

Poll Pad Training Guide

Processing Voters California

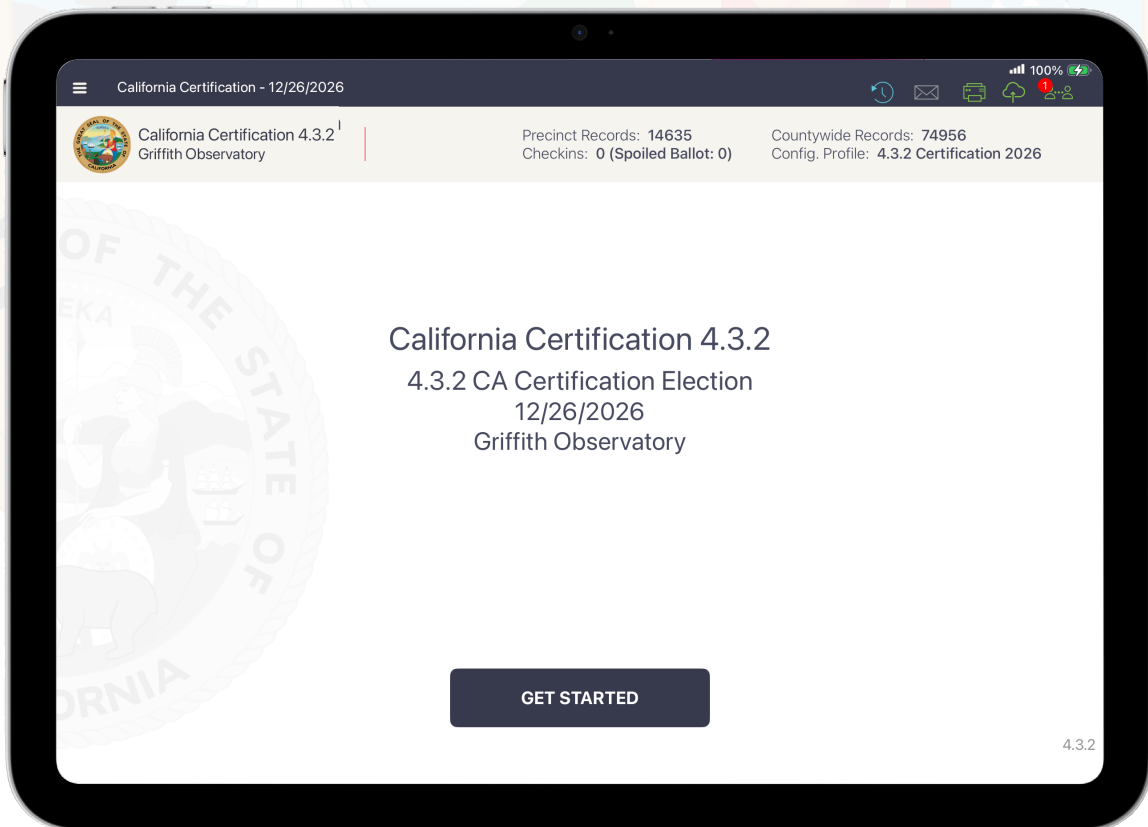
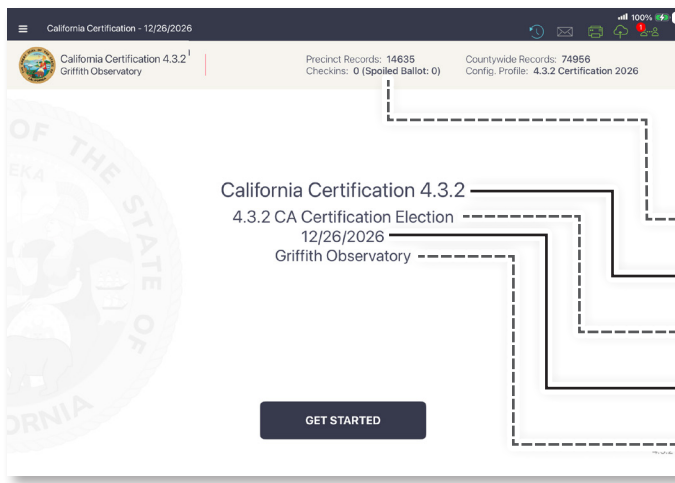


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Opening Procedures

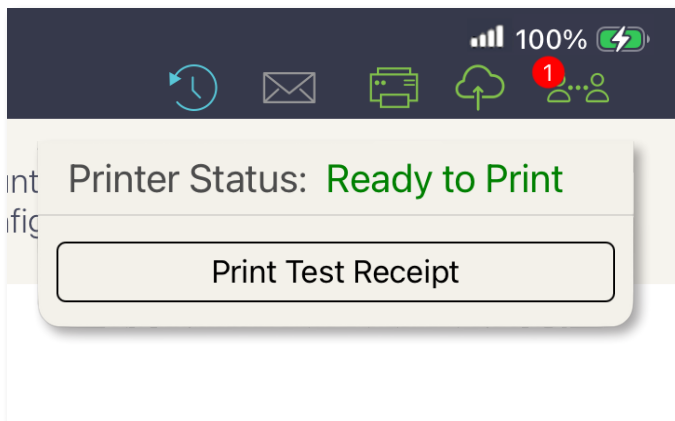
Getting Started



1. Home Screen Checklist

Confirm the following information:

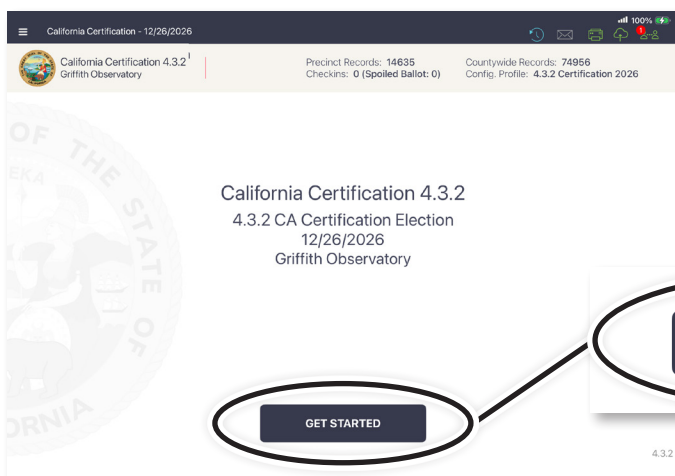
- Battery life is 90% or greater
- Checkins = 0
- Name of Jurisdiction
- Election Name
- Election Date
- Polling Place Name



2. Test Receipt Printer

Tap the receipt printer icon and select **Print Test Receipt**.

A sample receipt will print.



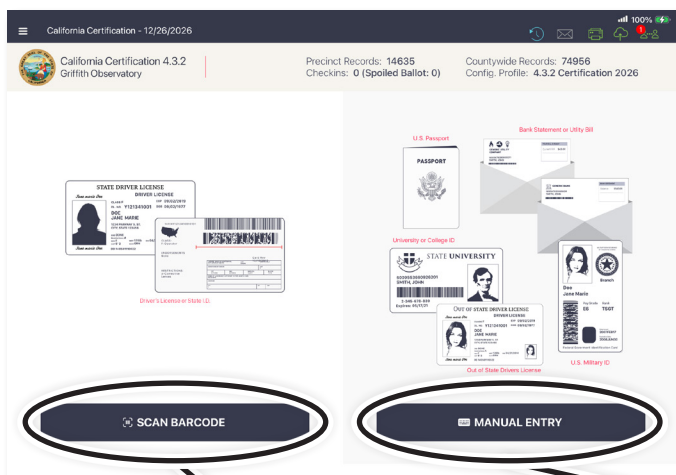
3. Get Started

From the home screen, tap **Get Started**.

You are now ready to process voters.

Processing Voters

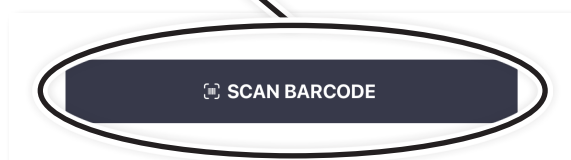
Standard Check-In



1. Search for the Voter

Search options vary by jurisdiction.

Choose one the following methods to search for a voter:



A. Scan Barcode

Select **Scan Barcode** to scan a driver's license or state ID card.



B. Manual Entry

Select **Manual Entry** to search by the voter's name.



1A. Scan Barcode

Place the ID or voter information card on the Scanning Tray with the barcode facing the camera, then tap **Scan Barcode**.

Once the barcode is recognized, the voter's information will appear on the screen.

Processing Voters Standard Check-In

KNOWiNK

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

Precinct Records: 14635
Checks: 0 (Spoiled Ballot: 0)

REGISTRATION START OVER

WAS GEO Search

House Number Street Name ADVANCED SEARCH

SEARCH RESULTS: 2

WASHINGTON, GEORGE
1969
9748 CHELLS DR, LOS ANGELES, CA 90027
Voter ID: 76500008 Precinct: 101

WASSON, GEORGIA Q
1948
613 VICTORIA LN, LOS ANGELES, CA 90036
Voter ID: 76528940 Identification Required Precinct: 707 Ballot Style: 510 Wrong Location

1B. Manual Entry

Locate the voter's record by using the on-screen keyboard to enter the first three (3) letters of their last and first names, then tap **Search**.

Locate the voter's record, then tap it to select the voter.

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

VOTER CONFIRMATION GO BACK ACCEPT

Verify voter information and tap accept to continue

SPEAK **GEORGE WASHINGTON**
Date of Birth: 1969
9748 CHELLS DR, LOS ANGELES, CA 90027

Voter ID: 76500008 Status: Active Precinct: 101

Registration

2. Voter Confirmation

Ask the voter to confirm that the displayed information is correct, then tap **Accept**.

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

SIGNATURE CONFIRMATION GO BACK DONE SIGNING

Have voter sign and select DONE SIGNING.

GEORGE WASHINGTON
1969
9748 CHELLS DR, LOS ANGELES, CA 90027
Precinct: 101

LISTEN TO OATH CLEAR SIGNATURE

WARNING: It is a crime punishable by imprisonment in the state prison or in county jail for anyone to fraudulently vote, fraudulently attempt to vote, vote more than once, attempt to vote more than once, impersonate a voter, or attempt to impersonate a voter (Sec. 16550, Elections Code).

x George Washington

3. Signature Confirmation

Ask the voter to confirm the information by signing, then tap **Done Signing**.

Processing Voters

Standard Check-In

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

POLL WORKER CONFIRMATION START OVER SUBMIT

CONFIRM THE VOTER'S INFORMATION

GEORGE WASHINGTON
9748 CHELLS DR, LOS ANGELES, CA 90027
Precinct: 101 Date of Birth: 1969
Status: Active Voter ID: 76500008

Ballot Style: Unknown

☐ Assistance Required ☐ Curbside

Voting Method
Pocket Jet

George Washington
Signature on Election Day

4. Poll Worker Confirmation Additional Options

The following options are available on the *Poll Worker Confirmation* screen:

- If a voter requests to vote curbside, select the Curbside checkbox.
- If the voter requires assistance when voting, select the Assistance Required checkbox. The *Assistance Required* screen appears.

California Certification - 12/26/2026

Ca Griffith Observatory

GEORGE WASHINGTON
9748 CHELLS DR, LOS ANGELES, CA 90027
Precinct: 101 Date of Birth: 1969
Status: Active Voter ID: 76500008

Ballot Style: Unknown

☒ Assistance Required ☐ Curbside

Voting Method
No

The person assisting the voter does not have to be a registered voter.

ASSISTANCE MARKING BALLOT

CLEAR SIGNATURE

Voter Assistant
Signature on Election Day

5. Assistance Required

If Assistance Required is selected, choose a reason from the drop-down menu and have the assister sign.

Tap **Continue**.

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

POLL WORKER CONFIRMATION START OVER SUBMIT

CONFIRM THE VOTER'S INFORMATION

GEORGE WASHINGTON
9748 CHELLS DR, LOS ANGELES, CA 90027
Precinct: 101 Date of Birth: 1969
Status: Active Voter ID: 76500008

Ballot Style: Unknown

☐ Assistance Required ☐ Curbside

Voting Method
Pocket Jet

George Washington
Signature on Election Day

GEORGE WASHINGTON
Processed Successfully
Ballot Style: Unknown Precinct: 101
Touch anywhere on the screen to continue.

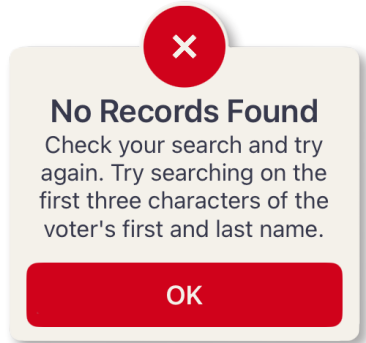
6. Poll Worker Confirmation

Confirm that the information on the *Poll Worker Confirmation* screen is correct then tap **Submit**.

This voter has been successfully checked in. Tap anywhere to return to the voter search screen.

Processing Voters

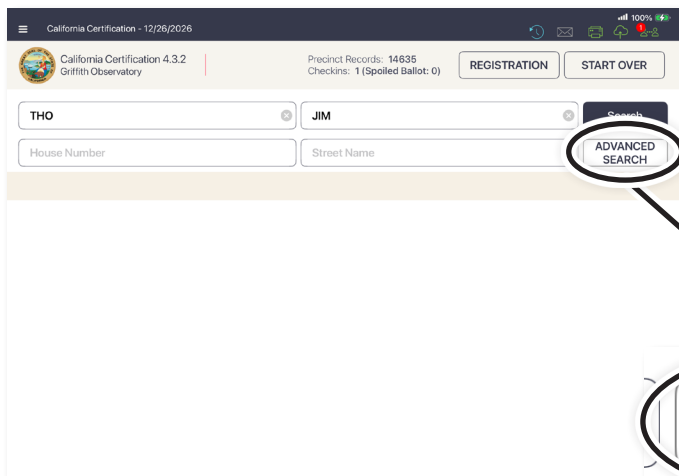
Advanced Search Options



1. Voter Not Found

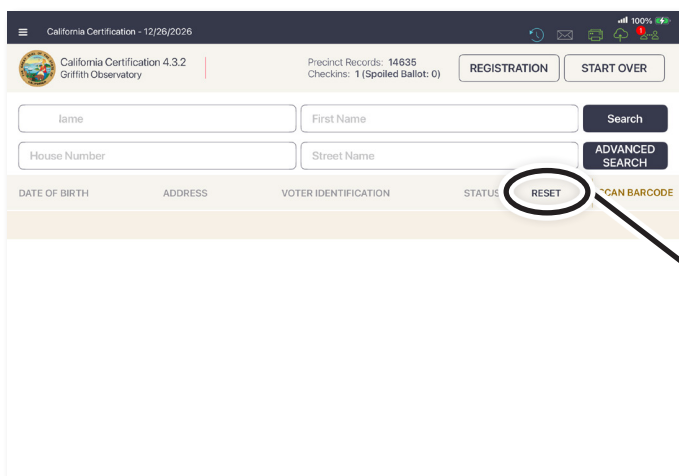
If the voter is not found, the *No Records Found* dialog is displayed.

Tap **OK** to return to the voter search screen.



2. Advanced Search

If the voter is not found, you can search again by tapping **Advanced Options** and adjusting the search criteria.



3. Reset Name Fields

Tap **Reset** to clear the previous search criteria.

Processing Voters

Advanced Search Options

The screenshot shows the 'California Certification - 12/26/2026' app interface. At the top, there's a header with the app name and date. Below it, a status bar shows 'Precinct Records: 14635' and 'Checks: 1 (Spoiled Ballot: 0)'. There are two buttons: 'REGISTRATION' and 'START OVER'. The main form has fields for 'Name', 'First Name', 'House Number', and 'Street Name', each with a corresponding 'Search' button. Below these fields is a tabbed interface with four tabs: 'DATE OF BIRTH', 'ADDRESS', 'VOTER IDENTIFICATION', and 'STATUS'. The 'DATE OF BIRTH' tab is currently selected and highlighted with a black border. A black arrow points from this tab to a larger, detailed view of the tabs below the main form.

DATE OF BIRTH ADDRESS VOTER IDENTIFICATION STATUS RESET SCAN BARCODE

4. Advanced Search Tabs

Select a tab to search by that type of information.

- DOB
- Address
- Voter ID
- Status

This screenshot shows the 'ADDRESS' tab selected in the Advanced Search interface. The 'DATE OF BIRTH' tab is now greyed out. The 'ADDRESS' tab is highlighted in red. Below the tabs, there's a text input field with the address '1234 HE' entered. A dropdown menu shows a suggested address: '1234 HEMLOCK LN ANYTOWN, CA 23456'. A 'CLEAR' button is next to the input field. Below the address field is a standard QWERTY keyboard with a numeric keypad at the bottom.

DATE OF BIRTH ADDRESS VOTER IDENTIFICATION STATUS RESET SCAN BARCODE

If the voter's address is 1234 N. Main St., enter 'Main'.

1234 HE CLEAR

1234 HEMLOCK LN ANYTOWN, CA 23456

5. Enter Search Criteria

- Enter your search criteria.
- If you search by address, the system displays a list of similar addresses as you type. Selecting an address from the list auto-populates the address field.
- Continue adding criteria as needed. Tabs with search criteria will be indicated.
- Tap **Search** when finished.

This screenshot shows the search results for the address search. The 'ADDRESS' tab remains selected. Below the tabs, there's a section titled 'SEARCH RESULTS: 1'. It displays the name 'THORPE, JAMES' and the address '1234 HEMLOCK LN, ANYTOWN, CA 23456'. The 'VOTER ID' is also visible. The 'Precinct' is listed as '101'.

DATE OF BIRTH ADDRESS VOTER IDENTIFICATION STATUS RESET SCAN BARCODE

SEARCH RESULTS: 1

THORPE, JAMES
1234 HEMLOCK LN, ANYTOWN, CA 23456
VOTER ID: [redacted]
Precinct: 101

6. Voter Found

If the voter is found using Advanced Options, follow the standard check-in procedure to process them.

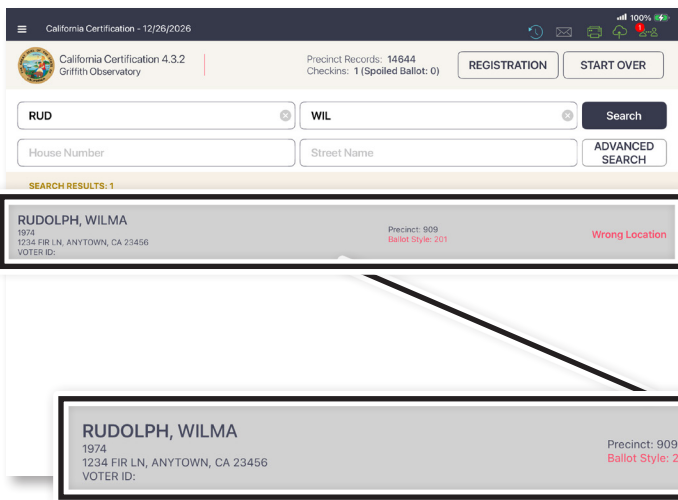
Processing Voters

Wrong Location

1. Wrong Location

If a voter is not at the correct polling place, their record will be marked "Wrong Location".

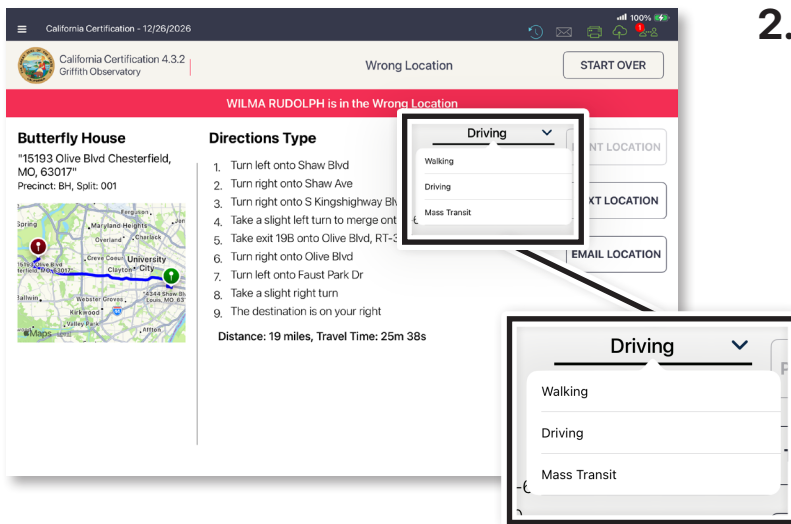
Tap the voter record, then tap **Display Map** to view the correct location and provide directions.



2. Correct Location

A map and directions to the correct location are displayed.

Tap to select one of the following options from the drop-down menu:

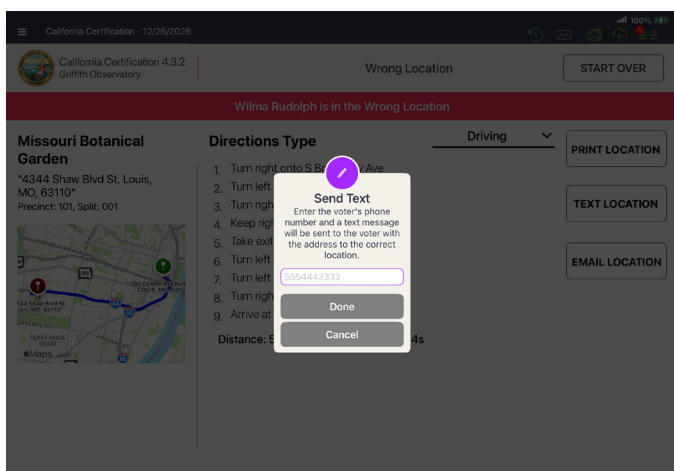


- Walking
- Driving
- Mass Transit

3. Provide Directions

Choose one of the following options:

- Tap **Print Location** to print the directions from the receipt printer.
- Tap **Text Location**, enter the voter's phone number, then tap **Done**.
- Tap **Email Location**, enter the voter's email address, then tap **Done**.



Processing Voters

VBM Ballot Sent

The screenshot shows the 'California Certification - 12/26/2026' app interface. At the top, it displays 'California Certification 4.3.2 Griffith Observatory' and 'Precinct Records: 14644 Checks: 1 (Spoiled Ballot: 0)'. There are buttons for 'REGISTRATION' and 'START OVER'. Below this, there are input fields for 'LEE' and 'BRU' with a 'Search' button. Further down, there are fields for 'House Number' and 'Street Name' with an 'ADVANCED SEARCH' button. A 'SEARCH RESULTS: 1' banner is present. The search result for 'LEE, BRUCE' is highlighted in red and includes the text 'Vote By Mail Ballot Issued'. The voter's details are: 1965, 1234 CEDAR LN, ANYTOWN, CA 23456, and VOTER ID: [redacted]. A callout box provides a larger view of this red-highlighted result.

Vote by Mail Ballot Issued

If a voter has been sent a mail-in ballot, their record will be highlighted in red and marked VBM Ballot Issued.

Tap on their record.

A banner stating Voter has been Issued a VBM Ballot will appear on their full record.

The screenshot shows the full voter record for 'LEE, BRUCE'. At the top, it says 'California Certification - 12/26/2026' and 'GO BACK'. A red banner states 'VOTER HAS BEEN ISSUED A VBM BALLOT'. The voter's details are: LEE, BRUCE, DATE OF BIRTH: 1965, 1234 CEDAR LN, ANYTOWN, CA 23456, Precinct 101. Below this, a message states: 'This voter has previously been sent a VBM Ballot. In order to vote, the voter may have a ballot to surrender. If so, collect it and place in red bag. If no ballot to surrender, verify address and then issue ballot.' To the right, there are three buttons: 'ISSUE BALLOT - CANCEL VBM', 'WRONG ADDRESS', and 'CANCEL'. A callout box provides a larger view of these buttons.

Processing

Read the on-screen instructions and tap one of the following options:

- **ISSUE BALLOT – CANCEL VBM**

Voter is marked as VBM

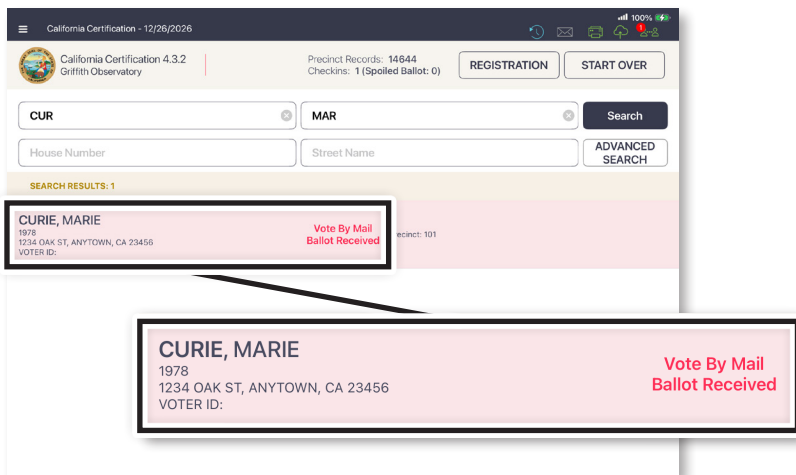
- **WRONG ADDRESS**

Voter is marked as Provisional

Continue processing the voter as usual.

Processing Voters

VBM Ballot Returned

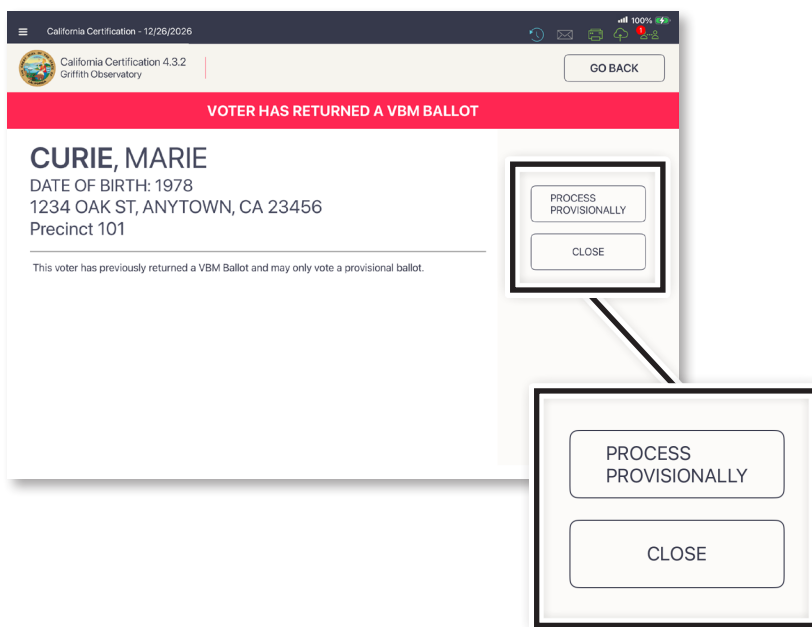


Vote by Mail Ballot Returned

If a voter has returned a mail-in ballot, their record will be highlighted in red and marked *VBM Ballot Received*.

Tap on their record.

A banner stating Voter has been Issued a VBM Ballot will appear on their full record.



Processing

Tap **Close** or **Process Provisionally** and follow the instructional prompts.

Processing Voters Exceptions

The screenshot shows the 'California Certification - 12/26/2026' app interface. At the top, it displays 'California Certification 4.3.2 Griffith Observatory' and 'Precinct Records: 14644 Checks: 1 (Spoiled Ballot: 0)'. There are buttons for 'REGISTRATION' and 'START OVER'. Below these are input fields for 'ARM' and 'LOU' with a 'Search' button. Further down are fields for 'House Number' and 'Street Name' with an 'ADVANCED SEARCH' button. A section titled 'SEARCH RESULTS: 1' shows a single result for 'ARMSTRONG, LOUIS' with birth date '1980', address '1234 CHESTNUT AVE, ANYTOWN, CA 23456', and 'VOTER ID:'. The status 'Inactive' is highlighted in yellow, and the precinct is listed as 'Precinct: 101'.

Inactive Voter

If a voter's record is marked as *Inactive* it will be highlighted in yellow, tap their record to see options.

Ask the voter to confirm their address.

- If it is correct, tap **CORRECT ADDRESS**.
- If not, tap **INCORRECT ADDRESS**. The voter will be marked as Provisional.

Processing Voters

Updating Voter Registration

California Certification - 12/26/2026

VOTER CONFIRMATION GO BACK ACCEPT

Verify voter information and tap accept to continue

SPEAK AMELIA EARHART

Date of Birth: 1995

1234 WILLOW DR, ANYTOWN, CA 23456

Status: Precinct: Active 101

Registration

1:34PM Thu Sep 9

Previous Step Voter Address Next

Address Type

1234 WILLow DR

House # Suffix Pre Direction Street Name Street Type Post Direction

ANYTOWN CA 23456

Unit Type Unit Number City State Zip

CLEAR FORM

Same Mailing Address YES NO

* Indicates a required field

Updating Voter Registration

1. To update a voter record, locate the voter record as instructed in the Standard Check-In section and tap **Registration** on the *Voter Confirmation* screen. The Election Day Registration form appears.

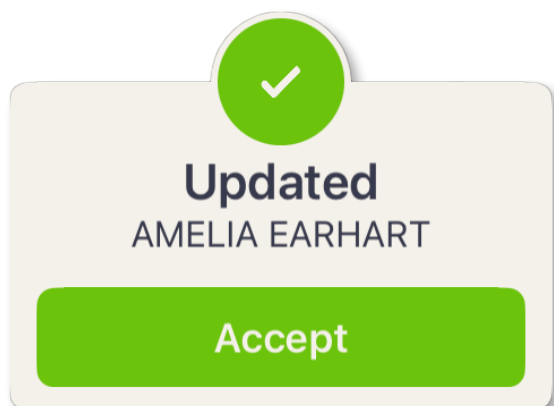
2. Update the voter's information as needed and tap **Next**.

Fields marked with an asterisk (*) are required. The *Voter Address* screen appears.

3. Update the voter's address as needed and tap **Next**.

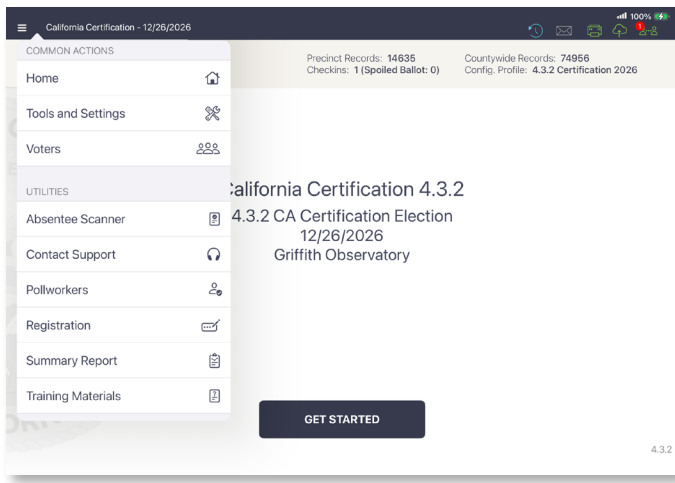
4. The record updates, and a confirmation message appears. Tap **Accept**.

5. Follow the standard check-in procedure to process the voter.



Processing Voters

Updating Voter Registration



Conditional Voter Registration

Eligible citizens needing to register can complete this process to register and vote. Their ballot remains marked as provisional until the county elections office completes the voter registration verification process.

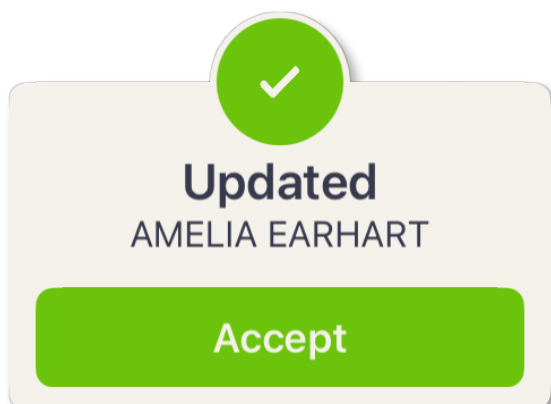
1. Tap **Menu** in the Poll Pad header and select **Registration**. The Election Day Registration form appears.

2. Update the voter's information as needed and tap **Next**.

Fields marked with an asterisk (*) are required. The *Voter Address* screen appears.

3. Update the voter's address as needed and tap **Next**.

4. The record updates, and a confirmation message appears. Tap **Accept**.

A screenshot of the 'Voter Address' form. It has a title bar with a back arrow, 'Previous Step', 'Voter Address', and a close 'X' button. Below is a form with fields for 'Address Type', 'House #', 'Suffix', 'Pre Direction', 'Street Name', 'Street Type', 'Post Direction', 'Unit Type', 'Unit Number', 'City', 'State', and 'Zip'. Some fields have asterisks indicating they are required. There are 'CLEAR FORM', 'YES', and 'NO' buttons. A note at the bottom says '* Indicates a required field'.

Additional Features

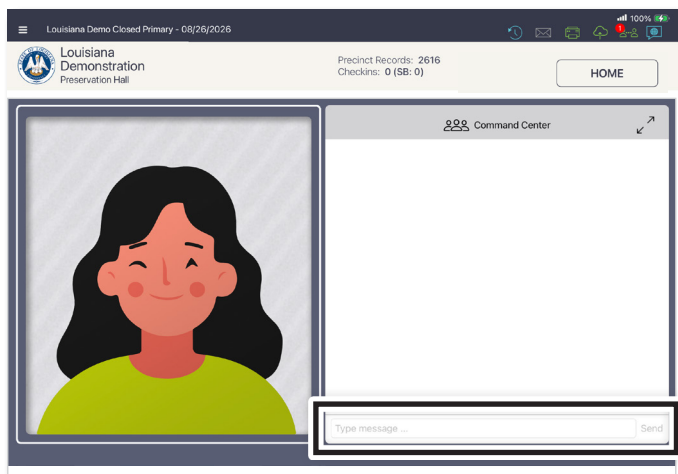
Messaging | Outgoing



1. Open Messaging

Use Messaging to create and send a text message to the Command Center.

Tap the envelope icon to open the Messaging interface.



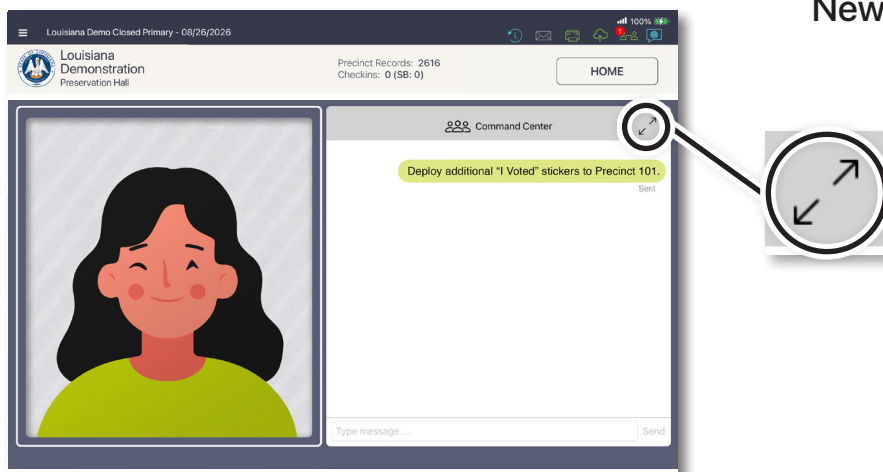
2. Send a Message

Tap into the "Type message" field to create a new text message. The keyboard will automatically display.

Enter the desired message, then tap **Send**.

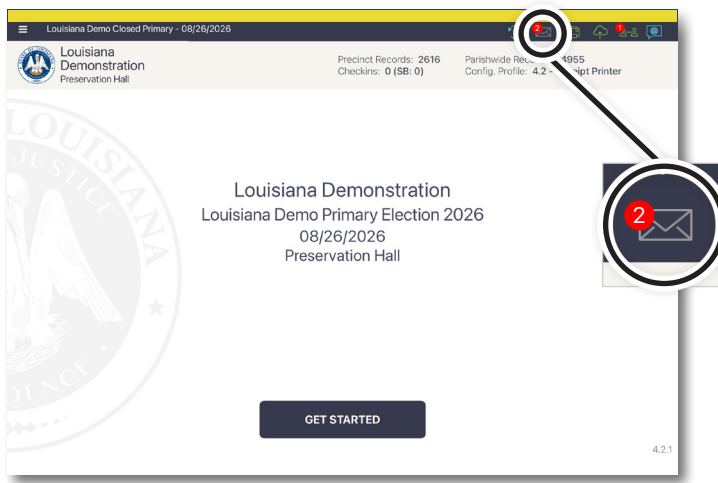
Tap **Home** to exit Messaging.

Note: To expand the module to full screen, press the arrows next to the New Message field.



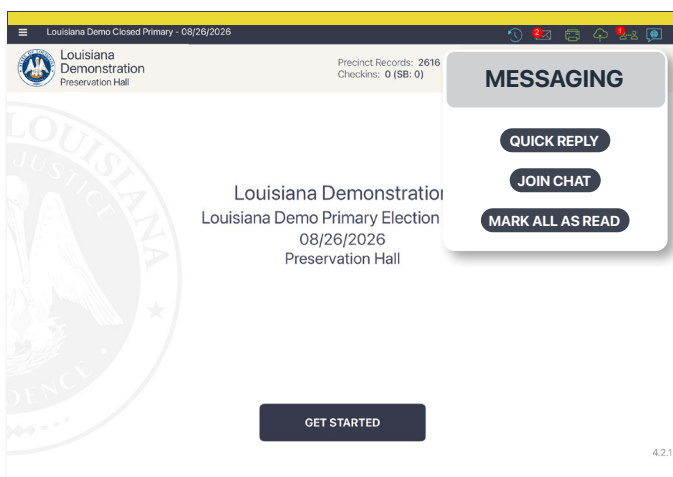
Additional Features

Messaging | Incoming



1. Open Messaging

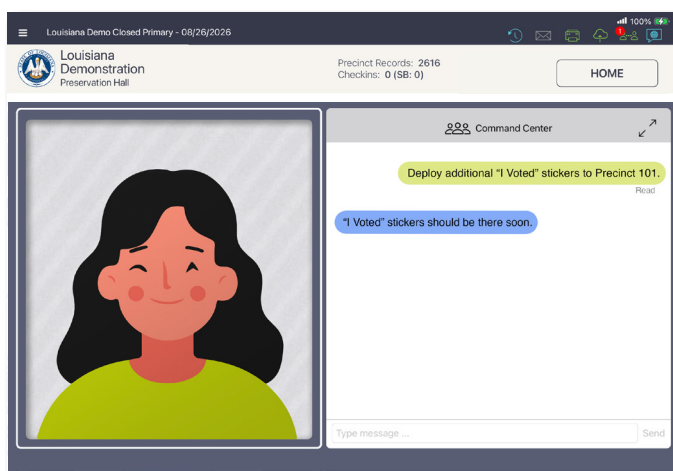
An incoming message notification will appear as a yellow banner at the top of the screen and a red number badge will appear on the envelope icon.



2. View Messages

To view new messages, tap the envelope icon in the Poll Pad tool bar. A pop-up will display the new message.

- Tap **QUICK REPLY** to send a message from the pop-up.
- Tap **JOIN CHAT** to view full message thread.
- Tap **MARK ALL AS READ** to clear all notifications.



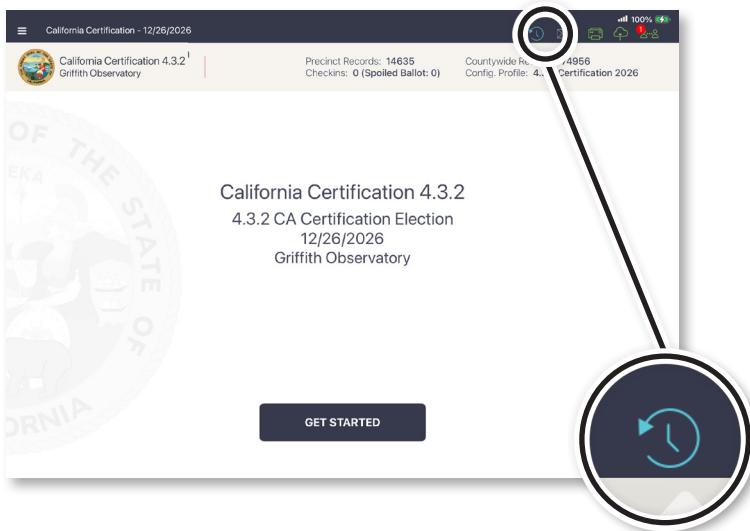
2. Read and Reply to Messages

The screen will display the message thread when selecting **JOIN CHAT**. Press **HOME** to exit Contact Support.

Additional Features

Wait Time

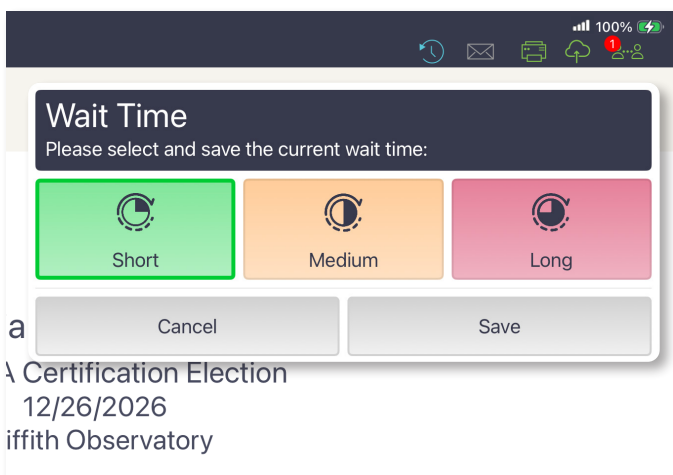
KNOWiNK



1. Wait Time Menu

The Voter Wait Time feature on Poll Pad can help calculate the average wait time for voters.

Press the clock icon.

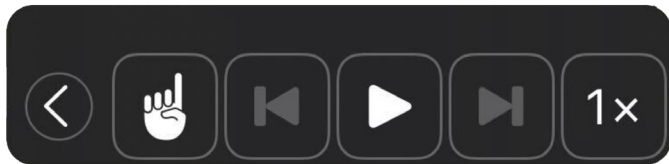
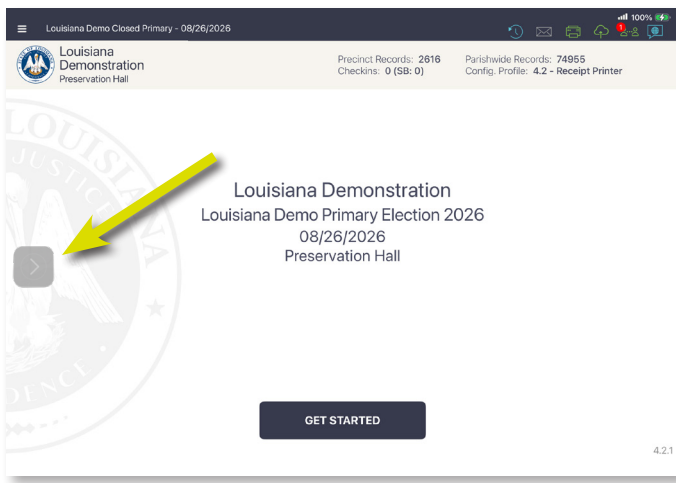


2. Choose Wait Time

Choose the option that best describes the current wait time.

Accessibility Options

Speech and Text



Accessibility Station

If you have a Poll Pad set up for voters with accessibility needs, some or all the following options will be enabled.

Controlling Spoken Content

To control the speech while using Poll Pad, follow these steps:

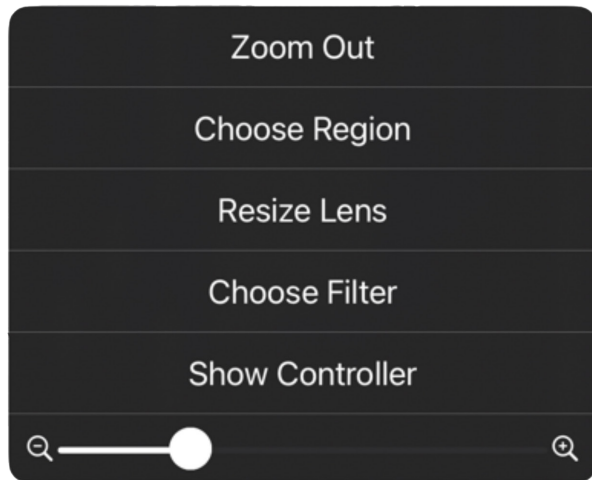
1. Tap the speech controller icon. The speech controller appears.
2. Use the speech controller to play or pause speech and adjust speed.
3. Tap the finger icon, then tap an area of the screen to hear specific on-screen information or to repeat it.

Using Hover Text

A mouse must be paired with your Poll Pad to use Hover Text. Move the mouse pointer over text to display a larger version.

Accessibility Options

Zoom



USING ZOOM ON THE POLL PAD

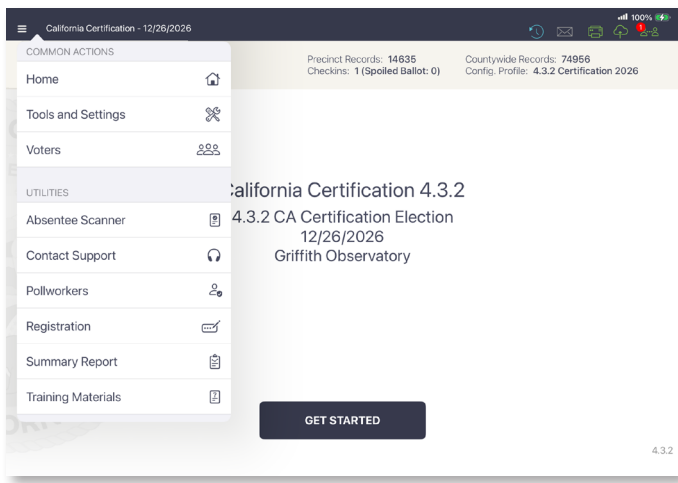
1. Double-tap the screen with three fingers to activate Zoom.
2. To view more of the screen, do any of the following:
 - **Adjust the Magnification:** Double tap the screen with three fingers (keeping your fingers on the screen after the second tap), then drag up or down. Alternatively, triple-tap with three fingers and then slide the Zoom Level slider.
 - **Move the Zoom Lens:** (Window Zoom) Drag the handle at the bottom of the zoom lens.
 - **Pan to Another Area:** (Full Screen Zoom) Drag the screen with three fingers.

Zoom Settings

1. To adjust the settings using the Zoom menu, triple-tap with three fingers, then adjust any of the following:
 - **Choose Region:** Select Pinned Zoom, Full Screen Zoom, or Window Zoom.
 - **Resize Lens:** (Window Zoom) Tap Resize Lens, then drag any of the round handles that appear.
 - **Choose Filter:** Select Inverted, Grayscale, Grayscale Inverted, or Low Light.
 - **Show Controller:** Display the Zoom Controller.

To turn off Zoom, double tap the screen with three fingers.

Reports Menu



Reports Menu

To access the summary reports menu, follow these steps:

1. Tap **Menu** in the Poll Pad header. The Menu is displayed.
2. Tap the Summary Report icon.
3. Enter the Main Menu password, and tap **Done**. The *Summary Report* screen appears.

Reports

Check-In & Summary Report

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

SUMMARY REPORT

HOME

SUMMARY CHECK-INS PROVISIONAL ALL VOTERS ABSENTEE REGISTRATIONS

Total Check-ins: 2

NAME	ADDRESS	CHECK-IN TIME	DETAILS
ABRAHAM LINCOLN	1234 MAIN ST, ANYTOWN, CA 12345	04/29/2026, 15:33:08	BALLOT STYLE NAME: UNKNOWN
GEORGE WASHINGTON	1234 MAIN ST, ANYTOWN, CA 12345	04/29/2026, 15:00:55	BALLOT STYLE NAME: UNKNOWN

CONFIGURE PRINT

Check-Ins Report

1. Tap the *Check-Ins* header.
2. Tap **Configure**.
3. Select your Precinct Number from the *All Precincts* drop-down menu. The report results update automatically as the options are selected.
4. Tap **Print**. The *Printing Report* dialog appears while processing, and the report prints.

California Certification - 12/26/2026

California Certification 4.3.2
Griffith Observatory

SUMMARY REPORT

HOME

SUMMARY CHECK-INS PROVISIONAL ALL VOTERS ABSENTEE REGISTRATIONS

Check-ins

Check-ins:	2
Provisional:	0
Spoiled:	0
Cancelled:	1
Registrations:	0
Curbside Check-ins:	0
Challenged:	0
Assistance Required:	0

CONFIGURE PRINT

Time Voting Status

Polling Location 102-001

From To Check-In Metadata

Summary Report

1. Tap the **Summary** header.
2. Tap **Configure**.
3. Select your designated Precinct Number from the *All-Precincts* drop-down menu. The report results update automatically as the options are selected.
4. Tap **Print**. The *Printing Report* dialog appears while processing, and the report prints.



Launching the Poll Pad App

If the Poll Pad application does not open automatically when the device powers on, tap the Poll Pad icon on the Home Screen.

Verify that the correct home page is displayed.



iOS Software Updates

Do not perform a software update on the Poll Pad.

In the unlikely event that an iOS update prompt appears on the device, select **Install Later** from the on-screen options.

Troubleshooting

Icon Key



Printer Icon Color Key



The Poll Pad is paired with the printer. Receipts and location directions will print.



Poll Pad recognizes the printer and is in the process of pairing.



Poll Pad is not paired with the printer. Tap the printer icon and select **Pair and Connect**.



Cloud Sync Icon Color Key



Poll Pad is connected and synchronizing with ePulse.



Poll Pad is in the process of connecting to ePulse.



Poll Pad is disconnected and not synchronizing with ePulse, but will continue to work and check in voters. Contact your Election Authority.



Peer-To-Peer Icon Color Key



Poll Pad is connected and synchronized with the other precinct Poll Pads.



The number inside the red circle indicates the number of devices the Poll Pad is connected to.



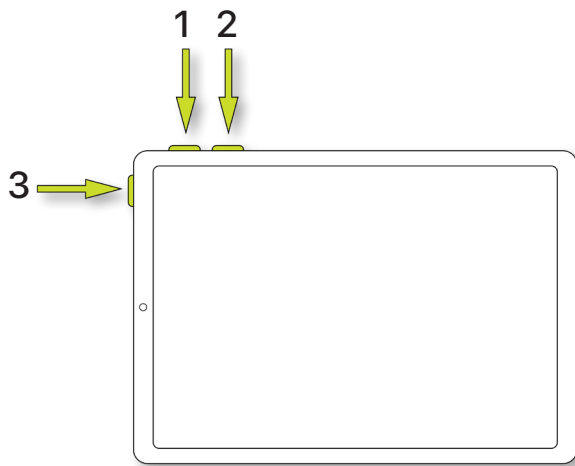
Peer-to-peer is active and ready to sync, but the Poll Pad is not yet connected to other devices.



Poll Pad is disconnected and is not synchronizing with the other precinct Poll Pads, but will continue to work and check in voters. Contact your Election Authority.

Troubleshooting

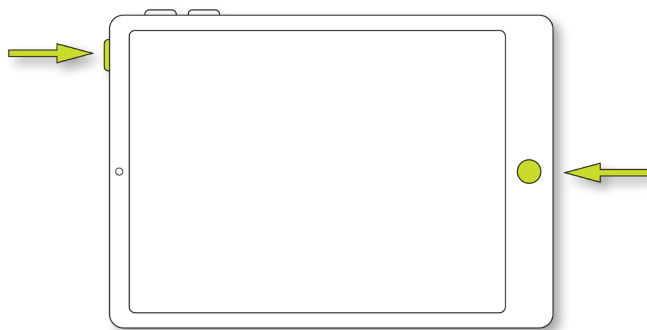
Hard Reset



Hard Reset 10th Gen iPad & Later

If an iPad isn't responding, press and quickly release the volume up button (1), then press and quickly release the volume down button (2), then press and hold the power button (3).

When the Apple logo appears, release the button.



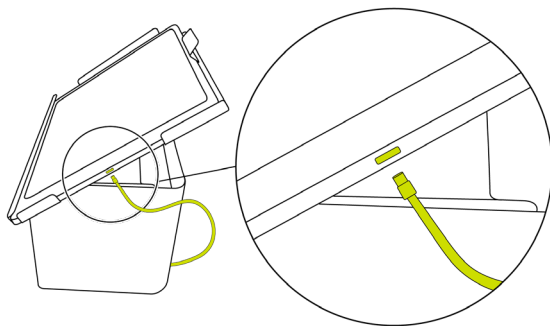
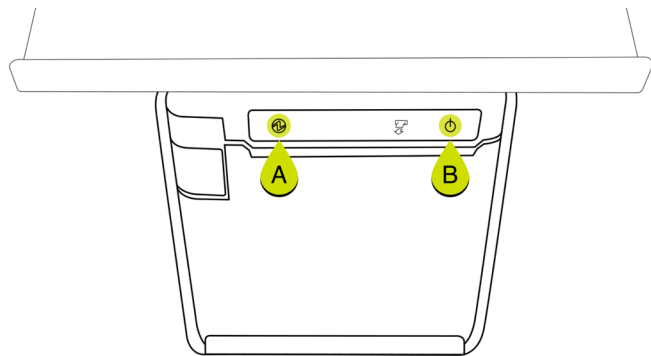
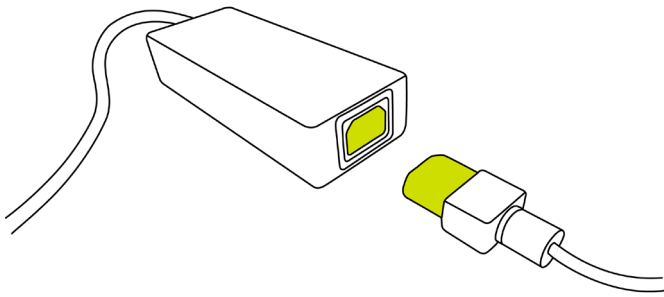
Hard Reset 9th Gen iPad & Earlier

Older iPads have a round Home button on the front.

If an iPad isn't responding, press and hold the power button and the Home button together. When the Apple logo appears, release both buttons.

Troubleshooting

Charging the Poll Pad



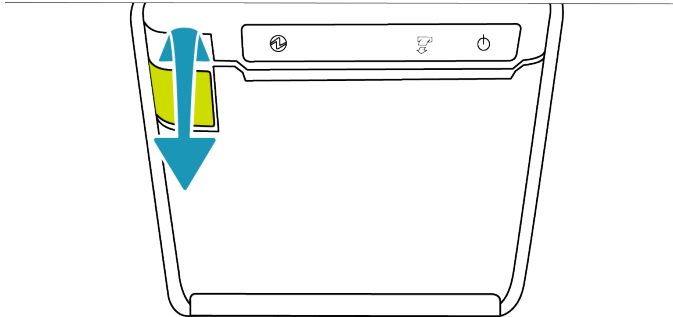
Charging the Poll Pad in the Printer Kiosk Stand

1. Securely plug the power cord into the AC adapter.
2. Plug the printer into an electrical outlet.
3. Power the printer on.

- A** A blue light indicates the printer is powered on.
 - B** If there is no blue light, press the power button.
4. If you still don't see a blue power light on the front panel, check the power cord connection and ensure the wall outlet is powered.
 5. Insert the power cord into the charging port located on the right side of the Poll Pad.

Troubleshooting

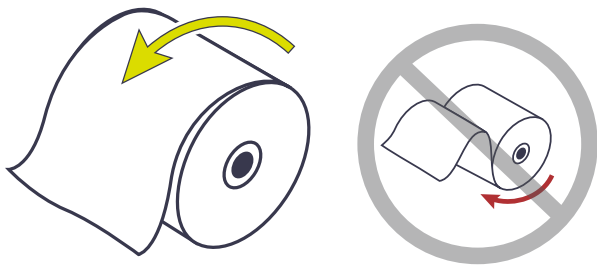
Changing the Printer Roll



Open the Printer Door

Open the front of the printer by pulling the lever down as indicated in the graphic.

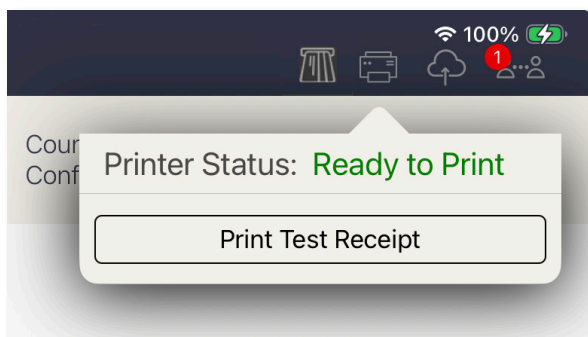
Remove the empty paper roll core before loading a new paper roll.



Insert Paper Roll

Reload the paper with the paper flap toward you, feeding from the top of the roll.

NOTE: This is specific to the mC-Print3 series printers.



Print Test Receipt

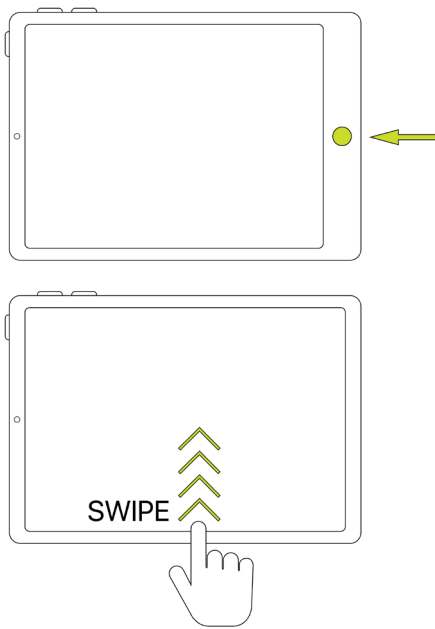
Tap the printer icon on the Poll Pad, then select **Print Test Receipt**.

A sample receipt prints.

Troubleshooting Printer Connection



Star Mc-Print3 Series



Printer Connection Star Mc-Print3 Series

If the power light on the printer is on but the printer is not connecting to the Poll Pad, follow these steps:

1. Return to the iPad home screen.
 - On iPads with a Home button, press it.
 - On iPads without a Home button, swipe up from the bottom edge.
2. Tap the **Settings** icon, and select **Bluetooth** from the left navigation menu.
3. Find the printer (e.g., mC-Print3-XXXXX) under My Devices.
4. If it isn't connected, tap the printer name to connect.
5. If connected, return to the iPad home screen, relaunch the Poll Pad app, and confirm that the printer icon does not display an exclamation mark.

