VBM Ballot”



You’ll be brought back to the voter’s file

Click on “Issue Standard Ballot”

You’ll receive the message, “Standard Ballot Successfully Issued”



REMEMBER: The only way to verify the voter’s signature is to check what’s in Panorama against their signature on the Bixolon label. If the signature does not match, refer to the section on Conditional Voter Registration.



For voters issued a paper ballot

Take the second Bixolon label to a Verity Print station

Use your Job Card to enter the Poll Worker Code and tap "Accept"

Select "Issue a ballot"

Choose the ballot language and tap "OK"

Enter the voter's Consolidated Precinct (CP), located on the Bixolon label, and tap "OK"

In a Presidential Primary, enter the voter's party preference, located on the Bixolon label, and tap "OK"

Verify that the information you entered is correct and tap "Yes, print the ballot"

Ask the voter to confirm that the CP on the Bixolon label matches the CP on their ballot

Let the voter know that hand sanitizer could smudge the ballot!

Invite the voter to fill in their ballot and proceed to the scanner when done

Wipe down your station before serving the next voter

For voters requesting the Touch Writer

Call a Floor Assistant and instruct the voter to follow the Floor Assistant to a Touch Writer

Hand the second, unsigned label to the Floor Assistant



REMEMBER: Make sure that the signed label is in your Master Label Roster

The Public Label Roster **must** be updated every hour

Update the Voter's Address

- 1012 BANK ST & BRUNSWICK RD, GV

Date of Birth

Greet the voter ("Welcome to voting!")

Ask the voter to state his or her last and first name and date of birth.

Enter the information into the relevant fields on the "Voter Search" page.

Click "Search for Voter."

I want to change my address - *Quiero cambiar mi dirección*

OLD Address where I lived – *ANTERIOR dirección donde vivía*

CURRENT Residence address - *dirección donde vivo*

I certify under penalty of perjury under the laws of the State of California that the information on this form is true and correct. *Yo certifico bajo pena de perjurio bajo las leyes del Estado de California que la información en esta solicitud es verdadera y correcta.*

Hand the voter a white Written Request Form

Instruct the voter to fill in the sections asking for name, prior address, and current address

The voter must sign the form

Voter Search

Adona Natalie 13-19-7712

Rostered Voters 1 Results

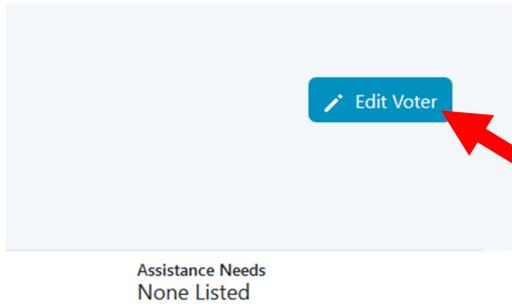
Name	Address	Date of Birth	Date of Registration	Status
ADONA, NATALIE	██████████ GRASS VALLEY, CA 95945	██████████	10-07-2019	✓ ACTIVE

 If you didn't find the voter that you were looking for:

1 2

Confirm the correct voter file (remember that many people have the same/similar names!)

Click on the voter's name to open the file.



Click "Edit Voter" in the upper right-hand corner of the screen

A screenshot of the "Residential Address" section. The text "Residential Address" is at the top. Below it, the instruction "Enter the residential address (123 Main Street)" is followed by a text input field. A red oval highlights this input field. Below the input field is a button with a right-pointing arrow and the text "View Address Details".

Update the voter's address, using the information on the Written Request Form

Mailing Address
Same As Residential

Use the Affidavit number on the Written Request Form to complete the update

County Information
Affidavit

A screenshot of the "County Information" section. The text "County Information" is at the top, followed by "Affidavit". Below this is a text input field containing the number "12ab345678". A blue box highlights this input field.

Click the blue "Register This Voter" icon (located at the bottom of the screen)

Register This Voter

Confirm your selections

To activate this ballot, touch "Yes."

To exit without activating a ballot, touch "No."

Precinct 1251

Mark as provisional

Is this correct?

Yes, activate this ballot

No, cancel

You will be brought back to the voter file

Issue a standard ballot

Print out a ballot with Verity Print

Confirm that you selected the correct CP (and party preference if a Presidential Primary)

If the voter chooses to vote on the Touch Writer, tell the Greeter clerk to issue a standard ballot

Update the Voter's Party Affiliation

Remember that this situation most commonly occurs during Presidential Primaries

- 1012 BANK ST & BRUNSWICK RD, GV

Date of Birth

Search For Voter

Greet the voter ("Welcome to voting!")

Ask the voter to state his or her last and first name and date of birth.

Enter the information into the relevant fields on the "Voter Search" page.

Click "Search for Voter."

Date of birth / Fecha de Nacimiento: ____/____/____

I want to change my political party - Quiero cambiar mi preferencia de partido político

I want to change my political party preference to - Quiero cambiar mi preferencia de partido político a:

- Democratic - Democrática
- Republican - Republicano
- American Independent - Americano Independiente
- Green - Verde
- Libertarian - Libertario
- Peace and Freedom - Paz y Libertad
- No Party / None - Ningún partido / Ninguno

Hand the voter a white Written Request Form

Instruct the voter to fill in the sections asking for name, current address, and preferred party affiliation

The voter must sign the form

Voter Search

Adona

Natalie

13-19-7712

Search For Voter

Rostered Voters 1 Results

Name	Address	Date of Birth	Date of Registration	Status
ADONA, NATALIE	██████████ GRASS VALLEY, CA 95945	██████████	10-07-2019	✓ ACTIVE



If you didn't find the voter that you were looking for:

1

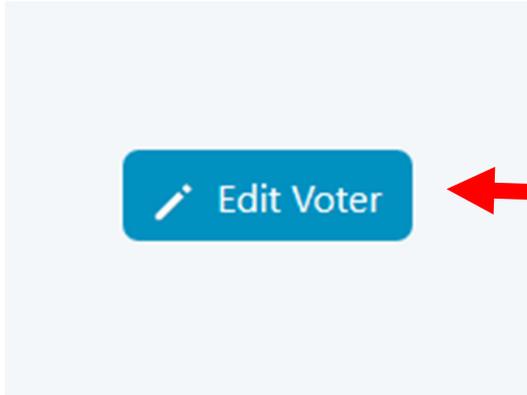
Check the spelling for accuracy

2

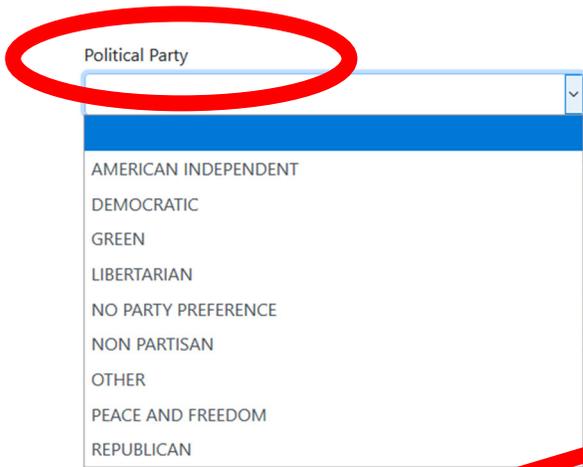
Register New Voter

Confirm the correct voter file (remember that many people have the same/similar names!)

Click on the voter's name to open the file.



Click "Edit Voter" in the upper right-hand corner of the screen



Update the voter's party affiliation, using the information on the Written Request Form

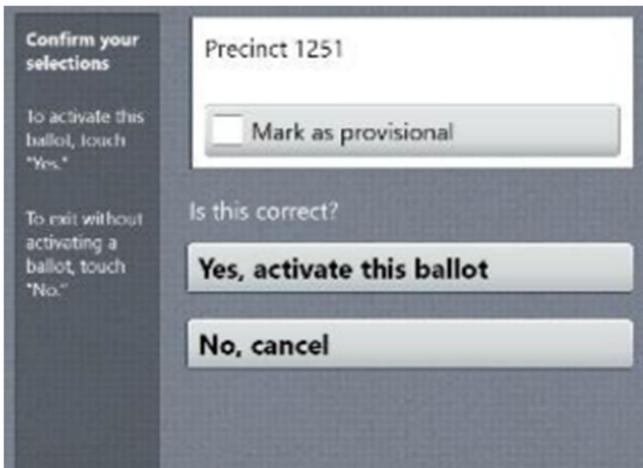
Use the Affidavit number on the Written Request Form to complete the update

County Information

Affidavit

Click the blue "Register This Voter" icon (located at the bottom of the screen)

Register This Voter



Use your Job Card to print out a ballot with Verity Print

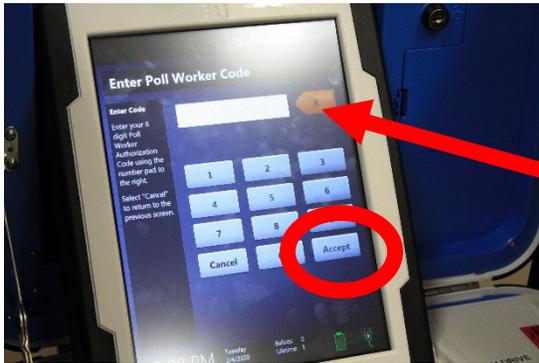
Confirm that you selected the correct CP and party preference

If the voter chooses to vote on the Touch Writer, tell the Greeter Clerk to issue a standard ballot

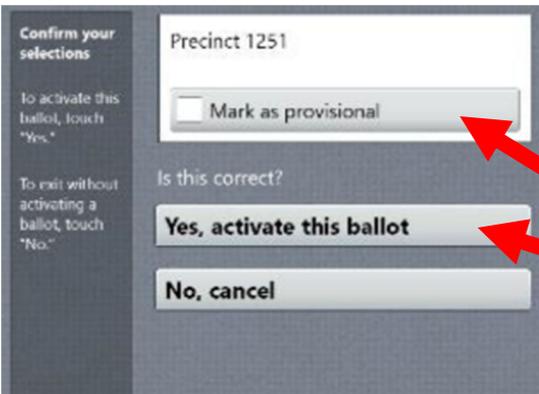
Activating A Ballot on a Touch Writer

Some people will request to vote on the Touch Writer. The Touch Writers are available so that Nevada County Elections may offer all voters an easy way to mark a ballot privately and independently. This is an especially important consideration for voters with disabilities.

The voter may change settings at any time during the voting process.



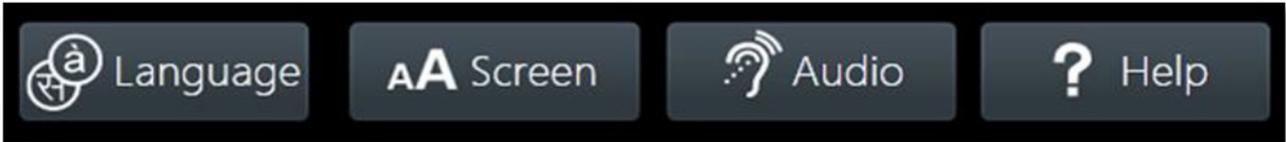
- Accompany the voter to a Touch Writer
- Hold down the “Ready for Use” icon
- Use your Badge to enter the Poll Worker Code
- Tap “Accept”
- Select “Activate ballot”



- Enter the voter’s CP using the unsigned Bixolon label and tap “OK”
- Confirm that the selections are correct
- If the voter is voting provisionally or was issued a CVR, select “Mark as Provisional”
- Tap “Yes, activate this ballot”
- Tell the voter to print their ballot and review it before scanning their ballot



- If the voter requires an audible ballot, the voter may do so by tapping, “Yes, help me change the settings.”
- Make sure that the headphones are plugged in and have a fresh set of ear covers.
- Hand the voter the touchpad—that voter will use the pad to make their selections.



If the voter wants to change the language, font size, audio setting, or needs help with Verity, the voter may use the menu at the top of the screen

Verity will walk the voter through adjusting the settings



If the voter gives instructions via the breath, assist the voter (as requested by the voter) with connecting the sip-and-puff feature, located on the touchpad.



Once the voter is done with the machine, wipe down the machine with approved cleaning products.

Process Conditional Voter Registration and Provisional Ballots

Overview

Sometimes, you will have to issue a Conditional Voter Registration (CVR) or a Provisional ballot. The circumstances and procedures for doing so are provided for in this manual. Since you are equipped with Panorama, you have most information at your fingertips, leaving few circumstances under which someone would have to vote provisionally or register conditionally.



REMEMBER: If you issue a CVR or Provisional:

Most people that you process will sign a Bixolon label that you put in the Master Label Roster. If you issue a CVR or Provisional, we check the signature on the envelope—never allow the voter to walk away without signing the CVR or Provisional envelope!

Failure to follow all steps for completing CVR and Provisional envelopes can lead to the Elections Office being unable to count the votes inside it.

Conditional Voter Registration

Some voters are required to be issued a Conditional Voter Registration (CVR). A voter must be issued a CVR if:

- New registration
- Voter's signature does not match
- Voter's registration is cancelled



If this is a new voter, let the voter know that the envelope is a voter registration form

If this voter was cancelled or the voter's signature does not match, let the voter know that Election Staff must research the problem at headquarters

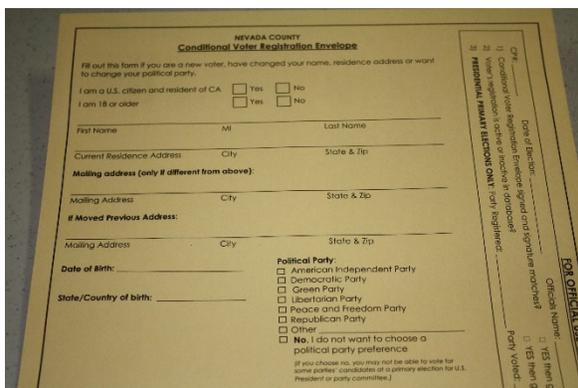
Process a New Voter Registration

Greet the voter (“Welcome to voting!”)

Ask the voter to state his or her last and first name and date of birth.

Confirm that the voter is not registered, using the Voter Search function

After confirming that the voter is not registered, click “Register New Voter”



Hand the voter a CVR envelope

Instruct the voter to fill in the form on the CVR envelope completely

Confirm that the voter has completed all information on the CVR form

Circle or write in the reason why the voter cast a CVR ballot on the envelope

Voter Search / Register Voter

Fill in the voter’s information completely, just as you see it on the CVR envelope

Use the Affidavit number on the envelope to complete the registration

Click the blue “Register this voter” icon

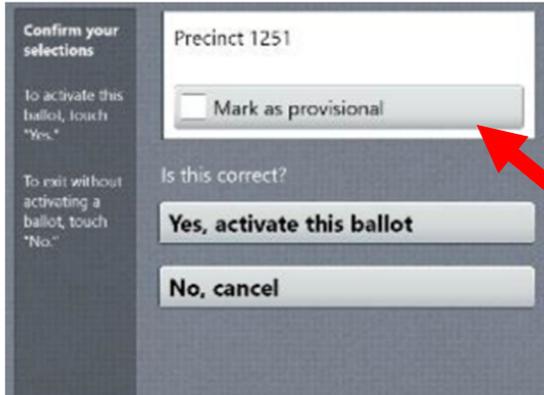
Re-enter the voter’s first and last name to bring the file up

Click the blue “Issue CVR Provisional ballot” icon



Panorama will confirm that a CVR provisional ballot was issued

Click on “Print Ticket”; make sure you print 2 Bixolon labels



Use the Bixolon label to find the voter’s CP (and party if a Presidential Primary) and print the voter’s ballot using Verity Print

If the voter requests to vote on the Touch Writer, hand the Bixolon label to the Greeter

Be sure to tap “Mark as “provisional” on Verity Print or the Touch Writer, as applicable



Once the voter is done marking the ballot, ask the voter to verify:

- The completeness of the CVR envelope
- The envelope is signed
- The ballot is sealed inside

Complete the fields on the perforated receipt on the back flap; tear it off and hand it to the voter

All voted CVRs go in the Yellow bag at the end of the day. You may temporarily store CVRs in a locked tub as you process voters.

For instructions on signature mismatch and cancelled voters, see the Troubleshooting and Uncommon Circumstances section.

Provisional Voters

There are very few circumstances in which a voter must vote provisionally:

- Panorama says voter already voted
- No Nevada County address
- Power outage
- Loss of Internet connectivity

Panorama Says Voter Already Voted

LECTOR, ELLE
GRASS VALLEY, CA 95945 ACTIVE VOTER

▲ Stop - This voter has already voted in this election.

Basic Info Identification Voter Ballots

Political Party	Language	Ball
NO PARTY PREFERENCE	ENGLISH	8
Date of Birth	Age	
03-03-2000	19 years old	
Place of Birth	Ethnicity	Prec
Not Available	Not Available	305
Date of Registration	Mailing Address	
02-09-2020	Same As Residential	

Back To Voter Search

When you access the voter file, Panorama will alert you that the voter already voted

Tell the voter that our records show that they have already voted

NEVADA COUNTY
PROVISIONAL BALLOT ENVELOPE

VOTER please complete the following:

1. Complete the information below.
2. Fold your ballot.
3. Place your folded ballot in this Provisional Ballot Envelope and seal it.
4. Sign the declaration.
5. Return sealed, completed envelope to a Vote Center staff member.

First Name _____ Last Name _____
Current Residence Address _____ City _____ State & Zip _____
Mailing address (only if different from above):
Mailing Address _____ City _____ State & Zip _____
Date of Birth: _____ or SSN (Last 4 numbers) _____
California Driver's License _____ or SSN (Last 4 numbers) _____

Declaration:
I declare under penalty of perjury that I reside at the address listed above; I have not previously voted in this election either by vote-by-mail ballot or at any other polling place; I am a United States citizen; I am not on parole for the conviction of a felony.

(Voter's Signature) _____

FOR OFFICIAL USE ONLY

If the voter insists on voting, DO NOT TURN THEM AWAY

Hand the voter a Provisional envelope

Instruct the voter to fill in the form on the Provisional envelope completely

Confirm that the voter has completed all information on the Provisional form

Check the reason why the voter cast a Provisional ballot on the envelope

Issue Provisional Ballot

Click on "Issue Provisional Ballot," in the lower right corner

Use your Job Card to print out a ballot with Verity Print

Confirm that you selected the correct CP and party preference

Tap "Mark as Provisional"

If the voter chooses to vote on the Touch Writer, tell the Greeter to issue a Provisional Ballot



Once the voter is done marking the ballot, ask the voter to verify:

- The completeness of the Provisional envelope
- The envelope is signed
- The ballot is sealed inside

Complete the fields on the perforated receipt on the back flap; tear it off and hand it to the voter

All voted Provisionals go in the Maroon bag at the end of the day. You may temporarily store Provisionals in a locked tub as you process voters.

Voter Does Not Have a Nevada County Address

You might encounter a voter who does not have a Nevada County address

Do not register this voter (unless the voter has told you they moved to Nevada County)

Voter Search

Lincoln

Abraham

Date of Birth

Search For Voter

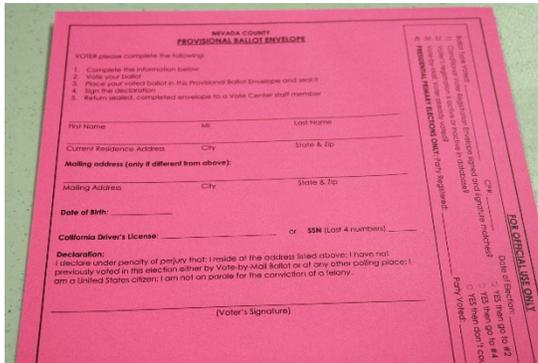
If you didn't find the voter that you were looking for:

1

Check the spelling for accuracy

2

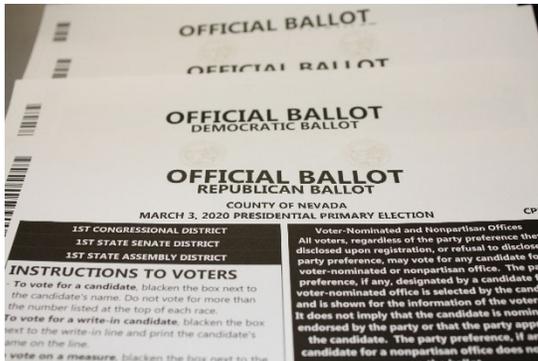
Register New Voter



Encourage the voter to vote in their home jurisdiction

If the voter insists on voting, **DO NOT TURN THEM AWAY**

Follow the instructions for issuing a Provisional ballot



If this is a Presidential Primary, determine the voter's party preference

Use your pre-printed ballot stock to issue an appropriate ballot type



Once the voter is done marking the ballot, ask the voter to verify:

- The completeness of the Provisional envelope
- The envelope is signed
- The ballot is sealed inside

All voted Provisionals go in the Maroon bag at the end of the day. You may temporarily store Provisionals in a locked tub as you process voters.



If you experience a power outage or loss of Internet connectivity, call the Elections Office or your FED immediately.

Do not turn voters away—if possible, redirect the voter to a functioning vote center

Do not assume the amount of time your system will be down

Power Outage

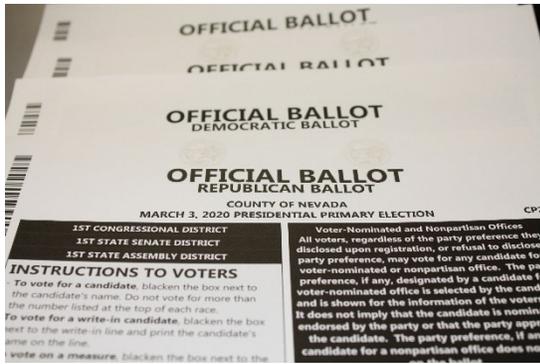
You might encounter a situation where you are temporarily unable to print a ballot due to a power outage. If you still have a charged laptop with access to VoteCal, the state's voter registration database, then you can check in voters as you normally would.

You need only access your pre-printed ballot stock, since your printers will not work.

Loss of Internet Connectivity

You might encounter a situation where you cannot connect to VoteCal, due to either an extended power loss or problem with Internet connectivity.

Follow the instructions for issuing a Provisional ballot



Access the Master Street Index, loaded on your emergency backup laptop

Use this to confirm the voter's CP

Pull out your pre-printed ballot stock

Confirm that you selected the correct CP and (if a Primary Election) party preference



Once the voter is done marking the ballot, ask the voter to verify:

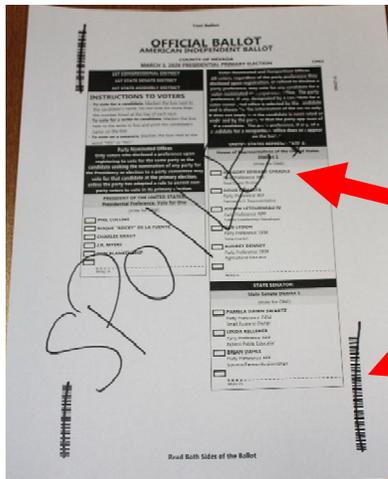
- The completeness of the Provisional envelope
- The envelope is signed
- The ballot is sealed inside

All voted Provisionals go in the Maroon bag at the end of the day. You may temporarily store Provisionals in a locked tub as you process voters.

Process Spoiled and Surrendered Ballots

Spoiled Ballots

Occasionally, a voter mismarks, damages, or otherwise “spoils” their ballot. That’s okay! It happens sometimes.



- Ask the voter to hand you their spoiled ballot
- Write “SPOILED” across the ballot
- Draw a line through the barcodes



- All spoiled ballots go in the Green bag at the end of the day. You may temporarily store spoiled ballots in a locked tub as you process voters.
- Check in the voter as you normally would
- Reissue the ballot to the voter
- If the voter was already issued an in-person ballot, please remind them that you’re giving them their last copy

Surrendered Ballots

Some voters might “surrender” their ballots. Voters used to do this if they wanted to give up their Vote-by-Mail ballot and vote in person.

Now that Nevada County has moved to Vote Centers, voters do not need to surrender their ballots—we simply use Panorama to suspend old ballots.

However, we’ll still take a surrendered ballot if the voter brings one in! Simply follow the same instructions for Spoiled Ballots.

Voters Requesting Assistance

Some voters may request assistance when marking a ballot. You provide assistance when a voter asks you for help marking or casting their ballot. Here are some general guidelines:

DO	DO NOT
<ul style="list-style-type: none">• Assist a voter only if he or she asks for assistance.• Let the voter know that Vote Center staff can provide assistance.• Allow the voter to designate up to two assistants to help them vote, one or both of which cannot be the voter's employer or union representative.• Check the "Assisted" column next to the voter's name in the Master Label and Public Label Rosters.• Preserve the voter's right to vote privately.	<ul style="list-style-type: none">• Assume a voter needs assistance.• Force the voter to accept your assistance.• Discuss the voter's choices with anyone.

Curbside Voting



Two Vote Center staff must assist voters requesting curbside assistance, regardless of how busy the Vote Center is.

Caretakers and others who are in the car with the voter requesting assistance may also vote curbside, regardless of their condition.

You must properly record which voters received assistance.

Sometimes it's difficult for a voter to physically enter the Vote Center due to a physical disability or illness. We offer curbside voting to accommodate voters who feel more comfortable voting from their cars. The voter alerts us by ringing the call bell located near an accessible parking spot. The call bell will chime, indicating that there is a voter outside who requires assistance.

If you hear the call bell ring:

Go Outside	<ul style="list-style-type: none">• Take a pen, paper, and a partner to the Vote Center parking lot• Approach the voter's car and let them know who you are• Explain the curbside voting procedures to the voter• Write down the voter's first and last name, address, and date of birth
Go Back Inside	<ul style="list-style-type: none">• Use Panorama to check the voter in (refer to section on Checking in voters using Panorama)• Print 2 Bixolon printer labels
Go Back Outside	<ul style="list-style-type: none">• Return to voter with the labels and have voter sign 1 label
Go Back Inside	<ul style="list-style-type: none">• Verify the voter's signature• Put the signed Bixolon label in the Master Label Roster• <u>Initial the space next to their name in the Master Label Roster that indicates you assisted the voter</u>• Print ballot and place the ballot inside a secrecy sleeve
Go Back Outside	<ul style="list-style-type: none">• Hand the voter their ballot with secrecy sleeve• Instruct the voter to place the voted ballot back in its secrecy sleeve to return it for counting• Both staff members wait for voter to finish voting• Give the voter an "I Voted" sticker once the voter has finished voting• Ask the voter whether he or she wants confirmation that the ballot was scanned
Go Back Inside	<ul style="list-style-type: none">• Scan the voter's ballot in the scanner, without looking at the voter's choices
Go Back Outside	<ul style="list-style-type: none">• If the voter wants verification that the ballot was scanned, go back outside and confirm that the ballot was counted

Voter Wants To Take The Ballot Home

Most people who show up to vote already know how they're going to vote. However, some don't and they have the right to take the ballot home to make their choices.

Be sure that you let the voter know that the ballot must be returned before the close of polls on Election Day!

This will be the ONLY need to use the DIMS system.

APPLICATION FOR EARLY VOTING / VOTE-BY-MAIL-BALLOT
August 27, 2019 Assembly District 1 Special Election

Please print legibly in all fields. Note: Organizations distributing this form may not preprint mailing address or political party information.

1. Full Name **2. Date of Birth**

3. Residence Address in Nevada County

4. Telephone ()

5. Mailing Address for Ballot (if different from above)

6. This application will not be accepted without the proper signature of the applicant.

FOR OFFICIAL USE ONLY

WARNING: Perjury is punishable by imprisonment in state prison for two, three or four years. (Section 226 of the California Penal Code)

THIS FORM WAS PROVIDED BY THE NEVADA COUNTY ELECTIONS DEPARTMENT

Instruct the voter to complete an Application for Early Voting form

These forms are included in your supplies

If the customer is picking up a Vote-by-Mail on behalf of another, they must have an Application for Early Voting signed by the voter and must also complete an Authorization to Receive a Vote-by-Mail Ballot

RUNBECK
ELECTION SERVICES™

DIMS.net Election Management System
v 2019.12.26.29869

Login Using: The Username and Password Below

User Name: hadona

Password: []

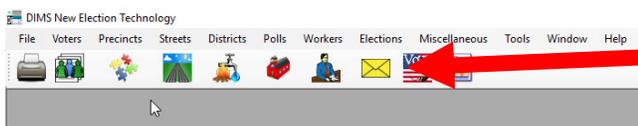
Login

Login To: DIMS.net Server

Close

Log into DIMS by double clicking the DIMS icon on your desktop

Use the same login and password information from Panorama



Double click the yellow envelope icon at the top of the screen

Find Voter

All A I C P F

By Name | By Address | By Name/Address

Enter full or partial name

Last: [] First: [] Middle: [] CITY: [] POB: [] DOB: []

Locate

Soundex Search Alt/Prior Name Incl. Confidentials Needs Evaluation

Enter the voter's first and last name and date of birth

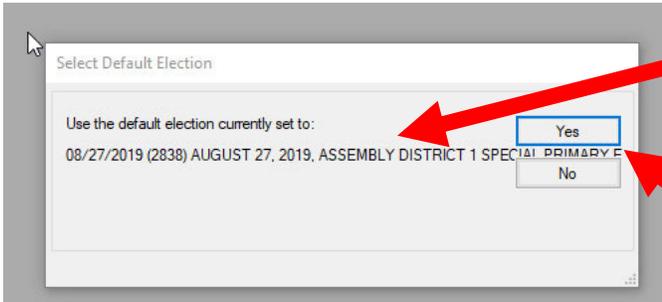
Click the grey "locate" button



The voter's name will appear

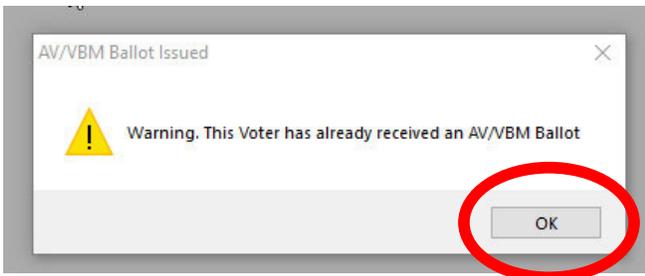
Confirm the voter's name, address, and date of birth

Double click the voter's name



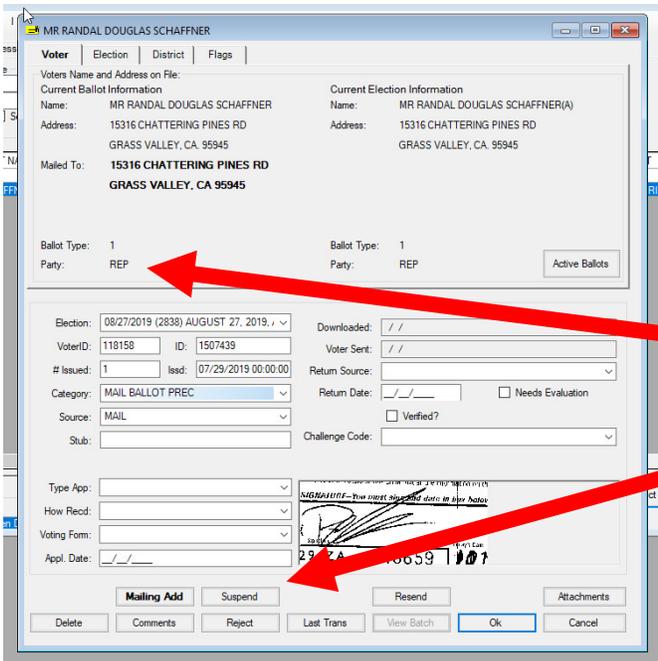
Confirm that the pop-up window displays the correct election

If correct, then click "Yes"



You will see a flag: "Warning: This voter has already received an AV/VBM Ballot." This is not a problem.

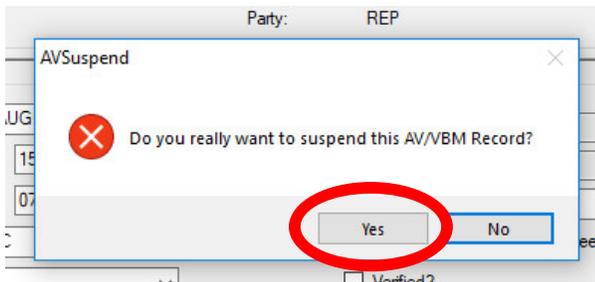
Click OK



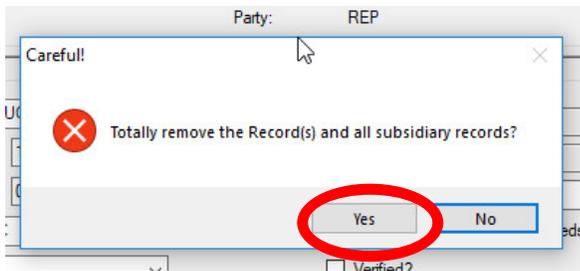
You will then see a screen with the voter's information pop-up

If a Presidential Primary, confirm the voter's political party preference

Click "Suspend" at the bottom of the screen



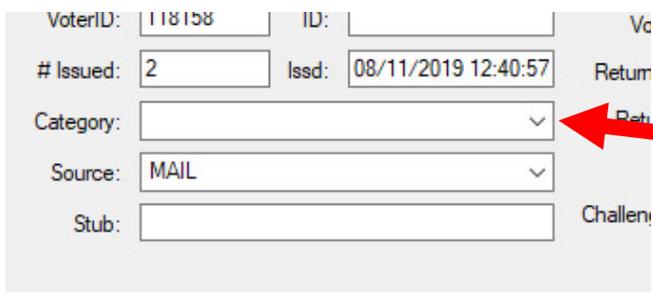
A flag asks you to confirm that you want to suspend the voter's AV/VBM record.
Click "Yes"



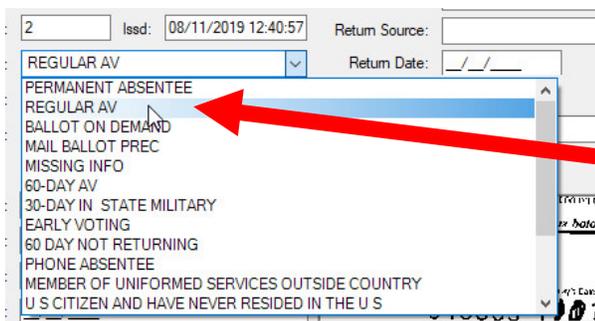
A flag warns you, "totally remove the Record(s) and all subsidiary records?"
Click "Yes"
The voter's original Vote-by-Mail ballot is suspended and they have no ballot



DIMS will bring you back to the main screen
Double click the voter's name



Use the drop-down menu in the "Category" field



Select "REGULAR AV"

VoterID: 118158 ID: [] Vc
 # Issued: 2 Issd: 08/11/2019 12:40:57 Return
 Category: [] Retu
 Source: MAIL [] ←
 Stub: [] Challen

Click the down arrow in the SOURCE field

Source: MAIL []
 Stub: Z-MAIL1
 Mail to: MAIL
 Catch to: COUNTER AV ←
 Deliv App: AUTO
 Recd: EMAIL
 FAX

Change from "mail" to COUNTER AV

Green Light Scenario
 No ballots exist as accepted for this voter for this election.
 [Ok]

The message "No ballots exist as accepted for this voter for this election."
 Click "Ok"

DimsNet
 Transaction (# 1570584) 08/11/2019 12:52:23
 [OK]

DIMS will generate a transaction number

APPLICATION FOR EARLY VOTING / VOTE-BY-MAIL-BALLOT
 August 27, 2019 Assembly District 1 Special Election
 Please print legibly in all fields. Note: Organizations distributing this form may not preprint mail address or political party information.

1. Full Name [] 2. Date of Birth []

3. Residence Address in Nevada County []

4. Telephone () []

5. Mailing Address for Ballot (if different from above) []

6. This application will not be accepted without the proper signature of the applicant. I have not applied for, nor do I intend to apply for, a vote-by-mail ballot for this election by any other means. I certify under penalty of perjury under the laws of the State of California that the name and residence address on this application are true and correct.

FOR OFFICIAL USE ONLY

WARNING: Perjury is punishable by imprisonment in state prison for two, three or four years, (Section 126 of the California Penal Code)

THIS FORM WAS PROVIDED BY THE NEVADA COUNTY ELECTIONS DEPARTMENT

Write down the transaction number on the Application For Early Voting in the "FOR OFFICIAL USE ONLY" field

Click "OK"

#	S. P.	LAST NAME	F. NAME	DOB	POB	HOUSE	FRAC	PRE	STREET
1	A	SCHAFFNER	DOUGLAS	01-20-1962	CA	15316			CHATTERING PINES

Double-click on the voter's name in DIMS

Warning. This Voter has already received an AV/VBM Ballot

OK

You will see the warning that the voter has received an AV/VBM Ballot

Click "OK"

MR RANDAL DOUGLAS SCHAFFNER

Voter Election District Flags

Voters Name and Address:
 Name: MR RANDAL DOUGLAS SCHAFFNER
 Address: 15316 CHATTERING PINES RD
 GRASS VALLEY, CA 95945

Current Election Information:
 Name: MR RANDAL DOUGLAS SCHAFFNER(A)
 Address: 15316 CHATTERING PINES RD
 GRASS VALLEY, CA 95945

Mailed To: 15316 CHATTERING PINES RD
 GRASS VALLEY, CA 95945

Ballot Type: 1 Party: REP

Election: 08/27/2019 (2838) AUGUST 27, 2019
 VoterID: 118158 ID: 1507439
 # Issued: 1 Issd: 07/29/2019 00:00:00
 Category: MAIL BALLOT PREC
 Source: MAIL
 Sub: []

Downloaded: // Voter Sent: //
 Return Source: [] Return Date: [] Needs Evaluation: []
 Challenge Code: [] Verified?: []

Type App: [] How Recd: [] Voting Form: [] Appl Date: []

29 ZA 546659

Mailing Add Suspend Resend Attachments
 Delete Comments Reject Last Trans View Batch OK Cancel

DIMS will return to the voter's information pop-up window

Click on the "Election" tab

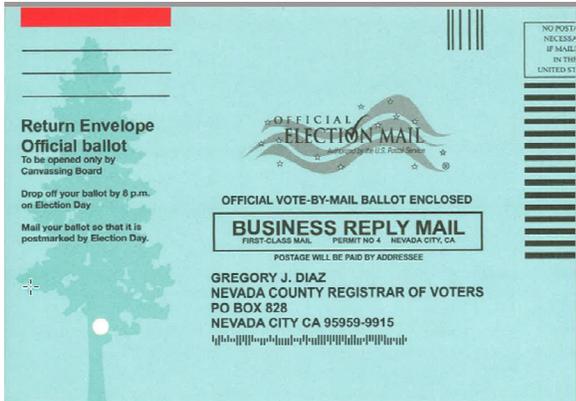
Voter Election District Flags

Voters Election Details:

CP01 SEBASTIAN SER NO: [0]

Note the Consolidated Precinct (CP) number
 This will tell you which ballot type to give to the voter

In a Presidential Primary, also refer to the voter's party preference to determine ballot type



Grab two things

1. The appropriate ballot type from your pre-printed ballot inventory, based on the voter's CP
2. A VBM return mail envelope

Write following information on the back of the VBM envelope:

- The voter's name,
- Residence address,
- City, state, zip and the
- Transaction number from DIMS

Place the ballot in the envelope

Remind the voter that they must

- Sign the back of the envelope
- Seal their voted ballot inside of the envelope
- Deliver the ballot to the Elections Office

Remind the voter that the deadline to return ballots is before the close of polls on Election Day

Voter's Declaration I declare that:

- I am a resident of and a voter in the county and the person whose name appears on this envelope.
- I have not applied for, nor will I apply for a vote-by-mail ballot from any other jurisdiction in this election.
- I declare under penalty of perjury that this is true to the best of my knowledge and belief.

VOTER SIGNATURE REQUIRED

YOUR BALLOT WILL NOT BE COUNTED WITHOUT YOUR SIGNATURE

DATE: _____

If you have spoiled your ballot and need another sent to you enclose the spoiled ballot and check the box to the right.

By law, the signature on this envelope will be matched and verified against the signature on the voter's registration card.

If you are unable to sign above, make a mark and have a witness sign below:

Witness Signature (ONLY if voter cannot sign for themself)

I authorize the person below to return my ballot:

Their name: _____

Their signature: _____

Your relationship: _____

DID YOU...
 Sign the voter's declaration in your own handwriting?
 Put your ballot in the envelope?

WARNING: VOTING MORE THAN ONCE IN THE SAME ELECTION IS A CRIME IN THE STATE OF CALIFORNIA.

NEVADA COUNTY ELECTIONS
 530-295-1298
 1-800-395-1298
 TTY 1-833-421-8445