



# VERMONT VOTE TABULATOR GUIDE

Office of the Vermont Secretary of State  
Elections Division

Will Senning, Director of Elections & Campaign Finance [will.senning@vermont.gov](mailto:will.senning@vermont.gov) 828-0175  
Tammy Sink, Assist. Director of Elections & Campaign Finance [tammy.sink@vermont.gov](mailto:tammy.sink@vermont.gov) 828-3721  
Lori Bjornlund, Elections Administrator [lori.bjornlund@vermont.gov](mailto:lori.bjornlund@vermont.gov) 828-2464  
Lelonie Oatway, Elections Administrator [lelonie.oatway@vermont.gov](mailto:lelonie.oatway@vermont.gov) 828-1931  
JP Isabelle, Elections Administrator [jp.isabelle@vermont.gov](mailto:jp.isabelle@vermont.gov) 828-2304



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# Chain of Custody

## Tabulator and Memory Card Chain of Custody Procedures

The following procedures, including maintenance of a written chain of custody log, must be followed by all Town Clerks and Presiding Officers using tabulators. You must follow these procedures each time you move a set of memory cards or tabulator. Memory cards must, always, be sealed in a tabulator, sealed in a storage container, or sealed in a delivery service envelope for transmittal to LHS or the Elections Division following an election.

**Tabulators and Memory cards must always be stored in the vault when not in use! The Ballot Box does NOT need to be stored in the vault.**

1. Clerks must maintain a logbook for the tabulator and the memory cards throughout the life of the voting system. Clerks must keep a perpetual chain of custody record (log) for each set of memory cards and for each tabulator.
2. Each time the tabulator or memory cards are removed from or returned to the vault, a complete entry must be made into the logbook. Each entry in the log must have the signatures of two election officials. The log must include:
  - a. A sign out/sign in field
  - b. Date, time, and signatures fields
  - c. Comments field to explain the reason for taking from the vault and to record the seal numbers that lock the memory cards in the tabulator and/or storage container.
3. Entries will be made for:
  - a. Receiving the programmed memory cards from LHS.
  - b. After testing the memory cards – including seal numbers placed on the memory cards and tabulator compartments.
  - c. Removing the tabulator and memory cards from the vault to bring to the polling place.
  - d. Returning the tabulator and memory cards to the vault.
  - e. Removing the set of memory cards from the vault to send back to LHS or to the Elections Division. Cards must be transmitted to the Elections Division (for statewide elections) or to LHS Associates (for local elections) either in person or by UPS, FED EX, or other delivery service with signature required.
4. Memory cards for each election will be transmitted to the clerk by LHS in a secure, sealed container. Upon receipt of the memory cards, the clerk must log the seal number on the chain of custody form and store the container in the vault.

5. After completing the logic and accuracy test, both memory cards are to be stored securely in the tabulator with a tamper proof seal affixed. The sealed tabulator is placed in the tabulator bag, the bag is placed back in the vault, and an entry is made in the logbook.
6. Both seals must remain until after the election.
7. At the polling place, each Clerk or Presiding Officer must print the results tape prior to removing the set of memory cards from the tabulator. Print as many results tapes as needed before powering off the tabulator – you are required to print at least two.
8. When the Presiding Officer leaves the polling place, the Presiding Officer must return the tabulator with the memory cards still inside the tamper-proof seal. The Clerk will remove the tamper-proof seals when the cards are to be transferred to LHS or the Secretary of State’s office for configuration for the next election. This will be logged in the logbook.
9. A sample logbook entry sheet is shown on the next page, and a blank one is provided at the end of this guide for you to copy and use (see Appendix A). You can prepare your own logbook if you choose, but you must include a place for all of the required entries.

## Ballot Chain of Custody Procedures

Anytime you are performing the early processing of ballots, you must log entries into the “Chain of Custody Log Sheet for Early Processing”, each day early processing is performed. A blank log for early processing is provided at the end of this guide (see Appendix B). This log sheet includes additional columns for logging the number of ballots processed through the tabulator, at both the start and end of the day, as well as the number of envelopes opened and ballots processed. The number of ballots noted at the end of each day should match the number indicated on the tabulator at the start of the next day.

## Chain of Custody Log Sheet (Sample Entries)

| <b>In/ Out<br/>Cards/Machine</b> | <b>Date</b>    | <b>Time</b>    | <b>Signatures<br/>2 Required</b>       | <b>Purpose for Activity or Transfer<br/>of Cards or Machine and Seal #<br/>Affixed</b>   |
|----------------------------------|----------------|----------------|--|--|
| <i>IN machine &amp; cards</i>    | <i>3/7/22</i>  | <i>9pm</i>     | <i>Tammy Sink<br/>Lori Bjornlund</i>   | <i>Town Meeting Day voting<br/>completed; machine &amp; cards<br/>stored in town vault with seal #<br/>XXXXX still affixed.</i>  |
| <i>OUT cards only</i>            | <i>6/14/22</i> | <i>9am</i>     | <i>Tammy Sink<br/>Lori Bjornlund</i>   | <i>Removed tamper proof seals #<br/>XXXX &amp; # XXXX, and removed<br/>cards; cards sent to LHS for<br/>configuration for Primary<br/>Election by UPS signature<br/>required Tracking # XXXXXXXX</i> |
| <i>IN cards only</i>             | <i>8/24/22</i> | <i>11am</i>    | <i>Will Senning<br/>Lelonie Oatway</i> | <i>Cards returned from LHS by Fed<br/>Ex Ground Tracking #<br/>XXXXXXXXXX; Cards inserted in<br/>machine and tamper proof seals<br/># XXXXX &amp; # XXXX affixed.</i>                                |
| <i>OUT machine &amp; cards</i>   | <i>8/29/22</i> | <i>10am</i>    | <i>Lelonie Oatway<br/>Will Senning</i> | <i>Machine and cards out of vault<br/>to conference room to do ballot<br/>deck testing; ballot testing was<br/>good so seals # XXXXX &amp; # XXXX<br/>remain in place.</i>                           |
| <i>In machine &amp; cards</i>    | <i>8/29/22</i> | <i>11:45am</i> | <i>Lelonie Oatway<br/>Will Senning</i> | <i>Test Deck completed so machine<br/>&amp; cards returned to vault until<br/>election day with seals # XXXX &amp;<br/># XXXX in place.</i>  |





## Charging the Tabulator

1. The night before you plan to do the Logic and Accuracy Test (test deck of ballots) to confirm that the tabulator is fully charged, place the tabulator **without the memory cards installed** on a table in a safe place that can be locked. Plug the tabulator machine into a surge protection strip and be sure to **power ON** the strip. Leave the machine charging overnight.

NOTE: **Do not power the machine on.** With no memory cards inserted, you will encounter an error.

2. When you come in the next morning, check the orange battery indicator light on the front of the unit. If the light is solid, the battery is fully charged:





## Logic and Accuracy Testing

**Logic and Accuracy test of memory cards must be done at least 10 days before any election. You are NOT required to post a warning for the logic and accuracy testing process.**

The purpose of preparing and running a test deck of ballots is to verify that the memory cards were correctly programmed by LHS to match the ballot oval positions for the various candidates and questions on the printed ballot. This test is called the **“Logic and Accuracy Test.”** Please make your marks with a **black felt tip pen** and completely fill the oval on the ballot—this is not the time to try to “trick the tabulator” by making light or small marks.

Use absentee ballots with scoring for folding as well as some standard official ballots for the test deck. **Mark all ballots as “Test Ballots”.**

## Preparing the Ballot Test Deck

### Guidelines

- **Presidential Primary and August Primary Elections**  
Prepare 1 test deck of ballots for each major party ballot, so if there are two parties then prepare a test deck for both party ballots.
- **General Election**  
Prepare 1 ballot test deck.
- **One Ballot Style**  
If your town has only 1 ballot style, prepare just one ballot test desk. If you plan to use more than one tabulator, you can use the same test deck when testing each tabulator.
- **Two or More Ballot Styles**  
If your town has more than 1 ballot style (different candidates for state representative for example), you must prepare a ballot test deck for each ballot style.

### Filling Out the Test Ballots

To be certain that you have tested and verified EVERY ballot position, we strongly recommend that you follow these procedures when you mark “votes” on your test ballots:

1. **On Ballot #1** - Fill in the oval to vote for the same number of candidates as the “Vote for Not More than #” in each race (and no write-in positions). So, if it is a Vote for Not more than ONE, you vote for 1 candidate (the first on the ballot). If it is a vote for Not more than FIVE race, then fill in the oval for the first 5 candidates. If your ballot includes any public questions, fill in the YES position on each public question.
2. **On Ballot #2** - Fill in the oval to vote for the 2<sup>nd</sup> candidate in each “Vote for Not more than ONE” race and for the second group of 5 candidates if it is a Vote for Not more than FIVE race (and no write-in positions). If there were only 7 total candidates in the Vote for Not more than FIVE race, then you would only mark the remaining 2 candidates. If your ballot has any public questions, fill in the NO position on each of them.
3. **On Ballot #3** - Fill in the oval to vote for the 3<sup>rd</sup> candidate in each “Vote for NOT more than ONE” race and for the 3<sup>rd</sup> group of 5 candidates if it is a Vote for Not more than FIVE race (and no write-in positions). If a race has less than 3 candidates, skip that race OR if all of the candidates in the Vote for Not more than FIVE race have already been marked, then skip that race.
4. **On Ballot #4** - Fill in the oval to vote for the 4<sup>th</sup> candidate in each race (no write-in positions). If a race has less than 4 candidates so that all of the candidates have already been voted for, skip that race.
5. **On each of the next ballots - Continue in the same manner until you have voted ONCE for EVERY candidate in EVERY RACE.**
6. AFTER you have voted enough ballots so that every candidate on the ballot has received 1 VOTE, then on the next ballot – Fill in the oval next to **all of the write-in position(s) on one ballot**. If you have a “Vote for Not More than FIVE”, fill in all 5 of the write-in ovals on this ballot.

**You have now marked 1 “Vote” for each candidate and write-in position on the ballot.** Take your tally sheet and mark 1 vote for each candidate, each write-in, Yes, and No.

7. **Take at least 10 more ballots** and fill in ovals randomly so that candidates in each race will have different counts.

## Hand Counting Test Ballots

1. Next, two election officials must HAND COUNT the votes on your test deck of ballots.
2. On the Tally Sheet make a Tic mark for each vote a candidate or write-in received.

3. You can save time by keeping the ballots that you marked once for each candidate and write-in position in one stack. (These ballots may have been marked on your tally sheet already under step #6).
4. Next go through the randomly marked ballots and add a tic mark to the Tally Sheet for each vote on the randomly marked ballots.
5. Now add or sum the tally marks for each candidate and position so that you have total results for each candidate and write-in position. Make sure you count carefully because you will compare this Tally Sheet to the machine printout to verify that each memory card is programmed and counting correctly.
6. Remember when you have a vote for not more than FIVE, you will add all the ovals filled in for write-ins together to compare to the tabulator tape.
7. You are now ready to turn on your tabulator and follow the procedures to use the ballot test deck to check the memory cards, known in the industry as the *“Logic and Accuracy Test.”*

## Processing the Ballot Test Deck

LHS sends 2 memory cards for each tabulator. You will test both memory cards at the same time. Locate the set of memory cards sent to you by LHS. They are labeled with your town name, the precinct, and “LEFT” or “RIGHT”. Then follow the instructions below.

### Inserting the Memory Cards and Powering Up the Machine

1. **INSERT MEMORY CARDS.** With the machine still powered OFF, open the memory card access doors at the front of the tabulator by pushing in on the tabs on the side of each door and pull the door down.

Insert the memory card marked “LEFT” with the label side UP into the left slot marked “Administrator”. Push the card all the way into the slot until it clicks.

Next, insert the memory card marked “RIGHT” with the label side UP into the right slot marked “Poll Worker”. Push the card all the way into the slot until it clicks.

Close both memory card access doors by snapping them shut.

2. **POWER ON TABULATOR.** First, be sure to plug the machine in to AC power before turning on to ensure you are not depleting battery power. Power on the tabulator by using a pen or pencil to press and hold the power button on the front of the unit until it emits a series of 5 beeps.
3. **APPLY SECURITY KEY.** Once the program loads, you'll be prompted to apply the security key. Place and hold the security key to the security key pad on the top of the machine until the password prompt appears on the screen. Remove the key, enter the 8-digit key password on the screen, then press "Enter".
4. **VERIFY DATE & TIME.** After the tabulator validates the election files encrypted on the memory cards, a prompt will appear to confirm the date and time. If correct, press "Confirm". If not, press "Change" and update the date and time as needed.
5. **OPEN POLLS.** You will now be on the Main Menu. From here, select "Poll Management". Then select "Open Polls".
6. **PRINT ZERO REPORT.** The tabulator will then immediately prompt you to print the Zero report. Select "Next" to proceed.
7. **CONFIRM OPEN POLLS.** Confirm you'd like to open the polls by selecting "Confirm". The Zero report will automatically begin printing.
8. **REVIEW ZERO REPORT.** Review the Zero report printout to verify that the election date/title and precinct are all correct and that all candidates show zero votes.
9. **COMPLETE PRINTING.** When asked if you'd like another copy, select "Continue". The screen should now read "Please Insert Ballot". Check to confirm the ballot counter in the bottom left corner is starting at zero.

## Running the Test Deck Ballots Through the Machine

1. **PROCESS TEST BALLOTS.** Insert ballots from your test deck one at a time and be sure to insert them in various orientations.
2. **APPLY SECURITY KEY.** Once all test ballots have been scanned, place the security key onto the security key pad on the top of the machine once again and hold firmly until the main menu appears.
3. **CLOSE POLL.** From the main menu, select "Poll Management". Then select "Close Poll".
4. **ENTER PASSWORD.** Enter the 8-digit key password to confirm.

5. **PRINT REPORTS.** The tabulator will then immediately prompt you to choose how many copies of both the Results report and the Write-In report to print. The default is 2, but for testing purposes you can use the “ – ” button to change that to just 1 copy. Then select “Next” to proceed.
6. **CONFIGURE WRITE-IN.** You will now be asked to proceed with configuring the Write-In report. Select “Next”. On the following screen, the tabulator will default to “Don’t Print”. Select “Next”.
7. **CONFIRM CLOSE POLLS.** Confirm you’d like to close the polls by selecting “Confirm”. The Results report will automatically begin printing.
8. **COMPLETE PRINTING.** When asked if you’d like another copy, select “Continue”. You will now be back on the main menu.
9. **REVIEW RESULTS.** Review the printed Results report against your hand count tally of the test ballots to make sure the results from the tabulator are accurate.
10. **RE-ZERO TABULATOR.** On the main menu, select “Poll Management”. This time enter the 6-digit Administrator password, followed by “Enter”.

From Poll Management, select “Re-Zero Tabulator”. ***This is a very important step that removes the votes cast for candidates from the test ballots before election day.*** Now, enter the 8-digit key password followed by “Enter” to confirm.

On the Re-Zero Results Confirmation screen, press “Confirm” to re-zero the tabulator. You will now be back on the main menu and the ballot counter should now again read zero. Select “Exit”.

## Powering Down the Machine and Sealing the Memory Cards

1. **POWER DOWN.** On the security key prompt screen, select “Shutdown”. On the following screen select “Shutdown” again to confirm.
2. **APPLY SEALS.** Now that the tabulator has been tested and verified for Election Day, **affix 2 mini-lock seals** provided by LHS to **both memory card access doors**.

Record the serial numbers for both seals in your Chain of Custody Log Sheet so that they can be verified during Election Day opening procedures.

Next, **affix 2 mini-lock seals** to the ballot box’s **auxiliary compartment**. Record the serial numbers for the seals in your Chain of Custody Log Sheet so that they can also be verified during Election Day opening procedures.

Lastly, **affix 1 mini-lock seal** to the ballot box's **main compartment access door**. Record the serial number for the seal in your Chain of Custody Log Sheet so that it can be verified during Election Day opening procedures.

## Logic and Accuracy Testing Checklist

With testing now complete, review the following checklist to ensure proper procedure was followed:

- Verified Date & Time
- Printed Zero Report
- Matched Results Report to Hand Count Tally
- Re-Zeroed Tabulator
- Powered Off Tabulator
- Sealed Memory Card Access Doors

**If complete, your tabulator is now ready for Election Day!**

## Storage of Memory Cards, Ballot Test Deck, and Other Testing Materials

### Storage of Memory Cards

Following the Logic and Accuracy test, both memory cards will be sealed in the tabulator and the tabulator is returned to the vault. Remember to always log the movement of the memory cards and tabulator in the Chain of Custody log sheet.

### Storage of Ballot Test Deck, Tally Sheets, and Printer Tape

Following the Logic and Accuracy test, place the test ballots, tally sheets, and the printed tape into the **file pocket** found at the back of the Vote Tabulator Guide Notebook and place the notebook in the inside top pocket of the tabulator carrying case.

Store the tabulator carrying case with the Vote Tabulator Guide Notebook containing the test deck materials in the vault along with the tabulator.

The test deck ballots can be recycled 90 days after each election.



## Early Processing

**If you do not plan to process any ballots prior to Election Day, skip to the “Election Day” section on page 19, for opening procedures on the day of the election.**

### Early Processing Procedures

**At least 2 election officials must be present for ALL Early Processing procedures, and entries must be logged in the “Chain of Custody Log Sheet for Early Processing” each day early processing is performed. The log can be found at the end of this guide, as Appendix B.**

#### Early Processing Opening

1. **UNLOCK COVER.** Using the set of keys provided, unlock the locks on both the left and right side of the ballot box cover. Then remove the cover.
2. **CONNECT POWER TO BALLOT BOX.** Open the power cord cover on top of the ballot box. Uncoil the cord, press it into the channel, and plug into a surge protector. Make sure the surge protector is turned on! Close the power cord cover.
3. **INSPECT MAIN COMPARTMENT.** Unlock the main compartment access door (lock #3), open the door by sliding it to the left, and inspect the compartment to ensure no ballots are present.
4. **INSPECT WRITE-IN COMPARTMENT.** Open the white write-in access door by pushing up about an inch until it hits the top stop and allow the door to swing open. Inspect the compartment to ensure no ballots are present.
5. **SECURE COMPARTMENTS.** Secure the write-in access door by lifting and dropping it back into place. **This is important to ensure proper separation of the write-in ballots.** Slide the main compartment access door closed and lock it.
6. **INSPECT AUXILIARY COMPARTMENT.** This compartment is used for depositing any ballots that may need to be hand-counted or transferred to a tabulator-readable ballot. Unlock the auxiliary compartment access door (lock #4) at the rear of the ballot box, lift the cover, and ensure no ballots are present. Push up on the tab inside the cover to open the ballot slot. Close and lock the compartment.

7. **UNLOCK TABULATOR LATCH.** Unlock the tabulator lock cover (#6) to the right of the ballot path and open it to reveal the latch. Lift the latch to the open position.
8. **ATTACH TABULATOR.** Remove the tabulator from its carry case and place it on the ballot box by lining up the rubber legs on the bottom of the machine with the grooves on the tabulator shelf.
9. **CONNECT POWER TO TABULATOR.** Once the legs are in place, slide the machine three quarters of the way toward the back of the ballot box. Plug the power cord (located on the left side of the ballot path) into the AC power port at the back of the tabulator.
10. **LOCK TABULATOR.** Slide the tabulator unit the rest of the way so that it is flush with the opening of the ballot path. Hook the lock latch onto the bracket at the back of the tabulator to secure the unit. Then close and lock the cover (#6).
11. **POWER ON TABULATOR.** With the tabulator now secured to the ballot box, power it on by using a pen or pencil to press and hold the power button on the front of the unit until it emits a series of 5 beeps.
12. **APPLY SECURITY KEY.** After about 60 seconds, the tabulator will instruct for the security key to be applied to the security keypad on the top left of the unit. Place and hold firmly until the password prompt appears. Remove the security key, enter the key password, and press “Enter”.
13. **AUTHENTICATE ELECTION FILES.** After confirming the correct password, the tabulator will then begin authenticating the election files encrypted on the memory cards.
14. **VERIFY SERIAL NUMBERS.** While the election files are being authenticated, verify that the serial numbers on the seals around the following areas match the serial numbers listed in the Chain of Custody Log Sheet:
  - Memory card access doors (2)
  - Ballot box auxiliary compartment (2)
  - Ballot box main compartment access door (1)
15. **VERIFY DATE & TIME.** Once the election files are validated, a prompt will appear to confirm the date and time. If correct, press “Confirm”. If incorrect, press “Change” and follow the instructions in the “Troubleshooting” section of this guide to correct.
16. **OPEN POLLS.** From the main menu, select “Poll Management”. Then select “Open Polls”.
17. **PRINT REPORT.** The tabulator will then immediately prompt you to print the Zero report. While the default selection will be 1 copy, you may print additional copies. Select “Next” to proceed.

18. **CONFIRM OPEN POLLS.** Confirm you'd like to open the polls by selecting "Confirm". The Zero report will automatically begin printing.
19. **FINALIZE OPEN POLLS.** Review the Zero report printout to verify that the election date/title and precinct are correct and that all candidates show zero votes.
20. **COMPLETE PRINTING.** To print additional copies, press "Print Again." Once the desired number of copies has been printed, select "Continue". Leave the last copy of the Zero report rolled up and attached to the printer for the duration of the day. The tabulator is now ready to accept ballots!

## During Early Processing

1. **INSPECT BALLOT.** After removing the ballot from its envelope, be sure to smooth out the crease lines and any other folds. Also be sure to inspect the ballot for any damage—such as stains, rips, or folds through ovals—that will prevent the ballot from going through the tabulator.
2. **INSERT BALLOT.** Insert the voter's ballot into the ballot entry slot. The tabulator will then scan the ballot.
3. **CAST/RETURN BALLOT.** If the tabulator determines it has scanned a valid ballot, it will cast the ballot and display a "Ballot Successfully Cast" message. Once the ballot is securely in the ballot box, the screen will return to the "Please Insert Ballot" message and the ballot counter will have increased by 1. Another ballot may then be inserted.

Reasons the tabulator may reject a ballot:

- a. **OVER-VOTED BALLOT.** If the tabulator determines it has scanned a ballot with at least one overvoted contest, it will notify you of the exact contest(s) needing attention. You can use the UP and DOWN arrows to scroll through the message.



Press the green "Cast" button below the LCD display screen. **Overvotes equal to the "vote for" number will be recorded by the tabulator for the over-voted contest;** however, any other contests with valid voter markings will be counted.

- b. **BLANK BALLOT.** If the tabulator determines it has scanned a ballot with no voter markings at all, it will notify you.



Press the green 'Cast' button below the LCD display screen. **Blank votes will be recorded by the tabulator for all of the contests.** The count will increase by one.

- c. **AMBIGUOUS MARK.** If the tabulator determines it has scanned a ballot with one or more ambiguous marks—meaning the mark in the target voting area is not clear enough for the tabulator to be certain of the voter’s intent—it will notify you.



The only option is to press the red “Return” button below the LCD display screen to return their ballot. These ballots should be placed in the Auxiliary compartment for hand counting on the night of the election.

- d. **MISREAD BALLOT.** If the tabulator determines it cannot read a ballot, it will notify you and return the ballot. A ballot can be misread for several reasons: a fold or tear in the ballot, an incorrect ballot style, or a defect in the ballot’s registration marks.

These ballots may be placed in the Auxiliary compartment for hand counting on the night of the election, or the votes may be transferred onto a tabulator readable ballot by two elections officials. In such case the original ballot should be placed in the “Replaced Ballots” envelope after the ballot to which the votes are transferred is processed by the tabulator.

For other issues that may arise, see the “Troubleshooting” section of this guide on page 27.

## Shutting Down

1. **APPLY SECURITY KEY.** When you have finished processing ballots for the day, place the security key onto the security keypad on the top left of the unit and hold firmly until the Main Menu appears.
2. **SELECT UTILITIES.** Select “Utilities” from the Main Menu. On the next screen, select “Power Options”.
3. **POWER DOWN.** Inside the Power Options menu, select “Power Down”.
4. **CONFIRM POWER DOWN.** Confirm you’d like to power down the machine by selecting “Confirm”. The tabulator will then power off.
5. **DISCONNECT POWER FROM BALLOT BOX.** Open the power cord cover on top of the ballot box. Unplug the power cord from the outlet, recoil the cord, and close the power cord cover.
6. **SECURE TABULATOR.** To store the tabulator securely overnight, replace the ballot box cover over the top of the ballot box and lock both cover locks. Place mini-lock seals on the main ballot box compartment and auxiliary compartment. Remember to follow the Chain of Custody procedures on pages 1-2 and record the new seal numbers in the Chain of Custody Log Sheet. These seals may be left in place during subsequent days of early processing and election day, until the voted ballots are accessed following the closing of the polls.

## Re-Starting Processing

1. **UNLOCK COVER.** When you are ready to process the following day, unlock the locks on both the left and right side of the ballot box cover. Then remove the cover.
2. **CONNECT POWER TO BALLOT BOX.** Open the power cord cover on top of the ballot box. Uncoil the cord, press it into the channel, and plug into a surge protector. Close the power cord cover.
3. **POWER ON TABULATOR.** Power on the tabulator by pressing and holding the power button on the front of the unit until it emits a series of 5 beeps.
4. **VALIDATE FILES.** You may have noticed upon startup that the tabulator read “Poll Closed” and the ballot counter read “0”. This is because the tabulator has not yet re-loaded the election files stored on the memory cards.
5. **APPLY SECURITY KEY.** When prompted, place and hold the security key firmly on the security key pad until the password prompt appears. Remove the security key, enter the 8-digit key password, and press “Enter”. Once you’ve entered the key password and the tabulator verifies the files, you will notice the poll status change to “Poll was Open” and the ballot counter change to your running total of ballots processed.
6. **VERIFY SERIAL NUMBERS.** While the election files are loading, verify that the serial numbers on the seals around the following areas match the serial numbers listed in the Chain of Custody Log Sheet:
  - Memory card access doors (2)
  - Ballot box auxiliary compartment (2)
  - Ballot box main compartment access door (1)
7. **VERIFY DATE & TIME.** Confirm the date and time are correct by selecting “Confirm”. If incorrect, press “Change” and follow the instructions in the “Troubleshooting” section of this guide to correct.
8. **OPEN POLLS.** From the main menu, select “Poll Management”. Then select “Open Polls”.
9. **ENTER PASSWORD.** Enter the key password followed by “Enter” to confirm you wish to re-open the polls.
10. **CONFIRM RE-OPEN.** On the Reopen Poll Confirmation screen, select “Confirm”. A message will then appear informing you there are previously recorded ballots on the tabulator. Select “Accept” to proceed.

11. **PRINT REPORT.** The tabulator will now automatically print an Interrupt report, which provides a current snapshot of the number of ballots cast. If you'd like additional copies, press "Print Again." Once the desired number of copies has been printed, select "Continue".
12. **VERIFY COUNTS.** Compare the number of "Total Cast" ballots on the Interrupt report with the number you recorded at the end of the previous day. If the numbers match, you are ready to continue processing ballots. If the numbers do not match, call the LHS Help Desk for assistance.
13. **REPEAT PROCESS.** Repeat the sections on "Shutting Down" each end of the day and "Re-Opening the Polls" each start of the day for as many days as you have of Early Processing.

# Election Day

## Election Day Procedures

**If you did not pre-process any ballots prior to election day, follow the steps that begin on page 20, called “Opening the Polls – For Towns that have NOT performed Early Processing”.**

**If you pre-processed ballots prior to Election Day, to open the polls on Election Day please follow the procedures immediately below for restarting the processing of ballots.**

**At least 2 election officials must be present for ALL Election Day procedures.**

### Opening the Polls – For Towns that HAVE performed Early Processing

1. **UNLOCK COVER.** Using the set of keys provided, unlock the locks on both the left and right side of the ballot box cover. Then remove the cover.
2. **CONNECT POWER TO BALLOT BOX.** Open the power cord cover on top of the ballot box. Uncoil the cord, press it into the channel, and plug into a surge protector. Make sure the surge protector is turned on! Close the power cord cover.
3. **POWER ON TABULATOR.** Power on the ImageCast tabulator by using a pen or pencil to press and hold the power button on the front of the unit until it emits a series of 5 beeps.
4. **APPLY SECURITY KEY.** When prompted, place and hold the security key on the security button on the top of the machine until the password prompt appears on the screen. Remove the key, enter the 8-digit key password on the screen, then press “Enter”.
5. **VERIFY SERIAL NUMBERS.** While the election files are loading, verify that the serial numbers on the seals around the following areas match the serial numbers listed in the Chain of Custody Log Sheet:
  - Memory card access doors (2)
  - Ballot box auxiliary compartment (2)
  - Ballot box main compartment access door (1)

6. **VALIDATE FILES.** You may have noticed upon startup that the tabulator read “Poll Closed” and the ballot counter read “0”. This is because the tabulator has not yet re-loaded the election files stored on the memory cards. Once you’ve entered the key password and the tabulator verifies the files, you will notice the poll status change to “Poll was Open” and the ballot counter change to your running total of ballots processed during Early Processing.
7. **VERIFY DATE & TIME.** Confirm the date and time are correct by selecting “Confirm”. If for some reason the date and time are incorrect, press “Change” and follow the instructions in the “Troubleshooting” section of this guide to correct.
8. **OPEN POLLS.** From the main menu, select “Poll Management”. Then select “Open Polls”.
9. **ENTER PASSWORD.** Enter the key password followed by “Enter” to confirm you wish to re-open the polls.
10. **CONFIRM RE-OPEN.** On the Reopen Poll Confirmation screen, select “Confirm”. A message will then appear information you there are previously recorded ballots on the tabulator. Select “Accept” to proceed.
11. **PRINT REPORT.** The tabulator will now automatically print an Interrupt report, which provides a current snapshot of the number of ballots cast. **Do not tear off the report** – leave all reports, including the original Zero report and any Interrupt reports from previous days, attached to the tabulator for the duration of Election Day. If you’d like additional copies, press “Print Again”. Once the desired number of copies has been printed, select “Continue”.
12. **VERIFY COUNTS.** Compare the number of “Total Cast” ballots on the Interrupt report with the number that was documented by the Clerk at the end of Early Processing. If the numbers match, the ImageCast is ready to accept ballots on Election Day! If the numbers do not match, call the LHS Help Desk for assistance.

**(\*\*\*Please skip ahead to “During Polling Hours” on page 22 for further instructions\*\*\*)**

## Opening the Polls – For Towns that have NOT performed Early Processing

**If you did NOT pre-process any ballots prior to Election Day, to open the polls on Election Day please follow the procedures below. If you DID pre-process any ballots prior to election day, follow the steps in the section above called “Opening the Polls – For Towns that HAVE performed Early Processing”.**



1. **UNLOCK COVER.** Using the set of keys provided, unlock the locks on both the left and right side of the ballot box cover. Then remove the cover.
2. **CONNECT POWER TO BALLOT BOX.** Open the power cord cover on top of the ballot box. Uncoil the cord, press it into the channel, and plug into a surge protector. Make sure the surge protector is turned on! Close the power cord cover.
3. **INSPECT MAIN COMPARTMENT.** Unlock the main compartment access door (lock #3), open the door by sliding it to the left, and inspect the compartment to ensure no ballots are present.
4. **INSPECT WRITE-IN COMPARTMENT.** Open the white write-in access door by pushing up about an inch until it hits the top stop and allow the door to swing open. Inspect the compartment to ensure no ballots are present.
5. **SECURE COMPARTMENTS.** Secure the write-in access door by lifting and dropping it back into place. This is important to ensure proper separation of the write-in ballots. Slide the main compartment access door closed and lock it.
6. **INSPECT AUXILIARY COMPARTMENT.** This compartment is used for depositing any ballots that may need to be hand-counted or transferred to a tabulator-readable ballot. Unlock the auxiliary compartment access door (lock #4) at the rear of the ballot box, lift the cover, and ensure no ballots are present. Push up on the tab inside the cover to open the ballot slot. Close and lock the compartment.
7. **UNLOCK TABULATOR LATCH.** Unlock the tabulator lock cover (#6) to the right of the ballot path and open it to reveal the latch. Lift the latch to the open position.
8. **ATTACH TABULATOR.** Remove the tabulator from its carry case and place it on the ballot box by lining up the rubber legs on the bottom of the machine with the grooves on the tabulator shelf.
9. **CONNECT POWER TO TABULATOR.** Once the legs are in place, slide the machine three quarters of the way toward the back of the ballot box. Plug the power cord (located on the left side of the ballot path) into the AC power port at the back of the tabulator.
10. **LOCK TABULATOR.** Slide the tabulator unit the rest of the way so that it is flush with the opening of the ballot path. Hook the lock latch onto the bracket at the back of the tabulator to secure the unit. Then close and lock the cover (#6).
11. **POWER ON TABULATOR.** With the tabulator now secured to the ballot box, power it on by using a pen or pencil to press and hold the power button on the front of the unit until it emits a series of 5 beeps.

- 12. APPLY SECURITY KEY.** After about 60 seconds, the tabulator will instruct for the security key to be applied to the security keypad on the top left of the unit. Place and hold firmly until the password prompt appears. Remove the security key, enter the key password, and press “Enter”.
- 13. AUTHENTICATE ELECTION FILES.** After confirming the correct password, the tabulator will then begin authenticating the election files encrypted on the memory cards.
- 14. VERIFY SERIAL NUMBERS.** While the election files are being authenticated, verify that the serial numbers on the seals around both memory card access doors match the serial numbers listed in the Chain of Custody Log Sheet.
- 15. VERIFY DATE & TIME.** Once the election files are validated, a prompt will appear to confirm the date and time. If correct, press “Confirm”. If incorrect, press “Change” and follow the instructions in the “Troubleshooting” section of this guide to correct.
- 16. OPEN POLLS.** From the main menu, select “Poll Management”. Then select “Open Polls”.
- 17. PRINT REPORT.** The tabulator will then immediately prompt you to print the Zero report. While the default selection will be 1 copy, you may print additional copies. Select “Next” to proceed.
- 18. CONFIRM OPEN POLLS.** Confirm you’d like to open the polls by selecting “Confirm”. The Zero report will automatically begin printing.
- 19. FINALIZE OPEN POLLS.** Review the Zero report printout to verify that the election date/title and precinct are correct and that all candidates show zero votes.
- 20. COMPLETE PRINTING.** To print additional copies, press “Print Again.” Once the desired number of copies has been printed, select “Continue”. Leave the last copy of the Zero report rolled up and attached to the printer for the duration of Election Day. The tabulator is now ready to accept ballots!

## During Polling Hours

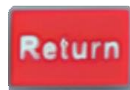
- 1. INSERT BALLOT.** Direct voters to insert their ballot into the ballot entry slot. The tabulator will then scan the ballot.
- 2. CAST/RETURN BALLOT.** If the tabulator determines it has scanned a valid ballot, it will cast the ballot and display a “Ballot Successfully Cast” message. Encourage voters to stay until they receive the confirmation message in case the ballot is rejected. Once the ballot is securely in the ballot box, the screen will return to the “Please Insert Ballot” message and the ballot counter will have increased by 1. The next voter may now insert their ballot.

### Reasons the tabulator may reject a ballot:

- a. **OVER-VOTED BALLOT.** If the tabulator determines it has scanned a ballot with at least one overvoted contest, it will notify the voter of the exact contest(s) needing attention. The voter can use the UP and DOWN arrows to scroll through the message.



If the voter wishes to cast their ballot as is, they may press the green “Cast” button below the LCD display screen. **Overvotes equal to the “vote for” number will be recorded by the tabulator for the over-voted contest;** however, any other contests with valid voter markings will be counted.

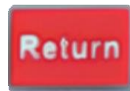


If the voter wishes to correct their ballot, they may press the red “Return” button below the LCD screen to return the ballot to the voter for correction.

- b. **BLANK BALLOT.** If the tabulator determines it has scanned a ballot with no voter markings at all, it will notify the voter of the discrepancy.

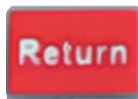


If the voter wishes to cast their ballot as is, they may press the green ‘Cast’ button below the LCD display screen. **Blank votes will be recorded by the tabulator for all of the contests.**



If the voter wishes to correct their ballot, they may press the red ‘Return’ button below the LCD screen to return the ballot to the voter for correction.

- c. **AMBIGUOUS MARK.** If the tabulator determines it has scanned a ballot with one or more ambiguous marks—meaning the mark in the target voting area is not clear enough for the tabulator to be certain of the voter’s intent—it will notify the voter. The voter’s only option is to press the red “Return” button below the LCD display screen to return their ballot.



The voter can either clarify their existing ballot and re-insert it, or fill out a new ballot and insert it into the tabulator. If the voter does not wish to do either, they may elect to place their ballot into the auxiliary compartment to be hand counted following the closing of the polls.

- d. **MISREAD BALLOT.** If the tabulator determines it cannot read a ballot, it will notify the voter and return the ballot to the voter. A ballot can be misread for a number of reasons: a fold or tear in the ballot, an incorrect ballot style, or a defect in the ballot’s registration marks. Please ask that the voter return to a ballot booth and transfer their votes onto a new ballot. Place the unreadable ballot in the “Replaced Ballots” envelope after the new ballot completed by the voter has been processed.

For more detailed instructions on these scenarios and other issues that may arise during the polls, see the “Troubleshooting” section of this guide on page 27.

## Closing the Polls

- 1. EMPTY AUXILIARY COMPARTMENT.** After the polling place has been officially declared closed by the Presiding Officer and the last voter has inserted their ballot, break both seals on the auxiliary compartment access door. Unlock the door (lock #4), lift the cover, and remove all ballots. Push down on the tab inside the cover to close the ballot slot. Close and lock the compartment.
- 2. RE-PROCESS AUXILIARY BALLOTS.** A pair of election officials must now attempt to re-feed all of the auxiliary ballots through the tabulator. If a ballot is returned again as unreadable, make sure to try feeding it through in all other orientations before deeming it unreadable. If a ballot is rejected for an ambiguous mark, it must be hand counted. *\*\*Note, for those that preprocessed ballots and/or transferred the marks from unreadable to readable ballots during the day at the polls, there may not be any ballots in this compartment other than those rejected for an ambiguous mark that the voter refused to correct.*
- 3. UNREADABLE BALLOTS.** If the tabulator still returns ballots as unreadable, the Presiding Officer or designated election official will give the ballots that have not been processed to another two election officials. They will use one of two methods to handle them. They will either hand count them, along with the ballots containing ambiguous marks, or transfer the markings onto a new ballot and feed that through the tabulator. Choose the method that makes the most sense. See more detailed instructions for the two methods in the "Troubleshooting" section of this guide:
  - a. METHOD 1 – HAND COUNT.** All ballots not able to be read by the tabulator and all ballots containing ambiguous marks must be given to a pair of election officials to hand count using a Tally Sheet to record the votes for each race and question. After all ballots have been hand counted, they must be given to the Presiding Officer along with the Tally Sheet to be added to the totals on the vote tabulator tape.
  - a. METHOD 2 – TRANSFER TO A NEW BALLOT.** All ballots not able to be read by the tabulator must be given to a pair of election officials to create duplicate ballots by transferring votes from each unreadable ballot to a new, readable ballot. As they do this, the officials will label the original ballots – "This voter's markings on this ballot were transferred to a machine-readable ballot" – and then bring the sets of ballots back to the Presiding Officer. The duplicate ballots marked by the election officials will then be fed through the tabulator, and the unreadable ballots will be placed in the "Replaced Ballots" envelope.
- 2. APPLY SECURITY KEY.** When you are certain all ballots that could be processed by the tabulator have been (make sure you have processed ALL absentee ballots), place the security key onto the security keypad on the top left of the unit and hold firmly until the main menu appears.

3. **CLOSE THE POLLS.** From the main menu, select “Poll Management”. Then select “Close Polls”.
4. **ENTER PASSWORD.** Enter the key password to confirm you wish to close the polls.
5. **PRINT REPORTS.** The tabulator will then immediately prompt you to choose how many copies of both the Results report and Write-In report to print. The default selection will be 2 copies, but you may print additional copies if desired. Select “Next” to proceed.
6. **CONFIGURE WRITE-IN.** You will now be asked to proceed with configuring the Write-In report. Select “Next”. On the following screen, the tabulator will default to “Don’t Print”. Press “Next”. You are not required to print a write-in report. If you wish to you may change the selection to “Print”.
7. **CONFIRM CLOSE POLLS.** Confirm you’d like to close the polls by selecting “Confirm”. The Results report will automatically begin printing.
8. **COMPLETE PRINTING.** To print additional copies, press “Print Again.” Once the desired number of copies has been printed, select “Continue”. If you chose to print it, the Write-In report will now automatically begin printing.
9. **FINALIZE PRINTING.** To print additional copies, press “Print Again.” Once the desired number of copies has been printed, select “Continue”. You will now have returned to the main menu. Select “Exit”.
10. **POWER DOWN.** On the security key prompt screen, select “Shutdown”. On the following screen, select “Shutdown” again to confirm.
11. **FINALIZE CLOSE POLLS.** Election officials should sign all copies of the Results report and mark them “UNOFFICIAL RESULTS”. One copy of the results taped may be posted in a public place in the polling place. Keep the other copy for entering election night results and then your Official Return of Votes into VEMS.
12. **EMPTY MAIN COMPARTMENT.** Break the seal on the main compartment access door. Unlock the door (lock #3), slide it open to the left, and remove all ballots from the compartment. By Rule, these ballots should be “fanned” through by two election officials to check for ballots with write-in votes or other markings that may not have been read by the tabulator but show a voter’s intent to vote. There is very little chance of either of these types of ballots being present in this compartment, so this process may be performed quickly, by fanning the ballots without closely examining each individual ballot.
13. **EMPTY WRITE-IN COMPARTMENT.** Taking care not to mix the write-in ballots with the ballots from the main compartment, open the white write-in access door and remove all ballots.

- 14. HAND COUNT WRITE-IN VOTES.** The Presiding Officer should divide the write-in ballots and give them to a pair or pairs of election officials. The election officials should go through each write-in ballot to hand count write-in candidate names and record the results on a Tally Sheet. After the ballots have been reviewed, give all the Tally Sheets for each group of ballots to the Presiding Officer. The Presiding Officer will add the tally sheets together and record the results for each write-in candidate onto a Summary Sheet for the reporting of individual write-in results on the Official Return of Votes.
- 15. SECURE COMPARTMENTS.** Once you've ensured all ballots are removed from both compartments, secure the write-in access door by lifting and dropping it back into place. Slide the main compartment access door closed and lock it.
- 16. UNLOCK TABULATOR LATCH.** Unlock the tabulator lock cover (#6) and unhook the latch from the bracket on the back of the tabulator.
- 17. DISCONNECT POWER TO COMPUTER.** Slide the tabulator unit away from the ballot path and unplug the power cord from the AC power port at the back of the tabulator.
- 18. PACK TABULATOR.** Place the tabulator in its carry case to be returned to the vault.
- 19. DISCONNECT POWER TO BALLOT BOX.** Open the power cord cover on top of the ballot box. Unplug the power cord from the surge protector, recoil the cord, and close the power cord cover.
- 20. LOCK COVER.** Place the ballot box cover back on top of the ballot box and lock the locks on both the left and right side.
- 21. REPORTING THE RESULTS.** The Presiding Officer and at least one election official can return to the Town Offices with the Summary Sheets and results tape, the tabulator machine, procedures notebook, memory cards, and ballot bags and secure all of these items in the vault. They are then required to enter their Election Night Results in the election management system on the night of the election and may enter the Official Return of Votes at that time or the following morning.
- 22. SECURE IN VAULT.** At the end of the election night, the tabulator, the Procedures Manual, memory cards, sealed ballot bags, signed tabulator Results printouts, and ALL other election materials must be secured in the vault.

# Troubleshooting

Instructions for scenarios that may occur with the tabulator throughout Election Day

## Election Day Issues

### Changing the Date & Time

1. **SELECT CHANGE.** If the Date & Time shown upon startup of the tabulator is incorrect, select “Change” from the initial screen showing the date and time currently set.
2. **SET DATE.** Use the UP and DOWN arrows on the LCD display to adjust the Month, Day, and/or Year. Once correct, select “Next”.
3. **CONFIRM DATE & TIME.** Confirm that the newly adjusted Date and Time are correct. If so, select “Confirm”.

### Thermal Printer Error

1. **READ ERROR MESSAGE.** If the tabulator encounters an error with the thermal printer, it will display a message on the LCD display screen.
2. **OPEN PRINTER COVER.** Open the printer cover on the top of the tabulator by squeezing the tab at the front of the cover and pulling up.
3. **REMOVE BAR.** Remove the metal bar from the printer compartment by gripping the bar and pulling up until it comes loose. Place it off to the side.
4. **REPLACE PAPER.** Remove the plastic rod from the compartment and feed it through the new roll of paper.
5. **REPLACE BAR.** Place the new paper roll into the printer compartment, ensuring the paper is coming up from the bottom rather than over from the top. Place the metal bar over the paper roll with the gear on the left side and push until it clicks back into place. Be sure to leave about an inch of paper coming out to be fed through the opening of the printer cover.
6. **CLOSE PRINTER COVER.** Feed the end of the new paper roll through the opening of the printer cover and close the cover by pushing down on the top until it snaps into place.

## Power Outage

1. **CHECK PLUG.** If the tabulator loses AC power, it will make the switch to battery power automatically. The internal battery can sustain the tabulator for up to 4 hours. Battery power is indicated on the tabulator by the icon in the top right corner of the LCD display screen, as well as a solid orange light on the front left of the unit. If you notice the tabulator has switched to battery power, check the power cord's connection to the power strip, the power strip's connection to the wall outlet, the power strip is on, and the wall outlet is live.
2. **CHECK AC PORT.** If all ports are securely connected, next check the cord's connection at the back of the tabulator. First unlock the tabulator lock cover (#6) and unhook the latch from the bracket on the back of the tabulator. Slide the tabulator forward away from the ballot path and make sure the cord is securely plugged in to the AC power port at the back of the tabulator. Also confirm that there is no damage to the power cord.
3. **CONTACT LHS.** If the wall outlet is live and both ends of the power cord are securely connected, but the tabulator is still running on battery power, notify your local election official so they can submit a request to LHS for assistance.
4. **CONTACT THE ELECTIONS DIVISION.** If it truly is a building-wide power outage, try to determine how long the power will be out. If it will be longer than 4 hours, and if power is available at another public location in town, you may want to consider moving the election. Contact the Elections Division for assistance.

## Rejected Ballot

If a ballot is rejected by the tabulator, read the message on the tabulator LCD Screen and follow the directions for that scenario below. If a ballot is returned to the voter, ask the voter to hold the ballot down so no one can see the markings – if you have a two-sided ballot, keep some 14-inch file folders near the tabulator so the voter can temporarily cover the ballot.

### **OVER-VOTED BALLOT**

This means the voter marked more candidates for an office than the “Vote for Not More Than #” for that race, OR a stray mark or fold on the ballot may have been read as an extra vote. If the tabulator determines it has scanned a ballot with at least one overvoted contest, it will notify the voter of the exact contest(s) needing attention.

1. Discreetly explain to the voter that too many choices were marked for one race.
2. Have the voter use the UP and DOWN arrows to scroll through the message to see which contests were over-voted.



3. Ask if the voter wants to cast their ballot as is (noting those contests listed on the screen will not be counted but the properly voted contests will), or if they want the tabulator to return their ballot so they can correct it to have all voted contests counted.
  - a. If the voter wishes to cast it as is, have them press the green “Cast” button below the LCD display screen. **Overvotes equal to the “Vote For” number will be recorded by the tabulator for the over-voted contest;** however, any other contests with valid voter markings will be counted.
  - b. If the voter wishes to correct their ballot, have them press the red “Return” button below the LCD screen to return the ballot for correction.
    - i. Ask the voter to review the ballot to see if too many candidates were marked for one office or to look for stray marks.
    - ii. If the voter can’t see the error, have them insert the ballot again.
    - iii. If they found the error, or if the ballot is returned as “over-voted” when they tried to insert it again, ask if they want to return the ballot to the entrance checklist officials to obtain and mark a new ballot.
    - iv. If the voter chooses not to mark a new ballot, explain that the machine will count all properly marked races but will not count the vote in the “over voted office.”
    - v. The voter can then insert the ballot again and press the green “Cast” button when the error message comes up OR the voter may place the ballot in the auxiliary compartment.

### **BLANK BALLOT**

This means the voter intentionally did not vote any offices on the ballot or misunderstood the instructions and marked choices by circling the names or marked the ballot in another way that the tabulator could not read, and the ballot has not been counted. If the tabulator determines it has scanned a ballot with no voter markings at all, it will notify the voter of the discrepancy.

1. Discreetly ask the voter if they intended to mark choices on the ballot.
  - a. If they intended to mark their choices, have them press the red ‘Return’ button below the LCD screen to return the ballot. Repeat the instructions on how to mark the ballot correctly, then direct the voter to return the incorrectly marked ballot to the entrance checklist officials and obtain a new ballot to mark.
  - b. If they intentionally left the ballot blank, have them press the green ‘Cast’ button below the LCD display screen to cast it as is OR the voter may place the ballot in the Auxiliary compartment. No votes will be recorded for any of the contests.

## AMBIGUOUS MARK

If the tabulator determines it has scanned a ballot with one or more ambiguous marks—meaning the mark in the target voting area is not clear enough for the tabulator to be certain of the voter’s intent—it will notify the voter. The voter’s only option is to press the red “Return” button below the LCD display screen to return their ballot.

1. Discreetly ask the voter to look at their ballot to see if there are any ovals not filled completely or stray marks.
2. Ask the voter if they wish to clarify the vote(s) with incomplete ovals, or if they wish to fill out a new ballot.
  - a. If the voter wishes to clarify their votes, allow them to use one of the pens designated for ballot marking to finish completely filling in those ovals.
  - b. If the voter wishes to fill out a new ballot, or if the tabulator still does not accept their ballot after clarifying their votes, have the voter return the ballot to the entrance checklist officials to obtain a new ballot to be marked and inserted.
  - c. If the voter does not wish to do either, they may place the ballot in the Auxiliary compartment to hand count after the polls close.

## MISREAD BALLOT

This means the ballot has not been read and was not counted. If the tabulator determines it cannot read a ballot, it will notify the voter and return the ballot to the voter. A ballot can be misread for several reasons: a fold or tear in the ballot, an incorrect ballot style, or a defect in the ballot’s registration marks.

1. First, ask the voter to look at the upper left corner on the ballot and tell you the town and voting district, to ensure they did not get the wrong ballot (this can occur by the printer or towns with more than one district accidentally mixing ballots).
  - a. If the town or district is **incorrect**, have the voter return the incorrect ballot to the entrance checklist officials to obtain the correct ballot to vote. Notify the entrance checklist officials that a ballot from another town or district was mistakenly given to a voter. Instruct the officials to review the remaining blank ballots and remove any incorrect district ballots.
  - b. If the town or district is **correct**, continue with the steps below.
2. Ask the voter to try to feed the ballot into the machine in a different orientation – turn the ballot over or insert the bottom instead of the top of the ballot.
3. If the machine returns the ballot again, ask the voter to look at the ballot to see if there are any stray marks in the area of timing marks or near ovals.
4. If the machine returns the ballot after several attempts, and/or if there are stray marks found that could be interfering, the voter may return the ballot to the entrance checklist officials to obtain a new ballot to be marked and inserted, OR, if the voter does not wish to mark a new ballot, they may place the ballot in the Auxiliary compartment to be hand counted after the polls close.

## Jammed Ballot

1. **ASSISTANCE REQUIRED.** If a voter's ballot becomes jammed inside the tabulator, the voter will be prompted immediately to ask for the Poll Worker's assistance. To see the details of the error, the Poll Worker must place the security key onto the security keypad of the tabulator. The screen will either say "RESULTS HAVE **NOT BEEN SAVED**" or it will say "**RESULTS HAVE BEEN SAVED**". Read and repeat the tabulator message to the voter or another election official.
2. **UNLOCK TABULATOR.** Unlock the tabulator lock cover (#6) using the ballot box key. Then unhook the latch from the bracket on the back of the tabulator and slide the machine away from the ballot path.
3. **CLEAR JAM.** The jammed ballot may now be visible. If so, gently remove it by pulling it out the back of the tabulator. DO NOT YANK – the ballot may tear and render the tabulator unusable. If the ballot is NOT visible, the ballot may be jammed in the write-in slot. Lift the tabulator off of its shelf and check the ballot diversion slot underneath.
4. **RETURN OR DROP THE BALLOT.** If the tabulator screen read "RESULTS HAVE **NOT BEEN SAVED**", this means the vote has not been counted and the ballot must be returned to the voter so they may try again. If the screen read "**RESULTS HAVE BEEN SAVED**", the vote has been counted, so you can simply guide the ballot the rest of the way and drop it into the ballot box's main compartment, or into the write-in compartment, if that's where it was stuck.
5. **PRESS CLEARED.** Slide the tabulator back toward the ballot path, re-hook the latch onto the bracket at the back of the tabulator, and close and lock the cover (#6). Press the "Cleared" button on the LCD display screen.
6. **TRY AGAIN.** If the tabulator screen had read "RESULTS HAVE **NOT BEEN SAVED**", have the voter now re-insert their ballot. Otherwise, the machine is ready for the next voter's ballot.

## Handling Unreadable Ballots

Ballots that are damaged, are printed on plain paper, or continue to be rejected by the tabulator after pressing the Cast button to accept "as is" (for over voted or blank ballots) and inserting in different orientations, are placed in the Auxiliary compartment. These ballots can later be handled in two different ways. 17 V.S.A. §2493(a)(5) Method 1 is to simply hand count the ballots and Method 2 is to transfer the votes on the ballot to a tabulator readable ballot. If Method 2 is selected, please conduct a training with election officials before the election.

### **Method 1: Hand Count**

Election officials will hand count the ballots and mark tics on a tally sheet which will be added to the tabulator tape totals on a summary sheet. Double check the auxiliary compartment to ensure all ballots have been removed. If you choose this method, then skip Method 2. Don't forget the rest of the ballots will still need to be reviewed to look for write-ins and markings of voter intent (such as circling a candidate's name or entering a write-in name and not filling in the oval).

### **Method 2: Transfer to a New/Duplicate Ballot**

This method is normally used when a ballot is damaged or is a plain paper ballot returned by an absentee voter who requested electronic delivery.

Don't forget that **all** ballots will still need to be reviewed to look for write-ins and markings of voter intent (such as circling a candidate's name or entering a write-in name and not filling in the oval).

The following procedures may be performed by two election officials from different parties when damaged or plain paper ballots are discovered during Election Day. **Please make sure that you have tried inserting the ballot in other directions and overriding the error by pressing the Cast button to cast the ballot "as is" before deciding that a duplicate ballot needs to be created.** If you do not have enough time during the day, pairs of election officials can create the duplicate ballots at the end of the day but BEFORE the polls are closed on the tabulator under "Poll Management" and Results reports are printed.

1. One official carefully reads out the voter's marking for each race while the other official transfers each marking from the unreadable ballot to the duplicate ballot.
2. The two officials then review the ballots to make sure the markings on the duplicate ballot match the voter's intent as marked on the unreadable ballot.
3. The two officials then place the unreadable ballot label on the unreadable ballot and both election officials sign the label. The Label states: "The voter's markings on this ballot were transferred to a machine-readable ballot by: \_\_\_\_\_ & \_\_\_\_\_." (We have provided a "master" label sheet to use rather than handwriting an attestation on each original ballot—however, if you forget the labels, you can handwrite the attestation.)
4. Place the labeled unreadable ballot(s) in the manila envelope for "Replaced Ballots-Do Not Count."
5. Feed the duplicate ballot into the tabulator.
6. Follow this same procedure throughout the day as unreadable ballots are found or if it is too busy, place the unreadable ballots in the Auxiliary compartment and complete this process at the end of the day BEFORE the polls are closed on the tabulator under "Poll Management" and Results reports are printed.

## Explanation of OVERVOTE & UNDERVOTE

**OVERVOTE:** This line will appear on your report tape for every race. The number of **OVERVOTES** is equal to the number of ballots containing too many votes in that specific race, multiplied by the “vote for” number for that race. For any number other than zero to appear on this line, the voter or an election official processing early ballots would have to push the Cast button to override the system. The default setting for overvoted ballots is for the machine to reject them in case the voter mistakenly marked the ballot incorrectly.

**UNDERVOTE:** This line will appear on your report tape for every race. The number of **UNDERVOTES** is equal to the number of uncast votes for that race. Example: If Race A is a vote for **4** and a voter only chooses to vote for **2** of the candidates, the **UNDERVOTE** line will show **2**. As more ballots are cast this number will increase dependent upon how each voter decides to vote in each race.

Q: Why does the report tape show **UNDERVOTE** and **OVERVOTE**?

A: These figures are important and necessary to balance the number of ballots cast with the number of voters marked off the checklist and determine that each race was counted accurately.

## Technical Support

If you experience technical difficulty with the tabulator at any time throughout the day, call LHS Associates for technical assistance at **(888) 547-8683**.

## Questions

If you have a question about counting ballots or other election procedures, or if you cannot reach LHS Associates, please call an Elections staff person directly at:

- Lori Bjornlund            802-828-2464
- Will Senning            802-828-0175
- Tammy Sink            802-828-3721
- Lelonie Oatway        802-828-1931
- JP Isabelle            802-828-2304

There is an LHS representative present at our office in Montpelier throughout the day for all statewide elections who monitors and reports to us any incidents across the state as they happen. Therefore, we ask you to call LHS first, as that will allow them to respond as quickly as possible. We will be notified of any such incident and how it has been or is being resolved, as it occurs.

# Appendices





Appendix A:  
Chain of Custody Log Sheet

| <b>In/ Out<br/>Cards/Machine</b> | <b>Date</b> | <b>Time</b> | <b>Signatures<br/>2 Required</b> | <b>Purpose/Reason for<br/>Transfer of Cards or Machine</b> |
|----------------------------------|-------------|-------------|----------------------------------|--|
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## Appendix B: Chain of Custody Log Sheet for Early Processing

| DATE | MEMORY<br>CARD SEAL<br>NUMBER<br><b>A.M.</b> | BALLOT<br>BIN<br>LOCK IN<br>PLACE<br>(Y/N) | TABULATOR<br>TOTAL<br><b>A.M.</b> | E.O.<br>PRINT NAME &<br>INITIALS<br>(two) | NUMBER OF<br>ENVELOPES<br>OPENED AND<br>BALLOTS<br>PROCESSED | TABULATOR<br>TOTAL<br><b>P.M.</b> | MEMORY<br>CARD SEAL #<br><b>P.M.</b> | E.O.<br>PRINT NAME &<br>INITIALS<br>(two) |
|------|--|--|-----------------------------------|---|--|-----------------------------------|--------------------------------------|---|
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Sample: To photocopy and place in outside pocket of ballot bag

## Appendix D: Ballot Bag Contents

|                        |
|------------------------|
| District: _____        |
| Bag _____ out of _____ |

- EXIT Checklist, IF ANY \_\_\_\_\_
- All voted ballots for \_\_\_\_\_ (Legislative District). DO NOT put more than 1500 ballots in one ballot bag, and do not mix ballots from different legislative districts!! Lay ballots flat in ballot bag, **DO NOT ROLL OR RUBBER BAND THE BALLOTS.**
- 2<sup>nd</sup> printed tally tape from the tabulator
- All used tally sheets (totals have already been transferred to summary sheets).
- Defective Ballots Envelope (containing ballots that are defective and cannot be counted —**You must “include” the total number of these ballots when reconciling the Entrance Checklist to the # of voted ballots.**)
- Replaced Ballots Envelope (containing ballots that were surrendered by voters who obtained a new ballot and deposited new ballot into the tabulator—Do NOT include the total number of these ballots when reconciling Entrance Checklist to # of voted ballots).
- Please list any other items packed in ballot bag:

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## Appendix E: Packing List for Delivery to Polling Places Before the Polls Open

### **Each Legislative District needs:**

#### **Can be distributed the day before the election if the polling place will be locked overnight:**

- Voting booths
- Ballot bags – Provide enough bags for each legislative district so that no more than 1,500 ballots are placed in one bag
- Seals for ballot bags
- Manila tags or contents lists to be attached to each sealed ballot bag
- Paper clips and stapler for processing mutilated ballots
- Black felt-tip pens for marking ballots
- Ball point pens and rulers for entrance checklist
- Manila envelope for Defective ballots and manila envelope for Replaced ballots
- Accessible voting system equipment and a tabletop voting booth for privacy
- Elections Guide binder
- Duct tape
- Summary and Tally sheets, printed copy of a blank Official Return of Votes
- Copies of appropriate Appendices for voters to fill out.

#### **Must be secured and delivered on Election morning:**

- Vote tabulator in case with ballot test decks, Tabulator Guide, memory cards (should already be sealed in the tabulator after testing).
- Boxes of ballots for legislative district
- Entrance checklist for each legislative district and exit checklist if used
- List of absentee voters
- Voted absentee ballots for each legislative district—in secure containers with notation of whether voters have been checked off Entrance Checklist





# Appendix F: Election Day Technical Assistance Documentation Form A To be Completed by Election Officials

Please use this form to document any Election Day technical assistance either by telephone or in person from LHS Associates (Vermont’s vote tabulator servicing partner). Please note that both the Presiding Officer and another election official must sign this form.

Election Date: \_\_\_\_\_ Name of Election: \_\_\_\_\_

Presiding Officer or Election Official who completed this form: \_\_\_\_\_

Please describe the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please describe LHS’s response: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I swear or affirm that the above documentation is true and accurate.

\_\_\_\_\_  
Signature of Presiding Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Person Completing Form or other Election Official

\_\_\_\_\_  
Date

Submit the original form to the Secretary of State’s Office, Elections Division, 128 State St., Montpelier, 05633 with your ORV form. Keep a copy for your records.



# Appendix G: Election Day Technical Assistance Documentation Form B To be Completed by LHS Staff Person

Please ask the technician from LHS Associates to complete and sign this form if LHS staff provides assistance at your polling place.

Election Date: \_\_\_\_\_

Presiding Officer: \_\_\_\_\_

Name of person completing this form: \_\_\_\_\_

Please describe the problem: \_\_\_\_\_

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Please describe LHS staff person's response: \_\_\_\_\_

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I swear or affirm that the above documentation is true and accurate.

\_\_\_\_\_  
Signature of LHS Representative

\_\_\_\_\_  
Date

Submit the original form to the Secretary of State's Office, Elections Division, 128 State St., Montpelier, 05633 with your ORV form. Keep a copy for your records.