

# Workstation Instructions

Step by step guide to help you complete your duties.

## Official Roster



# Santa Barbara County

## ELECTIONS OFFICE

<b>Station Supplies</b>	
<ul style="list-style-type: none"><li>• Official Roster (Blue Cover)</li></ul>	<ul style="list-style-type: none"><li>• Roster Workstation Quick Reference Translation Cards</li></ul>
<ul style="list-style-type: none"><li>• Pens/Alphabet Stickers</li></ul>	<ul style="list-style-type: none"><li>• Telephone Cards</li></ul>
<ul style="list-style-type: none"><li>• Pink Bordered Provisional Envelopes</li></ul>	<ul style="list-style-type: none"><li>• Precinct Number Labels</li></ul>
<ul style="list-style-type: none"><li>• Blue ICX Ballot Return Envelopes</li></ul>	<ul style="list-style-type: none"><li>• Official Roster Workstation Instructions</li></ul>
<ul style="list-style-type: none"><li>• Voter Registration Cards</li></ul>	<ul style="list-style-type: none"><li>• Scotch Tape</li></ul>
<ul style="list-style-type: none"><li>• Provisional Option Placard</li></ul>	

## Overview

### Overview of Duties

- Be impartial and maintain a positive attitude.
- Determine whether each voter will vote the Normal Process or Provisional Process. Use the procedures outlined in this guide to start each voter through the voting process.
- Ensure each voter is processed through the voting process in an organized and informative manner.
- Begin the voting process for any voter who requests the use of the ICX.
- Offer every voter assistance with marking their ballot. If the voter is upset by the offer, please explain to the voter that we offer assistance to every voter and ensure they understand they were not singled out.

### Tips to Getting Organized

- Review the procedures in each section of this guide to become familiar with the requirements for each voting scenario and the supplies needed to process the voter.
- Affix the alphabet stickers in the Official Roster along the right side of the pages ONLY.
  - Please do not put the stickers along the top of the page or cover any information. Also, please only apply the letters one time. If they are removed, the pages may get torn and they will get jammed in the scanning machines at the Elections Office.
- Become familiar with the following:
  - Official Roster
    - Voter information on each line
    - Supplemental Pages
    - Assisted Voter/Challenged Voter Sections
    - Voter Tally Card
  - The pink bordered Provisional Ballot Envelope and the ICX Ballot Return Envelope.

### Common Errors

Please avoid these common errors to assist the Elections Office in a quick and efficient roster review after Election Day.

1. Do not make a sloppy "X" in the box to the left of the Voter's name.
2. Do not allow the Voters to sign upside down in the roster.
3. Do not write in the Voter ID box.
4. Do not use white out in the Official Roster. White out is prohibited at the precinct table.

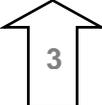
XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
83	<del>Barry, Melissa R 2007 Jackstone Rd</del>	VBM - Issued	<input type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Barry, Melissa</i>	01	<del>631318</del>



1



2



3

## Voter Signature & Cross-Reference (XREF) Procedure

All voters will begin the voting process at the Roster Workstation.

### Step 1: Voter Provides Name and Residence Address

- When the voter arrives at the Roster Station, they will provide their name and residence address.
- Voters are listed in the Official Roster in alphabetical order by last name.
- If the voter cannot be found in the Official Roster, proceed to the “Voter Not Found in Roster” section of this guide.
- If the voter’s name has changed, proceed to the “Name Change” section of this guide.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
83	<input type="checkbox"/> Barry, Melissa R 2627 Jackstone Rd	VBM - Issued	<input type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Melissa Barry</i>	01	631318

### Step 2: Locate and Verify the Voter’s Name and Residence Address

- If the voter’s residence address does not match what is printed in the Official Roster, proceed to the “Voter with Different Address” section of this guide.

### Step 3: Check the Remarks Column for the Voter’s Vote by Mail Status

- All voter received a vote by mail ballot. Check the remarks column for the voter’s vote by mail ballot return status.

VBM Issued	<ul style="list-style-type: none"> <li>▪ If the Voter is marked as “VBM Issued,” ask them if they have their vote by mail ballot with them to surrender</li> </ul>
Voter has Vote by Mail Ballot to Surrender	<ul style="list-style-type: none"> <li>▪ Write SURRENDERED on the Vote by Mail return envelope.</li> <li>▪ If the voter does not have their envelope, write SURRENDERED on the Vote by Mail ballot.</li> <li>▪ Check the box for “VBM Surrendered” in the VBM Ballot Column of the Official Roster.</li> <li>▪ Deposit the Surrendered Ballot in the Surrendered Ballot Envelope found in Box #2.</li> <li>▪ Continue to Step 4.</li> </ul>
Voter does not have Vote by Mail Ballot to Surrender	<ul style="list-style-type: none"> <li>▪ Call the Vote by Mail Phone bank at (844) 348-8795</li> <li>▪ The Operator will ask for information to Void the Voter’s ballot.</li> <li>▪ Check the box for “VBM Voided” in the VBM Ballot Column of the Official Roster.</li> <li>▪ Once the ballot has been voided, continue to Step 4.</li> </ul>
VBM Returned	<ul style="list-style-type: none"> <li>▪ If the Voter is marked as “VBM Returned,” or if the VBM Phone Bank Operator lets you know that our records indicate the voter has returned a Vote by Mail Ballot, let the voter know. “Our records indicate that you have already returned a vote by mail ballot for this Election.”</li> <li>▪ If the voter insists on voting, they will need to vote using the Provisional Process.</li> </ul>

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
83	<input type="checkbox"/> Barry, Melissa R 2627 Jackstone Rd	VBM - Issued	<input checked="" type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Melissa Barry</i>	01	631318

### Step 4: Mark an “X” in the Checkbox next to the Voter’s Name

- Mark an “X” in the box to the left of the voter’s name. When the rosters are scanned at the elections office, the machine will balance the number of checked boxes against the number of signatures.  
**Please do not skip this step.**

**Step 5: Have Voter Sign the Official Roster**

- Turn the roster to face the voter and ask the voter to sign their name on the signature line.  
**IMPORTANT:** Make sure the voter signs before they are issued a ballot.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
83	<input checked="" type="checkbox"/> Barry, Melissa R 2627 Jackstone Rd	VBM - Issued	<input checked="" type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Melissa Barry</i>	01	631318

**Voter Signature Mark and Witness Assistance**

- If a voter is unable to sign their name, they may make their mark on the signature line in the presence of a witness. The witness will then print the voter’s name next to their mark and sign their own name and write “witness.”
- Should a voter need assistance marking their ballot, complete the Assisted Voter section on the back page of the Official Roster.

**Voters with Signature Stamp**

- If a voter who is unable to sign their name has a signature stamp, and they used the stamp when they registered to vote, they may use the stamp to sign any elections document. A signature stamp does not need to be witnessed by another person.

**Step 6: Offer Voter Assistance with Marking their Ballot**

- Offer assistance by stating, “Please let us know if you would like any assistance.”
  - If the Voter is upset by the statement, please explain that we offer assistance to every voter.
- If the voter indicates they would like assistance, offer the use of the ICX.
  - If they would like to use the ICX proceed to the “ICX Voter” section of the guide.
  - If they would like assistance and do not want to use the ICX, ask the voter if they have someone with them to assist. If they do not, then a poll worker must assist.
  - If the voter is receiving assistance with marking their ballot, complete the Assisted Voter section in the back of the Official Roster.
- If the voter states they will NOT need assistance, continue with the remaining steps in this section of this guide.

**Step 7: Tally the Voter on the Voter Tally Card**

- Mark through the next available number on the Voter Tally Card which extends from the inside back cover of the Official Roster.
- IMPORTANT:** DO NOT tally a Provisional Voter or Spoiled Ballot on the Voter Tally Card.

VOTER TALLY CARD									
<del>1</del>	<del>2</del>	<del>3</del>	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	20
1	2	3	4	5	6	7	8	9	30
1	2	3	4	5	6	7	8	9	40
1	2	3	4	5	6	7	8	9	50

**Step 8: Circle the Cross-Reference Number**

- The Cross-Reference (XREF) Number is to the left of the Voter’s name in the Official Roster.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
<b>83</b>	<input checked="" type="checkbox"/> Barry, Melissa R 2627 Jackstone Rd	VBM - Issued	<input checked="" type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Melissa Barry</i>	01	631318

**Step 9: Write the Cross-Reference on the Cross-Reference Worksheet**

- This is a sheet used by both the Roster Clerk and Precinct-Street Index Clerk.



XREF	1	2	3
83			

**Step 10: Determine the Voter's Ballot Type**

- Using the Ballot Column in the Official Roster, determine the Ballot Type.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
83	<input checked="" type="checkbox"/> Barry, Melissa R 2627 Jackstone Rd	VBM - Issued	<input checked="" type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided	<i>Melissa Barry</i>	01	631318

**Step 11: Detach Correct Ballot from Pad**

- Detach the ballot and Voter Stub from the pad by separating it at the perforation.
  - NEVER cut the ballot with scissors.
- Remove the Voter Stub from the ballot.
  - The County Stub will remain on the stapled pad.

**Step 12: Give the Ballot, Ballot Stub, Pen, and Secrecy Sleeve to the Voter**

- Hand the voter the Official Ballot, the Ballot Stub, a pen, and a secrecy sleeve.
  - Every voter must be given the option to use a secrecy sleeve. Explain how the secrecy sleeve is used to protect the privacy of their vote. If the voter chooses to use the secrecy sleeve, ask that they place their voted ballot inside with the edge of the ballot exposed. The ballot can then be deposited into the white Ballot Box.

**Step 13: Provide Voting Instructions**

As you hand the voter their Official Ballot, provide the following voting instructions:

- To ensure their ballot is counted correctly, the voter may use the provided ballot marking or any pen with blue or black ink to fill in the ovals **completely**.
- Instruct the voter to return their ballot to the Ballot Reception Workstation when they have finished voting.
- If all the voting booths are occupied, the voter may use any surface to cast their ballot or they may wait for an available vote booth.

**Additional Instructions**

Write In

- When voting for a write-in candidate, use the pen to write the name of the candidate in the space provided on the ballot. Fill in the corresponding oval completely.
- A list of the qualified write-in candidates is available in your supplies (if applicable). The list should be kept at the Ballot Issue Workstation.

JUDICIAL	
JUDGE OF THE SUPERIOR COURT OFFICE NO. 6 Vote for One	
<input type="radio"/>	ADRIAN STEPHEN ANDRADE Attorney/Businessperson
<input type="radio"/>	EDWARD H. BULLARD Deputy District Attorney
<input type="radio"/>	JAMES F. RIGALI Attorney
<input type="radio"/>	JAMES M. HALL Attorney
<input checked="" type="radio"/>	<i>John Doe</i> Write-in

## Voter's Name Has Changed

A voter who has legally changed names through a court order or through marriage/divorce may vote the normal process provided they reside at the address listed in the Official Roster.

### Different Name Special Instructions

#### Step 1: Voter Signs Both Names on the Signature Line of the Official Roster

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
36	<input checked="" type="checkbox"/> Cotton, Rosie 10 Bagshot Row	VBM - Issued	<input type="checkbox"/> VBM Surrendered <input checked="" type="checkbox"/> VBM Voided	<i>Rosie Cotton Rosie Gangee</i>	01	123007

#### Step 2: Normal Process

- Continue the Normal Process by following the Normal Process section of this guide.

#### Step 3: Give Voter a Registration Card

- Provide the voter with a Voter Registration Card from your precinct supplies so they can update their voter registration information with the proper name. Once completed, the voter may return the card to the Roster Workstation or mail it to the elections office at their convenience.

### Different Name and Different Address

If the Voter's name AND residence address are different than what is in the roster:

- The voter will need to vote the Provisional process.
- Follow the procedures in the "Different Address" section of this guide.

## ICX Voter Roster Procedure

- The ICX allows voters with disabilities and other specific needs to mark a ballot privately and independently.
- Voters may use the ICX device to assist them in the voting process.
- We ask all voters if they need assistance in marking their ballot. If they indicate they need assistance, offer the ICX device as the first option.

### Step 1: Normal Process Procedures

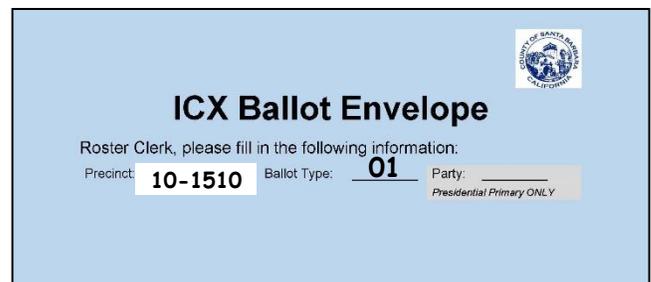
- When a voter confirms they want to use the ICX device, first complete the steps outlined in the “Normal Process” section on the preceding pages. Unless it is determined that the voter will need to vote the Provisional Process, ICX voters will vote the Normal Process.
- **DO NOT** tally the Voter on the Voter Tally Card. Please be sure to tally the Voter on the ICX Voter Tally Card on the folded page in the back of the blue Official Roster.

### Step 2: Fill in the Voter’s Precinct and Ballot Type on ICX Ballot Return Envelope

- Place a precinct label on the ICX Ballot Envelope and write the ballot type in the space provided. The ballot type is printed in the ballot column in the Official Roster.

#### PROVISIONAL ICX VOTER:

- If a Provisional Voter requests to use the ICX, they do not need a separate ICX Ballot Envelope. They will use their Pink Bordered Provisional Envelope to return their Provisional ICX Ballot.
- See the Provisional Process for full instructions.





### ICX Ballot Envelope

Roster Clerk, please fill in the following information:

Precinct: **10-1510** Ballot Type: **01** Party: \_\_\_\_\_  
Presidential Primary ONLY

### Step 3: Notify the Polling Place Supervisor

- Notify your Polling Place Supervisor when a voter has requested to use the ICX.
- The Polling Place Supervisor will activate an ICX voting session and assist the voter if necessary.

## Spoiled Ballots

If a voter spoils, defaces, tears, or marks their ballot in error, all voters voting the Normal Process should return the ballot to you.

Provisional voters will return their ballots to the Provisional Clerk and the Provisional Clerk will provide them a replacement ballot.

### Step 1: Have the Voter Fold the Ballot

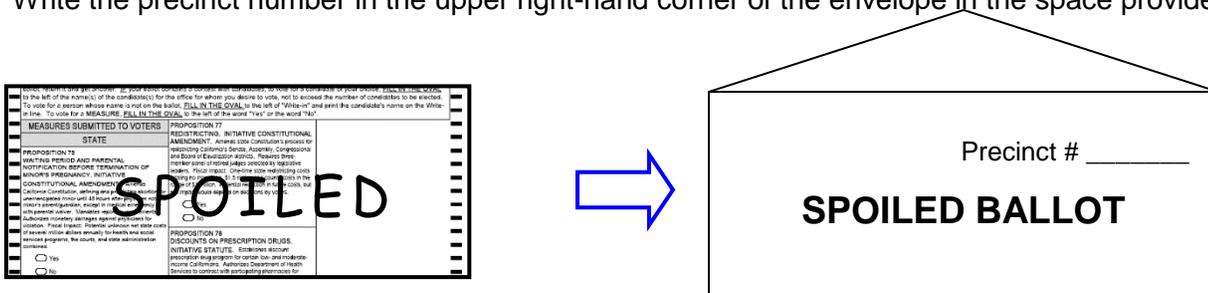
### Step 2: Write Spoiled on the Ballot

- Write "Spoiled" in LARGE letters on the ballot. DO NOT unfold the ballot (E.C. 14290).



### Step 3: Place in Spoiled Ballot Envelope and Seal

- In order to protect the confidentiality of the voter's choices, seal the ballot inside a Spoiled Ballot Envelope.
- Write the precinct number in the upper right-hand corner of the envelope in the space provided.



### Step 4: Mark an 'S' in the Remarks area of the Official Roster

- To indicate a Spoiled Ballot, locate the voter's name in the Official Roster and write an "S" in the Remarks area.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
36	X Durst, Mike 1447 Unicorn Way	M - S Issued	<input type="checkbox"/> VBM Surrendered <input checked="" type="checkbox"/> VBM Voided	<i>Mike Durst</i>	01	897506

- IMPORTANT: DO NOT** make another tally mark on the Voter Tally Card.
- If the Voter spoils two ballots, mark a second "S" in the Remarks area. A voter can ONLY be issued a total of three ballots.
- ICX Ballots:** If an ICX voter spoils a ballot, write an "S" in the Remarks area in the blue Official Roster. Notify the Polling Place Supervisor the voter has spoiled their ICX ballot, and they will activate a new voting session for the voter.

### Step 5: Issue a New Ballot

- Issue another ballot to the voter.
- Ask the voter if they would like assistance voting.
- Inform the voter that they are only allowed 2 reissues, for a total of 3 ballots.

### Step 6: Place the Sealed Spoiled Ballot in the White Box No. 2

## Ballots Spoiled by Election Officers

- If a ballot is inadvertently damaged by an Election Officer, write "Spoiled" across the face of it, seal it in Spoiled Ballot Envelope, write the precinct number in the upper right-hand corner of the envelope and place it in Box No. 2.
- Issue another ballot to the voter.
- DO NOT credit the spoiled ballot to the voter by writing an "S" in the Remarks area of the Roster

## Special Situations – Spoiled Ballots

## Voter with a Different Address

If a voter has moved but did not re-register, or if a voter's residence address does not match the information in the Official Roster, they must vote a Provisional Ballot.

### Special Steps/Instructions

**Step 1: Verify with the Voter that the Traffic Clerk offered the option to call the Elections Office to find their correct Polling Place and Confirm the Voter would like to Vote Provisionally**

### Provisional Process

**Step 2: Write "PROV" in the Remarks Area of Official Roster**

- **Provisional voters DO NOT sign the Official Roster.**
- **DO NOT** check the box, circle the XREF Number, tally the voter on the Voter Tally Card or write the number on the Cross-Reference Worksheet.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
63	<input type="checkbox"/> Moore, Roger 2007 Fleming St	<b>PROV</b>	<input type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided		01	123007

**Step 3: Offer Voter Assistance with Marking their Ballot**

- Offer assistance by stating, "Please let us know if you would like any assistance."
  - If the Voter is upset by the statement, please explain we offer assistance to every voter.
- If the voter indicates they would like assistance, offer the use of the ICX Machine.
  - If they would like to use the ICX continue with the steps in this section of the guide. The voter will use their pink bordered Provisional Envelope to return their Provisional ICX Ballot.
  - If they would like assistance and do not want to use the ICX, ask the voter if they have someone with them to assist. If they do not, then a poll worker must assist.
  - If the voter is receiving assistance with marking their ballot, complete the Assisted Voter section in the back of the Provisional Roster.
- If the voter states they would NOT like assistance, continue with the remaining steps in this section of the guide.

**Step 4: Complete the "For Precinct Officer Use Only" section of a Pink Bordered Provisional Envelope**

- Check the appropriate box for the reason, "VOTER MOVED AND DID NOT REREGISTER".
- Affix a Precinct Number Label on the Envelope in the space provided.
- Write the ballot type

**Step 5: Give Envelope to Voter and Direct them to the Provisional Clerk for Assistance**

## Voter Not Found in Roster

### Step 1: Confirm Voter is Registered to Vote in Santa Barbara County

- Ask the Voter if they are registered to vote in Santa Barbara County. If not or if they do not know, the voter will need to register and vote via the Provisional process.
  - Remember, Santa Barbara County voters may register via Conditional Voter Registration and vote a provisional ballot at *any* polling place within our county on Election Day.

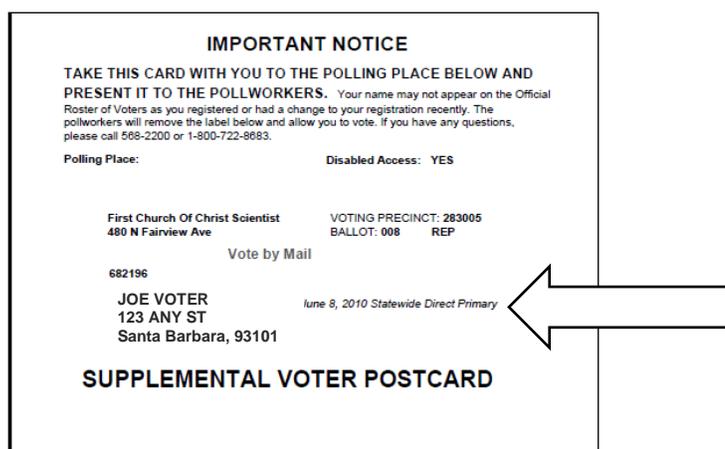
### Step 2: Ask for Supplemental Voter Postcard

- A Supplemental Voter is a voter who is not listed in the Official Roster, but was issued a postcard by the elections office with a label that displays the voter's correct precinct and ballot type.
- If the voter does not have a Supplemental Voter Postcard, see the next page.

### Voter HAS the Supplemental Voter Postcard

### Step 3: Verify Precinct and Election

- Verify that the voter is at the correct precinct by checking the precinct number on the postcard.
- Verify that the Supplemental Card is issued for the current election. If the card is for a prior election *and* the voter is not found in the roster, they will need to vote provisionally.
- If it is not the correct precinct, the voter has the choice to go to their correct precinct or vote provisionally. If they choose to vote provisionally, follow Steps 2-5 on the next page under the Provisional Process heading.



### Step 4: Ask the Voter if they Have their Vote by Mail Ballot with them to Surrender

Voter has Vote by Mail Ballot and Envelope to Surrender	<ul style="list-style-type: none"> <li>▪ Write SURRENDERED on the Vote by Mail return envelope.</li> <li>▪ If the voter does not have their envelope, write SURRENDERED on the Vote by Mail ballot.</li> <li>▪ Write "SURRE" on the Supplemental Postcard over the words "Vote by Mail."</li> <li>▪ Deposit the Surrendered Ballot in the Surrendered Ballot Envelope</li> <li>▪ Continue to Step 5.</li> </ul>
Voter does not have Vote by Mail Ballot and Envelope to Surrender	<ul style="list-style-type: none"> <li>▪ Call the Vote by Mail Phone bank at (844) 348-8795</li> <li>▪ The Operator will ask for information to Void the Voter's ballot.</li> <li>▪ Write "VOID" on the Supplemental Postcard over the words "Vote by Mail."</li> <li>▪ Once the ballot has been voided, continue to Step 5.</li> </ul>
<ul style="list-style-type: none"> <li>▪ If the VBM Phone Bank Operator lets you know that our records indicate the voter has returned a Vote by Mail Ballot, let the voter know. "Our records indicate that you have already returned a vote by mail ballot for this Election."</li> <li>▪ If the voter insists on voting, they will need to vote the Provisional Process. Continue to Step 1 of the "Voter Marked as VBM Returned" section.</li> </ul>	

### Step 5: Place Supplemental Label in the Supplemental Voter Roster Pages

- Peel the Supplemental Label off the postcard and affix it to the designated spot on the first available page of the Supplemental Roster pages section in the back of the Official Roster.
- Voters with a Supplemental Voter Postcard will NOT have an assigned XREF NUM; do not mark the Cross-Reference Worksheet for them. The index Clerk will add the voter's information to the Supplemental Precinct Street Index.

### Step 6: Offer Voter Assistance with Marking their Ballot

- Offer Assistance by stating, “Please let us know if you would like any assistance.”
  - If the voter is upset by the statement, please explain we offer assistance to every voter.
- If the Voter indicates they would like assistance, offer the use of the ICX Machine.
  - If they would like to use the ICX proceed to the “ICX Voter” section of the guide.
  - If they would like assistance and do not want to use the ICX, ask the voter if they have someone with them to assist. If they do not, then a poll worker must assist.
  - If the voter is receiving assistance with marking their ballot, complete the Assisted Voter section in the back of the Official Roster.
- If the voter states they do NOT want assistance, continue with the remaining steps in this section of the guide.

### Step 7: Voter Signs in the Supplemental Voter Roster List Next to the Label

SUPPLEMENTAL VOTER LABEL	SIGNATURE OF VOTER
First Church of Christ Scientist 480 N Fairview Ave Vote by Mail 882198 JOE VOTER 123 ANY STREET VOTING PRECINCT: 101510 BALLOT: 001 REP June 8, 2010 Statewide Direct Primary	

### Step 8: Tally the Voter on the Voter Tally Card or ICX Voter Tally Card

- Make a diagonal slash mark through the next available number on the Voter Tally Card which extends from the inside back cover of the Official Roster.

### Step 9: Determine the Voter’s Ballot Type

- Use the Ballot Type printed on the Supplemental Postcard to, determine the Ballot Type.

### Step 10: Detach Correct Ballot from Pad

- Detach the ballot and Voter Stub from the pad by separating it at the perforation.
  - NEVER cut the ballot with scissors.
- Remove the Voter Stub from the ballot.
  - The County Stub will remain on the stapled pad.

### Step 11: Give the Ballot, Ballot Stub, Pen, and Secrecy Sleeve to the Voter

- Hand the voter the Official Ballot, the Ballot Stub, a pen, and a secrecy sleeve.
  - Every voter must be given the option to use a secrecy sleeve. Explain how the secrecy sleeve is used to protect the privacy of their vote. If the voter chooses to use the secrecy sleeve, ask that they place their voted ballot inside with the edge of the ballot exposed. The ballot can then be deposited into the white Ballot Box.

### Step 12: Provide Voting Instructions

As you hand the voter their Official Ballot, provide the following voting instructions:

- To ensure their ballot is counted correctly, the voter may use the provided ballot marking or any pen with blue or black ink to fill in the ovals **completely**.
- Instruct the voter to return their ballot to the Ballot Reception Workstation when they have finished voting.
- If all the voting booths are occupied, the voter may use any surface to cast their ballot or they may wait for an available vote booth.

## Voter Not Found in Roster

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### Voter Does Not Have the Supplemental Voter Postcard

### Special Steps/Instructions

**Step 1: Verify with the Voter that the Traffic Clerk offered the option to call the Elections Office to find their correct Polling Place and that they would like to Vote Provisionally**

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### Provisional Process

**Step 2: DO NOT write PROV in the Remarks Area of Official Roster**

- Because the voter's name and residence address are not in the Official Roster, you do not write PROV.

**Step 3: Offer the Voter Assistance with Marking their Ballot**

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- Offer Assistance by stating, "Please let us know if you would like any assistance."
  - If the voter is upset by the statement, please explain we offer assistance to every voter.
- If the voter indicates they would like assistance, offer the use of the ICX Machine.
  - If they would like to use the ICX proceed to the "ICX Voter" section of the guide.
  - If they would like assistance and do not want to use the ICX, ask the voter if they have someone with them to assist. If they do not, then a poll worker must assist.
  - If the voter is receiving assistance with marking their ballot, complete the Assisted Voter section in the back of the Provisional Roster.
- If the voter states they do NOT want assistance, continue with the remaining steps in this section of the guide.

**Step 4: Complete the "For Precinct Officer Use Only" section of a Pink Bordered Provisional Envelope**

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- Check the box for the reason, "NAME IS NOT IN OFFICIAL ROSTER OR VOTER DATABASE".
- Affix a Precinct Number Label on the Envelope in the space provided.
- Write the Ballot Type

**Step 5: Give Envelope to Voter and Direct them to the Provisional Clerk for Assistance**

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## Voter Marked as VBM Returned

If the Remarks column in the Roster says “VBM Returned” or the VBM Phone Bank operator informs you the Elections Office’s records indicate the voter has already returned a ballot for this election, please inform the voter. If the voter would still like to vote, they must vote using the Provisional Process.

### Provisional Process

#### Step 1: Write “PROV” in the Remarks Area of Official Roster

- **Provisional Voters DO NOT sign the Official Roster.**
- **DO NOT** check the box, circle the XREF Number, tally the voter on the Voter Tally Card or write the number on the Cross-Reference Worksheet.

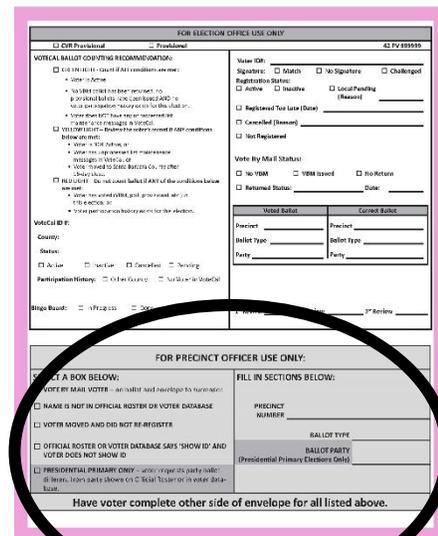
XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
33	<input type="checkbox"/> Hugo, Victor 1482 Notre Dame PI	<del>PROV</del> ISSUED	<input type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided		01	843701

#### Step 2: Offer Voter Assistance with Marking their Ballot

- Offer Assistance by stating, “Please let us know if you would like any assistance.”
  - If the voter is upset by the statement, please explain we offer assistance to every voter.
- If the voter indicates they would like assistance, offer the use of the ICX Machine.
  - If they would like to use the ICX continue with the steps in this section of the guide. The voter will use their pink bordered Provisional Envelope to return their Provisional ICX Ballot.
  - If they would like assistance and do not want to use the ICX, ask the voter if they have someone with them to assist. If they do not, then a poll worker must assist.
  - If the voter is receiving assistance with marking their ballot, complete the Assisted Voter section in the back of the Provisional Roster.
- If the voter states they would NOT like assistance, continue with the remaining steps in this section of the guide.

#### Step 3: Complete the “For Precinct Officer Use Only” section of a Pink Bordered Provisional Envelope

- Check the appropriate box for the reason, “VOTE BY MAIL VOTER”.
- Affix a Precinct Number Label on the Envelope in the space provided.
- Write the ballot type



#### Step 4: Give Envelope to Voter and Direct them to the Provisional Clerk for Assistance

## Curbside Voting

- Curbside Voting is offered at all of our Polling Places in the County. Additional signage and accessible call buttons are provided at the inaccessible polling places only.
- Curbside Voting is a service provided for voter who are unable to enter the polling place. This service allows the voter to vote their ballot in their vehicle.
- All of the Curbside Voting materials will be kept at the Traffic Clerk Workstation.
- The Traffic Clerk will complete several steps of the Curbside Process before arriving at the Official Roster Workstation.

### Step 1: Traffic Clerk Provides the Roster Clerk with the Curbside Voter Card

### Step 2: Check if the Voter Surrendered their Vote by Mail Ballot

- Using the information provided by the Voter and the Traffic Clerk on the Curbside Voter Card, look up the voter in the blue Official Roster.

VBM Issued	Voter Surrendered Ballot to Traffic Clerk	<ul style="list-style-type: none"> <li>▪ Check the box for “VBM Surrendered” in the VBM Ballot Column of the Official Roster</li> <li>▪ Deposit the Surrendered Ballot in the Surrendered Ballot Envelope</li> <li>▪ Continue to Step 3.</li> </ul>
	Voter did Not Surrender Ballot to Traffic Clerk	<ul style="list-style-type: none"> <li>▪ Call the Vote by Mail Phone bank at (844).348-8795.</li> <li>▪ The Operator will ask for information to void the voter’s ballot.</li> <li>▪ Check the box for “VBM Voided” in the VBM Ballot Column of the Official Roster</li> <li>▪ Continue to Step 3.</li> </ul>
VBM Returned	<ul style="list-style-type: none"> <li>▪ If the voter is marked as “VBM Returned,” or if the VBM Phone Bank Operator lets you know that our records indicate the voter has returned a Vote by Mail Ballot, the Traffic Clerk will return to the voter’s car and let them know. “Our records indicate that you have already returned a vote by mail ballot for this election.”</li> <li>▪ If the voter insists on voting, they will need to vote the Provisional Process.</li> </ul>	

### Step 3: Complete the “For Precinct Officer’s use only” Section on the Curbside Voter Card

- Fill in the Ballot Type and Cross-Reference (XREF) Number in the spaces provided.
- Write in the election date and sign in the spaces provided.
- Return the Curbside Voter Card to the Traffic Clerk who will finish the process with another Election Officer and the voter and then return the card to the Roster Workstation if the voter votes the Normal Process. They will notify the Roster Clerk if the voter votes the Provisional Process and return the Curbside Voter Card to the Provisional Clerk.

### Step 4: Determine the Voter’s Ballot Type

- Using the Ballot Column in the Official Roster, determine the Ballot Type

### Step 5: Detach Correct Ballot from Pad

- Remember
  - NEVER cut the ballot with scissors.
- Remove the Voter Stub from the ballot.
  - The County Stub will remain on the stapled pad.

### Step 7: Give the Ballot and Voter’s Ballot Stub to the Traffic Clerk

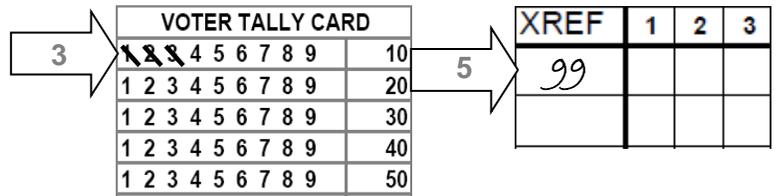
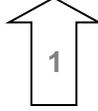
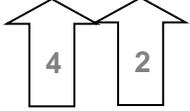
- Hand the Traffic Clerk the Official Ballot and the Ballot Stub and Secrecy Sleeve
  - The Traffic Clerk and one other Election Officer will return to the voter’s vehicle to deliver the materials.

### Step 8: Elections Officers will Return with the Curbside Voter Card

#### Normal Process

- The two Curbside Elections Officers will return with the Curbside Voter Card
- The Roster Clerk shall:
  - Write "CS" for "Curbside" in the Remarks column
  - Mark an "X" in the checkbox next to the Voter's name
  - Tally the Voter on the Voter Tally Card
  - Circle the Cross-Reference Number
  - Write the Cross-Reference Number on the Cross-Reference Worksheet

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
99	<input checked="" type="checkbox"/> Johanssen, Gerald 93 Arnold Ave	VBM Issued <b>CS</b>	<input type="checkbox"/> VBM Surrendered <input checked="" type="checkbox"/> VBM Voided		01	291203



- Give the Curbside Voter Card to the Inspector to be returned in the Inspector Supply Box at the end of the night.

#### Provisional Process:

- The two Curbside Election Officers will give the Curbside Voter Card to the Provisional Clerk, and inform the Roster Clerk that the Voter voted the Provisional Process.
- Roster Clerk will write "CS/PROV" in the Remarks Column.

XREF NUM	VOTER NAME AND ADDRESS	REMARKS	VBM Ballot	SIGNATURE	BALLOT	VOTER ID
86	<input type="checkbox"/> Song, Jennifer 9 Telephone Rd	<b>CS/PROV</b> VBM Issued	<input type="checkbox"/> VBM Surrendered <input type="checkbox"/> VBM Voided		01	867530

## Correcting Common Errors

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Critical: For every X marked in the check box next to the Voter's name, it is critical that there is a signature from the voter if they voted or a "CS" in the remarks column if they voted using the Curbside Voting process.

During our canvass process after the election, we scan the rosters, and use the X and signature to document which voters voted at the polls.

It is equally important to have the voter sign right side up in the roster, because the rosters are scanned during the canvass process.

- If the voter signs upside down the image of the signature is upside down in the system.

To alleviate many of the common errors, confirm the process the voter will need to vote before taking any steps to process the voter. If the voter is voting provisionally, do not complete the steps for the Normal Process.

We know there are going to be times when errors occur. These are steps you can take to correct common errors:

<b>Error</b>	<b>Correction:</b>
<ul style="list-style-type: none"><li>• Marked an X in the checkbox next to the voter's name in error.</li></ul>	<ul style="list-style-type: none"><li>• Write "OOPS" next to the X marked in error.</li></ul>
<ul style="list-style-type: none"><li>• Marked an X in the checkbox next to the voter's name and the voter was issued a ballot, but the voter did not sign.</li></ul>	<ul style="list-style-type: none"><li>• Write "NO SIG FROM VOTER" in the Remarks Column.</li><li>• <b><u>DO NOT</u></b> write anything in the signature box.</li><li>• Please ensure for all future voters a ballot is not issued without the voter signing the Roster.</li></ul>
<ul style="list-style-type: none"><li>• Voter signed Official Roster, X was marked in checkbox next to voter's name, but voter needs to vote provisionally.</li></ul>	<ul style="list-style-type: none"><li>• Write "SIG OOPS - VOTED PROV" In the Remarks Column</li></ul>
<ul style="list-style-type: none"><li>• Any other errors.</li></ul>	<ul style="list-style-type: none"><li>• Write note in Remarks Column.</li></ul>

## Roster Workstation Quick Guide

The Normal Process							
Most voters will vote the Normal Process. If they do not fall under the Normal Process or Normal Process Special Situations they will need to vote the Provisional Process.							
Voter	1. Provide Name & Residence Address.						
Roster Clerk	2. Locate and verify voter's name and address.						
Roster Clerk	3. Check the Remarks Column for the voter's VBM Status. If there are no remarks, continue. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; vertical-align: top;">VBM Issued</td> <td style="vertical-align: top;"> <b>VBM Surrender Process</b> <ul style="list-style-type: none"> <li>Write SURRENDERED on the Vote by Mail return envelope.</li> <li>If the voter does not have their envelope, write SURRENDERED on the Vote by Mail ballot.</li> <li>Check the box for "VBM Surrendered" in the VBM Ballot Column of the Official Roster</li> <li>Deposit the Surrendered Ballot in the Surrendered Ballot Envelope</li> <li>Continue to Step 4.</li> </ul> </td> </tr> <tr> <td style="vertical-align: top;">VBM Void Process</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>Call the Vote by Mail Phone bank at (844) 348-8795.</li> <li>The Operator will ask for information to void the voter's ballot.</li> <li>Check the box for "VBM Voided" in the VBM Ballot Column of the Official Roster</li> <li>Continue to Step 4.</li> </ul> </td> </tr> <tr> <td style="vertical-align: top;">VBM Returned</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>If the voter is marked as "VBM Returned," or if the VBM Phone Bank Operator lets you know that our records indicate the voter has returned a Vote by Mail Ballot, let the voter know.</li> <li>If the voter insists on voting, they will vote the Provisional Process.</li> </ul> </td> </tr> </table>	VBM Issued	<b>VBM Surrender Process</b> <ul style="list-style-type: none"> <li>Write SURRENDERED on the Vote by Mail return envelope.</li> <li>If the voter does not have their envelope, write SURRENDERED on the Vote by Mail ballot.</li> <li>Check the box for "VBM Surrendered" in the VBM Ballot Column of the Official Roster</li> <li>Deposit the Surrendered Ballot in the Surrendered Ballot Envelope</li> <li>Continue to Step 4.</li> </ul>	VBM Void Process	<ul style="list-style-type: none"> <li>Call the Vote by Mail Phone bank at (844) 348-8795.</li> <li>The Operator will ask for information to void the voter's ballot.</li> <li>Check the box for "VBM Voided" in the VBM Ballot Column of the Official Roster</li> <li>Continue to Step 4.</li> </ul>	VBM Returned	<ul style="list-style-type: none"> <li>If the voter is marked as "VBM Returned," or if the VBM Phone Bank Operator lets you know that our records indicate the voter has returned a Vote by Mail Ballot, let the voter know.</li> <li>If the voter insists on voting, they will vote the Provisional Process.</li> </ul>
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Roster Clerk	4. Mark an X in the Checkbox next to the voter's Name.						
Roster Clerk	5. Have the voter sign the Official Roster.						
Roster Clerk	6. Offer Voter Assistance: <b>"Please let us know if you would like assistance."</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">If Yes</th> <th style="width: 50%; text-align: center;">If No</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">           Offer ICX machine           <ul style="list-style-type: none"> <li>If Yes, Go to Normal Process Special Situations ICX section.</li> <li>If No, ask if they have someone with them to assist. If not, a poll worker must assist.</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>Continue with the Normal Process Step 7.</li> </ul> </td> </tr> </tbody> </table>	If Yes	If No	Offer ICX machine <ul style="list-style-type: none"> <li>If Yes, Go to Normal Process Special Situations ICX section.</li> <li>If No, ask if they have someone with them to assist. If not, a poll worker must assist.</li> </ul>	<ul style="list-style-type: none"> <li>Continue with the Normal Process Step 7.</li> </ul>		
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Roster Clerk	7. Tally the voter on the Voter Tally Card extending from the back of the Official Roster.						
Roster Clerk	8. Circle the Cross-Reference (XREF) Number.						
Roster Clerk	9. Write number on Cross-Reference Worksheet.						
Roster Clerk	10. Determine the voter's ballot type.						
Roster Clerk	11. Detach the correct ballot from the pad.						
Roster Clerk	12. Give the voter the ballot, ballot stub, pen, and secrecy sleeve.						
Roster Clerk	13. Instruct the voter to mark their ballot by filling in the ovals completely and to return the marked ballot to the Ballot Reception Workstation.						

The Normal Process – Special Situations	
These voters will vote the Normal Process outlined above with additional special steps shown here.	
Special Situation	Special Steps/Instructions
Name Change	<ul style="list-style-type: none"> <li>Voter signs both names.</li> <li>Offer a Voter Registration Card to update new name.</li> </ul>
ICX	<ul style="list-style-type: none"> <li>Complete the ICX Ballot Envelope with the voter's precinct and ballot type.</li> <li>Continue to Step 4 of the Normal Process above &amp; Notify the Polling Place Supervisor.</li> <li>Tally the voter on the ICX Tally Card.</li> </ul>
Spoiled Ballot	<ul style="list-style-type: none"> <li>Mark an 'S' in the Remarks area of the Official Roster.</li> <li><b>REMINDER - DO NOT</b> make an additional tally mark on the Voter Tally Card.</li> </ul>

The Provisional Process	
If any of the following reasons apply to a voter they must vote the Provisional Process:	
Provisional Reason	Special Steps/Instructions
Not in Roster (No Supplemental Postcard)	<ul style="list-style-type: none"> <li>Inform the voter that they may register via conditional voter registration and vote a provisional ballot.</li> <li>Verify the voter was offered the option to call the elections office to find correct polling place. Confirm voter would like to vote provisionally here.</li> <li><b>DO NOT</b> write PROV in Official Roster.</li> </ul>
Different Address	<ul style="list-style-type: none"> <li>Verify the Voter was offered the option to call the Elections Office to find their correct Polling Place. Confirm Voter would like to vote Provisionally here.</li> <li>If your precinct has multiple Ballot Types - recommend the Voter call the Elections Office for their Ballot Type.</li> </ul>
Voter Marked as VBM Returned	

<b>For all Provisional Voters Please DO NOT:</b> <ul style="list-style-type: none"> <li>Mark an 'X' next to the voter's name</li> <li>Tally Voter on the Voter Tally Card</li> <li>Circle X-Ref NUM/complete Worksheet</li> </ul>
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Steps to Process a Provisional Voter
1. Write PROV in the Remarks column of the Official Roster (except if voter not found in Roster).
2. Offer Voter Assistance: <b>"Please let us know if you would like assistance."</b> <ol style="list-style-type: none"> <li>If Yes, offer them the ICX machine. Reference the "ICX Voter" section of the guide for procedures or ask if they have someone with them to assist. If not, a poll worker must assist.</li> <li>If No, continue with the next steps.</li> </ol>
3. Complete the "For Precinct Officer Use Only" section of a pink bordered Voter Provisional Envelope. <ol style="list-style-type: none"> <li>Check appropriate box for the reason</li> <li>Affix a Precinct Number Sticker</li> <li>Fill in the Ballot Type to be Issued</li> </ol>
4. Direct them to Provisional Clerk.