



EViD Technician Guide

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CHAPTER 1

About the EViD Technician Guide

This chapter includes:

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About the EViD Technician Guide

This guide is for county technicians who are responsible for:

- Staging EViDs in preparation for deployment to voting sites.
- Setting up EViD stations for early voting and Election Day.
- Monitoring EViD stations and transactions during voting.
- Remotely logging into an EViD station for maintenance and troubleshooting during voting.
- Processing data retrieved from the EViD stations after voting is complete.
- Setting up EViD stations for voter-outreach events.
- Setting up EViD stations for training using the Anytown training database.

This guide also contains troubleshooting information to help you deal with common issues with EViD stations.

Note: The information in this guide is also available to you in PDF format. You can use the format that works best for you. See the [EViD Technician Guide](#) article in the VR User Community to access this information in PDF format.

EViD Technician's Time Line of Election Tasks

The successful deployment of EViDs in an election cycle relies on the orderly performance by technicians of a series of tasks initiated many weeks before voting begins. During early voting and on election day, it is the technician's responsibility to monitor the EViD system for issues that might impede voting, and to quickly diagnose and troubleshoot such issues. And in the days following an election, technicians undertake post-processing of data collected by EViD stations and re-warehouse the EViDs in such a way as to ensure they will be ready for the next election cycle.

This information presents a generalized time line of the activities required to prepare, install, and post-process EViD stations throughout an election cycle. The time line was prepared by VR Systems based on our observations of EViD deployments in counties around Florida, but it is not an inflexible checklist. Rather, it offers a general rule of thumb for how the deployment of EViDs might be organized effectively. Your county's procedures might prescribe additional tasks or a modified time line.

EViD Deployment Timeline

The [Using EViD Throughout an Election Cycle](#) article in the VR User Community describes how you can use EViD throughout a typical election cycle. The article divides the various election-related tasks under headings indicated when the tasks should be performed.

- [Using Voter Focus Throughout an Election Cycle](#)
- [Using EViD Throughout an Election Cycle](#)
- [Using VR Tower Throughout an Election Cycle](#)
- [Using ELM Throughout an Election Cycle](#)

CHAPTER 2

Preparing EViD for Use in Elections

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Prepare EViD for Use in Elections

The steps below list the main tasks involved in preparing for and setting up EViD workstations for use in an election.

1. [Install platform updates](#) on EViD stations when they are provided by the EViD Support team. This updates the stations to the latest security and other prerequisite Windows software.
2. [Configure EViD station settings for elections](#):
 - [Use EViD Maintenance](#).
 - [Use Tech Utilities](#).
3. [Set system-wide EViD options](#):
 - [Use EViD Options](#).
 - [Use Tech Utilities](#).
4. [Define Internet communication settings](#) for each voting site using EViD Poll Place Maintenance.
5. [Export voter information](#) that will be used to create activators. Before you begin, review [Prerequisites for Database Export](#).
6. If you are using EVID DirectPrint, you must prepare your ballot files to be loaded on to the EVID station. See the [EViD DirectPrint Setup Guide](#) in the User Community for more information.
7. [Create activator images](#).
8. **Election Day Only**—After you have created the image and before you create activators, you must [generate your precinct register](#).
9. [Copy the image to activator flash drives](#).
10. [Test activators prior to use](#).
11. [Load activator data to EViD stations](#).
12. [Verify that activators are still good](#).

Install the Latest Platform Updates on Your EViD Stations

This is an automated installation package that must be run one time on each EViD station to apply Windows security updates and other required platform changes that are needed for the 2024 Election Cycle. This is a separate process from EViD staging.

Important:

- **Please be patient during this installation.** The update can take 1 to 4 hours to complete, depending on the EViD configuration. Various windows will automatically open and close during the process and there will be periods of time in which it appears as if nothing is happening. This is normal; the updates are continuing in the background.
- There may be messages in the black command window that report errors; you can safely ignore these messages. You only need to pay attention to pop-up messages.

Below are instructions for using the installation package.

1. On your computer, open a browser and go to:
<https://vrsystems.sharefile.com>
2. Log into your ShareFile account and navigate to Folders\Shared Folders\EViD Downloads\EViD Platform Updates.
3. Download the **EViDPlatformUpdate24.zip** file to a convenient place on your computer—not to a USB drive. This will take from a few minutes to an hour, depending on your internet connection speed.
4. Right-click the downloaded file, select **Extract all**, and click **Extract**. A new folder named *EViDPlatformUpdate24* is created automatically.
5. Copy the entire **EViDPlatformUpdate24** folder to the root of a blank USB flash drive.

Note: If the EViD is a Gen 1 EViD Compact running Windows 10 build 1607, the USB drive must be 8 GB or larger.

6. Power on the EViD, but do not plug in the USB drive with the update package. Before you insert the USB, do the following:
 - a. Exit FastVoterCheckIn by tapping repeatedly on the words **Searching for Activator** and touching **CANCEL** twice.
 - b. When you are at the desktop, make sure the date and time are correct. Correct them if they are not.
 - c. If you use an external USB barcode scanner with this EViD station, make sure the scanner is plugged into the station.
7. Plug the USB drive with the update package into the EViD.
8. Open File Explorer and navigate to the **EViDPlatformUpdate24** folder on the flash drive.
9. Double-tap **start.exe** to begin the updates. After a few seconds, you will see a UAC prompt.
10. On the prompt, select the admin account, enter the **admin password**, and select **OK**.

Note: If you do not know the admin password, call EViD Support to receive the password by telephone.

A command window opens that shows files are being copied.

After about a minute another command pop-up window prompts you to change the user password.

11. On the pop-up window, type a **new password** and press **Enter**. It will then prompt you to change the admin password. Again, type a **new password** and press **Enter**.

The EViD will automatically reboot and resume the update.

Shortly after the reboot, a pop-up message indicates that the EViD is done with the USB drive.

12. On the pop-up message, touch **OK**. Do one of the following:
 - **For Gen 1 Compacts running Windows 10 build 1607**—Leave the update USB drive in the EViD until the very end.
 - **All other EViD configurations**—You may unplug the USB drive and move it to the next EViD station. The update will continue without it.

The EViD will install some updates after the first reboot, and will then reboot a second time to apply the remaining updates.

When the updates complete, an alert indicates whether the updates have succeeded or failed.

13. **On Edge units only**, do the following:

- a. Go to **Start > Control Panel > Devices and Printers**.
- b. For each Bixolon printer object (e.g. *BIXOLON SPP-R300*, *BIXOLON SPPR310 USB*, etc) do the following:
 - i. Double-tap the printer. The queue will open up.
 - ii. Go to **Printer Menu > Printing Preferences > Document Settings** tab.
 - iii. Set **Line feeds after printing** to **2**.
 - iv. Touch **Apply**, then **OK**, and close the printer queue.
- c. Close the **Control Panel**.

14. On the alert, touch **OK**. The EViD station will shut down and is then ready for use.

It is normal during the shutdown and following boot cycles for standard Windows update screens to appear (for example, *configuring updates*, *preparing Windows*, etc.). These screens may remain for a few minutes. Do not power the unit off during this time as Windows may be configuring updates in the background.

The update will take 1 to 3 hours depending on the EViD configuration. After the EViD shuts down, the additional time added to the next boot cycle is up to 15 minutes. To reduce the overall time required, you can update multiple EViDs simultaneously by using multiple USB drives with the update package, or by moving the USB drive to the next EViD after receiving the message indicating the EViD is done with the USB drive (except for Gen 1 Compacts running Windows 10 build 1607).

If the update has failed, or if you are unsure if the update has completed properly, you may try running the update again. If it was successful the first time, a message will immediately appear telling you that the EViD has already been updated. Also, when the EViD is successfully updated, the EViD platform version number (the last part of the alphanumeric string) near the lower-right corner of the desktop will show *24.233*.

If you are unable to successfully update one or more EViDs, please contact EViD Support.

Overview of the Staging Process

Begin Well in Advance

Staging can, and should, be performed well in advance of the election.

Voting locations and ballot styles need not be defined when you stage EViDs. The only prerequisite is that the election has been created in Voter Focus.

You may also want to [set the Network Connection](#) settings in the **Staging Options** section of [the EViD options program](#) prior to creating your staging activators. If you do not specify any settings here prior to staging, and you are not using a LAN or an aircard, by default, no connection settings are set on the EViD station. You will need to [set the Network Connection options using Tech Utilities](#) after the EViD has been staged.

Create and Load Staging Activators

The first step in the process of preparing your EViD stations for use in an election is to create and load staging activators.

A staging activator prepares the EViD stations for use by verifying the hardware is in good working order, installing any software updates from VR Systems, and maintaining the security of the system.

Any flash drive or jump drive can be used as an activator.

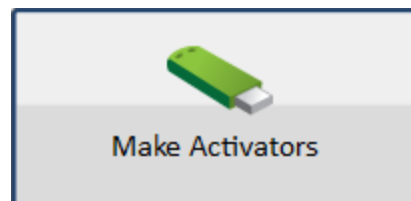
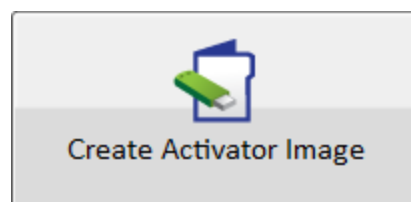
You can create as many staging activators as you think your county might need based on the number of people you have applying the updates from the staging activators to the EViD stations. All staging activators are the same for a given election and can be used with any EViD station.

Create Activators

Creation of staging activators is a two-step process:

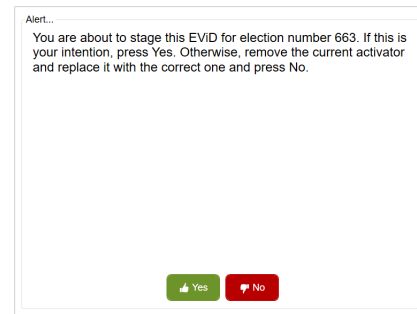
First, you create an image file on your workstation. See [Create Activator Image for instructions](#).

Then, you copy the image to the activator drives. See [Copy Activator Image to Flash Drives](#) for instructions.



Load Activators

Once the activators are prepared, you can then load them onto the EViD stations. See [Load an Activator onto an EViD Station](#) for instructions.



Complete Staging Activities

Finally, follow your usual staging procedures on the EViD station.

For a checklist of staging activities, see the following checklists in our User Community:

[Staging Checklist for Edge Style EViDs](#)

[Staging Checklist for Compact Style EViDs](#)

Configure EViD Station Settings for Elections

Prior to an election, you must configure settings for each EViD station for early voting and for Election Day, including the following:

- The Place ID of the site where the station will be deployed for early voting and/or Election Day.
- Whether the EViD should be set up for early voting mode or election day mode.
- Ballot printing and ExpressVote settings, when applicable.
- The IP address, if configured for a static IP LAN connection in Poll Place Maintenance.

Note: This step is not required prior to staging an EViD. To set a static IP address or ballot printer settings for testing during staging, [use Tech Utilities to set these options](#) after the EViD has been staged.

You can do this using EViD Maintenance or using Tech Utilities on each EViD station as described in the sections below.

[Using EViD Maintenance](#), you define the individual configuration for each EViD station in your county and then apply these settings to the EViD automatically when you load the election activator. The EViD Maintenance feature is designed for counties that always send the same EViD stations to the same locations. It would not be useful for counties that randomly assign EViD stations to voting locations.

Otherwise, you must power on each individual EViD and configure the station settings [using Tech Utilities](#), which may be a better option if you only have a few EViDs to configure or if you want to apply unique settings to a specific EViD.

Important: If you plan to configure EViD station settings using Tech Utilities, you should load the election activator (Early Voting or Election Day) prior to setting the options on the EViD stations. Otherwise, when you load the election activator, the settings on the EViD will be overwritten by the settings specified in EViD Maintenance.

Using EViD Maintenance to Configure Station Settings

The EViD tab on the Voter Focus Console offers an optional feature—**EViD Maintenance**—that can save time with configuring your EViD Stations.

Note: The EViD Maintenance feature is designed for counties that always send the same EViD stations to the same locations. It would not be useful for counties that randomly assign EViD stations to voting locations.

EViD Maintenance to Configure Station Settings Overview

Using EViD Maintenance, you define the individual configuration for each EViD station in your county. For each EViD, the EViD Maintenance program can hold:

- The Place ID of the site where the station will be deployed for early voting and/or Election Day.
- Whether Ballot Printing is enabled for Early Voting and/or Election Day.
- Ballot printing and ExpressVote settings, if applicable.
- The IP address, if configured for a static IP LAN connection in Poll Place Maintenance.

These settings are then included in the image on voting activators. When a voting activator is loaded onto an EViD station, the EViD finds the settings for its own serial number and acquires all the information it needs to operate, with no intervention on the user's part.

Important: If changes to EViD Maintenance settings are made before activators are loaded onto EViDs:

You will need to re-export, create a new activator image, and make (or re-make) the activators.

OR

You can make the changes manually at the affected EViD stations [using Tech Utilities](#).

If a new EViD is deployed during voting, you need not rerun EViD Main-

tenance; simply set up the station manually at the voting location using Tech Utilities.

For Staging

The information in this table is not included in staging activators, and this step is not required prior to creating a Staging activator. To set a static IP address or ballot printing settings for testing during staging, [use Tech Utilities to set these options](#) after the EViD has been staged.

For early voting

If you want to add your early voting settings, run EViD Maintenance and add the settings before you run the Database Export program for early voting. If you know where a station will be used for election day, you can enter the election day settings at the same time you fill out the table for early voting.

Be sure to press Upload EViDs on [Web Messenger](#) before early voting begins, to send the EViD stations to [Web Monitor](#).

For election day voting

If you included election day information when you set up the EViD stations for early voting and no settings have changed, you need not run EViD Maintenance again for election day. Otherwise, EViD Maintenance to include the election day settings should be performed before you run the Database Export program for election day voting.

If there are any changes between early voting and election day, be sure to press Upload EViDs on [Web Messenger](#) before election day voting begins, to send the updates on EViD stations to [Web Monitor](#).

The screenshot shows the EViD Maintenance window with the following annotations:

- Update display with most current entries.** (Points to the Refresh button)
- Show only EViDs assigned to locations voting in the selected election.** (Points to the Filter by election dropdown)
- Delete the highlighted EViD(s) from the table.** (Points to the Delete selected EViDs button)
- Copy settings of the highlighted EViD.** (Points to the Copy network info of selected row button)
- Insert the copied settings for the highlighted EViD(s).** (Points to the Paste network info into selected row button)
- Save the maintenance settings to or import the maintenance settings from an XLSX file.** (Points to the Export to spreadsheet and Import from spreadsheet buttons)
- Save settings and close the dialog.** (Points to the Exit button)

The table below shows the data structure:

EVID Id	EV Loc	EV Mode	EV BP	ED Pol Place	ED Mode	ED BP	BP Type	EV ExpressVote	ED ExpressVote	BP IP1	BP IP2	LAN IP	Notes
763141102	1	Inspector	Yes	12	Clerk	Yes	Direct	Disabled	Disabled				
769277185	3	Clerk	No	1	Inspector	Yes	Type1	Disabled	Disabled				Touchscreen does not
769420285	1	Clerk	No	12	Clerk	Yes	Optional	Disabled	Disabled				Wireless does not
3994175	3	Clerk	Yes	1	Clerk	Yes	Direct	Disabled	Disabled				Reserved EViD for
72718145	1	Clerk	No	12	Inspector	Yes	Type3	Optional	Default	102.168.1.101	102.168.1.101	102.168.1.101	Reserved EViD for

Details for Election Day:

- Place ID of polling place where station will be used.
- Planned mode: Inspector or Clerk.
- If station will be connected to a ballot printer.

Ballot printing vendor.

Enable an EViD to print Activation Cards to an ExpressVote printer.

IP address of location's Local Area Network.

IP address of primary and secondary ballot printers.

Any note to share about the EViD.

The early voting and Election Day Express Vote columns display to the right of the BP Type column for counties that are licensed to use ExpressVote and have activated this option with EViD Support. These columns enable an EViD to print Activation Cards to an ExpressVote printer. See [Install and Configure ES&S ExpressVote Printing](#) for more information.

These settings can reused for a future election or imported from a previous election.

Using the EViD Maintenance import and export options, the current EViD settings can be exported to an Excel spreadsheet (XLSX format), which can serve as a backup or be imported into the **EViD Maintenance** program for a different election.

The use of EViD Maintenance also helps when monitoring EViDs with [Web Monitor](#).

If you send the EViD Maintenance settings to Web Monitor (by doing an **Upload EViDs** operation on [Web Messenger](#)), Web Monitor will show the status of each EViD station at each voting location even before they have begun to communicate. This lets you see which EViDs are not yet communicating and identify any issues proactively. If you don't use EViD Maintenance to set up your EViDs, the EViDs will not appear at voting locations until EViDs at the location are connected to the Internet. You will see individual EViD stations only as each one begins to communicate.

To run EViD Maintenance:

1. Go to **EViD > EViD Maintenance**.
2. To edit the existing settings for a station, click in the column you want to change and type the new data. As you move out of a line, the data for that line is saved.
3. To enter a new station, click in the row marked by an asterisk.

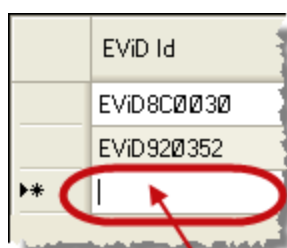
4. From time to time, click the **Refresh** button to update the table you are viewing with the latest data in the database. This is useful when multiple people are filling out the table at the same time.
5. When you finish setting up the table, click **Exit** to close the table.

To edit the existing settings for a station:

Simply click in the column you want to change and type the new data. As you move out of a line, the data for that line is saved.

To enter a new station:

Click in the row marked by an asterisk.



Click here to enter a new station

Note: Zeros in EVID IDs are denoted by the slashed-zero character to distinguish them from the letter O.

Using Tech Utilities to Configure Station Settings

Running the [EViD Maintenance program to configure station settings](#) is not required, but we strongly recommend it because it saves users from having to manually set up each EViD station individually, including its ballot-printing settings if the EViD is connected to a ballot printer, and allows you to utilize EViD [Web Monitor](#) more easily.

If you skipped the EViD Maintenance step, when each EViD starts up, a worker at the voting location will need to manually configure the station, including its ballot-printing settings, if applicable using Tech Utilities.

Tech Utilities can also be used to manually change settings on an EViD if changes need to be made at a polling location or when setting up a new EViD at a polling location during an election.

Important: These settings can be set or changed on the EViD station at any time; however, we highly recommend that you set and test election-specific settings well in advance of an election.

If you plan to configure EViD station settings using Tech Utilities, you should load the election activator (Early Voting or Election Day) prior to setting the options on the EViD stations. Otherwise, when you load the election activator, the settings on the EViD will be overwritten by the settings specified in EViD Maintenance.

- Use the [Set Polling Location](#) utility to specify the voting location where the EViD is deployed.
- Clerk and Inspector mode are set by using the Clerk and Inspector password.
- Use the [Ballot Printer](#) utility to specify ballot printing settings, if applicable.
- Use the [Change Connection Settings](#) utility to specify the IP address, if configured for a static IP LAN connection in Poll Place Maintenance.

Set System-wide EViD Options

Options applying to all EViDs across the county are referred to as System-wide EViD options.

Prior to an election, you must configure these options for early voting and for Election Day. This can be done [using EViD Options](#). These settings will then be copied to the voting activators, and from there, to the EViD stations.

Note: This step is not required prior to staging an EViD unless you want to set Network Options for use during the staging process

Some options that are available in the EViD Options program are also available [in Tech Utilities](#).

Important: If you plan to configure system-wide settings using Tech Utilities, you should load the election activator (Early Voting or Election Day) prior to setting the options on the EViD stations. Otherwise, when you load the election activator, the settings on the EViD will be overwritten by the settings specified in EViD Options.

Using EViD Options to Set System-wide EViD Options

Options applying to all EViDs across the county are set on the **EViD Options** dialog, which is accessed in Voter Focus by going to **EVID > Options**.

Options

- ☒ Save Signatures in Voter Focus
- ☒ Barcoded Information on Ticket
- ☒ Precinct
- ☒ FVRS ID
- ☒ Ballot Style
- ☒ Allow Undo of Voters Prior to Last Voter (Security Code Required)
- ☒ Allow Statewide Move-In
- ☒ Security Code Required
- ☒ Allow Address Override
- ☒ Allow Change Mailing Address
- ☒ Allow Removal of Mailing Address
- ☒ Allow Manual Ballot Printing
- ☐ Validate Pick & Pull Ballots
- ☒ Print Party on Tickets for General
- ☒ Election Worker Attendance
- ☐ Start in L&A Mode
- ☒ Allow Incorrect Polling Location Provisional For Election Day (Security Code Required)
- Wait Times: ☐ Manual ☒ Auto-calculate

Tech Utilities

Tech Utilities Password:

Clerk Utilities Password:

Security Code:

Clerk Role

Password:

- ☒ Registration Changes
- ☒ Allow Provisional Ballot Entries
- ☒ Allow Vote By Mail Issued Check-ins

Inspector Role

Password:

- ☐ Registration Changes
- ☐ Allow Provisional Ballot Entries
- ☒ Allow Vote By Mail Issued Check-ins

Staging Options

Network Connection: ☒ WLAN ☐ None

SSID:

Password:

☐ Create Hosted Network

OK **Cancel**

Important: If changes to EViD Options settings are made after activators are loaded onto EViDs, you will need to re-export, create a new activator image, make (or re-make) the activators, and load the new activators for changes to apply.

If a new EViD is deployed during voting, some of these settings can be set manually on the EViD [using Tech Utilities](#). The following settings cannot be set using Tech Utilities: Save Signatures in Voter Focus, Barcoded Information On Ticket, Allow Undo Of Voters Prior to Last Vote (Security Code Required), Allow Statewide Move-in, Allow Address Override, Allow Change Mailing Address, Allow Removal of Mailing Address, Allow Manual Ballot Printing, Print Party on Tickets for General, Election Worker Attendance, Start in L&A Mode, Allow Incorrect Polling Location Provisional for Election Day, Wait time calculation mode, security code, clerk and inspector password and permissions.

For Staging

This step is only required prior to creating a Staging image if you want to set Network Options for use during the staging process.

For Early Voting

The system-wide options should be set before early voting, prior to running the Database Export program to [extract information from your database for voting](#) or [voter outreach](#).

For Election Day Voting

The system-wide options need not be visited again unless something changes. You will need to rerun Database Export after making any changes to the system-wide options.

The systemwide options are:

Save Signatures in Voter Focus—Selecting this option tells EViD stations to collect voter signatures from the EViDs. The signatures are then sent over the web-service and processed into the voter registration database. In addition, the signatures are saved during post-processing for redundancy if that EViD had communication issues. Having a voter's EViD signature on file lets you confirm voting took place should a voter question whether they have already voted. If this option is not selected, signatures are not collected at EViD stations.

Barcoded Information on Ticket—The data to be shown as bar codes on early voting voter certificates and election day voting passes. You have the option of printing these items as bar codes:

- Precinct—The voter's Precinct/Precinct Split.
- FVRS ID—The voter registration number.
- Ballot Style—The ballot style of the ballot assigned to the voter.
- If you don't use a bar code for one or more of these, we recommend you turn it off to save paper.

Allow Undo of Voters Prior to Last Voter (Security Code Required) — Allows workers with a security code to undo more check-ins than just the one for the last voter.

Allow Statewide Move-In — Permits the EViD operator to process statewide move-in requests.

Security Code Required — When **Security Code Required** is selected, the EViD will request that the proper county defined security code be entered prior to moving forward.

Allow Address Override—Permits the EViD operator to change a voter's address to an address not found in your database. In such cases, the EViD will display this message:

- *Residence address cannot be located as entered.*
- *Press No to correct the address, Yes to store address as it is and manually select voter's correct precinct.*

Allow Change Mailing Address—Permits the EViD operator to make changes to voter mailing addresses.

Allow Removal of Mailing Address—Permits the EViD operator to remove voter mailing addresses to submit a blank Mailing Address so that if the voter's mailing address has changed and it is the same as their residential address, the EViD operator does not have to enter the residential address again.

Allow Manual Ballot Printing—Permits the EViD operator to manually print a ballot using their ballot printer. The EViD operator can specify which ballot to print along with how many and whether to print by Precinct or by Address search.

Validate Pick & Pull Ballots—When enabled, this feature allows counties who use pick and pull ballots for Election Day to validate the ballot the election worker chooses against the voter's ballot style to make sure they are the same. The EViD scans a barcode printed on the ballot picked to validate the correct ballot has been picked.

Print Party on Tickets for General — When enabled, includes party on the printed tickets for the General Election. The voter's party will print on the following tickets:

- Early Voting Certificate (including provisional ballots)
- Voting Pass (including provisional ballots)
- Reprint Early Voting Certificate (including provisional ballots)

- Reprint Voting Pass (including provisional ballots)
- Reprint Ballot

Election Worker Attendance—When this is enabled, your county has the ability for the election workers to sign in on an EViD each day for Early Voting and Election Day and be administered the Election Worker oath. In addition, the election workers time worked is tracked on the EViD and sent back to your Voter Registration system. You can run the Election Worker Attendance Daily report to see how many hours the election worker worked for a specific date range.

Start in L&A Mode—Permits your county to start up your EViDs with production early voting and election day activators in L&A mode to do L&A testing. You will have to complete the mode on each EViD.

Note: We strongly recommend that you try this in your Sandbox and Training database prior to using in Production. Untested use of this mode could cause major issues during a production election.

Allow Incorrect Polling Location Provisional For Election Day (Security Code Required)—Permits the EViD operator, on Election Day, to issue a provisional ballot on the EViD to voters who are at an incorrect polling location. The security code is must be entered by the election worker to process the provisional check-in.

Tech Utilities Password—A code that a user enters to access the Tech Utilities screen on an EViD station.

We recommend:

- Keep the same code throughout an election, so that technicians working the election will need to remember only one code for all EViDs deployed throughout the county.
- Change the code for every election.

Clerk Utilities Password—A code that a precinct clerk or early voting worker enters to access the subset of tech utilities available to clerks on the Clerk Utilities screen. The same recommendations as for the **Tech Utilities Password** apply.

Wait Times—Select one of the following:

- **Manual**—Manually enter the location wait time using Clerk or Tech Utilities on an EViD station.
- **Auto-calculate**—Have the EViD station auto-calculate wait times. The auto-calculation is based on the total number of voters waiting in line at the polling location, which is entered by the clerk.

Security Code—The defined security code allows election workers to complete workflow options that require a security code.

Clerk Role & Inspector Role—To set the EViD to the proper role of Clerk or Inspector, the election worker will have to enter in the proper defined password. For the inspector role, you can define the options for that role. They are: Registration Changes, Allow Provisional Ballot Entries, and Allow Vote By Mail Issued Check-Ins.

Note: You can elect to keep the password blank for the election worker to set the role of the EViD. The election worker will still have to click OK on the Election Worker Login screen. If both role passwords are blank, the station will not be able to proceed past the Election Worker Login screen.

Network Connection—The staging options let you configure wireless network settings for testing EViD communications during staging. Setting the options here saves you from having to set the network connections on each EViD individually. If you do not specify any settings here prior to staging and you are not using a LAN or an aircard, by default, no connection settings are set on the EViD station. You will need to [set the Network Connection options using Tech Utilities](#) after the EViD has been staged.

Note: These settings are only intended to be used during [the Staging process](#). For information on setting internet communications settings during an election, see [Defining Internet Communication Settings for Voting Locations](#).

- **WLAN**—Select this option to enable WiFi on your EViDs for staging. If this option is selected, you must also populate the SSID and Password fields.
- **None**—Select this option if you do not want to configure connection settings for staging testing.
- **SSID**—If you select WLAN as the Network Connection option for staging, enter the WiFi network name (SSID).
- **Password**—If you select WLAN as the Network Connection option for staging, enter the WiFi network password (network key).

Using Tech Utilities to Set System-Wide EViD Options

Some options that are available in the EViD Options program are also available through Tech Utilities, including the following:

- [Change Connection Settings](#) enables you to change the network settings used for the EViD station to connect to the internet.

Important: These settings can be set or changed on the EViD station at any time; however, we highly recommend that you set and test election-specific settings well in advance of an election.

If you plan to configure system-wide settings using Tech Utilities, you should load the election activator (Early Voting or Election Day) prior to setting the options on the EViD stations. Otherwise, when you load the election activator, the settings on the EViD will be overwritten by the settings specified in EViD Options.

Prior to an election, you must confirm connection settings and configure the communication settings the EViDs will use at voting locations.

Note: This step is not required prior to staging an EViD. To define Network Connection options for staging, you can [set Network Options for use during the staging process](#) in the EViD Options program or by [using Tech Utilities](#) after the EViD has been staged.

Connection Verification

Determine how the EViDs are connected to the internet.

Note: If all EViDs at a site are Edge 2, you cannot use the Hosted Network option. Instead, all of the EViDs need to be connected to the same external wired or wireless network to communicate with each other.

If Connected by Ethernet Cable:

Are ALL EViDs connected to a wired network switch, router, or wall jack?

If yes:

1. Set Network Mode to **LAN**.
2. Enter DHCP: "Y" for automatic IP address or "N" for static IP address.
 - a. If DHCP is "N", also enter IP, Subnet Mask, Default Gateway, Preferred DNS and optionally Alternate DNS.
3. Disable the **Create Hosted Network** option.

If no:

Repeat steps 1 and 2 above and enable the **Create Hosted Network** option.

If Connected by WiFi/MiFi:

1. Set Network Mode to **Wireless**.
2. Enter the SSID and Password.
3. Disable the **Create Hosted Network** option.

If Connected by USB Cellular Device:

Are ALL EViDs connected to a wired network switch, router, or wall jack?

If yes:

1. Set Network Mode to **Aircard**.
2. Disable the **Create Hosted Network** option.

If no:

- If there is at least one (1) EViD Edge, repeat steps 1 and 2 above and enable the **Create Hosted Network** option.
- If no EViD Edge stations are available, repeat step 1 above, and disable the **Create Hosted Network** option.

If No Internet Connection Is Available:

Are ALL EViDs connected to a wired network switch, router, or wall jack?

If yes:

Disable the **Create Hosted Network** option.

If no:

- If there is at least one (1) EViD Edge, repeat step 1 above and enable the **Create Hosted Network** option.
- If no EViD Edge stations are available, disable the **Create Hosted Network** option.

Configure Communication Settings

You can configure communication settings [using Poll Place Maintenance](#) or the [Change Connection Settings Tech Utility](#).

[Using Poll Place Maintenance](#), you specify the internet communications settings for each voting location where EViD stations are deployed. These settings are then copied to the voting activators and from there to individual EViD stations.

Otherwise, you must power on each individual EViD and configure the station settings using Tech Utilities, which may be a better option if you only have a few EViDs to configure or if you want to apply unique settings to a specific EViD. If you do not enter any communication settings in Poll Place Maintenance, by default, the Connection Settings on the EViD are set to:

- **Network Mode:** LAN
- **DHCP:** Y

You can change these settings using the [Change Connection Settings Tech Utility](#).

Using Poll Place Maintenance to Define Internet Communications Settings for Voting Locations

The EViD tab on the Voter Focus Console offers an optional feature—Poll Place Maintenance—that can save time with configuring internet communications settings for EViD stations.

Using Poll Place Maintenance, you specify the internet communications settings for each voting location where EViD stations are deployed. These settings are then copied to the voting activators and from there to individual EViD stations.

Running Poll Place Maintenance is not required.

But if a location's internet communications are via a LAN without DHCP (that is, IP addresses are not assigned dynamically) or wireless (also known as WiFi or MiFi) it can save setup time when starting the EViD stations at voting locations.

If your internet communications are via a LAN with DHCP, when an EViD station is started, it will obtain the necessary IP addresses from the network.

For wireless internet communications, you can pre-populate Poll Place Maintenance with the network name (Wireless SSID) and password to connect to a polling place's wireless network automatically.

Important: If changes to **Poll Place Maintenance** settings are made after activators are loaded onto EViDs, you will need to re-export, create a new activator image, make (or re-make) the activators, and load the new activators for changes to apply.

Prerequisites for Running Poll Place Maintenance

The locations listed in Poll Place Maintenance come directly from the data configured in Place Maintenance, so before you begin using Poll Place Maintenance, be sure that you have defined your early voting and election day places in **Voter Focus > Elections > Place Maintenance**.

For Staging

The information in this table is not included in staging activators, and this step is not required prior to creating a Staging activator. To define Network Connection options for staging, you can [set Network Options for use during the staging process](#) in the EViD Options program or by [using Tech Utilities](#) after the EViD has been staged.

For Early Voting

Run **Poll Place Maintenance** and enter the communications settings before running **Database Export** for early voting. If communications settings change at a location after the early voting activators have been made, manually change the settings by running **Tech Utilities** on each EViD station. If you know your election day polling place information, you can enter those settings at the same time you enter those for early voting.

For Election Day Voting

If you did not enter the communications settings for election day voting when you entered those for early voting, you should enter the election day settings before running **Database Export** for election day voting. If you included polling place information when you set up the table for early voting, you need not repeat this procedure for election day unless a setting changes.

To run Poll Place Maintenance:

Run Voter Focus and go to EVID > Poll Place Maintenance.

Here's what the Poll Place Maintenance dialog looks like:

EVID Polling Place Maintenance

Refresh ☐ Filter by election

24 Entries ☐ Early Voting ☐ Polling Place ☒ Show All ☐ Show Sites Not Using EViDs Required field Data not exported

	Polling Place	Place Name	Location Type	Hosted Network	Network Mode	LAN DHCP	LAN Default Gateway	LAN Preferred DNS	LAN Alternate DNS	LAN Subnet Mask	Wireless SSID	Wireless Password
21	Place ID With Spaces	...	Polling Place	☒	Aircard	☒						
3	The Hope Church	...	Early Voting	☐	Wireless	☐	192.0.2.0/24					
456	Test Location 456	...	Polling Place	☒	Lan	☐						
1	The Urban Office	...	Early Voting	☐	Wireless	☒						
1	Main St Church	...	Polling Place	☐	Lan	☒		192.0.2.0/24				
1-A	Urban Town Hall	...	Polling Place	☐	Wireless	☐					countynetwork	password
100	Eastside Bibliotheque	...	Early Voting	☒	Lan	☐						
12	Westchester Field	...	Polling Place	☒	Lan	☒						
123	Test Place	...	Early Voting	☐		☐						
123	Test Location 123	...	Polling Place	☐	Wireless	☐						
1A06	1A06	...	Polling Place	☐	Lan	☒						
1A06E	Urban Institute of Technolo...	...	Early Voting	☒	Lan	☒						
1A07	Crestview Library	...	Polling Place	☐	Wireless	☒						
1A08	PP 1A08 Place Name out to...	...	Polling Place	☐	Aircard	☒						
1A09	Urban Library West	...	Polling Place	☐	Wireless	☒						
2	SOE Office	...	Early Voting	☐	Lan	☒						
305	Erving's World	...	Polling Place	☒	Lan	☒						
4	Downtown Library	...	Early Voting	☐	Wireless	☒						
4	Test Double	...	Polling Place	☒	Lan	☒				0.0.0.0		

For each voting location, make a selection from the Network Mode drop-down list.

The network modes of Wireless and LAN without using DHCP will have several required fields, which are highlighted in orange when you tab out of the Network Mode field. For example, if you choose **Wireless**, then you must make entries in the **Wireless SSID** (network name) and **Wireless Password** fields.

If data already exists for one network mode and you change the network mode for that location, the data for the previous network mode will not be erased; it will instead be grayed out, indicating that it will not be exported to activators. This allows you to preserve the data in case you later switch back to the other network mode.

The buttons **Copy network info of selected row** and **Paste network info into selected row** let you copy and paste, respectively, the network settings from one location into another.

To copy a location's settings, highlight the location and click **Copy network info of selected row**. Then highlight the location(s) you want to copy the settings into and click **Paste network info into selected row**.

Use the button **Select All Locations** to highlight all locations. Then use Ctrl-click to deselect any locations you don't want.

You can filter the places in the list:

- By selecting the **Filter by election** check box. You can then select a specific election by clicking the **Select Election** button, which brings up a list of your county's elections.
- By selecting **Early Voting** (to show only early voting sites) or Election Day (to show only precinct polling places) or you may choose to see all locations (**Show All**). To eliminate sites that don't use EViDs from the list, clear the check box labeled **Show Sites Not Using EViDs**.

More About the LAN Settings

- If your network dynamically provides IP addresses, check the check box in the **LAN DHCP** column. No other entries are required in the table, because the EViD station will obtain the necessary IP addresses from the network.
- If your network is set up for static IP addresses, uncheck or leave the check box blank in the **LAN DHCP** column and enter the required information in the highlighted fields of the table. Then, in **EViD Maintenance**, enter the static IP address in the **LAN IP** column for the king at that site (or for each EViD if all EViDs are connected to the LAN). If you aren't sure what IP addresses to use, see your network administrator.
- If you are using a Compact-style EViD with LAN and a static IP address, you will need to set the TCP/IP settings for the ethernet adapter using the standard Windows dialogs in the Control Panel instead of setting them in Tech Utilities. If you need to change back to DHCP at a later date, you will also need to make that change in Windows Control Panel.

Configuring EViDs for Wired Peer-to-Peer Communication

If necessary, EViDs can communicate with each other via ethernet wires instead of using wireless 802.11 connectivity.

Method One

If you have only two EViDs at this polling location, are using something other than LAN for internet access, plug one end of an Ethernet cable into the first EViD and other end of the cable into the other EViD.

Method Two

If you have three or more EViDs at this polling location or if you are using LAN for internet access, set up a network switch or router and connect all EViDs and your internet source (if applicable) to use it using Ethernet cables.

Export Database Information to Create Activator Images

This topic explains how to use the Database Export program to pull voter data and other information from the county's voter registration database. This information will then be included in an activator image, which is copied to activators and then loaded onto EViD stations. Running Database Export is a crucial step in the preparation of EViD stations for voting.

Note: This step is not required prior to staging an EViD.

The initial store of information loaded onto EViD stations from voting activators is an extract from the county's voter registration database. As voting proceeds across the county, each EViD's data is updated—via internet communications—with voting activity, address changes, and the like, so all stations stay in sync with the latest information in the county database.

The extracted database information includes:

- All eligible voters for the selected election.
- A record of which voters have already voted in the election (such as mail ballot voters who have returned their ballot).
- All known addresses for the county.
- The settings from [EViD Maintenance](#), [Poll Place Maintenance](#), and [Options](#).
- The precincts and parties voting in the election and (for election day) where they are voting.
- If your county is a Direct Print County, there will be an Include Direct Print Ballot Files checkbox. If you are using Direct Print for Early Voting or Election Day, that box must be checked.

Important: See [Prerequisites for Database Export](#) before creating your Database Export.

The database export should be performed just prior to the beginning of voting to ensure that the information loaded on activators is up-to-date. When EViD stations are brought

online, they automatically synchronize with the county database to pick up any changes occurring since the database export, but in medium to large counties this could require some time if the database export was not done quite recently.

Prerequisites for Database Export

Important: Database exports can be done on any VoterFocus workstation that has access to the EViD Database Export module.

- [Web Messenger](#) must be running for the database export.
- The Voter Focus workstation must have access to the EViD Database Export module.

Prerequisites for Early Voting

All of the settings below must be configured before you can perform a database export for Early Voting:

Define Voting Sites

All early voting sites and all election day polling places used in the election must be defined in the county database using the Place Maintenance application in Voter Focus > Elections. It's likely that most, if not all, of your voting sites are already defined, but it is a good idea to check the list in Elections > Place Maintenance to be sure the roster is complete. All information for early voting sites need not be filled in.

The only information needed for an EViD database export is defined below:

Define Temporary Polling Places

If you have precincts or precinct splits that are not voting in their normal polling places, assign them to a temporary polling place using one of the following methods:

Method 1 - If you want to have a precinct or precinct split vote in a different physical place, but will keep the backup paper registers and reporting separate, then [set up an election override](#) in **Voter Focus > Elections > Place Maintenance**.

Method 2 - If you want to have a precinct or precinct split vote in a different physical location AND will combine the backup paper registers and reporting, then [set up a precinct combination in Election Maintenance](#).

Set Up Voting Precincts and Ballot Styles

Before performing a database export for early voting, go to the Maintain Election Settings application in Voter Focus and verify that:

- The start and end dates for early voting are defined.
- All precincts voting in the election are defined as voting.
- All ballot styles are defined and properly assigned to precincts.
- All precincts have the correct Election Day Polling Place assignment.

Important: Subsequent changes to precinct details, including ballot style assignments, may require you to do another database export and to recreate activators.

Configure EViD Settings

Make sure all EViD settings are configured correctly in:

- [EViD Maintenance](#)
- [EViD Poll Place Maintenance](#)
- [EViD Options](#)

Prerequisites for Election Day Database Exports

All of the settings below must be configured before you can perform a database export for Election Day:

Configure EViD Settings

Make sure all EViD settings are configured correctly in:

- [EViD Maintenance](#)
- [EViD Poll Place Maintenance](#)
- [EViD Options](#)

Define Polling Places and Temporary Polling Places

If this was not [done for Early Voting](#), setup your voting sites and any temporary polling places as described above.

Create a Database Export to Export Information for Activator Images

Important: Database exports can be done on any Voter Focus workstation that has access to the EViD Database Export module.

Perform a database export before creating the activator image for election day voting activators. It is preferable that this be done after Early Voting has ended and you have post-processed your Early Voting activators; however, if that is not logistically possible, wait as long as you can to ensure your election day activators are as up to date as possible when they are started. This minimizes the amount of updates transactions that an EViD has to download from the EViD Web Service when it is started.

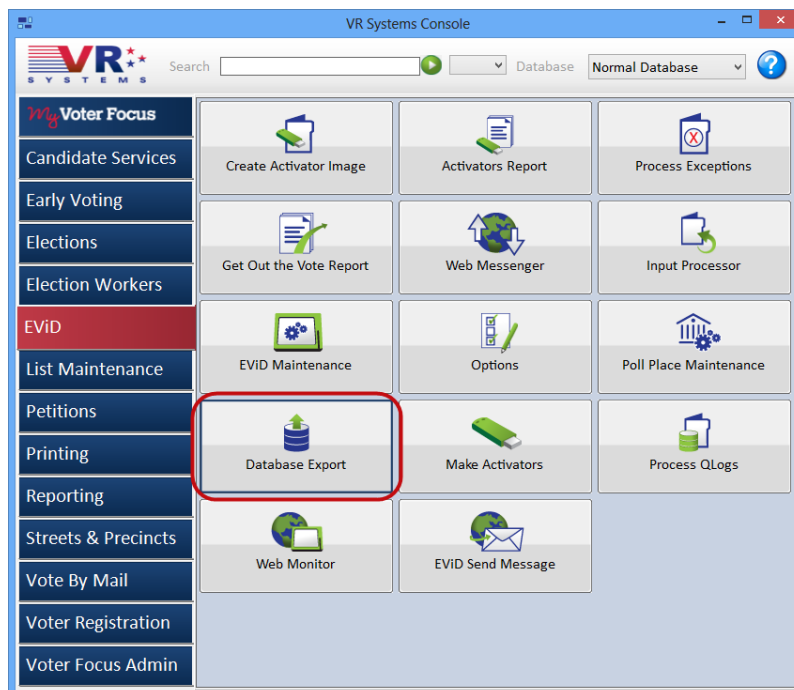
To perform the database export:

Ensure that the [Prerequisites for Early Voting or Election Day Database Exports](#) have been completed.

Run Voter Focus and go to the **EViD** tab.

Verify that the Web Messenger program is running by checking its button on the EViD tab; the button should NOT be red.

Click **Database Export**.



On the **EViD Database Export** dialog, select **Election**. The number of the current default election (as defined in the Voter Focus Elections application) is displayed in the box below the **Select Election** button. If this isn't the election you want, click **Select Election**, and choose the correct one.

Click **Export**. The **Verify Export Information** dialog will appear, showing you the system options that are currently selected.

If you see an option that's incorrect, click **Cancel** and follow the instructions in [Setting the Systemwide Options](#) to make the change. Then repeat the current procedure from [step 3](#).

If the options are set properly, click **OK** to proceed with the export. Two command windows will appear during the process. When you see a message indicating the export is complete, click **Exit** to finish the process.

You are now ready to create an activator image.

Best Practices for Staging EViDs

Prior to an election, your county should stage all EViD Stations you intend to use during the election. Doing so ensures EViD EViD Stations are properly functioning and that all components are working correctly, which reduces the risk of election day issues.

Important: It is critical to address any defective hardware as early as possible in the election cycle, so that repair or replacement parts can be provided in time for the election.

Staging can and should be performed well in advance of an election. It is recommended you stage your EViD Station up to 60 days prior to an election and complete any preparatory tasks. The staging process includes a check of both the software and hardware of the EViD Station. Staging involves the creation of a staging activator and thoroughly testing each EViD Station and its peripheral devices (including the printer and barcode scanner). The staging process also consists of a physical check of the device and its peripherals, looking for any damage and that hardware is in good working order. At this point, no voter data has been loaded on the device.

Polling locations do not need to be defined when you stage EViDs. It is strongly recommended staging occurs in a secure location and not the polling location - staging typically takes place in a warehouse.

Important: Once staging has commenced, EViD Stations must be physically secured until the end of the voting process. Do NOT stage your EViD Stations during an election.

Note: Your county will only need to complete the staging process once per election, unless EViD Station software updates are released after you have staged. EViD Station software releases are only released after 60 days before an election for critical issues, so this is unlikely. If you are planning to repeat the staging process, we recommend that you first contact VR Systems to discuss your best options.

Contact VR Systems if any EViD stations or peripheral hardware are failing.

Purpose of EViD Staging

It is critical to address any defective hardware as early as possible in the election cycle so that repair or replacement parts can be provided in time for an election. The staging process prepares the EViD Station for use by:

- Verifying the hardware is in good working order
- Installing any software updates from VR Systems
- Maintaining the security of the system

The first step of staging an EViD Station is to [create a staging activator](#). Staging activators contain an encrypted version of a dummy database for testing as well as any updates to the EViD Station software.

You can create as many staging activators as are needed based on the number of people you have applying the updates from the staging Activators to the EViD Stations. All staging activators are the same for a given election and can be used with any EViD Station.

See the *EViD Staging Checklist* in the [User Community](#) for a summarized activities list to use as an aid during staging.

Security Recommendation for Activators

Staging an EViD Station occurs before an election, at a secure location. Doing so ensures that the EViD Station and activators are not tampered with or accessed by unauthorized individuals. It's important to note that the EViD Station will not accept an activator that has been tampered with.

Once staging is successfully complete, all activators should be physically secured in the EViD case by elections personnel until ready for use. When your county is ready to transport the EViD Stations to the polling locations, encrypted EViD activators created behind the county firewall are ideally delivered to the polling site separate from the EViD; however, you may prefer to deliver the EViDs and activators together.

Security Recommendations for EViD Stations

A deployed EViD must be physically secured at all times prior to an election, especially after staging has occurred. It is recommended that:

- Security tags are used to ensure that the EViD device was not accessed unexpectedly. A security tag can be placed on the outside of the EViD case.
- Traceable security seals are used to ensure that an inserted USB drive is not tampered with. They can also be used to cover empty USB port to prevent unwanted USB drives from being inserted.

- Voter data should not reside on the EViD until it is required you do so for an election.
- Activators should be physically secured in the EViD case by elections personnel until ready for use.

Storage Recommendations

Long term storage of EViD hardware should adhere to the storage temperature and humidity levels shown in [EViD Station Specs](#) for your EViD model when storing for more than 4 days to better preserve the life of your battery. In addition:

- Do not store batteries for long periods plugged into or attached to any power source.
- Batteries may be stored in or outside of an EViD case.
- Charge batteries before storing. The recommended charging time should not exceed 3 hours. Typically, this should charge the battery to between 80% and 100%.

Additional Resources

Refer to the following articles in our [User Community](#) for condensed and easy-to-follow references to keep your setup and management tasks on track:

- *Using EViD Throughout An Election Cycle*
- *EViD Staging Checklist*

Best Practices to Prepare EViDs for Early Voting and Election Day

Prior to an election, your county should first stage all EViD stations before preparing them for use by poll workers during the election. Doing so ensures that EViD stations are properly functioning and that all components are working correctly, which reduces the risk of election day issues. See [Best Practices for Staging EViDs](#) for more information.

After staging, EViD stations must be physically secured throughout the voting periods.

Exporting Database Information

The first step in getting EViD stations ready for Early Voting and Election Day voting is exporting voter information from the database. Before exporting, make sure EViD settings are configured correctly:

- [EViD Maintenance](#)
- [EViD Polling Place Maintenance](#)
- [EViD Options](#)
- For Election Day, we recommend double-checking to ensure that polling places are assigned the correct precincts to prevent the unnecessary issuance of Provisional Ballots.

Because the database export is used to create the activator images, the export should be performed as close as possible to the beginning of Early Voting and Election Day voting to ensure that the information loaded on activators is up-to-date.

When EViD stations are brought online, they automatically synchronize with the county database to pick up any changes occurring since the database export, but in medium to large jurisdictions this could require some time if the database export was not done recently.

It is recommended EViD stations be brought online 30 minutes before opening of polls to allow time for syncing.

Security Recommendations for Polling Places

A deployed EViD must be physically secured at all times during an election. It is recommended that:

- Security tags are used to ensure that the EViD device was not accessed unexpectedly. A security tag can be placed on the outside of the EViD case.

- Voter data should not reside on the EViD until it is copied from an activator close to the election.
- Activators should be physically secured in the EViD case by elections personnel until ready for use.

Security Recommendation for Activators

When your county is ready to transport the EViD stations to the polling locations, encrypted EViD activators created behind the county firewall are ideally delivered to the polling site separately from the EViD; however, you may prefer to deliver the EViDs and activators together.

Your county is responsible for ensuring activators are physically secured by elections personnel before and after they are delivered to the polling locations and while they are at the polling locations. We encourage you to establish a common method of maintaining activator security during voting periods throughout the jurisdiction. Consider one or more of the following recommendations for a written and controlled chain of custody:

- Record the number of activators that have been delivered to each location for each day of Early Voting and on Election Day. The county may choose to label each activator for this purpose.
- Assign someone for each daily opening to be responsible for collecting, counting, and safeguarding the activators after all election workers are logged in.
- Assign someone for each daily closing to be responsible for collecting, counting, and delivering the activators to the elections office.
- Use a check-in/check-out solution to record who is in possession of each activator.

We do not recommend the practice of keeping activators inserted in EViD stations when they are not needed. Doing so puts your county and the sensitive information of your county's voters at risk.

Audit Records & Audit Trail

We recommend maintaining written physical chain of custody practices and procedures in addition to our built-in EViD level access and process auditing. Uncontrolled physical access to the device is never acceptable. No internal computer audit can protect from this.

Test Communications at Each Voting Place

It is critical that Internet communication is established at each voting place. Without this connectivity, data cannot transmit between the EViD software and Web Messenger, and then be processed into the county database and uploaded to Web Monitor.

Typically, 45 days prior to an election, we recommend you visit each of the voting places (early voting sites and precinct polling places) where EViD stations will be deployed. Test the communications facilities at each location and arrange for installation or repair, if necessary.

Once the EViD stations are in place at all early voting sites, power-up each EViD and connect it to the communications system. Be sure to have an Early Voting activator on hand in case replacing a station is necessary.

The county office will monitor the EViD stations on Web Monitor. Verify that each station is communicating with the website and continues to communicate during the course of the election.

Should an EViD fail, the technician will likely know about it by scanning Web Monitor before poll workers at the polling place realize something is amiss. A message can be sent to polling place EViDs advising workers of an issue if the location is not experiencing connectivity issues.

Using EViDs for Early Voting

Either one or two business days before early voting commences, EViD stations should be in place at all early voting sites. Power-up each EViD and connect each to the communications system. During this test, each EViD station is automatically updated to the current information from the county database.

If any EViD Station fails to start properly, replace it with a spare EViD Station that has been staged. Be sure to have an early voting activator on hand in case replacement is necessary.

In the county office where you will monitor each of the EViD stations, log into Web Monitor and update locations, if needed. Verify that each station is communicating with the EViD website. When an issue occurs, communications is the most likely source of difficulty. For this reason, we recommend your communications or network specialist be available to assist with remediation, if needed.

When all systems are communicating normally, close down the network and each of the EViD stations and secure the EViDs for the opening of early voting, as recommended in the *Security Recommendations for Polling Places* section above.

QLog Processing

QLogs must be processed at least twice for an election — 1) at the close of the Early Voting period and 2) at the close of Election Day voting.

In addition:

- QLogs should be processed for any location or individual EViD device that had a communication failure that was not restored before the close of day. Keep in mind, this can apply to just one EViD rather than an entire location. If only one EViD experienced a problem, such as in the case of failed hardware, you only need to post process the activator for that one workstation.
- We recommend processing as often as logistically possible during early voting. This will reduce the amount of time needed to run the program at the close of Early Voting.

Repeated processing has no effect on transactions already transmitted to the database; they are simply ignored. Only transactions not found in the database are processed.

Tip: Determine the amount of time it takes to process QLogs at the end of the early voting period. This may give an indication of how often QLog processing should be done for your county. If the total time is manageable, then perhaps you can reduce the number of times QLogs are processed during early voting.

See [Process QLogs](#) for more information.

Additional Resources

Refer to the *Using EViD Throughout An Election Cycle* article in our [User Community](#) for a condensed and easy-to-follow reference to keep your setup and management tasks on track.

See EViD Technician Troubleshooting Tips for suggestions on resolving EViD station, connectivity, and communication issues.

Create, Load, and Test Activators

Activators are portable data storage devices that contain voter data, system settings, and other information needed for an election. An image of this data is created, and then copied to the storage devices. For each election, there are three activator types, each with its own distinct set of data: Staging, Early Voting, and Election Day.

Prior to the start of Early Voting or Election Day, a worker at the voting site plugs an activator into each EViD station. The information is then copied automatically to the EViDs. All activators are the same for any given election and can be used with any EViD station.

Refer to the following topics to learn how to create, load, and test activators:

Create an Activator Image

The **EVID > Create Activator Image** program is used to create an image containing voter data, system settings, and other information, which will then be copied to election activators.

Just prior to the start of early voting or election day, a worker at the voting site plugs an election activator into each EViD station. The information is then copied automatically to the EViD's storage device. When the copy is complete, the activator can be removed.

All data for all EViDs is present on every activator, so you can load any activator on any EViD station. The same voting activator can be used to load database information into multiple EViDs. It is not necessary that an activator remain plugged into an EViD station during voting.

Review Before You Begin

For Staging

A staging activator prepares the EViD stations for use by verifying the hardware is in good working order, installing any software updates from VR Systems, and maintaining the security of the system. The program copies files from the I:\VR6Sharedbinaries folder, plus basic information for the election from your Voter Focus database, to create the staging image.

You can create as many staging activators as you think your county might need based on the number of people you have applying the updates from the staging activators to the EViD stations. All staging activators are the same for a given election and can be used with any EViD station.

For Early Voting

When you are preparing early-voting activators, the Create Activator Image program should be run immediately after the [Database Export](#) program. Create Activator Image packages the extracted voter data with the system-wide settings defined in the [Options](#) program and prepares an image that can be loaded onto activators. If you also set up the EViD station configurations (using [EViD Maintenance](#)) and the voting locations' internet settings (using [Poll Place Maintenance](#)), those settings are included in the activator image as well.

Note: It is not necessary to generate a precinct register in preparation for creating early-voting activators.

Should a new EViD station be brought online during early voting, you will need to decide whether to use an existing early-voting activator or create an updated activator to prepare the new station:

- If early voting hasn't been underway for more than a day, you can use an existing activator.
- If more than a day of voting has passed, you should re-run the [Database Export](#) program and create a new activator image.

For Election Day

When you are preparing voting activators, Create Activator Image should be run immediately after the Database Export program. It packages the voter data with the system-wide settings defined in the [Options](#) program and prepares an image that can be loaded onto activators. If you also set up the EViD station configurations (using [EViD Maintenance](#)) and the polling place settings (using [Poll Place Maintenance](#)), those settings are included in the activator image as well.

Activators should be created just prior to election day. This will ensure that all information is as up-to-date as it can be. However, before you create the election day activator, you must first generate a precinct register.

Should a new EViD station be brought online after election-day voting has begun, you should use the existing election-day activator to prepare the new station. Do not create a new activator. The new EViD will quickly obtain updates for its voting precincts via peer-to-peer communications with the other EViD(s) in the polling place.

Creating Activator Images

1. Verify that the computer you are using has a connection to the internet.
2. Start Voter Focus and go to **EViD >Create Activator Image**.
3. On the [EViD Create Activator Image](#) dialog, select the type of activator image you want to create:
 - To make a staging activator image, select **Staging**.
 - To make an early voting activator image, select **Election** and then select **Early Voting**.
 - To make an election day activator image, select **Election** and then select **Election Day**.

4. Examine the box under the **Select Election** button to verify the correct election is selected.
5. Click **Create**.

If there are existing images for the election, you will see a dialog where you can delete the previously made images, if you want, by selecting the check box next to the image name and clicking **Delete**. Removal of old images is not required, though. If you want to keep the previous image(s), click **Continue**.

When the process is complete, you will see the message: *Activator image created*.

6. Click **OK** to complete the image-creation process. Then click **Exit** to return to the EViD Console.
7. Election Day Only - Next step: [Generate the precinct register for the election](#).

Next, you can [load the image onto activators](#).

Generating the Precinct Register Before Making the Election Day Activator

The precinct register for each voting precinct must be generated:

- After running the [Create Activator Image](#) program.
- Before the first voter check-in for the election comes across the internet to the county voter registration database.

Generation of the precinct register is required even if you are not planning to print paper precinct registers.

Precinct registers must be generated on a quiet system using Voter Focus.

If you plan to print the precinct register:

Generation should be performed as close as possible to election day, allowing time after generation to prepare the election day activators.

There is no requirement to generate supplemental precinct registers to support the EViD system. The EViD stations will download any updated voter information when they are first brought on-line.

For more information on generating precinct registers, see the Voter Focus [Generate Precinct Registers and Supplements](#) help topic.

Copy Activator Image to Flash Drives

This topic explains how to run the Make Activators program, which copies an activator image onto activators. From the activators, the information within the image can be loaded onto EViD stations.

The instructions here apply to all types of activators:

- staging
- early voting
- election day
- voter-outreach

When you run the [Make Activators](#) program, activators will be created as you plug them into the USB port(s) on the workstation. If you have multiple USB ports on the workstation, you can make multiple activators simultaneously.

There is no requirement to make an activator for each EViD station: you can remove an activator after the EViD station starts up and use it to copy the image to another EViD. It is recommended to make one activator per site or one per person assigned to loading EViDs, with a few spares.

As the activators for an election are created, a record for each activator is written to an audit report. This report shows how many activators of each mode were made, when they were made, if there were any errors, and other related information. The report can help you verify that the correct mode of activators were made at the proper time, and that they were error-free. See [EViD Activators Report](#) for more information.

Important: Any USB device or memory card (such as an external hard drive, SD card, or compact flash card) inserted into the workstation during the Make Activators process will be treated as an activator. That is, it will be formatted and the image will be copied to it. Take care not to insert any such devices into the workstation during the Make Activators process.

To copy an image to activator flash drives:

1. Remove devices from any of the USB ports you want to use for making activators.
2. Go to **EViD > Make Activators** to display the [EViD Make Activators](#) dialog.

3. If you are creating staging or election activators, click **Select Election** and, on the **Select Election** dialog, highlight the election you are creating activators for and click **OK**.
4. Select the type of activators you want to create:

To make staging activator, select **Staging**.

To make early voting activators, select **Election** and **Early Voting**.

Note: You must create your export and images before you can make Election or Voter Outreach activators.

To make election day activators, select **Election** and **Election Day**.

To make voter outreach activators, select **Voter Outreach**.

If you select **Election** and do not select either **Early Voting** or **Election Day**, you will be reminded to select one of these.

5. If you want the process to label the activators for you, select **Apply label to all activators**. You will see the default label in the box to the right. The default name is:

<activation period> <election number>

where *<activation period>* is:

- **ST**—staging
- **EV**—early voting
- **ED**—election day voting
- **VO**—voter outreach

You can change the default label to anything you like.

6. Click **Make Activators**. If you have more than one image for the type of activator you are making, you will be asked to choose the one you want. Highlight your choice and click **Continue**.

You will be asked to verify that you are making activators for the correct mode, election, and label instructions. Click **Yes** to verify the settings and continue. Click **No** to dismiss the dialog; then choose the correct settings and click **Make Activators** to continue.

The **Scan for Existing Drives** dialog will appear, advising you that it will now examine your workstation for any writable drives. Any writable drives found

during the scans will not be used for copying the activator image. This protects any non-activator drives from being overwritten. Once the scan is done, you should take care not to insert any new writable drives into your workstation until the **Make Activators** process is finished.

7. Click **OK** to scan for drives in use. The program will then display the drives it found. These drives will not be used for copying the image to activators.
8. Insert the flash drives into any USB ports not listed by the scan.
9. Click **OK** to begin copying the selected image to the activators. If you did not specify a label in step 5 and a flash drive does not already have a label, you will be asked to provide one.

As the program copies the image to the activator(s), you can monitor the **Activators created** box on the right side of the **EViD Make Activators** dialog to see how many activators have been created so far in this run.

10. When you see the message *Copying completed. Remove activator.*, remove the activator(s) from the workstation and insert any others you want to prepare. The copying will continue automatically when the program detects the presence of a new flash drive.
11. When you have copied to all activators, remove them from the workstation and click **Exit**.

You are now ready to [test the activators](#).

Test EViD Activators Prior to Use

Once you have created your EViD activators for early voting or Election Day, you should test the activators. At a minimum, we recommend that you test one activator for each activator image you have created.

Important: Activator testing should be completed early enough that you have time to create new activators for the election if any problems are identified.

To test your election activator:

1. Set up an EViD station, connect, and power on an EViD station.
2. Insert the activator you need to test in to a USB port on the EViD, or for EViD Edges, a USB port on the EViD stand.
3. Press the power button to power on the EViD. Once EViD Workstation starts, if the EViD station encounters no problems obtaining information from the activator, a startup ticket will print after the Election worker login screen.
4. If you have no other activators to test, press **Exit > Exit Program** to power down and close the EViD station. If you have additional activators to test, replace the EViD activator and press **Exit > Restart Program**. The activator that is plugged in will load when EViD Workstation starts up again.
5. Repeat this process for each activator you need to test.

You are now ready to [load the activators](#) onto the EViD stations.

Load an Activator onto an EViD Station

This topic explains how to load an activator on to an EViD station. It is not necessary that each station have its own activator; you can use the same activator to prepare multiple EViDs for voting.

Important: Before loading an early voting or election day activator onto an EViD station, make sure the EViD has been staged.

To load the voting image on an EViD station:

1. Power on the EViD station.
2. Insert the activator. EViD Workstation starts automatically, asks you to enter your initials and passcode, and prints a start-up ticket.

When startup is complete, the **Home** screen will appear. This indicates that the EViD station is ready to check in voters.

3. Remove the election activator from the EViD station.

Verify that Activators are Still Good

After loading any kind of activators (staging, election, or voter outreach) onto EViD stations, you have the option of checking the activators to verify that the data wasn't corrupted at some later time after the loading process.

To verify a group of activators:

1. Remove any drives from the USB ports you want to use for verifying the activators.
2. Go to **EViD >Make Activators**.
3. On the [EViD Make Activators](#) dialog, click **Select Election** and, on the **Select Election** dialog, highlight the election for which the activators were created. Click **OK**.
4. Select **Verify Only**.
5. Select the type of activators you are verifying: Staging, Election, etc.
6. Insert the activators in the available USB ports and click **Verify Activators** to begin the verification process.
7. When you see the message *Verification completed. Remove activator*, remove the activator(s) from the workstation and insert others you want to verify. The verification will continue automatically when the program detects the presence of a new flash drive.
8. When you have verified all activators, remove them from the workstation and click **Exit**.

Testing EViDs at Early Voting Sites or Polling Places

The Friday before the early voting commences and the day before Election Day, the EViD stations should be in place at all early voting sites and polling places.

With an early voting or Election Day activator installed, power-up each EViD, connect it to the communications system. During this test, each EViD station will bring itself up to date with the current state of the Voter Focus database.

If any EViD station fails to start properly, replace it with one of the spare EViD stations. Be sure to have an early voting or Election Day activator on hand in case replacement is necessary.

In the county office, you monitor each of the EViD stations via Web Monitor. (Viewing the Latest EViD Station Information explains how to interpret what you are seeing.) Verify that each station is communicating with the EViD website. The most likely area of difficulty will be communications, so you should have communications specialists available to assist you with remediation of any problems.

In addition, you should use the [Comms Test utility](#) in Tech Utilities to further test peer-to-peer communications. The Comms Test utility verifies that at least one EViD station at the voting site or polling location is able to communicate with the EViD website and that EViDs are also able to send and receive transactions to and from other EViDs at that location.

Note: The test transactions sent during this test are not included in the Qlogs reports when shutting down the EViD station.

When all systems are communicating normally, close down the network and each of the EViD stations, and secure the EViDs for the opening of early voting or Election Day.

Run Comms Test Utility

The Comms Test utility (accessed from [Tech Utilities](#) > [Change Connection Settings](#) or from **Clerk Utilities** > **Test Comms**) should be run from at least one EViD station at the early voting site or polling place.

To run the Communications Test utility:

1. Power-up each EViD at that location and connect it to the communications system.
2. From any single EViD, access Tech Utilities, touch [Change Connection Settings](#), and then touch **Test Comms**.

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:45 AM
2, SOE Office

Change Connection Settings

Change Connection Information

Network Mode

☐ LAN

☒ Wireless

☐ Aircard

☐ Create Hosted Network

Test Comms

Wireless LAN Settings

SSID

Password

OK Clear

Back

EE00-12345678 Early Voting (King) 100% 0

3. Once you have confirmed all EViDs are powered on and are connected to their communication system, touch **Begin Test**.

Election Date: 3/31/2023
Clerk Station 3/22/2023 11:14 AM

Communications Test
2, SOE Office

EViD Peer List			
EViD Name	IP Address	King/Pawn	Checkins
EE036-18900461	N/A	King	0
EE017-17B00325	192.168.14.192	Pawn	0

Internet Connectivity
Connected

EViDs Communicating:
2

← Back

Begin Test

EE00-12345678 Early Voting (King)
100% 0

4.

After 2 to 3 minutes, check the value in the **Internet Connectivity** field.

If **Not Connected** appears, none of the EViD stations are able to access the EViD Web Site. Visit the EViD station that is intended to be used as the King station and troubleshoot the connection settings on that EViD station. Once you have the problem resolved, touch Begin Test again to confirm the issue is resolved.

If **Connected** appears, or if you do not intend for external communications to occur at that voting site or polling location, continue to the next step

5. If the number in the **EViDs Communicating** field does not reflect the expected number, review the **EViD Peer List** to identify which expected EViD name does not appear.

6. Visit the missing EViD station to troubleshoot communications issues on that EViD. Once you believe the communications issue is resolved, run the communications test again to ensure that the number of EViDs communicating is as expected.

Install Lexmark Ballot Printer Extension Kit

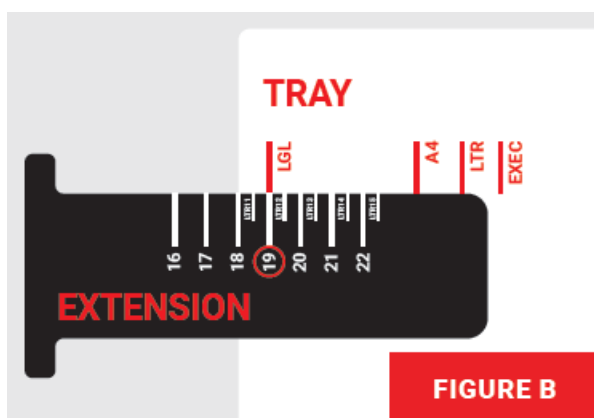
Install the Main Tray Paper Extension

For Ballots 16" to 22"

1. Remove the main tray from the printer.
2. Slide the Main Tray Paper Extension into the slot. (Figure A)



3. Position the large numbers on the rail with the LGL white lettering on the tray to the desired ballot length. (Figure B)



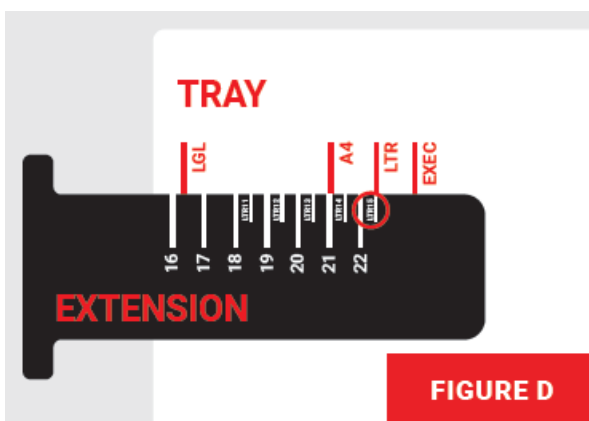
4. Put in a minimum of 50 sheets of ballot stock into the tray.
5. Make sure all the paper is firmly against the front of the tray.
6. Insert the tray back into the printer.

Install the Main Tray Paper Extension For Ballots 11" to 15"

1. Remove the main tray from printer.
2. Remove the clip attached to the back of the rail. (Figure C)



3. Position the small LTR number on the rail with the LTR white lettering on the tray to the desired ballot length and insert the clip into the rail. (Figure D)



4. Put in a minimum of 50 sheets of ballot stock into the tray.
5. Make sure all the paper is firmly against the front of the tray.
6. Insert the tray back into the printer.

Install the Ballot Output Extension

1. Open the black tab on top of the printer (pulling from back to front).
2. Insert the catch tray extension with the printer clip on the bottom. (Figure E)



FIGURE E

Install Kercan Barcode Scanner

If your county prefers using the Kercan KR230-EIO barcode scanner, complete the instructions below to install it on your EViD devices.

1. Start an EViD device with an activator inserted.
2. Access **Tech Utilities > Force EViD Shutdown** and touch **OK** to close out of EViD Workstation.
3. Once the desktop displays, go to **Start > Computer** to open File Explorer.
4. Navigate to **C:\Drivers\Barcode Scanners\KercanKR230** and double-touch **setup.exe**.
5. If the UAC prompt displays, enter the EViD Admin password.
6. After about 30 seconds, the *Unplug all USB devices* message displays. Do the following:
 - a. Unplug all USB devices (e.g., the signature pad USB).
 - b. Plug the barcode scanner into a USB port.
 - c. After the beep, pull the trigger on the scanner.
 - d. When the scan light comes on, move the scanner to the next USB port.
 - e. Repeat this on every USB port on the device.
 - f. When you complete the instructions, leave the scanner plugged in and touch **OK**.

At this point, the device reboots.

7. Plug back in the USB devices you unplugged during the installation.
8. Insert an activator.
9. When the EViD Home screen opens, test scanning ID cards with the scanner.

Note:

- If the barcode scanner is not plugged in to a USB port at the time EViD Workstation runs, you must insert it and touch the **Reset Scanner** button to use the scanner.
- If you move the barcode scanner to a different USB port while EViD Workstation is running, you must touch the **Reset Scanner** button to use the scanner on the new port.

Install and Configure ES&S ExpressVote Printing

The ability to print Activation Cards to an ExpressVote printer are available only for counties that are licensed to use the ES&S ExpressVote system. The steps to allow for ExpressVote Activation Card printing are:

- **Enable an EViD station for ExpressVote**—When ExpressVote is enabled in EViD Manager or Tech Utilities for an EViD station, the operator for that station will see the *Print to ExpressVote Activation Card* option when checking in voters.
- **Install and configure the ExpressLink software**—Once installed and configured, the ExpressLink program starts automatically when the EViD station boots up and the station will recognize the ExpressVote Activation Card printer. Installation and configuration is typically done during EViD Staging prior to early voting.

Important: If your county decides to use the ExpressVote system, you must contact the EViD Support team to enable the options that are described below.

Note: An EViD station can be configured to print to both a ballot printer and an ExpressVote printer. When this is the case, the operator is given the choice to print to either a ballot printer or an ExpressVote printer during check-in.

Enable ExpressVote for EViD Stations

To set the option to offer ExpressVote Activation Card printing from an EViD station:

1. Determine and note the EViD station IDs to be configured for ExpressVote at each location and polling place.
2. Do either of the following:
 - **In Voter Focus Console > EViD**—Go to **EViD Maintenance**, click in the **EV ExpressVote** and **ED ExpressVote** columns for each EViD station you want to enable ExpressVote printing for, and select **Optional** (Election Worker has the option to print a Express Vote Activation Card for that EViD unit), **Disabled** (ExpressVote will be disabled for that EViD unit), or **Default** (That EViD unit will always print a ExpressVote Activation Card). As you move out of the column, the setting for that EViD row is saved.

	EVID Id	EV Loc	EV Mode	EV BP	ED Poll Place	ED Mode	ED BP	BP Type	EV ExpressVote	ED ExpressVote
	7E1733215	2	Clerk				Yes	Type1	Disabled	Disabled
	9E108256S	TAO	Clerk	No		Inspector	Yes	Type2	Disabled	Disabled
	abc	4	Clerk	Yes	1A08	Inspector			Optional	Disabled
	AIOK50011802150	TAO	Clerk	No	1A08	Inspector			Disabled	Disabled

- **In Tech Utilities**—Touch **Ballot Printer**, select **ExpressVote**, and touch **OK**.

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:30 AM
2, SOE Office

Ballot Printer Settings

Ballot Printer Type

- ☒ None
- ☐ Direct Print
- ☐ Type 1 (share = Unity)
- ☐ Type 2 (share = Runbeck.Sentio)
- ☐ Type 3 (share = BODPrint)

☒ **ExpressVote**

☐ Print ExpressVote Activation Card For All Check-ins

Print Test Ballot

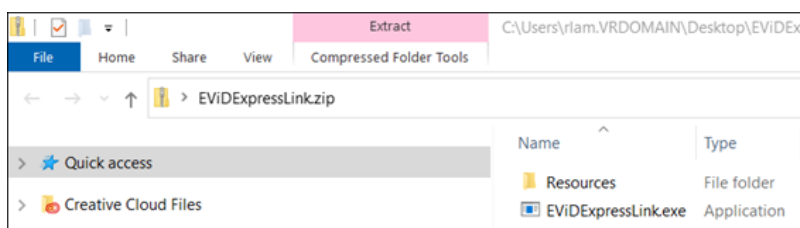
OK Clear

Back

EE00-12345678 Early Voting (King) 100% 0

Install ExpressLink on EViD Stations

1. In a browser window, go to <https://vrsystems.sharefile.com> and log in to your ShareFile account.
2. Download the **EViDExpressLink.zip** file and extract the **EViDExpressLink.exe** file and **Resources** folder to a USB drive.



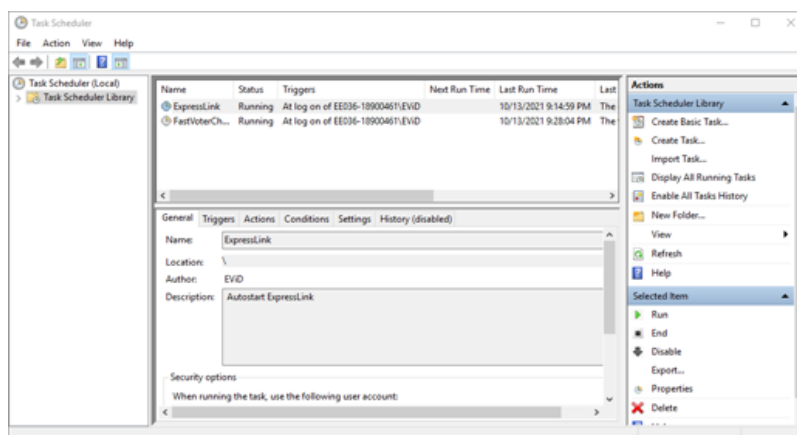
3. Do the following to close the EViD Workstation program:
 - Load an EViD activator, go to **Tech Utilities**, and tap **Force EViD Shutdown**.
4. Insert the USB device with the extracted files and run **EViDExpressLink.exe**.
5. Enter the **EViDAdmin password** when prompted to do so. A command window opens and the ExpressLink installer opens.

6. When ExpressLink is installed, the installer program closes.

Note: The blank Command window remains open for about 30 seconds or until the rest of the script completes.

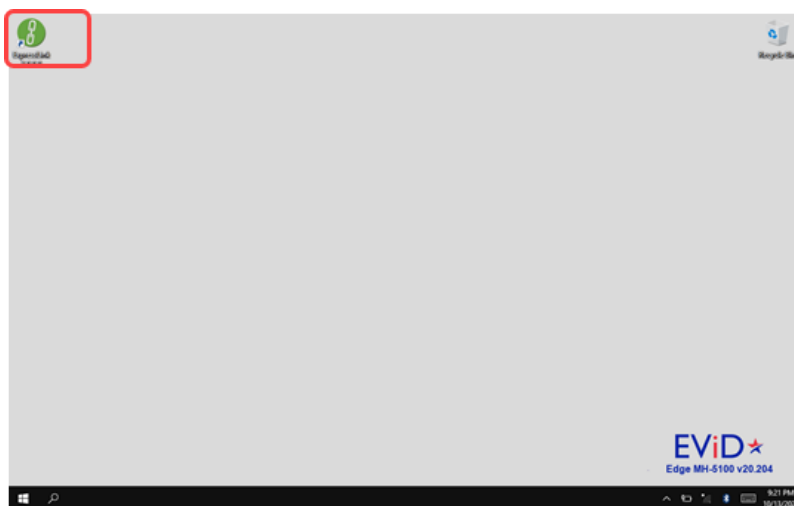
The C:\ProgramData\VR Systems\EViD\ExpressVote directory (folder) and an ExpressLink scheduled task are created at the end of the script.

ExpressLink scheduled task

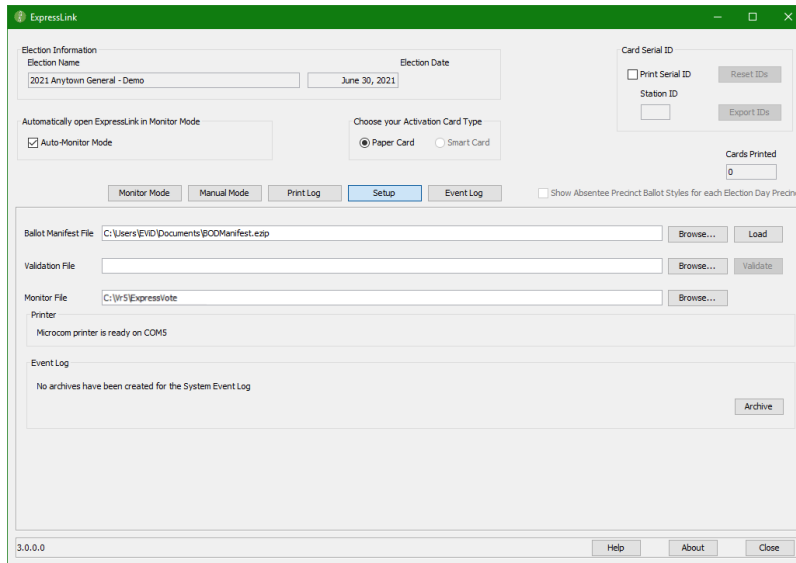


Configure ExpressLink Software EViD Stations

Once ExpressLink is installed, an ExpressLink shortcut appears on the Windows Desktop.



1. Double-click the shortcut to launch the ExpressLink application. It will take 5-10 seconds for the application to appear.
2. Click the **Setup** tab.



3. Configure the following fields:
 - a. **Ballot Manifest File**—Click **Browse** and go to where your BODManifest.ezip file is located. Select the file and click **Load** to load the file.

This file comes from the ES&S ElectionWare software and is copied somewhere locally on the EViD station. The ballot manifest file is used to transmit the correct ballot style for voters being checked in with the *Print to ExpressVote Activation Card* option.
 - b. **Monitor File**—Click **Browse** and go to and select the **C:\ProgramData\VR Systems\EViD\ExpressVote** directory.
 - c. **Auto-Monitor Mode**—Select the box in the upper-left corner of the tab to enable Auto-Monitor Mode. This automatically puts ExpressLink in Monitor Mode when it launches.
4. Once these steps are complete, load the Staging and Early Voting activators on the EViD station. ExpressLink should automatically start upon booting up the EViD and the software will be configured with the setting from these instructions.
5. Verify the ExpressVote Activation Card printer is recognized by the ExpressLink software when plugged in and is ready to print Activation Cards.

- To validate that everything is configured properly, shut down the EViD station and power the unit back on. The ExpressLink software will launch when EViD Workstation loads.

Troubleshooting

- **EViD doesn't show the *Print to ExpressVote Activation Card* option when checking in voters**

If the EViD is not automatically set for ExpressVote, you can manually enable the option in **Tech Utilities > Ballot Printer**.

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:30 AM
2, SOE Office

Ballot Printer Settings

Ballot Printer Type

- ☒ None
- ☐ Direct Print
- ☐ Type 1 (share = Unity)
- ☐ Type 2 (share = Runbeck.Sentio)
- ☐ Type 3 (share = BODPrint)

☒ ExpressVote

☐ Print ExpressVote Activation Card For All Check-ins

Print Test Ballot

OK Clear

Back

EE00-12345678 Early Voting (King) 100%

- **A voter is processed through the ExpressVote capable EViD and a card does not print**

Go to **Tech Utilities > Show Windows Desktop** to troubleshoot through the ExpressLink software.

When a card does not print, it usually means that the ballot style could not be found or recognized, or there is a BOD file stuck in the C:\ProgramData\VR Systems\EViD\ExpressVote directory. To clear the directory, you can press **Stop** in the ExpressLink software under the Monitor tab. Press **Start** to start monitor mode again and it should clear the folder of the existing BOD file.

Location Changes

Your county may require contingency planning for the upcoming election season. VR has put together the following guide for scenarios you may experience during your election preparation, including:

- Moving a precinct to a location already in use by another precinct.
- Moving a precinct to a location not currently in use by another precinct, or moving to a brand new location.
- Updating an Early Voting location after voting has begun.
- Switching voting locations to Super Voting sites or offering Extended Early Voting.

Steps are outlined based on the urgency of the situation.

- See location change scenarios for an "Emergency Location Change" below
- See location change scenarios for a "Non Emergency Location Change" on page 84

Emergency Location Change

Your county may need to perform a location change due to an emergency situation in which you are unable to load Election Day Activators on your EViD stations. Expand the option below for steps on how to process the location change for the most common scenarios:

If you need to move a precinct to a location already in use by another precinct:

AND

You want to maintain separate check-in stations for each precinct while using the same physical location for both precincts:

Note: This method should only be used if you understand the implications this will have on your reporting. Please contact VR Support for additional information or assistance.

In Voter Focus, modify the name, address, directions, and other required fields of the original location. See the [Voter Focus Online Help](#) for more information.

Important: In Voter Focus, location details will need to be reverted to the original status after the election.

In VR Tower, once you have completed updating the location details in Voter Focus, update the Polling Place images. See the "Add Polling Place Photos to Precinct Finder and Voter Information Lookup" topic in the [VR Tower Online Help](#).

After updating the location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

Note: While you do not need to update the EViD Stations as they can be physically relocated, the location name on the EViD will continue to display the old location unless you update the location name manually in Voter Focus. This means, if a voter from the relocated precinct arrives at an incorrect polling place, the Action Required ticket printed by the EViD Stations will print the directions to the original location, not the new location.

OR

You want voters to use the same check-in station for multiple precincts:

In Voter Focus, complete a Temporary Polling place override for each precinct you are moving. See the "Change a Precinct's Polling Place for a Single Election" topic in the [Voter Focus Online Help](#) for more information.

After updating the location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

On each EViD Station previously at the hosting polling place, go to **Tech Utilities > Set Precincts** and add the relocated precinct to the list of precincts allowed for this location.

On each EViD Station relocated to the new location, go to **Tech Utilities > Set Polling Location**, change the location to the new location, and add the moved precinct to the list of precincts allowed for this location.

Note: If a voter from the relocated precinct arrives at an incorrect polling place, the Action Required ticket printed by the EViD Stations will print the directions to the original location, not the new location.

If you are moving a precinct to an existing polling location that is not currently in use by another precinct:

Note: This method should only be used if you understand the implications this will have on your reporting. Please contact VR Support for additional information or assistance.

In Voter Focus, modify the name, address, directions, and other required fields of the original location. See the [Voter Focus Online Help](#) for more information.

Important: In Voter Focus, location details will need to be reverted to the original status after the election.

In VR Tower, once you have completed updating the location details in Voter Focus, update the Polling Place images. See the "Add Polling Place Photos to Precinct Finder and Voter Information Lookup" topic in the [VR Tower Online Help](#).

After updating the location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

Note: While you do not need to update the EViD Stations as they can be physically relocated, the location name on the EViD will continue to display the old location unless you update the location name manually in Voter Focus. This means, if a voter from the relocated precinct arrives at an incorrect polling place, the Action Required ticket printed by the EViD Stations will print the directions to the original location, not the new location.

If you are moving the precinct to a brand new location:

In Voter Focus, create a new Polling Location record. See the "Create a New Polling Place, Election Center, or Early Voting Site" topic in the [Voter Focus Online Help](#) for more information.

Note: This method should only be used if you understand the implications this will have on your reporting. Please contact VR Support for additional information or assistance.

In Voter Focus, modify the name, address, directions, and other required fields of the original location. See the [Voter Focus Online Help](#) for more information.

Important: In Voter Focus, location details will need to be reverted to the original status after the election.

In VR Tower, once you have completed updating the location details in Voter Focus, update the Polling Place images. See the "Add Polling Place Photos to Precinct Finder and Voter Information Lookup" topic in the [VR Tower Online Help](#).

After updating the location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

Note: While you do not need to update the EViD Stations as they can be physically relocated, the location name on the EViD will continue to display the old location unless you update the location name manually in Voter Focus. This means, if a voter from the relocated precinct arrives at an incorrect polling place, the Action Required ticket printed by the EViD Stations will print the directions to the original location, not the new location.

If you need to update an Early Voting location after voting has begun:

In Voter Focus, for brand new locations, add the new location as an Early Voting location. See the "Create a New Polling Place, Election Center, or Early Voting Site" topic in the [Voter](#)

[Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

On each EViD Station, update the location, as required:

- **If the new location previously existed in your system**, simply change the location in **Tech Utilities > Set Polling Location** on the EViD Station.
- **If it is a brand new location**, no changes are needed on the EViD Station. However, the original location will still show on the EViD screen and printed tickets. In Voter Focus, the Early Voting EViD Reports will still indicate that voting commenced at the previous location. VR recommends recording the date change for your own accounting.

In VR Tower, the new location will be added in Turnout QuickView and Voter Location Status.

- **If the location existed previously**, and was updated on the EViD Station, Turnout QuickView will begin recording votes at that location.
- **If the location did not exist**, reports will indicate voting continued at the old location.

If you are switching to Super Voting sites or extending Early Voting:

Call VR Support! We will provide further instructions.

VR staff will need to set a flag in the database for Voter Focus and EViD, as well as make changes in Web so Voter Location Status (VLS) and Voter Information Lookup (VIL) show the correct information.

Note: Some web functionality may be limited once updated. Please note that Precinct Finder is unable to be updated as it will display the current location only, and will not display correct information when a voter is able to vote at multiple locations (such as is the case for Super Voting Sites). Voter Information Lookup and Voter Location Status can be updated at your request, but doing so will require a web release.

(Not Recommended) If you would like to run Election Day mode alongside Early Voting mode:

Call VR Support! VR Systems advises against this scenario. If you are considering this scenario, please call us.

Non Emergency Location Change

Your county may need to perform a location change due to a non emergency situation. Expand the option below for steps on how to process the location change for the most common scenarios:

If you need to move a precinct to a location already in use by another precinct:

AND

You want to maintain separate check-in stations for each precinct while using the same physical location for both precincts:

In Voter Focus, create a new Polling Location record with a similar polling location name. See the "Create a New Polling Place, Election Center, or Early Voting Site" topic in the [Voter Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

If you are moving from the Courthouse to the High School and a polling location for the High School already exists in the system, make a copy of the High School polling location and modify the name (i.e., change name to *High School - Cafeteria*).

On each EViD Station, once complete with the above steps for Voter Focus, update your EViD Station as described in "Update EViD After Non Emergency Location Change" on page 87.

OR

You want voters to use the same check-in station for multiple precincts:

In Voter Focus, you must complete one of the following:

- combine the precincts into the new precinct or location OR
- complete a Temporary Polling place override for each precinct

See the "Change a Precinct's Polling Place for a Single Election" topic in the [Voter Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

On each EViD Station, once complete with the above steps for Voter Focus, update your EViD Station as described in "Update EViD After Non Emergency Location Change" on page 87.

If you are moving a precinct to an existing polling location that is not currently in use by another precinct:

In Voter Focus, you must complete one of the following:

- combine the precincts into the new precinct or location OR
- complete a Temporary Polling place override for each precinct

See the "Change a Precinct's Polling Place for a Single Election" topic in the [Voter Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

On each EViD Station, once complete with the above steps for Voter Focus, update your EViD Station as described in "Update EViD After Non Emergency Location Change" on page 87.

If you are moving the precinct to a brand new location:

In Voter Focus, create a new Polling Location record. See the "Create a New Polling Place, Election Center, or Early Voting Site" topic in the [Voter Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

If you are moving from the Courthouse to the High School and a polling location for the High School already exists in the system, make a copy of the High

School polling location and modify the name (i.e., change name to *High School - Cafeteria*).

On each EViD Station, once complete with the above steps for Voter Focus, update your EViD Station as described in "Update EViD After Non Emergency Location Change" on the next page.

If you need to update an Early Voting location before voting has begun:

In Voter Focus, add the new location as an Early Voting location. See the "Create a New Polling Place, Election Center, or Early Voting Site" topic in the [Voter Focus Online Help](#) for more information.

After updating location, you must run the Export to Web application in Voter Focus to update the location on your website. See the "Export to Website" topic in the [Voter Focus Online Help](#) for more information.

On each EViD Station, once complete with the above steps for Voter Focus, update your EViD Station as described in "Update EViD After Non Emergency Location Change" on the next page.

In VR Tower, the new location will be added in Turnout QuickView and Voter Location Status.

- **If the location existed previously**, and was updated on the EViD Station, Turnout QuickView will begin recording votes at that location.
- **If the location did not exist**, reports will indicate voting continued at the old location.

If you are switching to Super Voting sites or extending Early Voting:

Call VR Support! We will provide further instructions.

VR staff will need to set a flag in the database for Voter Focus and EViD, as well as make changes in Web so Voter Location Status (VLS) and Voter Information Lookup (VIL) show the correct information.

Note: Some web functionality may be limited once updated. Please note that Precinct Finder is unable to be updated as it will display the current location

only, and will not display correct information when a voter is able to vote at multiple locations (such as is the case for Super Voting Sites). Voter Information Lookup and Voter Location Status can be updated at your request, but doing so will require a web release.

(Not Recommended) If you would like to run Election Day mode alongside Early Voting mode:

Call VR Support! VR Systems advises against this scenario. If you are considering this scenario, please call us.

Update EViD After Non Emergency Location Change

Regardless of the reason for your non emergency location change, once you have completed the required steps in Voter Focus, you will need to complete the following:

- Configure communication settings for the new location in EViD Polling Place Maintenance.
- Assign EViDs to the new location in EViD Maintenance.
- Create a new EViD Database Export.
- Create a new EViD Activator Image.
- Load the new Image onto each Activator.
- "Load an Activator onto an EViD Station" on page 65.

Note: If the EViD had already been loaded with activators containing the previous image, click the Yes button to use a newer export when prompted.

- Upload Election & Location Info using "Web Messenger" on page 112.

Update Website After Location Change

Once you have made the required changes in Voter Focus for a non emergency location change, you will need to run the Export to Website application. This will update Precinct Finder and Voter Information Lookup to show the updated polling location information for precincts that were changed. In addition, you can update the polling place images in Precinct Finder, see the "Add Polling Place Photos to Precinct Finder and Voter Information Lookup" topic in the [VR Tower Online Help](#).

See the [Voter Focus Online Help](#) for more information.

Update Turnout Quickview

In Turnout QuickView, you can hide locations that are no longer valid.

For more information, see the following help topics in the [VR Tower Online Help](#):

- **Features > VR Tower Modules, Services, and Forms > Precinct Finder > Update Statistics in Precinct Finder.**
- **Features > VR Tower Modules, Services, and Forms > Turnout QuickView > expand the Hide Early Voting/Election Day Locations section.**

CHAPTER 3

About Voter Outreach Mode

This chapter includes:

About Voter Outreach Mode	90
Extract Database Information for Voter Outreach Events	91
Create an Activator Image for Voter Outreach Events	92
Copy Activator Image to Flash Drives	93
Load a Voter-Outreach Activator onto an EViD Station	96

About Voter Outreach Mode

This section explains how to set up EViD stations for voter-outreach events.

Voter Outreach Mode Overview

EViD stations have a voter-outreach mode, which enables elections officials to provide EViDs at public functions where citizens can familiarize themselves with the voter check-in process as well as check their voter registration information, such as residence address, party affiliation, voting districts, and voter registration status.

Voter address changes can be collected on EViDs during voter-outreach events. (Note that there is no communication between EViDs and the county system, nor are there peer-to-peer communications for voter outreach.) The address changes are written to a Qlog on the activator when the EViD is shut down. The Qlogs should be post-processed as described in [How to Process QLogs](#) to move the address changes into the voter registration database.

For information on operating EViD stations in voter outreach mode, see the EViD Voter Outreach Guide.

Extract Database Information for Voter Outreach Events

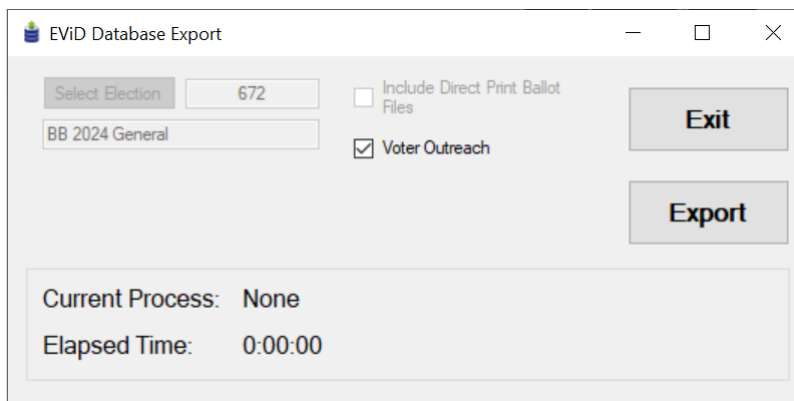
The first step in the process of setting up your EViD station for Voter Outreach mode is performing the export of information from the county database that the EViD stations will use when accessing voter records. This information includes a listing of all possible known addresses for the county, all registered voters, regardless of status, and persons whose voter registration application is pending HSMV verification.

To export the voter outreach information:

1. Run Voter Focus and go to **EViD >Database Export**.

Note: If Web Messenger is not running, you will see a warning message when you run Database Export. This message can be ignored because Web Messenger is not required for voter outreach tasks.

2. On the **EViD Database Export** dialog, select **Voter Outreach**.



3. Click **Export** to begin the export process. Two MS-DOS boxes will appear during the process. When you see a message indicating the export is complete, click **Exit** to finish the process.

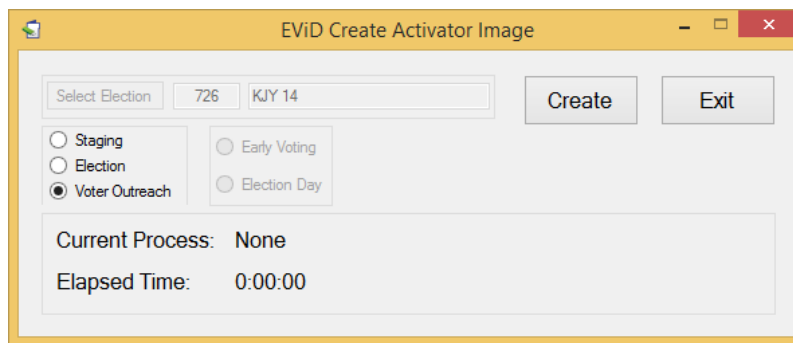
You are now ready to [create an activator image for voter outreach](#).

Create an Activator Image for Voter Outreach Events

This topic explains how to take your [exported database information](#) and prepare an image that can be loaded onto voter-outreach activators.

To create an activator image for voter outreach:

1. Run Voter Focus and go to **EViD >Create Activator Image**.
2. On the [EViD Create Activator Image](#) dialog, click **Voter Outreach**.



3. Click **Create**. The program will then copy the database information to create the voter-outreach image. When the process is complete, you will see the message: *Activator Image Created*.

After this procedure, you can [copy the image to your voter-outreach activators](#).

Copy Activator Image to Flash Drives

This topic explains how to run the Make Activators program, which copies an activator image onto activators. From the activators, the information within the image can be loaded onto EViD stations.

The instructions here apply to all types of activators:

- staging
- early voting
- election day
- voter-outreach

When you run the [Make Activators](#) program, activators will be created as you plug them into the USB port(s) on the workstation. If you have multiple USB ports on the workstation, you can make multiple activators simultaneously.

There is no requirement to make an activator for each EViD station: you can remove an activator after the EViD station starts up and use it to copy the image to another EViD. It is recommended to make one activator per site or one per person assigned to loading EViDs, with a few spares.

As the activators for an election are created, a record for each activator is written to an audit report. This report shows how many activators of each mode were made, when they were made, if there were any errors, and other related information. The report can help you verify that the correct mode of activators were made at the proper time, and that they were error-free. See [EViD Activators Report](#) for more information.

Important: Any USB device or memory card (such as an external hard drive, SD card, or compact flash card) inserted into the workstation during the Make Activators process will be treated as an activator. That is, it will be formatted and the image will be copied to it. Take care not to insert any such devices into the workstation during the Make Activators process.

To copy an image to activator flash drives:

1. Remove devices from any of the USB ports you want to use for making activators.
2. Go to **EViD > Make Activators** to display the [EViD Make Activators](#) dialog.

3. If you are creating staging or election activators, click **Select Election** and, on the **Select Election** dialog, highlight the election you are creating activators for and click **OK**.
4. Select the type of activators you want to create:

To make staging activator, select **Staging**.

To make early voting activators, select **Election** and **Early Voting**.

Note: You must create your export and images before you can make Election or Voter Outreach activators.

To make election day activators, select **Election** and **Election Day**.

To make voter outreach activators, select **Voter Outreach**.

If you select **Election** and do not select either **Early Voting** or **Election Day**, you will be reminded to select one of these.

5. If you want the process to label the activators for you, select **Apply label to all activators**. You will see the default label in the box to the right. The default name is:

<activation period> <election number>

where *<activation period>* is:

- **ST**—staging
- **EV**—early voting
- **ED**—election day voting
- **VO**—voter outreach

You can change the default label to anything you like.

6. Click **Make Activators**. If you have more than one image for the type of activator you are making, you will be asked to choose the one you want. Highlight your choice and click **Continue**.

You will be asked to verify that you are making activators for the correct mode, election, and label instructions. Click **Yes** to verify the settings and continue. Click **No** to dismiss the dialog; then choose the correct settings and click **Make Activators** to continue.

The **Scan for Existing Drives** dialog will appear, advising you that it will now examine your workstation for any writable drives. Any writable drives found

during the scans will not be used for copying the activator image. This protects any non-activator drives from being overwritten. Once the scan is done, you should take care not to insert any new writable drives into your workstation until the **Make Activators** process is finished.

7. Click **OK** to scan for drives in use. The program will then display the drives it found. These drives will not be used for copying the image to activators.
8. Insert the flash drives into any USB ports not listed by the scan.
9. Click **OK** to begin copying the selected image to the activators. If you did not specify a label in step 5 and a flash drive does not already have a label, you will be asked to provide one.

As the program copies the image to the activator(s), you can monitor the **Activators created** box on the right side of the **EViD Make Activators** dialog to see how many activators have been created so far in this run.

10. When you see the message *Copying completed. Remove activator.*, remove the activator(s) from the workstation and insert any others you want to prepare. The copying will continue automatically when the program detects the presence of a new flash drive.
11. When you have copied to all activators, remove them from the workstation and click **Exit**.

You are now ready to [test the activators](#).

Load a Voter-Outreach Activator onto an EViD Station

This topic explains how to copy the voter-outreach image containing information on the voters in your county to EViD stations. It is not necessary that each station have its own activator; you can use the same activator to prepare multiple EViDs for voter outreach.

Note: Staging activators are not required for voter outreach.

To load a voter-outreach image on an EViD station:

1. Power on the EViD station.
2. Insert the voter-outreach activator. EViD Workstation will start automatically and you can check a voter's info when you see the EViD Home Screen.
3. Remove the activator from the EViD station.

CHAPTER 4

About the Anytown Database

This chapter includes:

About the Anytown Training Database	98
Create and Load Anytown Activators	99
Test with Anytown Data	100
Reset the Anytown EViDs	102

About the Anytown Training Database

VR Systems provides a set of activator images specifically designed for testing, training, or demonstrations. Using these images, you can simulate Staging, Early Voting, and Election Day modes. Using Anytown data, you can check in voters and make other changes to their records without disturbing your live database.

Anytown Database Overview

The activator images use our “Anytown” database, which contains records of fictitious voters. If your county purchased a set of Anytown Voter ID cards for your EViD system, you can use the cards in concert with the Anytown database, as there is a voter in the database for each ID card. Once you have checked-in all the “voters” using the cards, you can reset the database to its original state and use the cards again. Resets can be done as often as you like, to provide a fresh system for the next batch of trainees.

The difference between using the Anytown database and a Training or Sandbox database is that the latter two databases are derived from your live database and thus contain records of actual voters. All information in the Anytown database, including voter data, is entirely fictitious. This database also does not incorporate the Spanish oath option.

Note that when using the Anytown database, you will not connect to the EViD Web Site and therefor will not see voter transactions on your web site.

Prepare EViDs for Anytown Testing or Training

[About the Anytown Database](#)

[Create and Load Anytown Activators](#)

[Test with Anytown Data](#)

[Reset the Anytown EViDs](#)

Create and Load Anytown Activators

Expand the following sections to learn how to extract the activator image files, and then prepare your EViD stations for testing or training purposes using Anytown data.

Anytown Staging activators:

1. Insert a blank jump drive into your computer.
2. Log in to your ShareFile account and navigate to **Shared Folders > EViD Downloads > Anytown Training Activators**.
3. Download the zip file **Anytown-Staging.zip**.
4. Right-click the zip file and select **Extract All**.
5. Browse to the jump drive and click **Extract**.
6. Repeat steps 4 and 5 if you want to create more than one staging activator.
7. Follow the instructions for [staging the EViD Stations](#).

Anytown Early Voting or Election Day activators:

1. Insert a blank jump drive into your computer.
2. Log in to your ShareFile account and navigate to **Shared Folders > EViD Downloads > Anytown Training Activators**.
3. Download either of these files: **Anytown-Early Voting.zip** or **Anytown-Election Day.zip**.
4. Right-click the zip file and select **Extract All**.
5. Browse to the jump drive and click **Extract**.
6. Repeat steps 4 and 5 if you want to create more than one activator.
7. Follow the instructions in [Load an Activator onto an EViD Station](#).

When all EViDs are staged and Anytown election data is loaded, you are ready to begin testing or conducting training session.

You should be aware that there are no communications for EViDs running the Anytown data. The stations cannot communicate among themselves, nor can they communicate with the EViD website.

Test with Anytown Data

Anytown Voter ID cards have been created to work with the database and allow you to simulate specific training scenarios. These cards meet the conditions listed below. You can also find voters using manual search by searching for voters with last name beginning with a specific letter.

In addition to Anytown Voter ID cards, the following resources are available on Sharefile at **Shared Folders > EViD Downloads > Anytown Training Activators:**

- Anytown Ballot Styles.xlsx
- Anytown Streets.xls
- Anytown Voters.xlsx
- Anytown Standard Training Deck Voters.xlsx
- READ.ME.txt

Note: The READ.ME.txt file contains the codes and passwords needed to use Anytown data.

Data in the Anytown database has been set up for convenient testing:

- All voters with the birth date 01/01/1950 have the voter registration status of Pending. Those with the birth date 01/01/1951 have the voting-history status of Voted Provisional.
- The first letter of voter last names are a key to various statuses that you might want to test.

Last name beginning letter / Indicates status:

- A / Mail Ballot Delivered
- B / Mail Ballot Voted
- C / Voter Has Been Challenged
- E / Early Voted
- G / Protected-Address Voter
- I / Assistance required to vote
- For early voting, use early vote location 1.

- For election day voting, use polling place 39. If your county has the Anytown training cards (driver licenses), voters in precincts 39 and 40 can vote in polling place 39.
- The access codes for Clerk and Tech Utilities are found in the **READ.ME.txt** file on ShareFile.

Reset the Anytown EViDs

If you are using the Anytown Voter ID cards, you can undo all the check-ins you've done with the cards to start with a fresh system for the next training session. To undo the check-ins, go to Tech Utilities and click **Training Database > Reset Database** and **Restart**.

CHAPTER 5

EViD Programs Used During Elections

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The EViD Programs

The EViD programs you run on a workstation at the elections office are started from the EViD tab on the Console. This topic briefly describes each of these programs and provides links to more information.

EViD Programs Overview

Program	When It's Used	What It's Used For
Web Mes-senger	Preparing EViD stations for an election During elec-tions	The Web Messenger sends and receives data between the county's voter registration data-base and the EViD Web Service, which in turn communicates with the EViD stations at voting locations. See Illustration of EViD Com-munications for a graphic of these com-munications. Web Messenger must be running for the data-base export and during voting. VRScheduler will start Web Messenger auto-matically for an election after a database export is performed for the election. The pro-grams will run continuously through and includ-ing Election Day. You can also start the program manually. When Web Messenger is not running, its button on the EViD tab is red. When Web Messenger is running, its button has a normal appearance. More about Web Messenger

Program	When It's Used	What It's Used For
Input Processor	During elections	The Input Processor program processes transactions received from EViD stations into county database records. This includes transactions received over the internet and those from QLogs processed after the voting day. Input Processor must be running during early voting and on election day. VRScheduler will start Input Processor automatically for an election after a database export is performed for the election. The programs will run continuously through and including Election Day. You can also start the program manually. Like Web Messenger, the Input Processor button on the EViD tab is red when the program is not running. More about Input Processor
EViD Maintenance	Preparing EViD stations for an election	The EViD Maintenance program lets you define the individual configuration for each EViD station in your county, including BOD settings. These settings are included in the image copied to voting activators. When an activator is loaded onto an EViD station, the EViD finds its own individual settings and configures itself automatically. The use of EViD Maintenance is optional, because the settings can be done manually on each EViD station. However, manual setup is much more time-consuming. Use EViD Maintenance to Configure EViD Stations

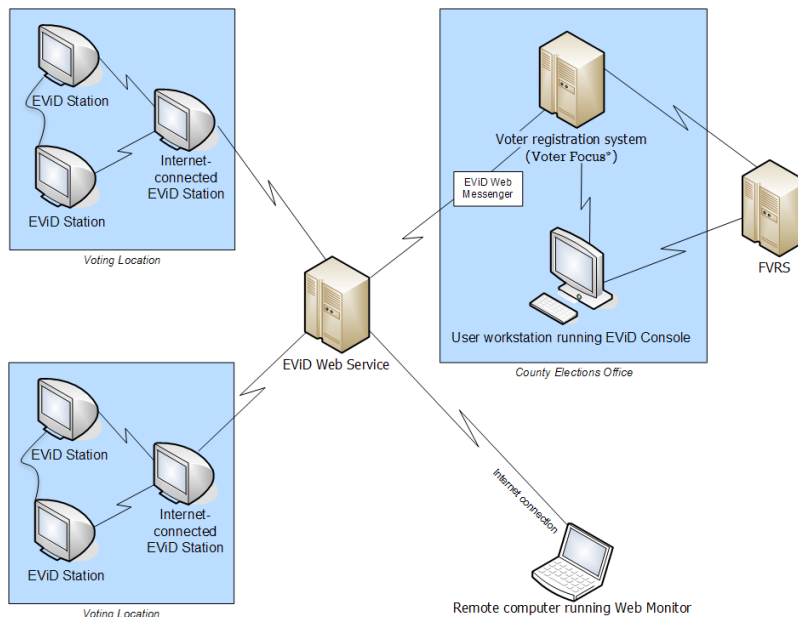
Program	When It's Used	What It's Used For
Options	Preparing EViD stations for an election	Using the Options program, you define system-wide settings applying to all EViDs across the county. These settings are then copied to voting activators and from there to the EViD stations. Use EViD Options to Configure System-wide Options
Poll Place Maintenance	Preparing EViD stations for an election	The Poll Place Maintenance program allows you to define the internet communications settings for each voting location where EViD stations are deployed. These settings are included in the image copied to voting activators. When an activator is loaded onto an EViD station, the EViD finds the settings for its location and configures itself automatically. Use of Poll Place Maintenance is optional, because the settings can be done manually at each voting location. However, manual setup is much more time-consuming. Define Internet Communications at Voting Locations
Database Export	Preparing EViD stations for an election	Database Export extracts voter information and other data from the county database into a format that can then be included in an activator image for voting or voter outreach events. Extract Database Information for Voting
Create Activator Image	Preparing EViD stations for an election	Create Activator Image prepares an image that can then be copied to activators used for staging, voting, or voter outreach. Create, Load, and Test Activators

Program	When It's Used	What It's Used For
Make Activators	Preparing EViD stations for an election	The Make Activators program copies the image created by the Create Activator Image program onto the USB drives that will be used as activators. Copy an Activator Image onto Activators.
Activators Report	Preparing EViD stations for an election	This report logs activator-making activities for a selected election. It is intended to provide an audit of these activities but can also help flag activators that were made incorrectly. EViD Activators Report
Process QLogs	During elections Immediately after an election	The Process QLogs program copies—from the QLogs on USB activators to the county database—any transactions (voter check-in, provisional ballots, name and address changes) that were not transmitted over the internet during the voting day. Run Process QLogs after all USB activators containing QLogs have been returned from voting sites. Process QLogs
Process Exceptions	During elections Immediately after an election	This program lets you review and re-process any transactions—transmitted over the internet or extracted from QLogs—that the system was unable to process when it first encountered them. See EViD Exceptions for more about processing exception transactions.
Web Monitor	During elections	The Web Monitor program allows technicians at the elections office and in remote locations to view, in real-time, the status of all EViD stations deployed at voting sites. More about Web Monitor

Program	When It's Used	What It's Used For
EViD Send Message	During elections	With EViD Send Message, you can send messages to EViD stations running in your county. A message can be sent to the stations in a single location or to all EViD stations county-wide. Send Messages to EViD Stations
Remote Tech Utilities	During elections	The Remote Tech Utilities program allows a technician at any computer workstation to remotely perform tasks on an EViD located in a different location such as a polling place. This ability to remotely control certain functions on an EViD can save the technician a trip to the voting place. About Remote Tech Utilities
Get Out the Vote Report	During elections	This report gives the county staff (as well as candidates and others who request information) an up-to-the-minute look at who has/has not voted in an election so far. Running the Get Out the Vote Report

Communications in the EViD System

When talking about the way in which EViD stations communicate with your county server and the EViD website, it is useful to see how all the hardware pieces work together with the applications. Below is a diagram that details the basic way in which the individual EViD stations communicate with the other databases and servers.



The Web Messenger and Input Processor programs must be running on your county server during early voting and on Election Day. VRScheduler will start these programs automatically for an election after a database export is performed for the election. The programs will run continuously through and including Election Day.

Web Messenger—Sends and receives transactions between the county's voter registration database and EViD stations at voting locations around the county. The transactions from the database flow from Web Messenger to the EViD Web Service to a version of Web Messenger running on Internet-connected EViD stations. Transactions from the EViD stations flow in the reverse direction. Web Messenger is also used to load voting location and EViD station information into Web Monitor prior to voting. Only one instance of Web Messenger should be running at the county.

Input Processor—Processes transactions received from EViD stations into county database records. This includes transactions received over the Internet via the Web Messenger program and those from QLogs processed after the voting day. Only one instance of Input Processor should be running at the county.

Note: Both Web Messenger and Input Processor can detect if other instances are running and will prevent the running of multiple instances. However, security configurations on some networks can prevent the detection of multiple instances.

The individual EViD stations run one application in the background to manage communications with the EViD website:

- **Web Messenger:** Communicates with the EViD website, sending and receiving transactions for the polling location. This application is active on all EViD stations. This is the only program that runs in the background.

The EViD Web Monitor is used to view the real-time status of your county's EViD stations.

From your county workstation, you will be running Voter Focus applications and exchanging data with the Florida Voter Registration System (FVRS).

Web Messenger

Web Messenger is a key program that sends and receives transactions between the county's voter registration database and EViD stations at voting locations around the county. The transactions from the database flow from Web Messenger to the EViD Web Service to a version of Web Messenger running on internet-connected EViD stations. Transactions from the EViD stations flow in the reverse direction.

See [Illustration of EViD Communications](#) for a graphic of these communications.

Web Messenger is also used to load voting location and EViD station information into [Web Monitor](#) prior to voting.

Web Messenger Overview

Web Messenger must be running on a workstation with internet capabilities at the following times:

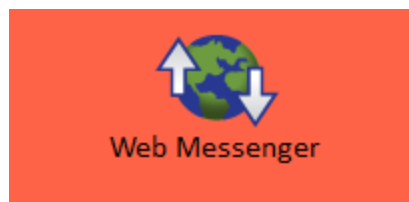
- When the [Database Export](#) program is being run to extract data for activators (but not for voter outreach).
- During early voting.
- On election day.

We recommend Web Messenger be running at least a week before early voting begins and leave it running until after the election is over and all EViDs have been shut down. Do not run more than one instance of Web Messenger in your county.

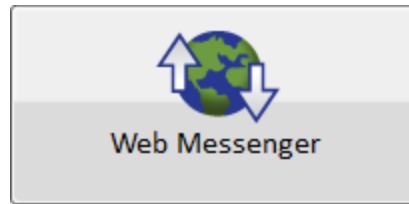
VRScheduler will start Web Messenger automatically for an election after a database export is performed for the election. The program will run continuously through and including Election Day.

When Web Messenger is not running, its button on the EViD console is red. When Web Messenger is running, its button has a normal appearance.

When Web Messenger is not running, its button on the EViD is red:



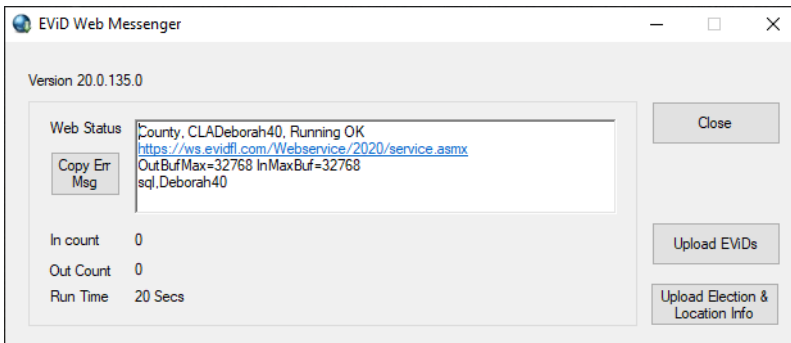
When Web Messenger is running, its button has a normal appearance:



Web Messenger is not used for voter-outreach events, although you will get a warning message if you run Database Export without it.

The counterpart to Web Messenger running on EViD stations is started automatically by the EViD station software (EViD Workstation), so it will be running during voting times. Web Messenger on EViD stations need not be running for the database export.

The two buttons on the Web Messenger dialog let you send information to Web Monitor, which is used by technicians to view the real-time status of your county's EViD stations.



- **Upload EViDs**—Click to upload the list of EViDs from EViD Maintenance to the EViD Web Service and from there to Web Monitor. This should be done any time you have a new or updated list of the EViD stations are defined in EViD Maintenance.
- **Upload Election & Location Info**—Click to upload the place names of early voting sites, the election day polling places, and the date and time of the last database export to the EViD Web Service and from there to Web Monitor. This should be done any time you add any new voting locations or change the place names of locations. This function also uploads the book closing, early voting and election day dates to the EViD Web Service.

Note: Changes to place names are performed in the ELECTIONS > Place Maintenance in Voter Focus.

To start Web Messenger manually:

VRScheduler will start Web Messenger automatically for an election after a database export is performed for the election. The program will run continuously through and including Election Day.

You can do the following to start Web Messenger manually.

1. On a workstation connected to the internet, start Voter Focus and go to **EViD > Web Messenger**.

Note: If you do not see the **Web Messenger** button on the **EViD** tab, it is because you do not have the user permission EViDMessenger. See your Voter Focus administrator about adding this user permission to your user group.

The [EViD Web Messenger](#) dialog appears, indicating that the program is now running.

2. If you have a new or updated list of EViD stations in [EViD Maintenance](#), and this list has not yet been updated on [Web Monitor](#) (or you aren't sure if it has been), click **Upload EViDs** to send this information now.
3. If you have added any new voting locations or made changes to the place names of any voting locations (using the Places application in Voter Focus), click **Upload Election & Location Info** to send the up-to-date list of place names to the EViD Web Service. If you aren't sure if Web Monitor has the latest list, it doesn't hurt to upload the election and polling location information, just to make sure.
4. To stop Web Messenger, click **Close**.

Input Processor

The Input Processor program processes transactions received from EViD stations into county database records. This includes transactions received over the internet via the Web Messenger program and those from QLogs processed after the voting day.

Input Processor Overview

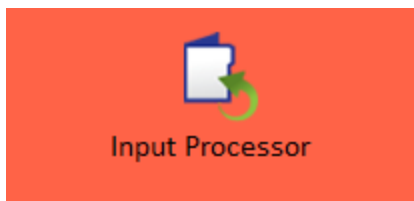
A list of the transactions that Input Processor was unable to process can be seen on the [EViD Exceptions](#) dialog.

Input Processor must be running on a workstation with internet capabilities at the following times:

- During early voting.
- On election day.
- After voting, until all [QLogs have been processed](#) and the [EViD Exceptions report](#) has been cleared.

VRScheduler will start Input Processor automatically for an election after a database export is performed for the election. The program will run continuously through and including Election Day. Input Processor should run until you have an empty [EViD Exceptions report](#).

When Input Processor is not running, its button on the EViD console is red.



When Input Processor is running, its button has a normal appearance. Do not run more than one instance of Input Processor in your county.

Input Processor is not used for voter-outreach events.

To start Input Processor manually:

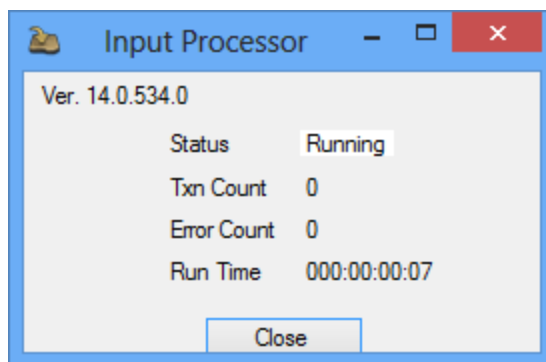
VRScheduler will start Input Processor automatically for an election after a database export is performed for the election. The program will run continuously through and including Election Day.

You can do the following to start Input Processor manually.

1. On a workstation connected to the internet, start Voter Focus and go to **EViD > Input Processor**.

Note: If you do not see the **Input Processor** button on the **EViD** tab, it is because you do not have the user permission EViDInputProcessor. See your Voter Focus administrator about adding this user permission to your user group.

The [Input Processor](#) dialog appears. The dialog requires no interaction on your part. It can be minimized while running.



2. To stop Input Processor, click **Close**.

Send Messages to EViD Stations

From the **EViD** tab in Voter Focus, you can run a program to send messages to EViD stations running in your county. Messages can be sent just to the stations in a single location or to all EViD stations county-wide. Each message can contain up to 400 characters.

If an EViD station is not communicating when the message is sent, it will receive the message when it resumes communications.

To send a message to EViDs at one or more voting locations:

1. Go to **EViD >EViD Send Message**. The [EViD Send Message](#) dialog appears, listing the early voting sites defined in your county database. To see election day polling places, select **Election Day**.

The locations shown are for the default election defined in the Voter Focus Elections application. To change to a different election, click **Select Election** and choose the election you want.

2. Select the recipient locations for your message by clicking in their check boxes to insert a check mark. Or use the **Clear All** or **Check All** buttons to erase or fill all check boxes. When no locations are selected, the message is sent to all locations.
3. Type your message in the **Message** box.
4. Click **Send Message** to send the message to the EViD stations at the selected locations. You will see the message *Send Message Succeeded*.

At the EViD stations, workers must touch the **Msg** button on the **Home Screen** dialog to view the incoming message.

5. Click **Exit** to close the program.

Web Monitor

The Web Monitor program allows technicians at the elections office and at remote locations to view, in real-time, the status of all EViD stations deployed at voting places. Web Monitor runs as an online tool. Clicking on Web Monitor from the EViD Console will bring you to the login page to log into Web Monitor.

For more information about using Web Monitor, read out [Web Monitor documentation](#).

EViD Remote Tech Utilities

The Remote Tech Utilities program allows a technician at any computer workstation with permissions for the EViD Remote Tech Utilities module to remotely perform tasks on an EViD located in a different location such as a polling place. This ability to remotely control certain functions on an EViD can save the technician a trip to the voting place.

EViD Remote Tech Utilities Overview

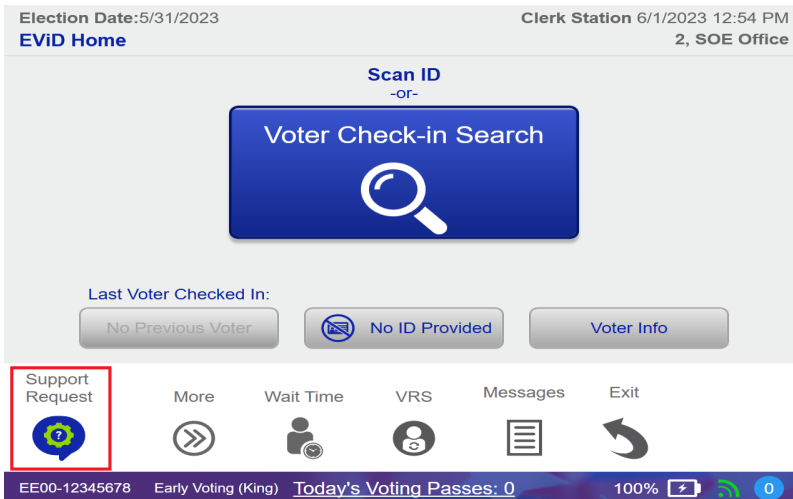
The EViD stations that can be seen by the Remote Utilities feature are those associated with elections that are within the Early Voting period or on Election Day. The Election and Location Info must be uploaded to the web using [Web Messenger](#) in order to see the election and its EViDs in Remote Utilities.

Functions that can be Performed via Remote Utilities

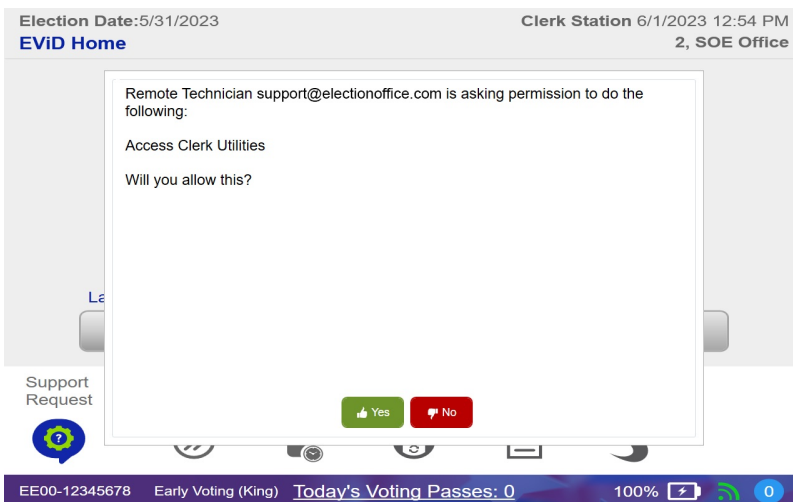
- Bring Election Worker to Tech Utilities
- Bring Election Worker to Clerk Utilities
- Change Time Zone
- Set Location
- Set Precincts (Election Day)
- Options (Address Override, Update Security Code)
- Ballot Printer Settings
- Take Screenshot (silent)

Functions that Require the EViD User's Cooperation

The one function marked (*silent*) in the above list is the only function that the technician can perform "silently," that is, without the intervention or knowledge of the EViD operator on site. The remaining functions in the list can be performed only when the EViD operator assists. When the technician initiates a non-silent function, a **Support Request** icon will appear on the **Home Screen** toolbar of the EViD station.



The EViD operator will then need to respond by clicking **Support Request**. This will bring up an explanation of what the technician wants to do.



Once it has finished, including any restarts that might be required on the EViD, the technician will see a message indicating that the function is complete.

Access to Remote Tech Utilities

The Remote Utilities feature is available only to users with the Remote Tech Utilities permission enabled in Web Monitor who have a VR Passport account along with having permission to use the Remote Tech Utilities module on the EViD tab.

To start Remote Utilities:

1. From Voter Focus in **EViD > EViD Remote Tech Utilities**.
2. You will be prompted to log into your VR Passport account if you are not already logged in.

What Remote Tech Utilities Can See

The EViD stations that can be seen by the Remote Utilities feature are those associated with elections that are within the Early Voting period or on Election Day. The **Election** and **Location Info** must be uploaded to the web using **Web Messenger** in order to see the election and its EViDs in Remote Utilities. See [Web Messenger](#) for instructions on uploading this information.

Connect to an EViD Station via Remote Tech Utilities

Log on to Remote Utilities as described above.

In the Election drop-down list, select the election associated with the EViD station you want to access. The pane with the column headings will be populated with the EViDs associated with the selected election.

Location ID	Location	EVID	Last Heartbeat
28	Crestview Library	EE-12345678	2/14/2023 4:11 PM
10	SOE Office	EE000-17700024	2/14/2023 4:11 PM

Highlight the EViD you want and click **Connect to EViD**. You will see the **Selected EViD Form** dialog with the message **Waiting for EViD**. When Remote Utilities connects to the EViD station, you'll see the message **Connection made**.

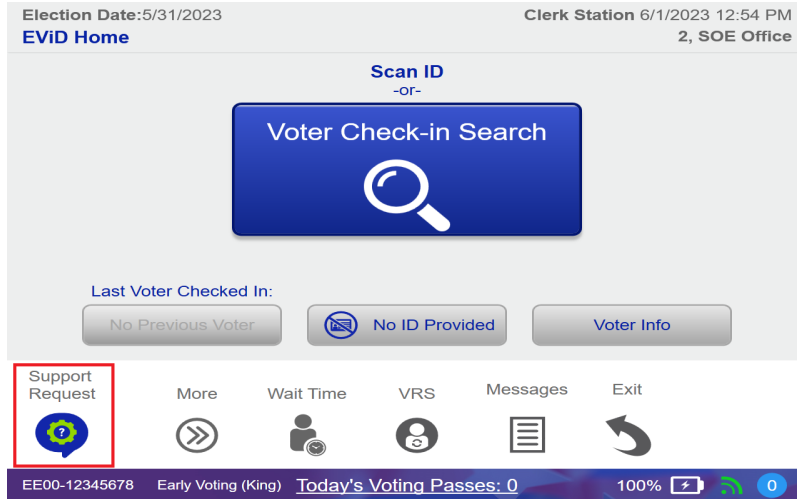
The **Selected EViD Form** dialog shows the status and certain settings for the EViD to which you are now connected.

The screenshot displays a software window titled "EE000-17700024". The interface is divided into two main sections. The left section, titled "Connection Made", contains several input fields: "EVID" with the value "EE000-17700024", "Location ID" with the value "10", "Location" with the value "SOE Office", "Status" with the value "Running", and "Last Heartbeat" with the value "2/14/2023 4:15 PM". Below these fields is a "Connection Info" section with the text "Request Success". The right section, titled "Request", features a dropdown menu currently set to "Screenshot". At the bottom of the window, there are two buttons: "Update" and "Exit".

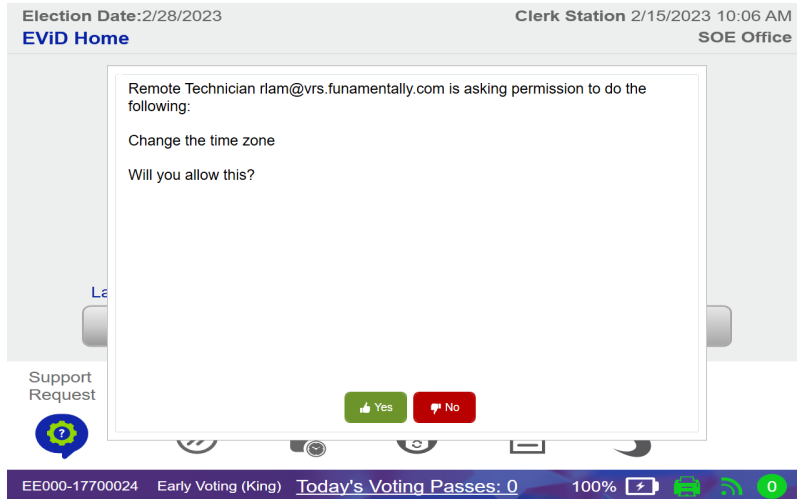
Field	Value
EVID	EE000-17700024
Location ID	10
Location	SOE Office
Status	Running
Last Heartbeat	2/14/2023 4:15 PM
Connection Info	Request Success

Functions that Require the EViD User's Cooperation

The functions on the Selected EViD Form that are not marked (Silent) are performed only when the EViD user assists. When you start one of the functions that are non-silent, a red button labeled Support Request will appear on the **Home Screen** dialog of the EViD station.



The EViD user will then need to click Support Request to see what you are requesting.



When they click Yes the function will proceed. Once it has finished, including any restarts that might be required on the EViD, you will see a message indicating that the unction is complete.

Changing the Time Zone

This Remote Tech Utility feature allows you to set the correct time zone.

Remember that if you change the time zone of one EViD at a location, you should be sure that the other EViDs in the same location are set to the same time zone.

To change the time zone on the EViD workstation:

1. In Remote Tech Utilities, click the **Time Zone** button in the **Request** list.
2. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.
3. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.

Changing the Location or Precinct

To change the voting location:

1. In Remote Tech Utilities, select **Set Location** in the **Request** list. You will see a drop-down list of locations to choose from:

The screenshot shows a software window titled "EE000-17700024". It is divided into two main panels. The left panel, titled "Connection Made", displays fields for "EViD" (EE000-17700024), "Location ID" (10), "Location" (SOE Office), "Status" (Running), and "Last Heartbeat" (2/15/2023 9:27 AM). Below these is a "Connection Info" section showing "Request Success". The right panel, titled "Request", has a "Set Location" dropdown menu. A list of locations is displayed, with "SOE Office" selected and highlighted in blue. The list includes: The Hope Church, The Urban Office, Eastside Bibliotheque, Killeam Lakes, Test Place, Urban Institute of Technology, SOE Office, Downtown Library, Elections Center, Courthouse, Andrew's Downtown, and Golden Eagle. At the bottom of the right panel are "Update" and "Exit" buttons.

2. Select the new Early Voting or Election Day polling location.
3. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.

4. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.

To change precincts:

1. In Remote Tech Utilities, select **Set Precinct** in the **Request** list. You will see a list of precincts to choose from:

The screenshot shows a software window titled "EE-12345678" with a "Connection Made" status on the left and a "Request" tab on the right. The "Request" tab contains a "Set Precincts" dropdown menu, a "Precinct List" with a scrollable list of precincts, and a "Selected Precincts" list. The "Precinct List" includes items like 1, 1A, 2, 2B, 2C, 3, 4, 45, 82, 1A06, 1A06.1, 1A08, 1A08.1, 242, 242A42, 6.0, 6.01, 888, 888A99, 999, and 999A91. The "Selected Precincts" list currently contains 1A07, 1A07.1, and 1A07.2. Between the two lists are four arrow buttons: ">", "<", ">>", and "<<". At the bottom of the "Request" tab are "Update" and "Exit" buttons.

2. For an election day precinct change, set the proper precinct(s) to Selected Precincts for that Election Day polling location using the arrow buttons.

3. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.

4. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.

Changing the Ballot-Printer Settings

This Remote Tech Utility function—like the same function in [Tech Utilities](#)—permits changes to the ballot-printer settings for EViD stations connected to a ballot printer. The settings indicate whether the EViD is using a ballot printer for early voting or for election day, the ballot-printer interface type, whether ExpressVote is enabled or disabled, and the IP address of

the ballot printer. If supported, a secondary IP address might also be changed. For locations where ballot-printers are connected via a LAN, a static LAN-IP address can be entered.

Note: For information on setting Ballot Printer settings for DirectPrint, see the [EViD DirectPrint Setup Guide](#) in the User Community.

To change any of the ballot-printer settings:

1. In Remote Tech Utilities, select **Ballot Printer** from the **Request** list. You will see the following dialog

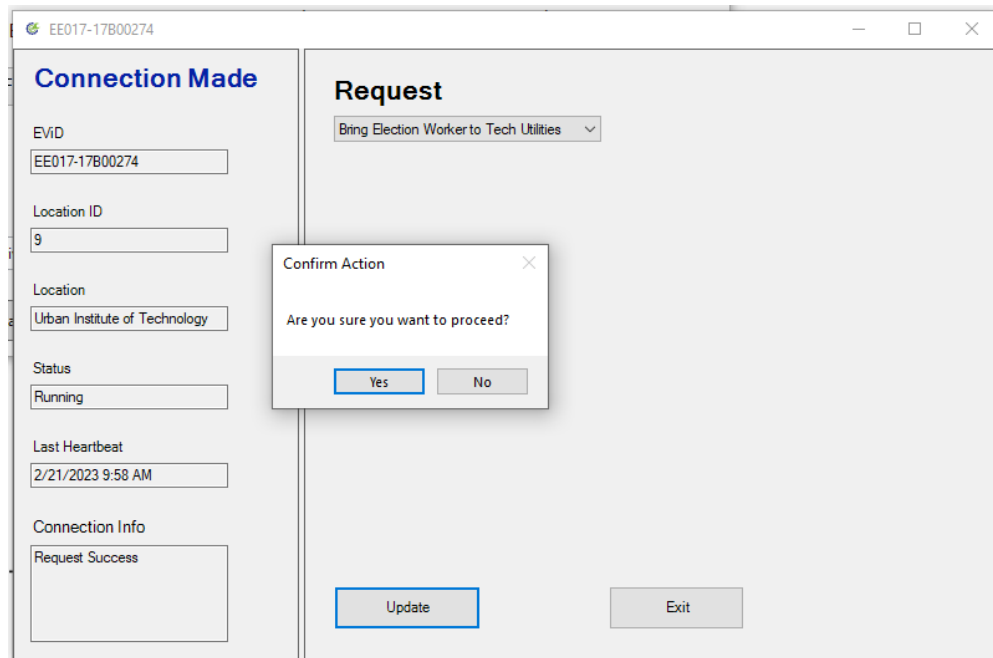
The screenshot shows a window titled "EE040-19800232" with a "Connection Made" status on the left and a "Request" section on the right. The "Request" section has a dropdown menu set to "Ballot Printer". Below it, the "Set to:" dropdown is open, showing options: "None", "Direct Print", "Type 1 (share = Unity)", "Type 2 (share = Runbeck_Sentio)", and "Type 3 (share = BODPrint)". The "Express" dropdown is also open, showing a list of printer models. At the bottom of the "Request" section are "Update" and "Exit" buttons.

2. To change the interface (vendor) type, select a different value in the **Set to:** box. To add or change an IP address for the printer, enter the new value in one of the **Printer IP** Address fields.
3. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.
4. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**. The requested changes to ballot printer settings should now be applied on the EViD station.

Bring Election Worker to Tech Utilities

To bring the election worker to Tech Utilities:

1. In Remote Tech Utilities, select **Bring Election Worker to Tech Utilities** in the **Request** list. You will be asked if you want to proceed:

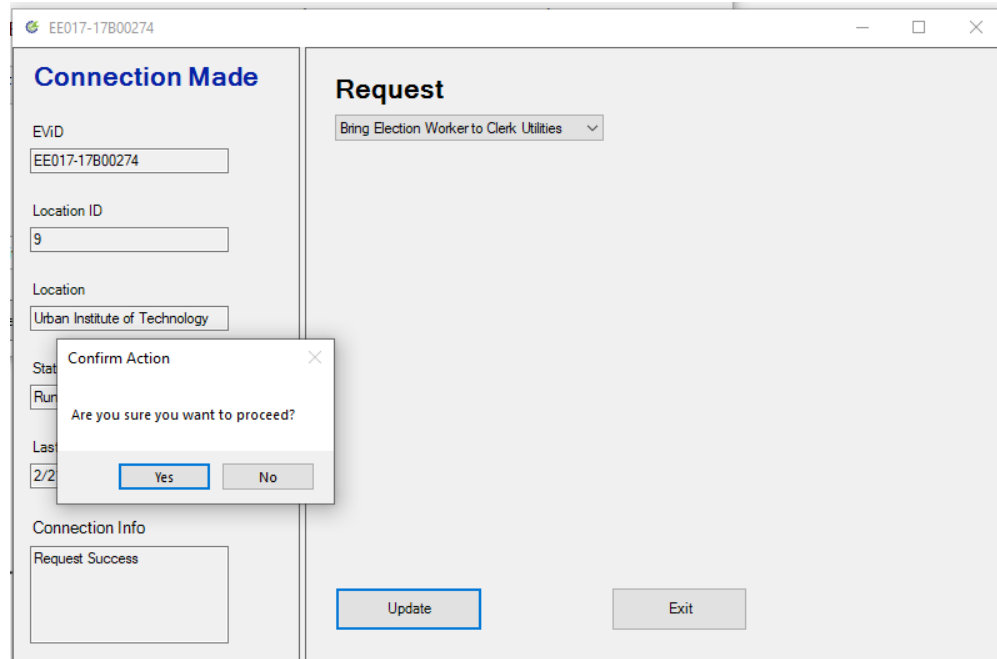


2. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.
3. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.
4. The Election Worker will be brought to the Tech Utilities screen without needing to enter in the Tech Utilities passcode.

Bring Election Worker to Clerk Utilities

To bring the election worker to Clerk Utilities:

1. In Remote Tech Utilities, select **Bring Election Worker to Clerk Utilities** in the **Request** list. You will be asked if you want to proceed:



2. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.
3. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.
4. The Election Worker will be brought to the Clerk Utilities screen without needing to enter in the Clerk Utilities passcode.

Change Options

You can enable or disable Address Override using this request. Address Override permits the EViD operator to change a voter's address to an address not found in your database. In such cases, the EViD will display this message: Residence address cannot be located as entered. Press No to correct the address, Yes to store address as it is and manually select voter's correct precinct.

You can also update the Security Code using this request.

To change options:

1. In Remote Tech Utilities, select **Options** in the **Request** list.

The screenshot shows a window titled "EE000-17700024" with a standard Windows-style title bar (minimize, maximize, close). The window is divided into two main panels. The left panel, titled "Connection Made", contains several fields: "EViD" with the value "EE000-17700024", "Location ID" with the value "10", "Location" with the value "SOE Office", "Status" with the value "Running", and "Last Heartbeat" with the value "2/14/2023 5:02 PM". Below these is a "Connection Info" section with a "Request Success" message. The right panel, titled "Request", features a dropdown menu currently set to "Options". Below the dropdown are two fields: "Address Override" with an unchecked checkbox and "Security Code" with an empty text box. At the bottom of the right panel are two buttons: "Update" and "Exit".

2. Enable or Disable Address Override by selecting the **Address Override** box.
3. Update the Security Code by entering the new code in the **Security Code** box.
4. Click **Update** and answer **Yes** to proceed with sending a request with these changes to the EViD station.
5. You will see the message **Request Sent** while the EViD user clicks **Support Request** and responds to the request on their side. When the support request is accepted, you will see the message **Request Success**.

Functions that Can Be Done Silently

The functions on the Selected EViD Form that are marked (Silent) can be performed without the EViD user's assistance or even without their knowledge.

Taking a Screenshot

This feature lets you make a screenshot of the current state of the EViD display. This can be helpful when a remote technician is troubleshooting an issue with the EViD user and is not sure what the user is seeing on screen.

1. In Remote Tech Utilities, select **Screenshot** in the **Request** list. You will see a drop-down list of locations to choose from:

The image shows a screenshot of the EViD interface. On the left, there is a 'Connection Made' panel with fields for EVID (EE000-17700024), Location ID (10), Location (SOE Office), Status (Running), Last Heartbeat (2/14/2023 4:15 PM), and Connection Info (Request Success). The main panel is titled 'Request' and has a dropdown menu set to 'Screenshot'. Below this, it shows 'Election Date: 2/28/2023', 'Clerk Station 2/14/2023 11:39 AM', and 'SOE Office'. A large blue button labeled 'Voter Check-In Search' with a magnifying glass icon is prominent. Below it, there are buttons for 'Last Voter Checked In: No Previous Voter', 'No ID Provided', and 'Voter Info'. At the bottom, there is a status bar with icons for 'More', 'Wait Time', 'VRS', 'Messages', and 'Exit'. The status bar also displays 'EE000-17700024', 'Early Voting (King)', 'Today's Voting Passes: 0', '100%', and a battery icon. At the very bottom, there are 'Update' and 'Exit' buttons.

2. Click **Update** to take the screenshot. You will see the message *Screenshot Succeeded* followed by the appearance of the screenshot on your monitor. The screenshot cannot be saved.

EViD Reports

DirectPrint Ballot Report

To run: **REPORTING > EViD Reports > DirectPrint Ballot**

The DirectPrint Ballot report lists all ballots printed using DirectPrint for a selected election. This allows you to more easily reconcile and audit ballots printed by EViD stations in one place.

The report contents is for the election that is in focus during the start and end dates that are selected when running the report.

The report is created in CSV format. Each row in the report represents a ballot.

#	A	B	C	D	E	F	G	H	I	J	K	L
1	Election Number	Voter ID	Ballot Style	Language Code	Ballot File Name	Ballot Print Type	Pollworker Initials	Print Time	Location ID	Location Name	EViD ID	
2	644	502746047	G2	EN	644-G2-EN.pdf	Reprint	ROB	10/28/2021 9:32	1	The Urban Office	EE036-18900461	
3	644	502746196	G1	EN	644-G1-EN.pdf	Checkin	VRS	10/27/2021 15:38	1	The Urban Office	EE036-18900461	
4	644	502746047	G2	EN	644-G2-EN.pdf	Provisional	BRD	10/28/2021 9:48	1	The Urban Office	EE036-18900461	
5	644	502779214	G1	ES	644-G1-ES.pdf	ReprintProvisional	BRD	10/28/2021 9:49	1	The Urban Office	EE036-18900461	
6	644	502746133	G3	EN	644-G3-EN.pdf	Checkin	VRS	10/27/2021 12:25	4	Downtown Libraryz	EE036-18900461	
7	644	502746133	G3	EN	644-G3-EN.pdf	Reprint	VRS	10/27/2021 12:26	4	Downtown Libraryz	EE036-18900461	
8	644	502747488	G3	ES	644-G3-ES.pdf	Checkin	ROB	10/28/2021 9:21	1	The Urban Office	EE036-18900461	
9	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	
10	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	
11	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	
12	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	
13	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	
14	644	502746521	G2	ES	644-G2-ES.pdf	Reprint	VRS	10/27/2021 12:33	4	Downtown Libraryz	EE036-18900461	

Early Voters

To run: **REPORTING > Early Voting Reports > Early Voters or REPORTING > EViD Reports > Early Voters**

This report lists voters who early voted in the selected election. This report can be helpful in the event of ballot problems. Note that the list does not include those who voted in-office absentee.

You have the option of ordering the list by:

- Date, then voter name (the example below is ordered in this way)
- Ballot style, then date, then voter name
- Location, then date and time of the vote
- Voter name

The example here is ordered by date.

Early Voters (01/01/2008 12:00:00 AM thru 11/03/2009 11:59:00 PM) for 11/04/2008 2008 General Election						
Voter Name	Voter ID	Precinct	Pty	Ballot Style	Ballot Number	Early Vote Location
Date of Vote 10/8/2008						
Carlos, Adela	502778039	42	App	PTT99	323	woodville
Smith, Brian J	502778059	42	Rep	PTT99	1000000	woodville
Williams, Sarah	502745953	42	Dem	PTT99	1000001	woodville
Early Votes On 10/8/2008					3	
Date of Vote 10/24/2008						
Campbell, Colin C	502777853	34	Dem	GEN02	1234	SOE OFFICE GLADES COUNTY
Ford, Richard	502745465	1.1	Nrs	GEN01	3265	Anytown Branch Library
Halley, Sally N	502778280	39	Rep	PTT99	2563	SOE OFFICE GLADES COUNTY
Early Votes On 10/24/2008					3	
Date of Vote 10/28/2008						
O'Grady, Beef T	502778116	34	Npa	GEN02	6584	
Partvtest, Gladys S	502777878	32	Chr	GEN02	6565	
Early Votes On 10/28/2008					2	

Early Votes by Location

To run: **REPORTING > Reports > Early Voting Reports > Early Votes by Location**
or **REPORTING > Reports > EViD Reports > Early Votes by Location**

This report is similar to the [Early Voters](#) report, but it is sorted by location to assist in reconciling early voting activity by location.

Some counties use this report to balance with their tabulation totals.

CrystalReportViewer

Main Report

Early Votes by Location(01/01/2008 thru 11/03/2008) for 11/04/2008 2008 General Election

Ballot Style	Ballot Number	Voting Method	Voter ID	Voter Name	Status	Date of Early Vote
PTT99	233	Optical	502777879	Arcana, June J	P FF	10/29/08
PTT99	323	Optical	502778039	Carlos, Adela	A I	10/8/08
PTT99	1000000	T/Scrn	502778039	Smith, Brian J	P FF	10/8/08
PTT99	1000001	T/Scrn	502745933	Williams, Sarah	A I	10/8/08

	Optical	T/Scrn	Total
PTT99	2	2	4
Total	2	2	4

Total of Early Provisional ballots for Location:

Ballot Style	Number of Provisional Ballots
Ballot Style	Ballot Number
	Voter Id
	Voter Name
	Provisional Date
Total For Location	

Election Worker Attendance Anomaly Report

To run: **REPORTING > EViD Reports > Election Worker Attendance Anomaly Report**

The Election Worker Attendance Anomaly report lists attendance anomalies for election workers who worked a selected election and date range. The reported anomalies include:

- **Missing Clock Out Time**—The election worker clocked in and did not clock out the same day.
- **Missing Clock In Time**—The election worker clocked out and did not clock in the same day.
- **Election Worker Clocked In > Than 16 Hours For The Day**—The time recorded between clock in and clock out times for an election worker is greater than 16 hours.

- **Missing Election Worker Record**—Clock in and clock out times were recorded for an election worker who does not have a worker record in the system.

Office of Elizabeth Guggenheim
Supervisor of Elections SunnySeaside County Elections

Date: 5/17/2022
Time: 10:20 AM

**Election Worker Attendance Anomaly Report for 04/01/2022
thru 05/17/2022 for 2022 Primary**

Last Name Location Type	First Name Clock In Time	Election Worker ID Clock Out Time	Role Anomaly	Worked Date	Location Name Signature
Doe E	John 4/19/2022 2:45:56PM		Clerk Missing Clock Out Time	4/19/2022 12:00:00AM	The Urban Office <i>John Doe</i>
Doe E	Jane 4/19/2022 2:53:38PM		clerk Missing Clock Out Time	4/19/2022 12:00:00AM	The Urban Office <i>John Doe</i>

When running the report, you are first prompted to select the applicable election and date range. The default sort order is by the Worked Date value.

Election Worker Attendance Daily Report

To run: **Reporting > Reports > EViD Reports > Election Worker Attendance Daily Report**

The Election Worker Attendance Daily report shows a list of election workers that worked an election and polling location for a date range that you enter when running the report.

The report can be used to validate that staff worked their expected shifts, including the daily clock in and clock out times for each worker.

By default, the report is sorted by polling location name.

Office of Elizabeth Guggenheim
Supervisor of Elections SunnySeaside County Elections

Date: 1/5/2022
Time: 03:08 PM

**Election Worker Attendance Daily Report for 01/05/2022 thru
01/05/2022 for Rob 2022 Test General**

Last Name Location Type	First Name Clock In Time	Election Worker ID Clock Out Time	Role	Worked Date	Location Name Signature
Smith V	John 1/5/2022 2:48:25PM	12345	Clerk	01/05/2022	1A06 <i>[Signature]</i>
Smith V	John 1/5/2022 2:47:10PM	12345	Clerk	01/05/2022	Crestview Library <i>[Signature]</i>

EViD Voters on Election Day

To run: **REPORTING > Election Reports > Voter Lists > EViD Voters on Election Day** or **REPORTING > EViD Reports > EViD Voters on Election Day**

Time 09:06 AM		EViD Voters on Election Day General Election					
Election 683							
Voter ID	Voter Name	Voter's Precinct	Address	Zip Code	D.O.B	S/R	Party
Precinct 23							
502747597	BRUCE, JANET	26	800 W BRUCE ST, Alter Green	32302	7/17/37	F 5	Npa
502747887	COBURN, KATIE S	26	231 Q CT, Anytown	32301	3/3/33	F 6	REP
502745921	CORALTON, DAVINIAL	23	12 Q CT, Anytown	32301	12/3/45	F 5	Npa
502747593	CRABERT, FELICITY H	23	400 ODDEVEN ST, Alter Green	32302	4/18/33	F 5	REP
Voters In Precinct 23		4					

This report lists, by precinct, the voters who were checked in to vote on EViD stations on election day.

The column **Voter's Precinct** shows the voter's assigned precinct/precinct split. If their precinct ID is different from the precinct for this page, it means the voter's precinct was a "combined-with" precinct voting at the major precinct.

Note: A breakdown in communications or hardware at the polling place might affect the accuracy of this report.

EViD Name and Address Change Activity

To run: **REPORTING > EViD Reports > Name and Address Change Activity**

This report lists, by location (Voter Outreach, Election Day, or Early Voting), the voters whose name or address were changed on an EViD station.

The report includes:

- Voter Name
- FVRS Voter ID Number
- Polling Place
- EViD ID
- Operator
- Date Changed
- New Name
- New Resident Address
- New Mailing Address

Hourly Count of Early Votes by Location

To run: **REPORTING > EViD Reports > Hourly Count of Early Votes by Location**

This report shows the number of early voters by location for each day and hour. This information is intended to help you forecast traffic patterns at early voting sites so you can set hours of operation, hire adequate staff, and allocate the appropriate numbers of EViD stations for voter check-ins. This report is saved as an Excel Spreadsheet (.xlsx) file.

		Supervisor Name						
Date MM/DD/YYYY		Supervisor of Elections			Washington DC			
Time HH:MM		Hourly Count of Votes by Location for						
		MM/DD/YYYY Dem Primary Election						
Location Id	Location	Month	Day	Hour	Early Vote Count			
1	Main Street Church	6	18	10	2			
Total for the Day					2			
		6	27	9	6			
Total for the Day					6			
1	Main Street Church	Total Early Votes for Location			8			

Provisional Early Voters

To run: **REPORTING > Early Voting Reports > Provisional Early Voters** or
REPORTING > EViD Reports > Provisional Early Voters

This report lists the early voters who voted by provisional ballot during a time period you specify.

Provisional Early Voters (01/01/2008 12:00:00 AM thru 08/20/2009 11:59:00 PM) for 09/18/2009 General Election						
<u>Date Early Voted</u>	<u>Voter Name</u>	<u>Voter ID</u>	<u>Precinct</u>	<u>Pty</u>	<u>Ballot Style</u>	<u>Ballot Number</u>
Main Office Downtown Klean Plaza T						
8/12/2009 3:25:40PM	Ayifdafdsa, Dsafdas	502788600	6	Unk		0
8/12/2009 3:35:07PM	Beafant, Elisha	502787440	39	Rep		0
8/12/2009 3:16:40PM	Boddly, Kramer	502788075	1	Dem		0
8/12/2009 3:24:31PM	Garrison, James M	502117149	39	Npa		0
8/12/2009 3:12:15PM	George B Jackson JR	501967682	6	Rep	A1	0
8/12/2009 3:12:50PM	John H Jackson	502626755	6	Chr	A1	0
8/12/2009 3:13:21PM	John L Jackson	502207627	13	Dem	B1	0
8/12/2009 3:15:22PM	John R Jefferson	502018404	39	Dem	C1	0
8/12/2009 3:21:52PM	Leaflet, Elf	502745764	11	Dem		0
Total for Location Main Office Downtown Klean Plaza T						

Provisional Voters

To run: REPORTING > Election Reports > Voter Lists > Provisional Voters

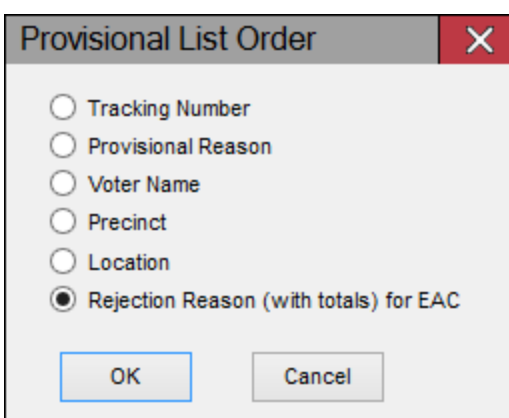
This report lists the voters who cast ballots in the selected election.

The end of the report shows the total ballots that were tabulated and not tabulated. The *Total Not Tabulated* total includes both pending and not-tabulated ballots.

The *Tabulated* column in the report has three possible values:

- **Y**—The voter's ballot was tabulated.
- **N**—The voter's ballot was not tabulated.
- **P**—The voter's ballot is pending because its disposition has not yet been determined by the Canvassing Board.

When you run the report, you are asked to provide a date range. Then, you are given the option of sorting the list by tracking number, provisional reason, voting location/voter name, precinct, or rejection reason.



A screenshot of a dialog box titled "Provisional List Order" with a red close button (X) in the top right corner. The dialog contains a list of six radio button options for sorting the report. The first five options are "Tracking Number", "Provisional Reason", "Voter Name", "Precinct", and "Location". The sixth option, "Rejection Reason (with totals) for EAC", is selected with a black dot. At the bottom of the dialog are two buttons: "OK" and "Cancel".

When sorted by **Rejection Reason (with totals) for EAC**, the report shows only those voters whose ballot has not been tabulated, grouping the voters by provisional reason, which is information required for the EAC report.

This report was sorted by tracking number.

		Supervisor Name					
Date MM/DD/YYYY		Supervisor of Elections		Washington DC			
Time HH:MM		Provisional Voters for Dem Primary Election					
		MM/DD/YYYY through MM/DD/YYYY					
Election 866							
Tracking #	Voter Name	Voter ID Address	Date	Precinct	Tabulated	Operator	Reason for Provisional Reason Ballot Not Tabulated
1	Allen, Deborah	700000001 1524 Apple St Anytown ST 99999	MM/DD/YY	24	P	lthomas	Not registered
2	Christian, Carl	700000002 246 Central Ave Anytown ST 99999	MM/DD/YY	6.1	P	ccollins	Challenge Voter claiming eligi Unable to establish eligibility
7	Denkins, Larry	700000003 900 Main St Anytown ST 99999	MM/DD/YY	3.1	P	AJenkins	No ID provided
12	Hooker, Ray	700000004 5600 Cara Ct Anytown ST 99999	MM/DD/YY	6	Y	lthomas	No ID provided
25	Hyun, Kim	700000005 123 Meadow Ln Anytown TX 75705	MM/DD/YY	3	P	Psmith	Voter refutes ineligibility
33	Miller, Jessica	700000007 56 Cedar Ct Anytown TX 75706	MM/DD/YY	3.1	Y	DBaker	Not registered
47	Reeves, Helen	700000008 901 Lake Dr Anytown TX 75707	MM/DD/YY	12	P	lthomas	Registered in other pct
77	Saunders, Mary	700000009 MM/DD/YY	6			ccollins	Voted after 7pm
Total Tabulated					2		
Total Not Tabulated					6		

Undo Checkin Activity

To run: **REPORTING > EViD Reports > Undo Checkin Activity**

This report lists, by precinct, the voters who were checked in to vote on EViD stations whose check-in was later undone.

The report includes:

- Voter Name
- FVRS Voter ID Number
- Polling Place
- EViD ID
- Operator
- Date Occurred
- Undo Reason

Note: A breakdown in communications or hardware at the polling place might affect the accuracy of this report.

Run the Get Out the Vote Report

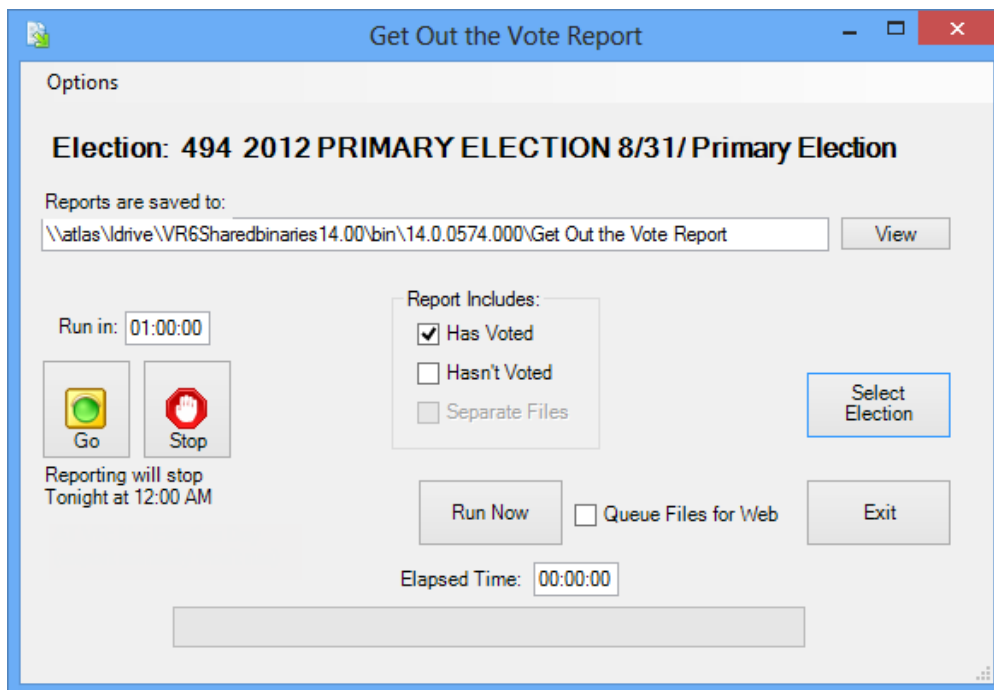
This report gives the county staff (as well as candidates and others who request information) an up-to-the-minute look at who has/has not voted in an election so far. You can output a list of those who have voted, those who haven't, and a list of both, with *HAS NOT VOTED* or the date of voting shown for each voter.

The report is output as a CSV file. For each voter, it shows their residential address, precinct, and party.

If your county has a VR Tower website, the EViD Get Out the Vote report can be automatically posted to the website for retrieval by candidates with login accounts. For instructions on creating these accounts, see [How to Give a Candidate Access to the GOTV Report on Your Website](#).

To run the Get Out the Vote Report:

1. Go to **EViD > Get Out the Vote Report**.
2. On the [Get Out the Vote Report](#) dialog, click **Select Election** and choose the election you want to report on.



3. In the **Report Includes** box, select the parameters according to the output you want:

- Select **Has Voted** to list those who have already voted in the report. The report is named Voted.CSV. The right-most column of the report will show the date each voter voted.
- Select **Hasn't Voted** to list voters who have not yet voted in the election (including those whose voter registration status is Pending). The report is named Not-Voted.CSV. The right-most column of the report will show the text *HAS NOT VOTED*.
- Select **Has Voted** and **Hasn't Voted** to output both groups of voters:
 - Clear the **Separate Files** check box to output the report to a single file, which is named Combined.CSV. Those who voted are listed first, along with the date they voted. The voters who have not yet voted are listed last.
 - Select the **Separate Files** check box to output the two voter lists to separate files named Voted.CSV and NotVoted.CSV.

Note: The text *HAS NOT VOTED* is not shown in the file *NotVoted.csv*.

4. To have the report uploaded to the candidate section on your VR Tower website, select **Queue Files for Web**. The report will be available there to [candidates with a login account](#).
5. To run the report immediately, click **Run Now**. The report file(s) will be sent to the folder you specified in step 3.
6. To have the report run at regular intervals, click **Go**. The **Run In** field will show the time left before the next run of the report. By default, the interval is once per hour. To change the interval, on the dialog's menu bar, click **Options** and enter the hour, minute, and second in the **Default Wait Time** field. For example, to have the report run once every 30 minutes, enter **00:30:00**. Click **OK** to save the new interval. The automatic runs stop occurring at midnight. To halt the automatic runs before then, click **Stop**.

To view the report, click on **View** to open the directory where the Get Out The Vote report files are generated and saved to. Outputted files will notate Voted, Not Voted, or Combined report types.

Undo an EViD Check-in on Election Day

Once an EViD check-in transaction from your election day EViD has been processed into the system, the voter's status on the [Voting History Maintenance](#) dialog will show *Voted at Polls* or *Voted at Polls by Provisional Ballot*. If necessary, you can reverse the check-in, and thus return their voting status to *Eligible but did not Vote*. This can only be done on election day when the election status is **Return Processing Only**.

Performing an undo operation in the voter record does not decrement the EViD station totals.

Note: EViD check-ins can also be undone on the EViD stations, provided that the election worker signed onto the station has been granted undo capability.

Note: To undo an early vote, go to the voter's **Vote-by-Mail** tab, select the election, and click **Post Early Voting Adjustment**.

To undo of an EViD check-in on Election Day, you must have the permission Voter-Maintenance:UndoElectionDay.

To undo a voter's EViD check-in on Election Day:

1. Ensure that the status of the election is Return Processing Only.
2. Go to **VOTER REGISTRATION > Voter Maintenance** and retrieve the voter's record.
3. On the **Elections** tab, highlight the election and click **History Details**.
4. On the Voting History Maintenance dialog, click **Undo Election Day Check-in**. The voter's voting status will be reversed to **Eligible but did not Vote**.

CHAPTER 6

Replacing or Adding a New EViD to a Location During Voting

This chapter includes:

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Scenario 1—Replacing or Adding a Peer, Only the King has Internet Access146

Scenario 2—Replacing or Adding a King, Only the King has Internet Access146

Replace or Add a New EViD to a Location during Voting

Occasionally you might find it necessary to replace an EViD station at a voting location or add another EViD to handle higher-than-anticipated voter traffic. When this occurs, the steps to take depend on the internet connections at the location and whether the EViD being replaced is the only EViD at the location.

In all cases, the new EViD should be physically installed and powered up just as the previous EViD was brought up. There are some differences in updating the EViD with the latest voting information, which are described in the “Scenario” sections below.

When creating a database export for a new EViD to be installed after voting is in progress (see [Extract Database Information for Voting](#) for instructions), you can greatly speed up the time for the new EViD to catch up on transactions by creating a new database export.

Run the export, make a new election image, create a new activator, and load the activator onto the new EViD. Assuming communications between the elections office and the voting location have been normal so far, the new EViD will need to obtain only the transactions made between the time of the export and the time the new EViD comes up at the voting location.

Scenario 1—Replacing or Adding a Peer, Only the King has Internet Access

If the new EViD is not a king station and it is not directly connected to the Internet, no action is required on your part to update the station with the latest voting information. Once the EViD is online, it will obtain the information from the other EViDs at the location.

Scenario 2—Replacing or Adding a King, Only the King has Internet Access

If the new EViD is a king and is the only station with a direct Internet connection, no action is required on your part to update the station with the latest voting information. Once the EViD is online, it will obtain voting information from the other EViDs at the location, up to the last transaction received by the location. Then it will obtain any later transactions by making an inquiry from the EViD web service and will distribute the web-obtained transactions to the other EViDs at the location.

CHAPTER 7

Post Processing

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Post Processing

Post processing is the final, yet very important step that must be completed before reports and voting history can be done.

During Post Processing:

- Voter check-ins will be recorded that did not make it back to the county office because of any communications problems.
- Provisional ballots cast and the information associated with them (tracking numbers, reasons for, and so on) are also transferred to the database.
- Address changes made on EViD stations are applied to voter records, in the event that the transactions were not sent over the Internet.
- If the system option **Save Signatures** in Voter Focus is selected, signatures collected at EViD stations are processed into the voter registration database where they can be viewed on the voter's **Elections** tab in the **Voters** application.

Steps For Post Processing

- [Process QLogs](#)
- [Identify Transactions that Cannot Be Processed](#)
- [What if a Transaction Cannot be Processed?](#)

Process QLogs

The processing of QLogs—sometimes called *post processing*—ensures that all transactions performed by EViD devices during voting are recorded. QLogs are TXT files that contain the transactions collected by EViD devices during early voting and on Election Day. Transactions include voter check-ins, name and address changes, and provisional ballots issued.

Transactions are collected on flash drives at the end of the voting day. A flash drive is inserted in each EViD device when the EViD is shut down and the EViD's QLogs are automatically copied to the flash drive. The drives are then collected at the county elections office for processing. The QLogs can be copied from EViD devices to any flash drive with the election's activator files.

The Process QLogs program first copies transactions that were not transmitted over Web Services from flash drives to the jurisdiction database, then processes any that have not already been processed against the appropriate voter records. Unless you had communications problems during voting, all transactions have already transmitted over the Internet. The Process QLogs program captures any transactions that were not transmitted due to a communications failure. Transactions that were transmitted successfully from the polling place are ignored during QLog processing.

Note:

- Normally, even a communications failure of some duration will not prevent the complete transmission of data. The data will simply be sent when communications are restored. However, if communications fail before an EViD device is shut down and they are not restored by the end of the voting day, transactions performed after the failure are not transmitted to the database via normal communications.
- Qlogs from Voter Outreach events consist of name and address change only.

When and How Often Should QLog Processing Be Done?

QLogs must be processed at least twice for an election — 1) at the close of the Early Voting period and 2) at the close of Election Day voting.

In addition:

- QLogs should be processed for any location or individual EViD device that had a communication failure that was not restored before the close of day. Keep in mind, this

can apply to just one EViD rather than an entire location. If only one EViD experienced a problem, such as in the case of failed hardware, you only need to post process the activator for that one workstation.

- We recommend processing as often as logistically possible during early voting. This will reduce the amount of time needed to run the program at the close of Early Voting.

Repeated processing has no effect on transactions already transmitted to the database; they are simply ignored. Only transactions not found in the database are processed.

Tip: Determine the amount of time it takes to process QLogs at the end of the early voting period. This may give an indication of how often QLog processing should be done for your county. If the total time is manageable, then perhaps you can reduce the number of times QLogs are processed during early voting.

Run Process QLogs

The *EViDQLogs* user permission is required to run the program.

Multiple users can perform steps 1-3 below from different workstations at the same time to speed the process of collecting data. Step 4 can only be done by a single user.

1. In EViD Manager, go to **EViD > Process QLogs**.
2. On the [EViD QLogs](#) dialog, select the election and then click **Collect data from activators**. Plug in the jump drive you want to process. Repeat this step for each jump drive containing EViD transactions.
3. Once you have collected all data from all the jump drives, click **Process collected Data** to add the missing transactions to the database.
4. When processing is complete, you have the option of clicking **Process Report** to display a report of Qlogs processed for the election. This report contains information for all EViDs processed for an election. This report can be exported to an Excel spreadsheet.

Process Report

Election: 450 Nick EViD 12.0.12 Sys Test Exit

Spreadsheet location: C:\Documents and Settings\Administrator\My D Browse... Export to Spreadsheet

An asterisk in the first column says this is from the EViD Maintenance table.
An asterisk at the beginning of a location says this is an early voting site.

	Location	EVID ID	Last Processed
*	*1	AIOY50010201231	
*	*1	EVID	
*	*1	EVID740006	
*	*1A06EV	AIO50010201231	
	*2	AIOY50009900157	6/9/2011 3:32:27 PM
*	*2	EVID740002	6/9/2011 3:32:52 PM
	*4	EVID620569	6/9/2011 10:20:25 AM
*	1A06	AIOY50010201231	
*	1A06	EVID740006	
	1A07	AIOY50009900157	6/9/2011 5:24:57 PM
	1A07	EVID620569	6/9/2011 5:24:56 PM
*	1A07	EVID740002	6/9/2011 5:25:09 PM
*	1A09	EVID	

- Click **Exit**. The Process QLogs program concludes with information on how many logs it read and how many of those were processed into the database

Tickets and Reports Used for Reconciliation

To review totals for reconciliation purposes, use the following tools to validate that the correct number of voters are checked in, validate the correct number of ballots are tabulated, and research the cause of any differences.

- **Closing Ticket**—From Tech Utilities, print the total number of voters who checked in to vote for just the current day on the one EViD station that is printing the ticket. The ticket is separated into regular and provisional check-ins and broken down again by ballot style.
- **Grand Totals Ticket**—Similar to Closing Ticket, from Tech Utilities, print the same layout for the current day, except for all EViD stations at the voting site.
- **Undos Ticket** - From Tech/Clerk Utilities > Reports; prints out the total number of undo check-ins for the day, broken down by total number of undos per EViD.
- **Early Voters Report**—From the Voter Focus console, run the report to show the total early voters for the entire election who:
 - Checked in to vote a regular ballot on an EViD station.
 - and/or
 - Had a regular ballot recorded in Voter Focus.

You specify the date range when running the report.

This report does not include provisional check-ins or ballots.

- **Early Votes By Location Report**—From the Voter Focus console, run the report to show the same as the Early Voters Report, but broken down by location.
- **EViD Voters on Election Day Report**—From the Voter Focus console, run the report for a combined layout of the Early Voters and Early Votes By Locations reports, but for election day totals.
- **Provisional Early Voters Report**—From the Voter Focus console, run the report to show the total voters who voted provisionally during the early voting period and:
 - Checked in to vote a provisional ballot on an EViD station.
 - and/or
 - Had a provisional ballot recorded in Voter Focus.

You specify the date range when running the report.

- **Provisional Voters Report**—From the Voter Focus console, run the report to show the same as above, but for election day totals.

Wanting to Monitor Your Daily EViD Activity?

If you are interested in reviewing check-in status and activity at your polling places, use Web Monitor and Supervisor's Dashboard. The totals shown in these programs are not meant for reconciliation but can give you a combined total of both regular and provisional EViD check-ins.

Identify Transactions that Cannot Be Processed

All transactions from EViD stations are stored in an incoming queue in the county database until they are processed by the Input Processor program. The incoming queue holds transactions sent over the internet as well as those collected from [QLogs](#). Transactions successfully processed against voter records are marked as OK. Those that for one reason or another cannot be processed are displayed on the [EViD Exceptions](#) dialog with a message stating why processing failed.

The **EViD Exceptions** dialog is an interactive report with a row for each incomplete transaction. Information on the transaction includes the EViD station where it occurred, the voter registration number, and the reason why the transaction could not be processed into the database. You can try to reprocess the transaction or, if that fails, enter the transaction manually using Voter Maintenance in Voter Focus. Once a transaction has been entered manually, you can mark it to be ignored, which will prevent its display in the report.

To get the EViD Exceptions report:

1. Go to **EViD > Process Exceptions**. The report appears in the [EViD Exceptions](#) dialog.
2. The report shows exceptions for the [default election](#). If that isn't the election you want, click **Select Election** and choose another.

The exceptions information can be sorted by clicking on a column header.

You can export the exceptions list to an Excel spreadsheet (Excel 2003 or later).

We recommend that you check the **EViD Exceptions** dialog periodically during the voting cycle and after voting is finished to try to resolve each transaction so that the final result is an empty list or a list consisting solely of Ignored transactions.

Verify that Input Processor Is Running

Because processing and reprocessing of transactions is performed by Input Processor, this program must be running in order to remove any transactions from the list of exceptions. To verify that Input Processor is running, go to the EViD and confirm that the Input Processor button is not red. If it is red, click to start it.

Reprocess the Entire List

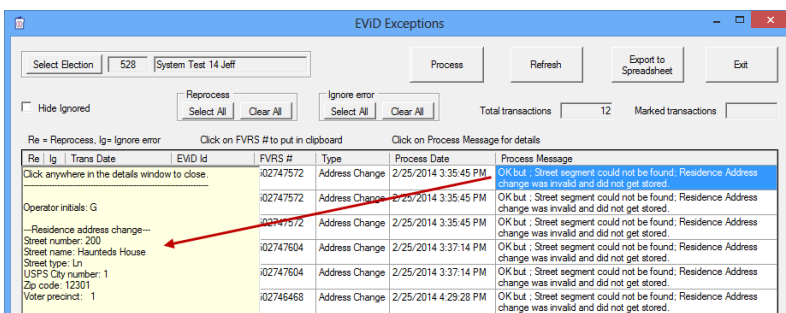
When you first display the EViD Exceptions dialog, it's a good idea to begin by reprocessing the entire list to see if any transactions can be removed with no further action on your part. For example, the reprocess might clear an address change referencing a street that wasn't in the Streets table when the transaction was first processed but has been added since then.

To reprocess the entire list:

Identify Trends

After reprocessing the entire list, you can begin to examine each transaction individually. We suggest you sort the list by the **Process Message** column to see if you are getting repeated occurrences of the same message. This might mean that a single fix could clear multiple transactions.

To see details on a specific transaction, click in the transaction's **Process Message** field. A window with all data received for that transaction will appear in the left side of the list. To dismiss the detail window, click inside it.



Transactions that Can Be Fixed and Reprocessed

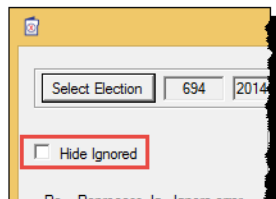
Transactions that fall into the "reprocessable" category are typically those where the transaction cannot go through because of some issue with the database. An example might be an address change with a house number that falls outside the range of acceptable house numbers in a street segment. Research on the GIS system indicates that the street segment

should be expanded to include the house number. Once the street-segment definition is updated, the EViD transaction can then be reprocessed. This time the transaction will not fail, because the voter's new address can be validated.

To queue items for reprocessing: Check the **Reprocess** check box for transactions that need to be reprocessed. Press **Process** to process the selected transactions.

Transactions that Can Be Fixed and Ignored

Transactions that fall into the "ok to ignore" category are typically those where the transaction itself is faulty and therefore must be entered manually into the system. An example might be an address change where the EViD operator overrode an unverified-address message and accepted the address change. Once the manual work is done, the transaction can be marked as Ignored. You can prevent display of Ignored transactions in the list by selecting the **Hide Ignored** check box.



To queue items to be ignored:

Note: The processing of Ignored transactions does not involve Input Processor. This is done by the EViD Exceptions program.

To queue items to be ignored, check the **Ignore Error** check box for transactions that can be ignored. Press **Process** to mark the selected transactions as Ignored.

If you later find that you want to reset an Ignored transaction and display the original process message: Check the **Reprocess** check box and press **Process** to reprocessed the Ignored transaction. Clicking on **Refresh** after reprocessing will display the original process message.

Possible Reasons for Transaction Failures

Process Message	How to Resolve
Could not load clsVotrm:	Contact VR Systems if you see this message.

Process Message	How to Resolve
Failed Hash Total Test	The hash-total test protects transactions from external changes. If you see this message, contact VR Systems.
Failed Recording Provisional Information	Check the details pane for the transaction (click the transaction's process message) to determine if there are anomalies with the transaction. Try to enter the transaction manually; then mark the exception as <i>Ignored</i> .
Failed to Undo Early Vote	Contact VR Systems if you see this message.
Ignored	The transaction has been processed with the Ig (nored) check box selected. This replaces the original message with the message <i>Ignored</i> .
OK but Mailing Address not changed county data is newer	The voter check-in was recorded in the database but the mailing-address change taken at check-in was not because an address change was entered into the voter's record after the address change was performed on the EViD. The transaction can be set to <i>Ignored</i> .
OK but Residence Address not changed county data is newer	The voter check-in was recorded in the database but the residential-address change taken at check-in was not because an address change for the voter was entered into their record after the address change was performed on the EViD. The transaction can be set to <i>Ignored</i> .

Process Message	How to Resolve
OK but Residence Address change was invalid and did not get stored	The voter check-in was recorded in the database but the residential-address change taken at check-in was not recorded because there was an issue with the address. Check the details pane for the transaction (click the transaction's process message) to determine whether the EViD transaction has bad data (a typo, perhaps?) or the database needs to be changed to allow the transaction.
OK but Votrm Store Failed: Fvrs RG01 Update Filed RG01 Error list: Mailing State or Mailing Country Required for Mailing Address	The voter check-in was recorded in the database but the mailing-address change taken at check-in was not because the mailing address taken on the EViD does not have a state or country. This will require research by elections staff to determine the proper address. Once this is done, the address can be entered manually into the voter's record and the transaction can be set to <i>Ignored</i> .
OK but Votrm Store Failed: Fvrs RG04 Update Failed RG04 Error list: address state is invalid	The voter check-in was recorded in the database but the address change taken at check-in was not because the address taken on the EViD has an invalid state. This is probably a typo in the state. The issue should be researched by elections staff to determine the proper address. Once this is done, the address can be entered manually into the voter's record and the transaction can be set to <i>Ignored</i> .

Process Message	How to Resolve
OK but Votrm Store Failed: Fvrs RG05 Update Failed RG05 Error list: LastRecordChangeDate Transaction Error	The voter check-in was recorded in the database but there was a problem updating the Last Date Change in the voter's record. This issue should be researched by elections staff to determine where the problem lies.
OK but Votrm Store Failed: Fvrs RG05 Update Failed RG05 Error list: Invalid RVoterRegStatus for Change Transaction Type	The voter check-in was recorded in the database but there was a problem with the voter's registration status. This issue should be researched by elections staff to determine where the problem lies.
OK but Votrm Store Failed: General Fvrs Access Error	FVRS might be down or there might be connection issues between the county and FVRS. Verify that all systems are up and reprocess the transaction. If the transaction still cannot be processed, contact VR Systems.
Unexpected Transaction Type Encountered: <message>	Contact VR Systems if you see this message.
UpdatePrcreqm Failed	Contact VR Systems if you see this message.

CHAPTER 8

EViD Tech Utilities

This chapter includes:

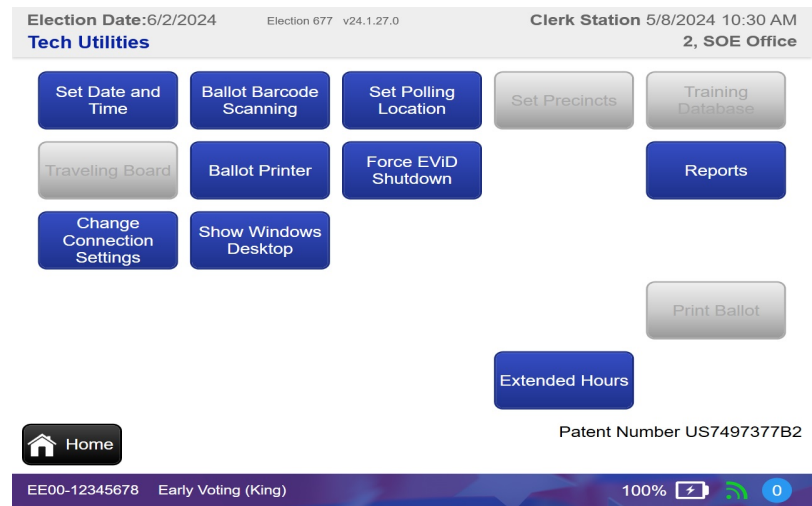
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Tech Utilities Available on the EViD Station

On the **Home Screen** dialog, touch the **More** button on the toolbar.

On the **Tech Utilities Login** dialog, enter in the tech utilities password and click **Login**.
The **Tech Utilities** dialog appears.



In order to keep your EViD stations secure, we recommend that you keep the information on how to access these utilities to internal employees.

Tech Utilities List

The following set of Tech Utilities is provided through EViD Workstation on each individual EViD station:

- Set Date and Time**

Set the correct date, time, and time zone.
- Ballot Barcode Scanning**

Allows the EViD to validate the correct pick & pull ballot is issued to a Voter.
- Set Polling Location**

Change the voting location of the EViD station.
This function is also available in the Remote Utilities program.
- Set Precincts**

Allows for a precinct to be added to an Election Day Polling Location. Button is only active in Election Day.

Ballot Printer

Change the ballot-printing interface type and printer information for the EViD station.

This function is also available in EViD Maintenance and the Remote Utilities programs.

For information about setting up EViD stations to print to ExpressVote printers, see [Install and Configure ES&S ExpressVote Printing](#).

Note: Print Test Ballot is now part of the main Ballot Printer functionality.

Force EViD Shutdown

Exit EViD Workstation and go to the Windows desktop.

Training Database

This will bring up two options where the county can Reset Database and Restart or switch the communication mode for training to either Classroom setting or communicating EViDs.

This functionality is only available in training or sandbox environments.

Change Connection Settings

Change the network settings used for the EViD station to connect to the internet and to run the [Comms Test utility](#).

Show Windows Desktop

Access and interact with the Windows Desktop without exiting out of and restarting EViD Workstation. See [Show Windows Desktop](#) for instructions.

Reset Sigpad

Note: This feature is now located under the **More** button on the **Home** screen.

Address Change Set- tings

Note: This feature can now only be updated via **Remote Tech Utilities**.

Status and Wait Times

Note: This feature is now located under the **More** button on the toolbar.

Reports

Display the following print functions:

- **Print Opening Ticket**—Prints out an opening ticket for the EViD. This is the same ticket that prints out when the Election Worker logs into the EViD.
- **Print Closing Ticket**—Print a totals ticket for the EViD station that is running the report without having to shut down the station.
- **Print Undos Ticket**—Print the current number of undos performed on the current day by the EViD station printing the report.
- **Print Grand Totals Ticket**—Print a totals ticket for the current day and all EViD stations at the current voting site.
- **Ballots Printed Totals Ticket**—Print the total number of ballots printed for the current day by the EViD station printing the report.

Set Date and Time

This feature lets you set the correct date, time, and time zone for the EViD station.

If the EViD station is connected to the internet, the time will automatically be synchronized with the EViD web service. This feature is only needed if the EViD station is unable to communicate with the internet-connected EViD station or the internet.

Set the correct date and time for the EViD station:

1. On the **Tech Utilities** dialog, touch **Set Date and Time**.

The screenshot shows the 'Set Date and Time' dialog. At the top, it displays 'Election Date: 3/31/2023', 'Election 663 v24.0.51.0', and the current date and time '3/22/2023 11:09 AM'. Below this, there is a 'Set Date & Time' button. Underneath, there are two input fields: 'Select Date:' with a date picker showing '3/22/2023' and 'Select Time:' with a time picker showing '11:09:49 AM'. Below these is a 'Set Date and Time' button. Further down, there is a 'Time Zone:' dropdown menu showing 'Eastern' and a 'Set Time Zone' button. At the bottom left, there is a 'Back' button. At the bottom right, there is a status bar showing 'EE00-12345678', 'Early Voting (King)', '100%', and a battery icon.

2. Touch the part of the date, time, or time zone you want to change. You can use the up and down arrow buttons to change the date or time.
3. Touch **Set Date and Time** to apply changes to the date and time. Touch **Set Time Zone** to apply changes to the time zone. Touch **Back** to return to the **Tech Utilities** dialog.

Ballot Barcode Scanning

This functionality allows the EViD to validate that the correct pick & pull ballot is issued to a voter.

When Ballot Barcode Scanning mode is enabled, the following will happen when checking in a voter:

- After accepting the voter's signature at the signature screen, a message will appear asking to select the ballot style assigned to the voter and to scan the barcode on the ballot using the EViD barcode scanner.
 1. If the scanned ballot barcode matches the correct ballot style, the check-in will be completed and a ticket will print out.
 2. If the scanned ballot barcode does not match the correct ballot style, the system will ask to verify the correct ballot is selected and to scan again.
- There is also a **Skip** button that appears that will skip the ballot barcode validation process and will proceed to complete the check-in of the voter.

To enable ballot barcode scanning:

1. On the **Tech Utilities** dialog, touch **Ballot Barcode Scanning**.
2. A message will appear stating **Ballot Barcode Scanning mode enabled**.

To disable ballot barcode scanning:

1. On the **Tech Utilities** dialog, touch **Ballot Barcode Scanning**.
2. A message will appear stating **Ballot Barcode Scanning mode disabled**.

Set Polling Location

This feature lets you change the voting location of the EViD station. This capability is also available in the Remote Utilities program.

When an EViD station's location is changed, all background tasks on the station are automatically restarted.

To change the location to which an EViD station is assigned:

1. On the **Tech Utilities** dialog, touch **Set Polling Location**.
2. Select the new location and touch **OK**.

Set Precincts

This feature lets you change the precincts an EViD station is assigned to. This capability is also available in the Remote Utilities program.

The Set Precincts button is available for Election Day mode that allows precincts to be added for that polling location.

To change the precincts to which an EViD station is assigned:

1. On the **Tech Utilities** dialog, touch **Set Precincts**.
2. To add a precinct, select the precinct from the left column and touch **Add>>**.
3. To remove a precinct, select the precinct from the right column and touch **<<Remove**.
4. Once you have made all changes, touch **OK**. To exit without apply any changes, touch **Back**.

Ballot Printer

This feature lets you change the ballot-printing interface and connection information for the EViD station.

This capability is also available in [EViD Maintenance](#) and the [Remote Tech Utilities program](#).

Note:

- For information on setting Ballot Printer settings for EViD DirectPrint, see the [EViD DirectPrint Setup Guide](#) in the User Community.
- For information about setting up EViD stations to print to ExpressVote printers, see [Install and Configure ES&S ExpressVote Printing](#).

To set up ballot printers for the EViD station:

1. On the **Tech Utilities** dialog, touch **Ballot Printer**.
2. Select the type corresponding to your ballot-printing vendor.

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:28 AM
2, SOE Office

Ballot Printer Settings

Ballot Printer Type

- ☒ None
- ☐ Direct Print
- ☐ Type 1 (share = Unity)
- ☐ Type 2 (share = Runbeck.Sentio)
- ☐ Type 3 (share = BODPrint)

☐ ExpressVote

☐ Print ExpressVote Activation Card For All Check-ins

Print Test Ballot

OK Clear

← Back

EE00-12345678 Early Voting (King) 100% 0

3. Depending on your vendor selection, you may need to enter an IP address for the ballot printers in the Printer 1 IP Address and Printer 2 IP Address fields.
4. If your type is 2 or 3 or you are using DirectPrint, you have the option of printing a test ballot to verify that the EViD/ballot printer connection is working. Touch **Print Test Ballot** to do the print test. If all goes well, you will see the message Ballot information successfully sent to printer.

5. Touch **OK** to save your changes. Or, touch **Back** to return to the Tech Utilities dialog without applying any changes.

Test ballots can be printed from the Print Test Ballot option on the Clerk Utilities dialog on EViDs configured for a Type 2 or 3 ballot printer as well as DirectPrint. See the [EViD Clerk Guide](#) or the [EViD Early Voting Guide](#) in the VR User Community for more information.

Ballot Printer - Printing Test Ballots

This functionality within the Ballot Printer feature lets you print a test ballot to verify that the EViD/ballot printer connection is working on EViD workstations configured for all ballot printer types, with the exception of Type 1 (ES&S Unity).

Enable Print Test Ballot For DirectPrint

To enable the Print Test Ballot feature, users must create a test PDF file in the **I:\Vr6sharedbinaries\Ballots\DirectPrint** folder titled *[election number]-TESTPRINT.pdf* before creating their Early Voting Activator image. Content within this test file can be random, however is it recommended that the content be printable on the same size paper as ballots.

Print Test Single Ballot

If ballot printing is enabled, users can print a single test page to the ballot printer on EViD workstations. This can be achieved using Tech Utilities or Clerk Utilities.

Test Print Using Tech Utilities

Touch **Tech Utilities** > **Ballot Printer**. Select **Print Test Ballot**.

Test Print Using Clerk Utilities

For DirectPrint, touch **Clerk Utilities** > **Print Ballot** and select **Print Test Ballot**.

For Type 2 or 3, touch **Clerk Utilities** > **Print Test Ballot**. If successful, a message stating "Ballot information successfully sent to printer" will display.

Force EViD Shutdown

This feature exits EViD Workstation and takes you to the Windows Desktop. It is necessary because the Exit button in EViD Workstation exits both EViD Workstation and Windows, plus it powers down the EViD station. The Force EViD Shutdown control prevents unauthorized users from accessing the Windows Desktop.

Note: The Show Windows Desktop feature in Tech Utilities lets you switch to Windows without shutting down EViD Workstation.

To exit EViD Workstation and go to the Windows Desktop:

1. Go to Tech Utilities and touch **Force EViD Shutdown**.
2. Touch **OK** to confirm that you want to exit EViD Workstation.
3. To restart EViD Workstation, simply double-tap its icon on the Windows desktop.

Training Database

This feature is designed for use during training of poll workers only. From the EViD station you can undo the check in of all “voters,” to make the database ready for the next training session. After the undo, it restarts EViD Workstation.

Note: Classroom or Communication mode for EViD stations to allow use for training is set in Voter Focus. When an EViD station is in Communications or Classroom mode there is an icon in the header denoting this.

To undo the check-in of “voters” on your training system and restart EViD Workstation:

1. On the Tech Utilities dialog, touch **Training Database**.
2. Touch **Reset Database and Restart**.
3. Touch **Yes** to confirm you want to do this.

Change Connection Settings

This feature lets you change the network settings used for the EViD stations to connect to the internet and to each other through local peer-to-peer communications. It is useful in the case where the connection information was incorrectly set up when the activators were created, or if an EViD station was set to be connected using a method that later became unavailable.

You can also [run a communications test](#) from here.

To change the network connection settings for the EViD station:

On the **Tech Utilities** dialog, touch **Change Connection Settings**. The **Change Connection Settings** dialog appears. The dialog layout changes, depending on which **Network Mode** option you select.

LAN

Election Date:3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:45 AM
2, SOE Office

Change Connection Settings

Change Connection Information

Network Mode

☒ LAN
☐ Wireless
☐ Aircard

☐ Create Hosted Network

Test Comms

LAN Settings

DHCP ☐

IP 169.254.1.101

Subnet Mask 255.255.0.0

Default Gateway 169.254.1.1

Preferred DNS 8.8.8.8

Alternate DNS 1.1.1.1

OK

Clear

Back

EE00-12345678 Early Voting (King) 100% 0

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:42 AM
2, SOE Office

Change Connection Settings

Change Connection Information

Network Mode

- ☒ LAN
- ☐ Wireless
- ☐ Aircard

☐ Create Hosted Network

Test Comms

LAN Settings

DHCP ☒

IP

Subnet Mask

Default Gateway

Preferred DNS

Alternate DNS

OK Clear

Back

EE00-12345678 Early Voting (King) 100% 0

Wireless

Election Date: 3/31/2023 Election 663 v24.0.51.0 Clerk Station 3/22/2023 11:45 AM
2, SOE Office

Change Connection Settings

Change Connection Information

Network Mode

- ☐ LAN
- ☒ Wireless
- ☐ Aircard

☐ Create Hosted Network

Test Comms

Wireless LAN Settings

SSID

Password

OK Clear

Back

EE00-12345678 Early Voting (King) 100% 0

- **Network Mode**—Select the type of communications the station is using.
- **LAN Settings**—If you selected **LAN** in the **Network Mode** box, check the **DHCP** check box to have the EViD station obtain an IP address automatically. Or uncheck the **DHCP** check box and enter the connection information for the voting location.
- **Wireless LAN Settings**—If your selection for **Network Mode** is **Wireless**, enter the name of the wireless network at the voting location and the password to access the wireless network.
- **Create Hosted Network**—If selected, the EViD station creates a hotspot that other EViD stations can connect to.

Click **OK** to save your changes. Click **Back** to return to the **Tech Utilities** dialog. Click **Clear** to undo changes without returning to Tech Utilities.

About Create Hosted Network

The Create Hosted Network feature enhances the reliability of communication between multiple EViDs at the same location when it is not possible to connect all EViDs at the site to an existing wired or wireless network.

To use this feature:

- All EViDs at the polling place must have the hosted network setting enabled.

Hosts are automatically assigned to the EViD located at the polling place that is connected to the internet, no additional steps are needed.

Configuring EViDs to Create a Hosted Network

To enable the hosted network feature on an EViD Station:

1. Navigate to Tech Utilities > Change Communication Settings.
2. Enable the **Create Hosted Network** checkbox.
3. Click **OK**.

The Create Hosted Network feature can be pre-enabled for EViDs in Staging mode in Options or for Election mode EViDs in Poll Place Maintenance.

EViD workstations will automatically establish a connection to the hosted network after the **Create Hosted Network** option has been enabled, as described above.

Show Windows Desktop

This feature allows you to access and interact with the Windows Desktop without exiting out of and restarting EViD Workstation.

To access the Windows Desktop without exiting EViD Workstation:

On the Tech Utilities dialog, touch the **Show Windows Desktop** button. The EViD Workstation program is now minimized and the Windows Desktop appears.

You can perform any tasks or use any applications while EViD Workstation is minimized.

Close any programs you are running before returning to EViD Workstation. Also note the Web Messenger window running on the Windows Desktop. It should not be closed before returning to the EViD Workstation program.

To return to EViD Workstation, touch the **EViD Workstation** taskbar icon at the bottom of the screen.

Reset Sigpad

Note: This feature used to be part of Tech Utilities but is now accessed from the EViD Home Screen by click the **More** button on the toolbar.

This feature lets you reinitialize the EViD/Topaz Signature Pad if the Signature Pad was plugged into the EViD after the Election Worker sign-in.

Status and Wait Times

Note: This feature used to be part of Tech Utilities but is now accessed from the EViD Home Screen by click the **More** button on the toolbar.

This feature lets you send the elections office site status updates an estimated wait time for voters to be checked in at the voting location. The wait-time information can be exported to an HTML or JSON file for posing to the county website. The information can also be seen in EViD Web Monitor and Supervisor's Dashboard.

Print Reports From Tech Utilities

To run the following utilities, go to **Tech Utilities > Reports**.

Print Opening Ticket

Allows for the Opening Ticket to be printed in the event that there are printer issues upon start-up.

Opening Ticket will display County, Election, Location information, and Summary Statistics for the polling location. This ticket should show 0 totals when first starting up the EViD Station.

Print Closing Ticket

Print a closing ticket for the one EViD station that is printing the ticket without having to shut down the station. The totals are separated into regular and provisional ballots, and then broken down by ballot style. This allows you to reconcile totals during voting with no time lost exiting and restarting EViD Workstation.

Print Undos Ticket

Print a ticket showing the current number of undos performed on the current day by the EViD station printing the report. The information can also be seen in EViD Web Monitor.

Print Grand Totals Ticket

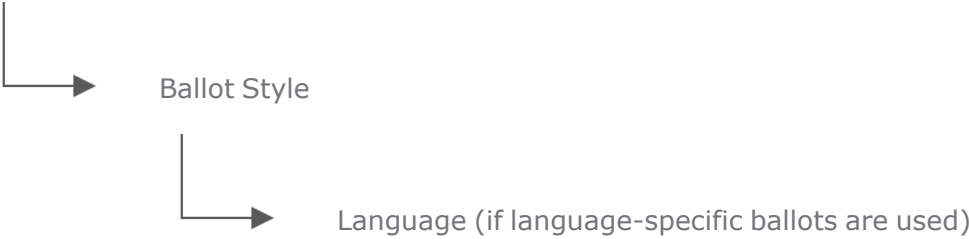
Print a totals ticket for the current day and all EViD stations at the current voting site without having to shut down each station. The totals are broken separated into regular and provisional ballots, and then broken down by ballot style. This allows you to reconcile totals during voting with no time lost exiting and restarting EViD Workstation.

Ballots Printed Totals Ticket

Note: This option is only available for and applicable to EViD stations that have DirectPrint enabled.

Print the total number of ballots printed for the current day by the EViD station printing the report so you can audit ballot activity. The totals are broken down by the following types:

Ballot Type (Normal, Provisional, Reprinted Normal, Reprinted Provisional, and Manual)



A total number of Test ballots is included at the bottom of the report.

Direct Print: Ballots Printed Totals Ticket

Totals For: 5/2/2023
EE-12345678
Location: SOE Office
Election: VR Demo Election

Normal ballot totals
Grand Total: 0

Provisional ballot totals
Grand Total: 0

Reprinted ballots
Grand Total: 0

Reprinted Provisional ballots
Grand Total: 0

Manual ballots
Grand Total: 0

Test ballots
Grand Total: 0

CHAPTER 9

Troubleshooting

This chapter includes:

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Issues When Turning on an Edge Style EViD Station

EViD station screen is blank.

- Check that the power cord is plugged into the external power source.
- Check that the power cord is plugged into the EViD stand.
- Check that the top latch is pushed down to properly lock the tablet in place.
- Check that both battery latches on the back of the EViD tablet are in the lock position. (Typically, if the battery latch is not in the locked position, you will hear a repeated double beep with a second or two pause in between.)
- Press the Power button once and wait a moment.
 - If the EViD lock screen appears, this indicates the EViD was in Sleep mode. Swipe up on the screen with your finger to return to Fast Voter Check-in.
 - If nothing appears, it may mean that the battery level is too low for the EViD to operate. Wait 30 minutes for the EViD to charge, and then try powering on the EViD again. If you then get the same results, remove the EViD tablet from the stand and plug in the provided back-up tablet charger (typically, kept in the lid of the EViD case) into the tablet and an external power source. Wait up to 30 minutes and try again.

If still nothing appears, try swapping the battery in the back of the tablet with one from a known-working tablet.

When you launch EViD Workstation, you receive the message: *Waiting for activator - Please Wait.*

- Verify the activator is plugged in a USB port on the EViD tablet or the stand. If it is already plugged in the stand, try plugging it in the EViD tablet itself.
- Allow the station time to recognize the activator. Under some circumstances, this may take as long as three minutes. If after this time the message is still displayed, unplug the activator and plug it back in. Allow a minute or so for the EViD station to recognize the activator.

If the activator still is not recognized, unplug the power cord from the EViD stand, and then plug it back in.

When you launch EViD Workstation, you receive the following message: *The ticket printer is not responding.*

- Follow the troubleshooting steps provided in the message.
- If you are unable to turn on the printer, try swapping its battery with one from a known-working printer.
- If printing still does not begin, try turning the Bixelon Printer off and back on again.
- If printing still does not begin, and you are connecting the printer to the EViD stand using a USB cable, make sure the cable is plugged in at both the stand and the tablet.
- If printing still does not begin, and you are connecting the printer to the EViD stand using a USB cable, try swapping the cable with one from an EViD unit that is successfully printing.

Note: Once the printer is powered on, it may take up to 15 seconds for printing to start.

When you launch EViD Workstation, you receive the message: *This EViD is currently running election number <election number>. The installed activator is for election number <election number>. Please replace the activator with the correct one and press OK.*

Remove the activator and replace it with an Early Voting or Election Day activator for the election the EViD station is staged for. Or, if the EViD is not staged for the correct election, restage the EViD, and reinstall the activator.

Quick Reference for EViD Tablet Power Indicator Light (top left corner):

- **Solid Green**—Tablet is healthy, running, and has good charge
- **Blinking Green**—Tablet is healthy and charging
- **Blinking Yellow**—Tablet charge is low
- **Red**—Battery level is critical, or battery is defective

Quick Reference for Printer Lights:

- **Battery LED (Middle):**
 - If three blue LEDs are lit, the battery is fully charged.
 - If two blue LEDs are lit, the battery is half charged.

- If one blue LED is lit, the battery is at the lowest charge level.
- If the red LED is lit, the battery must be charged or replaced.
- **Error LED (Left):**
 - If the red LED is lit, the paper cover is open.
 - If the red LED is blinking, either the paper has been fully used or the print head is overheated. (Replace the roll of paper or turn off the printer for at least 10 minutes.)
 - If the red LED continues to blink, it may indicate a more serious problem with the product. If you need assistance, call EViD support.
- **Bluetooth Status LED (Right):**
 - When using Bluetooth—
 - If the printer is ready for wireless communication with any Bluetooth, the green lamp as well as the battery status lamp is turned on.

Note: In power save mode, only the Status lamp is lit.

Issues When Using EViD Workstation With Edge-Style EViDs

The onscreen keyboard stops responding or fails to display.

- Touch a data field on the screen (for example, the **Last Name** field on the **Manual Search** screen).
- Touch **Cancel** to go back to the previous screen and try the operation again.
- If this does not resolve the issue, return to the **Home** screen and then touch **Exit > Shutdown**. When the message appears, touch **Yes**. Then restart the EViD.

OR

- If this occurs while on the **Enter Initials** screen, press and hold the power button once to shut down the EViD. Then restart the EViD.

The battery screen seems dim, the LED light flickers, and/or the battery charge level constantly decreases.

- Unplug the power cord for the stand from the EViD stand and then plug it back in.
- Remove the EViD Edge tablet from the stand and place tablet back in the stand. Check to make sure the EViD Edge tablet is secure in the stand.

When inserting a new activator in the EViD station, you receive a message stating, “Windows has finished installing new devices. The software that supports your device requires that you restart your computer. You must restart your computer before the new settings will take effect. Do you want to restart your computer now?”

Simply press **No**, as you do not want to restart your computer now, and the check-in process will continue.

Printer Issues with Edge-Style EViDs

Bixolon printer continuously feeds.

This issue can occur when using the Edge if the printer is set to label mode. To print from an Edge unit, the printer must be set to receipt mode. When in label mode, the printer looks for a stop mark that doesn't exist causing the paper to feed continuously.

To determine this as the cause, run a self test.

1. Turn the printer power off and close the printer paper cover.
2. Press and hold the paper feed button and power button simultaneously to turn on the printer.
3. After printing begins, release the two buttons.
4. To view a printout of the ASCII pattern, press the paper feed button once more.
5. After the ASCII pattern prints, the self test automatically terminates.
6. Verify that the ON setting for memory switch 8 (S/W8) is blank. Refer to the following example.

Note: The specific settings for your printer, other than memory switch 8, may differ from this example.

Page 1

Page 2

(Press feed button after page 1)

Firmware version :
V01.00 STOba 010115
Butter Capacity : 256K Bytes
USB 2.0 Interface
Serial Interface
- Baud rate : 115200 bps
- Data bits : 8 bits
- Parity : None
- Stop bit : 1 bit
- Handshaking : DTR/DSR
Print Density : 100%
Default Codepage : PC437
Print Speed : Max. 100mm/s
Double byte character mode: On
Font : 12 x 24
Paper out Bell : Off
Low Battery Buzzer : On
Black mark : Off
Power off time : 15 Min
Idle mode time : 10 Sec
MSR data including sentinel
Character mode : None
MSR read mode : Auto TRACK1/2/3
BATT NTC : OK

Memory switch setup status

Memory S/W1	Memory S/W2
1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
ON OFF	ON OFF
Memory S/W3	Memory S/W4
1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
ON OFF	ON OFF
Memory S/W5	Memory S/W6
1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
ON OFF	ON OFF
Memory S/W7	Memory S/W8
1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
ON OFF	ON OFF

RF Interface

Bluetooth Firmware version :
1.2.3
Bluetooth BD address :



74F07DE3D121

- Auth. & Encry. are enable
- Connection Mode = 2

Not available WLAN

If you want to continue
SELF-TEST printing.
Please press FEED button.

ASCII

```
!"#$%&'()*+,-./0123456789:;<=>?@
#$%&'()*+,-./0123456789:;<=>?@A
#$%&'()*+,-./0123456789:;<=>?@AB
#$%&'()*+,-./0123456789:;<=>?@ABC
%&'()*+,-./0123456789:;<=>?@ABCD
&'()*+,-./0123456789:;<=>?@ABCDE
'()*+,-./0123456789:;<=>?@ABCDEF
()*+,-./0123456789:;<=>?@ABCDEFG
)+,-./0123456789:;<=>?@ABCDEFGH
*+,-./0123456789:;<=>?@ABCDEFGHI
+,-./0123456789:;<=>?@ABCDEFGHIJ
,-./0123456789:;<=>?@ABCDEFGHIJK
-./0123456789:;<=>?@ABCDEFGHIJKL
./0123456789:;<=>?@ABCDEFGHIJKLM
/0123456789:;<=>?@ABCDEFGHIJKLMN
0123456789:;<=>?@ABCDEFGHIJKLMNO
123456789:;<=>?@ABCDEFGHIJKLMNOP
23456789:;<=>?@ABCDEFGHIJKLMNOPQ
3456789:;<=>?@ABCDEFGHIJKLMNOPQR
456789:;<=>?@ABCDEFGHIJKLMNOPQRS
56789:;<=>?@ABCDEFGHIJKLMNOPQRST
6789:;<=>?@ABCDEFGHIJKLMNOPQRSTU
789:;<=>?@ABCDEFGHIJKLMNOPQRSTUV
89:;<=>?@ABCDEFGHIJKLMNOPQRSTUW
9:;<=>?@ABCDEFGHIJKLMNOPQRSTUWX
```

PC437

```
ÇüéàáâäçêëèìíîïäåæËëöóüýÛÜø£¥P!j
ÜéàáâäçêëèìíîïäåæËëöóüýÛÜø£¥P!fè
äáâäçêëèìíîïäåæËëöóüýÛÜø£¥P!fäíç
äáâäçêëèìíîïäåæËëöóüýÛÜø£¥P!fäíç
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ïäåæËëöóüýÛÜø£¥P!fäíç
äåæËëöóüýÛÜø£¥P!fäíç
```

Label printer memory switch 8		Receipt printer memory switch 8	
Memory switch, position 5, is ON		Memory switch, ON positions, are blank	
<u>Memory switch setup status</u>		<u>Memory switch setup status</u>	
Memory S/W1 12345678 ON  OFF 	Memory S/W2 12345678 ON  OFF 	Memory S/W1 12345678 ON  OFF 	Memory S/W2 12345678 ON  OFF 
Memory S/W3 12345678 ON  OFF 	Memory S/W4 12345678 ON  OFF 	Memory S/W3 12345678 ON  OFF 	Memory S/W4 12345678 ON  OFF 
Memory S/W5 12345678 ON  OFF 	Memory S/W6 12345678 ON  OFF 	Memory S/W5 12345678 ON  OFF 	Memory S/W6 12345678 ON  OFF 
Memory S/W7 12345678 ON  OFF 	Memory S/W8 12345678 ON  OFF 	Memory S/W7 12345678 ON  OFF 	Memory S/W8 12345678 ON  OFF 

To toggle a printer between label mode and receipt mode, do the following:

1. Turn on the printer power.
2. Open the paper cover and press and hold down the paper Feed button for longer than two seconds.
3. After the buzzer tone is emitted, insert the paper roll and close the cover.
4. Repeat the steps above to return to receipt mode.

The error *The ticket printer is not responding* appears.

Follow the steps below:

- Check that the printer is plugged in and is turned on.
- If the *Error* light on top of the printer glows red, check that the door on top of the printer is completely closed.
- If the *Paper Out* light on top of the printer glows red, if the paper roll is nearly empty, replace the paper roll. If the paper roll is not nearly empty, you might have a faulty roll of paper. Check to see if the hub of the roll is sticking out past the edge of the

paper. If so, try the following:

- Press the side of the paper roll with the hub sticking out against a hard, stable surface. If that aligns the hub with the paper on the roll, reinstall the roll as described above.
- If the hub is still sticking out past the paper, try pressing it firmly against a hard, stable surface. If that aligns the hub with the paper on the roll, reinstall the roll as described above.
- If you can't get the hub to line up with the paper or your attempts to do so cause a portion of the paper to become misaligned, replace the roll with a good roll.
- If you are using a Bixolon printer in wired mode, confirm that the USB cable is properly connected to the printer and the EViD stand and then turn the printer off and back on. The ticket should automatically print and allow the check-in process to resume.

Ticket does not print, the error light on the printer is red, and an error message does not appear.

This can occur when the printer paper door is open or slightly ajar. Close the paper door on the printer. The print job will not re-start automatically. You must issue a reprint.

Ticket does not print, the printer is beeping, and an error message does not appear.

This occurs when the printer batter level is too low to print. Make sure the printer power adapter is plugged into the printer and allow it to charge until the indicator light turns blue. This could take up to 30 minutes.

If the Charge indicator light on the printer is red and is blinking, try reinstalling the printer battery.

EViD Edge Scanning Quality and Performance

If there are issues with the inability to successfully scan voter identification, scan the following bar codes to update the firmware on EViD Edge and improve the quality and performance of scanning.

Scan the following to enable the **Poor Quality PDF Reading On** setting in the scanner firmware.



PDFXPR1.

Poor Quality PDF Reading On

Scan the following to enable the **Interlace Optimized for Decode** (the aimer mode) setting in the scanner firmware. This improves scanning performance when the user places the red aiming square directly on the bar code (instead of offsetting the square).



SCNAIM4.

Interlace Optimized for Decode

To reverse these settings and return the firmware back to its original state, scan these two bar codes:



PDFXPR0.

*** Poor Quality PDF Reading Off**



SCNAIM2.

***Interlaced**

Issues When Turning on a Compact Style EViD Station

EViD station power light doesn't come on.

Check that the power cord is plugged into the external power source.

Check that the power cord is plugged into the EViD station.

When you start the EViD station, it freezes on a screen with a black background and the message *CMOS Settings Wrong or Select Proper Boot Device.*

1. Plug in a USB keyboard.
2. If the message "Press F2 to load default values and continue" appears at the bottom of the screen, press **F2**, and the unit will start.

If that message does not appear, turn the EViD off, power it back on, and immediately press the DEL key multiple times until the BIOS screen appears.

3. Press the right arrow key on your keyboard to select the **Exit** menu.
4. Press the down arrow key on your keyboard to select **Load Optimal Default** and then press **ENTER**. When the next message appears, press **ENTER** again.
5. Press **F10** and then press **ENTER**. The EViD should begin starting as usual.

LAN indicator light not lit.

You are using a network connection and the indicator light on the LAN port of the EViD station is not lit.

Check that the network cable is plugged into an RJ45 network jack in the wall or connected to a working network switch or hub.

Check that the end of the network cable connected to the EViD station is firmly plugged into the LAN port on the EViD station.

Try a different network cable.

If this is the first EViD station tested, it is possible the network connection itself is faulty. Attempt to verify that the connection is good using a laptop or other computer.

When you launch EViD Workstation, you receive the message *Waiting for activator - Please Wait.*

Verify the activator is plugged into a USB port on the EViD station.

Allow the station time to recognize the activator. Under some circumstances, this may take as long as three minutes. If after this time the message is still displayed, unplug the activator and plug it back in. Allow a minute or so for the EViD station to recognize the activator.

When you launch EViD Workstation, you receive the message, *This EViD is currently running election number <election number>. The installed activator is for election number <election number>. Please replace the activator with the correct one and press OK.*

Remove the activator and replace it with an Election Day activator for the election the EViD station is staged for. Or, if the EViD is not staged for the correct election, restage the EViD, and reinstall the activator.

Printer Issues

Ticket appears to print but ticket is blank

Paper is installed backwards. Open the printer and install the paper roll with the paper feeding from the bottom of the roll.

Voting pass does not print after accepting voter's signature

1. Open printer lid and check for paper jam.
2. If there is no paper jam, try removing the paper roll and reinstalling it.
3. Ensure the printer lid is closed all the way.

Print on voting pass incomplete. In particular, one side of the ticket prints but the other is blank or a stripe down the middle is blank

This may be due to a faulty paper roll. Try another roll of paper.

Voting pass prints but date/time is incorrect

Follow the steps below:

- The date and time on the EViD station are automatically updated from the EViD website. Make sure you are connected to the internet. If you suspect it might be an issue with connectivity, see [Issues with Connectivity](#).
- If you are in the Central time zone and the time is off by one hour, you can manually modify the time using the [Set Date and Time utility](#) in Tech Utilities.
- If there is more than one EViD at the voting location and all have the same incorrect time, it is possible that the time is incorrect on the EViD Web Server. Call VR Systems support and have them verify the system time on the Web Server.

Signature Pad Issues

The EViD system only uses the following signature pad:



Has a long rectangular screen.

No contrast wheels.

All problems with signature pads.

If you are encountering any problems using the signature pad, first try touching the **Reset Sigpad** option on the Toolbar menu from the More button on the Home Screen dialog. This will restart the signature pad application.

Most issues with the signature pad are resolved using the **Reset Sigpad** option. The sections below contain additional troubleshooting tips regarding the use of the signature pads.

The signature pad screen is blank and no signature line is displayed.

Follow these steps:

If unplugging the signature pad and plugging in the USB cable to another available USB port and pressing **Reset Sigpad** does not resolve the problem, you have a faulty signature pad.

The display on signature pad is correct but there is no response to the stylus.

Follow the steps below:

- Touch the **Reset Sigpad** button on the Toolbar menu from the More button on the Home Screen dialogue and try again.
- Unplug the signature pad from the USB port, reinsert the plug, then try the **Reset Sigpad** button on the Toolbar menu from the More button on the Home Screen dialogue.
- Restart the EViD station.

If all the above steps fail to resolve the issue, you have a faulty signature pad.

Signature pad had worked correctly but is now blank.

This occurs when the EViD station stops detecting the signature pad or was unplugged and plugged back in. Try resetting the signature pad as described above.

Issues with Connectivity

The following applications run in the background while the EViD station is running:

- EViD Workstation—Software that allows poll worker to check in voters.
- Web Messenger—Communicates with the EViD Web Service, sending and receiving transactions for the polling locations.

To determine if the EViD station is communicating with the EViD Web Service, you need to view the status of the Web Messenger running on the internet-connected EViD station.

To view the status of the Web Messenger:

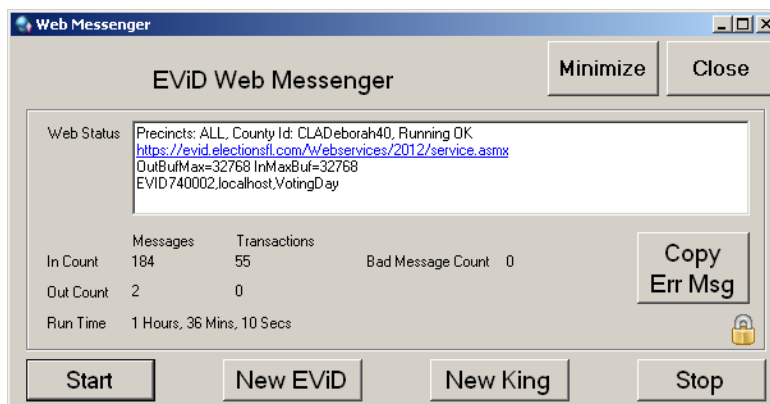
On the **Home Screen**, look for the word "King" or "Pawn" in the bottom left of the EViD screen next to either Early Voting or Election Day mode. Locate the "King" EViD station and verify that Web Messenger is running on that internet-connected EViD station. If not, continue to the steps below.

On the **Home Screen** dialog, touch the **More** button. Then, in the **Toolbar** menu, touch the **Tech Utilities** option.

Enter the Tech Utilities password in the **Passcode** field and touch **OK**. The **Tech Utilities** dialog appears.

Touch the **Show Windows Desktop** button.

On the task bar, select **Web Messenger** to view the **Web Messenger** dialog.



The **Web Status** pane will indicate whether the internet-connected EViD station is communicating with the EViD website by stating **Running OK** or **Website Unavailable**.

In the event that an error occurs, and you need assistance from technical support, click the **Copy Err Msg** button. This enables you to copy the error message to Notepad to later send to EViD support.

In the event that a problem has been encountered with EViD Web Messenger, you can manually stop the application by clicking the **Stop** button. However, there is no need to stop the application under normal use.

Wireless Connectivity Issues

If you have problems with the EViD Hosted Network, take the following steps:

1. Verify you have at least one other EViD at this location with EViD Workstation running and configured for the same location as the EViD with wireless connectivity problems.
2. On the EViD that is not communicating, access **Tech Utilities** through the **More** button on the **Home Screen**, enter in the Tech Utilities password, then touch **Show Windows Desktop**.
3. Check the lower-right corner of the screen for the wireless icon.
4. If the icon is present, continue with step 5.
If the icon is missing, complete the steps in the [Wireless Icon Is Missing](#) section below. When the icon appears, you can skip any remaining sub-steps and continue with step 5 below.
5. If the wireless icon is present and is white, continue to step 6. If the icon has an X over it, complete the steps in the [Wireless Icon Is Present But Has an X Over It](#) section below. When completed, continue to step 6.
6. Touch the wireless icon and choose **View wireless networks**. If it is connected to an EViD hosted network, continue with step 7. If it is connected to some other network, complete the steps in the [Wireless Icon Is Present But Has an X Over It](#) section below. When completed, complete step 6 again to verify the EViD is connected to an EViD hosted network.
7. Return back to the EViD Workstation program and access **Tech Utilities** from the **More** button on the **Home Screen**. Enter in the Tech Utilities password and then touch **Change Connection Settings**. Perform a Test Comms of the EViDs at the location to verify the EViDs are seeing each other.

Wireless Icon Is Missing

Touch **Start > Control Panel > Network and Sharing Center > Change Adapter Settings**. Look for a wireless network connection.

Wireless Connection Is Missing

Compact EViDs only:

1. On the Windows desktop, access the Start Menu and click on the EViD user icon to bring up a menu to switch users. Select the **EViDAdmin** account and log in with the EViDAdmin account password.
2. From the Start Menu, search for **Device Manager** and open it. Look for Network adapters in the list and touch the arrow sign (>) next to it. Look for an entry for the wireless adapter: **Intel Wireless WiFi Link 5100**.
3. Touch this entry to highlight it; then touch the **Action** menu above, and choose **Uninstall**. Confirm the uninstall. Then touch the **Action** menu and choose **Scan for Hardware Changes**. Allow Windows to rediscover and install the wireless adapter. Reboot the EViD after completing these steps to return back to EViD Workstation. If this does not work, or there is no wireless adapter entry in the device manager, the wireless adapter is defective.

Wireless Connection Is Present But Disabled

If the connection fails to enable, complete the steps described above in [Wireless Connection Is Missing](#).

Once the wireless icon appears, return to [step 7](#) in the [Wireless Connectivity Issues](#) procedure above.

Wireless Icon Is Present But Has an X Over It

On the Windows Desktop, click on the Wireless icon with the X over it located on the bottom right next to the system clock and click on the Wi-Fi button. This should enable wireless connections and the X should no longer appear on the icon.

LAN Connectivity Issues

Not Connecting to the Internet

Follow the steps below:

- Check that the LAN cable is plugged into the RJ45 socket on the EViD station and is plugged into the correct wall socket.
- Original style EViDs with gray monitor only: Check that the RJ45 socket is securely plugged into the right hand side of the top of the EViD station.
- Verify that the LAN cable is live. This may mean using a LAN tester, laptop, and so on.
- Unplug the LAN cable from the RJ45 connector and plug it directly into the back of the EViD station. If this works then you have a faulty RJ45 pigtail.
- Verify the network settings are correct by selecting the Change Connection Settings option from Tech Utilities. Check the following items:
 - Network Mode=LAN
 - DHCP = Y (If you are using a fixed IP address this will be N.)
 - IP = (If you are using a fixed IP address, it will be here.)
 - Subnet Mask = (If you are using a fixed IP address, you should have a subnet mask here.)
 - Default Gateway = (If you are going through a proxy server, the IP address would be here.)
 - Preferred DNS = (If you are going through a proxy server, the DNS IP address would be here.)
 - Alternate DNS = (If you are going through a proxy server, you might have an alternate DNS IP address here.)