



Polling Place Field Guide



Hart InterCivic Quality and Information Security Policy

Hart InterCivic is committed to consistently providing high quality products and services for its customers through adherence to its established hardware and software Quality Management Systems, complying with customer, statutory and regulatory requirements, and a commitment to continual improvement. Hart InterCivic is also committed to the integrity and the security of the information used in the product development process, in the products themselves, and in our management of customer data during the implementation process.

This DOCUMENT and the SOFTWARE, HARDWARE, and FIRMWARE to which it pertains contain confidential and proprietary information belonging exclusively to Hart InterCivic, Inc. No part of this publication may be modified, reproduced, stored in a retrieval system, or transmitted in any form, distributed by any electronic or mechanical means, photocopied, recorded, or otherwise reproduced or distributed without prior written permission from authorized personnel at Hart InterCivic, Inc. Any person receiving this document has a duty to take reasonable precautions preventing unauthorized use or disclosure of the contents.

Trademarks

Hart InterCivic and Verity are registered trademarks of Hart InterCivic, Inc.

Hart InterCivic disclaims any proprietary interest in the marks and names of others.



Hart InterCivic, Inc.
15500 Wells Port Drive
Austin, TX 78728

Document Number 6651-017 A

© 2019 Hart InterCivic, Inc.
All Rights Reserved

about this guide

This *Verity Polling Place Field Guide* is a portable guide to polling place tasks using the Verity Scan and Verity Touch Writer devices.

contents

setting up Touch Writer	5
setting up the ballot printer	5
setting up the voting booth	7
setting up the Verity Touch Writer	9
Touch Writer orientation	13
screen orientation	13
about Verity Access	14
installing headphones and tactile switches	14
report printer operation	15
opening polls	16
voting with Touch Writer	18
overview: Verity Touch Writer	18
activating a ballot	18
marking ballots with Verity Touch Writer	20
making write-in choices	24
printing blank ballots	24
substitutions in <n of m> contests	24
voting session idle timeout	24
Verity Touch Writer help and features	25
troubleshooting	25
spoilng a ballot on Verity Touch Writer	26
spoilng printed paper ballots	26
printing a summary report	27
poll worker button	27
provisional voting on Verity Touch Writer	28
closing polls	29

Verity Touch Writer

Verity Touch Writer is an accessible ballot marking device; any voter may use Touch Writer to make their ballot selections using either the touchscreen, or the Verity Access (described below). Once a voter has finished voting and reviewed their choices, they will then print a paper ballot, marked with their choices, from the attached printer. The voter then retrieves and casts the ballot, either using Verity Scan, or into a ballot box to be processed centrally.



Verity Access is an Audio-Tactile Interface (ATI) intended for voters that cannot, or prefer not to, use the touchscreen. Verity Access includes two connection ports: the left connection port for headphones, and the right connection port for any dual-switch input device (such as tactile switches or sip-and-puff devices).

NOTE: *Software startup for each unit may take several minutes, due to security and data integrity checks that the Verity software performs. This process is included in the design of the Verity Voting System to verify the authenticity of the software before allowing it to operate.*

setting up Touch Writer

setting up the ballot printer

1. Set up the ballot printer table and set the ballot printer on the table.
2. Plug in the square end of the USB printer cable into the printer. (The flat end will be plugged into the Verity Touch Writer.) ▶



3. Insert the printer power cord into the printer and the other end into the Uninterrupted Power Source (UPS) battery backup. ▶



4. Load the ballot printer with appropriate ballot paper. Note that the paper size will vary by election, and that the printer tray used may vary depending on the types of printers and accessories used in your jurisdiction. Follow local procedures.

Loading ballot paper in the main tray (Tray 1)

- a) Pull out the tray 1 drawer on the printer. ▶
- b) Load paper in the tray. If necessary, push the blue tab and pull the paper guide to the appropriate setting (Letter/8.5"x11", or Legal/8.5"x14"). Paper sizes larger than 8.5"x14" require a tray extender (not available in all jurisdictions).



c) The main tray extender kit for 17"/20" ballots includes two parts:

- The front piece installs into the MP Tray door, and is used to support the ballots as they exit the printer.
- The rear piece replaces the stock paper stop and rear tray extension cover. Once installed, the extender can support 14", 17", and 20" paper; however, the stock paper stop must be reinserted to support 11" paper.



d) Reinsert and close the paper tray. ▶



Note: If the printer give a low toner message, contact your Rover (see the Contact Information Sheet in your precinct board team binder) and the Office of Elections at 707-445-7481.

5. Do not power on the printer at this time.

setting up the voting booth

1. Remove booth parts from the transport bag. A complete set of booth parts includes the booth table, rear leg assembly, front leg extensions, and privacy screens. ▼



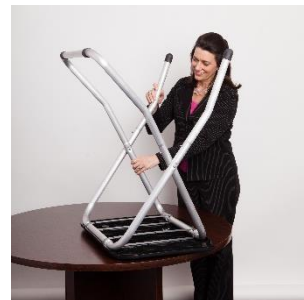
2. Release bungee cords holding the booth legs, if present. Unfold the legs from booth table. Pull on the handle and lift to lock the legs into place. ▶



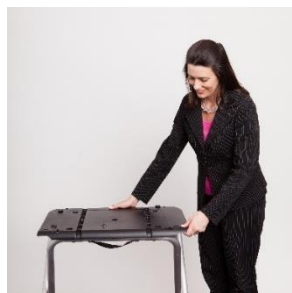
3. Attach the rear leg assembly. Press the metal buttons to attach and lock it into place. ▼



4. Attach the front leg extensions. Press the metal buttons to attach each leg and lock them into place. ▼



5. Turn the booth over to set up the Verity Touch Writer. ▼



setting up the Verity Touch Writer

1. Set the Verity Touch Writer on top of the booth, aligning footpads with the indentations (the handle on the front of the Touch Writer should face the same direction as the handle on the booth). ▶



2. Stand at the front of the booth. Reach under the front of the booth top and push the latch away from you to secure the Touch Writer to the booth. ▶



3. Verify the yellow beaded seal number on your Security Log - AM. Remove power brick and power cord from the voting equipment manuals and supplies bag.

4. Plug the power cord into the power brick, and then plug the power brick into the back of the Verity Touch Writer (flat side up). ▼

IMPORTANT: Do not plug the power cord into the wall yet.



5. Plug the flat end of the USB printer cable from the ballot printer into the back of the Verity Touch Writer, with the notch facing up. ▼



6. Open the Verity Touch Writer case and lock the lid brace in place. ►

IMPORTANT: Never tilt a device up by the handle while cords are connected – this can damage the cord where it connects to the device, or cause damage to the device itself.

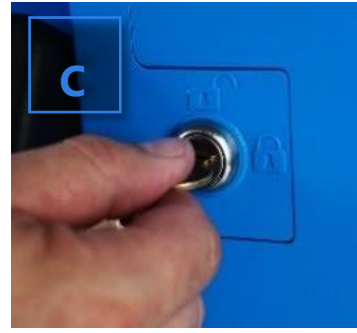


7. Unlock (A), unlatch (B), and remove the tablet (C). ▼



A. Remove blue key from the voting equipment manuals and supplies bag. Use the blue key to unlock the tablet from its cradle.

- 8. Seat the tablet in the cradle (A), tilt it back (B), and lock it in place (C). ▼



- 9. Verify the Verity Touch Writer device seals, per local procedure. Attach privacy screens to both sides of the booth . ▶



- 10. Plug the power cord into AC power . A **GREEN** light should illuminate on the power brick when AC power is present. ▶



- 11. Press the switch on the bottom right side of the *ballot printer* to power it on.



12. Press the **RED** button on the back of the Verity Touch Writer to power it on. ▶



Note: During the power on process, a Power-On Self Test report will print on Touch Writer's built-in report printer. This report will indicate any hardware or connection issues; if any issues are noted, check connections and power off the printer and the Touch Writer. Power the Touch Writer on first before powering on the printer.

13. Wait until the Verity Touch Writer finishes powering up and displays the **Print Zero Report** screen, and then connect the Scanner to the USB connection located on the vDrive compartment above the report printer. ▶



Touch Writer orientation

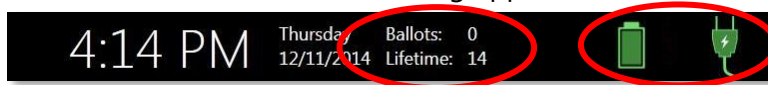
screen orientation

When powered up for the first time the device is used during a voting event, the Verity Touch Writer should display the Print Zero Report screen. ►

NOTE: *If you are reopening polls during subsequent days of a multiple-day voting event, then you will not print a Zero report.*



In addition to the date and time, the following appears at the bottom of the screen:



- **Ballots:** The number of ballots printed using the Verity Touch Writer for the current election; at the start of a voting event, this number should be zero.
- **Lifetime:** The number of ballots printed using the Verity Touch Writer for the lifetime of the device (for all elections).
- **AC and battery power indicators:** A green battery icon indicates the battery is connected; a green plug icon indicates AC power is connected. Specific battery power level can be found on the Touch Writer Power-On Self Test report.

NOTE: *If AC power is not available, the device will automatically switch over to battery power, and a warning message will display. To dismiss the message and continue operating on battery power, touch "If the power is out, touch here to use battery". If a voting session is in progress, this message will not appear until the session is completed.*

When battery power is low, and AC power is disconnected, a warning message will appear on the device screen. Reconnect the device to AC power.

about Verity Access

Verity Access is intended for voters that cannot, or prefer not to, use the touchscreen. Verity Access includes two connection ports: the left connection port for headphones, and the right connection port for any dual-switch input device (such as tactile switches or sip-and-puff devices). With Verity Access, a voter can:

- Navigate through a ballot with the **Move** wheel
- Make selections on a ballot with the **Select** button
- Activate help text using the **Help** button

installing headphones and tactile switches

1. Lift the Verity Access from its cradle.
2. Plug the headphones into the headphone port on the top left of the Verity Access. ▶



3. Plug the tactile switches, sip-and-puff, or any other dual-switch input device into the port on the top right of the Verity Access. ▶



report printer operation

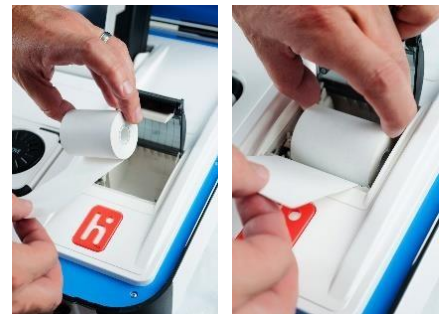
1. The thermal report printer is located on the righthand side of the Verity Touch Writer. ▶



2. To open the paper compartment: While standing in front of the device, pull the lever on the top of the printer cover towards you and lift up to open the paper compartment. ▶



3. To replace paper: Place the new paper roll into the printer as shown. Paper must roll up from the bottom. ▶



4. Close the printer cover. The paper must extend out from underneath the front edge of the cover. The white button can be used to advance the paper. ▶



opening polls

1. Setup and power on the Verity Touch Writer. **Confirm that you are running on AC power.**

2. Select **Print Zero Report.** ▶

***NOTE:** If you are reopening polls during subsequent days of a multiple-day voting event, then you will not print a Zero report.*



3. Wait while the Zero report prints (on the built-in report printer). Using the Zero report, check the following:

- Verify the ballot count total on the Zero report is ZERO and enter it in the Reconciliation Log.
- Verify that the polling place on the report is correct.

IMPORTANT: If these items are incorrect, contact your elections office.

4. Verify that the clock in the bottom left corner of the screen displays the correct time.

IMPORTANT: If the clock is incorrect, contact your elections office.

5. Select **Open the Polls**. You can also print a Configuration report, Precincts Enabled report, or additional copies of the Zero report, if your jurisdiction requires them. ▶

IMPORTANT: Once you open polls, you can no longer print a Zero report.



6. Enter the Open Polls Code, and then select **Accept**. The Open Polls report will print. ▶



7. Wait while the Open Polls report prints. File the Zero and Open Polls reports according to local guidelines.

voting with Touch Writer

overview: Verity Touch Writer

Verity Touch Writer is an accessible ballot marking device. On Verity Touch Writer, poll workers will activate a ballot, and then allow the voter to begin voting. When they are finished voting, the voter will print the marked ballot. The voter can then verify their choices using Verity Reader (if available). The voter will cast their ballot using Verity Scan, or into a ballot box to be processed centrally.

activating a ballot

1. When the device is ready to be used for marking ballots, the "Ready for Use" screen will display.



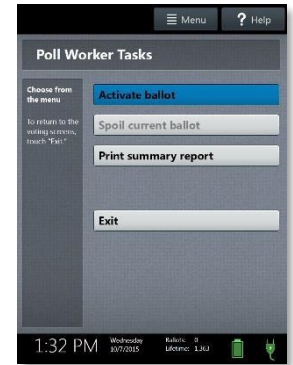
2. Press and hold your finger on the **Ready for Use** button to continue (or, alternately, press the blue poll worker button on the back of the Touch Writer). ▶



3. Enter the Poll Worker Code and select **Accept**. ▶

4. Select **Activate ballot.** ▶

If your jurisdiction has **Verity AutoBallot**, after activating the ballot, you can use the barcode reader attached to the Verity Touch Writer to scan barcode labels produced by your electronic pollbook. When using AutoBallot, you will scan the barcode, skipping steps 5-6 of this section.



5. Choose the correct precinct from the list and select **OK.** ▶

- *(Closed Primary Elections only)* After choosing the precinct, select the Party, if applicable.



6. Confirm the selections you have made, and then select **Yes, activate this ballot.** ▶

- If the precinct and/or party are incorrect, select **No, cancel** to return to the main menu.
- To issue a provisional access code, select **Mark as provisional**; for more information on provisional voting.



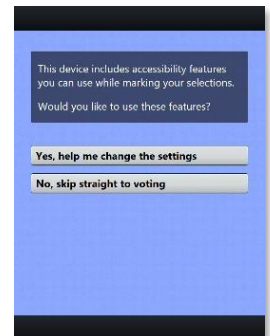
marking ballots with Verity Touch Writer

Once a poll worker has activated a ballot:

1. The voter selects **To get started, touch here** (or turns the Move wheel on Verity Access clockwise).
 - If multiple languages are available, a “get started” button will appear in multiple languages. The voter selects the button with their preferred language.
 - The language selected applies to both the device instructions and the ballot.
 - The language settings can be changed at any time by accessing the language menu.



2. The voter chooses whether they would like to use the Verity Access accessibility features.
 - If the voter chooses **Yes, help me change the settings**, they will proceed to the next step.
 - If the voter chooses **No, skip straight to voting**, they will be taken to the About Your Ballot screen.
 -



3. The voter selects whether to use the screen, audio, or both to complete their ballot, and then adjusts their audio and/or screen settings.

- If the voter chooses to use both the screen and audio, they will then be walked through the audio settings and screen settings before proceeding. The voter selects **OK, it sounds good/OK, it looks good** in the bottom right to proceed.
- If the voter chooses to use the screen only and turn off the audio, they will be asked to confirm before proceeding, by selecting **Yes, turn it off**. The voter will then be walked through the screen settings before proceeding. The voter selects **OK, it looks good** in the bottom right to proceed.
- If the voter chooses to use the audio only, they will be asked to confirm before proceeding, by selecting **Yes, turn it off**. The voter will proceed through their ballot using the Access device with headphones. The voter can **select Touch here to enable the screen** to turn the screen display on at any time.



4. The voter is presented with three screens of instructions that orient them to the Touch Writer device. The voter can select **Next** to view each instructional page, or select **Skip Instructions** to go to their ballot. ▶

- On the last page of instructions, the voter selects Start in the bottom right to begin marking their ballot.
- The Language (if applicable), Audio, and Screen settings and the Help button are also available.

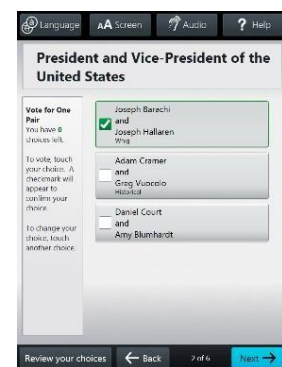


5. The voter can start voting (by selecting Begin Voting), learn how to use the ballot, or view a list of contests on the ballot. ►



6. The voter makes their choices; The voter can make ballot choices using the touchscreen, or by using the Move wheel and Select button on the Verity Access. ►

- A selected choice will display a green box with check mark to the left of the choice.
- The voter can review ballot choices by selecting **Review your choices**.
- The **Next** or **Skip** button advances to the next contest on the ballot.

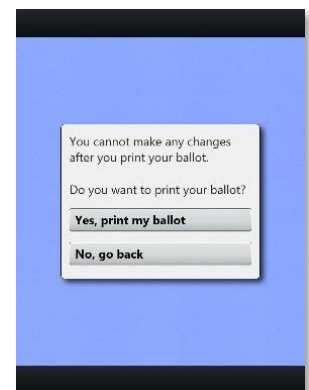


7. When the voter has reached the end of the ballot, the **Review your ballot** screen appears. The voter can select a specific contest to return to that contest, or select **Return to ballot** to go to the last contest visited.

8. After reviewing and confirming their choices, the voter selects **Print** to print the ballot. ▶



9. The voter selects **Yes, print my ballot**. ▶



10. The voter retrieves the printed ballot from the laser printer next to their Verity Touch Writer. ▶

- If your polling place is equipped with Verity Scan, the voter will take their printed ballot to the Verity Scan device to cast their ballot.



making write-in choices

To vote for a write-in candidate on the ballot (if applicable):

1. On the page for that contest, the voter selects **To enter a write in, touch here**.
2. The voter types the name of the desired write-in, using the touchscreen or Verity Access, and then selects **Accept**.
3. The voter's write-in choice will appear with a green box with check mark to its left, along with the write-in candidate name that the voter typed.

NOTE: If a voter attempts to deselect a marked write-in choice, they will be asked to confirm before proceeding.

printing blank ballots

If the voter has marked no choices and selects the Print button, Verity Touch Writer will ask the voter to confirm before printing the blank ballot.

substitutions in <n of m> contests

In a contest with more than one valid choice (e.g. 'vote for one, two or three'): If the voter has already selected the allowed number of choices, and then selects an additional choice, Touch Writer will indicate which previous choice is being changed, and which new selection is being added.

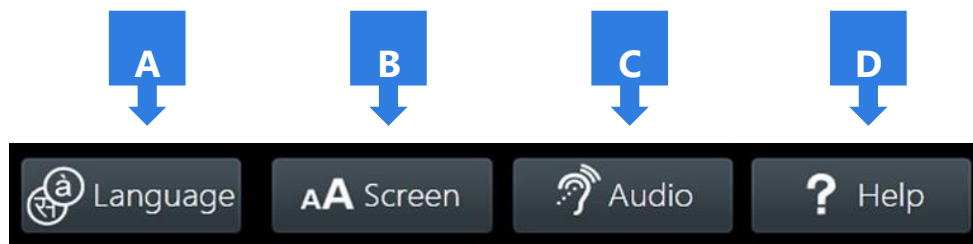
voting session idle timeout

If the 'idle session' setting has been activated by election officials, then a warning will appear after 5 minutes of inactivity; if the voter does not respond to the warning within 45 seconds, the Touch Writer will display the "Session Locked" screen. When the session is locked, a poll worker may either spoil the ballot, or unlock the session and allow the voter to continue voting.

Verity Touch Writer help and features

Each Verity Touch Writer is equipped with context-specific help text and settings that can be accessed from the touchscreen, or using Verity Access. To exit help or settings screens and resume voting, select **Exit Help** or **Return to ballot** on the bottom right.

- If multiple languages are available, a **Language** button is located at the top left of the screen. Voters can select this button to change the language of the instructions and ballot.
- Voters can select the **Screen** button to change the screen settings (contrast and text size), or to turn the screen off (if using headphones only).
- Voters can select the **Audio** button to change the audio settings (volume and speed) for the headphones.
- The **Help** button is at the top right of the screen. Voters can select this button to see help text for the voting step currently underway.



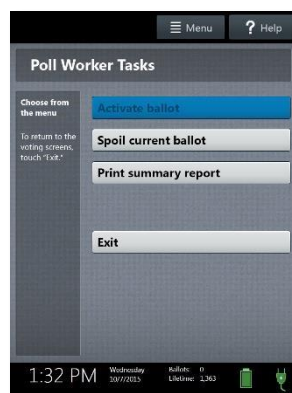
troubleshooting

If there is a problem with the Touch Writer, follow the error instructions on the screen (if applicable), and/or contact your elections office for assistance.

spoiling a ballot on Verity Touch Writer

The Spoil Current Ballot menu allows you to spoil (discard) the current active ballot before it is printed.

1. Press the blue poll worker button on the back of the Verity Touch Writer.
2. Enter the Poll Worker Code and select **Accept**.
3. Select **Spoil current ballot**. ▶



4. Select **Yes, spoil the ballot**.
5. Select **OK**. Fill out and file any paperwork required by your jurisdiction.

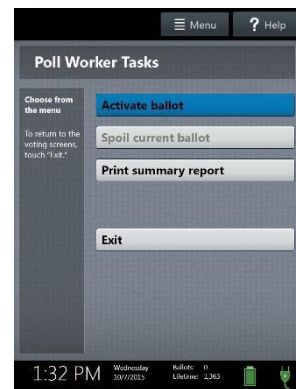
spoiling printed paper ballots

To spoil a ballot that has already been printed from Verity Touch Writer, or to spoil a preprinted paper ballot, follow your local procedures (for example, filling out a spoiled ballot log and envelope).

printing a summary report

You can print a ballot marking session summary report on Verity Touch Writer at any time. This report lists the number of ballots printed, active sessions, sessions in progress, and ballots spoiled.

1. Press and hold your finger on the Ready for Use button on the Touch Writer screen, or alternately, press the blue poll worker button on the back of the Verity Touch Writer.
2. Enter the Poll Worker Code and select **Accept**.
3. Select **Print summary report**. ▶



poll worker button

The blue poll worker button is located on the back of Verity Touch Writer. This button is used for certain actions such as printing reports and issuing access codes. ▶



provisional voting on Verity Touch Writer

Follow local procedures for provisional voting, as determined by local and state rule and code.

If your jurisdiction procedures permit, poll workers may issue a provisional access code using Verity Touch Writer by selecting **Mark as provisional** on the Confirm Access Code screen. A provisional voter will then use this code to access, vote, and print a provisional ballot.

IMPORTANT: Verity Scan will not accept provisional ballots printed from Touch Writer. Follow local procedure to process provisional ballots.

closing polls

IMPORTANT: Wait until the close polls time to close polls. Once polls are closed they cannot be reopened on that Touch Writer.

1. Press and hold your finger on the **Ready for Use** button on the Touch Writer screen, or, alternately, press the blue poll worker button on the back of the Verity Touch Writer.

2. Select **Menu** at the top of the screen. ▶



3. Select **Close Polls**. ▶



4. Select **Yes, close the polls.** ▶

IMPORTANT: Once polls have been closed, they cannot be reopened on that Touch Writer.



5. Enter the Close Polls Code and select **Accept**. The Close Polls report will print automatically. ▶



6. The polls are now closed. Print closing report. Place the closing report in the zipper pouch of your precinct board team binder.

7. Press the **RED** power button on the back of the Verity Touch Writer to power it off. ▶

IMPORTANT: Wait for the Verity Touch Writer to be completely powered down and showing a black screen if you will be unlocking and removing the tablet. If stowing the tablet, make sure to lock it in with the key *and* pull the blue latch down to secure it in place.



NOTE: *The Verity power cord has a locking connector. When inserting the connector into a Verity device, it will make a small "click." To disconnect the power cord, grasp the cord at the base of the black connector molding where it connects to the Verity device, and slide back the sleeve. This will unlock the connection so that the cord may be removed.*

8. Close the Touch Writer case and place a yellow beaded seal on the handle. Record the seal number on your Security Log - PM.
 9. Pack up the printer and table.
-



©2019 Hart InterCivic
All Rights Reserved

Hart InterCivic and Verity are registered trademarks of Hart InterCivic, Inc.