EXPRESSPOLL SHORTCUTS

I.   *SEARCH FOR VOTER*

1. From Main Screen, Open Poll if not already
2. Touch *"Electors List"* tab
3. Touch **"Search Electors List /Create Voter Card**" button
4. Scan Barcode located on the back of the Georgia Driver's License or Identification Card
5. If Voter **IS** found proceed with **"Step 10"**
6. If Voter **IS NOT** found touch the clear button and proceed with **"Step 7"**
7. Start typing last name of Voter
8. Touch space next to "First Name" to enter first initial
9. When the correct Voter is shown in list, touch anywhere on Voter's line
10. **On Voter Details screen verify the correct Voter is selected**
11. Touch "Forward to Create Voter Card"
12. **Touch Voter's party or election choice** *(if applicable)*
13. Touch specialty ballot if appropriate
14. Touch "Create Voter Card" button
15. Insert Voter access card in slot
16. Remove card when prompted
17. Touch clear to return to the top of electors list

II.   *VOTER ON SUPPLEMENTAL LIST OR WITH   ELIGIBILITY LETTER*

1. Enter Voter's name on paper numbered list **and**
   a. If on supplemental list, mark with **(X)**
   b. If eligibility letter, add to supplemental list with name, address, DOB and mark **(X)**
2. From Electors List screen, touch "Return to Main" button
3. Touch the "Encoder Option" button
4. Enter Supervisor Password and touch "Ok Perform Supervisor Function"
5. Touch "Forward to Create Voter Card" button
6. *In split polls, touch ballot code of Voter*
7. **Touch Voter's party or election choice** *(if applicable)*
8. Touch "Create Voter Card" button

III.   *VOTER NOT FOUND ON ELECTORS LIST*

1. From Precinct's Electors List screen, to expand your search to a County Wide search, touch the **"Searching Precinct touch for County Search"** button. To expand your search to Statewide, touch the "*Searching County touch for State search*" button.
2. Type Voter's last name if not already entered, first name, and date of birth.
3. Enter date of birth format mm/dd/yyyy (i.e. 01/23/1965)

4. If Voter listed, touch anywhere on Voter's line
5. Screen will show Voter's assigned precinct
6. Touch "Precinct Details" for poll address
7. Touch "Voter Details" tab and "Go Back"
8. If Voter not listed, use provisional process
9. Touch "Search button" until it returns to *"Searching Precinct Touch for County Search"*

IV.   *REMOVE CREDIT (WRONG BALLOT/VOTER)*

1. **Be certain that the Voter has not yet voted – *Check Voter Access Card***
2. Locate Voter on `Electors List
3. Touch line with Voter's name
4. Touch "Addl. Voter Info" tab at the top of the screen
5. Touch "Update Status" button at the bottom right
6. Type in Supervisor Password, Touch "Ok – Perform Supervisor Function" button
7. Place checkmark by touching box next to "Remove Ballot Issued" in the center of the screen
8. Touch "Save Changes" button
9. Correct certificate, supplemental and numbered lists as needed

V.   *CHECK VOTER CARD*
(Must be done before re-issuing Voter a Voter Access card)

1. From the Electors List, Touch the "Return to Main" button
2. Touch "Test and Lists" tab at the top of the screen
3. Touch " LA/Card Check" tab in the middle of the screen
4. Touch "Check Voter Card" button at the bottom of the screen
5. Insert the Voter Access Card
6. The Card Status will indicate if the card was "Voted" or "Not Voted"
7. Touch "Cancel, Close Screen" button
8. Touch "Elector's List" tab
9. Touch "Search Electors List Create Voter Card" button

VI.   *REMOVE ABSENTEE CREDIT*
(**DO NOT** remove before contacting the VR&E Office)

1. Locate Voter on Electors List
2. Touch line with Voter's name
3. Touch "Addl. Voter Info" tab
4. Touch "Update Status" button
5. Type in Supervisor password
6. Touch "OK – Perform Supervisor Function"
7. Remove "AB Voter" by touching the box under "Absentee" label
8. Touch "Save Changes" button
9. Absentee credit will be removed from Voter
10. Issue Voter card using normal process

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EXPRESSPOLL TROUBLESHOOTING

RESTORE SYNCHRONIZATION

Units Lose Synchronization
- o The most likely trouble on the ExpressPoll units will be lost of synchronization. If units begin the day synchronized but loses synchronization during the day; **first try removing the network cord from both units and reattach the cord to both units. If this does not correct the problem,** then at an appropriate time during the day. Resolve the synchronization by:
  1. Remove power cord from both units
  2. Switch both units off using the Battery Switch on the back of the tablet
  3. Remove and reattach the orange network cord from both units
  4. Turn battery switch on both units to "On"
  5. Attach power cords to both units
  6. On both units, touch "Launch ExpressPoll" button
  7. Set the current time and date on each unit
  8. When finished, touch the "Clock Time Ok Continue" button on both units
  9. Both units should be synchronized
  10. Both units will be in previous status

Note: Once your units have resynchronized it will take at least 30 minutes for the Voters' marked/numbered list of Voters on the ExpressPoll to update. You must allow an ample amount of time for the update to take place before closing out the ExpressPolls.

Check Synchronization
Once ExpressPolls have been launched check to see if they are in synch. You can check the status by going to the **"Status"** tab on the main screen of the ExpressPoll. Then, touch the network tab to see if the two ExpressPolls are listed and display "**Active**" under the synch column of one unit. *NOTE: "N/A" will be displayed for the ExpressPoll that you are using*. If the units do not have 2 lines with one showing active, the units are not synched and will need to be rebooted.

Unit clocks jump forward, but units remain synchronized
- o As long as the two units are showing a network connection, no action needs to be taken to correct the units.

Errors Messages
If at any time the system gives any error messages, touch "OK" if that is an option. System will probably reboot itself. If that doesn't resolve the problem, disconnect the power cord and turn the battery switch off to restart the unit. If this doesn't resolve the problem, call the VR&E Office.

Docking or Card Slot Light Goes Out

This indicates that the connection between the tablet and base has been lost. To resolve
1. Push the tablet into the base
2. If this does not resolve the problem, loosen the silver screw in the back of the tablet
   a. Do not loosen it until it comes out of the spring
   b. Push the tablet into the base
   c. Tighten the screw with your hand – **DO NOT USE SCREWDRIVER**
3. If this does not resolve the problem, contact the Elections office

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****QUESTION****

Card Reader could not be accessed
Communications Error
Do you wish to continue without card reader access?

| YES | | NO |

This message may be seen after touching the "Launch" button. Touch "NO" and use the troubleshooting for Docking or Card Slot Light to resolve.

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