Troubleshooting Guide for E-Poll Book

CHANGING USERS ON THE E-POLL BOOK

Changing Users on the E-poll Book

1. Tap **Return to Main** button on the voter search screen.

2. Tap on the **Manage Polls** tab in the top left corner.

3. Tap the **Log Off** button.

4. When the screen appears asking if you are sure, tap **yes**.

5. When the screen appears asking if you want to shutdown, tap No.

6. The next user can then enter their initials and the password.

CARD ACTIVATOR

If you are attempting to activate a voter card but get a message that says "Smart Card Reader not detected." complete the following:

1. Verify that the micro USB cord on the bottom left side of the e-poll book stand is plugged into the bottom left side of the e-poll book.

2. Open the e-poll book stand and verify that all cords are connected.

If you are still unable to resolve the problem, call Election Central at 312-269-7870. Activate the touchscreen manually, refer to page 101.

SCREEN IS FROZEN

If you are in the middle of the update when this happens, it means the machine is still updating. Do not turn off the unit – you must wait for the update to finish. If the screen freezes when you are checking in voters, turn off the unit and turn back on.

WRONG PRECINCT/WARD

You must call Election Central.

WHERE IS THE PASSWORD?

The password will be printed on a bright pink card and can be found inside the e-poll book case. If you cannot find the password, call Election Central at 312-269-7870.

CHECKING NETWORK CONNECTION

Tap on the **Status** tab at the top right of the screen. Look at the bottom of the screen. If you see the word "Connected," "Idle" or "Synchronizing", this means the poll book is connected. If you see the word "Connecting" or "Error", the poll book is not connected.

1. Check to ensure the Verizon Jetpack is on. It is on when the blue light near the screen is lit (the screen may be black). If the battery is low, plug into the nearest outlet.

2. Check the number of bars on the Jetpack screen – 4G with three or more bars is ideal. You may move the Jetpack to other parts of the room where connectivity is best. This may be close to a window.

3. Remember that you should power on the Jetpack before either of the e-poll books is turned on.

4. If you are still unable to connect, please call Election Central at 312-269-7870.

Troubleshooting Guide For Ballot Scanner

POWER

Scenario: The ballot scanner does not power on.
Action: Verify the power connections.
- Power cable is connected to a live outlet.
- Power cable is firmly connected to the power adapter.
- Power adapter is connected to the scanner.
- Check that the fuse on the right side of the rear of the scanner is screwed in clockwise until it is secure.
- If the power cable is connected to a power strip/surge protector, verify that the power strip/surge protector is on.
- Hold the power button down for 2 seconds using a plastic pointer.

When plugged in there should be a green light in the front of the ballot scanner.

Refer the problem to the Election Coordinator OR call EQUIPMENT/SUPPLIES at 773-247-4065.

Scenario: Power failure/outage at the polling place.
Action: The ballot scanner has a battery that will last for approximately two hours. If the battery runs out, proceed with the election, process ballots using the ballot box portion of the ESC until power is restored. (Refer to pages 102-103 for instructions.) **Immediately call ELECTION CENTRAL at 312-269-7870.**

SECURITY KEY

Scenario: Cannot locate security key.
Action: Immediately call Election Central at 312-269-7870. If your polling place has more than one precinct, borrow a security key from another precinct until you receive a replacement. Proceed with the election, process ballots using the ballot box portion of the ESC until you receive a replacement security key. (Refer to pages 102-103 for instructions.)

Scenario: Problem reading the security key. When applying the security key, the password screen does not come up.
Action: Complete the following.
- Place and hold the security key in the security key port for at least two seconds. Do not place and remove it quickly. Ensure that the outer edge of the security key makes contact with the inner edge of the security key port.
- Try rotating the security key slightly, while holding it in the correct position.

PASSWORD

Scenario: When entering the password, the message, "Password incorrect! Please try again" is displayed.
Action: Ensure that you are using the password from the red ballot scanner box. Try entering the password again, slowly using the plastic pointer.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

PUBLIC COUNTER

Scenario: When opening the polls on election morning, the public counter shows a number instead of 0000.
Action: The ballot scanner may not have been initialized. Proceed with the election using the ballot box portion of the ESC. (Refer to pages 102-103 for instructions.)

Refer the problem to the Election Coordinator OR call EQUIPMENT/SUPPLIES at 773-247-4065.

THE BALLOT SCANNER DOES NOT ACCEPT BALLOTS

Scenario: Ballot scanner will not read first ballot.
Action: You must open polls on the ballot scanner, refer to pages 33-34 for instructions. Verify that the display screen reads "Please insert ballot."

Refer the problem to the Election Coordinator OR call EQUIPMENT/SUPPLIES at 773-247-4065.

Scenario: When powering on, the display screen reads: **"Verification failed – Results on SD1 and SD2 are not equal. Please check election cards."** or **"Startup Error – When the error is resolved please restart the machine."**
Action: Immediately call Election Central at 312-269-7870. Proceed with the election, process ballots using the ballot box portion of the ESC until a technican arrives. (Refer to pages 102-103 for instructions.)

Scenario: When powering on, the display screen reads: **"Audit log file error – Audit log file mismatch is detected. Mismatched file has been renamed and replaced. Press OK to proceed."**
Action: The message is informational, and no action needs to be taken. Press "Accept."

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

BALLOT ERRORS:

Scenario: Ballot marked incorrectly by the voter and the screen indicates that the voter "Overvoted" or inserted a "Blank" ballot.
Action: Voter has the choice of correcting their ballot by pressing return or casting it as is by pressing cast.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: No initials, ballot is automatically rejected by the scanner.
Action: Voter must place their ballot back inside the privacy sleeve and the Judge at Station #3 must initial the ballot. Ballots without a Judge's initials will not be accepted by the ballot scanner.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: Ballot misread.
Action: Ballot was inserted incorrectly or has a physical error such as a tear or wrinkle. Instruct the voter to reinsert the ballot in a different orientation. If the ballot does not scan, the voter must spoil their ballot and receive a new ballot at Station #2 or a voter card at Station #1/Registration Table. If this happens for several ballots, the scanner may be dirty or damaged. **Immediately call Election Central at 312-269-7870.**

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: Invalid ballot.
Action: The voter inserted a ballot that is from a different precinct. If you are in a combination polling place, instruct the voter to remove their ballot and take it to the ballot scanner for the correct precinct.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: Ambiguous mark.
Action: A mark was detected that was not clear enough to show the voter's intent. The voter must spoil their ballot and receive a new ballot at Station #2. If the voter is voting a paper ballot, the Judge at Station #2 should provide a demonstration on how to properly mark a ballot.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

BALLOT JAM

Scenario: Front slot paper jam. Display screen reads "Clear Paper Jam."
Action: The ballot was partially inserted but not drawn into the scanner or the ballot is partially drawn into the scanner but is unable to move freely. A Judge or Election Coordinator should gently remove the ballot and wait for the message to clear. Once the "Please insert ballot" screen returns, instruct the voter to reinsert the ballot. Voters should be instructed to lightly hold the bottom of the privacy sleeve as they insert their ballot to avoid this type of jam.

Refer the problem to the Election Coordinator OR call EQUIPMENT/SUPPLIES at 773-247-4065.

Scenario: Display screen reads "Assistance Required."
Action: The ballot is jammed inside the scanner, usually in the rear slot. The ballot may or may not be cast. Locate the security key, place it on the security key port and enter password. **STOP!!! READ THE MESSAGE ON THE SCREEN** to determine what action to take next.

- If the screen says **"IMPORTANT: RESULTS HAVE BEEN SAVED. Try to manually remove the ballot from the MAIN EXIT slot. Once the ballot has been removed, place it in the MAIN ballot box."**

Break the seal on the latch and pull the scanner forward. Gently pull the ballot out of the rollers and drop it in the main compartment of the ballot box. Once the jam has been cleared press Cleared on the display screen. From the main menu screen, press Standard Voting then press Confirm. Close

the latch on top of the ballot box to securely lock the ballot scanner into place. Secure the latch with a red tie seal. Record the new seal number on the Seal Accountability Form (Form 3).

- If the screen says **"IMPORTANT: RESULTS HAVE BEEN SAVED. Try to manually remove the ballot from the DIVERTER EXIT slot. Once the ballot has been removed, place it in the DIVERTER ballot box."**

Break the seal on the latch and pull the scanner forward. Gently pull the ballot out of the rollers and drop it in the write-in compartment of the ballot box. Once the jam has been cleared press Cleared on the display screen. From the main menu screen, press Standard Voting then press Confirm. Close the latch on top of the ballot box to securely lock the ballot scanner into place. Secure the latch with a red tie seal. Record the new seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

- If the display screen says **"IMPORTANT: RESULTS HAVE NOT BEEN SAVED. Try to manually remove the ballot from the device. Once the ballot has been removed, DO NOT place it in the ballot box."**

The ballot jammed while attempting to reverse and HAS NOT BEEN CAST.

If the ballot is accessible from the front of the scanner, gently pull the ballot from the front slot. Once the jam has been removed, press Cleared on the display screen. From the main menu screen, press Standard Voting then press Confirm. If the ballot is not damaged, instruct the voter to reinsert it into the scanner. If the ballot is damaged, the voter must spoil their ballot and receive a new ballot at Station #2 or a voter card at Station #1/Registration Table.

If the ballot is not accessible from the front of the scanner, break the seal on the latch and pull the scanner forward. Gently pull the ballot from the rollers. If the ballot is not damaged, the voter will reinsert their ballot into the scanner. If the ballot is damaged, the voter must spoil their ballot and receive a new ballot at Station #2 or a voter card at Station #1/Registration Table. Once the jam has been cleared press Cleared on the display screen. From the main menu screen, press Standard Voting then press Confirm. Close the latch on top of the ballot box to securely lock the ballot scanner into place. Secure the latch with a red tie seal. Record the new seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL 312-269-7870.

Scenario: The ballot is jammed and cannot be removed or is torn inside the ballot scanner. **Action: Immediately call Election Central at 312-269-7870.** Proceed with the election using the ballot box portion of the ESC. (Refer to pages 102-103 for instructions.)

PRINTER ERRORS

Scenario: Error: Thermal printer head is up. **Action:** When attempting to print, the pressure roller on the thermal printer is not securely seated. Break the red seal on the printer door and place it in the Broken/Used Seal Bag. Open the printer door. Remove the roller and reconnect it ensuring that both ends of the roller are firmly in place. When facing the scanner, the white wheel on the roller should be on the left. Feed the printer paper through the opening of the printer door and close the door. Press reprint on the display screen. Attach a new red seal to the printer door and record the seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: Error: Thermal printer is out of paper. **Action:** The printer is out of paper. Find a new paper roll in the Gray Supply Box. Break the red seal on the printer door and place it in the Broken/Used Seal Bag. Open the printer door and remove the roller. Insert the new paper roll with the paper coming from underneath the roll. Reconnect the roller ensuring that both ends are firmly in place. When facing the scanner, the white wheel on the roller should be on the left. Feed the printer paper through the opening of the printer door and close the door. Press reprint on the display screen. Attach a new red seal to the printer door and record the seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: The printer paper is not advancing and/or the printer is making a grinding sound. No error message is displayed.
Action: The paper roll is not installed correctly and the printer may be jammed. Break the red seal on the printer door and place it in the Broken/Used Seal Bag. Open the printer door and remove the roller. If there is a paper jam, clear it by tearing off any paper that has wrapped around the paper roll. Reconnect the roller ensuring that both ends are firmly in place. When facing the scanner, the white wheel on the roller should be on the left. Feed the printer paper through the opening of the printer door and close the door. Press reprint on the display screen. Attach a new red seal to the printer door and record the seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: The printer paper is advancing but no text appears on the tape.
Action: The thermal printer paper is installed backwards. Only one side of the paper can be printed on. Break the red seal on the printer door and place it in the Broken/Used Seal Bag. Open the printer door and remove the roller. Reinsert the paper roll with the paper coming from underneath the roll. Reconnect the roller ensuring that both ends are firmly in place. When facing the scanner, the white wheel on the roller should be on the left. Feed the printer paper through the opening of the

printer door and close the door. Press reprint on the display screen. Attach a new red seal to the printer door and record the seal number on the Seal Accountability Form (Form 3).

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

TRANSMISSION ERRORS

Scenario: "Port Protector – Could not discover device, port will be protected."
Action: The scanner was unable to detect the modem. Verify that the modem is connected to the USB port inside the modem port door and retry transmission.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: "USB Device Monitor – The application detected that the USB device is unplugged."
Action: The modem or USB cord was disconnected during the morning or results transmission. Verify the USB connections and retry transmission.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: "Connection Error – Unable to create communication channel."

Action: The modem failed to connect to the wireless network. Verify that both cables to the antenna are securely connected. Verify that there is sufficient signal strength in the location. If possible, move the antenna closer to a window or door. The modem has three lights under the "Signal" label, which indicate the signal strength. At least one light should be lit. If transmission fails, do not attempt transmission more than two times.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: "Transfer Failed – Failed to transmit results to server: Client socket error."
Action: The scanner failed to connect to the server. Verify that both cables to the antenna are securely connected. Verify that there is sufficient signal strength in the location. If possible, move the antenna closer to a window or door. The modem has three lights under the "Signal" label, which indicate the signal strength. At least one light should be lit. Press "Retry" to attempt transmission again. If transmission fails, do not attempt transmission more than two times.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

97

Troubleshooting Guide For Touchscreen Voting Unit

POWER

Scenario: The touchscreen voting unit loses power.
Action: Verify the power connections. The battery icon in the top right corner should have a lightning bolt icon indicating that the touchscreen voting unit is connected to a power source and the battery is charging.

- Power cable is connected to a live outlet.
- Power cable is firmly connected to the power adapter.
- Power adapter is connected to the touchscreen voting unit.
- If the power cable is connected to a power strip/surge protector, verify that the power strip/ surge protector is on.

Refer the problem to the Election Coordinator OR call EQUIPMENT/SUPPLIES at 773-247-4065.

Scenario: Power failure/outage at the polling place.
Action: Immediately call ELECTION CENTRAL at 312-269-7870. Voters can continue voting on pre-printed ballots until a technician arrives. The touchscreen printer cannot print ballots without a power source.

VOTER/POLL WORKER CARD

Scenario: "Smart card reader detached" message
Action: Break the seal on the Power/Printer door and press the power button. Place the broken seal in the Broken/Used Seal Bag. Press Power Down in the upper right corner of the screen. Wait for the touchscreen to finish powering off and then wait at least 10 seconds. Press the power button again to turn the unit back on. If the problem persists after powering on, **immediately call Election Central at 312-269-7870**. If the problem is resolved close the Power/Printer door and apply a new red seal. Record the new seal number on the Seal Accountability Form (Form 3).

Scenario: A voter/poll worker card is inserted into the card slot and nothing happens.
Action: The touchscreen may be frozen. Verify the animation on the screen is running. Break the seal on the Power/Printer door and press the power button. Place the broken seal in the Broken/Used Seal Bag. Press Power Down in the upper right corner of the screen. Wait for the touchscreen to finish powering off and then wait at least 10 seconds. Press the power button again to turn the unit back on. If the problem persists after powering on, **immediately call Election Central at 312-269-7870.** If the problem is resolved close the Power/Printer door and apply a new seal. Record the new red seal number on the Seal Accountability Form (Form 3).

Scenario: Voter removes the voter card from the card slot before printing their ballot.
Action: If a voter removes the voter card from the card slot before printing their ballot, the touchscreen voting unit will beep. Instruct the voter to re-insert the voter card to continue their voting session.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: Voter leaves the polling place while in the process of voting.
Action: Remove the voter card from the card slot, the touchscreen voting unit will begin beeping. Insert the poll worker card and enter the password. Remove the poll worker card.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: A voter/poll worker card is inserted and a message is displayed: **"Unable to read smart card data – Unable to read from smart card. Please check if smart card is valid and inserted correctly."**
Action: The voter card or poll worker card was misread by the touchscreen voting unit. There are several possible causes:

- The voter/poll worker card was inserted too quickly or too slowly.
  - Remove the voter/poll worker card and insert it again.
- The voter/poll worker card is inserted with the chip facing up, with the chip outside the reader, or the voter/poll worker card is not fully inserted.
  - Remove the voter/poll worker card and insert it with the chip facing down. Ensure the voter/poll worker card is fully inserted.
- The voter/poll worker card's chip is dirty.
  - Wipe the chip with a cloth and insert the voter/poll worker card again.

If the issue persists, **refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.**

Scenario: A poll worker card is inserted and a message is displayed: **"Warning - Data on the smart card is not valid"**
Action: Immediately call ELECTION CENTRAL at 312-269-7870.

Scenario: A voter/poll worker card is inserted and a message is displayed: **"Activation code is not valid"**
Action: If you are in a combination polling place, ensure that the voter is using the touchscreen voting unit for the correct precinct. If the voter is in the correct precinct and the problem persists, **immediately call ELECTION CENTRAL at 312-269-7870.**

Scenario: A poll worker card is inserted and a message is displayed: **"Error - you exceeded admin pin tries, please re-write smart card"**
Action: Immediately call ELECTION CENTRAL at 312-269-7870.

AUDIO CONTROLLER/PRINTER

Scenario: The audio controller device is not responding to key presses. The audio controller device is not connected properly or is damaged.
Action: Verify the cord connections. Break the seal on the Accessories door. Place the broken seal in the Broken/Used Seal Bag. When plugged in correctly there should be a solid green light on top of the audio controller. If the problem persists, **immediately call EQUIPMENT/SUPPLIES at 773-247-4065**. If the problem is resolved close the Accessories door and apply a new red seal. Record the new seal number on the Seal Accountability Form (Form 3).

Scenario: The audio controller is not playing audio.
Action: Verify the headphones are properly connected to the audio controller and that an audio voter card was activated at Station #1 or the Registration Table. Verify the cord connections. Break the seal on the Accessories door. Place the broken seal in the Broken/Used Seal Bag. When plugged in correctly there should be a solid green light on top of the audio controller. If the problem persists, **immediately call ELECTION CENTRAL at 312-269-7870**. If the problem is resolved close the Accessories door and apply a new red seal. Record the new seal number on the Seal Accountability Form (Form 3).

Scenario: A cord becomes disconnected and a message is displayed: **"USB device change detected."**
Action: If the audio controller or printer cords are disconnected or the printer is turned off the touchscreen voting unit will beep. Insert the poll worker card and enter the password to determine which device was disconnected. If the screen indicates that the printer became disconnected verify that the printer is on and all cords are connected to the printer and touchscreen. If the screen indicates that the audio controller became disconnected verify cord connections from the audio controller to the touchscreen. If the problem persists, **immediately call ELECTION CENTRAL at 312-269-7870.**

Scenario: The touchscreen printer jams while printing a voter's ballot.
Action: An error message will be displayed on the screen instructing the voter to contact a poll worker. Insert the poll worker card and enter the password. Press the Cancel (X) button on the printer. Clear the paper jam by gently removing the jammed ballot from the printer. Spoil the jammed ballot and place it inside Envelope S. After the jam is cleared, printing can resume when the green light is displayed on the printer. Press Reprint on the touchscreen. Once the ballot is successfully printed, remove the poll worker card. The voter should take their printed ballot to the ballot scanner.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

Scenario: The touchscreen printer runs out of paper and stops printing ballots. An error message displays on the touchscreen: **"Load Paper."**
Action: An error message will be displayed on the screen instructing the voter to contact a poll worker. Insert the poll worker card and enter the password. On the touchscreen printer, open tray 2. Add paper and press the Cancel (X) button on the printer. After the paper is loaded, printing can resume when the green light is displayed on the printer. Press Reprint on the touchscreen. Once the ballot is successfully printed, remove the poll worker card. The voter should take their printed ballot to the ballot scanner.

Refer the problem to the Election Coordinator OR call ELECTION CENTRAL at 312-269-7870.

MANUAL ACTIVATION

If the card activator fails you will need to manually activate the touchscreen voting unit for voters who wish or must use the touchscreen.

1. Insert the poll worker card, chip facing down, into the touchscreen card slot
2. Enter the password and select ballot activation. The password can be found in the red ballot scanner box
3. Enter the ballot code from the Ballot Code Menu and Instructions by finding the voter's ballot style and party (for Primary Elections only). Each ballot style and party will have a corresponding ballot code. If the voter would like to vote an audio or sip-and-puff ballot, select the "Enable AVS Controller" checkbox. Select the voter's device and language
4. Select "Regular Ballot"
5. Remove poll worker card
6. Voter proceeds to vote their ballot.

MANUAL ACTIVATION – PROVISIONAL BALLOT

If the card activator fails you will need to manually activate the touchscreen voting unit for voters who must vote a provisional ballot. Refer to pages 54-57 for information about provisional voting.
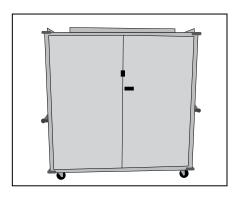
1. Insert the poll worker card, chip facing down, into the touchscreen card slot
2. Enter the password and select ballot activation. The password can be found in the red ballot scanner box
3. Enter the ballot code from the Ballot Code Menu and Instructions by finding the voter's ballot style and party (for Primary Elections only). Each ballot style and party will have a corresponding ballot code. If the voter would like to vote an audio or sip-and-puff ballot, select the "Enable AVS Controller" checkbox. Select the voter's device and language
4. Select "Provisional"
5. The screen will display a Provisional ID number that you must record on the Provisional Voter Affidavit (Form 276P)
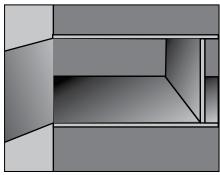6. Remove poll worker card
7. Voter proceeds to vote their ballot

Emergency Instructions: What If the Ballot Scanner Stops Working During Election Day?
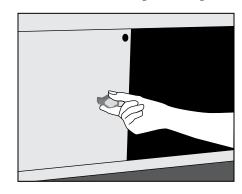
During Voting Hours

If the ballot scanner stops operating, voters MUST continue voting by using the paper ballot and the ballot box portion of the ESC.
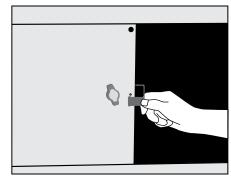
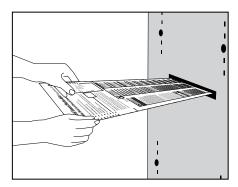1. Make sure the ballot box portion of the ESC is empty.

2. Take an orange seal from the Unused Seal Bag and record the seal number on the Seal Accountability Form (Form 3). Seal the auxiliary ballot box closed using the orange seal.

3. Once a voter finishes voting, they must drop the ballot inside the ballot box portion of the ESC using the slot located on the left side of the ESC. The privacy sleeve is not deposited into the ballot box.

4. Do not remove these ballots until after 7:00 pm when the polls are closed. Follow the instructions on how to process these ballots after 7:00 pm.
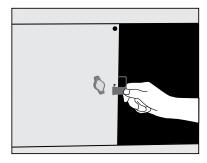
REMINDER: No Provisional ballot should be inserted into the ballot box.

Emergency Instructions: What Happens to the Ballots That Were Dropped into the ESC Ballot Box?
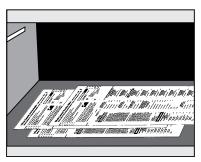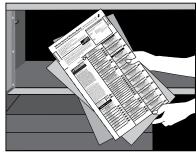
After the Polling Place Closes

If the ballot scanner stopped operating during voting hours and voted ballots were dropped into the ballot box portion of the ESC, you must:

1. Break the orange seal and place inside the Broken/Used Seal Bag.

2. Remove the voted ballots from the ballot box.

3. Insert each ballot into the ballot scanner.

4. If a ballot is rejected, press the "Cast" button on the front of the ballot scanner.

5. If a ballot is rejected because of no Judge's initials, determine if the ballot was properly issued and, if so, initial the ballot and re-insert it into the ballot scanner.

6. If a ballot is defective or damaged, see page 75 for Processing Defective or Damaged Ballots.

7. If the ballot scanner is inoperable and ballots cannot be processed, use the Orange Sticker, located in the transfer case. The procedures for using the Orange Sticker are:

   1. The ballot scanner in your precinct stopped operating during voting hours and was not repaired or replaced by 7:00 pm;

      AND

   2. Voted ballots were dropped into the Emergency Ballot Box inside the ESC.

The Election Judges MUST:

1. Remove the voted and processed ballots from the Ballot Scanner Box;

2. Remove the voted, but not processed ballots from the Emergency Ballot Box (inside the ESC);

3. Review the ballots for write-in votes and, if any, process the write-in votes as required;

4. Place ALL ballots inside the plastic bag; seal the plastic bag and place the Voted Ballots Security Seal over the recloseable seal. (ALL ballots = voted ballots without valid write-in votes, processed through the ballot scanner AND voted ballots not processed through the ballot scanner)

The Orange Sticker must be placed on the outside portion of the transfer case lid (over the Board of Elections logo)

> **REMINDER:** The Official Ballots must be inserted into the Ballot Scanner.

CERTIFICATE OF RESULTS, FORM 80

It is important to remember that all ballots must be accounted for on Election Day. The numbers given on the Certificate of Results must be accurate. The explanation below is where this information comes from.

You will need to start using this form as soon as the polling place closes. Make sure this form is available to you when you begin closing the voting equipment and processing the results.

1. **Total number of ballots delivered to the Polling Place in the ESC (inside the Auxiliary Ballot Box.)**
   The number of ballots, by political party, is included on the Ballot Picking List located inside Envelope 1.

2. **Total number of voters who cast a ballot.**
   This number can be found on the last completed Application for Ballot, Form 14, on the used spindle. THIS NUMBER CANNOT BE 0 (unless you had no one vote in the polling place on Election Day).

3. **Total number of voters who cast a Provisional Ballot**
   Count the number of completed Provisional Voter Affidavit, Form 276P, and include that number on this line. This number must also be included on the front of the Envelope P.

4. **Total UNUSED Ballots**
   Count the number of UNUSED (not voted) ballots that remain after the polls close.

5. **Total Spoiled Ballots**
   Count the number of SPOILED ballots inside the Envelope S – Spoiled Ballots.

6. **Total Spoiled Provisional Ballots**
   Count the number of SPOILED ballots inside the Envelope P – Provisional Ballots

7. **Total Damaged Ballots**
   Count the number of DAMAGED ballots inside the Envelope D – Damaged Ballots.

8. **Total Cast**
   Look at the Official Results Tape and find Total Cast.

9. **Total Regular Votes**
   Look at the Official Results Tape and find Total Regular Votes.

10. **Total Provisional Votes**
    Look at the Official Results Tape and find Total Provisional Votes. This number only applies to voters who used an Audio/Provisional Ballot on the touchscreen.

Form 80　　　　　　　　　　Precinct: _____　Ward: _____

BOARD OF ELECTION COMMISSIONERS FOR THE CITY OF CHICAGO
CERTIFICATE OF RESULTS
GENERAL ELECTION - TUESDAY, NOVEMBER 3, 2020

INSTRUCTIONS

1. **Fill in all requested information on each copy of Form 80** (3 copies total). Fill in both the shaded and unshaded parts. Complete **both sides** of each copy.

2. **Each Judge must sign their name and write their address** on the back of each copy of Form 80 (3 copies total).

3. **Print out 3 copies of the Official Results Tape** (results tape printed from the Ballot Scanner).

4. **Print two copies of the Write-In Tape.**

5. **Each Judge must sign their name** on each copy of the Official Results Tape **at the bottom** (3 copies) and sign on the back at the bottom of this form.

6. **Place the following required items in the envelopes below:**

   Envelope 71E
   ■ one signed **Official Election Results Report**
   ■ one copy of a completed and signed **Form 80**
   ■ one copy of the **Write-In Tape**

   Envelope 72
   ■ one signed **Official Election Results Report**
   ■ one copy of a completed and signed **Form 80**

7. **Place the following required items the Transfer Case**
   ■ one signed **Official Election Results Report**
   ■ one copy of a completed and signed **Form 80**

   Envelope W
   ■ One copy of the Write-In Tape
   ■ Ballots with valid write-in votes

STATE OF ILLINOIS)
COUNTY OF COOK) ss.

We, the judges of the General Election, do hereby certify that the polls were open from 6:00 a.m. to 7:00 p.m. on this 3rd day of November, 2020. We further certify:

Number of Official Ballots (Paper) Received from the Board of Election Commissioners:
(To find the number of Official Ballots you received, look at Ballot Packing List in Envelope 1.)
1. Total number of Official A Ballots.......................
2. Total number of Official B Ballots.......................

Number of Voters, Regular or Provisional
3. Total number of voters who cast a ballot (NOT including Provisional) ....
(To find this number, look at the last number on the Used Applications for Ballot spindle.)
4. Total number of voters who voted a Provisional Ballot ....
(To find this number, count the total completed Provisional Voter Affidavits, Form 276P.)

Number of Unused Ballots Returned in the ESC
5. Total Unused Ballots left in the ESC. ....

Number of Spoiled/Damaged Ballots Returned in the Transfer Case
6. Total Spoiled Ballots (in Envelope S).......................
7. Total Damaged Ballots (in Envelope D).......................
8. Total Spoiled Provisional Ballots (in Envelope P).......................

Number of Ballots Cast from the Official Results Tape (from Ballot Scanner)
For #9-11, use the numbers on the Official Results Tape from Ballot Scanner.
9. Total Cast.......................
(Find number on results tape from Ballot Scanner.)
10. Total Regular Cast ....
(Find number on results tape from Ballot Scanner.)
11. Total Provisional Cast ....
(Find number on results tape from Ballot Scanner.)

Fill in all the boxes in the shaded and unshaded areas.
Do not add the lines together.

Turn over for Write-In Ballot Instructions.

...ate of Ballot, Form 80

...n Record

...names that appear on the Write-In Tape from the ballot scanner. Compare those names against the list of ...n candidates (located in Key Judge Envelope). Fill in the write-in names offices and votes ONLY for names ...on that list. (Don't count a name that's not on list of valid write-in names.)

...Write-In Candidate Name	Office Title/Party	Grand Total of VOTES

...allots with valid write-in votes and the Write-In Tape from the ballot scanner, in **Envelope W.**
...er of ballots cast with valid write-in votes _____

...d more space to record the write-in votes, place an "X" in the box to the right. □
...paper for extra names if you run out of space in the write-in form above.
...he blank paper, neatly **hand-copy the above write-in form** and fill it in with any
...a valid write-in names. You will create **3 copies.**
...h judge must **sign the bottom** of each added page.
...one copy of this additional form **together with each copy of Form 80 and the Results Tape** in
...n of the 2 envelopes plus the Transfer Case. (No staples or clips.)

...HER CERTIFY that each candidate received the number of votes set forth opposite his or her
...he Official Election Results Report affixed hereto and that all of the above and foregoing is
...orrect.

Dated this 3rd day of November, 2020.
JUDGES OF THE GENERAL ELECTION

Signature　　　　　　　　Address

_____　_____
_____　_____
_____　_____
_____　_____
_____　_____

Lance Gough – Executive Director
Board of Election Commissioners for the City of Chicago

Seals

The Seal Accountability Forms must be completed as instructed and returned to the Receiving Station in the Black Return Bag.

CBOE
165576

Green

0076789

Red

003934

Orange

SEAL
0028384

Yellow

SEAL
0000000

Black

00275

Red Tie

0002557

Grey

SEAL ACCOUNTABILITY FORM

Pct _____ Wd _____
Form 3 Rev 11/20

ELECTION SUPPLY CARRIER (Seal is GREEN)

1. PRIOR TO ELECTION DAY:

SEAL # _____ VERIFIED BY _____ (BOARD AGENT)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

2. ELECTION DAY

Before 6 am

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

After 7 pm

SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

AUXILIARY BALLOT BOX - INSIDE ESC (Seal is ORANGE)

3. ELECTION DAY (If needed because ballot scanner stopped operating)

SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

TOUCHSCREEN (Seals are RED and YELLOW)

4. ACCESSORIES DOOR Election Day (Seal is RED)

RED SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

5. ELECTION DATA DOOR Election Day (Seal is RED)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

6. BATTERY DOOR Election Day (Seal is RED)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

7. POWER/PRINTER DOOR Election Day

YELLOW SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

RED SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

BALLOT SCANNER

8. PRINTER DOOR Election Day (Seal is RED)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

9. POLL WORKER DOOR Election Day (Seal is RED)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

10. ADMINISTRATOR DOOR Election Day (Seal is RED)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

11. MODEM PORT DOOR Election Day

YELLOW SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

RED SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

12. BALLOT BOX Election Day (RED TIE SEAL)

SEAL #s _____ & _____ ATTACHED BY _____ (EJ SIGNATURE)

SEAL #s _____ & _____ ATTACHED BY _____ (EJ SIGNATURE)

SEAL #s _____ & _____ ATTACHED BY _____ (EJ SIGNATURE)

SEAL #s _____ & _____ ATTACHED BY _____ (EJ SIGNATURE)

13. BALLOT SCANNER LATCH Election Day (RED TIE SEAL)

SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

14. If replacements are needed

SEAL #s _____ / _____ ATTACHED BY _____ (EJ SIGNATURE)

ELECTRONIC POLL BOOK CASE (Seal is YELLOW)

15. SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

ELECTRONIC POLL BOOKS (Seal is a sticker)

16. SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

SEAL # _____ VERIFIED BY _____ (EJ SIGNATURE)

TRANSFER CASE (after 7 pm) on Election Day (Seal is CLEAR/BLACK)

17. SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

BLACK RETURN BAG (after 7 pm) on Election Day (Seal is GRAY)

18. SEAL # _____ ATTACHED BY _____ (EJ SIGNATURE)

WAREHOUSE
EMPLOYEE: _____

RETURN THIS FORM AND THE BROKEN/USED SEAL BAG TO THE RECEIVING STATION

INSTRUCTIONS FOR VERIFYING, ATTACHING AND RECORDING SEAL NUMBERS.
UNUSED SEALS ARE LOCATED IN THE UNUSED SEAL BAG.

ESC

1. Prior to Election Day
Seal attached by warehouse employee and verified by Board Agent. New seal attached by Board Agent upon delivery of the e-poll book. New seal verified by Election Judge checking the supplies the evening before the election.

An Election Judge will attach an additional seal on the ESC and record the new seal # when checking supplies.

2. Election Day
An Election Judge will verify that the seal # recorded on this form is the same that was placed on by 1) warehouse employee, 2) Board Agent or 3) Election Judge the evening before the election.

An Election Judge will place a new seal on the ESC before leaving the polling place.

AUXILIARY BALLOT BOX

3. If the ballot scanner stops working on Election Day, the auxiliary ballot box must be emptied and a seal attached to the door. The seal # is recorded by an Election Judge.

TOUCHSCREEN

4. Accessories Door
Seal is attached by a warehouse employee and verified by an Election Judge on Election Day. Seal remains attached all day.

5. Election Data Door
Seal is attached by a warehouse employee and verified by an Election Judge on Election Day. Seal remains attached all day.

6. Battery Door
Seal is attached by a warehouse employee and verified by an Election Judge on Election Day. Seal remains attached all day.

7. Power/Printer Door
A yellow seal is attached by a warehouse employee and verified by an Election Judge. A yellow seal is removed by an Election Judge at the beginning of Election Day. A red seal is attached and recorded by an Election Judge before the polls open.

BALLOT SCANNER

8. Printer Door
Seal is attached by a warehouse employee and verified by an Election Judge. Seal remains attached all day.

9. Poll Worker Door
Seal is attached by a warehouse employee and verified by an Election Judge. Seal remains attached all day.

10. Administrator Door
Seal is attached by a warehouse employee and verified by an Election Judge. Seal remains attached all day.

11. Modem Port Door
A yellow seal is attached by a warehouse employee and verified by an Election Judge. A yellow seal is removed by an Election Judge at the beginning of Election Day. A red seal is attached and recorded by an Election Judge before the polls open.

12. Ballot Box
An Election Judge must use 8 red tie seals to secure the box bottom and top to the ballot box. An Election Judge must record the seal #s.

13. Ballot Scanner Latch
An Election Judge must use 1 red tie seal to secure the ballot scanner latch to the ballot box top.

14. If the seals need to be replaced, an Election Judge must record the new seal #s.

ELECTRONIC POLL BOOK CASE

15. Seal attached by warehouse employee and verified by Election Judge before opening on election morning. After the case is packed at the end of the night, an Election Judge attaches a new YELLOW seal before placing the case back in the ESC.

ELECTRONIC POLL BOOKS

16. Seal attached by warehouse employee and verified by an Election Judge. Tape seals placed over memory card door.

TRANSFER CASE (Seal is BLACK)

17. After all the required items are placed inside the transfer case, an Election Judge must attach a seal and record the seal #.

BLACK RETURN BAG (Seal is GRAY)

18. After all the required items are placed inside the transfer case, an Election Judge must attach a seal and record the seal #.

All Election Judges that verify and attach seals must sign on the appropriate lines.
ALL BROKEN/USED SEALS MUST BE PLACED INSIDE THE BROKEN/USED SEAL BAG AND TAKEN TO THE RECEIVING STATION IN THE BLACK RETURN BAG.