

# ~ Dual Electronic Poll Books ~ EPB

## Election Day Set-up & Operation

### Opening Checklist:

**Unpack your Electronic Poll Book.** In your bag you should have the following:

- (2) Laptop Computers
- (2) Dual EPB Instruction Manuals
- (2) Power Cords
- (1) Red Cross-Over Cable
- (1) USB Flash Drive & (2) Password Sheets  
(Red Sealed Envelope in Side Pocket)

Unpack the Scanners, Mice and Mouse Pads for both EPBs, from the bottom of the tabulator.

Connect the mouse and scanner to the EPB.

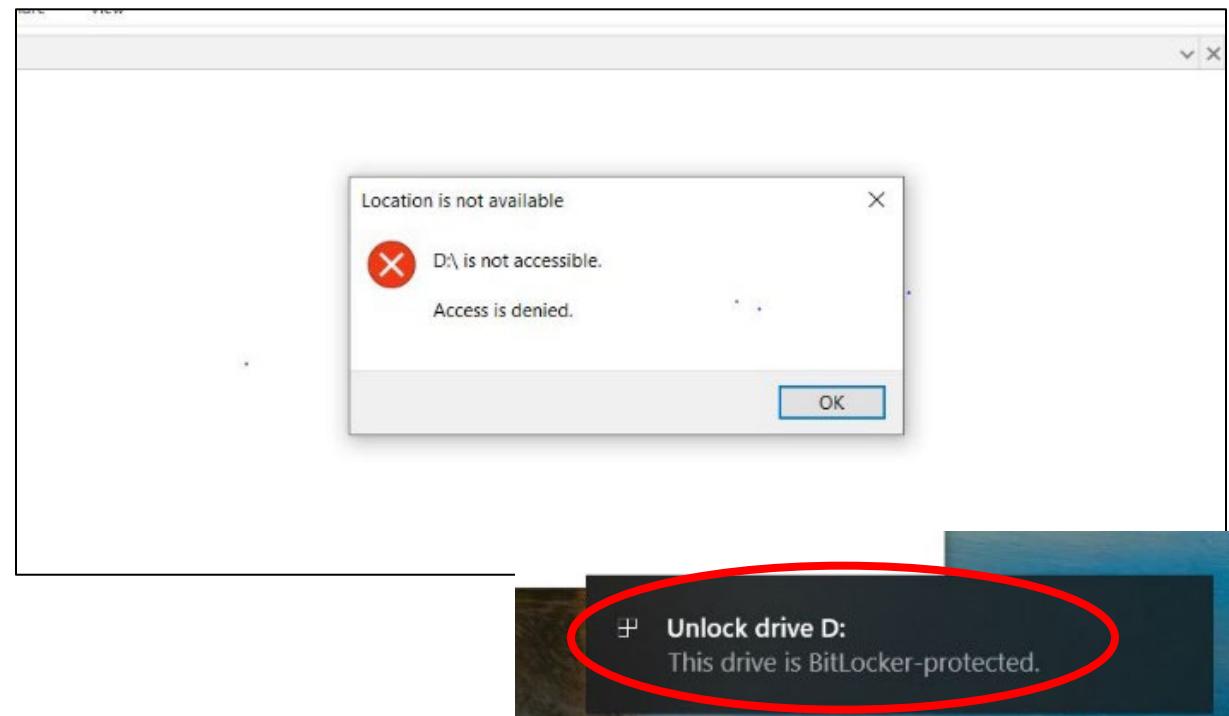
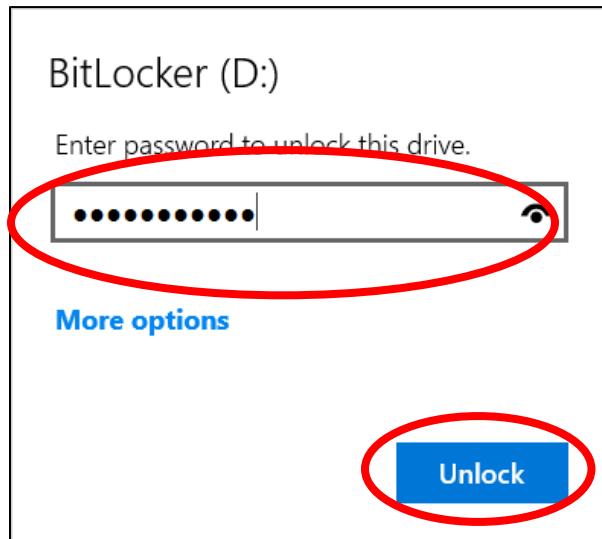
Attach Power Cords to the EPBs and then to the extension cord with the surge protector and plug into an available outlet.

Plug the Red Cross-Over Cable into the **MAIN** EPB and then into the **SECONDARY** EPB by gently pulling the flap on the right side of the laptop and inserting the cable. **IMPORTANT:**  
**Please be careful when plugging in the red cross-over cable as well as removing it at the end of the night. Take the time to depress the clip to remove the cord without breaking it.**

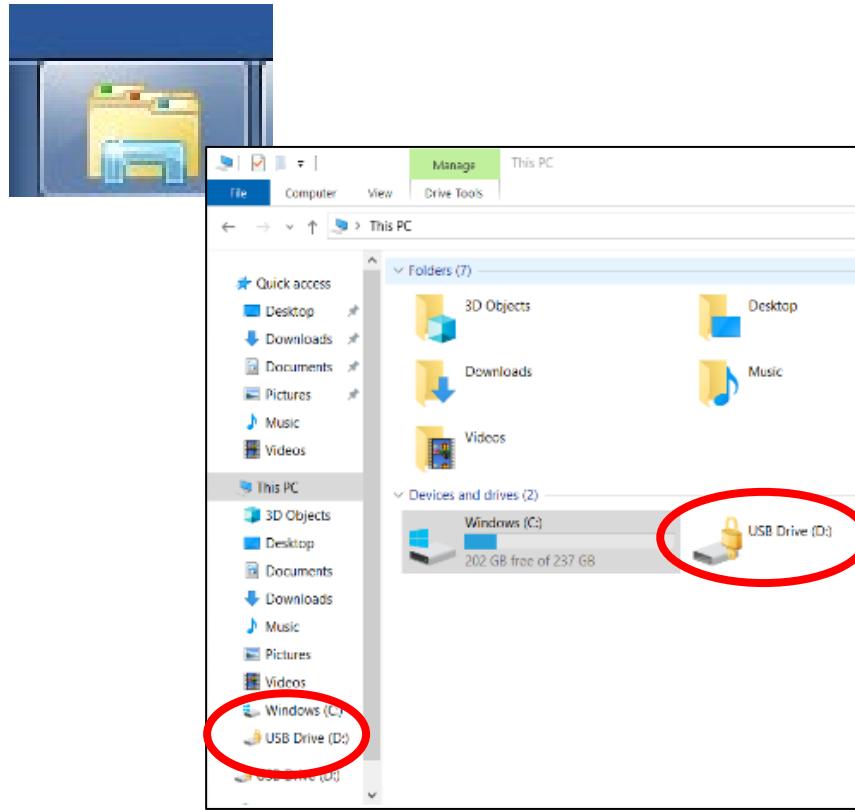
Turn on both laptops



- When your computer is completely turned on and you will see the main screen with the City Seal, plug the USB Flash Drive into the **MAIN** EPB.
  
- If the window to the right appears stating the drive is not accessible, click ok, then click on the “Unlock drive D (letter drive may vary) notification in the black box.
  
- The BitLocker password screen will appear. Type in the Password and click “Unlock.”
  
- Your password will be “Westland#” and then your precinct number. **Example: Precinct 23 = Westland#23**
  
- Click on “Unlock” and your files will open.

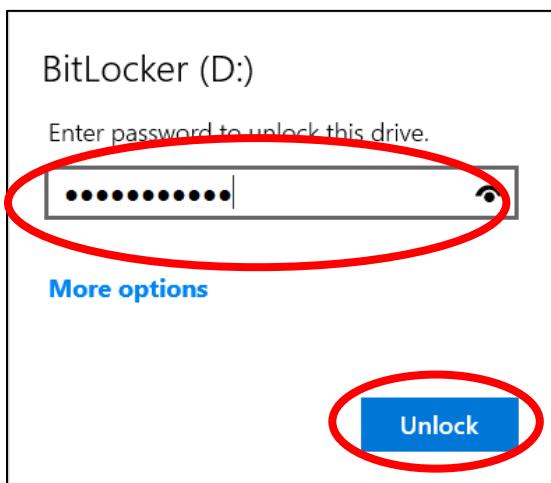


- If nothing appears automatically after inserting your USB flash drive, click on the file folder icon on your task bar.



- Double click on the USB Drive icon on the MAIN EPB (found in two places, use either one).** You will see a little padlock on it indicating that this is the secure drive you need to use on Election Day.  

- The BitLocker password screen will appear. Type in the Password and click “Unlock.”
- Your password will be “Westland#” and then your precinct number. **Example: Precinct 23 = Westland#23**
- Click on “Unlock” and your files will open.



A yellow folder will be created for each election and will be named for the election. Example: **City General**

Double click on the election-named yellow folder and then minimize the screen by clicking on the button in the top right corner.



On the main screen of both computers, double click on the QVF Electronic Poll Book icon.



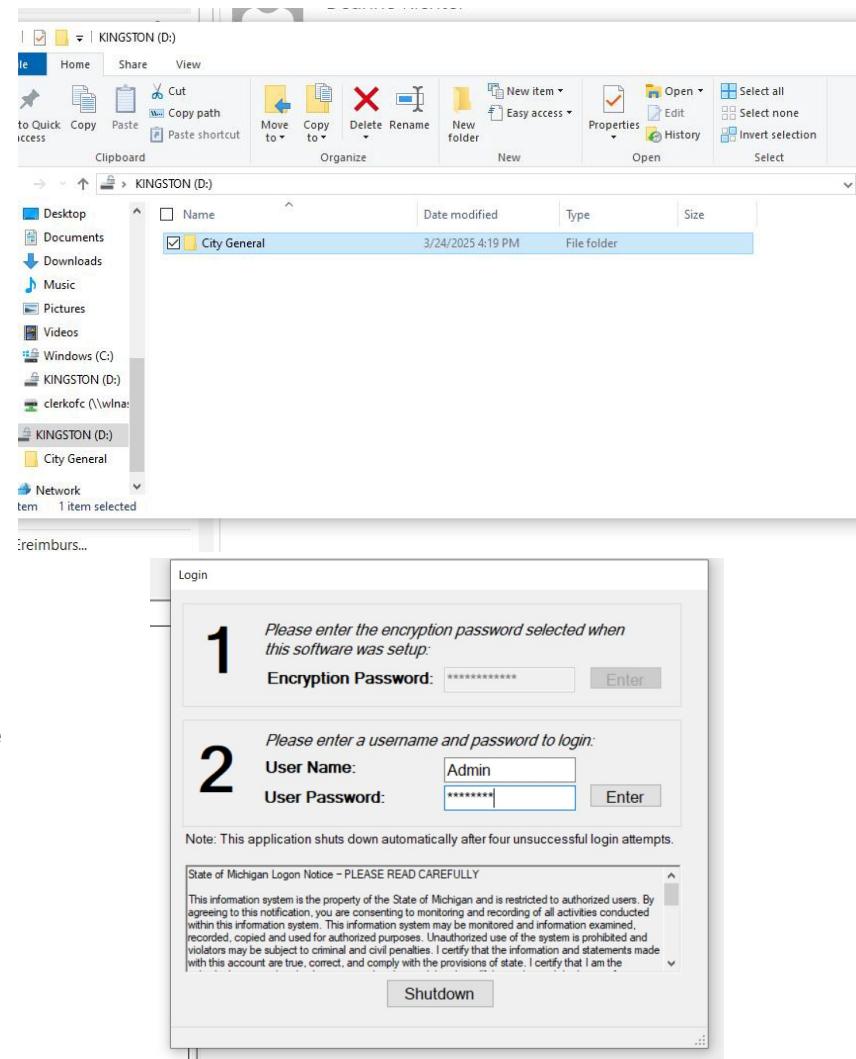
Enter the **Encryption Password** for this election. You will find the password located on your Password Cheat Sheet found in the same envelope as your Encrypted Flash Drive. Remember: All passwords are case sensitive and the same for both computers!

Enter your **User Name** and **User Password**. You can use the Password Cheat Sheet to keep track of users through the day.

Verify Election Date and Precinct number. See example below.



**IMPORTANT:** You are able to do process **ALL** voters on both, the **MAIN & SECONDARY** computers. You **MUST** back-up and save all of the end of the night files on the **MAIN** computer, which has the secure flash drive.





## You are now ready for the opening of the polls and your first voter!

- You **MUST** be ready to receive and process voters at **7:00 AM**. If you are experiencing problems with your poll book and it is 7:00 AM, start processing voters using the old system of paper books. They are located in your precinct supply case.  
\*\*\*\* Call City Hall!

*DO NOT make voters wait for 15 or 20 minutes while you try and figure it out! Most voters that Appear at 7:00 AM are going to work and are under time restraints. You will have time later in the day in most cases to work out any issues you may be having.*

- Important Note: There must be one recorded **REMARK** for the remark report to be saved at the end of the night. This would be a good time to enter an initial remark in the EPB, “**Our precinct is up and running**”.

**Immediately Notify the Clerk's Office of any problems!!**

**(734-467-3185, 734-467-3186, 734-467-3187, 734-467-3188, 734-467-3190)**

## Backing-up with Dual EPB Computers

- During the day, you will only back-up on the **MAIN EPB**, which has the secure flash drive. You **WILL NOT** back-up on the **SECONDARY EPB**.

1. Click File ①

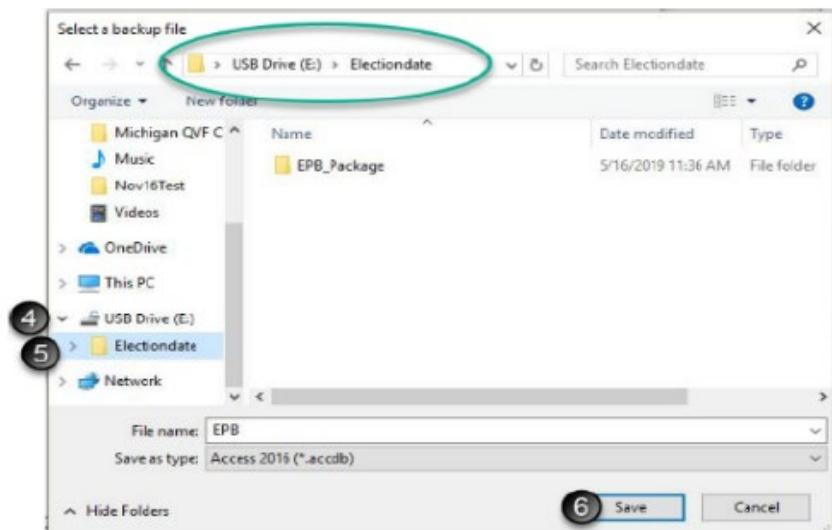
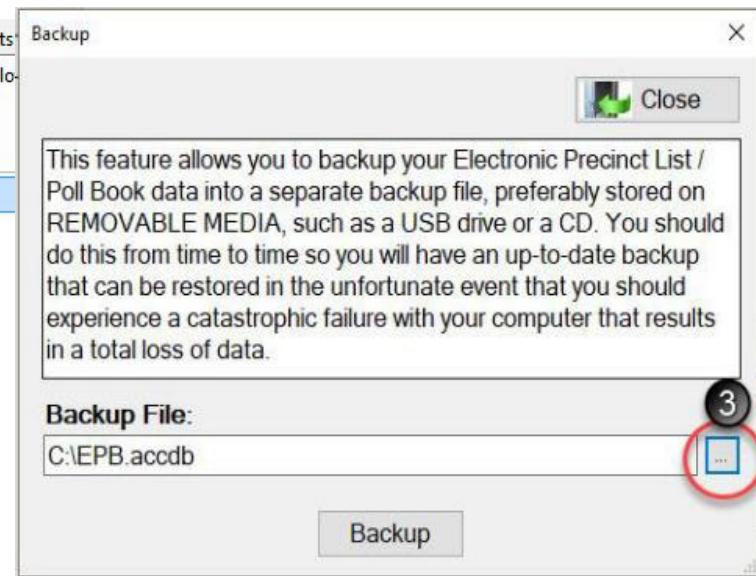
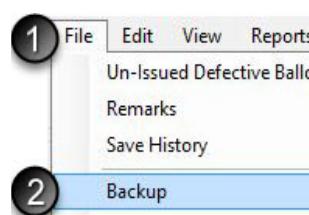
2. Click Backup ②

3. Click this button  at the end of the path field ③

4. Select USB KINGSTON Drive (Drive Letter may vary). Use the encrypted flash drive to save files throughout the day and after the polls close. Future backups should remember the drive you select in this step.

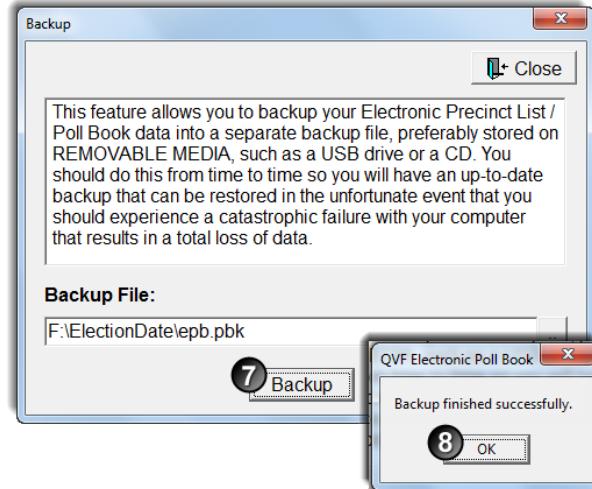
5. Select the yellow  Election Date Folder ⑤

6. Click on Save ⑥



7. Click on Backup ⑦

8. Click on OK ⑧



Approximately every half hour, the EPB software will notify the user that a backup is overdue. It is important to take a moment after processing a voter to update the backup. This will ensure the flash drive has the most recent data entered into the EPB in the event of a hardware failure.

1) Click Back-up Overdue

2) Click Backup, the drive should default to the USB drive and yellow  [Election Date] folder once the first backup has been completed.

3) Click Yes

4) Click OK



## Understand Timeout Features:

For security reasons, the EPB software will logout a user after **thirty minutes of inactivity**. This can be avoided by moving the mouse and/or clicking into the DLN/Name field if there are long periods of inactivity. If the EPB software logs out the user, simply re-enter the **User Name** and **User Password** and click Enter.



## Refreshing with Dual EPB Computers

- Processing voters with two computers, the screens may appear “out of sync”. The transactions are being recorded to the shared EPB database, even though it doesn’t display on both screens. In order for each EPB laptop to display all the transactions for both computers, the screen displays must be refreshed.
- **There are three ways to update (refresh) the EPB’s display screen to reflect the processed voters from both computers:**
  1. **Assigning a ballot number: The screen is refreshed when the election inspector clicks the OK button to assign a ballot number.**
  2. **View menu: To refresh the screen in between voters, click the View menu and click Refresh.**
  3. **F5 key: To refresh the screen in between voters, press the F5 key on the keyboard.**
- Only the EPB you are refreshing will be updated, so refresh both to have them in sync.

## Main Screen

The screenshot shows the QVF Electronic Pollbook software interface. At the top, there is a menu bar with File, Edit, View, Reports, Sys Admin, and Help. Below the menu, it says 'Election: 11/05/2024 - STATE GENERAL - SAMPLE TOWNSHIP' and 'Precinct: 00001'. The main area is titled 'Affidavits of Voter Without Photo ID: 0'. There are three main sections:

- Voter Search** (Point a): A table showing 43 matching voters. The first few entries are:

Voter Name	DOB
ANDRADE, ARTURO	06/07/1967
ARLING, MARIS	04/05/1972
ARLING-MORRISON, SIMONE	05/10/1973
ATKINSON, VICTORIA	02/25/2002
CHANDLER, FORREST EVAN	08/16/1986
DAVIS, JAMES ROBERT	03/25/1969
FLOWERS, RAMONA MARY	01/01/1980
FOLEY, LEILA S	07/14/1999
FROST, BLAIRE M	03/07/1968
GHANNAM, MASOUDA HAZAR	04/17/1953
HART, ROXY	01/01/1965
HAYDEN-LUNA, MALLORY	05/02/2001
HENTUNEN, MARKUS	02/27/1989
HOWELL-PRICE, BRIANNA	01/01/1971
ROBYN	
HOWLETT, JAMES LOGAN	10/12/1974
JACKSON, SHIRLEY	10/31/1933
JONES, HAZEL LORRAINE	04/05/1941
KAWASAKI, MUNENORI	06/03/1981
KHOURY, CHRISTOPHER	
JORDAN	09/08/1978
KNOPE, LESLIE BARBARA	01/18/1975
KOWALCZYK, BRYCE H	08/24/1986
LINDSEY, SIMON BELMONT	02/14/2006
MCINTIRE, ROSIE MARIE	11/19/1998
- Voter Details** (Point b): Shows voter information for ANDRADE, ARTURO. It includes fields for Name, DOB, Address, Precinct, Gender, Polling Location, Ballot Style, Reg.Date, and a 'Lock this voter record' button.
- List of Voters** (Point c): A table showing the list of voters, with columns for #, Assigned To, and Ballot. The total count is 0.

a

**Voter Search** - All voters in your precinct are listed under the "**This Precinct**" tab. Voters in other Westland precincts are listed under the "**Other**" tab. The "**Unlisted**" tab is used for Challenged / provisional ballots (call the Clerk's office for more information).

b

**Voter Details** - Has voter's registration information at the top. The middle screen is where ballots are assigned. The bottom of this section shows voting status in red. Verify this section before issuing a ballot.

c

**List of Voters** - The voter number , name and ballot number will appear here.

**Important Note:** If a voter does not wish to have their driver's license scanned, their name should be typed into the EPB software!

## Issuing a Ballot

1. Instruct the voter to complete an **Application to Vote**; verify that the completed application contains the following:
  - a. Voter's printed name (optional)
  - b. Voter's signature
  - c. Voter's current resident address
  - d. Voter's day and month of birth
  - e. The voter should show Photo ID, verify the photo likeness of the voter. If they do not have ID, have them sign an Affidavit stating they do not have it with them (*located in the 3 ring binder*).

**IF THEY REFUSE TO SHOW PHOTO ID THEY CANNOT VOTE!**

2. Enter the Precinct Number and Date onto the Application to vote.
3. Offer voting instructions.
4. Locate the voter's name using the **Voter Search** function. A voter search may be performed by entering a voter's name or driver's license number in the **Search** window (top left) or swiping the magnetic strip on the back of the Michigan driver's license. The voter's name must be highlighted in the **QVF Precinct List** (left side) before continuing. Complete the following:

**Note:** Be sure to clear ALL DATA out of the **Name Search** window before searching for a new voter. This is done by double clicking in the window or by using your cursor to swipe and highlight the data then "Delete".

- A yellow triangle  to the left of a voter's name indicates that a QVF code or other information regarding the voter's qualifications must be reviewed before a ballot is issued. Check the Voter Status window (*bottom middle*) for details. See pages 13 - 15 of this manual or call the Clerk's office for direction. **If the message indicates that a voter has received an Absentee Ballot from our office, you MUST CALL CITY HALL!**

5. If using the manual search for a voter's name you will have to click on the "Lock this voter record" button, if scanning skip to the next step.

### Application to Vote – Poll List

#### **Picture Identification requirement:**

All Michigan voters must show a Michigan driver's license, a Michigan personal identification card or some other acceptable form of picture identification before voting. A voter who is unable to show picture identification can vote after signing an affidavit attesting that he/she is not in possession of picture identification.

#### ELECTION INSPECTOR COMPLETES

AFFIDAVIT ON REVERSE COMPLETED

Ballot Style \_\_\_\_\_

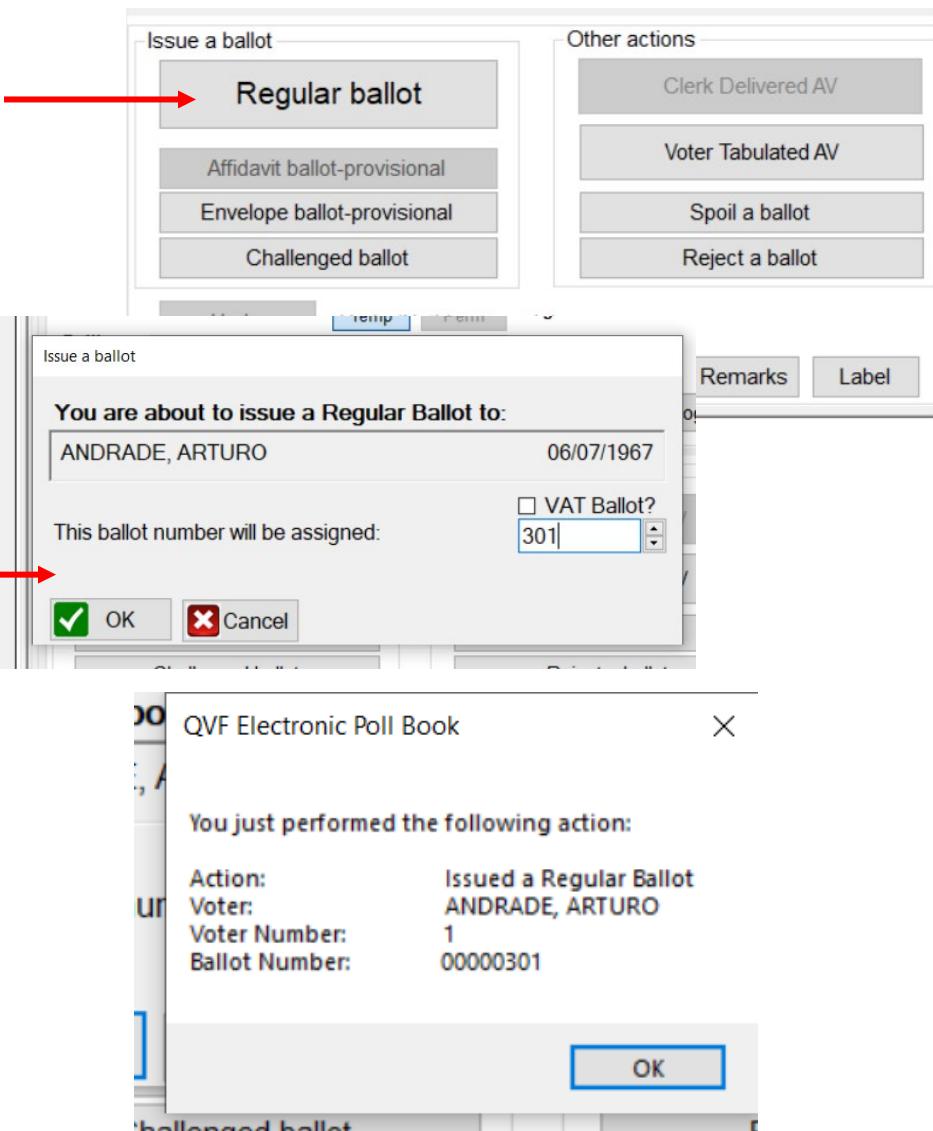
Ballot No. \_\_\_\_\_

Voter No. \_\_\_\_\_  
(POLL BOOK) \_\_\_\_\_

ELECTION INSPECTOR INITIALS ►

Date of Election _____	Ward _____	Precinct _____
PRINT NAME: _____	/	/
RESIDENCE ADDRESS: _____	DATE OF BIRTH / /	
I certify that I am a United States citizen and a registered and qualified elector in this precinct, and hereby make application to vote at this election.		
SIGN HERE  _____ SIGNATURE OF VOTER		
 _____ SIGNATURE OF VOTER		

6. Click on **Regular ballot**.
7. On the **Issue a ballot** confirmation screen (pictured below) Enter the ballot number in the box for the first voter. It will auto advance from this point on for additional voters.
8. Click **OK** – the voters name will be automatically added to the List of voters. The letters “REG” will appear to the left of the voters name in the precinct list.
  
9. You may see a pop up window confirming your action. **Whether you see a confirmation window or not, it is essential that you confirm that the ballot number you are handing the voter is the ballot number listed on this screen.**
10. Enter the Ballot No. and the Voter No. on the Application to Vote.
11. Verify that the Application to Vote has the correct Ballot No., Voter No. and Ballot Style (if applicable) and Initials the Application to Vote.
12. Place the ballot into the secrecy sleeve and paperclip or slip the Application to Vote in the pocket in the front of the secrecy sleeve.
13. Instruct the voter to an open voting booth and hand him/her the sleeve with the ballot.



The main screen will return after the ballot is assigned. There are three places that confirm that a ballot was processed as indicated by the numbers 1, 2, and 3 below.

The screenshot shows the QVF Electronic Pollbook interface. The top menu bar includes File, Edit, View, Reports, Sys Admin, and Help. The election is set to 11/05/2024 - STATE GENERAL - SAMPLE TOWNSHIP, and the precinct is 00001. The 'Affidavits of Voter Without Photo ID' counter is at 0.

**Point 1:** On the left, the 'Voter Search' panel shows a list of voters within the selected inner precinct(s). The first voter listed is ANDRADE, ARTURO, with a DOB of 06/07/1967. A red star with the number 1 is overlaid on this row.

**Point 2:** In the center, the 'Voter Details' panel displays the voter information for ANDRADE, ARTURO. It shows the name ANDRADE, ARTURO, DOB 06/07/1967, address 300 MAIN ST Sample MI 99999, gender M, and polling location Sample Township Hall 123 Main St Sample MI 99999. A red star with the number 2 is overlaid on the 'Voter Details' panel.

**Point 3:** On the right, the 'List of Voters' panel shows a table with one row for ANDRADE, ARTURO. The table includes columns for #, Assigned To, and Ballot. The row shows # 1, ANDRADE, ARTURO, and Ballot 00000301. A red star with the number 3 is overlaid on this table.

## Record a Voter Not in Possession of Photo ID

If the voter does not have photo ID they must complete an *Affidavit of Voter Not in Possession of Picture Identification* form. When a voter uses the affidavit, click the up arrow to increment the Affidavits of Voter Without Photo ID counter, or click into the box, delete the number, and type in the new total.

The screenshot shows the QVF Electronic Pollbook interface. The election is set to 11/02/2021 - NOVEMBER CONSOLIDATED - WESTLAND CITY, and the precinct is 00001. The 'Affidavits of Voter Without Photo ID' counter is at 0. A red circle highlights the counter box.



## Voters with Status Flags

A voter has a status flag if he or she has a **yellow triangle** next to his or her name. When a yellow triangle mark is found, look to the Voter Status window at the bottom of the Voter Details screen to determine the issue.

Some voters will have status flags that need to be addressed prior to issuing a ballot. Generally, something happened in the registration process that needs follow-up. For example, a signature was not obtained, the voter missed checking an answer to the citizenship question, an absentee ballot was issued, information was obtained that the voter may have moved, etc.

### Call the Clerk's Office with any questions!

(734-467-3185, 734-467-3186, 734-467-3187, 734-467-3188, 734-467-3190)

- Pay close attention to the following Status Flags regarding Absentee Ballots. (Highlighted in Yellow) You must call the Clerk's Office to confirm non-receipt of the ballot! **Do not issue until you have called the Clerk's Office!**

### Absentee Ballot sent by clerk

- This voter was sent an absentee ballot. The voter must surrender the absentee ballot or complete the *Affidavit of Lost or Destroyed Absentee Ballot after approval from the Clerk*. Place the affidavit in the City Clerk envelope. Process as a Regular ballot. If surrendering their ballot, place the AV ballot in the Absentee Ballot envelope.

If a voter wishes to tabulator their AV ballot, please see instructions on the page 17.

### Absentee Ballot sent/received by clerk

- This voter was sent an absentee ballot and returned it to the Clerk. **DO NOT** issue this voter a ballot as they have already voted.

These voters are located within selected inner precinct(s):		
	Voter Name	DOB
REG	ANDRADE, ARTURO	06/07/1967
	ARLING, MARIS	04/05/1972
	ARLING-MORRISON, SIMONE	05/10/1973
	ATKINSON, VICTORIA	02/25/2002
	CHANDLER, FORREST EVAN	08/16/1986
⚠	DAVIS, JAMES ROBERT	03/25/1969
⚠	FLOWERS, RAMONA MARY	01/01/1980
	FOLEY, LEILA S	07/14/1999
	FROST, BLAIRE M	03/07/1968
⚠	GHANNAM, MASOUDA HAZAR	04/17/1953
⚠	HART, ROXY	01/01/1965
	HAYDEN-LUNA, MALLORY	05/02/2001
	HENTUNEN, MARKUS	02/27/1989
	HOWELL-PRICE, BRIANNA ROBYN	01/01/1971
⚠	HOWLETT, JAMES LOGAN	10/12/1974
⚠	JACKSON, SHIRLEY	10/31/1933
⚠	JONES, HAZEL LORRAINE	04/05/1941
⚠	KAWASAKI, MUNENORI	06/03/1981
	KHOURY, CHRISTOPHER JORDAN	09/08/1978
⚠	KNOPE, LESLIE BARBARA	01/18/1975
⚠	KOWALCZYK, BRYCE H	08/24/1986
⚠	LINDSEY, SIMON BELMONT	02/14/2006
	MCINTIRE, ROSIE MARIE	11/19/1998

Absentee Ballot [00000025] sent by clerk--Voter must surrender ballot or submit affidavit.

VOTING STATUS: Did not vote in precinct.

Absentee Ballot [00000028] sent/received by clerk--Do not issue ballot.

VOTING STATUS: Did not vote in precinct.

## **Voter's status is Voted before election day at early voting site**

This voter voted at an early voting site before election day and MUST not be issued a ballot.

Voter voted before election day at early voting site.  
VOTING STATUS: Did not vote in precinct.

## **Voter's status is CH – Age, Citizenship or Residency**

This voter has been formally challenged and must complete the challenge process before being issued a challenged ballot. Seek assistance from the precinct chairperson to complete this process. The EPB processing is the same as a regular voter except Challenged ballot is selected in the Issue a ballot box. A CHAL will appear next to the voter's name after processed.

Voter's Status is CHALLENGED: AGE  
VOTING STATUS: Did not vote in precinct  
Voter's Status is CHALLENGED: CITIZENSHIP  
VOTING STATUS: Did not vote in precinct  
Voter's Status is CHALLENGED: RESIDENCY  
VOTING STATUS: Did not vote in precinct.

## **Must show ID before voting (Federal Requirement)**

This voter must show photo ID or a paycheck, government check, utility bill, bank statement, or a government document which lists his or her name and address (if no photo ID but provides one of the documents listed above, must sign the *Affidavit of Voter Not in Possession of Photo ID* as well) prior to being issued a ballot.

Election inspector action required: This voter must show ID to meet the Federal ID Requirement -- refer to the flipchart for further instruction if the voter does not have picture ID.  
VOTING STATUS: Did not vote in precinct.

## **Voter's Status is V: Confirm Address or Surrendered License**

This voter must verbally confirm the address listed in the EPB. If the voter does not confirm the address, the procedure for voters that have moved must be taken.

Voter's Status is TO BE VERIFIED: CONFIRMATION NOTICE  
Election inspector action required: Have the voter verify his or her address before issuing a ballot.  
Voter's Status is TO BE VERIFIED: SURRENDERED LICENSE  
Election inspector action required: Have the voter verify his or her address before issuing a ballot.  
VOTING STATUS: Did not vote in precinct.

## **Voter's Status is V: Confirm Citizenship**

This voter must complete a voter registration card and mark yes on the citizenship box. If the voter marks no, DO NOT issue a ballot.

Voter's Status is TO BE VERIFIED: CONFIRM CITIZENSHIP  
VOTING STATUS: Did not vote in precinct.

## **Voter's Status is V: Sign Registration Card**

This voter must sign a voter registration card prior to being issued a ballot.

Voter's Status is TO BE VERIFIED: SIGN REGISTRATION CARD  
VOTING STATUS: Did not vote in precinct.

## Voter Message: Challenged Ballot

When the EPB indicates in red text that an inspector action is required to record a voter's ballot as challenged, perform the actions listed on the next page.

Election Inspector Action Required - This voter's ballot must be recorded as Challenged.  
VOTING STATUS: Did not vote in precinct.

## To Issue a Challenged ballot

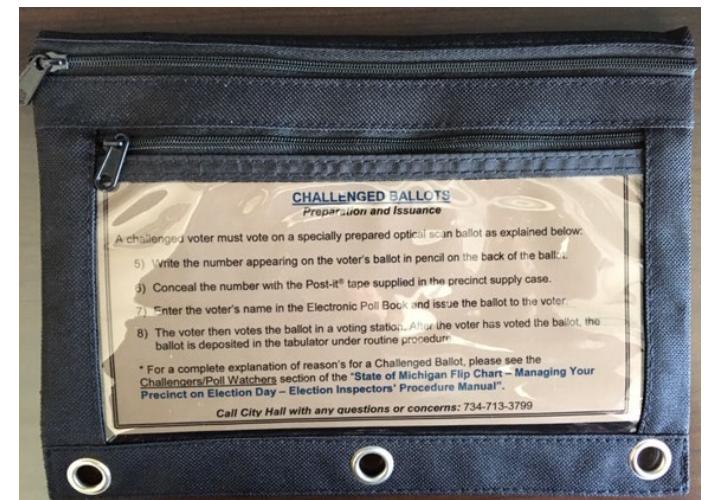
Pull the voter's record up in the EPB software, lock it in if necessary and:

1. Click Challenged ballot
2. Verify the ballot number being issued is correct or enter the ballot number and click OK.

The screenshot shows the 'Issue a ballot' screen in the EPB software. On the left, there are four buttons: 'Regular ballot', 'Affidavit ballot-provisional', 'Envelope ballot-provisional', and 'Challenged ballot' (which is highlighted with a red circle and the number 1). Below these are 'Undo' and 'Undo (Nothing to undo)' buttons. At the bottom is a button with a red X and the text 'Unlock this voter without performing any action'. On the right, under 'Other actions', are 'Record an absentee ballot', 'Spoil a ballot', and 'Reject a ballot'. A large box on the right contains voter information: 'You are about to issue a Challenged Ballot to: MCQVF, BAILEY LYNN 11/25/1961'. It also shows a 'VAT Ballot?' checkbox, a 'This ballot number will be assigned:' dropdown with '00000002', and 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red circle and the number 2.

**Important Note:** The Challenged ballot procedure for these voters is different than formal challenges. Outside of the EPB, perform the following steps when issuing the challenged ballot:

1. Use the materials provided for you in the special "Challenged Voter" pouch located in your "Provisional Ballot" envelope in the Rolling Supply Bin.
2. Write the ballot number in pencil on the upper left-hand corner of the ballot, being sure to avoid any barcodes or timing marks (NOT on the ballot stub).
3. Conceal this number with the "Post-it" tape provided for you in your pouch.
4. Use the Challenged ballot button to enter the voter's ballot number into the ePollbook. If your precinct has more than one ballot style, issue the ballot style noted on the receipt.
5. The voter will then vote the ballot and place the ballot in the tabulator as usual.



## To Tabulate an AV Ballot in the EPB

When a voter brings their AV ballot to the election day polling place and wishes to tabulate it, they will fill out an “Application to Vote”. After the voter verifies their photo ID or signs the affidavit of voter not in possession of photo ID, take the following steps in the EPB:

1. Search for the voter's last name in the search bar or scan their driver's license
2. Select “Lock Voter Record”.
3. Ask the voter to expose only the numbered stub of their AV ballot, and confirm that the number on the stub matches the number in the “Absentee Ballot sent” status flag in that voter's EPB record

**Note:** If the voter's absentee is missing a stub, the stub is detached, or the ballot number does not match, the voter must surrender the ballot and be given a new ballot by the election inspector.

4. Once the ballot number is verified, select “Voter Tabulated AV”
5. Confirm that you want to continue to issue this ballot.
6. Select “OK”
7. Verify that the voter's conversion was properly recorded by searching for the voter's name in the Voter Search on the left side of the page, and confirming that the AV-ED, shorthand for **Absent Voter on Election Day**, appears by their name.

The screenshot shows the QVF Electronic Poll Book software interface. The main window has two main panels: 'Issue a ballot' on the left and 'Other actions' on the right. In the 'Issue a ballot' panel, there are buttons for 'Regular ballot', 'Affidavit ballot-provisional', 'Envelope ballot-provisional', and 'Challenged ballot'. Below these are 'Undo' and 'Undo (Nothing to undo)' buttons. In the 'Other actions' panel, there are buttons for 'Clerk Delivered AV', 'Voter Tabulated AV' (which is highlighted with a red box), 'Spoil a ballot', and 'Reject a ballot'. At the bottom of the main window, there are buttons for 'Unlock this voter without performing any action', 'Voter Remarks', and 'Label'. A message box at the bottom left states: 'Absentee Ballot [00001004] sent by clerk--Voter must surrender ballot or submit affidavit. VOTING STATUS: Did not vote in precinct.' The 'Voter Tabulated AV' button is highlighted with a red box. A separate confirmation dialog box titled 'QVF Electronic Poll Book' is shown on the right, stating: 'You just performed the following action: Action: Recorded a Converted Absentee Ballot Voter: KNOPE, LESLIE BARBARA Voter Number: 2 Ballot Number: 00001004'. There is an 'OK' button at the bottom right of the dialog box.

### Ballot Summary

When completing the ballot summary, any AV-ED ballots will automatically populate in the second line B – “Number of AV ballots tabulated in person by voters”. It is crucial to correctly record AV-ED ballots throughout the day using the new “Voter Tabulated AV” button, otherwise the ballot will not properly be accounted for in the ballot summary.

The screenshot shows the ballot summary section. It contains two input fields. The first field is labeled 'B: Number of AV return envelopes received by board' with a value of '0'. The second field is labeled 'Number of AV ballots tabulated in person by voters' with a value of '1'.

## List of Voters

When saving the *List of Voters*, AV ballots tabulated in person by voters will be identifiable with the “Converted AV” voter remark. Note: *The EPB will automatically enter this remark after using the “Voter Tabulated AV” button.*

11/05/2024 - STATE GENERAL - SAMPLE TOWNSHIP

PRECINCT 00001

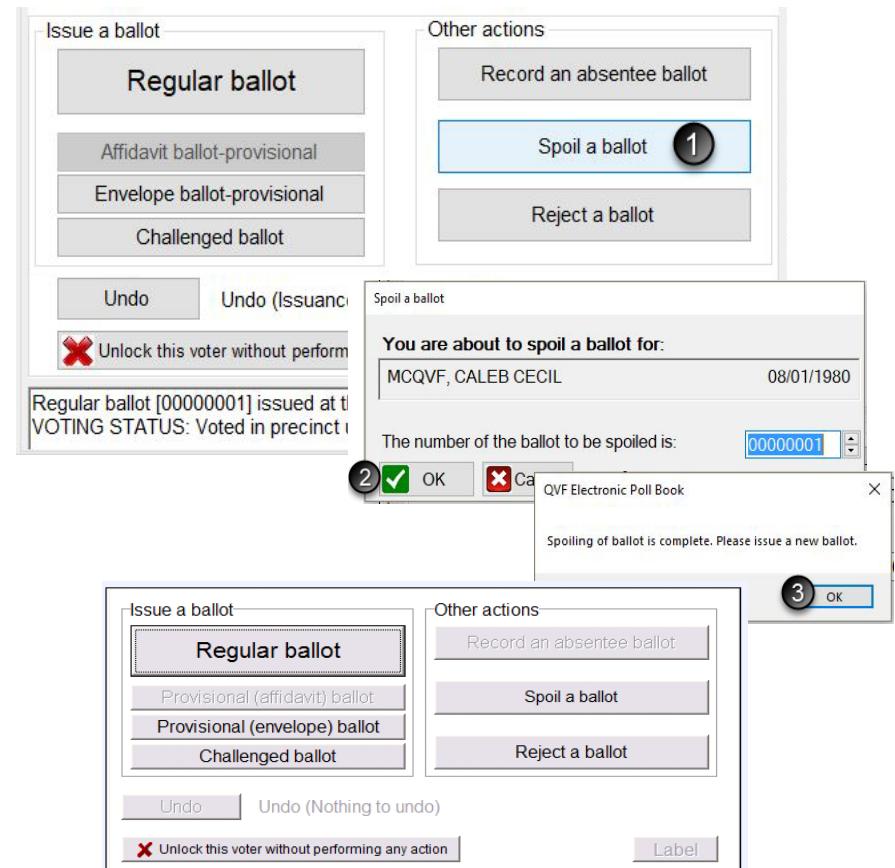
### LIST OF VOTERS

#	Voter Name	Ballots	Remarks
1	ANDRADE, ARTURO	00000301	
2	KNOPE, LESLIE BARBARA	00001004	Converted AV

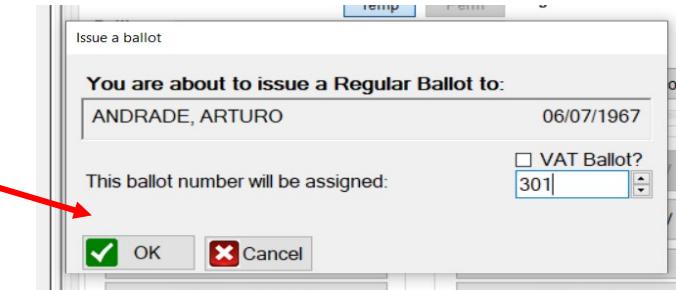
## Process a Spoiled Ballot

A voter may request a new ballot if needed and a new ballot must be issued, no matter how many times the voter requests a new one.

1. The voter should write the word “Spoiled” across the top of the voted ballot below the stub. Remove the stub (unless already removed) and ask the voter to place his/her ballot into the special envelope labeled for “**Spoiled and Defective**” ballots.
2. Update the ‘Application to Vote’ the new ballot number and record the new ballot number in the EBP software as follows:
3. Locate the voter’s name using the **Voter Search** function (top left). Highlight the voter’s name in the **Voter List** window (left).
4. **If applicable**, click on the **Lock this voter record** (middle). You cannot continue until the voter’s name is highlighted and locked.
5. Click on **Spoil a ballot** in the **Voter Action** window (middle).
6. Confirm that the ballot number is correct by comparing the one on the screen to the actual ballot you will be issuing. Click **OK**.
  - (1) Spoil a ballot
  - (2) Click **OK**, confirmation screen (middle)
  - (3) Click **OK** on the QVF Electronic Poll Book confirmation screen.
7. Assign a replacement ballot by clicking on **Lock this voter record** then **Regular ballot** in the **Voter Action** window (middle).



8. Click **OK** in the **Issue a ballot** confirmation screen to complete processing.



9. REG will appear next to the voter's name in the **QVF Precinct List** window (left) and the voter's new ballot number will appear in the **List of Voters** window (right). The new ballot number and the word "Spoiled" will also appear in the **Voter Status** window (bottom center).

10. On the voter's original **Application to Vote**, draw a line through the first ballot number and enter the **New Ballot #**.

11. Hand the corrected **Application to Vote** to the inspector assigned to **Station #3**.

12. Verify that the **new ballot** given to the voter matches the ballot number updated on the **Application to Vote**. Place the voter's new ballot inside the secrecy sleeve, paperclip the updated Application to Vote to the secrecy sleeve and hand the sleeve to the voter.

#	Assigned To	Ballot
1	Mcqvf, Thomas Stuart	00000001 00000003
2	Mcqvf, Heather Rose	00000002
3		

**Important!** Remember to visually verify that the **NEW Ballot #** recorded on the **Application to Vote**, matches the number printed on the ballot.

## Unlisted Voters With a Receipt

When a voter is not found under the “This Precinct” tab or the “Other” tab and they were registered by the local clerk’s office after the ePollbook was downloaded for the election, they must present the “Clerk’s Office Voter Registration Receipt.” The voter must be added to the EPB from the “Unlisted” tab, then a ballot can be issued per the instructions on the receipt.

### To add a voter to the list:

1. Click the “Unlisted” tab
2. Click “New”
3. Enter the voter’s information
4. Click the “Has Receipt” box to enable the option and the cursor automatically moves to the License field.
5. Scan the barcode of the Driver’s License or manually type it in to the “License” box.
6. Click “OK”

After the voter is added, a ballot number must be assigned. It is important that you read the “Clerk’s Office Voter Registration Receipt” in order to determine if you will issue a “Regular” ballot or a “Challenged” ballot.

If the receipt says that the ballot must be prepared as “Challenged”, retrieve the black “Challenged Voter” pouch and refer to the instructions on the next page.

**Important note:** Ballot numbers must be manually entered for unlisted voters and the next regular ballot issued will need to be adjusted, it will not auto advance.

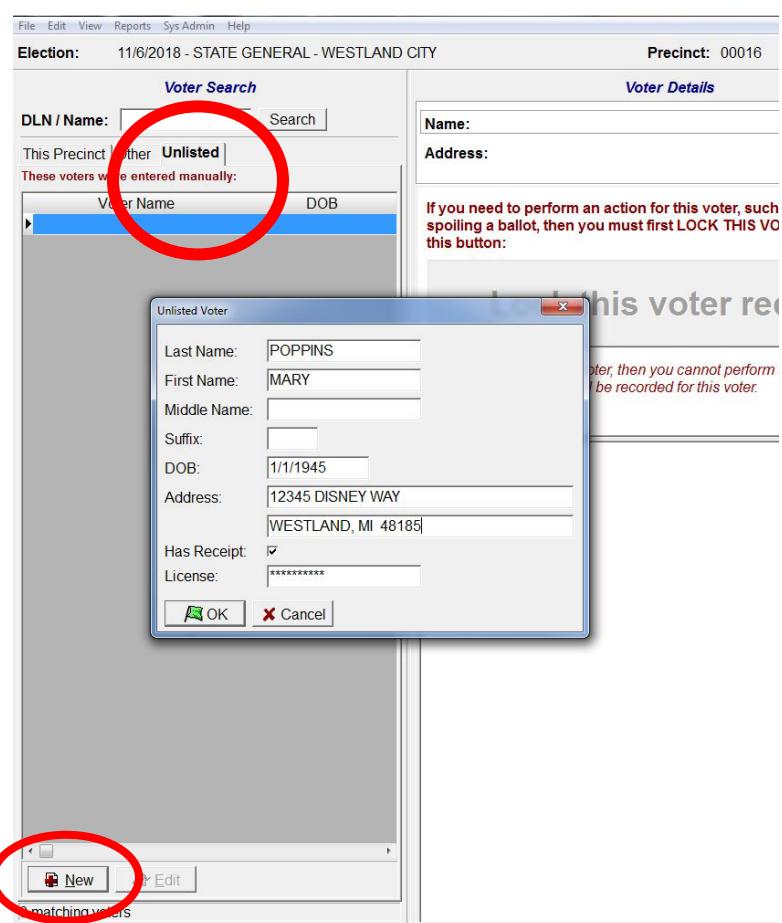
**Clerk’s Office Voter Registration Receipt**

JACQUELINE BEAUDRY - CITY CLERK  
ANN ARBOR CITY  
301 E. HURON ST.  
ANN ARBOR MI 48107-8647

Registration approved by: \_\_\_\_\_

ELECTION: 4/12/2019

The following voter was registered to vote on 4/5/2019 and should be issued a CHALLENGED ballot:



1. Pull the voter's record up in the EPB or use the voter you just entered into the "Unlisted" tab.
2. "Lock this voter record" if necessary.
3. Click "Challenged ballot"
4. Verify the ballot number being issued is correct, if not, enter the correct ballot number.
5. Click 'OK'

Issue a ballot      Other actions

Issue a ballot

You are about to issue a Challenged Ballot to:

Poppins, Mary      1/1/1945

VAT Ballot? 00000654

This ballot number will be assigned: 00000654

OK Cancel

Unlock this voter without performing any action Voter Remarks Label

QVF Electronic Pollbook

Election: 11/6/2018 - STATE GENERAL - WESTLAND CITY      Precinct: 00016

Voter Search

DLN / Name:  Search

This Precinct | Other | Unlisted | These voters were entered manually:

Voter Name	DOB
Poppins, Mary	1/1/1945

Voter Details

Name: POPPINS, MARY  
Address: 12345 DISNEY WAY WESTLAND, MI 48185

If you need to perform an action for this voter, such as issuing or spoiling a ballot, then you must first LOCK THIS VOTER by clicking this button:

**Lock this voter record**

QVF Electronic Pollbook

Election: 11/6/2018 - STATE GENERAL - WESTLAND CITY      Precinct: 00016

Voter Search

DLN / Name:  Search

This Precinct | Other | Unlisted | These voters were entered manually:

Voter Name	DOB
Poppins, Mary	1/1/1945

Voter Details

Name: POPPINS, MARY  
Address: 12345 DISNEY WAY WESTLAND, MI 48185

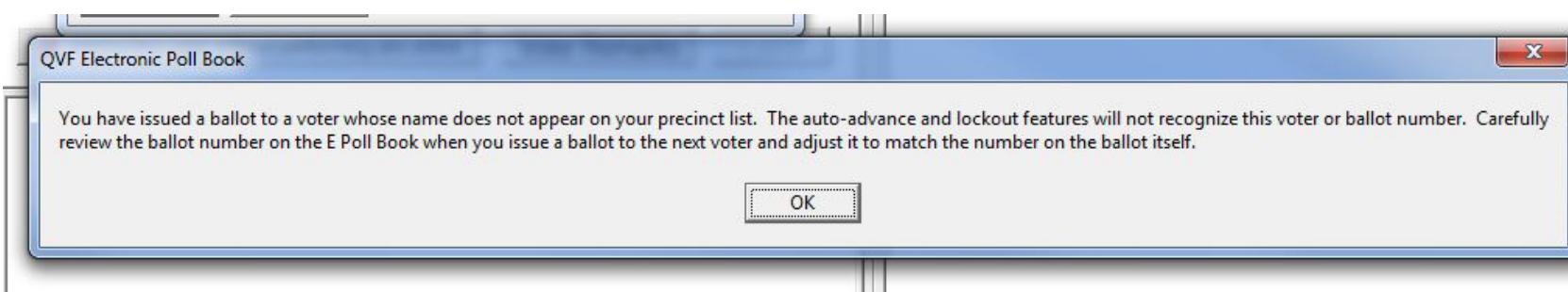
Issue a ballot      Other actions

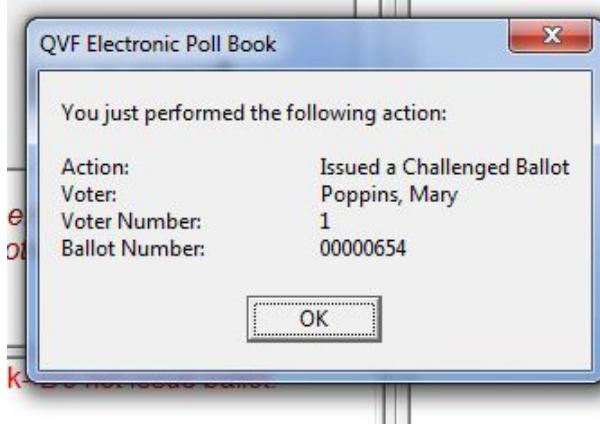
Regular ballot Record an absentee ballot  
Affidavit ballot-provisional Spoil a ballot  
Envelope ballot-provisional Reject a ballot  
Challenged ballot

Undo (Press Esc to undo)

Unlock this voter without performing any action Voter Remarks Label

If you entered the voter into the "Unlisted" tab, you will see the message pictured below. Review your ballot number. The number on the screen should be the same as the number on the ballot you are handing the voter. If it is correct, click "OK." If it is not correct, type in the correct ballot number.





This reminder may pop-up. Just be sure that the ballot you are handing the voter is the ballot that is recorded in the Electronic Poll Book.

- Please notice on the picture to the right that when you issue a Challenged Ballot, CHAL will appear next to the voter's name. This is an excellent way to check your work.
  - REG next to a voters name means you issued a "Regular" ballot.
  - CHAL next to a voters name means you issued a "Challenged" ballot.
- It is very important that you issue the correct type of ballot.
- All ballots will count!
- A Challenge would only be considered if large scale voter fraud was suspected. Assure the voter that his/her vote will be counted!

### **Important Note:**

The Challenged ballot procedure for these voters is different than a formal challenge that is brought about by a registered Challenger that may be in your precinct. You DO NOT record their names on the pages of the paper poll book.

QVF Electronic Pollbook

File Edit View Reports Sys Admin Help

Election: 11/6/2018 - STATE GENERAL - WESTLAND C

**Voter Search**

DLN / Name:  Search

This Precinct | Other **Unlisted**

These voters were entered manually:

Voter Name	DOB
CHAL Poppins, Mary	1/1/1945
REG Seeger, Robert	2/1/1955

## Provisional Ballot

**Call the Clerk's office before you proceed!** (734-467-3185, 734-467-3186, 734-467-3187, 734-467-3188, 734-467-3190)

- Provisional (envelope) Ballot or
- Provisional (affidavit) Ballot

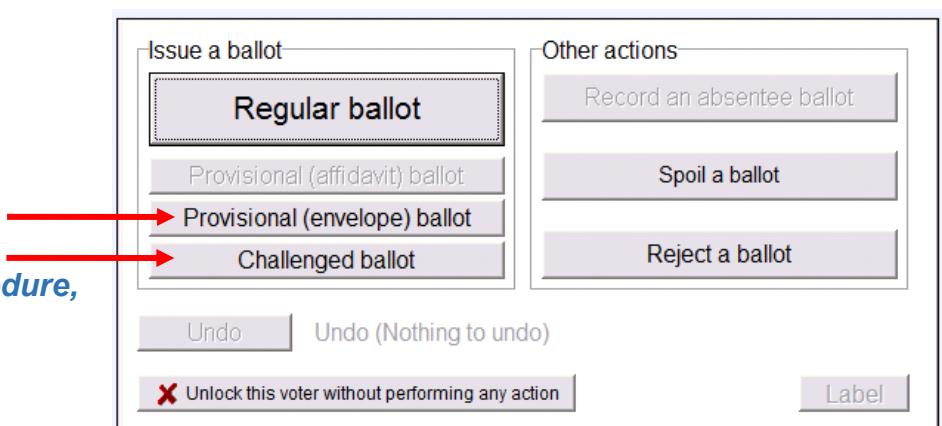
1. Does the voter have receipt issued in the last 14 days issued from the Clerk? If yes, see previous directions.
2. If the voter's name is found under the "Other" tab, direct the voter to the correct precinct.
3. If the voter has not registered or needs to show proof of residency, direct them to the Westland City Clerk's office.
4. If the voter refuses to go to the clerk's office to register, go through the Provisional Ballot process to issue a ballot. It will possibly go into an envelope and may not be tabulated.

\*\* Most voters will benefit by visiting the Westland City Clerk's office between the hours of 7:00 a.m. and 8:00 p.m. on Election Day.

You will have the voter complete the Provisional Ballot Form located in the Special Envelope in your supply bin.

To issue a **Provisional (envelope) ballot** or **Issue a Challenged ballot**, click on the corresponding button in the **Voter Action** window (middle).

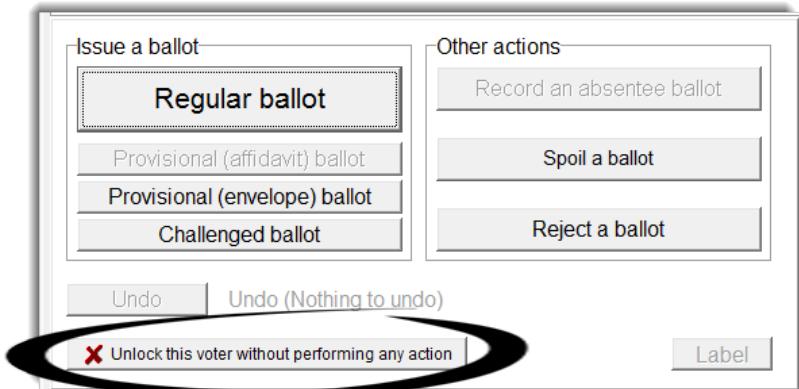
To issue a Provisional (affidavit) ballot follow the same procedure, by clicking on the corresponding button.



## Correcting Mistakes

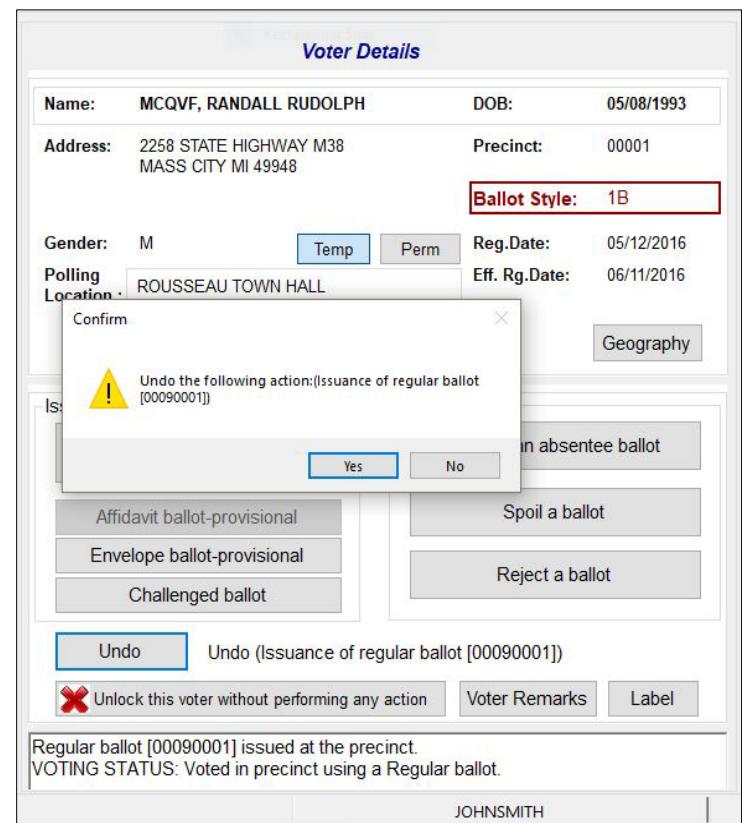
If a voter is selected in error, simply click **Unlock this voter without performing any action** to return to the main screen.

Select Undo (bottom left)



**IMPORTANT!** This will Undo the last transaction you entered. If corrections are needed involving multiple transactions, it is recommended that you contact the Clerk's office for assistance.

1. Locate the voter's name using the **Voter Search** function (top left). Highlight the voter's name in the **Voter List** window (left).
2. **If applicable**, click on the **Lock this voter record** (middle). You cannot continue until the voter's name is highlighted and locked.
3. The **Undo** button will be enabled and will display the last **Ballot #** that can be undone or reversed. Click on **Undo**.

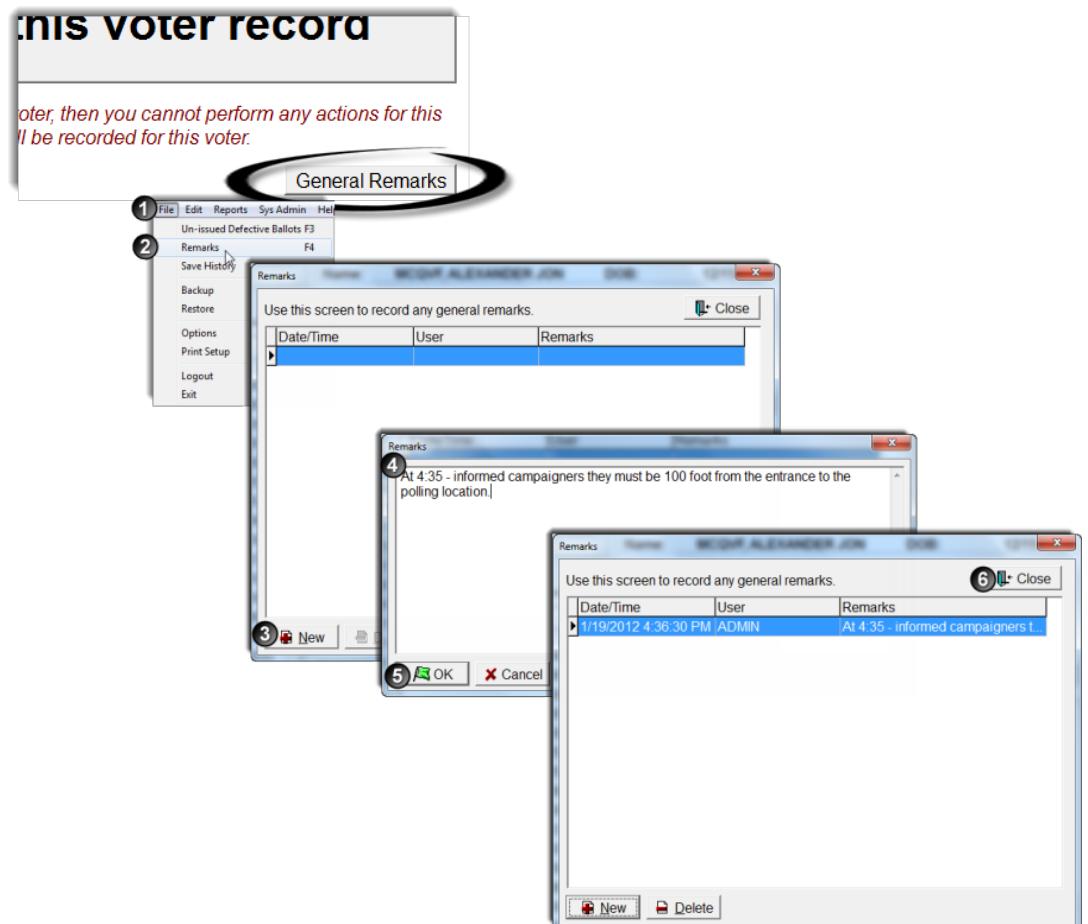


## Remarks

Any time a correction is made, a remark should be entered. In addition, remarks should be made throughout the day to document events that happened in the polling place that are significant. Providing this information aids the Clerk in understanding what took place throughout the day. There are two types of remarks, **General or Specific**, be sure to use the correct type based on the comment you need to make.

### To Enter a General Remark

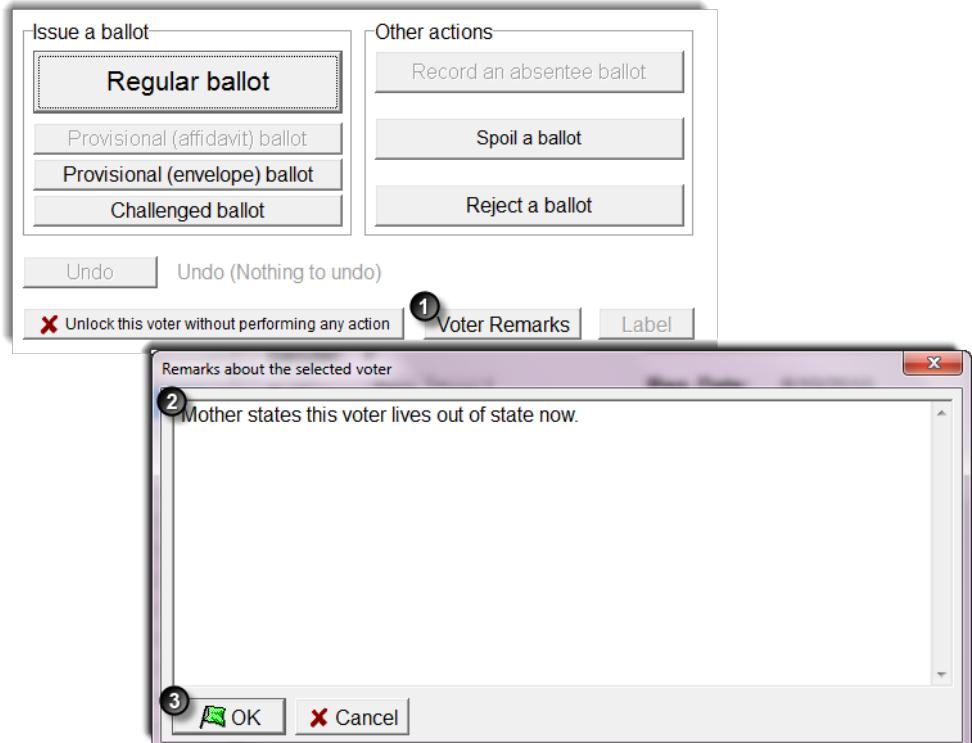
- 1) Click File (or the General Remarks button and skip to step 3)
- 2) Click Remarks
- 3) Click New
- 4) Enter Remark, the EPB automatically records the date and time of the entry, however, adding the time is recommended as the EPB is not always available for remark entry at the time the event took place.
- 5) Click OK
- 6) Click Close



## To Tie a Remark to a Specific Voter

Pull the voter's record up in the EPB software, by typing the voter's name into the DLN/Name field, entering the last name first, click Lock this Voter Record and:

- 1) Click Voter Remarks
- 2) Enter Remark, the EPB automatically records the Voter Name, Voter Number, and date and time of the entry, however, adding the time is recommended as the EPB is not always available for remark entry at the time the event took place.
- 3) Click OK



## Switching Users:

To switch users, simply use the **Logout** function by:

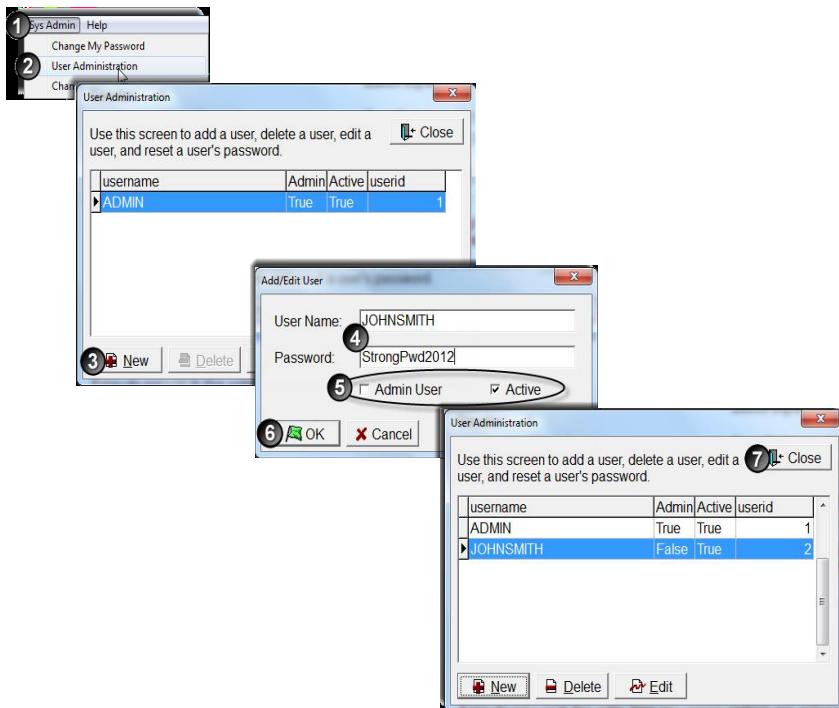
1. Click File
2. Click Logout

Then simply login with the new username and password.

The current user is listed in the lower right hand corner of the screen as illustrated below.

## User Setup:

User setup in the EPB is an important security step. Election inspectors that will use the EPB should be setup as Active users. Setting up a unique username and password for each EPB user will allow tracking of use on Election Day. Note: passwords are case sensitive.



### **To add a user:**

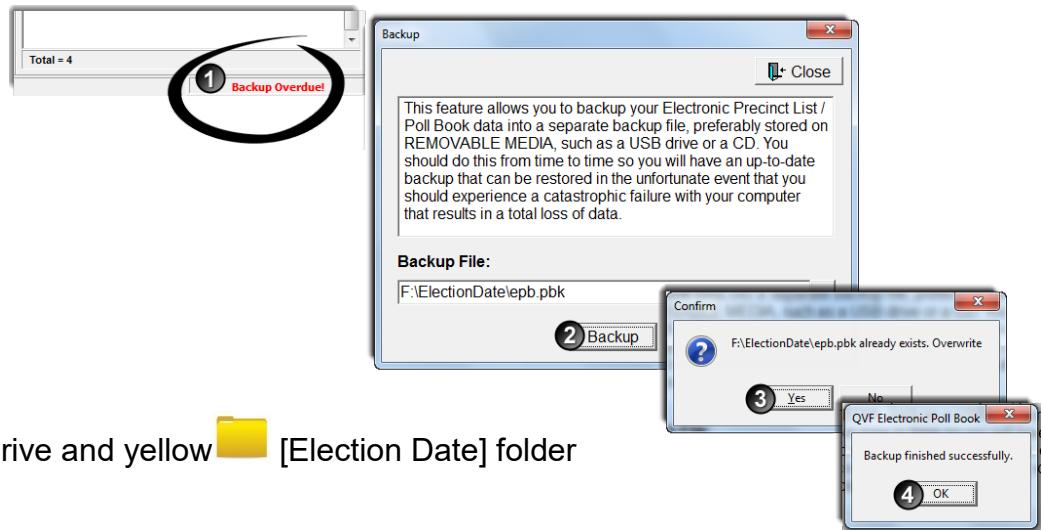
1. Click Sys Admin
2. Click User Administration
3. Click New
4. Enter a User Name (must be at least 5 characters long and cannot contain any spaces – no longer has to be all caps) and a strong password.
5. Select user type
6. Click OK, Repeat Steps 3-6 until all users are setup
7. Click Close

## Backing up throughout the day and Final Backup:

Approximately every half hour, the EPB software will notify the user that a backup is overdue. It is important to take a moment after processing a voter to update the backup. This will ensure the flash drive has the most recent data entered into the EPB in the event of a hardware failure.

### To Backup:

- 1) Click Backup Overdue
- 2) Click Backup – the drive should default to the USB drive and yellow  [Election Date] folder once the first backup has been completed.
- 3) Click Yes
- 4) Click OK

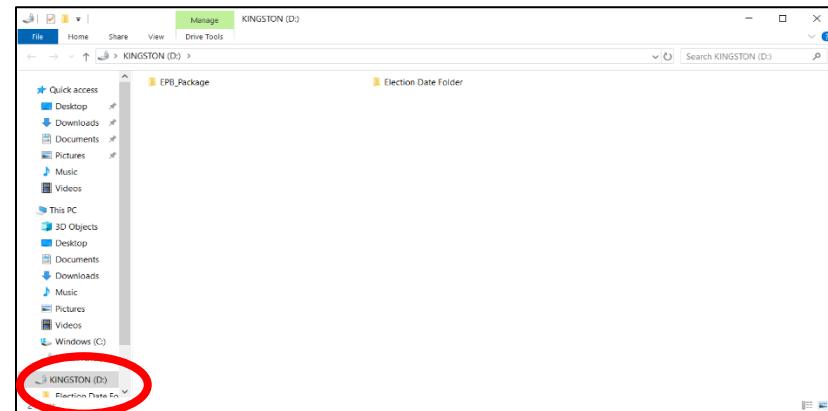
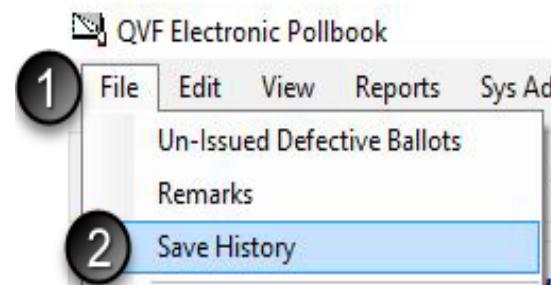


**Final Backup:** At the end of the night, after all voters have been processed do a final backup. This should be done after the close of polls (8pm). Follow the same procedure that you have been doing all day.

## SAVE HISTORY

A final **Save History** must be performed immediately following the close of the polls (8pm) and the completion of the **Ballot Summary**. It is important that all voter history be saved to the same flash drive used to store the EPB data.

- 1) Click on **File** and then **Save History**.
- 2) Save the file to the **USB Flash Drive**. On the left hand side, click on "Computer" then click on **the USB Flash Drive**, finally click on the yellow [Election Date] folder and click the **Save** button. (The default name is: **epb\_history**.)



- ➄ The following **three** reports are saved during closing:

## BALLOT SUMMARY ~ (REPORT #1)

- Click on Reports (top left of your screen)
- Click on Ballot Summary.

### Number Ballots Delivered to Precinct:

- Clerk's Office has filled in the ballot numbers. This would be the total sequence of all the ballots that was delivered to you.
- Number of AV return envelope – Always "0".

Number of AV ballots tabulated in person (will automatically populate if AV ballots were tabulated properly)

- Total – Add A + B (will automatically populate)

### Number of Ballots at Close of Polls:

- Enter the number of ballots tabulated on the Tabulator.
- The number of AV Ballot envelopes delivered – will always be "0".
- Number of ballots reissued to voters who spoiled/defective ballot (will automatically populate)
- Number of ballots rejected (will automatically populate)
- Number of ballots used by election inspectors for ballot duplications.
- Number of Provisional envelope ballots issued.

**BALLOT SUMMARY REPORT**

**NUMBER OF BALLOTS DELIVERED TO PRECINCT:**

A: Number of unvoted ballots delivered to precinct:

Style	Starting No.	Ending No.	Count
3867	00000901	00001300	400

Total =  400

B: Number of AV return envelopes received by board

Number of AV ballots tabulated in person by voters

C: Total

**NUMBER OF BALLOTS AT CLOSE OF POLLS:**

D: Number of ballots tabulated (Enter Tabulator Public Counter reading)

7

**NUMBER OF BALLOTS AT CLOSE OF POLLS:**

D: Number of ballots tabulated (Enter Tabulator Public Counter reading)

7

E: Number of AV ballot envelopes delivered to precinct which did not contain a ballot or were not processed for any reason

0

F: Number of ballots reissued to voters who spoiled their ballot at the polling place (spoiled or defective ballots)

0

G: Number of ballots rejected

0

H: Number of ballots used by election inspectors for ballot duplication

0

I: Number of provisional envelope ballots issued

0

J: Number of UNUSED BALLOTS:

Style	Starting No.	Ending No.	Count
	00000904	00001100	197
	00001104	00001300	197
►	I		

Total =  394

K: Total of Lines D, E, F, G, H, I and J

401

L: Difference

0

**Difference must be zero**

J. Number of **UNUSED BALLOTS**. You will have two rows of ballots. Look at your unused ballots.

1<sup>st</sup> row - Start No. – Enter **Main** EPB's next ballot to be issued and hit the tab key.

Ending No. – Enter **Main** EPB's last number of ballot sequence for **Main** EPB. Hit the tab key.

2<sup>nd</sup> row - Start No. – Enter **Secondary** EPB's enter next ballot to be issued and hit the tab key.

Ending No. - Enter **Secondary** EPB's last number of ballot sequence for **Secondary** EPB. Hit the tab key.

**Hit the tab key to calculate the totals count**

K. Total of lines D, E, F, G, H, I, and J.

**L. Difference *MUST* be “0”.** If not, go back to items D-J and confirm everything is entered correctly.

Click Preview.

The **Ballot Summary** report will pop-up after clicking **Preview**.

Be sure to review the summary to ensure all information was entered correctly and that the summary balances and **L. Difference: = 0**.

11/2/2010 - STATE GENERAL - BATH TOWNSHIP  
PRECINCT 00001

**BALLOT SUMMARY**

**WE CERTIFY THE FOLLOWING:**

**NUMBER OF BALLOTS DELIVERED TO PRECINCT:**

A. Number of official ballots delivered to precinct:
Ballot Style Starting No. Ending No. Count
[None] 00000001 00000100 100
100

**B. Number of absent voter return envelopes received by board:** 1

**C. Total of lines A and B (Must match Line K below):** 101

**NUMBER OF BALLOTS AT CLOSE OF POLLS:**

D. Number of ballots tabulated:
E. Number of AV ballot envelopes delivered to precinct which did not ballot or were not processed for any reason:
F. Number of ballots refused to voters who spoiled their ballot at the place (spoiled or defective ballot):
G. Number of ballots rejected:
H. Number of ballots used by election inspectors for ballot duplication:
I. Number of PROVISIONAL “envelope” ballots issued:
J. Number of UNUSED BALLOTS (excess ballots):
Ballot Style Starting No. Ending No. Count
[None] 00000009 00000100 92
92

**K. Total of Lines D, E, F, G, H, I, and J (Must match Line C above):** 101

**L. Difference:** 0

**Difference must be zero**

Kingston (D):

EPB\_Package

Election Date Folder

Quick access

Desktop

Downloads

Documents

Pictures

Music

Videos

This PC

3D Objects

Desktop

Documents

Downloads

Music

Videos

Windows (C)

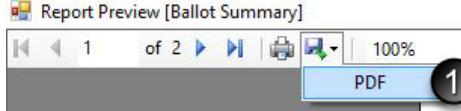
KINGSTON (D)

Election Date F

2 items

**To Save the Ballot Summary:**

1. Click the disk icon and then PDF



2. Double click the



yellow [Election Date] folder on the USB flash drive to open.

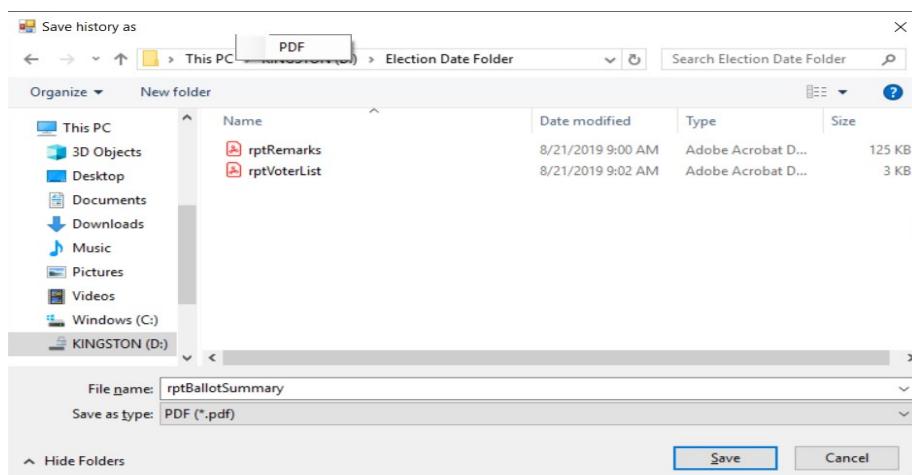
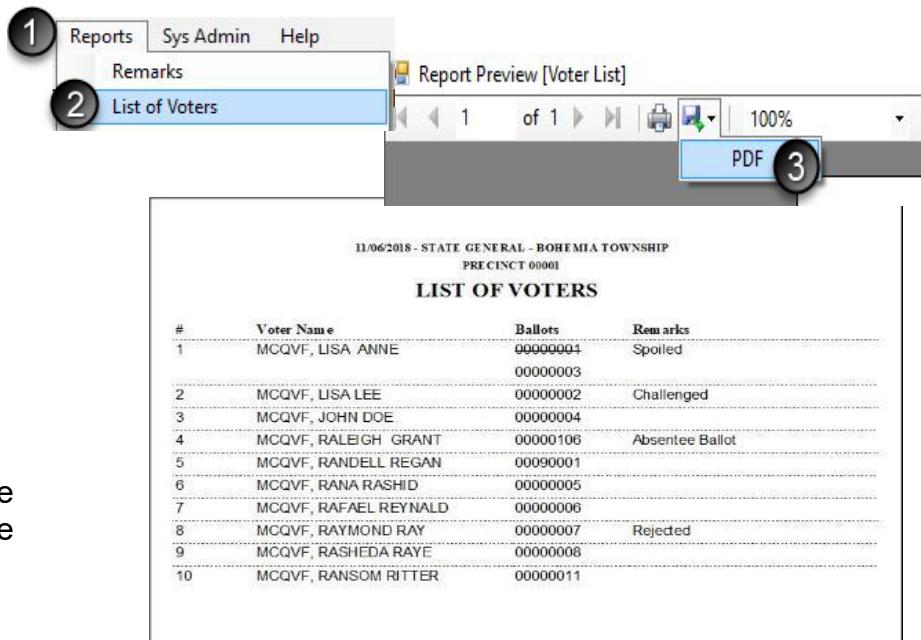
3. Click Save

4. Close the Ballot Summary screen.

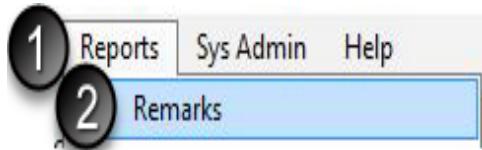
## LIST OF VOTERS ~ (REPORT #2)

To save the List of Voters:

1. Click Reports
2. Click List of Voters
3. Click the disk icon and PDF.
4. The yellow  [Election Date] folder should automatically pop up. Always check to make sure you are saving to the USB drive and the correct folder before clicking Save.
5. Close the List of Voters screen.

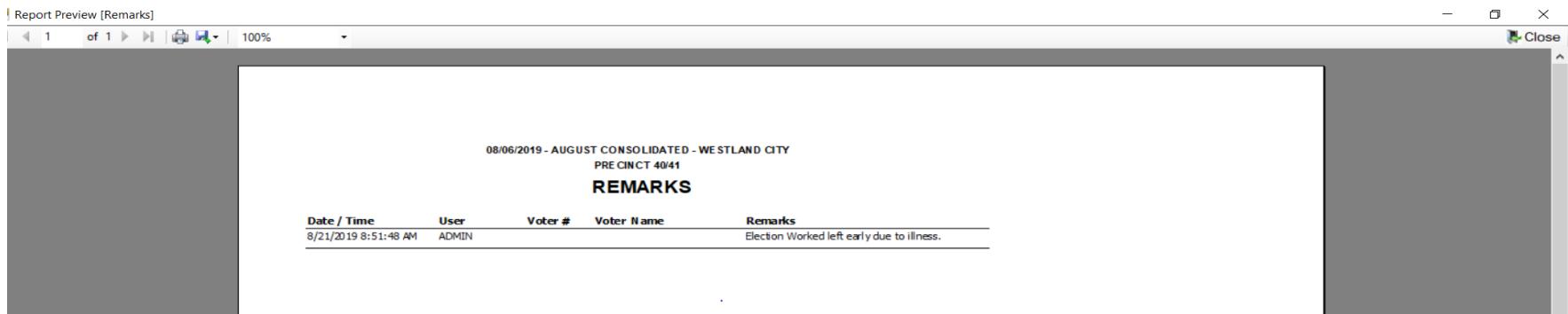


## REMARKS ~ (REPORT #3)



To save the Remarks report:

1. Click Reports
2. Click Remarks
3. Click the disk icon and PDF.
4. The  yellow [Election Date] folder should automatically pop up. Always check to be sure you are saving to the USB drive and the correct folder before clicking Save
5. Close the Remarks screen.



**Trouble shooting:** The Remark Report **WILL NOT** save if there are **NO** remarks. There must be one recorded **Remark** for the report to save.

## Final Closing Check

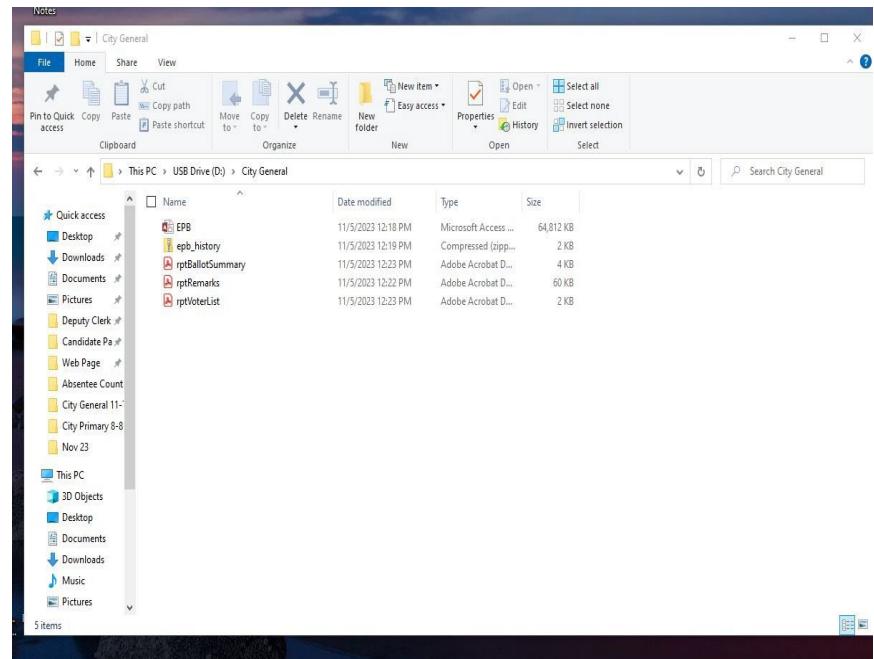
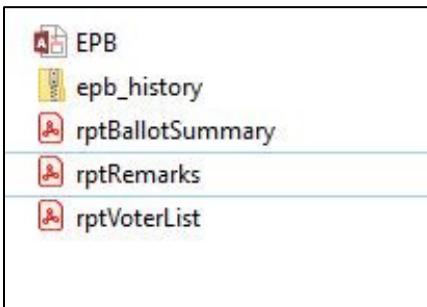
Verifying all files have been saved on the encrypted flash drive is an important last step.



**To verify files have been saved on the encrypted flash drive and in the Privacy Zone:**

1. Click on the file folder icon on your task bar.
2. Click Computer (if necessary)
3. Click the USB Drive icon (has a little padlock on it)
4. Double Click the yellow [Election Date] folder 

You must have the following files saved to the USB drive:



## **CHECK LIST**

Did you **complete a final back up** and **save** it to the **external USB flash drive**?

Did you do a **Final Save History (epb\_history)** to the **external USB flash drive**?

Did you **save** the **Ballot Summary Report** (Ballot Summary.pdf) in **PDF format** to the **external USB flash drive**?

Did you **save** the **Remarks Report (Remarks.pdf)** in **PDF format** to the **external USB flash drive**?

Did you **save** the **List of Voters Report** (List of Voters.pdf) in **PDF format** to the **external USB flash drive**?

- ✓ Once all of the required reports are saved to the flash drive, exit the program by clicking the **X** in the upper right hand corner of the screen.
- ✓ Shut down the computer. Remove the flash drive and seal it inside an envelope sealed with an official Red Paper seal. (**Be sure to wait until the computer shuts down before you remove the flash drive, the drive could be damaged if you don't**) The seal must be signed and dated to two election inspectors representing different political parties.
- ✓ Remove the red cross-over cable carefully! Take the time to depress the clip on the cable before removing to prevent breaking it.
- ✓ Deliver the sealed envelope with the flash drive to the City Clerk's office by putting the sealed envelope into the outside pocket of the Computer Case, the same way it was delivered to you.

## Instructions for maintaining a smooth running precinct on Election Day:

- ❖ While saving the back-up to the correct folder on your flash drive is important, it is NOT more important than processing voters. Voters must not be made to wait while you try and figure out where to save things. Do this at a quiet time when you can call for assistance.
- ❖ **Voting starts at 7:00 AM.** This is very important. If you are having problems setting up, call immediately. Don't wait until 6:45 AM or later.
- ❖ Today's voters are very protective of the safety of their identity. If they have issues with you scanning their Driver's License, please do a manual search by typing in their name. You can assure them that we do not retain any of the information they have on their licenses, the City of Westland has 61,000+ voters and it is only a search tool, but we respect the voter's concerns.
- ❖ DO NOT hold up the line by scanning Driver's License's multiple times. We are finding that the scanners are possibly not "top of the line" and we have had some issues with them. If it doesn't work, just do a manual search for the voter.
- ❖ Training new people on the computer is acceptable and encouraged. However, do not do this at the expense of the voter. Make sure the voters are being processed in a timely manner.
- ❖ Watch the flow of your precinct. If you find that voters are being held up at any area, make the necessary adjustments as needed. Keep an eye on things.
- ❖ Check the number of your next ballot, the number on the tabulator, and the number of ballots issued on your computer periodically. This will ensure your closing paperwork is correct.

***Always remember, as an election inspector or chairperson you have a very important job and that is to protect the integrity of the election process.***