ClearVote 2.4

ClearCast Go Poll Worker Guide

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Preface

This section defines the purpose of this document.

About this document

This document provides instructions and reference information for poll workers who use the ClearCast voting station during periods of official voting. This document complies with the requirements of the *Voluntary Voting System Guidelines* (VVSG) 2005, Volume 2, Section 2.8.

Scope of this document

This document contains the following chapters:

- Chapter 1. System Overview
- Chapter 2. Security
- Chapter 3. Preparing for an election
- Chapter 4. Voting
- Chapter 5. Ending early voting
- Chapter 6. Ending an election
- Appendix A. Poll worker checklist

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.

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.

Contact us

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. System Overview

The ClearCast voting station (Figure 1-1) is a precinct-count, optical-scanning solution for in-person early voting and Election Day voting. ClearCast can also process the paper ballots printed by the ClearMark accessible ballot-marking system.

Insert Ballot
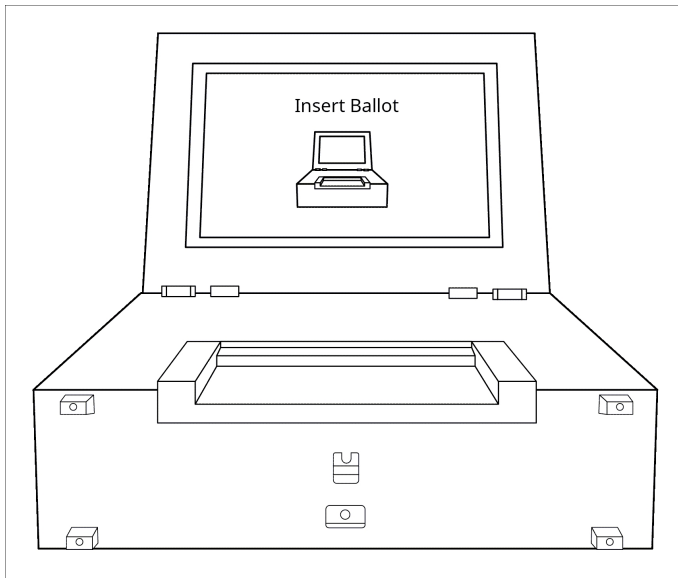
Figure 1-1. ClearCast voting station

The ClearCast voting station offers powerful election-results reporting. Detailed tallies can be displayed on the touchscreen and printed to the voting station's thermal printer. After merging ClearCast election results to the ClearCount system, tally information can be reported for all precincts, voting types, and voting technologies that comprise the election.

To ensure security, the functionality of ClearCast is based on roles. Distinct operational modes are aligned with the election lifecycle. The design of the ClearCast hardware and software eliminates the need to separate ballots when they are unreadable, overvoted, undervoted, or contain write-in candidates.

1.1   Touchscreen

The touchscreen of the voting station (Figure 1-2) lifts into an upright position during voting and lowers when not in use. The touchscreen displays user instructions and feedback. Voters respond to on-screen prompts by selecting options.
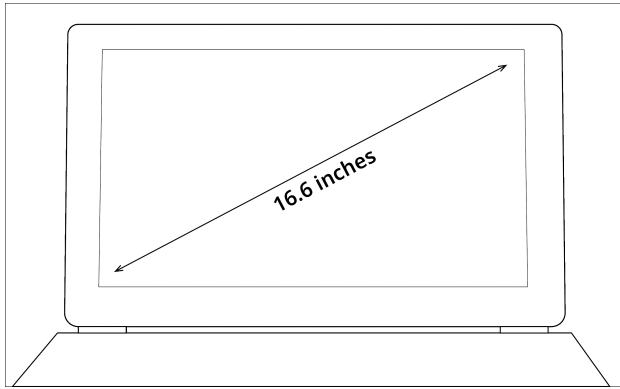
Figure 1-2. Touchscreen in the upright position

1.2   Compartments

The ClearCast voting station contains the compartments listed in Table 1-1.

Table 1-1. Compartments

Compartment	Description
Top	Provides access to the scanner, a compartment containing the USB drives, and the interior of the ClearCast voting station The door of the top compartment has a lock on the left side. The top compartment and the USB compartment within the top compartment require tamper-evident seals in most jurisdictions.
Printer	Contains the thermal printer.
Bottom	Provides access to the battery. The cover to the bottom compartment is secured with Phillips 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.

1.3 Scanner

The voting station's scanner can process a wide range of ballot lengths between 8 ½" by 5" and 8 ½" by 30". The scanner produces high-quality images of both sides of a ballot card and provides multisheet feed protection.

A voter guides a ballot card into the input tray. As the ballot card moves through the voting station, the scanner captures an image of the card. The voting station then ejects the card from the output slot on the bottom of the voting station into the ballot box.

To access the scanner, unlock the top compartment, remove and record the seal, and open the top-compartment door.

Figure 1-3 shows the scanner in its compartment.
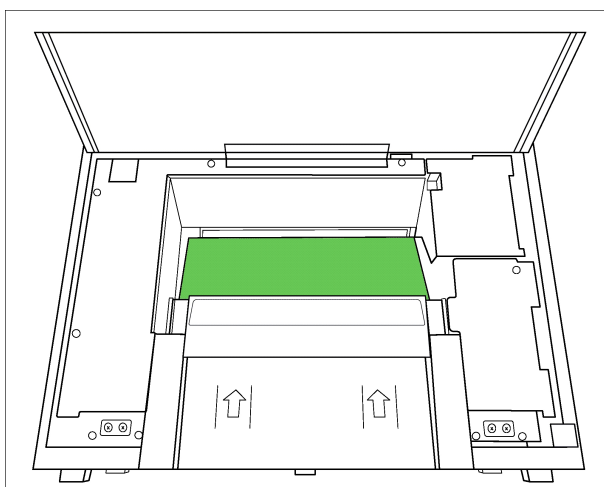
Figure 1-3. Scanner compartment

Occasional cleaning of the scanner plates ensures optimum performance. If necessary, you can calibrate the scanner by using a using a sheet of blank ballot stock.

For procedures on cleaning and calibrating the scanner, see the *ClearCast Go Maintenance Guide*.

1.4   Printer

The thermal printer in the voting station prints all ClearCast election reports, status reports, and logs. The printer is maintenance-free and does not require ink cartridges. The paper roll spools freely and is easy to load and remove from the printer.

The printer is located in a compartment on the right side of the voting station.

The paper spools from the printer through a feed slot in the compartment door when it is closed. The length of the standard-size paper roll ensures an ample amount of paper for printing reports.

Figure 1-4 shows the thermal printer in its compartment.
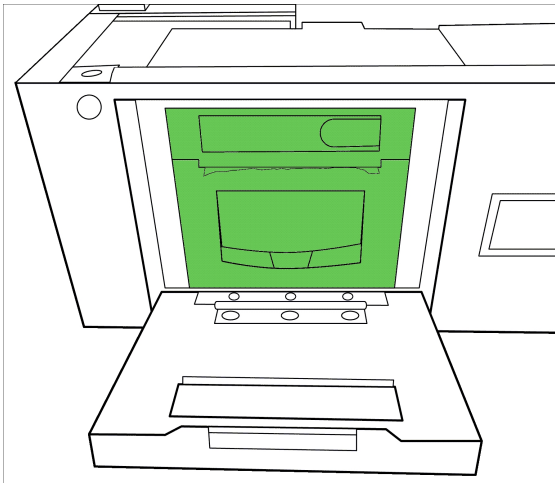
Figure 1-4. Printer compartment

1.5   Election media

The ClearCast voting station uses two external USB drives and internal memory to manage election information. The USB 1 drive is the primary memory for election and voted ballot information, and the USB 2 drive provides a backup of the information stored on the USB 1 drive.

The information stored on the two USB drives must be identical. It is not possible to start or resume election activities if this information is not in synch. See "Election management" in the *ClearCast Go Maintenance Guide* about recovering from data inconsistency.

Jurisdictions create an election in ClearDesign, export the BDF of the election to the USB 1 drive, and then import the BDF into each ClearCast voting station. The BDF includes all jurisdiction, election, and ballot information relevant to a voting location.

The two USB drives are located in a compartment inside the top door as shown in Figure 1-5.
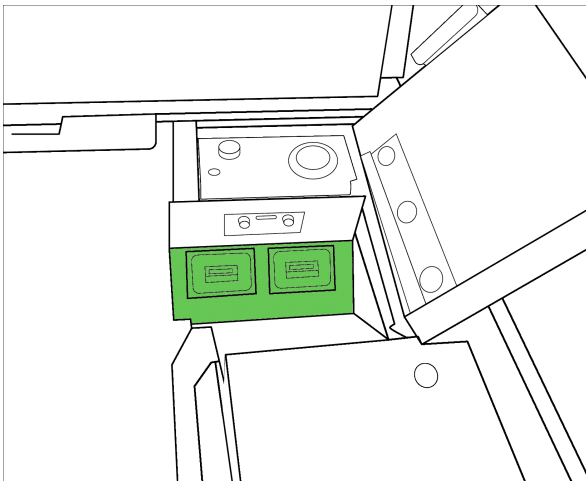
Figure 1-5. Compartment containing the USB drives

> **Note**:   Always unmount the USB drives before removing them by using the **Unmount USB Drives** button on the bottom right of the ClearCast user interface. Removing the drives without first unmounting them may result in data corruption.

1.6 Battery

During a power outage, the voting station's battery can provide power for 2 hours or more under a 100 ballots-per-hour duty cycle. The charging status of the battery appears on each ClearCast screen. The battery has a five-year lifespan and is replaceable.

Be sure to charge the battery before each election. Charge the battery by leaving the voting station plugged into AC power for at least eight hours.

Figure 1-6. Battery within rear compartment

**Note**:   Do not remove the battery from the voting stations unless it requires replacement due to faulty behavior or expiration of its designated lifetime. See the *ClearCast Go Maintenance Guide* for information about replacing the battery.

1.7 Ballot boxes

The voting station is available in two ballot-box configurations:

- The default ballot box configuration enables you to set up, store, and transport the voting station as a unit.
- The collapsible ballot box configuration is portable and requires minimal storage space.

The voting station locks into place on top of the ballot boxes and eliminates the need for a table. The ballot boxes have lockable wheels that prevent them from rolling after they have been positioned.

The ballot boxes comply with the wheelchair-accessibility requirements specified in the *Voluntary Voting System Guidelines* (VVSG) 2005, Volume I, Section 3.2.4.

1.8 Placement

Place the ClearCast voting station to allow voter traffic to flow naturally through the voting location. Position the voting station so that the input tray is within easy reach of the voters and the touchscreen provides optimum viewability.

Ensure that the placement complies with the wheelchair accessibility requirements in the *Voluntary Voting System Guidelines*, 2005, Volume I, Section 3.2.4.

Chapter 2. Security

This chapter describes security requirements for managing an election using the ClearCast voting station.

2.1   Voting station

The ClearCast voting station does not connect to the Internet or any external network and does not have Wi-Fi functionality.

During an election, follow these guidelines for the voting station:

- Apply tamper-evident seals to all compartment doors.
- Keep the compartment doors closed and locked at all times, other than during routine maintenance and closing procedures.
- Keep the voting station keys secure at all times.
- Monitor access to the ClearCast voting stations at all times. Do not allow access to unauthorized individuals.
- Keep the USB drives locked and sealed inside the ClearCast voting station during voting.
- Secure the USB drives after voting has been suspended or ended.
- Check the tamper-evident seals regularly to ensure they are intact.

2.2   Passwords

Authorized election officials must provide a password to log in to the ClearCast voting station. Do not provide passwords to unauthorized individuals.

2.3   Voting screens

Configure voting screens to ensure optimal privacy. Monitor voting screens for unauthorized materials. Do not allow unauthorized individuals in the voting area.

2.4   Voters

Be sure to properly validate all voters before issuing them a ballot. If the ballot consists of multiple cards, ensure that each voter receives all cards for a particular ballot.

Maintain each voter's privacy during voting and ballot-casting procedures.

2.5 Ballots

Jurisdictions must manage the flow of ballots at the voting location, including the delivery of blank ballots to the precincts, issuance of ballots to the voters, ballot marking, processing of ballots, securing full ballot receptacles, and reconciling ballot quantities at the end of Election Day.

Election officials must ensure that each precinct receives the appropriate ballot types in the necessary quantities. Verify ballot type by the identification information in the control area at the bottom of the ballot or in the ballot header, or by the presence of specific contests on the ballot.

Voters should return secrecy sleeves to the poll workers and leave the polling location after casting their ballots. Poll workers must ensure that there are no stray ballots anywhere in the voting location.

Poll workers must monitor the ClearCast ballot receptacle to ensure that voted ballots remain secure. When a ballot receptacle is full, a poll worker must remove it and close and seal all openings.

2.6 Reporting

Jurisdictions print the zero Totals report before voting begins to demonstrate that there are no votes in the ClearCast system. Poll workers must review this report to ensure that all candidate totals are zero, and then sign it in the signature area at the bottom of the report.

The election Totals report reflects the tallies of all ballots cast and generally prints automatically at the close of the polls. Poll workers must review this report and then sign the bottom of the report. The election Totals report is unofficial until election officials validate the results.

2.7 Results

ClearCast stores a digital image of every voted card in three media locations. Two of those locations are USB drives located in the printer compartment, which must be locked and sealed during voting.

Each card image and the composite record of all voted ballots are digitally signed so that no electronic card image can be altered without detection. ClearCast does not allow access to election results before the election closes. ClearCast does not allow access to individual voted card images. ClearCast does not record information that identifies voted ballots with specific voters.

Chapter 3. Preparing for an election

This chapter describes the processes to prepare for voting.

Poll workers should also be familiar with the procedures described in the *ClearCast Maintenance Guide*.

3.1 Checking supplies

Verify that the following items have been delivered to the voting location with the ClearCast voting stations:

- Extension cords
- Power cord protective mats
- Ballot box and ballot bin
- Spare paper rolls
- Voting station keys
- Key wristbands
- Tamper-evident seals
- Cleaning supplies
- Ballots
- Voting screens
- Secrecy sleeves
- Marking instruments
- Spare USB drives (if applicable)

3.2 Preparing the voting location

Perform the following tasks at each voting location:

- Position tables and voting screens to ensure clear and safe traffic flow.
- Ensure there is adequate space with proper lighting for the number of ClearCast voting stations in use.
- Ensure the electrical supply has sufficient amperage for all ClearCast voting stations in use.
- Assemble voting screens in a manner that ensures voter privacy.
- Place voting instructions in individual voting stations.
- Distribute marking instruments to voting stations.
- Ensure that precinct workers sign off on ballot receipt.

To avoid the possibility of debris entering and damaging the voting stations, do not allow voters to bring food into the voting location.

3.3 Setting up the default ballot box

To set up the voting station with the default ballot box:

1. Place the voting station on the ballot box by using the two handles on either side of the enclosure (Figure 3-1).

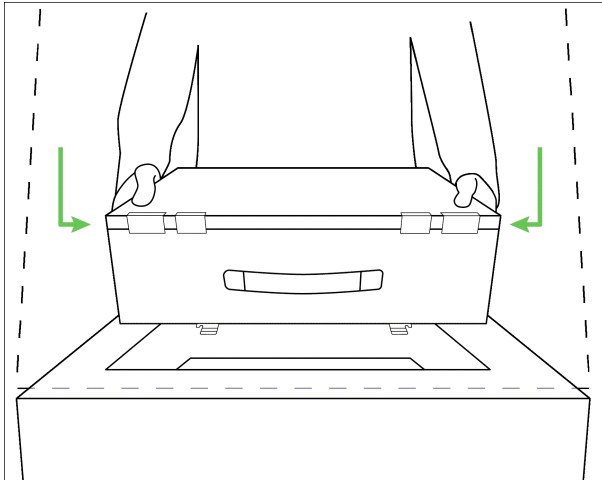**Figure 3-1. Placing the ClearCast Go voting station**

2. Face the ballot box and align the voting station with the ballot cutout on the box.

3. Angle the voting station so that the front is tilted up and the back is touching the platform of the ballot box (Figure 3-2).
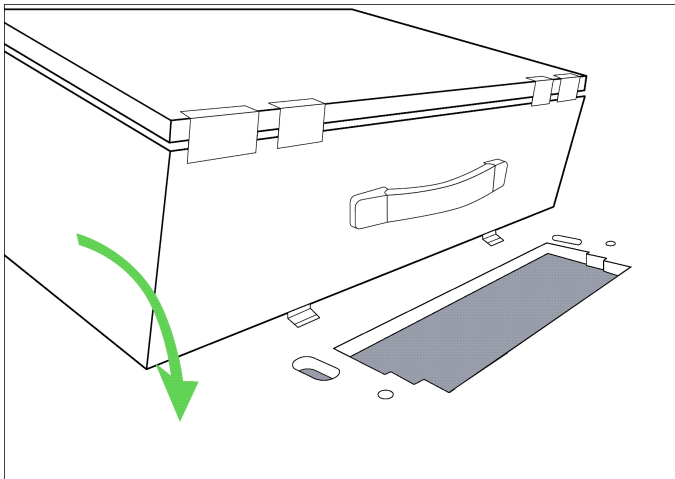
Figure 3-2. Aligning the voting station with the ballot cutout

4. Slowly push the voting station towards the back of the ballot box.

5. The back-bottom surface of the voting station will dip down into the ballot cutout. The sheet metal attachment arms are going to interface with the underside of the ballot box's platform. Keep pushing the voting station back, maintaining the angle described earlier (Figure 3-3).
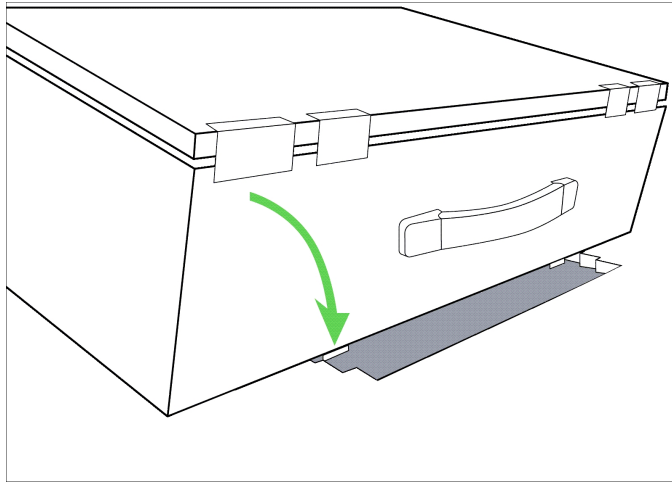
Figure 3-3. Inserting the metal attachment arms into the ballot cutout

6. Push the voting station back until the ballot cutout is covered and the unit can no longer be moved further back. Ensure when examining from the front that the voting station is in its final position (Figure 3-4).
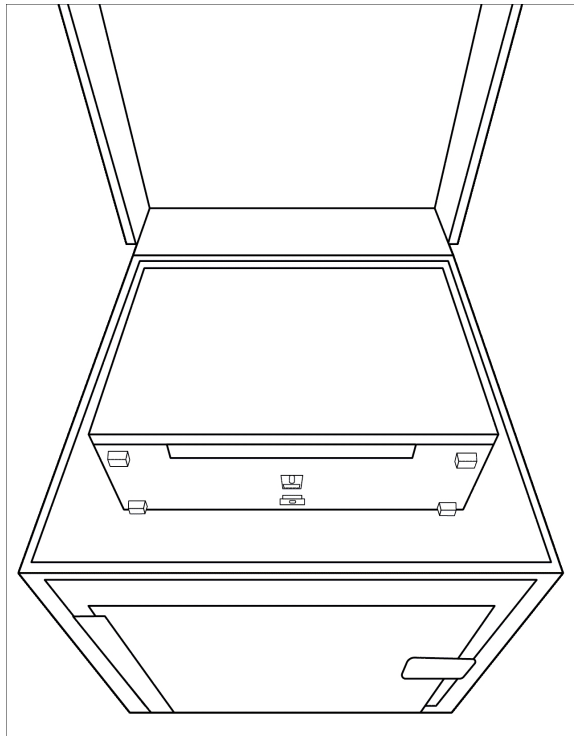
Figure 3-4. Examining the final position of the voting station from the front

7. Once aligned, affix the voting station to the ballot box using the four wing bolts (Figure 3-5).

   The wing bolts will be attached from inside of the ballot box in the previous step and will go through these four holes and thread into the underside of ClearCast unit.
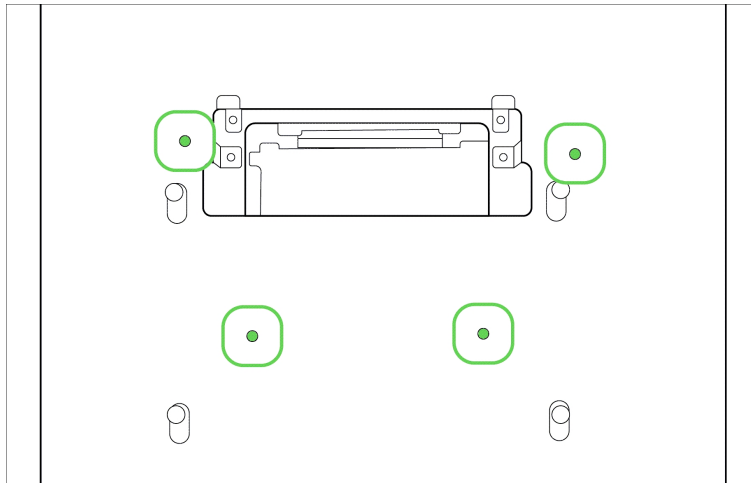
Figure 3-5. Identifying the four holes for the wing bolts on the top inside of the ballot box

8. Push each bolt through its hole until it contacts the underside of the voting station. Then, begin turning the bolt so that it threads into the voting station.

9. Rotate the bolts clockwise tightly until they can go no further and fully engage the threads. Repeat this step for each hole in the platform (Figure 3-6).
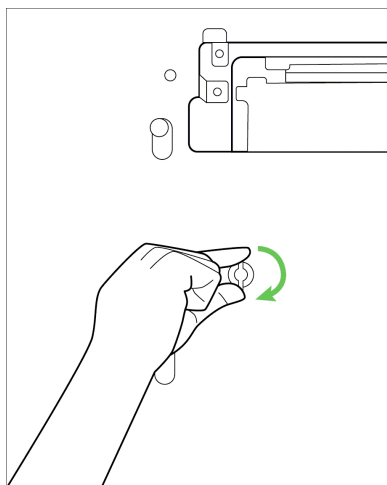
Figure 3-6. Tightening the wing bolts

10. Repeat steps 8 and 9 for each hole in the platform (Figure 3-7).
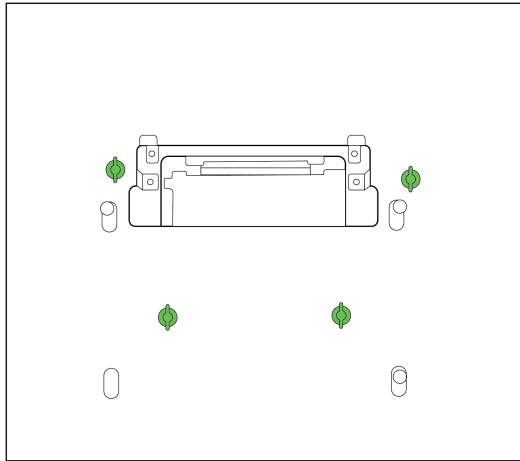
Figure 3-7. Ensuring that all four wing bolts are inserted

The ClearCast voting station is ready for storage, transport, or use at a polling location.

> ⚠️ When lifting the ClearCast Ballot Box, always lift with two people. Each person shall utilize two handles to evenly distribute the weight.
>
> To avoid the risk of damage or injury, do not stack or transport multiple ClearCast units at once.

3.4 Setting up the collapsible ballot box

When using the ballot box, place it so that it complies with the wheelchair-accessibility requirements in the *Voluntary Voting System Guidelines*, 2005, Volume I, Section 3.2.4.

To set up the ClearCast voting station with the ballot box:

1. Place the ballot box in the desired location for the ClearCast voting station.

   The ClearCast voting station must be located near to and plugged into a power source that is easily accessible.

2. Release the four Velcro securing straps on the back and front of the collapsed ballot box (Figure 3-8).
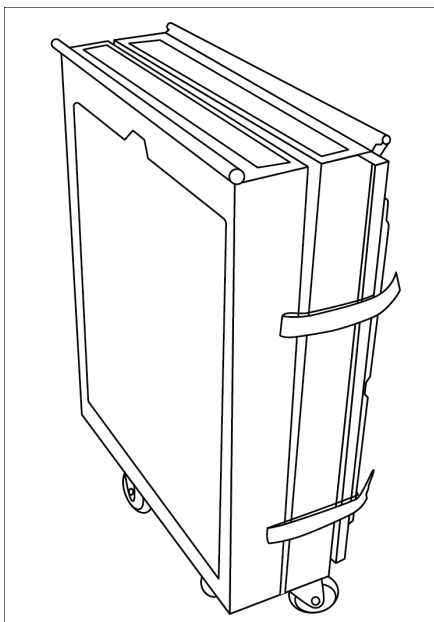
Figure 3-8. Straps that secure the ballot box

3. Expand the ballot box by pulling the front and back panels away from each other until the ballot box is fully extended (Figure 3-9).
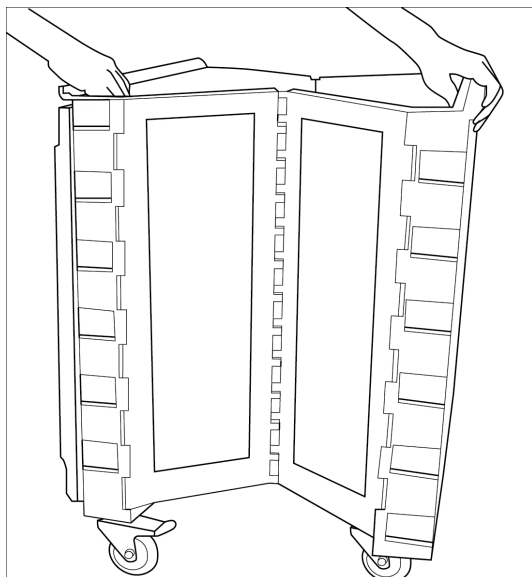
Figure 3-9. Expanding the ballot box

4. Grasp the handle of the floor panel and gently lower it into place. Do not allow the floor panel to drop into place as this may damage the locking mechanism. Ensure that the two silver catches on the end of the floor panel lock into place (Figure 3-10).
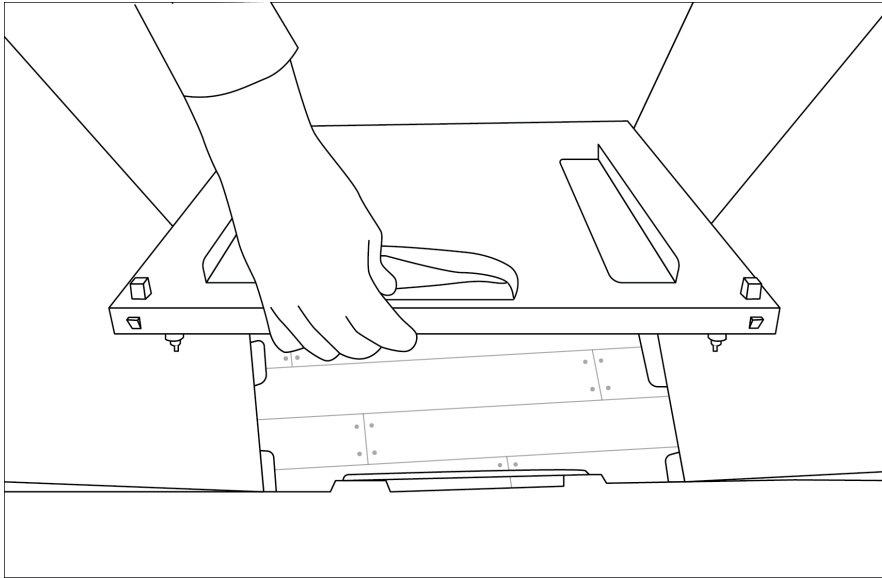
Figure 3-10. Lowering the floor of the ballot box into place

5. Raise the lid onto the top of the ballot box (with the straps inside) and ensure that it locks into place (Figure 3-11).
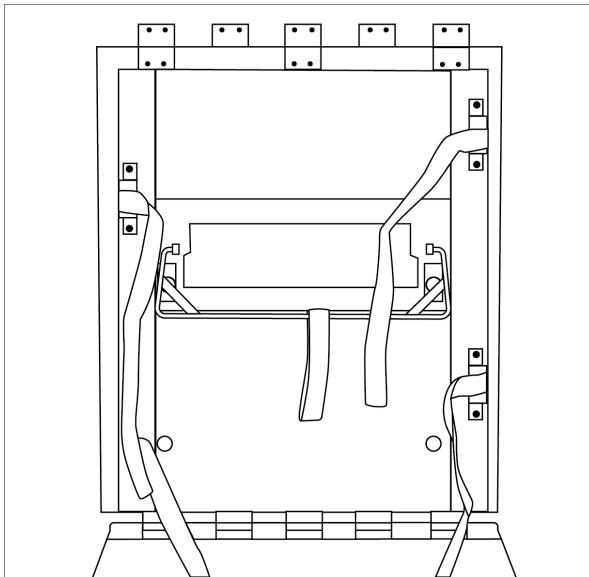
Figure 3-11. Straps for raising the lid of the ballot box

If the lid does not lock, the catches for the lid lock may need to be reset. To reset them:

a. Unlock the back door of the ballot box.

b. With one hand, raise the ballot box lid slightly.

c. With the other hand, reach inside the back door, locate the release handle above the doorway, and depress it until it clicks.

d. Lower the lid back into place (Figure 3-12).
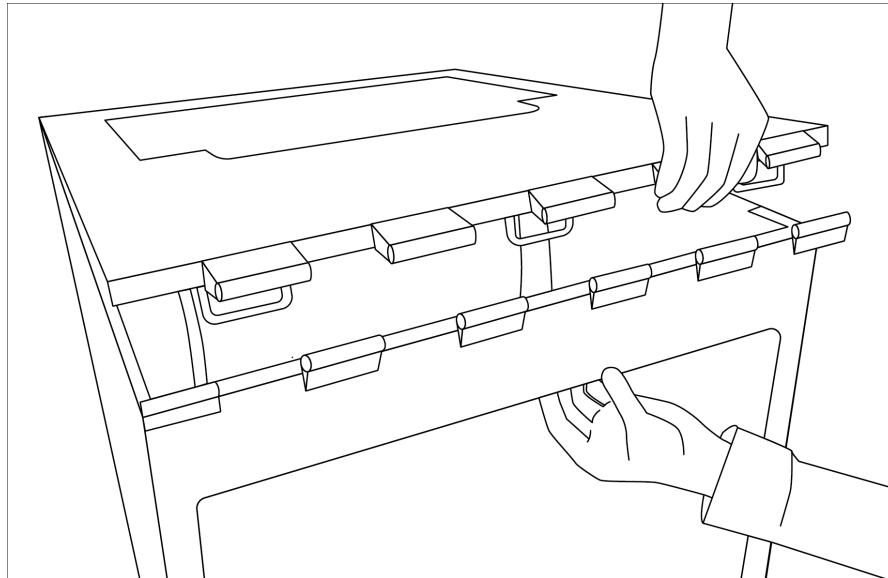
Figure 3-12. Lowering the lid of the ballot box into place

6. Place the ClearCast voting station onto its footprint on the ballot box lid by fitting its four feet into the corresponding holes (Figure 3-13).
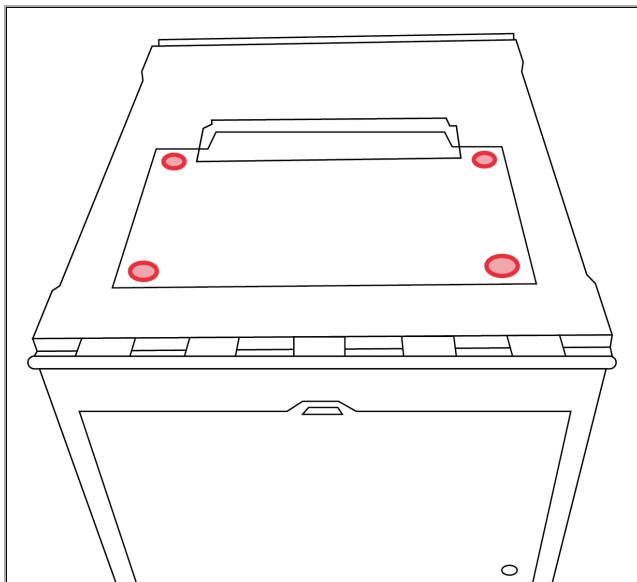
Figure 3-13. Four foot holes and front engagement latch in the upright position for placement of the ClearCast unit on the ballot box lid

7. Verify any tamper-evident seals on the voting station's compartment doors.

8. Unlock and open the back door of the ballot box.

9. Reach inside the door, locate the engagement-place release bar midway on the underside of the lid, and pull it firmly toward you (Figure 3-14). This will allow the ClearCast voting session to drop into place.
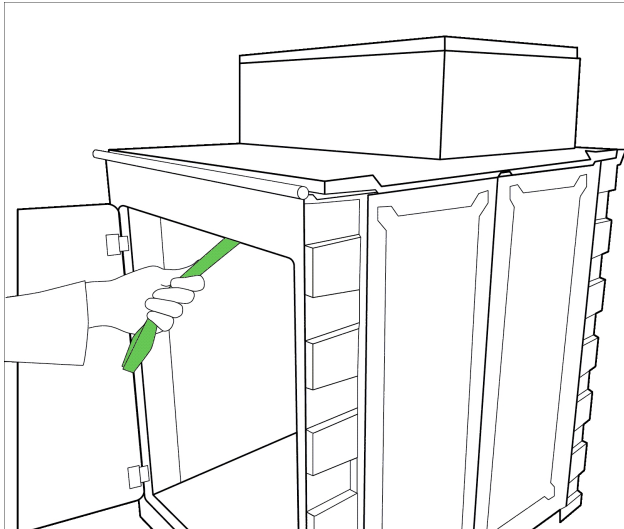
Figure 3-14. Pulling the engagement-plate release bar strap to allow the voting station to drop into place

10. Rotate the front engagement latch up against the front of the ClearCast voting station while simultaneously sliding down the engagement lock on the front of the ClearCast voting station. Release the lock to engage with the square cut out in the latch. This will lock the front of the ClearCast voting station to the top of the ballot box.
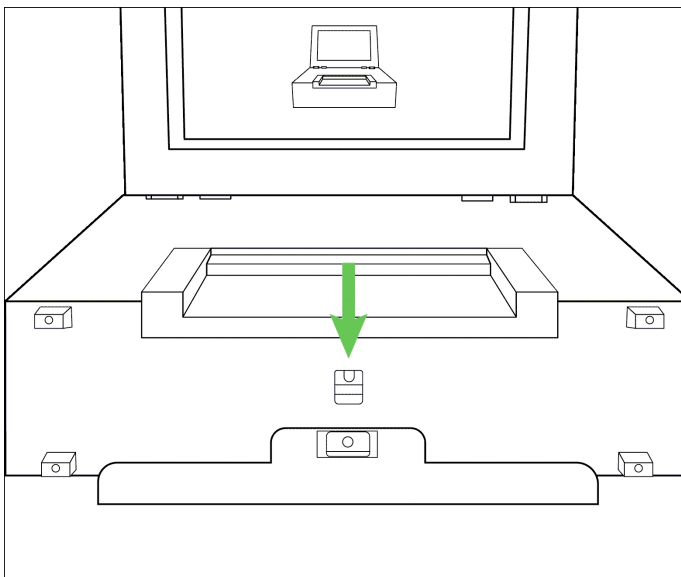
Figure 3-15. Positioning and engaging the front latch mechanism

11. Install a security zip tie through the hole in the engagement latch and through the square cut out in the latch. Properly record the security zip tie number (Figure 3-16).
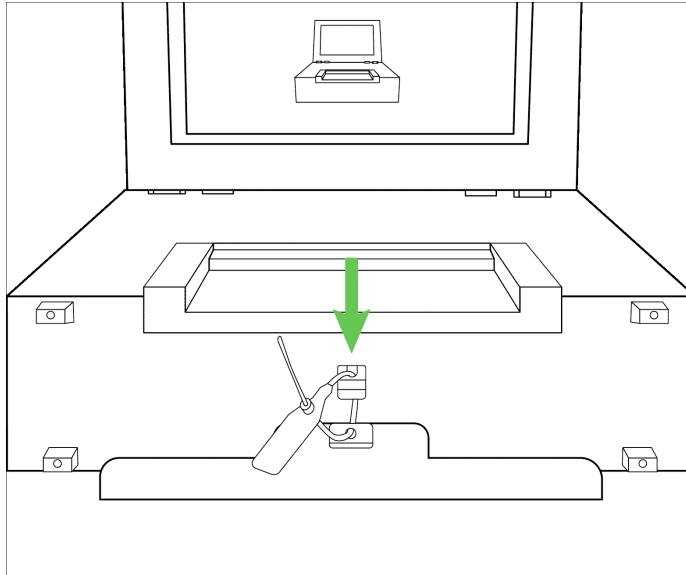
Figure 3-16. Zip tie inserted through hole in the engagement latch and through the cutout in the latch

12. Open the flaps of the ballot bin and place it inside the ballot box (Figure 3-17).
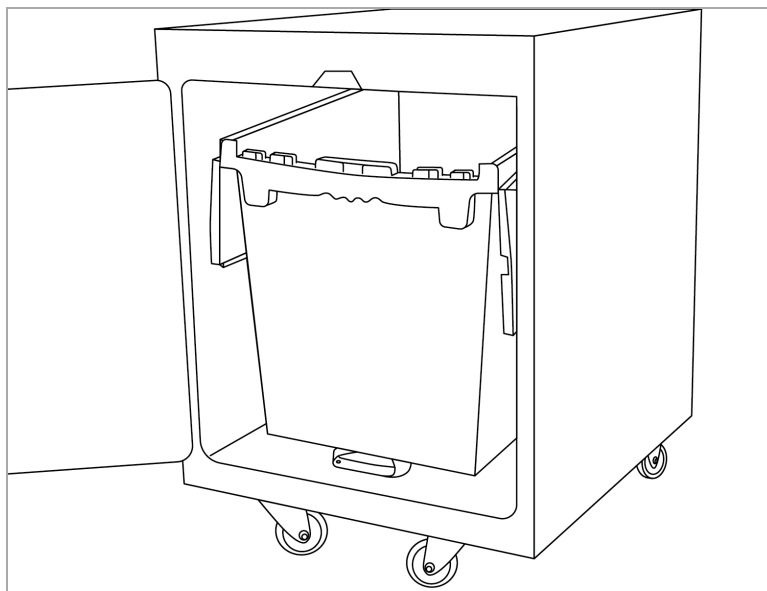
Figure 3-17. Bin placed inside the collapsible ballot box

13. Close and lock the back door.

14. Apply tamper-evident seals to the front and back doors of the ballot box.

15. Raise the ClearCast voting station touchscreen into an upright position.

16. Position the ClearCast voting station so that the input tray and touchscreen are easily accessible to the voters.

17. Lock the front wheels of the ballot box to prevent it from rolling.

3.5 Setting up voting screens

Configure the voting screens at the voting location so that they ensure optimum voter privacy and do not obstruct the flow of traffic. Provide each voting screen with the necessary marking instruments and voting instructions. Keep voting screens free of any unauthorized materials.

3.6 Providing marking instruments

The ClearCast system accepts ballots marked by any marking instrument that does not produce a glossy or burnished mark (other than instruments whose mark is white or almost white). Do not use marking instruments where the marks may penetrate through the paper; these are not approved.

To ensure optimum scanning of ballots, voters should not mark ballots with anything other than an approved marking instrument. See the *ClearCast System Overview* for approved marking instruments.

3.7 Preparing ballots

Prior to an election, election officials assign each precinct the required ballot types.

- Ensure that the ballot width has been confirmed to conform with a Clear Ballot-provided paper gauge measuring device.
- Ensure that only the required ballot types are present at the voting location.
- Verify that the required ballot types have been provided by party and/or split.
- For ballots that include multiple cards, verify that each card in the ballot is present in equal quantity.
- Ensure that the unique identifiers for the ballots are correct, referring either to the identification information at the bottom of the ballot or unique identification information in the ballot header.
- Count the ballots and verify that the required numbers are present.
- Check the secrecy sleeves to ensure that their lengths match the ballot lengths.
- Browse through the ballots to ensure no damage is evident.

3.8 Using secrecy sleeves

If secrecy sleeves are available, they must correspond to the lengths of the ballots being used in the election.

To use a secrecy sleeve:

1. A voter inserts his or her marked ballot into a secrecy sleeve with the ballot protruding an inch from one end of the sleeve.

2. The voter holds the secrecy sleeve at one end and places the protruding ballot into the mouth of the voting station's input tray.

3. The voter slowly edges the ballot forward into the voting station.

4. When the scanner rollers grab the ballot, the voter loosens his or her grip so that the ballot emerges from the secrecy sleeve and feeds into the voting station.

5. The voter returns the secrecy sleeve to a poll worker.

If secrecy sleeves are not used and ballots are single-sided, the voter should carry the marked ballot face-down to the voting station and feed it into the input tray face-down.

Chapter 4. Voting

This chapter describes the voting processes.

The processes that election officials follow during voting vary slightly, depending upon whether the voting occurs on Election Day, the first day of early voting, or a subsequent day of early voting.

4.1   Starting up the ClearCast voting station

The ClearCast voting station powers on automatically when its power cord is plugged into a power source. Do not plug the power cord into a power source until just before official voting is ready to begin.

After starting up the voting station, monitor access to the voting station at all times.

Note: The following procedure describes how to start the voting station when AC power is available. To start the voting station on battery power, contact a supervisor.

To start up the voting station:

1. Verify and remove the seal on the top door.

2. Unlock and open the printer compartment door.

3. Ensure that there is adequate paper in the printer.

    See "Replacing the printer paper" on page 37.

4. Close the printer compartment door.

5. Plug the voting station's power cord into the power source.

    When you plug in the power cord, the voting station starts up, the printer beeps, and the Power On report prints automatically.

6. Verify the following information contained in the Power On report and follow your jurisdiction's procedure for validating and securing the report:

    • Date is correct

    • Time is correct

    • Election mode is *Election* or *Polls Open*

    • Election name is correct

    • Vote center is correct

    • Counter group is correct

    • The printer is connected

- The scanner is connected

- The battery is at 100% or charging

- USB 1 is present

- USB 2 is present

If any of the above information is not true, check the touchscreen for an error message and resolution.

After printing the Power On report, ClearCast displays the Log In screen. Only the system administrator role or the maintenance role can log in when there is no election loaded.

4.2 Logging in

To log in:

1. On the Log In screen, tap the **Log In** button.

2. When ClearCast displays the Select Role screen, select the **Poll Worker** tab, enter the password, and tap **Submit**.

ClearCast displays the Ready for Election screen.

4.3 Opening the polls

Before ballots can be cast, you must open the polls on the ClearCast voting station.

You only open the polls *once* for an election—on Election Day or on the first day of early voting.

On a subsequent day of early voting, power on the voting station and resume voting as described in

To open the polls:

1. After logging in, tap the **Display Zero Report** button on the Ready for Election screen.

   ClearCast displays the zero Totals Report (Figure 4-1). This report allows you to confirm that no results exist in the system prior to the start of official voting.

   Depending upon the election configuration, the zero Totals report may print automatically when the polls open. The number of reports that print is configured in ClearDesign.

2. Scroll through the report and ensure that all totals are zero.

   If any of the totals are *not* zero, contact your supervisor for immediate assistance.

Figure 4-1. Zero Totals report

3. To print the report, tap the **Print** button. The Printing screen appears as the report prints.

4. Follow your jurisdiction's procedure for validating and securing the printed report.

5. When the Ready for Election screen reappears, tap the **Open Polls** button.

   The Polls Open report prints automatically.

6. Review the Polls Open report and verify that the information is accurate.

   If any of the information is wrong, contact your supervisor for immediate assistance.

7. Follow the procedures of your jurisdiction to validate and secure the report.

At this point, the ClearCast voting station is in the Polls Open mode and ready for official voting.

4.4 Starting the voting process

To start voting, tap Start Voting on Polls Status screen.

The Voting Status report prints automatically and ClearCast displays the Please Insert Ballot screen to indicate that the voting station is ready for voting.

For the guidelines of your jurisdiction for validating and securing the Voting Status report.

To begin voting on a subsequent day of early voting, see ."Resuming voting" on page 42.

4.5 Accessible voting

The ClearCast voting station accepts ballots produced by the ClearMark accessible ballot-marking system. This system supports accessible voting for people with mobility challenges. These voters use the ClearMark system to create a marked ballot which is then scanned into a ClearCast voting station.

4.6 Issuing ballots

Issue the applicable ballots to each voter according to the voter's:

- Registered precinct
- Split (if applicable)
- Party (for a closed primary)
- Language (for a multilanguage election)

Provide the ballot to the voter with the appropriate secrecy sleeves, as well as voting instructions. Inform the voter that the instructions are posted in the voting screen, as well as on the ballot.

If ballots are stubbed, be sure to remove the stubs from the ballots, and clean any debris from the ballot edges before feeding them into the ClearCast voting station. Residual debris can become lodged inside the scanner and cause it to malfunction.

4.7 Provisional ballots

A voter not registered in any of the precincts at a voting location can receive a provisional ballot. Secure the provisional ballot for later adjudication, rather than casting it on the ClearCast voting station.

4.8   Marking ballots

The following guidelines apply to marking ballots:

- A ballot should be marked by filling in the oval adjacent to the desired candidate or desired choice in every contest on the ballot.

- If write-in spaces are available, a voter can optionally write in alternative candidate names in the write-in spaces provided while also filling in the oval for the corresponding write-in choice.

- If a voter accidentally fills in an oval, the selection should *not* be crossed out. The voter should request an alternate ballot from a poll worker.

- Voters should *not* erase penciled marks.

- Voters should not use correction fluid or any other substance to cover existing marks.

- Voters should not attach extraneous materials to a ballot, using tape, glue, or any other substance.

- No materials or substances should be applied to a ballot other than with the marking instruments provided.

- No marks should be made on a ballot other than by filling in the ovals or write-in spaces that correspond to the desired candidate or response selections. In particular, no marks should be made in the control zone on a ballot, which contains card identification and timing marks.

- If a ballot card is two-sided, voters should be sure to mark both sides.

- If an election requires judge initials on the ballot, ensure that the initials are present in the applicable location before providing the ballot to the voter.

Completely filling in ovals ensures that ballots are counted and tallied according to voter intent.

4.9   Inserting ballots

Marked ballots can be fed into the ClearCast voting station face-up, face-down, top-first or bottom-first. The arrows on the input tray indicate where to insert the ballot.

The voting station cannot process multiple feeds. It can only process a single ballot card at a time. Introducing foreign substances or debris into the ClearCast voting station can harm its scanner.

The touchscreen displays the Insert Ballot screen when the voting station is ready for casting a ballot.

To cast a ballot:

1. Instruct the voter to insert a ballot card into the voting station's input tray and nudge it forward until the scanner rollers grab it and pull it into the voting station.

   A message appears as the ClearCast system processes the card.

   A confirmation message appears when the ballot has been cast.

2. When the touchscreen returns to the Insert Ballot screen, the voter can insert another ballot card if the election consists of a multicard ballot.

   Otherwise, the voter is finished voting and can leave the voting station.

4.10   Language selection

If an election has been set up to use multiple languages, a voter can display ClearCast prompts in one of the configured languages.

To change the language, tap the Language icon in the lower right corner of the Insert Ballot screen.

Next, select the desired language from the available choices.

All subsequent screens and prompts display in the selected language until the card has been cast and counted.

4.11   Ballot returns

The ClearCast voting station can return ballots to the voter for the following conditions:

- Overvotes
- Undervotes
- Blank contests
- Straight-party overvotes
- Primary preference overvotes

- Primary party crossover votes
- Missing judge initials
- Unreadable ballot
- Blank-voted card
- Double votes

Other than primary party crossover votes and unreadable ballot anomalies, election officials configure the ballot return conditions when creating an election in the ClearDesign EMS.

When the ClearCast voting system returns a ballot, the voter can continue with the same ballot, remark the ballot, or mark an alternate ballot. To submit the ballot as-is, the voter selects the Submit Ballot button. To return the ballot to the voter, the voter selects the Return Ballot button.

When the voting station returns a ballot to a voter for a preconfigured return condition, maintain privacy by slipping the returned ballot into a privacy folder.

4.11.1 Overvotes

An overvote occurs when a voter selects more candidates or choices than allowed in a contest (such as, voting for two US presidential candidates rather than one).

If the election has been configured for the ClearCast voting station to return overvoted ballots, and a voter casts a card with overvoted contests, the voting station returns the card. A message explains the issue and indicates the contests that have overvotes.

An overvoted contest on an open primary ballot that does not correspond to the party ticket selected is not returned.

The voter has two choices for an overvoted card:

- The voter can retrieve the returned card, exchange it for a new card from a poll worker, mark the replacement card as intended, and then cast it.
- The voter can cast the overvoted card as-is. The ClearCast system only counts selections for contests without overvotes. The ClearCast system does not count selections in overvoted contests.

An overvote condition may occur due to a voter crossing out one selection prior to making another, or because the voter left a hesitation mark from momentarily resting the marking instrument inside a voting position. In such cases, the ClearCast system may not be able to conclusively determine the voter's intent.

4.11.2 Undervotes

An undervote occurs when a voter selects fewer candidates or choices than the contest indicates are allowed (such as, voting for one school board representative when two are allowed).

If a voter makes no selections for a contest, the ClearCast system considers it blank-voted rather than undervoted.

If the election has been configured for the ClearCast voting station to return undervoted ballots, and a voter casts a card with undervoted contests, the voting station returns the card. A message explains the issue and indicates the contests that have undervotes.

An undervoted contest on an open primary ballot that does not correspond to the party ticket selected is not returned.

The voter has two choices for an undervoted card:

- The voter can retrieve the returned card, make the desired selections in the undervoted contests, and then recast the card.
- The voter can cast the undervoted card as-is. The ClearCast system counts all selections in all contests.

4.11.3 Double votes

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 ClearCast system allows a voter to double vote a contest but only counts the first choice of the double vote.

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.

The voter has two choices for a double vote:

- The voter can retrieve the returned card, make the desired selections in the double voted contests, and then recast the card.
- The voter can cast the double voted card as-is. Only the first choice of their double vote will be counted.

4.11.4 Blank contests

A blank contest occurs when a voter does not select any candidates or choices for a contest. If all contests on a card are blank, the ClearCast system considers it a blank-voted card.

If the election has been configured for the ClearCast voting station to return blank contests, and a voter casts a card with blank contests, the voting station returns the card. A message explains the issue and indicates the contests that have blank votes.

A blank contest on an open primary ballot that does not correspond to the party ticket selected is not returned.

The voter has two choices for a blank contest:

- The voter can retrieve the returned card, make the desired selections for the blank contests, and then recast the card.
- The voter can cast the card as-is. The ClearCast system counts all contests with selections.

4.11.5 Straight-party overvotes

A straight-party overvote occurs when a voter selects more candidates or choices than allowed for a straight-party selection contest.

If the election has been configured for the ClearCast voting station to return straight-party overvotes, and a voter casts a card with straight-party overvotes, the voting station returns the card. A message explains the issue and indicates the contests that have straight-party overvotes.

The voter has two choices for a straight-party overvote:

- The voter can retrieve the returned card, exchange it for a new card from a poll worker, mark the replacement card as intended, and then cast it.
- The voter can cast the overvoted ballot card as-is. Depending upon the straight-party rules, the ClearCast system may count explicitly marked choices in straight-party-controlled contests. The ClearCast system does not automatically interpret any selections for the straight-party-controlled contests. Nonpartisan contests that are validly marked are counted.

4.11.6 Primary preference overvotes

A primary preference overvote occurs when a voter selects more candidates or choices than allowed for a primary preference contest in an open primary election.

If the election has been configured for the ClearCast voting station to return primary preference overvotes, and a voter casts a card with primary preference overvotes, the voting station returns the card. A message explains the issue and indicates the contests that have primary preference overvotes.

The voter has two choices for a primary preference overvote:

- The voter can retrieve the returned card, exchange it for a new card from a poll worker, mark the replacement card as intended, and then cast it.

- The voter can cast the overvoted card as-is. The ClearCast system counts only the nonpartisan contest selections. Partisan contests are counted only if they are all for the same party.

4.11.7 Primary party crossover votes

A primary party crossover vote occurs when the voter crosses party lines on an open primary ballot.

The voter has two choices for a crossover-voted card:

- The voter can retrieve the returned card, exchange it for a new card from a poll worker, mark the replacement card as intended, and then cast it.

- The voter can cast the crossover-voted card as-is. The ClearCast system counts only the nonpartisan contest selections. The ClearCast system does not count any selections for the partisan contests.

4.11.8 Missing judge initials

This return condition occurs when a voter casts a card that does not have the required judge initials in the appropriate location.

If a contest has been specified as a judge initials contest with the option to require the initials, and a voter casts a card that does not have the initials in the appropriate location, the voting station returns the card. A message explains the issue.

The voter has one choice for a card that is missing judge initials. The voter can retrieve the returned card, contact a poll worker, and follow the poll worker's instructions for that jurisdiction.

4.11.9 Unreadable ballot

Occasionally, the ClearCast voting station may return a ballot because it is unable to process it due to paper damage, unreadable control marks, or another issue. A message indicates that the ClearCast system is unable to scan the ballot. The poll worker can provide the voter with a new ballot to vote or set the unreadable ballot aside for manual adjudication later.

4.11.10 Blank-voted card

A blank-voted card occurs when a voter does not select any candidates or choices on an entire ballot card.

If the election has been configured in ClearDesign for the ClearCast voting station to return blank-voted cards, and a voter casts a blank-voted card, the voting station returns the card. A message explains the issue.

The voter has two choices for a blank-voted card:

- The voter can retrieve the returned card, make the desired selections for the blank-voted contests, and then recast the card.

- The voter can cast the blank-voted card as-is. The ClearCast system does not count any selections because none have been made.

4.12   Maintaining voting equipment

During voting, ensure that:

- The touchscreen displays the ballot insertion prompt when a ballot is not being scanned.

- The card counter increments for each card processed.

- Ballot boxes or totes are replaced and secured when they become full.

- The voting station's touchscreen and chassis are clean.

- Any problem condition receives immediate attention and resolution.

4.13   Replacing the printer paper

When the printer paper roll nears depletion, the paper contains colored streaks (). Replace the paper as soon as possible.
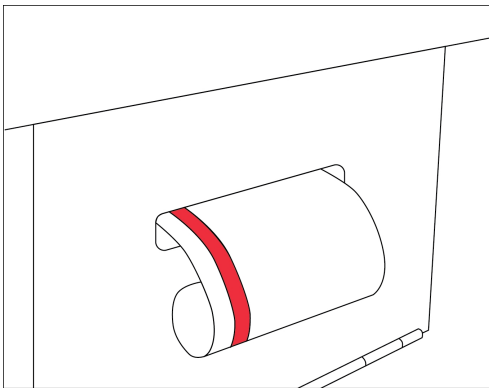

Figure 4-2. Colored streaks—replace the paper roll

When the printer is out of paper, a message appears (Figure 4-3).

Add More Paper to Continue Printing

The printer is out of paper. To continue printing, remove the old roll and add a new paper roll to the printer. Printing will continue when more paper is added.

Pause Printing and Replace Paper   Restart Printing From Beginning
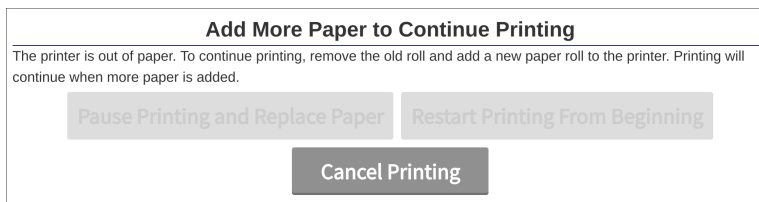
Cancel Printing

Figure 4-3. Printer out of paper

To replace the paper:

1. Verify and remove the tamper-evident seal from the printer access door, if necessary.

2. Open the printer access door.

3. Lift the lever below the paper-feed slot to open the printer door (Figure 4-4).
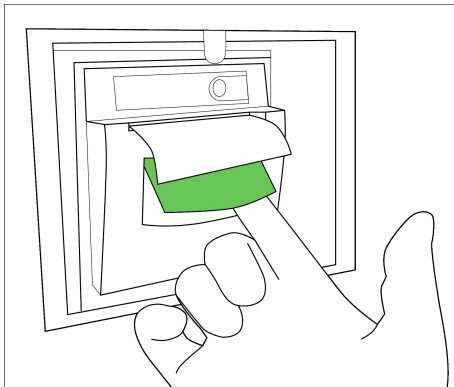

Figure 4-4. Lifting the lever below the paper-feed slot

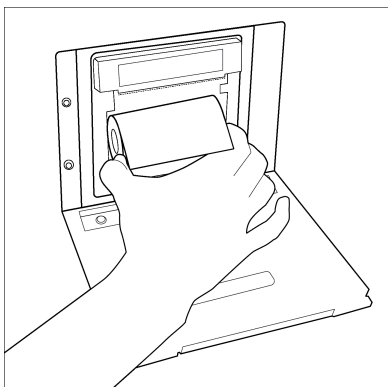4. Remove the paper roll from the printer (Figure 4-5).

Figure 4-5. Removing the paper roll from the printer

5. Place the new paper roll in the printer with the leading edge spooling from the top of the roll (Figure 4-6).
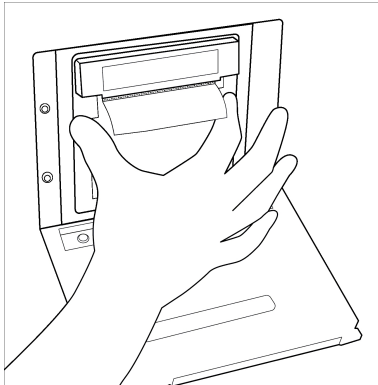
Figure 4-6. New paper roll loaded in the printer

6. Close the printer access door and press it to ensure that it closes fully.

7. Spool the edge of the paper out from the printer until the paper is relatively taut and then press the blue feed button a couple of times to ensure the paper feeds smoothly (Figure 4-7).

Figure 4-7. Ensuring that the new paper feeds smoothly

8. Thread the printer paper through the paper slot in the printer access door (Figure 4-8).

Figure 4-8. Threading the paper through the slot

9. Close the printer access door.

4.14   Emptying the ballot collapsible box

Empty the ballot box by replacing the ballot bin within it. If your location is not using a ballot bin, make sure to collect and handle the ballots properly.

To replace the ballot bin:
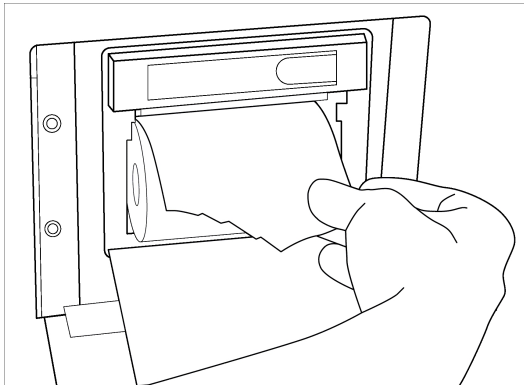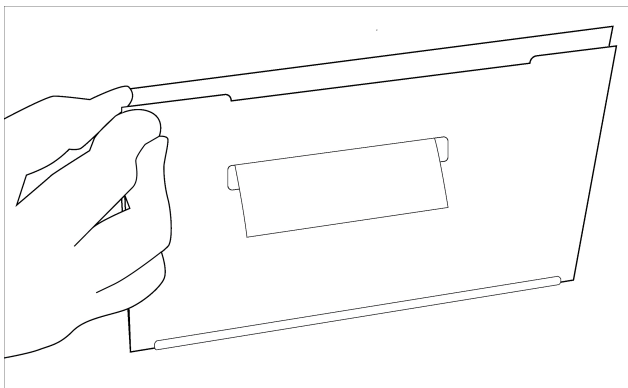
1. Verify and remove the tamper-evident seal and/or lock on the front door of the ballot box.

2. Unlock and open the door.

3. Grab the ballot bin by the handle and pull it toward you.

4. Lift the bin at both ends and lift it out to remove it from the ballot box.

   Be careful because the bin may be heavy.

5. Close the flaps of the ballot bin, apply a tamper-evident seal, and record the seal.

6. Log and secure the ballot bin.

7. Open the flaps of an empty ballot bin and place it inside the ballot box if the election is ongoing.

8. Close, lock, and seal the ballot box door, and record the seal.

4.15   Power outage or equipment failure

If there is a power outage, the ClearCast voting station can operate on battery power for 2 hours or more. If the power outage lasts longer than 2 hours and the battery charge has been depleted, resulting in inoperability of the voting station, election officials should file any voters' marked ballots in a secure receptacle and process them after power has been restored.

If the voting station fails and no replacement is available, election officials should file ballots in a secure receptacle until a functioning voting station is available. Allow only qualified technicians to service equipment.

Follow the corrective procedures in the *ClearCast Go Maintenance Guide*.

Chapter 5. Ending early voting

This chapter describes end-of-day procedures for early voting.

> **Note**: During early voting, do not close the polls on the ClearCast voting station. Close the polls only at the end of official voting on Election Day.
>
> Do not remove the USB drives until the polls have closed.

5.1 Suspending ballot casting

At the end of an early voting day, suspend ballot casting on the ClearCast voting station. Before doing so, be sure to process any voted ballots that may have been set aside during an earlier power outage.

Suspending ballot casting does not close the polls. Close the polls only at the end of official voting on Election Day.

To suspend ballot casting:

1. Tap the ClearCast logo at the top left corner of the touchscreen.

   The Voting Suspended report prints automatically.

2. The Log In screen appears.

   Note the number of cards cast on the touchscreen.

3. Follow your jurisdiction's procedure for validating and securing the report.

5.2 Emptying the ballot box

Empty the ballot box by replacing the ballot bin within it. If your location is not using a ballot bin, make sure to collect and handle the ballots properly. If your location is using a ballot bin, be sure the bin is appropriately marked to correspond with the appropriate precinct location.

To replace the ballot bin:

1. Verify and remove the tamper-evident seal and lock on the front door of the ballot box.

2. Unlock and open the door.

3. Grab the ballot bin by the handle and pull it toward you.

4. Lift the bin at both ends and lift it out to remove it from the ballot box.

   Be careful because the bin may be heavy.

5. Close the flaps of the ballot bin, apply a tamper-evident seal, and record the seal.

6. Log and secure the ballot bin.

7. If the election is still in progress

    a. Open the flaps of an empty ballot bin and place it inside the ballot box.

    b. Close, lock, and seal the ballot box door and record the seal.

5.3   Shutting down the ClearCast voting station

To shut down the voting station, tap the **Shut Down** button in the bottom right corner of any screen.

5.4   Closing the polling location

To close the polling location:

1. Assemble and account for all voting equipment and supplies.

2. Secure the unvoted ballots.

3. Ensure all printed reports have been secured.

4. Secure the USB drives according to the procedures of your jurisdiction.

5. Ensure that all compartment doors are closed, locked, and sealed.

6. Lower the touchscreen into its resting position (ensure that the key is not present in the scanner compartment door lock).

7. Secure the voting station keys.

8. Verify and record all seals that have been applied to the voting station.

9. Unplug the power cord from the power source.

10. Secure the polling location.

5.5   Resuming voting

This procedure prepares the ClearCast voting station for voting on a subsequent day of early voting.

To resume voting:

1. Ensure that all compartment doors are closed, locked and sealed.

2. Unseal, unlock and open the ballot box door, place an empty ballot box tote inside, lock and seal the ballot box door.

3. Verify and record all seals that have been applied to the voting station.

4. Plug in the ClearCast voting station to start it up.

    The Power On report prints automatically, and the Log In screen appears.

    The card counter in the lower center of the touchscreen shows the number of ballot cards cast at the close of the preceding day of early voting.

5. Log in with the poll worker role.

6. On the Polls Status screen, tap the **Resume Voting** button.

    ClearCast automatically prints the Voting Started report and ClearCast displays Please Insert Ballot screen.

7. Follow your jurisdiction's procedures for validating and securing the reports.

Chapter 6. Ending an election

This chapter describes the processes that take place at the end of official voting on Election Day.

6.1 Ending ballot casting

At the end of Election Day, election officials must end ballot casting on the ClearCast voting station. Before doing so, be sure to process any voted ballots that may have been set aside during an earlier power outage.

Ending ballot casting does *not* close the polls. You must also close the polls at the end of official voting on Election Day.

To end ballot casting:

1. Tap the ClearCast logo at the top left corner of the touchscreen.

   ClearCast automatically prints the Voting Suspended report and displays the Login screen.

2. Follow your jurisdiction's procedure for validating and securing the report.

6.2 Closing the election

After performing all administrative activities after the polls have been closed, including printing the required copies of election results reports, the system administrator or the election administrator must close the election.

Contact your supervisor when the election is ready to be closed.

6.3 Printing reports

After closing the polls, the election administrator role and the poll worker role can print additional reports as needed.

To print reports:

1. Log in to the voting station.

   The Postelection screen appears.

2. To print the Totals report, tap the **Display Summary Results** button and tap the **Print** button.

   The Printing screen displays as the report prints.

3. To print the Precinct Totals report, tap the **Display Results by Precinct** button and then tap the **Print** button.

4. To print the Precinct Counts report, tap the **Display Counts by Precinct** button and then tap the **Print** button.

5. To print the Write-ins report, tap the **Print Write-ins Report** button.

6. Follow your jurisdiction's procedure for validating and securing the reports.

6.4 Ballot reconciliation

After the polls close, reconcile ballot quantities at each voting location either by card type, or by precinct and card type.

Verify that the number of ballot cards delivered to the voting location is equal to the sum of:

- Cards cast on the voting station
- Nonprocessed ballot cards
- Provisional ballot cards issued
- Unvoted ballot cards remaining

6.5 Closing the election

After performing all administrative activities after the polls have been closed, including printing the required copies of election results reports, the system administrator or the election administrator must close the election.

Contact your supervisor when the election is ready to be closed.

6.6 Emptying the ballot box

Empty the ballot box by replacing the ballot bin within it. If your location is not using a ballot bin, make sure to collect and handle the ballots properly. If your location is using a ballot bin, be sure the bin is appropriately marked to correspond with the appropriate precinct location.

To replace the ballot bin:

1. Verify and remove the tamper-evident seal and lock on the front door of the ballot box.

2. Unlock and open the door.

3. Grab the ballot bin by the handle and pull it toward you.

4. Lift the bin at both ends and lift it out to remove it from the ballot box.

   Be careful because the bin may be heavy.

5. Close the flaps of the ballot bin, apply a tamper-evident seal, and record the seal.

6. Log and secure the ballot bin.

7. If the election is still in progress

   a. Open the flaps of an empty ballot bin and place it inside the ballot box.

   b. Close, lock, and seal the ballot box door and record the seal.

6.7 Packing up the voting station

When using the collapsible ballot box, pack the voting station in its transport case after removing it from the ballot box.

To pack the ClearCast voting station:

1. Ensure that the USB drives and any printed reports have been removed from the printer compartment and secured.

2. Ensure that all compartment doors are closed, locked and sealed.

3. Lower the touchscreen into its resting position.

4. Secure the voting station keys.

5. Record all tamper-evident seals that have been applied.

6. Unplug the power cord from the power source.

7. Pack the voting station and its associated supplies into its transport case.

> ⚠️ To avoid the risk of damage or injury, do not stack or transport multiple ClearCast units at once.

Appendix A. Poll worker checklist

Location: _____

Poll worker: _____

Date: _____

Status	Task
☐	Set up the ClearCast voting station and ballot receptacle.
☐	Verify and record all tamper-evident seals.
☐	Start up the voting station by plugging it in and verify and secure the Power On report.
☐	Log in with the poll worker role and password.
☐	Verify and secure the zero Totals report.
☐	Open the polls and verify and secure the Polls Opened report.
☐	Start voting, and verify and secure the Voting Started report.
☐	If necessary, suspend voting at the end of a day of early voting.
☐	Verify and secure the Voting Suspended report.
☐	If necessary, resume voting at the end of a day of early voting.
☐	Verify and secure the Voting Started report.
☐	At the end of Election Day, end ballot casting.
☐	Verify and secure the Voting Suspended report.
☐	Close the Polls and verify and secure the Polls Closed report.
☐	Print and secure election results reports.
☐	Reconcile the ballots.
☐	Have the supervisor close the election and verify the Closed Election report.
☐	Ensure that the two USB drives are removed and secured.
☐	Remove and secure the ballot receptacle.
☐	Apply tamper-evident seals to all compartment doors, and record the seals.
☐	Pack up the voting station and supplies.