Clear Ballot

ClearVote 2.4

ClearMark Poll Worker Guide

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Document history

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03/18/2022	Updated "Ballot Printing" in "Voting with the touchscreen," "Voting with the ClearMark Accessible Keypad," and "Voting with the sip-and-puff device." Updated "Activating smart cards." Minor edits.	1.1	Eric Burz
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05/12/2022	Updated Clear Ballot Group business address.	1.3	Kristina Arnold
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09/01/2022	Updated "Activating smart cards," "Write-in votes" (sip-and-puff), and "Write-in votes" (keypad).	1.5	Kristina Arnold
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04/25/2023	Updated trademark information, "All-in-one unit," "Sip-and-puff device," "Setting up ClearMark in a setup case in the thermal printer configuration," "Setting up ClearMark in a setup case in the laser printer configuration," and "Configuring the sip-and-puff device."	1.9	Kristina Arnold

Table of contents

Preface

This section defines the purpose of this document.

About this document

This document provides operating instructions and reference information for poll workers using the ClearMark system. It is compliant with the documentation requirements of *VVSG 2005, Volume 2, Section 2.8*.

Note:　In this document, the term *ClearAccess* refers to ClearAccess software. ClearAccess software runs on the ClearMark system.

Scope of this document

This document contains the following sections:

- Chapter 1. Overview
- Chapter 2. ClearMark ballots
- Chapter 3. Setting up the ClearMark system
- Chapter 4. Voting preparation
- Chapter 5. Voting with the touchscreen
- Chapter 6. Voting with the ClearMark Accessible Keypad
- Chapter 7. Voting with the sip-and-puff device
- Chapter 8. Voting with the barcode reader
- Chapter 9. Voting with the smart card reader
- Chapter 10. Verifying ballots with the ClearMark Scanner
- Chapter 11. Ending an election
- Appendix A. Replacing the sip-and-puff mouth tube
- Appendix B. Using a voter's sip-and-puff device
- Appendix C. Error messages

Intended audience

This document is for election officials and election staff who are responsible for operations and maintenance before, during, and after an election. Clear Ballot personnel also use this document to support election officials and election staff.

Conventions

This section describes conventions used in this document.

References to ClearVote products

A ClearVote system can comprise the ClearAccess, ClearCast, ClearCast Go, ClearCount, ClearDesign, and ClearMark products. Jurisdictions are not required to purchase all products. You can ignore references to any ClearVote products that are not part of your voting system. Also ignore implementation options that are not relevant to your policies and procedures.

BDF and ADF

ClearAccess imports an election definition contained in an accessible definition file (ADF) created by ClearDesign. ClearCount and ClearCast import an election definition contained in a ballot definition file (BDF) created by ClearDesign.

Versions of ClearDesign earlier than 2.0 create unencrypted ADFs and BDFs. ClearDesign 2.0 and later versions create both unencrypted and encrypted ADFs and BDFs. You can distinguish between unencrypted and encrypted ADFs and BDFs by the filename. See the following table for a list of the file types and names.

File type	Filename ends in
Unencrypted accessible definition file	adf.zip
Encrypted accessible definition file	adfx.zip
Unencrypted ballot definition file	bdf.zip
Encrypted ballot definition file	bdfx.zip

In this document, the general terms ADF and BDF can refer to both the unencrypted and encrypted versions of these files.

For the specifics of the ADF and BDF file formats, see the following:

- *ClearDesign Accessible Definition File Guide*
- *ClearDesign Ballot Definition File Guide*

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Clear Ballot Group welcomes your feedback on our documentation. Please send comments to Documentation@ClearBallot.com.

If you have questions about using your product, contact your Clear Ballot representative.

Chapter 1. Overview

ClearMark is an in-person ballot-marking system designed to ensure access for all voters. The ClearMark system captures the choices of voters and prints machine-readable ballots.

1.1   Hardware components of ClearMark

ClearMark is available in multiple configurations.

Figure 1-1 shows the hardware components of a ClearMark accessible voting system in a thermal printer configuration. Table 1-1 on page 14 describes each of the numbered components shown in Figure 1-1.
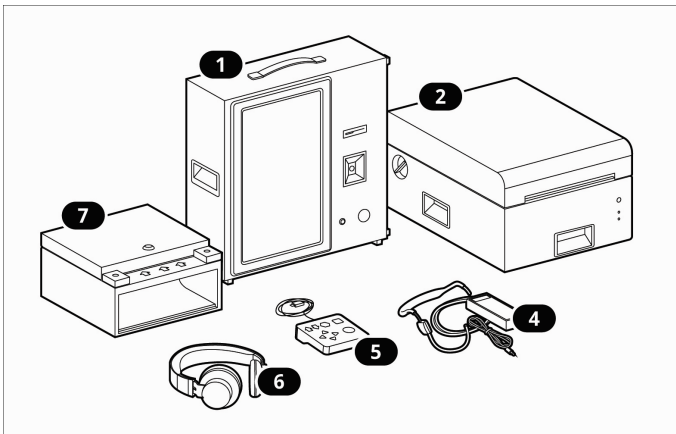
Figure 1-1. ClearMark hardware components – thermal printer configuration

Figure 1-2 shows the hardware components of a ClearMark accessible voting system in a laser printer configuration. Table 1-1 on page 14 describes each of the numbered components shown in Figure 1-2.
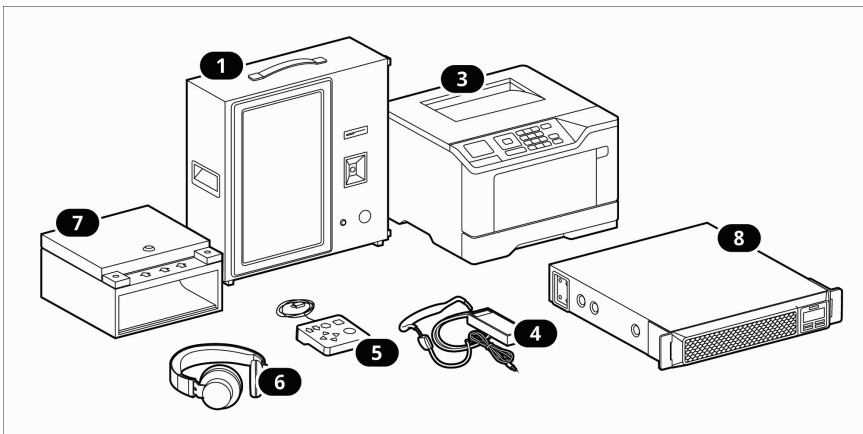
Figure 1-2. ClearMark hardware components – laser printer configuration

Table 1-1. Description of ClearMark hardware components

Item	Description
1. All-in-one unit	The all-in-one unit includes: • a touchscreen that provides a visual presentation of the ballot content with options to adjust text size or contrast. Voters can make ballot selections on the touchscreen or use an assistive device, such as the sip-and-puff device or accessible keypad. • a barcode scanner that enables a voter (or, if necessary, a poll worker) to scan a QR code and select the applicable ballot style for a voter on the ClearMark system. • a smart card scanner that enables a voter (or, if necessary, a poll worker) to scan a smart card and securely activate a voting session for a voter on the ClearMark system. • an uninterruptible power supply (UPS) battery that provides backup power to the ClearMark system if a power outage occurs when using the thermal printer configuration.
2. Thermal printer (thermal printer configuration only)	Voters end the ClearMark voting process by printing a machine-marked, scannable paper ballot.
3. Laser printer (laser printer configuration only)	Voters end the ClearMark voting process by printing a machine-marked, scannable paper ballot.
4. Sip-and-puff device	The sip-and-puff device enables voters to make ballot selections using their mouths instead of touching the screen or using the accessible keypad.
5. Accessible keypad	The accessible keypad enables voters to make ballot selections with a tactile device.
6. Headphones	The headphones provide an audio version of the ballot content.
7. ClearMark Scanner (optional)	Optionally, jurisdictions can include a ballot verification scanner that enables voters to validate their choices for each contest before casting their paper ballot for tabulation.
8. External UPS (laser printer configuration only)	When using the ClearMark system in the laser printer configuration, an external UPS provides backup power to the ClearMark system.

1.2   All-in-one unit

This section provides an overview of the ClearMark all-in-one unit.

The ClearMark all-in-one unit is constructed for ease of use, portability, and durability. The rubber handle and recessed grips found on the sides of the chassis simplify maneuverability and storage. Rubber feet positioned along the chassis allow the all-in-one unit to be placed in a horizontal (Figure 1-3) or vertical position (Figure 1-4).
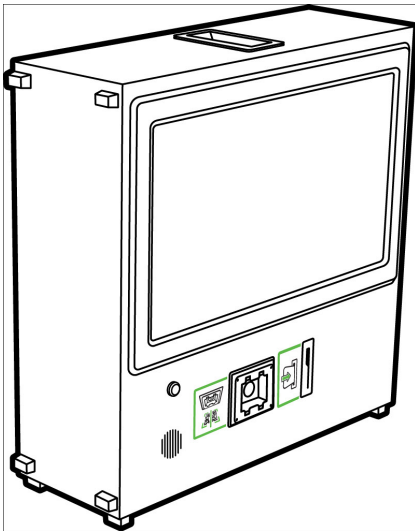
Figure 1-3. Horizontal position
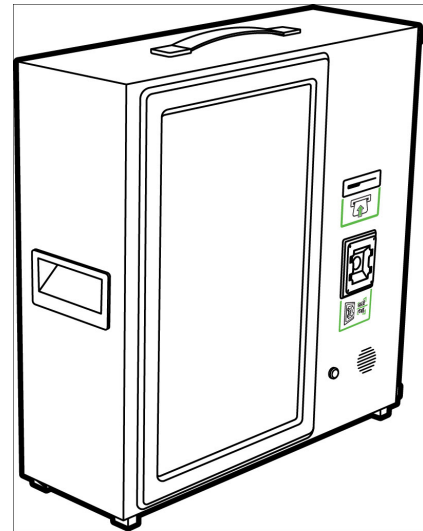
Figure 1-4. Vertical position

Additionally, a metal stand attached to the back of the all-in-one unit enables the unit to rest in an angled position so that the touchscreen is easily accessible to voters (Figure 1-5).
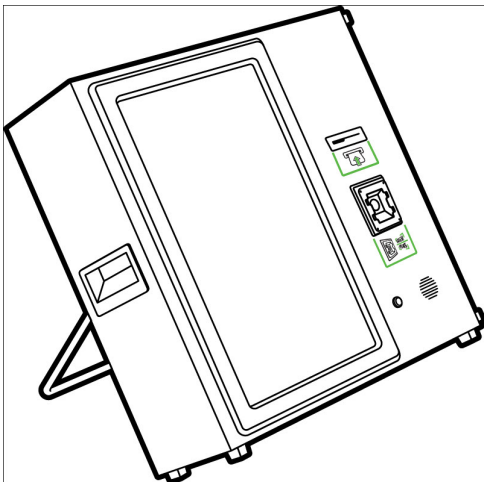
Figure 1-5. Angled position

The chassis of the ClearMark all-in-one unit is comprised of rugged, lightweight aluminum. It weighs 26 pounds and measures 17.5 inches high by 17.5 inches wide by 6 inches deep. The all-in-one unit is designed to operate in a variety of conditions.

The all-in-one unit features a touchscreen, a barcode scanner, a smart card reader, an uninterruptible power supply (UPS), a compartment containing USB and power ports, and a compartment for accessible keypad storage.

Touchscreen

The touchscreen of the all-in-one unit (Figure 1-6) is an LCD touchscreen that measures 16.6 inches. It displays a visual representation of the ballot to the voter along with user instructions. Voters can use the touchscreen to make their ballot selections.
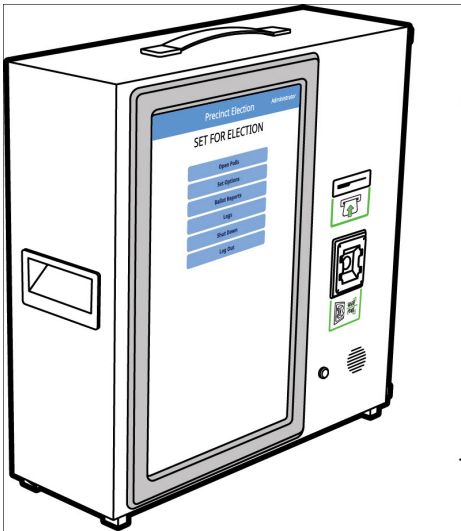
Figure 1-6. Touchscreen

Compartments

The ClearMark all-in-one unit contains the compartments listed in Table 1-2.

Table 1-2. Compartments

Compartment	Location	Description
Port	Back of all-in-one unit	Provides access to USB ports, DIN power connectors, USB-C port, and power button. The door of the port compartment is secured with a key lock. The port compartment requires tamper-evident seals in most jurisdictions.

Table 1-2. Compartments (continued)

Compartment	Location	Description
Keypad	Side or bottom of all-in-one unit (depending on unit's position)	Provides storage space for the accessible keypad and access to the USB-C port where the keypad is plugged in. The door of the keypad compartment is secured with a spring-loaded turn lock.
Uninterruptible power supply (UPS) battery	Back of all-in-one unit	Provides access to the UPS battery. The cover to the UPS battery compartment is secured with two hex head screws.

Note: If a compartment has a lock, keep its door closed, locked, and sealed at all times other than for election management or servicing by qualified and authorized personnel.

Barcode scanner

The barcode scanner enables a voter (or, if necessary, a poll worker) to scan a QR code and select the applicable ballot style for a voter on the ClearMark system.

For more information on voting using the barcode scanner, see "Voting with the barcode scanner" on page 81.
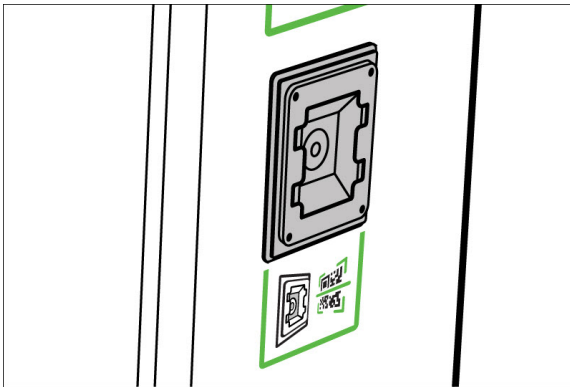
Figure 1-7. Barcode scanner on all-in-one unit

Smart card reader

The smart card reader enables a voter (or, if necessary, a poll worker) to scan a smart card and securely activate a voting session for a voter on the ClearMark system.

For more information on voting using the smart card reader, see "Voting with the smart card reader" on page 84.
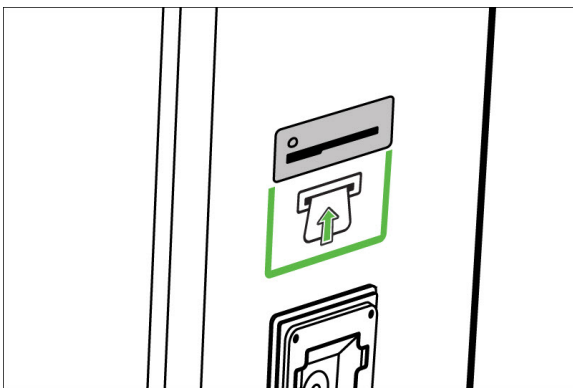
Figure 1-8. Smart card reader on all-in-one unit

Uninterruptible power supply (UPS) battery

The internal UPS provides backup power to the ClearMark system for a minimum of two hours if a power outage occurs when using the thermal printer configuration. The UPS battery is designed to have a five-year lifespan and is replaceable.

Be sure to charge the battery before each election. A battery should be fully charged within eight hours, though a fully discharged battery could take longer. Consistent charging and storage in a climate-controlled environment ensure optimum battery life.

If the all-in-one unit is not connected to AC power and the battery charge nears depletion, a LOW BATTERY WARNING message is displayed. If battery depletion reaches a critical level, the ClearMark system automatically shuts down.

Figure 1-9 shows the location of the UPS battery within the UPS battery compartment.
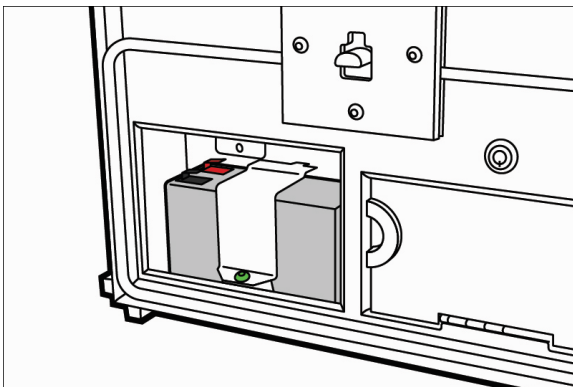
Figure 1-9. UPS battery in UPS battery compartment

Port compartment

The port compartment contains three USB ports, two DIN power connectors, one USB-C port, and the power button. The USB ports are used to load election media, attach the printer, and attach personal assistive devices, such as the sip-and-puff device. The DIN power connectors are used to attach power cords to the ClearMark all-in-one unit and thermal printer (if using the thermal printer configuration). The USB-C port is used to attach the optional ClearMark Scanner if it is being used.

The door of the port compartment is secured with a key lock to prevent unwanted access. Figure 1-10 shows the port compartment with its door unlocked and opened.
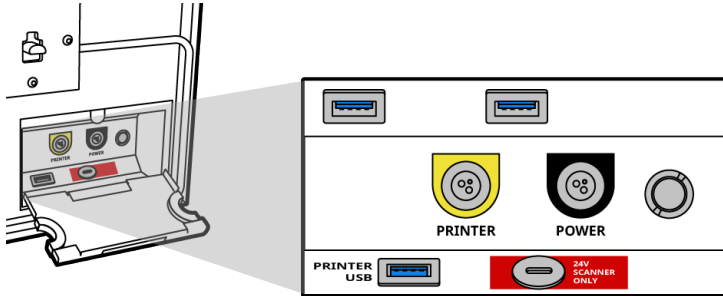
Figure 1-10. Port compartment

Keypad compartment

The keypad compartment provides a space for the accessible keypad to be stored when it is not in use. It also contains a USB-C port to attach the accessible keypad when it is in use.

Figure 1-11 shows the keypad compartment with the accessible keypad removed.
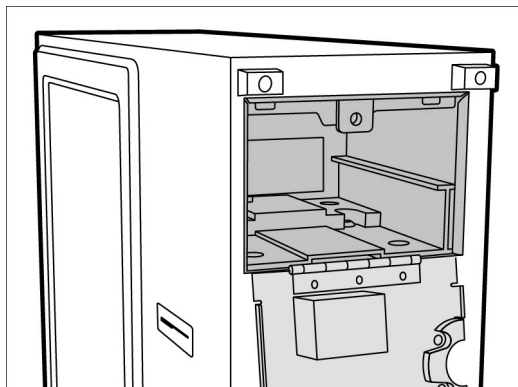
Figure 1-11. Keypad compartment

1.3   Printers

After making election choices on the ClearMark all-in-one unit, voters print their ballots on the ClearMark system's printer. ClearMark supports the printer models described in this section.

ClearMark Thermal Printer

The ClearMark Thermal Printer is a thermal printer with duplex printing capability. It uses a thermal paper roll to print monochrome pages and connects to the ClearMark system via a high-speed USB 2.0 interface. On the side of the printer, there is a paper roll locking mechanism that secures the thermal paper roll in place while the printer is being transported. On the sides of the printer, there are draw latches. To access the printer, unbuckle the draw latches and open the top lid.

The ClearMark Thermal Printer can print ballots of any length which can be defined in ClearDesign.
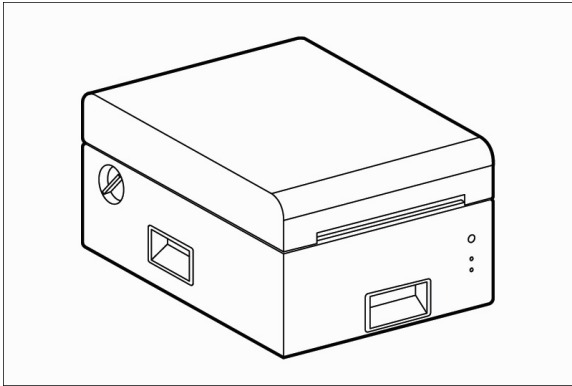
Figure 1-12. ClearMark Thermal Printer

Lexmark MS521dn printer

The Lexmark MS521dn is a compact laser printer with duplex printing capability. It has a 250-sheet capacity tray and prints monochrome pages up to 2400 x 600 dpi resolution. It connects to the ClearMark system via a high-speed USB 2.0 interface.

The Lexmark MS521dn printer can ballots up to 22 inches long.
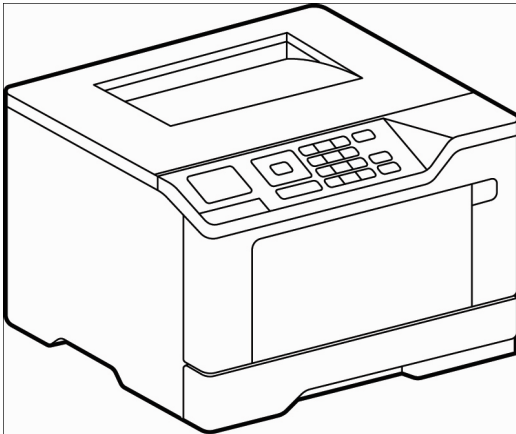
Figure 1-13. Lexmark MS521dn printer

1.4   Paper stock

The ballot paper that you can use with ClearMark depends on the stock weights supported by the ClearCast system and your choice of printer. See the *ClearVote Ballot Stock and Printing Specification* for more information. Consult your Clear Ballot representative for help in selecting ballot stock.

1.5   Ballot sizes

The Lexmark MS521dn printer supports the following ballot sizes:

- Width: 8.5 inches
- Length: 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21 and 22 inches

The ClearMark Thermal Printer supports the following ballot sizes:

- Width: 8.5 inches
- Length: The ClearMark Thermal Printer can print ballots of any length which can be defined in ClearDesign.

1.6   Battery backup and UPS

The *Voluntary Voting System Guidelines* require that uninterruptible power supply (UPS) devices be available and able to provide a minimum of two hours of operating time for each ClearMark system component.

The ClearMark system requires an external UPS when used in the laser printer configuration. See the *ClearVote Approved Parts List* for a list of supported UPS devices.

To increase the time available for battery backup of the ClearMark system and printer, ensure that additional UPS devices are available at the polls. Replace any marginally charged UPS before the start of a voting session.

1.7   Poll worker responsibilities

This topic lists the responsibilities of poll workers.

1.7.1   Administrative

Poll workers responsible for the following administrative procedures:

- Ensure that all required voting procedures are followed.
- Identify personnel trained for support.
- Complete the mandated jurisdictional documentation.
- Contact election support for further assistance, when necessary.

1.7.2 Equipment

Poll workers have the following responsibilities for voting equipment:

- Inventory voting equipment.
- Verify and record tamper-evident seals.
- Ensure that voting equipment is configured correctly for voting.
- Verify the functionality of ClearMark.
- Ensure that the correct poll-opening activities are performed at the start of voting.
- Ensure cleanliness and integrity of the polling place and the equipment.
- Troubleshoot equipment and follow problem resolution procedures.
- Install voter sip-and-puff devices by following the required protocol.
- Properly disassemble, inventory, and secure voting equipment at the end of voting.

1.7.3 Voting

Poll workers are responsible for the following voting activities:

- Describe the accessibility features to each voter.
- Select the correct ballot for each voter.
- Help voters with ClearMark settings.
- Help voters with ballot functions, when necessary.
- Provide voters with ballot secrecy sleeves.
- Manage traffic flow and voter privacy
- Follow the correct procedures for provisional ballots.
- At the end of each early voting day, shut down the ClearMark system (without closing the polls).

1.7.4 Security responsibilities

Poll workers must ensure the following:

- The ClearMark system is always supervised.
- The voter code (password) is known only by poll workers.
- An authorized poll worker must accompany each voter to a ClearMark system.
- Unauthorized personnel must not access the touchscreen of the ClearMark system.
- Voter privacy is maintained throughout the voting process.
- The ballot of each voter is placed in a secrecy sleeve and brought to a secure receptacle.
- ClearMark systems display the Voter Login prompt when not in use.

- Seals on ClearMark USB ports remain unbroken during voting.

- Seals on filled ballot containers remain unbroken during voting.

- No ballots circulate in the voting location other than voters depositing ballots in the secure receptacle.

- Voting screens are arranged around ClearMark systems for optimal privacy.

1.7.5 Supplies

Poll workers have the following responsibilities for supplies:

- Maintain election supply stocks during voting.

- Maintain a supply of ballot stock during voting.

- Contact election central to obtain additional ballot stock and supplies, when necessary.

- Maintain voting equipment integrity and cleanliness during voting.

1.7.6 Election close

Poll workers are responsible for the following activities when closing an election:

- Follow all designated poll-closing procedures.

- Reconcile ballots by following approved procedures.

- Secure voted ballots.

- Verify that tamper-evident seals are in place.

- Uninstall and secure voting equipment.

- Inventory election supplies.

Chapter 2. ClearMark ballots

This chapter provides an overview of ClearMark ballots.

2.1   Ballot design and language options

Contests, questions, candidates, responses, and language options for an election are configured in the ClearDesign EMS. The default ClearMark instructions for navigating and controlling the ballot can also be customized in the ClearDesign EMS. For more information, see the ClearDesign user documentation.

2.2   Ballot content

Jurisdictions use ClearDesign to define elections and lay out ballot layouts. When an election definition and its ballot layouts are final, the ballot designer exports the data to an ADFx. An administrator then imports the ADFx into the ClearMark system. For security, the ADFx is encrypted. Encryption ensures that only the ClearMark system can read the contents of the ADFx.

Each ballot contains a unique, sequential set of contests. Each contest contains heading text followed by the list of candidates in the appropriate sequence. For questions, the question text is followed by the possible responses, typically *Yes* and *No*.

2.3   Ballot selection

Each ballot is listed on the Select Ballot screen by precinct, split, and party (in the case of a closed primary).

A search function makes it easy to locate the appropriate ballot. If the list of ballot types does not fit onto a single screen, a vertical scroll bar appears on the right side of the ballot list for navigation.

2.4   Ballot presentation

The ClearMark system can present a ballot on the touchscreen, play an audio version of the ballot over headphones, or both. A voter can make selections by using the touchscreen, accessible keypad, or a sip-and-puff device. A voter can use a combination of presentation and input options.

Visual and audio ballots have the same content other than voting instructions.

2.5   Ballot navigation

The voter can move back or forth through the contests on the ballot and proceed to the ballot review at any time. The voter can also return from the ballot review to any contest on the ballot.

2.6 Voting instructions

Each ballot begins with detailed voting instructions. The voting instructions are in written or audio format depending on the format that the voter request. Voting instructions can also be repeated at the voter's convenience during voting.

Voting instructions can be customized according to local requirements.

2.7 Ballot settings

The ClearMark system allows a voter to customize ballot-presentation options at any point in the voting process. A voter can customize the following:

- Ballot presentation language
- Ballot magnification
- Ballot color options
- Audio ballot presentation
- Visual ballot presentation

2.8 Overvoting

The ClearMark system prevents overvotes. After a voter selects the maximum allowed number of choices for a contest, the system does not allow any additional choices.

If a voter tries to select more than the allowed number of choices for a contest, a message is displayed or played. The voter must deselect one of the previous choices before he or she can select another choice.

2.9 Undervoting

An undervote occurs when a voter selects fewer than allowed number of choices for a contest. The ClearMark system allows a voter to undervote a contest.

An election can be configured to present a warning message when an undervote occurs. The message requests the voter to confirm moving to the next or previous contest without selecting the allowed maximum number of choices in the current contest.

2.10 Double voting

A double vote occurs when a voter selects the same candidate more than once in a contest where the candidate is endorsed by multiple parties. The ClearMark system allows a voter to double vote a contest but informs the voter that only the first choice of the double vote will count for that contest.

If a voter tries to select the same candidate who is endorsed by multiple parties more than once in a contest, a message is displayed or played. The message requests the voter to confirm their selections before moving to the next contest and informs them that only the first choice of their double vote will count for the current contest.

2.11   Blank voting

A blank vote occurs when a voter skips voting for an individual contest in an election. The ClearMark system allows blank voting.

An election can be configured to present a warning when a voter does not select a choice in the current contest and attempts to move to the next or previous contest.

2.12   Write-in votes

Contests can be configured to allow the manual write-in of candidates whose names do not appear on the ballot. Spaces can be provided in each contest for write-in candidates up to the maximum number of allowed choices.

2.13   Straight-party voting (SPV)

For straight-party voting, a voter selects a party on the SPV Selection screen (Figure 2-1). As a result, all candidates endorsed by that party (voter group) become automatically selected. Depending on the requirements of the jurisdiction, a voter may be able to override the choices endorsed by a voter group for individual contests.
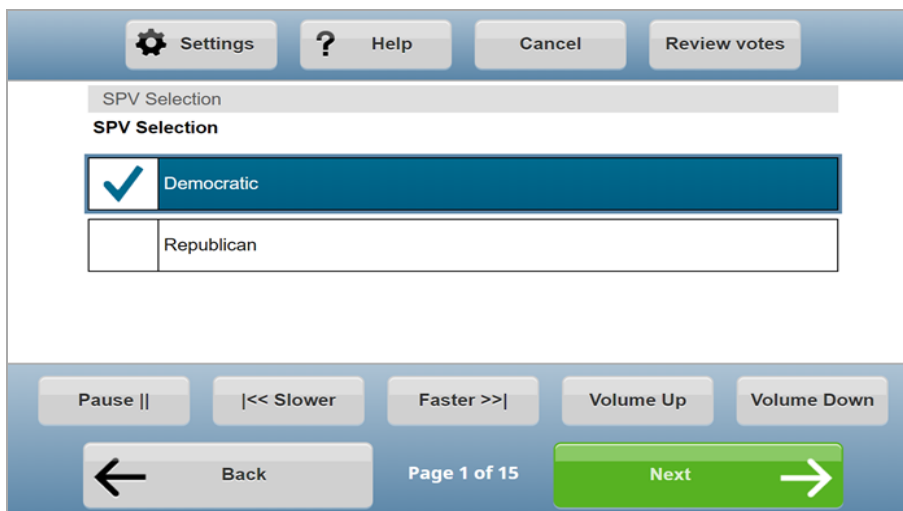
Figure 2-1. SPV Selection screen

2.13.1 Guidelines for straight-party voting

The following guidelines apply to straight-party voting:

- The setup of straight-party contests and party endorsements of candidates takes place in ClearDesign.

- The candidates endorsed by a party are usually candidates who belong to the party, but can include other candidates, such as independents.

- Some contests on a ballot may not be enabled for straight-party voting. No automatic selection of candidates occurs when a contest is not enabled for straight-party voting.

- If a voter selects a political party on the SPV Selection screen (Figure 2-1 on page 26), all candidates endorsed by the selected party are automatically selected in all subsequent contests for which straight-party voting is enabled on the ballot.

- The total number of candidates selected for a straight-party contest cannot exceed the allowed number of choices for the contest.

- In addition to selecting the straight-party option, a voter can also directly select individual candidates in any contest provided that the combined straight-party and directly selected choices do not exceed the maximum allowed number of choices for the contest.

- On the screen, candidates directly selected by a voter appear with a dark teal background. Straight-party selected candidates appear with a light teal background. See Figure 2-2.
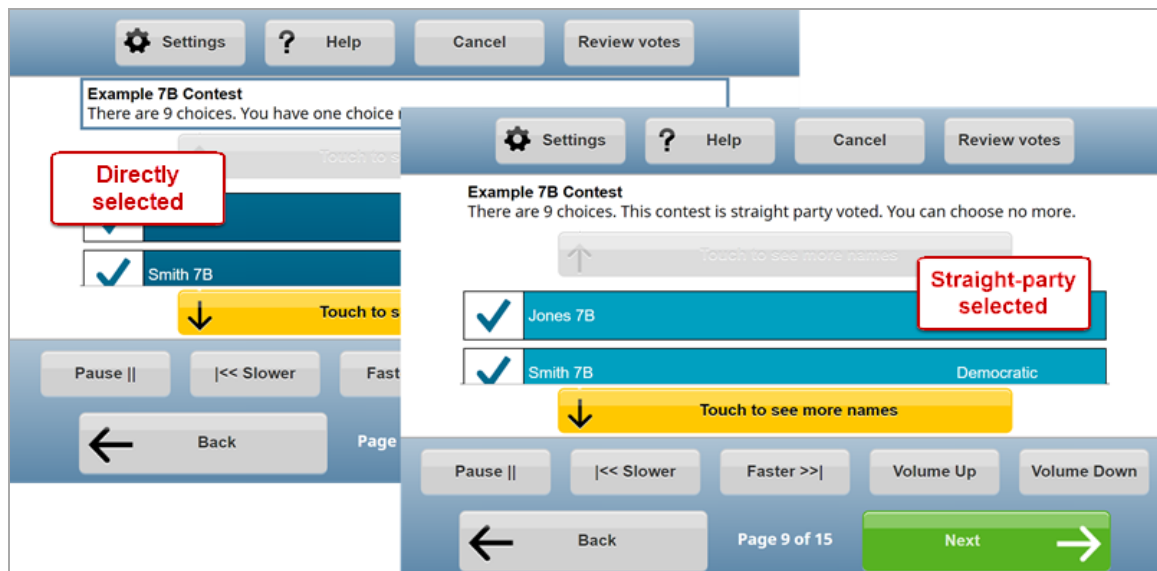
Figure 2-2. Straight-party voting: directly selected and straight-party selected candidates

- Deselecting the party choice automatically deselects all straight-party-selected candidates in all contests on the ballot. It does not deselect candidates that a voter directly selected.

- If the voter subsequently changes the party choice, the straight-party-selected candidates automatically switch to those endorsed by the newly chosen party in all ballot contests.

2.13.2 Straight Party Type

A Straight Party Type indicates how adjudication handles ambiguous cases where marks appear in straight-party voting (SPV) contest and in the partisan contests controlled by the SPV contest.

The Straight Party Type is assigned in ClearDesign on the Election dialog.

The ClearVote system supports the following Straight Party Type values listed in Table 2-1.

Table 2-1. Straight Party Type values

Rule	Description
None	(Default) If a jurisdiction does not use SPV, the Straight Party Type value is None.
Additive	The SPV-selected party choice is applied to the contest. Any marks for additional candidates are counted. If the marked candidates plus the candidates for the SPV-selected party will result in an overvote, the entire contest is considered as overvoted, and no votes are counted.
Combine	The SPV-selected party choice is applied to the contest. If there are fewer candidates for the select party than allowed choices, any marks for additional candidates are counted. If the marked candidates plus the candidates for the SPV-selected party will result in an overvote, only the SPV-selected candidates are counted.
Exclusive	An SPV-selected party choice applies only if all ovals of a partisan contest are entirely blank. Otherwise, only the marked ovals are counted, and SPV is not applied to that contest.
Exclusive One Touch	This option uses the same logic as Exclusive. An exception occurs when voting a straight-party ticket on the ClearMark system and then selecting a choice associated with a different party. In this situation, all the straight-party choices become deselected and the choice associated with the different party remains selected. Normal vote-selection rules apply when the voter selects additional choices. For example, a voter receives a warning if he or she tries to overvote the contest.
Override	SPV overrides or ignores any existing marks in partisan contest.

2.13.3 Exclusive straight-party conflicts

Suppose that following conditions apply:

- An election has a Straight Party Type of Exclusive.
- The voter selects some choices for contests on the ballot.
- The voter selects a party on the SPV Selection screen (Figure 2-1 on page 26).
- The party selected on the SPV Selection screen differs from the party affiliation of one or more candidate choices that the voter previously selected on the ballot.

In this situation, a warning message is issued. The warning message indicates that the party selected on the SPV Selection screen will not affect any previously selected candidates affiliated with other parties.

Tap the **OK** to continue.

2.13.4 Straight-party overrides

Suppose that the following conditions apply:

- An election has a Straight Party Type of Override.
- A voter selects choices in contests that are eligible for straight-party voting.
- The voter selects a party on the SPV Selection screen (Figure 2-1 on page 26).

In this situation, a warning message is issued. This message indicates that the choice on the SPV Selection screen will override the any previously selected choices for all contests eligible for straight-party voting.

Tap **OK** to accept the override and continue. Tap **Cancel** to cancel the straight-party selection.

2.14 Primary elections

A *primary election* determines which candidates will represent a political party for a slate of offices in a general election.

A primary election can be open or closed:

- In an *open primary*, the ballot includes all partisan and nonpartisan contests. The voter decides a party affiliation when selecting a ballot.
- In a *closed primary*, the ballot includes the partisan contests corresponding to a single political party and any nonpartisan contests in the election.

2.14.1 Open primaries in ClearMark

In an open primary, the ClearMark system presents a mandatory preference contest to a voter at the start of voting. The partisan contests presented to the voter correspond to the party selected for the preference contest. If the voter decides to select a different party in the preference contest, the ClearMark system removes all previously made selections for partisan contests unless the voter reverts to the original party selection.

2.14.2 Primary preference selection

A warning message is displayed if a voter does not select a party preference for an open primary ballot. Selecting a party preference is mandatory for an open primary ballot.

2.15   Inactivity

If ClearMark detects inactivity for a specified time, the system displays an inactivity timeout message.

If the voter does not respond, ClearMark cancels the voting session after a specified time and redisplays the Select Ballot screen (See "Voting process" on page 53).

If the voter responds to an inactivity timeout message, he or she can continue voting.

The length of the inactivity timeout and cancellation timeout are set in the ClearDesign on the Device Type: Accessible Marker dialog.

2.16   Reviewing votes

At the completion of voting, the voter reviews the candidate and response selections made on the ballot using the Review Votes screen. The voter can move from the Review Votes screen directly to any contest on the ballot, make any desired changes to candidate/response selections, and return directly to Review Votes screen.

See "Reviewing choices on a ballot" on page 65.

2.17   Ballot printing

When voting is complete, the voter's paper ballot is printed. All ballot content appears on the printed ballot in the same order as presented on the ClearMark screen. All selections printed to the paper ballot are identical to those made on the ClearMark system. If a jurisdiction is using ballots with multiple languages, the printed ballot will also have multiple languages even though the voter only voted in their chosen language.

The printed ballot contains no information that identifies the voter or the method of voting.

The length of the printed ballot can vary, depending upon the ballot length configured in the ClearDesign.

Straight-party voting selections

If the voter accepted all straight-party-selected votes, the straight-party contest oval is filled in. If the voter deselected (unvoted) one or more straight-party selections on the ballot, the straight-party contest oval is not filled in. Instead, a black diamond prints next to the straight-party selections.

Ballot stubs

If ballot stubs have been configured for the election and stub printing is enabled, a stub prints with the ballot. The ballot designer determines the content of the stub. The content of the stub varies by jurisdiction. Typically, stubs serve as receipts to allow for ballot tracking and reconciliation. The ClearVote systems support up to three stubs per ballot.

ClearMark allows you to turn off the printing of stubs. When turning stub printing on or off, you must adjust the size of the paper stock in the printer.

Examples of printing stubs

Suppose that you print a 17-inch card containing a 14-inch ballot with a 3-inch stub and you disable stubs. In this situation, you must replace the 17-inch stock in the printer with 14-inch stock.

Suppose that you print an 11-inch ballot without stubs and then enable printing of a 3-inch stub. In this situation, you must put 14-inch stock in the printer.

Reviewing the ballot and placing it in the ballot box

After the ballot is printed, the voter can manually review it for accuracy before placing it in the ballot box. If using the ClearMark Scanner, the voter can also perform ballot verification using the scanner to review the ballot for accuracy.

The poll worker must provide the voter with a secrecy sleeve so that the voter can transport the ballot privately to the ballot box.

Chapter 3. Setting up the ClearMark system

The location for the ClearMark system must conform to the environmental requirements of the system components. See the *ClearMark System Overview* for more information.

3.1   Setting up ClearMark in a setup case in the thermal printer configuration

This section describes how to set up ClearMark in a setup case when used in the thermal printer configuration. Figure 3-1 shows a ClearMark thermal printer configuration in a setup case.
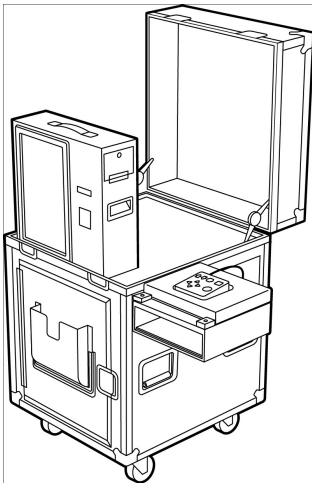
Figure 3-1. ClearMark thermal printer configuration in a setup case

> ⚠️ **Caution**: When lifting the ClearMark setup case, always use a team lift with four people. Each person must use two handles to distribute the weight evenly. In addition, to avoid injury, only move one ClearMark setup case at a time.

Prepare each ClearMark system for voting as follows:

1. Open the rear door by rotating the butterfly latch to the left.

   You can now open the rear door to expose the power cord of the ClearMark system.

2. Release the locking latch from the back of the printer platform to release the platform.

3. Pass the power cord of the ClearMark system through the hole on the left side of the setup case and plug the power cord into a 15A 120V outlet.

4. Open the front door by rotating the butterfly latch to the left.

    You can now open the front door to expose the thermal printer platform. Once opened, slide the printer platform out toward you.

    > ⚠️ To avoid the risk of damage or injury, do not move the setup case while the printer tray is fully extended.

5. Ensure the paper roll locking mechanism on the side of the thermal printer is set to the *open* position. Then, slide the printer platform back into the setup case and reattach the printer platform latch.

6. Close the rear door by rotating the butterfly latch to the right. Replace any tamper-evident seals according to the rules of your jurisdiction.

7. Close the front door by rotating the butterfly latch to the right. Replace any tamper-evident seals according to the rules of your jurisdiction.

8. Open the top compartment by rotating both butterfly latches to the left (Figure 3-2). Use the front-facing lift handle to open the top compartment lid, exposing the all-in-one unit, headphones, sip-n-puff, and ballot chute.
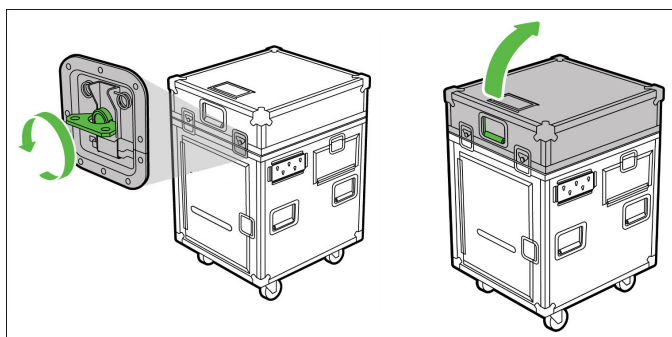
Figure 3-2. Opening the top compartment door

> **Note**:   Be sure to use the lift handle on the front of the top compartment lid to open or close the top compartment lid. Failure to do so may place undue stress on the hinges of the top compartment.

9. Move the all-in-one unit into its most upright position by grabbing the handle on the top of the unit and pulling it toward you. Optionally, tilt the all-in-one unit back using the kickstand on the back of the all-in-one unit (see the instructions on the back of the unit for more information on releasing the kickstand).

10. If using the ClearMark Scanner, unlatch the scanner cubby door by rotating the butterfly latch to the left and pulling the door open (Figure 3-3).
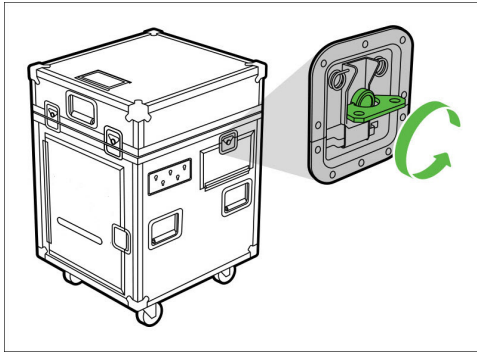
Figure 3-3. Unlatching scanner cubby door

The scanner is now visible and ready for use inside the scanner cubby.

11. Alternatively, to mount to ClearMark Scanner to the right side of the setup case:

   a. Remove the scanner from the scanner cubby by pulling the scanner out toward you.

   b. Locate the scanner mounting plate on the right side of the setup case. Align the mounting pegs on the side of the scanner with the holes on the mounting plate and slide the scanner down onto the mounting plate (Figure 3-4).
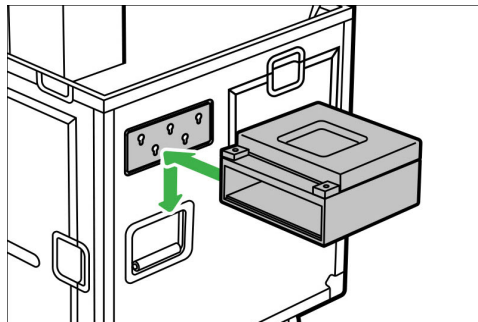
Figure 3-4. Sliding scanner down onto mounting plate

When in place, the scanner securely hangs on the right side of the setup case.

12. On the all-in-one unit, unscrew the spring-loaded thumbscrew lock on the keypad compartment door to unlock the compartment. Remove the accessible keypad from the compartment (Figure 3-5).
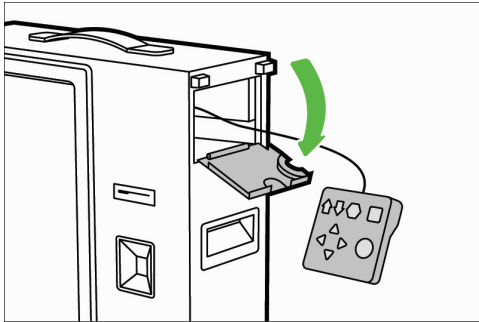
Figure 3-5. Removing keypad from all-in-one unit keypad compartment

13. If using the ClearMark Scanner, place the keypad in its resting location on top of the scanner (Figure 3-6). Otherwise, place the keypad on top of the setup case beside the all-in-one unit.
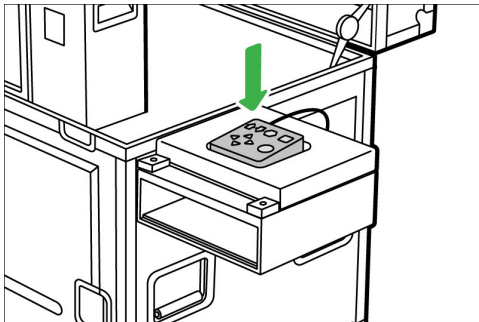
Figure 3-6. Keypad in recess on scanner

14. Close the keypad compartment door and screw the spring-loaded thumbscrew lock to lock the compartment.

15. Plug the audio headphones into the headphone jack on the top of the keypad. This jack is located next to the keypad power cord.

16. Remove the ballot chute from its slot in the top compartment of the setup case and insert the chute into the chute holder on the front of the setup case (Figure 3-7).
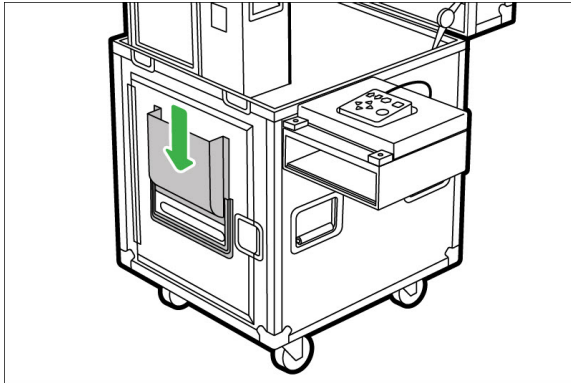
Figure 3-7. Ballot chute secured to front of setup case

17. On the back of the all-in-one unit, locate the port compartment. Insert and turn the supplied key clockwise to unlock the port compartment.

18. (If using a sip-and-puff device) Connect the USB converter into an available USB slot.

19. Press the all-in-one unit power button to power on the ClearMark system (Figure 3-8).
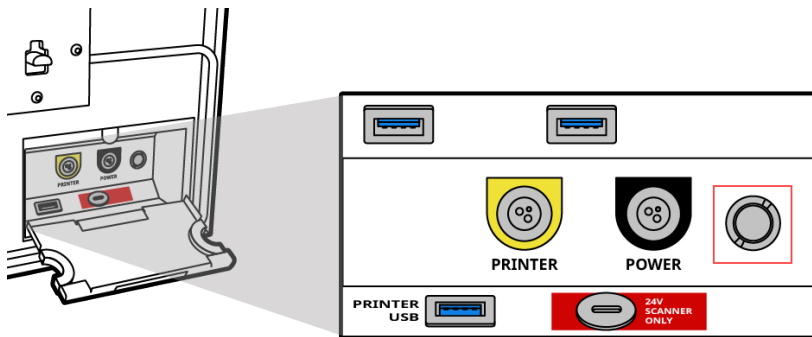
Figure 3-8. Power button on the all-in-one unit

> ⚠️ **Caution**: The USB-C port in the port compartment of the all-in-one unit is used to power the ClearMark Scanner. Do not plug the accessible keypad or any device other than the ClearMark Scanner into the USB-C port in the port compartment of the all-in-one unit.

20. Close the port compartment door. Insert and turn the supplied key counter-clockwise to lock the port compartment. Replace any tamper-evident seals according to the rules of your jurisdiction.

21. Place the privacy screen around the ClearMark all-in-one unit to ensure comfort and privacy.

3.2   Setting up ClearMark in a setup case in the laser printer configuration

This section describes how to set up ClearMark in a setup case when used in the laser printer configuration. Figure 3-9 shows a ClearMark laser printer configuration in a setup case.
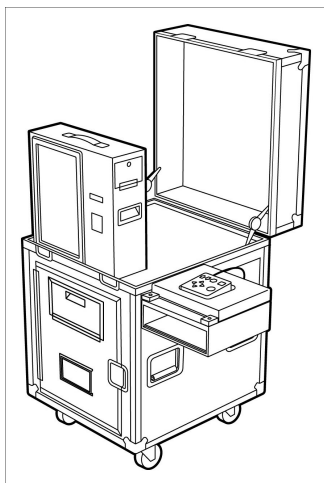
Figure 3-9. ClearMark laser printer configuration in a setup case

⚠️ **Caution**: When lifting the ClearMark setup case, always use a team lift with four people. Each person must use two handles to distribute the weight evenly. In addition, to avoid injury, only move one ClearMark setup case at a time.

Prepare each ClearMark system for voting as follows:

1. Open the rear door by rotating the butterfly latch to the left.

    You can now open the rear door to expose the power cord of the uninterruptible power supply (UPS) for the ClearMark system.

2. Pass the UPS power cord for the ClearMark system through the hole on the left side of the setup case and plug the power cord into a 15A 120V outlet.

3. Close the rear door by rotating the butterfly latch to the right. Replace any tamper-evident seals according to the rules of your jurisdiction.

4. Open the small hatch located on the front door by using the designated handle, exposing the top of the printer (Figure 3-10).
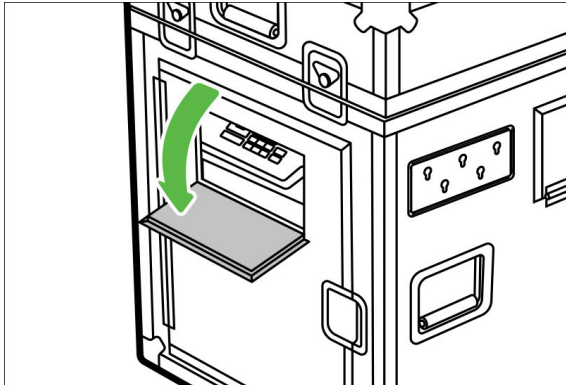
Figure 3-10. Opening the hatch on the front door to expose the top of the printer

5. Open the top compartment by rotating both butterfly latches to the left (Figure 3-11). Use the front-facing lift handle to open the top compartment lid, exposing the all-in-one unit, headphones, and sip-n-puff.
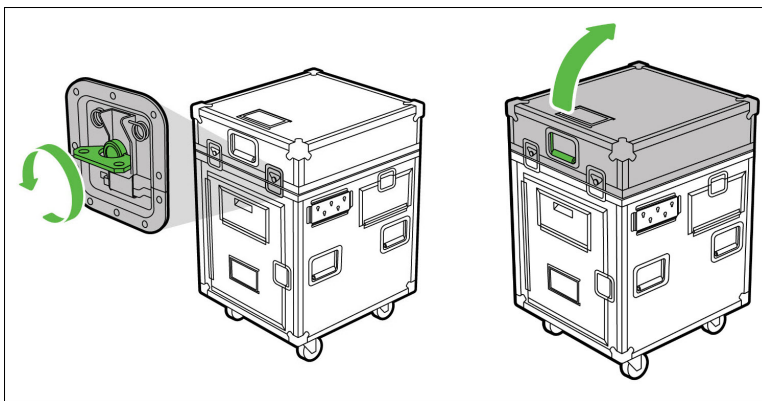
Figure 3-11. Opening the top compartment lid

Note: Be sure to use the lift handle on the front of the top compartment lid to open or close the top compartment lid. Failure to do so may place undue stress on the hinges of the top compartment.

6. Move the all-in-one unit into its most upright position by grabbing the handle on the top of the unit and pulling it toward you. Optionally, tilt the all-in-one unit back using the kickstand on the back of the all-in-one unit (see the instructions on the back of the unit for more information on releasing the kickstand).

7. If using the ClearMark Scanner, unlatch the scanner cubby door by rotating the butterfly latch to the left and pulling the door open (Figure 3-12).
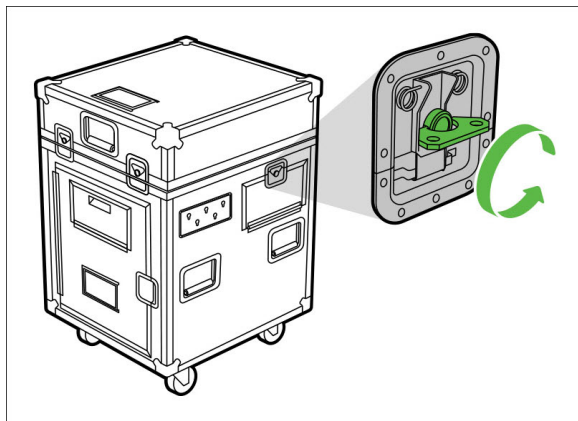
Figure 3-12. Unlatching scanner cubby door

The scanner is now visible and ready for use inside the scanner cubby.

8. Alternatively, to mount to ClearMark Scanner to the right side of the setup case:

   a. Remove the scanner from the scanner cubby by pulling the scanner out toward you.

   b. Locate the scanner mounting plate on the right side of the setup case. Align the mounting pegs on the side of the scanner with the holes on the mounting plate and slide the scanner down onto the mounting plate (Figure 3-13).
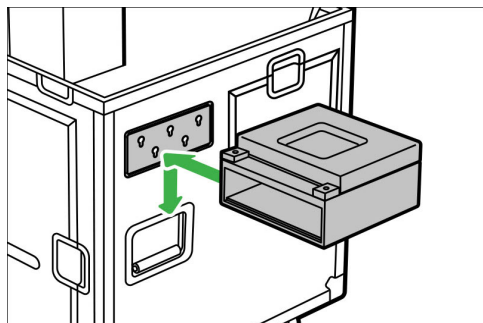
Figure 3-13. Sliding scanner down onto mounting plate

When in place, the scanner securely hangs on the right side of the setup case.

9. On the all-in-one unit, unscrew the spring-loaded thumbscrew lock on the keypad compartment door to unlock the compartment. Remove the accessible keypad from the compartment (Figure 3-14).
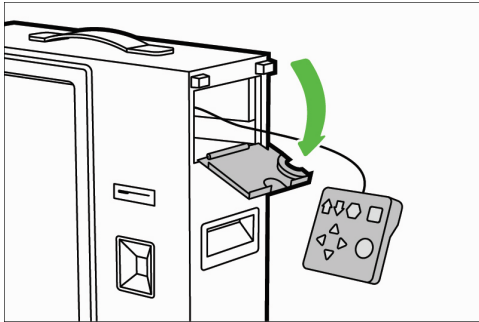
Figure 3-14. Removing keypad from all-in-one unit keypad compartment

10. If using the ClearMark Scanner, place the keypad in its resting location on top of the scanner (Figure 3-15). Otherwise, place the keypad on top of the setup case beside the all-in-one unit.
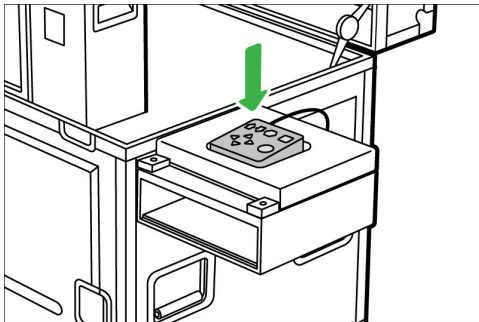
Figure 3-15. Keypad in recess on scanner

11. Close the keypad compartment door and screw the spring-loaded thumbscrew lock to lock the compartment.

12. Plug the audio headphones into the headphone jack on the top of the keypad. This jack is located next to the keypad power cord.

13. On the back of the all-in-one unit, locate the port compartment. Insert and turn the supplied key clockwise to unlock the port compartment.

14. (If using a sip-and-puff device) Connect the USB converter into an available USB slot.

15. Press the all-in-one unit power button to power on the ClearMark system (Figure 3-16).
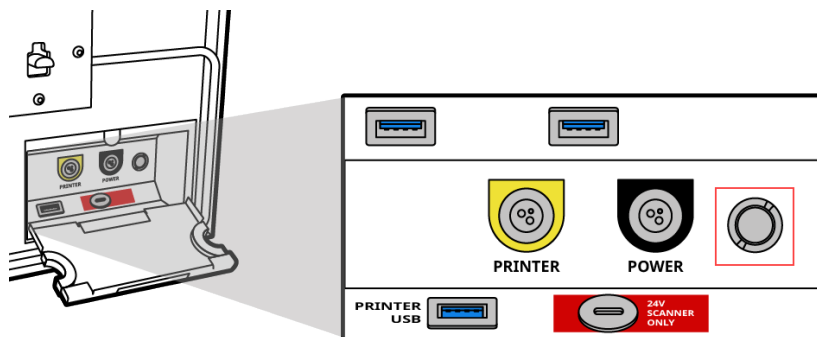
Figure 3-16. Power button on all-in-one unit

⚠️ **Caution**: The USB-C port in the port compartment of the all-in-one unit is used to power the ClearMark Scanner. Do not plug the accessible keypad or any device other than the ClearMark Scanner into the USB-C port in the port compartment of the all-in-one unit.

16. Close the port compartment door. Insert and turn the supplied key counter-clockwise to lock the port compartment. Replace any tamper-evident seals according to the rules of your jurisdiction.

17. Place the privacy screen around the ClearMark all-in-one unit to ensure comfort and privacy.

3.3   Starting and logging into the ClearMark system

To start the ClearMark system and log in:

1. Ensure that the all-in-one unit is plugged in. Power on the all-in-one unit.

   ClearMark displays the login screen.

2. From the Select Role drop-down list, select the desired role.

   If no election is loaded, select the Administrator role.

   To start a voting session, select the Voter role.

3. In the Enter Code field, enter the code for your role.

4. Tap **OK**.

3.3.1 Voting session information

The title bar and status bar provide information about the current voting session.

Title bar

The title bar (Figure 3-17) appears at the top of the ClearMark screen and contains:

- The election title, voting location, and election mode
- The role of the logged-in user

ClearAccess	EAC Accuracy Test: Precinct1 [PRE_ELECTION]	Election Administrator
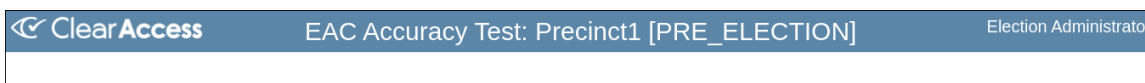
Figure 3-17. Title bar that appears at the top of the ClearMark screen

Status bar

The status bar appears at the bottom of the ClearMark screen and contains:

- Battery charge indicator
- Voting and ballot printing status, including:
  - Voting sessions
  - Ballots printed
  - Ballots reprinted
  - Ballots canceled
  - Last ballot status
- Software version number

Fully Charged (100%)	Voting Sessions 0 Ballots Printed 0 Reprinted 0 Canceled 0 Last Ballot Status	Version:
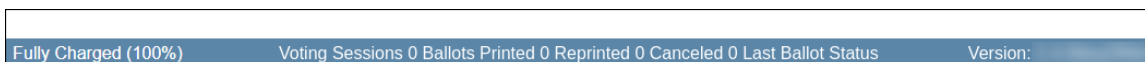
Figure 3-18. Status bar that appears at the bottom of the ClearMark screen

3.4   Ending a ClearMark session

Multiple command buttons enable you to end the current ClearMark session. Each command to end the current ClearMark session is available to all roles. See Table 3-1 for a description of each command button.

Table 3-1. Command buttons for ending a ClearMark session

Command	Use To	Access
Log Out	Log out the current user. ClearMark remains running.	All roles
Shut Down	Log out the current user and shut down the ClearMark system. At the end of each early voting day, shut down the ClearMark system, but do *not* close the polls. Close the polls *only* at the end of voting on election day.	All roles

There is no command button for ending a voting session. Voting sessions end automatically when a voter successfully completes, or cancels, voting. The voting session also times out after a period of inactivity.

3.5   Personal assistive devices

3.5.1 Accessible keypad

The ClearMark Accessible Keypad (Figure 3-19) has nine keys that control every possible ClearMark audio ballot function. It has been designed for ease of use and is impact-resistant. The keypad is sealed for cleaning and sanitation. On the top of the keypad, an audio-in port enables a poll worker to plug in headphones so that a voter can listen to the audio version of the ballot content.

The keypad has a braille label overlay that identifies each key for voters who are blind or have low vision.
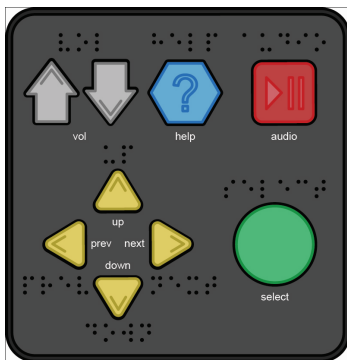
Figure 3-19. ClearMark Accessible Keypad

Table 3-2 lists the commands available on the ClearMark Accessible Keypad.

Table 3-2. Clear Ballot ClearMark Accessible Keypad commands

Name	Button	Use
Help		Press to display the Help screen. Press and hold for more than one second to display the Settings screen.
Select		Press once to make a choice, such as a candidate selection. Press again to deselect the choice.
Down (Next item)		Press to move to the next item in a list, such as the next candidate.

Table 3-2. Clear Ballot ClearMark Accessible Keypad commands (continued)

Name	Button	Use
Up (Previous item)	△	Press to move to the previous item in a list.
Next screen	▷	Press to move to the next screen. Press and hold for more than one second to go to the Review screen. If you are on a write-in screen and press **Next** while the cursor is at the end of the write-in choice, ClearMark reads the write-in choice out loud. This capability informs voters if they have made a typing mistake before submitting the write-in choice.
Previous screen	◁	Press to move to the previous screen. Press and hold for more than one second to cancel the voting session.
Volume Up	⬆	Press to raise the audio volume.
Volume Down	⬇	Press to lower the audio volume.
Audio Start/Stop	▶⏸	Press to pause or resume the speech. Press and hold for more than one second to restart the speech from the beginning of the current paragraph.

3.5.2 Sip-and-puff device

The sip-and-puff devices allow voters to perform all ClearMark functions using sip-and-puff activation. The sip-and-puff device provides input using integrated switches that connect to a USB computer converter using a 3.5 mm audio cable. The device is configurable with DIP switches and allows for flexible positioning of the mouthpiece and headset. For more information about the appropriate models of sip-n-puff devices to use with the ClearMark system, contact Clear Ballot.

Configuring the Origin Instruments Swifty™ sip-and-puff device

Using a paper clip, configure the four DIP switches on the sip-and-puff device as follows:

1. On

2. Off

3. Off

4. Off

Setting the first DIP switch to On with the second set to Off configures the device to act like **Space** and **Enter** keys on a keyboard. When the third DIP switch is Off, the 3.5 mm audio jack supports stereo input, which is required for sips and puffs. Setting the fourth DIP switch to Off disables the wireless capability on the Swifty.

For information about replacing the mouth tube, see "Replacing the sip-and-puff mouth tube" on page 94.

For information about using a voter's personal sip-and-puff device, see "Using a voter's sip-and-puff device" on page 97.

Sip-and-puff functionality

The sip-and-puff device lets voters make choices using a single sip, a single puff, a long sip, a long puff, a double sip, a double puff, a triple sip, and a triple puff.

- The long sip or puff is about half a second long.
- A double sip or puff comprises two single sips or puffs separated by no more than a quarter second.
- Individual sips or puffs in sequence of three must be separated by no more than a quarter second.

Table 3-3 lists sip-and-puff operations.

Table 3-3. Sip-and-puff operations

To	Use
Advance the ballot to the next item Move forward through instructions, contest titles, or a list of choices	Single puff
Return the ballot to the previous item Move backward through instructions, contest titles, or a list of choices	Single sip
Select or deselect a choice Select the current item. When the item is selected, the box turns blue. Change the selection, advance to the applicable candidate and perform a long puff. When the item is deselected, the box turns white.	Long puff
Access the menu	Long sip
Move to the next screen	Double puff

Table 3-3. Sip-and-puff operations (continued)

To	Use
Move to the previous screen	Double sip
Display the Settings screen	Triple puff
Display the Help screen	Triple sip

To vote for a candidate not on the ballot, select the write-in option. Additional instructions appear that explain how to complete the write-in vote.

Chapter 4. Voting preparation

This chapter provides some guidelines and procedures to prepare for voting.

4.1   Preparing the ClearMark touchscreen for voting

Follow these general guidelines to prepare the all-in-one unit touchscreen for voting:

- Position the all-in-one unit so that voters easily see it.
- Ensure that the touchscreen is within comfortable reach.
- Keep the touchscreen clean throughout voting.

4.1.1 Preparing the ClearMark equipment for voters who are blind, have low vision, or have hearing loss

Follow these guidelines to prepare the ClearMark equipment for voters who are blind, have low vision, or have hearing loss:

- Position the ClearMark system so that it is easily accessible.
- Install the accessible keypad:
  - Ensure that the keypad is available for a voting session.
  - Position the keypad so that it is comfortable to use.
  - Keep the keypad clean.
- Attach the audio headphones to the ClearMark system:
  - Ensure that the headphones are available for all voting sessions.
  - Keep the headphones clean.
  - Replace the sanitary covers on the headphones after each use.
- Show voters the location of the ballot printer and the secrecy sleeves.

4.1.2 Preparing ClearMark equipment for voters who have difficulty using their hands

Follow these guidelines to prepare ClearMark equipment for voters who have difficulty using their hands:

- Position the ClearMark system so that it is easily accessible.
- Ensure that the sip-and-puff device is installed and kept clean.
- Install the disposable mouthpiece on the sip-and-puff device.
- Position the sip-and-puff device on the voter.

- Follow the procedure in this document to set up a voter's sip-and-puff device.

- Keep the sip-and-puff headset and the accessible keypad disentangled.

4.2   Supplies

Prepare the following voting equipment and supplies for delivery to the polling locations:

- ClearMark all-in-one unit and power cord

- Accessible keypad

- Audio headphones

- Headphone sanitary covers

- (optional) Approved sip-and-puff device

- Extension cord

- Protective power cord matting

- Printer and power cord

- Printer USB cable (to connect printer to all-in-one unit)

- External UPS (if using the laser printer configuration)

- Toner cartridge (if using the laser printer configuration)

- (optional) ClearMark Scanner

- (optional) Scanner USB cable (to connect scanner to all-in-one unit)

- Paper stock

- Tamper-evident seals

- Jurisdictional forms

- Voting screens

- Pens

- Provisional ballot envelope

- Secrecy sleeves

4.3   Voter preparation

Prepare instructions to voters on the following topics as needed:

- Language selection

- Party selection (closed primary)

- Party selection (open primary)

- Voting instructions

- Ballot header

- Ballot navigation

- Contests on the ballot

- Candidate selection

- Overvoting

- Write-in votes

- Settings

- Ballot review

- Ballot printing

- Ballot cancellation

For audio voters, prepare instructions on the following topics:

- Volume controls

- Audio speed

- Pausing and resuming

- Moving to next or previous sentence

4.4 Equipment maintenance

During voting, ensure the following:

- The printer remains on.

- The printer has enough paper.

- The ClearMark system remains powered on.

- The ClearMark system displays the Voting login prompt.

- The accessible keypad is connected.

- The sip-and-puff device is connected.

- The voter's sip-and-puff device is deployed correctly.

- Full ballot boxes are sealed and replaced as needed.

- The ClearMark system is kept clean.

- All tamper-evident seals remain intact on the ClearMark system.

4.5   Security during voting

Maintain security during voting as follows:

- Do not allow unauthorized individuals to approach the ClearMark system.

- Place voted ballots in secrecy sleeves and ensure they are deposited into the ballot box in a manner that is secure and ensures anonymity.

- Restrict access to ballot boxes.

- Verify that tamper-evident seals remain intact.

4.6   Opening the polls

To allow voting to begin, set the ClearMark system to the Polls Open mode.

When you set the Polls Open mode, the Open Polls report displays automatically. This report contains system, election, voting-location status information, and voted ballot statistics. Verify the contents of this report and confirm that the voted ballot counts are zero.

The appearance of the Voting Login screen at the end of this procedure ensures that the ClearMark system is functioning as expected and is ready for voting.

To open the polls:

1. Log in to the ClearMark system using the poll worker or election administrator role and code.

2. On the Set for Election screen, tap **Open Polls**.

   The Open Polls report appears (Figure 4-1).

Figure 4-1. Open polls report

3. Verify that all applicable status and identification information is correct on the report, and that all ballot counts are zero.

4. Tap **Print** and then **OK** to print the report.

5. Follow your jurisdiction's procedures for handling the report.

    ClearMark displays the Voting Login screen and the ClearMark system is ready for voting.

4.7   Activating smart cards

If your jurisdiction uses smart cards to automatically load the correct ballot for voters, you can activate a voter's smart card using the ClearMark system's all-in-one unit. Smart card activation allows you to select the ballot information that will be associated with a voter's smart card and then activate that card so it can be used to begin a voting session in an election. Smart cards must be activated using the poll worker role once the polls have already been opened.

Note:	You can only activate smart cards that have previously been initialized or activated for the same election. For more information on smart card initialization, see "Initializing smart cards" in the *ClearMark Supervisor Guide.*

To activate a smart card for a voter:

1. Ensure that the polls have already been opened as described on page 50.

2. Log in to the ClearMark system using the poll worker role.

3. Tap the **Activate Smart Cards** button.

    The Select Ballot screen appears (Figure 4-2).

Figure 4-2. Select Ballot screen

4. In the Options section of the screen, select any information you would like to associate with the voter's smart card, such as the voter's Preferred Input Type.

5. From the list of precincts, select the precinct that you want to associate with the voter's smart card.

The Ballot Confirmation screen appears (Figure 4-3).
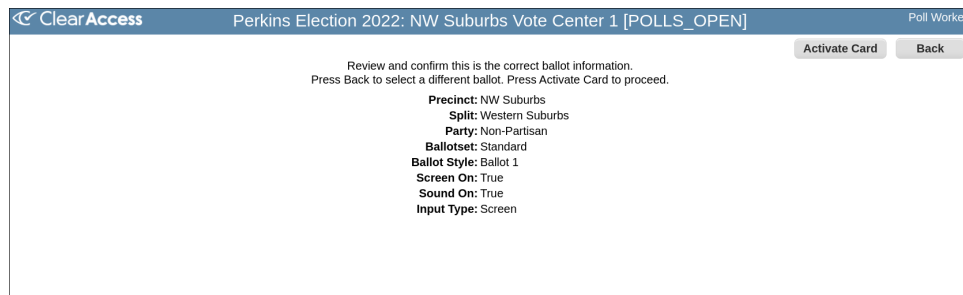
Figure 4-3. Ballot Confirmation screen

6. Review and confirm that the correct ballot information has been selected. When finished, tap **Activate Card**.

A screen appears asking you to insert a smart card for activation (Figure 4-4).
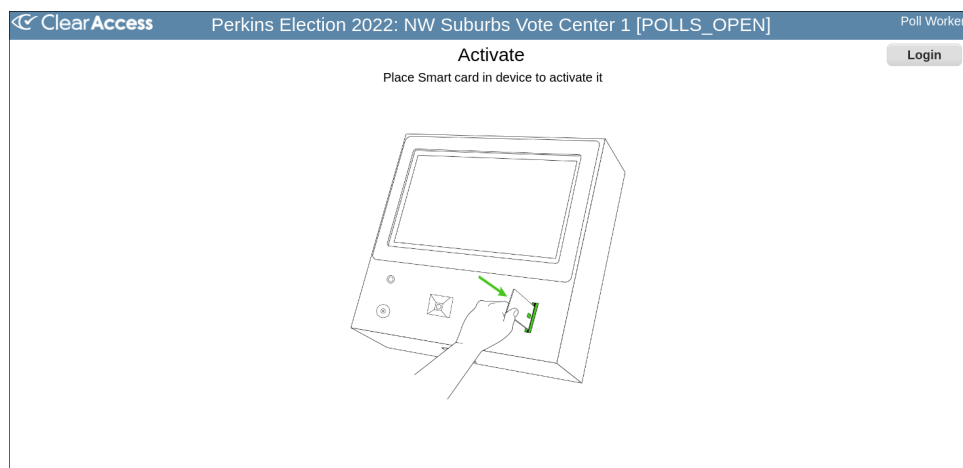
Figure 4-4. Smart Card Activation screen

7. Insert the designated smart card into the smart card reader on the front of the all-in-one unit.

   If the smart card is already active for the election, you are prompted to activate the card again. Tap **Yes** to re-activate the card.

   A message appears confirming that the smart card has been successfully activated (Figure 4-5).

Please Remove Card		
Card activated successfully! Would you like to activate another card?		
	YES	NO
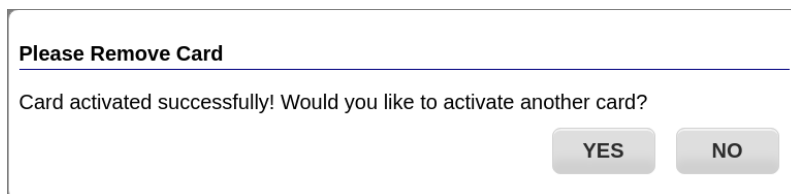
   Figure 4-5. Activation success message

   Remove the smart card from the all-in-one unit.

8. To continue activating additional smart cards, tap **Yes** on the prompt and follow Steps 4-7.

   Otherwise, tap **No** to return to the main menu.

4.8 Voting process

Follow this procedure to vote using the ClearMark system:

1. Register the voter at the polling location.

2. Optionally, insert a smart card into the all-in-one unit's smart card reader to load the voter's ballot and language and accessibility preferences.

   See "Voting with the smart card reader" on page 84 for more information on voting with the smart card reader.

3. Log in to the ClearMark system with the voter role.

   If enabled, ClearMark displays the barcode scanner screen.

4. Optionally, scan a QR code on the all-in-one unit's barcode scanner to load the voter's ballot and language and accessibility preferences.

   See "Voting with the barcode scanner" on page 81 for more information on voting with the barcode scanner.

5. To manually load the voter's ballot and language and accessibility preferences, click **Precinct Lookup**.

   ClearMark displays the Select Ballot screen.

6. In the Options group box, select the applicable presentation and input options for the voter:

   - Select **Sound On** to play the audio ballot.

   - Select **Screen On** to display the visual ballot.

   - Select the Preferred Input Type: **Screen**, **Keypad**, or **Sip & Puff**.

7. Select the name of the desired ballot from the list on the left of the Select Ballot screen.

   If necessary, use the **Search** field to narrow the list of displayed ballots.

   ClearMark displays a confirmation message.

8. Review the selections in the confirmation message:

   - If the selections are correct, tap **Vote**.

   - If the selections are incorrect, tap **Back** to return to the Select Ballot screen to make the necessary changes.

9. Allow the voter access to the ClearMark system and assist the voter as needed.

   The voter selects choices on the ballot, prints it, and is automatically logged out. ClearMark displays the Login screen.

10. Clean and replace equipment as necessary to prepare for the next voter:

    - Clean the touchscreen and accessible keypad.

    - If the voter used audio headphones, remove the sanitary cover, discard it, and replace it with a new cover.

    - If the voter used the sip-and-puff device, replace the mouthpiece.

4.9 Early voting process

During early voting, the poll worker shuts down the ClearMark system at the end of each day by logging in with poll worker role and then tapping **Shut Down**.

Note:	Do *not* close the polls during early voting. *Only* close the polls at the end of voting on election day.

4.10   Resuming voting

During early voting, election officials shut down the ClearMark system at the end of each day *without* closing the polls. Follow the procedure below to resume voting on a subsequent day of early voting.

To resume voting:

1. Log in with the desired user role (poll worker or election administrator) and the applicable code.

   ClearMark displays the Voting screen.

2. On the Voting screen, tap **Resume Voting**.

   ClearMark displays the Login screen.

3. In **Select Role**, select Voter and enter the voter code in the **Enter Code** field.

Chapter 5. Voting with the touchscreen

This chapter describes how to vote with the touchscreen.

5.1   Selecting a language with the touchscreen

If an election has ballot content in more than one language, the first step in voting is to choose the desired language (Figure 5-1). Tap the button for the desired language to display all contest, candidate, and heading text in that language. If an election is in a single language, no language selection screen appears.

Figure 5-1. Selecting a language with the touchscreen

5.2   Voting instructions for the touchscreen

After selecting the language, ClearMark displays a screen of voting instructions (Figure 5-2). Tap **Next** to go to the next screen.
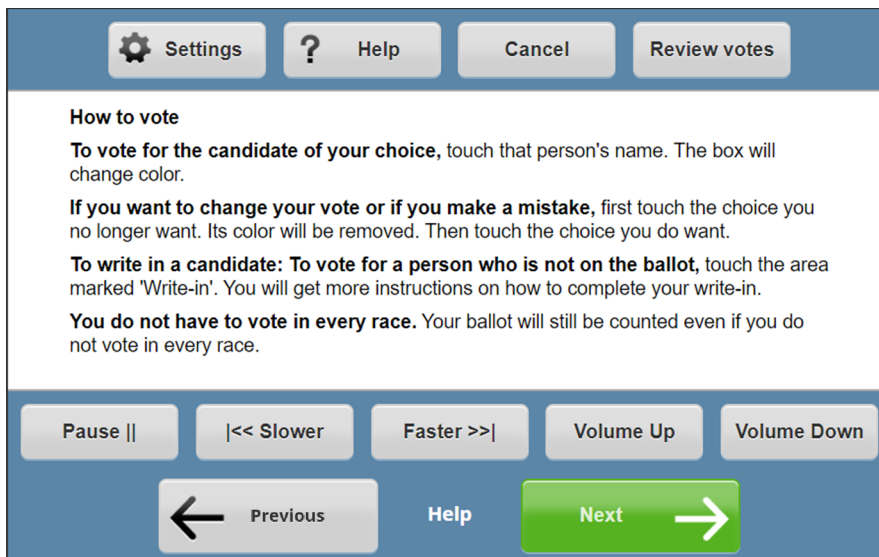
Figure 5-2. Voting instructions for the touchscreen

To display voting instructions at any time, tap the **Help** on the ballot toolbar. Tap **OK** to return to the ballot.

5.3 Ballot header

The next screen displays the ballot header (Figure 5-3). A ballot header can include the election date and the districts applicable to the ballot.

Figure 5-3. Ballot header

If the ballot header does not fit on a single screen, a vertical scroll bar appears on the right. Navigation buttons appearing at the bottom and top and bottom of the ballot header allow the voter to move forward or backward through the header text.

Toolbar

A toolbar appears above the header. The toolbar contains the buttons described in Table 5-1.

Table 5-1. Toolbar

Button	Description
Settings	Controls the visual presentation of the ballot. See "Settings" on page 62.
Help	Enables you to redisplay the voting instructions at any time. See "Voting instructions for the touchscreen" on the previous page.
Cancel	Cancels the current ballot.
Review Votes	Enables you to review the choices that you have made on the ballot. See "Reviewing choices on a ballot" on page 65.

Moving to the next screen

Tap **Next** to advance to the next ballot screen.

5.4   Contests

ClearMark presents one contest per screen as shown in the example in Figure 5-4.

A contest header appears at the top of the screen. The contest header contains the following:

- The name of the contest
- The allow number of choices
- The text of ballot question

Figure 5-4. Contest screen

If the list of candidates does not fit on a single screen, a vertical scroll bar appears on the right. Navigation buttons at the bottom and top let the voter move forward or backward through the candidate list.

5.5   Selecting choices in a contest

To select a candidate or response choice on a visual ballot, tap the candidate name (Figure 5-5). A check mark then appears next to the name of the selected choice. The background color of the choice also turns teal (unless your jurisdiction has selected nonstandard color options).

To deselect a choice, tap the choice again. The check mark no longer appears and the background color changes from teal to white.

To select another choice after reaching the maximum number of allowed choices, deselect one of the previous choices and then select the alternate choice.

A choice becomes selected or deselected when a voter taps anywhere in the rectangle containing the choice and then removes a stylus or finger.
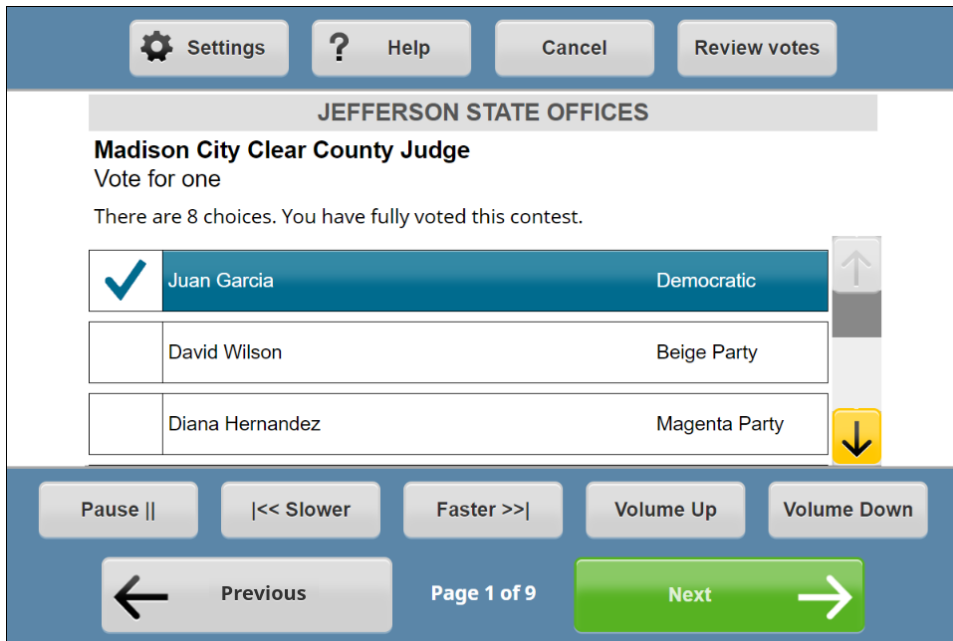
Figure 5-5. A candidate selected in a contest

5.6   Ballot navigation

At the bottom of the contest screen, the Previous and Next buttons allow a voter to navigate to the previous or following contest on the visual ballot (Figure 5-6). Until the voter selects a candidate or response for the current contest, the Skip button appears in place of the Next button.
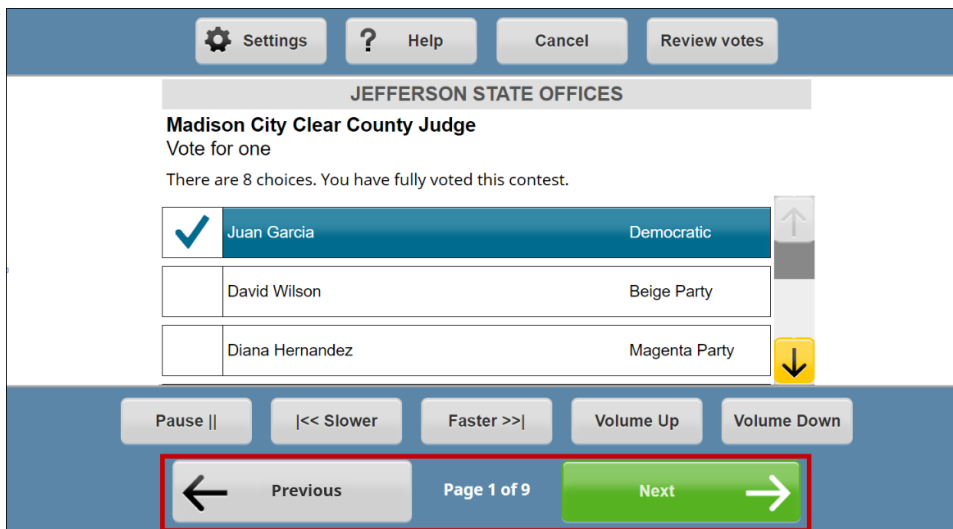
Figure 5-6. Previous and Next buttons (outlined in red)

5.7   Undervoting

An election can be configured to warn a voter who tries to blank vote or undervote a contest:

- If a voter does not make any choices in a contest and taps **Next**, the ClearMark system presents the warning message for a blank vote.

- If a voter makes fewer than the allowed number of choices in a contest and taps **Next**, the ClearMark system presents the warning message for an undervote (Figure 5-7).
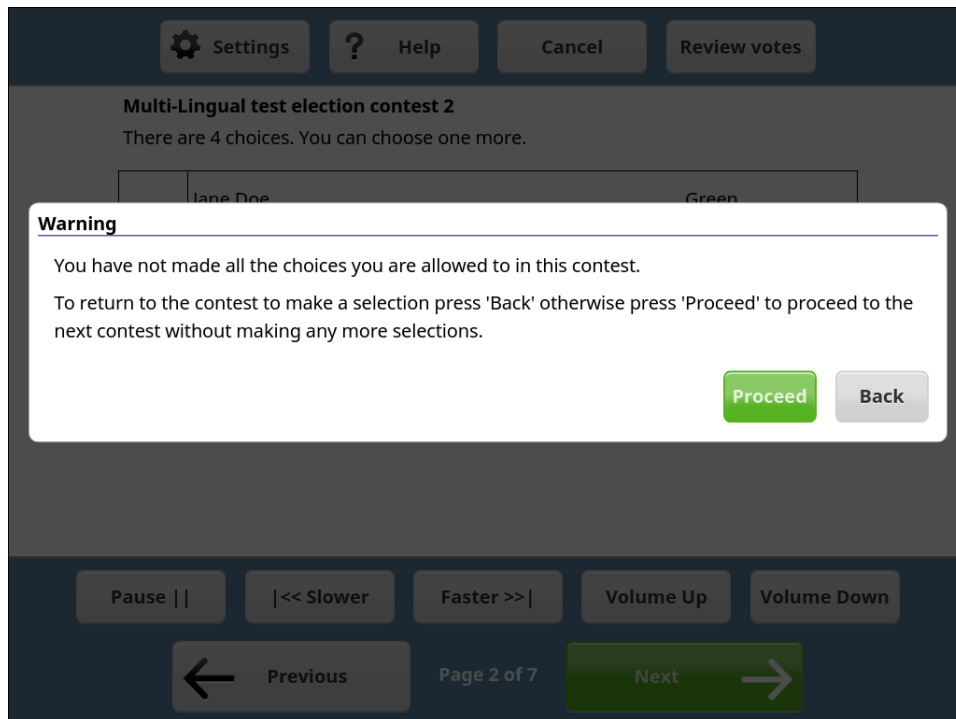
Figure 5-7. Warning for an undervote

To continue to the next contest without selecting any additional candidates or responses, the voter taps **Proceed**. Otherwise, the voter taps **Back** to return to voting the contest.

5.8   Overvoting

ClearMark does not allow overvotes.

Suppose that the following conditions are true:

- A voter has selected maximum number of allowed choices in a contest.

- The voter tries to select an additional choice.

In this situation, ClearMark issues a warning message that guides the voter to correct their vote.

5.9   Double voting

The ClearMark system displays a warning message when a voter tries to double vote a contest.

Suppose that the following conditions are true:

- A voter has selected maximum number of allowed candidates in a contest.

- The voter selects the same candidate who is endorsed by multiple parties more than one time.

In this situation, ClearMark issues a warning message when the voter attempts to proceed to the next contest. The message requests the voter to confirm moving to the next or previous contest and informs them that only the first choice of their double vote will be counted for the current contest.

5.10   Write-in votes

To vote for a candidate who is not registered to run in an election, tap a write-in rectangle in the contest. In Figure 5-8, the write-in rectangle is outlined in red.

Figure 5-8. Write-in rectangle (outlined in red)

When you tap a write-in rectangle, a screen with a keyboard appears (Figure 5-9). Use the keyboard to enter the candidate name. If the entire keyboard does not fit on the pane provide on the screen, yellow buttons at the top and bottom of the pane enable you move up and down to view the keyboard.

After you type the desired write-in choice, tap **Accept** to save the entry.

Figure 5-9. Keyboard screen for a write-in candidate

5.11   Party preference

In an open primary election, ClearMark automatically present a Party Preference screen at the start of voting. This screen requires the voter to select a party or the nonpartisan option. The contests endorsed by the selected party are presented on the ballot, in addition to any nonpartisan contests in the election.

If an election is a closed primary, the party is selected by choosing a ballot that is party specific. In a closed primary, the ballot contains only contests endorsed by an individual party plus any nonpartisan contests.

5.12   Canceling a ballot

A voter can cancel a ballot at any time during voting by tapping **Cancel** on the ballot toolbar and selecting **OK** in the confirmation message.

5.13   Settings

The voter can set language, audio, and visual options at any point in the voting process. Use the Settings screen to configure these options. To access this screen, tap **Settings** on the ballot toolbar.

The remainder of this topic explains the available settings.

Language

Select the desired language for the ballot.

The language option does not appear if one language is available.

Zoom

Adjust the magnification of the screen. The following settings available.

- Default
- Small
- Large
- Extra Large

Color

Adjust the screen color and contrast. See Table 5-2

Table 5-2. Color settings

Setting	Properties
Color	Contest, candidate, and header text appear in a predefined set of colors. Buttons appear with default colors.
Black on White	Black text appears against a white background. Voted candidates and voting options appear in white text against a black background. No color appears otherwise.
White on Black	White text appears against a black background. Voted candidates and voting options appear in black text against a white background. No color appears otherwise.
Yellow on Black	Yellow text appears against a black background. Voted candidates and voting options appear in black text against a yellow background. No color appears otherwise.
Low Contrast	Blank space is darkened to pale gray. Colored space is reduced to a darker gray.

Output

Adjust the visual display of the ballot and screen reader. See Table 5-3.

Table 5-3. Output options

Button	Action
Sound and Screen	Turns on the visual ballot display and the audio screen reader.
Sound Only	Turns off the visual ballot display. When you select Sound Only, the general, audio, and navigation toolbars appear at the top of the screen.
Screen Only	Turns off the audio screen reader.

Sound

Use this option to adjust the audio. See Table 5-4.

Table 5-4. Sound options

Button	Action
Sound On	Plays the audio
Sound Off	Suppresses the audio
Slower	Slows the audio
Faster	Speeds up the audio
Volume Up	Increases the audio volume
Volume Down	Decreases the audio volume

Saving changes and restoring defaults

To save changes and return to the ballot, tap **OK**.

To restore settings to their default values, tap **Reset** and then **OK** to return to the ballot.

5.14   Audio toolbar

The audio toolbar at the bottom of the screen ballot lets a voter control the speed and volume of the audio ballot.
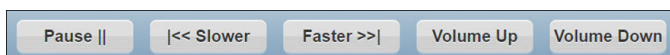
Figure 5-10. Audio toolbar

- **Pause**—Pauses the current audio, changes the button to **Play**
- **Play**—Restarts the audio when it is paused.

- **Slower**—Slows down audio
- **Faster**—Speeds up audio
- **Volume Up**—Increases the audio volume
- **Volume Down**—Decreases audio volume

5.15 Reviewing choices on a ballot

A voter can review a ballot at any time during voting by tapping **Review votes** on the toolbar.

When you tap **Review Votes**, ClearMark displays the Review Votes screen.

The Review Votes screen reflects the current selection of candidates and responses a voter has made. Contests are presented in the same sequence as on the ballot, although only the voted candidates and responses are listed for each contest. Each contest on the Review Votes screen includes contest summary text, as well as the voted candidate and endorsing party, or response. If no selection was made in a contest, text indicates that the contest has not been voted.

The voter can navigate the Review Votes screen using the vertical scroll bar to the right of the contest list. The voter can also tap the navigation buttons at the bottom and top of the Review Votes screen to move forward or backward in the contest list.

The voter can return to a specific contest on the ballot by selecting that contest on the Review Votes screen. Candidate selections can be added or changed on the ballot before returning to the Review Votes screen.

When vote review is complete, the voter taps **Print** to print the ballot so that he or she can deposit it in the ballot receptacle.

5.16 Ballot printing

After reviewing the ballot, the voter must print it so that it can be cast.

The printed ballot contains the same contests as presented to the voter on the ClearMark system and the candidate and response selections that the voter made. If a jurisdiction is using ballots with multiple languages, the printed ballot will also have multiple languages even though the voter only voted in their chosen language.

To print the ballot:

1. On the Review Votes screen, tap **Print**.

2. Tap **Print** in the Confirm Printing message.

> **Note**: If using the thermal printer configuration, ensure that any excess paper is removed from the printer's front output tray before tapping the **Print** button. Otherwise, the voter will receive a printing error.

3. When printing is complete, click **OK** in the Confirm Ballot Printed message.

   ClearMark displays the Voter Login screen and is ready for the next voter.

5.17 Resolving issues with ballot printing

To resolve issues with ballot printing:

1. The voter taps **Poll Worker** in the Confirm Ballot Printed message to get the attention of the poll worker (Figure 5-11).

Confirm Ballot Printed

When your ballot has finished printing 2 pieces of paper press OK.

If there is a problem please contact a poll worker.
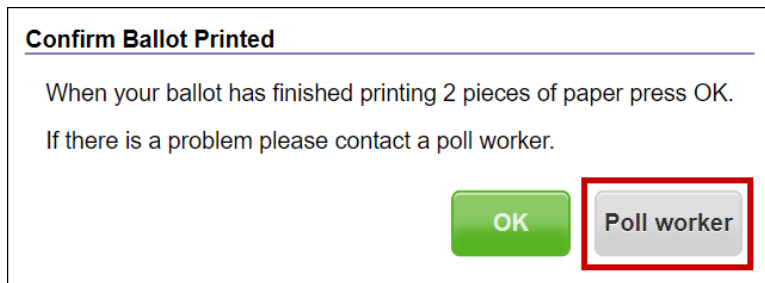
OK Poll worker

Figure 5-11. Confirm Ballot Printed message

2. The poll worker enters the code using the on-screen keyboard that appears and taps **OK**.

3. The poll worker resolves the printing issue.

4. If the printing issue has been resolved, tap **Done** on the Ballot Reprint message, and tap **Yes** in the Confirm Done message.

5. If the printing issue has not been resolved, tap **Reprint** on the Ballot Reprint message.

6. When the ballot has printed successfully, tap **Yes** in the Confirm Done message.

   ClearMark displays the Voter Login screen and is ready for the next voter.

Chapter 6. Voting with the ClearMark Accessible Keypad

This chapter describes how to vote with the accessible keypad.

6.1   Language selection

The first step in voting is to select the ballot presentation language. If the election is presented in multiple languages, instructions play for selecting the desired language. Use the yellow up and down triangle buttons on the keypad to navigate through the list of languages. When the desired language plays, press the green circle button to select that language.

If the election only uses one language, then no language selection appears.

6.2   Voting instructions

Listen to the audio of the voting instructions. When the voting instructions have finished playing, press the yellow right triangle button on the keypad to advance to the ballot header.

The voter can play the voting instructions at any time during voting by pressing the blue hexagon button on the keypad. Listen to the voting instructions. Then, press the green circle button to return to the audio of the candidate list.

6.3   Ballot header

The voter can play ballot header information, including the date of the election and the districts applicable to the ballot. When the ballot header information has finished playing, press the yellow right triangle button to advance to the first contest.

6.4   Contests on the ballot

Each contest on the ballot plays with header text, followed by a list of candidates or responses. The header text includes a description of the contest, as well as the number to vote for. The text of a question is contained in the header. Use the yellow down triangle button on the keypad to advance from the contest header to the candidates or responses.

6.5   Contest selection

To select a candidate or response, press the green circle button when the desired selection plays. When a candidate or response has been selected, the selection plays again and confirms it has been voted. To deselect the candidate or response, press the green circle button. The selection plays again, without the confirmation of having been voted.

To select alternate candidates when the number to vote for has been reached, an existing candidate must be deselected before selecting the alternate candidate.

6.6 Ballot navigation

Listen to the audio of the contest header information. Then, use the yellow down triangle button to navigate through the candidate list. To go back through the candidate list, use the yellow up triangle button.

Use the yellow left and right triangle buttons to navigate through the ballot screens. Press the yellow right triangle button to advance to the next screen of the ballot. Press the yellow left triangle button to return to the previous ballot screen.

6.7 Undervoting

An election can be configured to return ballots that are either blank-voted or undervoted. Messages then play when a voter attempts to advance to the next contest after making no selection, or selects fewer candidates or responses than the number to vote for.

The following message can be played when a voter attempts to advance from a blank-voted contest:

> "Warning: You have not selected any choices. To return to the contest to make a selection, press the Previous key. Otherwise, press the Next key to proceed to the next contest without making any selection."

The following message can be played when a voter attempts to advance from an undervoted contest:

> "Warning: You have not made all the choices you are allowed to in this contest. To return to the contest to make a selection, press the Previous key. Otherwise, press the Next key to proceed to the next contest without making any more selections."

6.8 Overvoting

It is not possible to overvote a contest in the ClearMark ballot-marking system. No action is taken when a voter attempts to select an additional candidate if the number of candidates to vote for has already been met for a contest.

The following warning message plays when attempting an overvote:

> "You have already selected the maximum number of choices. To choose another name, use the Up and Down keys to move to a choice you don't want and press the Select key to select that choice. This helps make sure you only change your vote when you mean to change it. To return to the contest, press the Next or Previous key."

6.9   Double voting

A warning message plays when a voter attempts to advance to the next contest after double voting for the same candidate who is endorsed by multiple parties.

The following message is played when a voter attempts to advance from a double voted contest:

> "You have selected the same choice more than once, endorsed by different parties. Only the first choice will be counted. To return to the contest to make a selection, press the Previous key. Otherwise, press the Next key to proceed to the next contest without making different selections."

6.10   Write-in votes

To vote for a candidate who is not registered to run in an election, advance to the write-in position on the list of candidates and press the green circle button. After the write-in instructions have played, press the yellow down triangle button to begin.

Use the yellow up triangle button to navigate through the letters of the alphabet, beginning with a blank space. When the desired letter plays, press the yellow right triangle button to select it and continue to the next character position. To navigate through the alphabet list in reverse order, press the yellow right triangle button to locate the desired letter. Then, press the yellow down triangle button to accept the letter and continue to the next position.

When the candidate name is complete, press the green circle button to accept the write-in candidate and return to the candidate list.

Press and hold the yellow right triangle button to cancel the write-in vote and return to the candidate list.

6.11   Party selection

If the election is an open primary, a party must be selected. Instructions play for selecting the desired party. Use the yellow up and down triangle buttons on the keypad to navigate through the list of parties. When the desired party plays, press the green circle button to select the party.

6.12   Ballot cancellation

A ballot can be canceled at any time during voting. To cancel the ballot, press the yellow left triangle button for more than one second. Then, press the yellow right triangle button when the confirmation message plays. When the ballot is canceled, the Voting login screen appears.

6.13   Settings

A voter can press and hold the blue hexagon button on the keypad at any point in the voting process to configure ballot settings. The voter uses the Settings feature to define the following:

Language

If the election is presented in multiple voting languages and the desired language has not yet been selected, use the yellow up and down triangle buttons on the keypad to navigate through the list of languages. When the desired language plays, press the green circle button to select it.

If the election is presented in a single language, no language selection is presented to the voter.

Zoom

To display the visual ballot and adjust the magnification settings, use the yellow up and down triangle buttons on the keypad to navigate through the zoom options. When the desired zoom option plays, press the green circle button to select it.

Color

To display the visual ballot and adjust the color and contrast settings, use the yellow up and down triangle buttons on the keypad to navigate through the color options. When the desired option plays, press the green circle button to select it.

Output

To select an alternate visual and audio ballot presentation, use the yellow up and down triangle buttons on the keypad to navigate through the output options. When the desired option plays, press the green circle button to select it.

Sound

To select audio speeds and volume, use the yellow up and down triangle buttons on the keypad to navigate through the sound options. When the desired option plays, press the green circle button to select it.

Saving and Exiting

To save the new options and return to the voting instructions, use the yellow down triangle button to navigate forward until **OK** plays. Then, press the green circle button.

To return to the ballot without making changes, press the yellow left or right triangle button.

6.14   Audio volume

As the audio plays, the voter can increase the volume to the desired level by pressing the white up arrow key located at the top left of the keypad. To decrease the volume, the voter can press the white down arrow key.

6.15   Pausing and resuming

To pause the audio of the ballot at any point, press the red square button located at the top right of the keypad. To resume playing the audio, press the red square button again. To restart the audio from the beginning of the current paragraph, hold down the red square button for more than one second.

6.16   Reviewing votes

The Review Votes feature appears at the end of the ballot and lists all candidate and response selections made by the voter.

Candidate and response selections can be reviewed at any time during voting by pressing the yellow right triangle button for more than one second. The voter can return to a specific contest on the ballot by pressing the green circle button while the contest header or corresponding candidate audio plays. The voter can change or make additional candidate selections on the ballot before returning to the vote review. When the vote review is complete, the voter can print the ballot.

The vote review reflects the most current selection of candidates and responses the voter has made. Contests are presented in the same sequence as on the ballot, although only the voted candidates and responses are listed for each contest. Each contest in the vote review is presented with contest summary text, as well as the voted candidate and endorsing party, or response. If no selection was made in a contest, audio plays, indicating that the contest has not been voted.

The vote review can be navigated using the yellow up and down triangle buttons. Repeatedly press the yellow down triangle button to move forward through the contest description and the candidates voted for each contest. To move backward through the vote review, repeatedly press the yellow up triangle button.

6.17   Ballot printing

After the desired candidates and responses have been selected and reviewed, the ballot must be printed.

The printed ballot contains the same contests as presented to the voter on the ClearMark system and the voter's choices for these contests. If a jurisdiction is using ballots with multiple languages, the printed ballot will also have multiple languages even though the voter only voted in their chosen language.

To print the ballot:

1. When vote review is complete, press the right yellow right triangle button to advance to ballot printing.

2. Press the green circle button as the print confirmation message is played back.

> **Note**:   If using the thermal printer configuration, ensure that any excess paper is removed from the printer's front output tray before tapping the **Print** button. Otherwise, the voter will receive a printing error.

3. After the ballot has been printed, press the yellow right triangle button to confirm the ballot's successful printing. The Voting login screen appears.

6.18   Resolving issues with ballot printing

To resolve a printing issue:

1. If an issue occurs during ballot printing, wait for the ballot printing confirmation message to play.

2. Press the yellow down triangle button until *poll worker* plays, press the green circle button, and then obtain the attention of the poll worker.

3. The poll worker enters the code by using the keyboard on the screen.

4. If the poll worker has resolved the printing problem, press the yellow down triangle button until *Done* plays, and then press the green circle button to continue.

5. Press the green circle button to confirm ending the voting session.

6. To reprint the ballot, press the yellow down triangle button until *Reprint* plays in the confirmation message, and then press the green circle button.

7. When the ballot has successfully printed, press the green circle button to confirm that the ballot has printed.

8. The Voting login screen appears.

Chapter 7. Voting with the sip-and-puff device

This chapter describes how to vote with the sip-and-puff device.

7.1   Language selection

If an election has ballot content in more than one language, the first step in voting is to choose the desired language. Make the necessary number of single puffs to advance to the desired language and then make a long puff to select it. If the election is in a single language, no language selection screen appears.

7.2   Voting instructions for the sip-and-puff device

After you select a language, ClearMark displays a screen of voting instructions. Make a double puff to advance to the next ballot screen.

To display voting instructions at any time, make a long sip. After reviewing the voting instructions, make a long puff to return to the ballot.

7.3   Ballot header

The next screen contains a ballot header. A ballot header can include the election date and the districts applicable to the ballot. Make a double puff to advance to the next ballot screen.

Use single puffs to move forward through a multiscreen header and single sips to move backward through the header screens. On the last header screen, a single puff advances to the first candidate in the contest.

7.4   Contest

ClearMark presents one contest per screen.

A contest header appears at the top of the screen. The contest header can contain the following:

- The name of the contest
- The allowed number of choices
- The text of a ballot question

Make a single puff to advance from the header text to the first candidate in the list. Make single puffs to advance through the candidate list. Make single sips move backward through the candidates in the list.

If the list of candidates cannot fit on a single screen, make a single puff at the last candidate listed to display the next screen of candidates. If the first candidate on the screen or contest is the first candidate in the contest, make a single sip to display the preceding screen of candidates or header text.

7.5 Selecting a choice in a contest

To select a candidate or response, make a long puff. A check mark then appears next to the selected choice. The background color of the selected choice also turns teal (unless your jurisdiction has selected nonstandard color options).

To deselect a choice, make another long puff. The check mark no longer appears and the background color changes from teal to white.

To select another choice after reaching the maximum number of allowed choices, navigate to one of the previously selected choices, deselect it, and then navigate to and select an alternate choice.

7.6 Ballot navigation

Make a double puff to advance to the next ballot screen. Make a double sip to move to the previous screen.

7.7 Undervoting

An election can be configured to warn a voter who tries undervote or blank vote a contest:

- If a voter does not make any choices in a contest and tries to move to the next contest, the ClearMark system presents a warning message for a blank vote.
- If a voter makes fewer than the allowed number of choices in a contest and tries to move to the next contest, the ClearMark system presents the message for an undervote.

To proceed to the next contest, make a double puff. To return to the contest and continue voting, make a double sip.

7.8 Overvoting

ClearMark does not allow overvotes.

Suppose that the following conditions are true:

- A voter has selected maximum number of allowed choices in a contest.
- The voter tries to select an additional choice.

In this situation, ClearMark issues a warning message that guides the voter to correct their vote.

When the warning message for an overvote appears, make a double sip or double puff to return to the contest.

7.9   Double voting

An election always warns a voter who tries to double vote a contest. If a voter tries to double vote a contest, the ClearMark system presents a warning message for a double vote, informing the voter that only the first choice of their double vote will be counted.

To proceed to the next contest, make a double puff. To return to the contest and continue voting, make a double sip.

7.10   Write-in votes

To vote for a candidate not registered to run in the election, use a series of single puffs to reach the write-in rectangle at the end of the candidate list and then make a long puff to select it.

When you select the write-in rectangle, ClearMark displays a screen with a keyboard.

Using a series of single puffs, beginning with a space, advance through the letters of the alphabet to reach the desired letter. Use a double puff to select the letter and continue to the next desired character. When the name is complete, use a long puff to submit the name of the write-in candidate.

Use a long sip to cancel the write-in vote and exit the keyboard screen.

7.11   Party preference

In an open primary, ClearMark automatically presents a Party Preference screen at the start of voting. This screen requires the voter to select a party or the nonpartisan option.

Make the necessary number of single puffs to advance to the party of choice and then make a long puff to select the party. ClearMark presents only the contests endorsed by the selected party and any nonpartisan contests on the ballot.

In a closed primary, a voter selects a party by requesting a party-specific ballot. In a closed primary, the ballot contains only contests endorsed by an individual party plus any nonpartisan contests.

7.12   Canceling a ballot

A voter can cancel the ballot any time. To cancel the ballot, perform a long sip to access the menu, then a series of single puffs to navigate to the Cancel button. Do a long puff on the Cancel button to display the Cancel Voting message. Then do a double puff to confirm the cancelation.

After you cancel a ballot, ClearMark redisplays the Voter Login screen.

7.13   Settings

A voter can change the settings at any time.

To change settings:

1. Make a triple puff to open the Settings screen.

2. To navigate on the Settings screen:

    • Make a single puff to cycle through the list of options.

    • Make a long puff to select an option.

3. To return all settings to their default values, use a series of single puffs to select the **Reset** button.

4. To save your choices:

    a. Make a series of single puffs to navigate to the **OK** button.

    b. Make a long puff to select **OK** and return to the ballot.

7.13.1 Language

To change the ballot-presentation language, make a series of single puffs until you reach the desired language, followed by a long puff to select it.

7.13.2 Zoom

The Zoom option allows the voter to increase or decrease the size of the visual display. For example, to display the ballot in a large font, make a series of single puffs until you reach the **Large** button, followed by a long puff to select it.

The following settings are available:

• Default

• Small

• Large

• Extra large

7.13.3 Color

Adjust the screen color and contrast. See Table 7-1.

Table 7-1. Color settings

Setting	Properties
Color	Contest, candidate, and header text appear in a predefined set of colors.
	Buttons appear with default colors.
Black on White	Black text appears against a white background.
	Voted candidates and voting options appear in white text against a black background.
	No color appears otherwise.
White on Black	White text appears against a black background.
	Voted candidates and voting options appear in black text against a white background.
	No color appears otherwise.
Yellow on Black	Yellow text appears against a black background.
	Voted candidates and voting options appear in black text against a yellow background.
	No color appears otherwise.
Low Contrast	Blank space is darkened to pale gray.
	Colored space is reduced to a darker gray.

7.13.4 Output

The Output options adjust the visual display of the ballot and the screen reader:

- Select the **Sound and Screen** option to use both options.
- To turn off the audio screen reader, make a series of single puffs to reach the **Screen Only** button and make a long puff.

- To turn off the display of the ballot on the touchscreen, make a series of single puffs to reach the **Sound Only** button and make a long puff.

  When the **Sound Only** option is selected, only the general and navigation toolbars appear at the top of the screen (Figure 7-1).
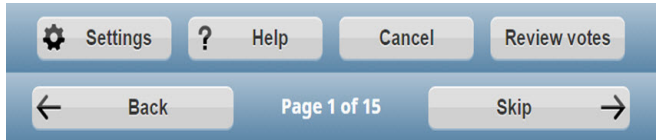

Figure 7-1. Toolbars when Sound Only is selected

7.13.5 Sound option

The Settings screen contains the audio playback options for sip-and-puff voters:

- To slow down the audio, make a series of single puffs to reach the **Slower** button and then make a long puff.

- To speed up the audio, make a series of single puffs to reach the **Faster** button and then make a long puff.

- To increase the volume, make a series of single puffs to reach the **Volume Up** button and then make a long puff.

- To decrease the volume, make a series of single puffs to reach the **Volume Down** button and then make a long puff.

7.14 Reviewing choices on a ballot

The Review Votes screen appears after the last contest on the ballot. Use a double puff to advance from the last contest to the Review Votes screen.

The Review Votes screen displays the currently selected candidates and responses. Contests appear in the same sequence as on the ballot. Only the selected candidates and responses appear for each contest. Each contest on the Review Votes screen includes contest summary text, the selected candidate and endorsing party, or response. If no selection was made in a contest, text indicates that the contest has not been voted.

Use a series of single puffs to move through the contests and candidates. The first puff moves to the contest heading text. Subsequent single puffs advance through the voted candidates and responses. To move backward through the Review Votes screen, use a series of single sips.

The voter can return to a specific contest on the ballot by selecting that contest on the Review Votes screen and making a long puff. The voter can then change or add choices in the selected contest, move through the additional contests, and return to the Review Votes screen.

When the review is complete, perform a double puff to advance to the ballot printing process.

7.15   Ballot printing

After a voter has selected and reviewed the desired choices in an election, the ballot must be printed.

The printed ballot contains the same contests as presented to the voter on the ClearMark system, and the choices that the voter made. If a jurisdiction is using ballots with multiple languages, the printed ballot will also have multiple languages even though the voter only voted in their chosen language.

To print the ballot:

1. On the last contest on the Review Votes screen, perform a double puff to advance to ballot printing.

2. When ClearMark displays the Confirm Printing message, make a long puff.

   A print status message appears as the ballot prints.

   > **Note**:   If using the thermal printer configuration, ensure that any excess paper is removed from the printer's front output tray before tapping the **Print** button. Otherwise, the voter will receive a printing error.

3. Perform a double puff in the message confirming the ballot has successfully printed.

   ClearMark redisplays the Voter Login screen and is ready for the next voter.

7.16   Ballot printing unsuccessful

To resolve a printing issue:

1. If an issue occurs during ballot printing, perform the necessary single puffs to advance to the **Poll Worker** button in the ballot print confirmation message, perform a long puff, and then obtain a poll worker.

2. The poll worker enters the code using the on-screen keyboard.

3. When the poll worker has resolved the printing issue, perform the necessary single puffs to reach the **Done** button in the Ballot Reprint message, and then perform a long puff.

4. Perform a long puff in the Confirm Done message.

5. If the printing issue has not been resolved, perform a long puff in the Ballot Reprint message to reprint the ballot.

6. When the ballot has successfully printed, perform a long puff in the Confirm Done message.

   ClearMark redisplays the Voter Login screen and is ready for the next voter.

7.17   When voters need help transferring a printed ballot

Voters who use the sip-and-puff device may need help in picking up the ballot from the printer and transferring it to a ballot box or precinct scanner. In these situations, a poll worker may need to help transfer the ballot to a secrecy sleeve while maintaining the voter's privacy. Each jurisdiction must provide a policy and procedure to handle these situations.

Chapter 8. Voting with the barcode scanner

The ClearMark all-in-one unit includes a barcode scanner. When a poll worker scans a barcode, the ClearMark system automatically does the following:

- Loads the correct ballot for the voter

- Sets the voter's language and accessible preferences for voting

8.1   Barcode-scanning capabilities

ClearMark supports the following barcode-scanning capabilities:

- ClearMark supports only QR codes. ClearMark does not currently support other types of barcodes.

- ClearMark can read the following information from a QR code:

  - Election
  - Precinct
  - Split
  - Party
  - Ballot set
  - Ballot style
  - Language
  - Preferred Input Type (screen, keypad, sip-and-puff)
  - Screen on or off
  - Audio on or off

- If only some of the data is present or readable in the QR code, ClearMark uses the data it can read and then supplies system defaults.

- To select a ballot, the QR code must include at a minimum Precinct and Ballot Style data.

- There are no specific limits on the physical size of the printed QR code. Generally, the larger the size, the farther it must be held from the scanner. Two inches by two inches is an approximate optimum printed size.

- The QR code must have a minimum 0.25-inch white border.

8.2   Workflow for using the barcode scanner

To use the barcode scanner:

1. An administrator enables voting session activation with smart cards on the Setup screen.

2. During voting, a poll worker obtains the voter's information and prints the QR code for the voter.

3. At the ClearMark system, the voter (or, if necessary, the poll worker) scans the QR code. The scanner beeps to indicate a successful scan.

4. The ClearMark system opens the applicable ballot and enables language and accessibility options based on the information in the QR code.

- If the QR code is not readable, or if the ClearMark system cannot determine a single ballot style from the QR code data, a message prompts the voter to manually select the precinct.

- If a particular data point is missing or cannot be read from the QR code (such as, Language), the ClearMark system uses the default.

5. The voter reviews the screen and confirms that the correct ballot has opened, and then proceeds to vote.

8.3   Voting using the barcode scanner

To vote using the barcode scanner:

1. The ClearMark system automatically displays barcode scanning instructions when a new voting session is being initiated by a poll worker.

2. Hold the QR code 5 to 10 inches away from the barcode scanner so that the barcode scanner's red target light centers on the code.
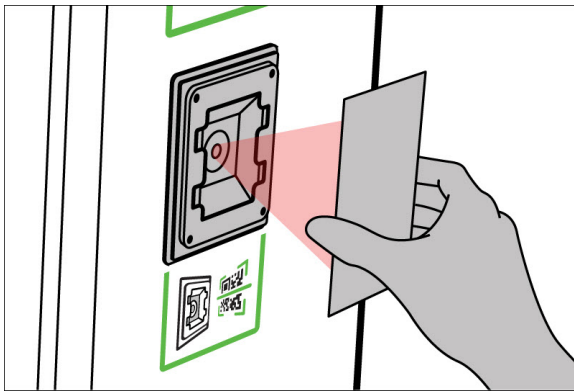

Figure 8-1. QR code scan

3. If the code scans successfully, the scanner beeps and the Ballot Confirmation screen appears. Review the selected options to ensure they are correct, and then proceed with voting.

Review and confirm this is the correct ballot information.
Press Back to select a different ballot. Press Vote to proceed.

Precinct: Precinct 10
Split: Precinct 10 10
Party: Non-Partisan
Ballotset: Standard
Ballot Style: Ballot 1
Screen On: True
Sound On: True
Input Type: screen
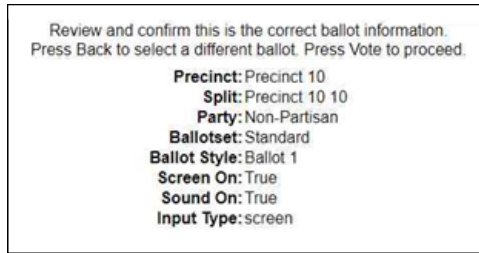
Figure 8-2. Ballot Confirmation screen

If a beep does not sound and the screen does not change, the code did not scan. Try changing the code's position. If the paper is curled or rumpled, flatten it as much as possible. If it still does not scan, the QR code may be unreadable. Tap **Precinct Lookup** to select a ballot manually and proceed with voting.

4. If the code scans, but there is insufficient data to select a ballot, the ClearMark system displays an error message. Select a ballot manually and proceed with voting.

Chapter 9. Voting with the smart card reader

The ClearMark all-in-one unit includes a smart card reader. When a voter or poll worker inserts a smart card, the ClearMark system automatically does the following:

- Loads the correct ballot for the voter
- Sets the voter's accessible preferences for voting

9.1 Smart card reading capabilities

ClearMark supports the following smart card reading capabilities:

- ClearMark supports ACOS3 Microprocessor Smart Cards.
- ClearMark can read the following information from a smart card:

○ Election	○ Ballot style
○ Precinct	○ Preferred Input Type (screen, keypad, sip-and-puff)
○ Split	○ Screen on or off
○ Party	○ Audio on or off
○ Ballot set	○ Authentication key required to start a voting session

- If only some of the data is present or readable in the smart card, ClearMark uses the data it can read and then supplies system defaults.
- To select a ballot, the smart card must include at a minimum Precinct and Ballot Style data.
- Once a smart card has been used to successfully initiate a voting session during an election, the card is automatically set to an "inactive" state so that it cannot be used to initiate any additional voting sessions in that election until it is reactivated.

9.2 Workflow for using the smart card reader

The workflow for using the smart card reader is as follows:

1. An administrator enables voting session activation with smart cards on the Setup screen.

2. Prior to an election, an election administrator initializes any new smart cards so they can be used in future elections.

3. During an election, a poll worker obtains the voter's information and activates a smart card for the voter. For more information on activating a smart card, see "Activating smart cards" on page 51.

4. The voter (or, if necessary, the poll worker) inserts the smart card into the all-in-one unit on the ClearMark system to initiate a voting session. For more information on voting using the smart card reader, see "Voting using the smart card reader" below.

9.3   Voting using the smart card reader

To vote using a smart card reader:

1. A poll worker sets the ClearMark system to Polls Open mode and the Smart Card Login screen appears (Figure 9-1).
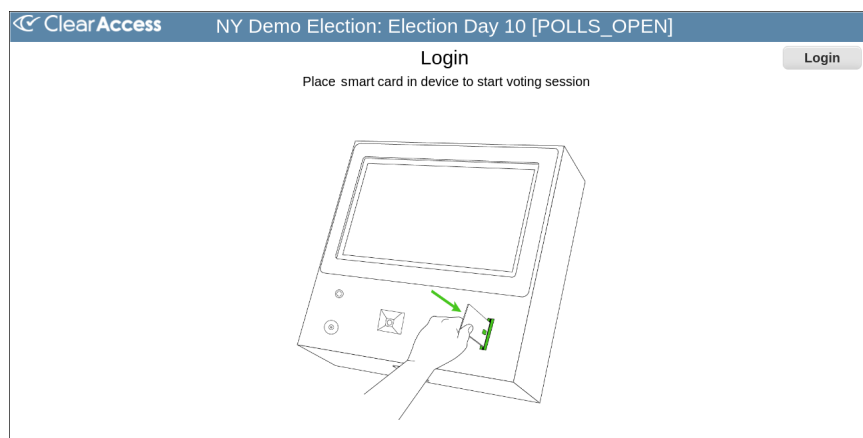

Figure 9-1. Smart Card Login screen

2. Insert the voter's smart card into the smart card reader on the all-in-one unit (Figure 9-2).
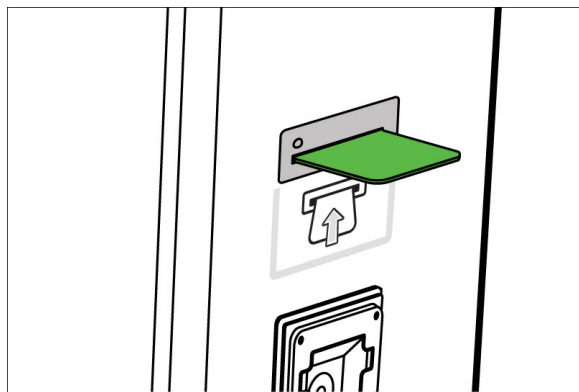

Figure 9-2. Smart card inserted

3. If the smart card is read successfully, a voting session is activated. If the election has ballot content in more than one language, a screen appears to select the voter's preferred language. Otherwise, a screen with voting instructions appears. The voter can proceed with voting.

4. If there is an error reading the card, a message is displayed asking the voter to reinsert the card or contact a poll worker for assistance as necessary. If the card cannot be read, tap **Login** and log in using the Voter role. Then, tap **Precinct Lookup** to select a ballot manually and proceed with voting.

5. If the code scans, but there is insufficient data to select a ballot, the ClearMark system displays an error message. Select a ballot manually and proceed with voting.

Chapter 10. Verifying ballots with the ClearMark Scanner

After a voter has completed making election choices at the ClearMark system, they receive a printed ballot from the system's printer. To verify that their ballot will be correctly tabulated, voters can use the ClearMark Scanner to perform ballot verification.

10.1 Performing ballot verification using the touchscreen

To perform ballot verification using the touchscreen:

1. When voting is complete on the ClearMark system, a completed ballot is printed from the system's printer. If a ballot scanner is attached to the ClearMark system and the Verify My Votes prompt is enabled, the Verify My Votes prompt appears (Figure 10-1).

2. On the all-in-one unit touchscreen, tap **Verify My Votes** (Figure 10-1).
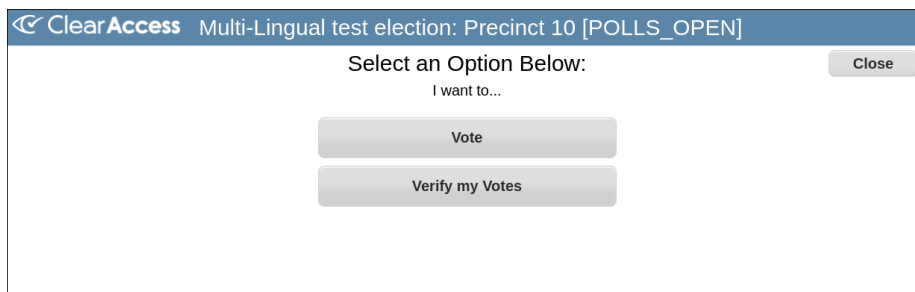

Figure 10-1. Verify My Votes prompt

3. A message appears on the screen asking you to insert your completed ballot into the scanner. Insert the completed ballot into the ClearMark Scanner.

4. If an election has ballot content in more than one language, select the language you would like to use.

5. After selecting the language, ClearMark displays a screen of ballot verification instructions. When you are finished reviewing the instructions, tap **Next** to proceed to the Review Ballot Selections screen (Figure 10-2).
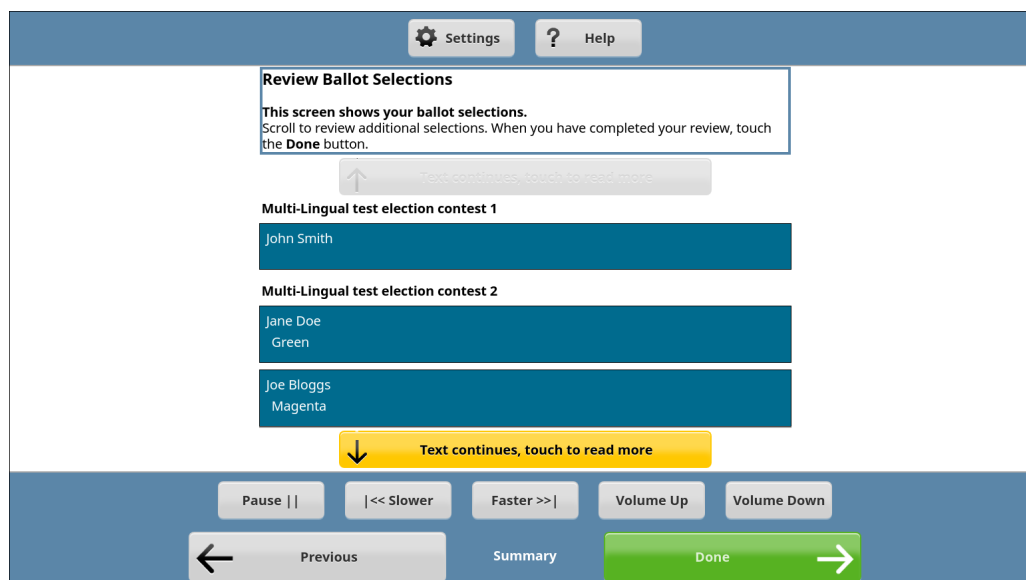
Figure 10-2. Review Ballot Selections screen

6. Review the ballot selections you have made to ensure that the candidates or responses you selected are correct. Tap the **Text continues, touch to read more** button to review the entirety of the ballot.

7. If there is any contest in which you have undervoted, double voted, or made no selections, the appropriate warning message appears below the header for that contest.

8. To review the ballot verification instructions again at any time, tap **Help**.

9. To change settings during the ballot verification process, such as selecting a different language, changing the zoom magnification, or changing the screen's color contrast, tap **Settings** to access the Settings menu.

10. When you are finished reviewing your completed ballot results, tap **Done**.

11. Tap **OK** on the prompt that appears. Retrieve the completed ballot from the ClearMark Scanner and cast the ballot.

10.2   Performing ballot verification using the ClearMark Accessible Keypad

Once a completed ballot has been inserted into the ClearMark Scanner, the first step in performing ballot verification is to select a ballot presentation language. If the election is presented in multiple languages, instructions play for selecting the desired language. The voter uses the yellow up and down triangle buttons on the keypad to navigate through the list of languages. When the desired language plays, the voter presses the green circle button to select that language. If the election only uses one language, then no language selection appears.

After selecting the language, the voter listens to the audio of the ballot verification instructions. When the ballot verification instructions have finished playing, the voter presses the yellow right triangle button on the keypad to advance to the Review Ballot Selections screen. The voter can play the ballot verification instructions at any time during ballot verification by pressing the blue hexagon button on the keypad.

The Review Ballot Selections screen can be navigated using the yellow up and down triangle buttons. The voter can repeatedly press the yellow down triangle button to move forward through the contest description and the candidates voted for each contest. To move backward through the Review Ballot Selections screen, the voter can repeatedly press the yellow up triangle button. Contests are presented in the same sequence as on the ballot, although only the voted candidates and responses are listed for each contest. Each contest in the vote review is presented with contest summary text, as well as the voted candidate and endorsing party, or response.

When the voter is finished reviewing the completed ballot results, they press the yellow right triangle button to confirm they are done with the ballot verification process. The voter retrieves the completed ballot from the ClearMark Scanner and casts the ballot.

10.3   Performing ballot verification using the sip-and-puff device

Once a completed ballot has been inserted into the ClearMark Scanner, the first step in performing ballot verification is to select a ballot presentation language. The voter makes the necessary number of single puffs to advance to the desired language and then makes a long puff to select it. If the election is in a single language, no language selection screen appears.

After selecting the language, a set of ballot verification instructions appears. The voter makes a double puff to advance to the Review Ballot Selections screen. The voter can display the ballot verification instructions at any time during ballot verification by making a double sip.

The Review Ballot Selections screen can be navigated using a series of single puffs to move through the contests and candidates. The first puff moves to the contest heading text. Subsequent single puffs by the voter advance through the voted candidates and responses. Contests are presented in the same sequence as on the ballot, although only the voted candidates and responses are listed for each contest. Each contest in the vote review is presented with contest summary text, as well as the voted candidate and endorsing party, or response.

When the voter is finished reviewing the completed ballot results, they perform a double puff to confirm they are done with the ballot verification process. The voter retrieves the completed ballot from the ClearMark Scanner and casts the ballot.

Chapter 11. Ending an election

This chapter describes the procedures for ending an election.

11.1   Closing the polls

At the end of voting on election day, you need to close the polls on the ClearMark system. Only poll workers and election administrators can close the polls.

When the polls are closed:

- The election enters the Postelection mode.
- The Close Polls report displays automatically. The report provides voted ballots statistics, as well as system, election, and voting location data.

> **Note**:   *Close the polls only at the end of Election Day*. At the end of early voting days, shut down the ClearMark system, but do *not* close the polls.

To close the polls:

1. Log in with the Poll Worker or Election Administrator role.

2. Tap **Close Polls** on the Voting screen.

   ClearMark displays the Close Polls report (Figure 11-1).

Figure 11-1. Close Polls Report

3. Check that all applicable status and identification information is correct on the report.

4. Tap **Print** to print the report.

5. Tap **OK** to complete closing the polls.

6. Follow your jurisdiction's procedures for handling the report.

11.2   Shutting down the ClearMark system

To shut down the ClearMark system:

1. Log in using the desired role.

2. Tap the **Shut Down** button.

3. Tap the **OK** button in the confirmation prompt.

11.3   Ballot reconciliation

At the end of each voting day, reconcile printed ballot quantities by counting:

- Regular ballots that have been printed
- Provisional ballots that have been printed
- Damaged, unusable sheets
- Spoiled ballots
- Paper sheets in the printer input tray
- Unused paper stock

The total of the preceding items should correspond to the number of stock sheets issued to the polling location.

11.4   Breaking down the ClearMark system in a setup case

Following an election, disassemble and pack each ClearMark system used in a setup case as follows:

1. Power off the ClearMark all-in-one unit. If using the laser printer configuration, also power off the external UPS.

2. Verify all tamper-evident seals.

3. Detach all seals necessary to access and remove the following peripheral device connections:
   - Accessible keypad
   - Audio headphones
   - Sip-and-puff device

4. Disconnect the peripherals from the ClearMark system.

5. Place the accessible keypad in the keypad compartment on the all-in-one unit.

6. Open the rear door of the setup case by rotating the butterfly latch on the door to the left.

7. (Thermal printer configuration) Unplug the all-in-one unit power cord from the power source and place it inside the setup case.
    (Laser printer configuration) Unplug the external UPS power cord from the power source and place it inside the setup case.

8. Close the rear door of the setup case by rotating the butterfly latch to the right.

9. Replace the port and keypad compartment covers on the all-in-one unit.

10. Apply tamper-evident seals to the all-in-one unit and record all newly applied seals.

11. Grasp the all-in-one unit handle and lower it into a resting position in the setup case.

12. If using the ClearMark Scanner mounted to the side of the setup case, remove the scanner from the mounting plate and place the scanner inside the scanner cubby.

13. Close and lock the top compartment of the setup case and any remaining open doors.

14. Apply tamper-evident seals to the setup case and record all newly applied seals.

Other equipment and supplies

1. Remove any power cord covers.

2. Unplug and spool and extension cords.

3. Pack the remaining supplies into the designated container.

Appendix A. Replacing the sip-and-puff mouth tube

The sip-and-puff mouth tube is a clear plastic tube shaped by an internal wire. The tube and wire can be bent and cut to meet individual needs. The mouth tube connects to a metal tube, which in turn connects to further plastic tubing and the sip-and-puff control box.

Replacing the mouth tube involves removing the existing plastic tube and wire and installing new ones.

To remove the existing plastic tube and wire:

1. Detach the sip-and-puff device from the ClearMark system.

2. Using an Allen screwdriver, unscrew and remove the cover of the bracket that connects the headpiece to the mouth tube (Figure A-1).
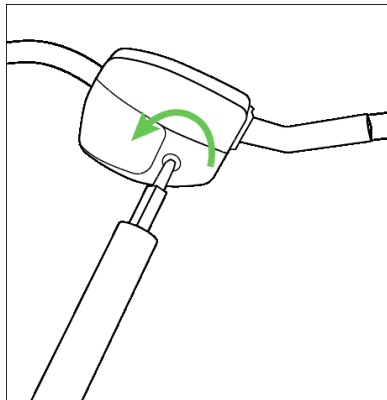

Figure A-1. Removing the cover of the bracket that connects the headpiece to the mouth tube

3. Note the position of the tubing inside the bracket. Then remove the mouth tube from the bracket (Figure A-2).
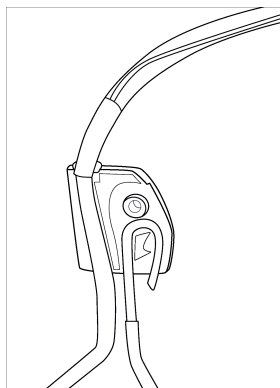

Figure A-2. Removing the mouth tube from the bracket

4. Note the way the plastic mouth tube is attached to the curved metal tube (Figure A-3).
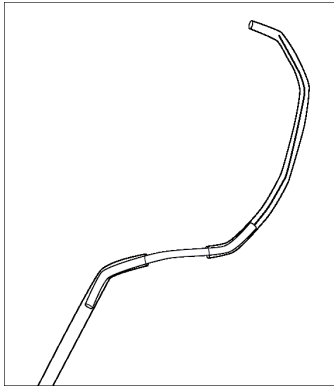

Figure A-3. Plastic mouth tube attached to the curved metal tube

5. Detach the mouth tube by working its lower end gently back and forth until it slips off the metal tube.

6. Ease the wire out of the metal tube.

7. Discard the old wire and mouth tube.

To install the new plastic tube and wire:

1. Remove the new mouth tube and wire from its packaging (Figure A-4).
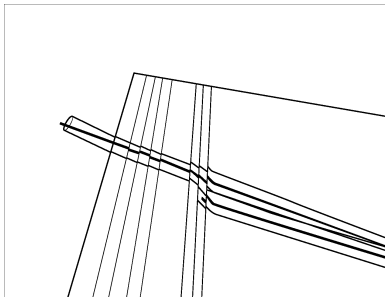

Figure A-4. Removing the new mouth tube and wire from its packaging

2. Detach the wire from the new mouth tube.

3. Insert the wire into the open end of the metal tube. Slide it in carefully until it clears the bend in the metal tube (Figure A-5).
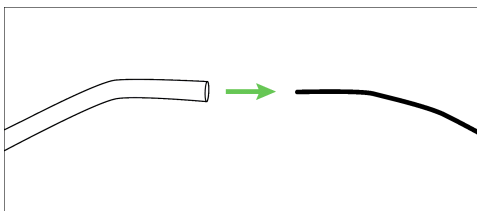

Figure A-5. Inserting the wire into the open end of the metal tube

4. Slide the new mouth tube over the wire and ease it over the metal tube. Work it gently back and forth until it reaches the bend in the metal tube (Figure A-6).
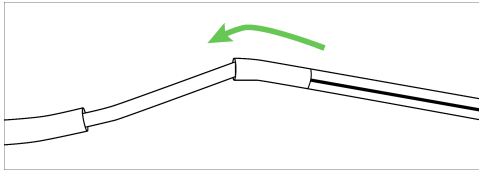

Figure A-6. Sliding the new mouth tube over the wire

5. Place the mouth tube back in its original position inside the bracket.

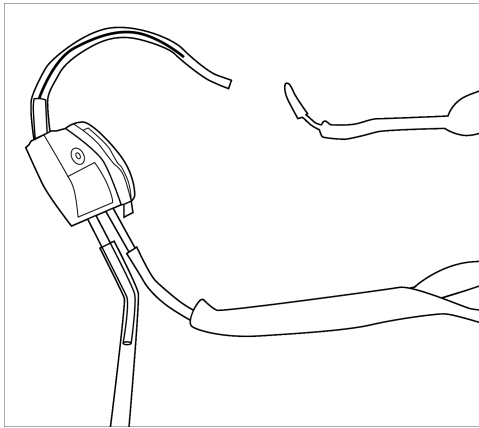6. Return the bracket cover and screw it shut (Figure A-7).

Figure A-7. Returning the bracket cover

7. Reinstall the sip-and-puff USB connector into the designated port of the ClearMark system.

Appendix B. Using a voter's sip-and-puff device

This topic describes how to install a voter's sip-and-puff device.

B.1 Installing a voter's sip-and-puff device on the ClearMark system

To install a voter's sip-and-puff device:

1. Remove the seal from the port compartment door.

2. Record the seal removal.

3. Unlock and open the port compartment.

4. Connect the voter's sip-and-puff device to the USB converter using a 3.5 mm female-to-male audio cable.

5. Close the port compartment door, positioning the audio cable such that it remains outside the setup box.

6. Apply a new tamper-evident seal to the compartment door.

7. Record the newly applied seal.

B.2 Detaching a voter's sip-and-puff device from the ClearMark system

When the voter is finished voting, detach the voter's sip-and-puff device as follows:

1. Remove the tamper-evident seal from the port compartment.

2. Record the seal removal.

3. Unplug the 3.5 mm audio cable from the USB converter.

4. Close the port compartment door.

5. Apply a new tamper-evident seal to the compartment door.

6. Record the newly applied seal.

Appendix C. Error messages

The following error messages may appear while using the ClearMark system. Recommended resolution procedures are included.

> **Note**:   When you troubleshoot voting issues, make sure that you maintain the privacy of voters.

The error messages are documented as they appear when using the touchscreen input and display. Similar messages are presented when using the accessible keypad, the sip-and-puff device, or audio.

C.1   Incorrect login code (password)

The following message appears if the login code is incorrect: *Invalid code*.

Resolution: Ensure that the desired role is selected from the **Select Role** list and use the on-screen keyboard to enter the corresponding code in the Enter Code field.

C.2   Incorrect poll worker code

The following message appears if a poll worker enters an incorrect code when resolving a ballot-printing issue: *Invalid code*.

Resolution: Use the on-screen keyboard to enter the correct poll worker code.

C.3   No audio or screen selection

An error message appears if you do not select the **Sound On** or **Screen On** options on the Select Ballot screen.

Resolution: Select **Sound On** or **Screen On** to begin voting.

C.4   Print error

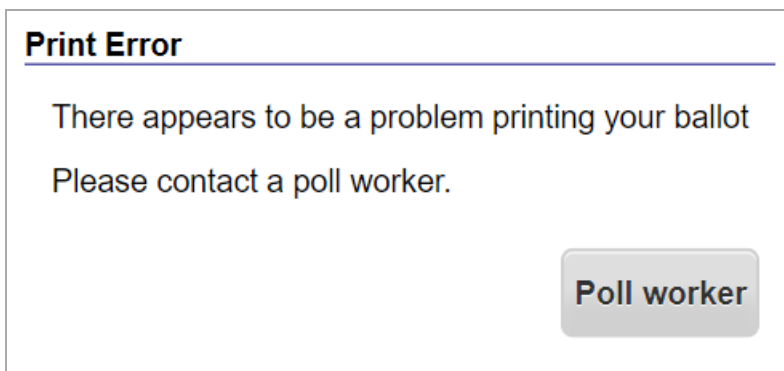An error message appears if a ballot printing error occurs.

Figure C-1. Ballot printing error

Resolution: Ensure that:

- the printer has the required ballot stock.
- the ink cartridge contains toner (if using the laser printer configuration).
- ballots do not jam during printing.
- you clear a paper jam before trying to reprint the ballot.

After you resolve the printing issue, tap the **Poll worker** button to continue.

C.5   Printer not set

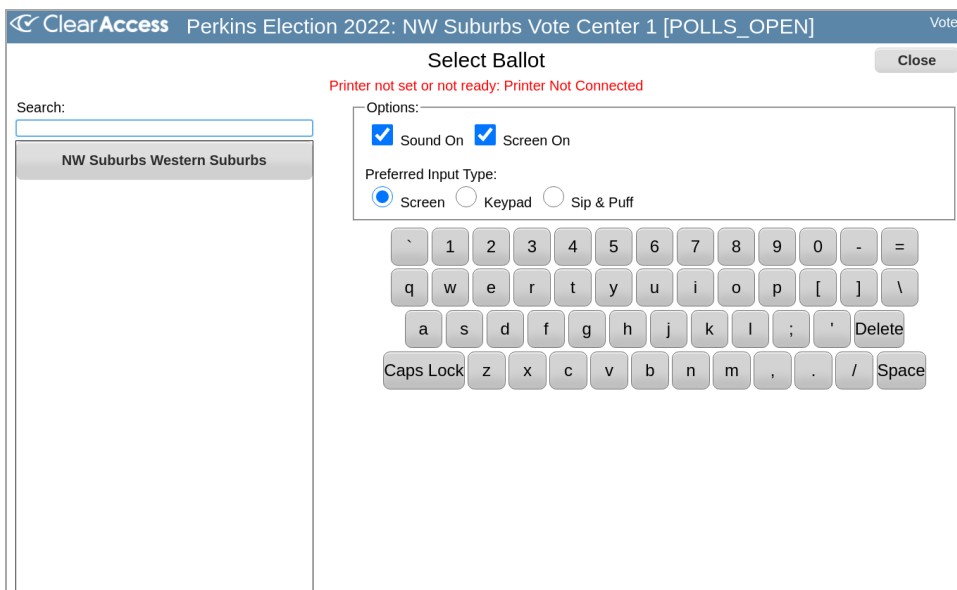An error message appears if the printer is not properly connected or is not powered on.

Figure C-2. Printer not set error

Resolution: Ensure that:

- the printer is properly connected to the ClearMark all-in-one unit.

- the printer is powered on.

After resolving the printer issue, select the desired ballot style from the list on the left-hand side of the screen and continue the voting process.

C.6   Smart card read error

If a smart card is not properly inserted into the all-in-one unit, one of the two following error messages appears:

- *Card error: no connection. Please remove, check orientation, and reinsert.*

- *Card error: unspecified error. Please remove, check orientation, and reinsert.*

Resolution: Tap the **OK** button and remove the smart card. Reinsert the smart card, making sure the card is oriented such that the chip is inserted first, and the non-chip side of the card is facing the barcode scanner.

C.7   Smart card activation error

The following message appears if a smart card that is already active is inserted on the Smart Card Activation screen: *Card error: card must be inactive to activate. Current card state is: ACTIVE.*

Resolution: Tap the **OK** button. Insert another smart card that has been initialized but not yet activated.

> **Note**:   To reactivate the current smart card, use the card to initiate a voting session on a ClearMark all-in-one unit that has the current election loaded. The smart card will be set to an inactive state and can then be reactivated.

C.8   Smart card voting session initiation error

When attempting to initiate a voting session from the Smart Card Login screen, the following message appears if a smart card that has not yet been activated is inserted:
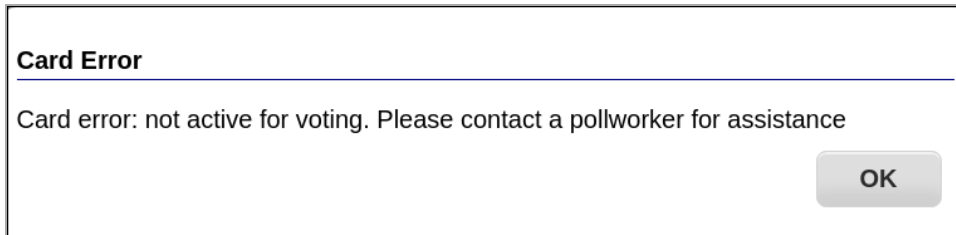
Card Error

Card error: not active for voting. Please contact a pollworker for assistance

OK

Figure C-3. Smart card voting session initiation error

Resolution: Obtain a smart card that has been activated. Tap the **OK** button to proceed with initiating a voting session using the activated smart card.

C.9   Smart card voting session ballot data error

When trying to initiate a voting session from the Smart Card Login screen, the following message appears if a smart card contains invalid ballot data: *Card error: invalid ballot data on card. Please contact a poll worker for assistance.*

Resolution: Contact a poll worker to obtain a smart card that has been activated with valid ballot data. Tap the **OK** button to proceed with initiating a voting session using the new smart card.

C.10   Smart card deactivation error

When attempting to initiate a voting session from the Smart Card Login screen, the following message appears if the card cannot successfully be deactivated: *Internal card error: failed deactivation. Please contact a poll worker for assistance.*

This error may occur if the card is removed too quickly after it is inserted into the all-in-one unit.

Resolution: Remove the smart card and tap the **OK** button. Try to initiate the voting session again using the same card, waiting at least two seconds before removing the card. If the problem persists, obtain a new smart card and initiate the voting session using the new card.

C.11   Smart card incorrect key error

When attempting to activate a smart card or use a smart card to initiate a voting session, the following message appears if a card containing the incorrect authentication key is inserted: *Card error: auth failed with incorrect key. Card has N attempts remaining before being permanently disabled. Please contact a poll worker for assistance.*

If activating the smart card, this error indicates that the card was initialized using a different inactive card key, likely belonging to a different jurisdiction, and can only be activated by that jurisdiction. Do not reattempt to activate the same card. The number represented by the variable "N" in the error message indicates the number of authentication attempts remaining before the card is permanently disabled. Once the card is permanently disabled, it can never be used in a future election and should be discarded.

If using the smart card to initiate a voting session, this error indicates that this card was activated for a different election and cannot be used in the current election. The card must be deactivated using the election for which it was originally activated before being used in the current election.

Resolution: Remove the smart card and tap the **OK** button. Obtain a new smart card that matches the current jurisdiction and election.

C.12   Smart card permanently disabled error

When using a smart card to perform any operation, the following message appears if a smart card that has been locked after eight failed authentication attempts is inserted: *Card error: too many failed auth attempts. Card is permanently disabled. Please contact a poll worker for assistance*.

Resolution: Remove the smart card. Obtain a new smart card that has been activated with valid ballot data. Tap the **OK** button to proceed with initiating a voting session using the new smart card.

C.13   Error paper detected

If the ballot is left in the ClearMark Scanner after the voter has verified the ballot, an error message appears, and the ClearMark all-in-one unit continuously beeps.
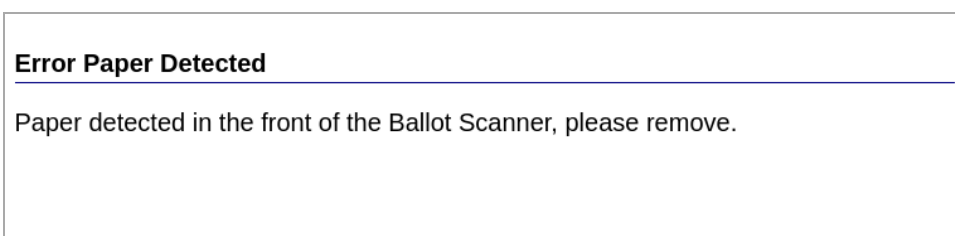
Error Paper Detected

Paper detected in the front of the Ballot Scanner, please remove.

Figure C-4. Paper detected error

Resolution: Remove the paper from the scanner.

C.14   Tabulation issue

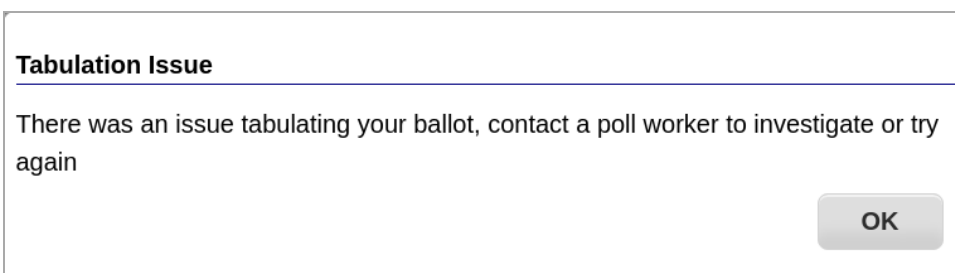An error message appears if the ClearMark Scanner encounters an issue while attempting to read the ballot.

Tabulation Issue

There was an issue tabulating your ballot, contact a poll worker to investigate or try again

OK

Figure C-5. Tabulation issue error

Resolution: Tap the **OK** button and try scanning the ballot again.

If the problem persists:

- clean the ClearMark Scanner as described in the *ClearMark Maintenance Guide*.
- verify the ClearMark Scanner was properly configured according to the instructions provided in the *ClearMark Installation Guide*.