

Verity Scan Field Guide for centralized ballot processing

VERSION 2.5



Document Number 6651-036 D

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about this guide

This Verity Field Guide is a portable guide to centralized ballot processing using Verity Scan.



Verity Scan Field Guide for centralized ballot processing



VERSION 2.5

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Verity Scan

Verity Scan is a digital scanner for scanning and casting ballots. Where permitted by local and state rule and code, Verity Scan may be used for centralized scanning of paper ballots and/or Verity Duo printed vote records. Verity Scan deposits scanned ballots into its ballot box for secure storage.





vDrives are used to transfer digital ballot styles from the Verity election definition software to Verity Scan, and to transfer voted ballots from Verity Scan to Verity Count software for tabulation. vDrives are inserted into a standard USB port located in a locked and sealed compartment; each Verity Scan has its own vDrive.

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

setting up Verity Scan

setting up the ballot box

1. Position the folded ballot box as shown.



2. Unlatch the four clips (two on each side).



3. Pull open the ballot box. ▶



4. Press the side panels outward until they are flat, being careful not to pinch your hands or fingers. ▶



5. Lower the bottom panel but do not press down.



Release the lid by unhooking the 3 straps. ▶



 Pull the string on the underside of the lid upward to unlock the lid latch.





8. Lift the lid while gently pulling upward and outward, ensuring that the double hinge is fully extended. Lay the lid across the top of ballot box, and then press it down. Do not force it. ▼







9. Unlock the front door with the ballot box key.



10. Press firmly on bottom panel to lock it in place. ▼



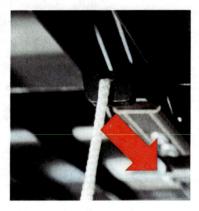


setting up the Verity Scan

- 1. Assemble the ballot box, if this has not been done already (see page 6).
- 2. Place the Verity Scan on the ballot box, aligning footpads with the indentations. The handle on the Verity Scan must face the front of the ballot box.



3. Reach inside the ballot box and pull the cord down and away from you to lock the lid and the Verity Scan in place. ▶



4. Close and lock the front ballot box door.



5. Follow local procedures to remove the tamper seal from the Verity Scan handle, if applicable. Unlock the case (if locked). Open the case and remove the power brick and power cord from the storage compartment. Close the compartment and case.



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

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

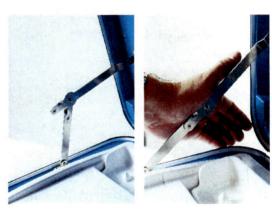






7. Open the Verity Scan case and lock the lid brace in place. ▶

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



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







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







10. Verify the Verity Scan device seals, per local procedure. Attach privacy screens to each side of the ballot box, if applicable. ▶



11. Plug the power cord into AC power. A green light should illuminate on the power brick when AC power is present. ▶



During the power on process, a Power-On Self Test report will print on Verity Scan's built-in printer. This report will indicate any hardware or connection issues; if any issues are noted, check connections and restart the device using the red power button.





preparing the Verity Scan

Before the Verity Scan may be used to for centralized scanning, it must be programmed (or "predefined") with a polling place that matches the voting type of the ballots being scanned (absentee, early voting, election day, etc.). The polling place must also be associated with all the precincts or ballot styles that will be scanned. Polling place voting type and precinct associations are set up using Verity Data; for more information, see the *Verity Administrator's Guide: Data*. To predefine a Verity Scan, a Verity Key and an unused vDrive for the current election (created in Verity Build) are required.

NOTE: If you need to process ballots from multiple voting types (Absentee, Election Day, etc.), a separate vDrive (and likely a separate Verity Scan) will be required for each voting type. Allowable procedures may vary by jurisdiction. Verity Scan can accept both paper ballots and Verity Duo printed vote records. For more information, see page 36.

materials needed

- Verity Scan device
- unused vDrive for the current election
- Verity Key for the current election
- tamper evident seals and logs, as required

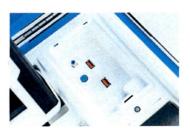
The election name, device serial number, tamper-evident seal number(s), and polling place name (in this case, the location where central scanning will take place) should be recorded on a tracking log when preparing the device.

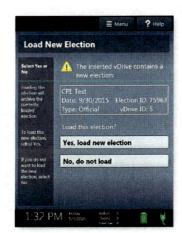
installing a vDrive and predefining the Scan

 Once the Verity Scan has been set up and powered on (see page 6), the device screen should display the message No vDrive Found.



- 2. Unlock and open the vDrive compartment. Note that the key used to open the vDrive compartment is not the same as the key used to lock the tablet in place. ▶
- 3. Insert the vDrive into one of the two available USB inputs. ▶
 - After a moment, the **Load New Election** screen should display.
- Confirm the election name and date. Select Yes, load new election. ►





 Insert the Verity Key for the current election into the other available USB port in the vDrive compartment. ▶



Enter the Verity Key device passcode, and then select Accept. ►



7. Wait while the screen displays Loading Key data..., then Loading new election..., then Setting Up Election.... Do not remove the Verity Key until after you see the message "You may remove the Verity Key" at the bottom of the screen. ▼







8. Enter the Maintenance Code, and then select **Accept**. ▶



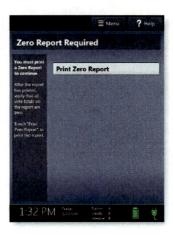
9. The Select Polling Place screen displays. Choose the desired polling place from the list, and then select OK. You can use the touchscreen keypad to search for a polling place. Remember that the polling place chosen must match the voting type and precinct(s) of the ballots to be scanned. ▶



10. Confirm the polling place name displayed, and then select Yes, assign it. If the polling place shown is not correct, select No, I'll select another to return to the previous screen.



11. Remove the Verity Key (if you have not done so already). Close and lock the vDrive compartment.



12. Affix tamper-evident seal(s), as required. Record the device serial number, seal number(s) and other information as required by local procedure.

If you will be scanning ballots at a later time, the device is now ready to be powered down. Press the *red* power button on the back of the Verity Scan to power it off.

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

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

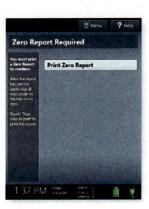
If you are ready to begin scanning now, continue with the following page.

Verity Scan orientation

screen orientation

Once a vDrive is installed and the polling place has been defined (see page 12), Verity Scan should display the Print Zero Report screen.

NOTE: If you are reopening polls during subsequent days of a multiple-day scanning process, then you will not print a Zero report. See page 21.



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



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

NOTE: If AC power is not available, the device will automatically switch over to battery power, and a warning message will display. To dismiss the message and continue operating on battery power, touch "If the power is out, touch here to use battery".

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

poll worker button

The blue poll worker button is located on the back of Verity Scan. This button is used when suspending or closing polls, and to access certain menus and features.



report printer operation

1. The thermal report printer is located on the right-hand side of Verity Scan. ▶



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



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



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



opening polls

You must open polls on the first day that scanning will occur using that device. For instructions on reopening polls on the second or subsequent day of a multiple-day scanning process, see page 21 (if applicable).

- 1. Set up and power on the Verity Scan. Confirm that you are running on AC power (see page 17).
- 2. Select Print Zero Report.

NOTE: If you are reopening polls during subsequent days of a multiple-day scanning process, then you will not print a Zero report. See page 21.



- **3.** Wait while the Zero report prints (on the built-in report printer). Using the Zero report, check the following:
 - Verify the ballot count total on the Zero report is ZERO and enter it in the Reconciliation Log.
 - Verify that the polling place on the report is correct.
- **4.** Verify that the clock in the bottom left corner of the screen displays the correct time. If the clock is incorrect, you may correct it using the set clock function; see the *Verity Support Procedures Guide*.

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

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



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



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

reopening polls

IMPORTANT: Whether the Scan gives the option to suspend and reopen polls depends on the voting type of the polling place that was chosen when predefining that Verity Scan (see page 12), as well as the voting type settings defined in Verity Build.

- 1. To reopen polls after polls have been suspended, power on the Verity Scan.

 NOTE: When reopening polls, you will not print a Zero report.
- Enter the Open Polls Code, and then select
 Accept. The Open Polls report will print.



3. Wait while the Open Polls report prints. File the Open Polls report according to local guidelines.

scanning ballots

 Prior to scanning, ballots and/or printed vote records may be sorted into batches in accordance with state and local guidelines. Verity Scan is ready to scan when you see the **Ready to Use** screen.



IMPORTANT: When scanning multi-sheet ballots, Verity Scan's ballot counter will increment when a sheet 1 is scanned but not when a sheet 2 (or higher) is scanned. If sheet 2 of a 2-sheet ballot is scanned without a sheet 1, the ballot counter will not increment, but all votes on sheet 2 will be counted accurately. For more information, see page 27.

2. Insert a voted ballot into Verity Scan. Flashing green arrows indicate the location and direction of the scanner feed. Ballots must be fed short edge first but may otherwise be scanned in any orientation. ▶



3. After scanning the ballot, wait a moment while the ballot is processed. ▶



- 4. If the ballot is *properly marked*, or if Verity Scan is configured to accept all ballots, regardless of mismarks, Scan displays the American flag, and the ballot drops into the ballot box. If enabled, an audible chime will also sound.
 - If Scan is configured to reject mismarked ballots, the screen will display information for each contest that requires attention. In this way, a Ballot Board, for example, may review each mismarked ballot to determine the voter's intent.
 - For more information on processing voter mismarks, see page 24.



Verity Scan help and features

The **Help** button is located at the top right of the Verity Scan screen. This button provides help text for the step currently underway. Select **Exit Help** on the bottom right of the Help screen to return to scanning ballots.

Verity Scan also displays a **Language** button in the upper left. Selecting the language button will allow you to choose from a list of available languages in which to display any instructions or messages.

troubleshooting

If there is a problem with the Verity Scan, follow the error instructions on the screen (if applicable), and/or reference the *Verity Device Troubleshooting Field Guide*.

processing voter mismarks

The rules and procedures for handling mismarked paper ballots (undervotes, overvotes, blank ballots, etc.) vary by jurisdiction. As always, any procedures described in this document are superseded by local and state election law and code.

If Scan is configured to reject mismarked ballots:

When scanning a ballot that the voter has mismarked (for example, the voter has marked more than the allowable number of choices) Verity Scan may prompt you to choose whether to remove and correct the ballot or cast the ballot as-is. Depending on the scanning rules settings (set in Verity Build), you can scan and cast the ballot as-is by either:

- a) Selecting Cast ballot as-is on the touchscreen, or
- **b)** Pressing the *blue* poll worker button on the back of the Verity Scan.



If desired, each Verity Scan can also be manually set to accept all ballots automatically, without needing to select Cast ballot as-is or press the poll worker button; see the following page.

changing scanning rules

Verity Scan scanning rules are set in Verity Build. Verity Scan can prompt the voter to correct their ballot if there is a mismark (for example, when Scan is being used directly by a voter at a polling place). However, when using Scan to process ballots centrally, it may be desirable to override the Scan behavior defined in Verity Build, and instead use different settings for that specific device. The Change scanning rules function allows an administrator to change the second-chance voting behavior of that particular Verity Scan device.

1. On the Ready to Open Polls screen, select **Menu**.

NOTE: If polls have already been opened, press the poll worker button to access the Main Menu. Change Scanning Rules is not available when polls are closed.



2. Select Administrator Menu.



3. Enter the device Administrator passcode and select **Accept**.

4. Select Change scanning rules.



- 5. Select the desired ballot processing rules for that particular Scan device. You can set rules for processing of Undervotes, Overvotes, Invalid Votes, Blank Ballots, voted Write-ins, Provisional Ballots, etc.
 - Any category set to Use election setting will follow the rules defined in the Verity Build application.
 - Setting a category to **Accept** means the Scan will not prompt the user to correct any ballots.
 - Setting a category to Reject means the Scan will reject any ballots matching that category. The ballot may still be cast by selecting 'Cast ballot as-is' when prompted.



6. Select **OK**, and then select **Exit**. Changes to scanning rules will remain in effect until the device is restarted.

multi-sheet ballots

When mailing paper ballots, voters should be instructed to return all sheets of their ballot, even if they have made no choices on a particular sheet.

The Verity Scan ballot counter will increment when a sheet 1 is scanned but not when a sheet 2 (or higher) is scanned. If sheet 2 of a 2-sheet ballot is scanned without a sheet 1, the ballot counter will not increment, but all votes on sheet 2 will be counted accurately.

To ease the reconciliation process, Hart recommends that you scan all sheets of a ballot, in order, on the same Verity Scan. In the case of incomplete ballots, Hart recommends either:

- Duplicating any incomplete ballots onto full multi-sheet ballots and spoiling the original ballots (if permitted by state and local rule and code), or
- Adding blank ballot sheet(s) only for missing ballot sheets (if your ballots do not contain unique identifiers, and you are permitted to do so by state and local rule and code).

scanning paper provisional ballots

Paper provisional ballots should be processed according to local rule and code. Ballots printed from Verity Devices (Print, Touch Writer, and Duo) include a provisional marker is included on the ballot. By default, Verity Scan will not accept provisional ballots or PVRs printed using Verity devices. Follow local procedures for handling provisional ballots at the polling place (e.g., provisional ballot envelope/bag).

If it is determined that a provisional ballot printed using a Verity device should be tabulated and included in elections results, Elections officials have the option to override the Verity Scan provisional ballot setting (see "Changing Scanning Rules" on page 25).

For more information on paper provisional ballots, see the *Verity Count Administrator's Guide*.

suspending polls

IMPORTANT: Whether the Scan gives the option to Suspend or Close polls depends on the voting type of the polling place that was chosen when predefining that Verity Scan (see page 12), as well as the voting type settings defined in Verity Build. If your device is set up to allow Close polls, and you have completed scanning, skip to page 30.

- 1. Press the *blue* poll worker button on the back of the Verity Scan.
- 2. Select Suspend Polls. >



Enter the Suspend Polls Code and select Accept.
 A Suspend Polls report will print automatically. ▶



4. Polls are now suspended. Print and file reports available on the screen as required by your jurisdiction. You may use the space below to document local requirements.

local reporting requirements

5. When you have finished printing reports, wait at least 10 seconds, and then press the red power button on the back of the Verity Scan to power it off.



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

6. Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when handing Scan devices, vDrives, and/or ballots. You may power on the Scan device, reopen polls (page 21), and resume scanning according to local procedure. You may use the space below to document local procedures.

local procedures

closing polls

IMPORTANT: Whether the Scan gives the option to Suspend or Close polls depends on the voting type of the polling place that was chosen when predefining that Verity Scan (see page 12), as well as the voting type settings defined in Verity Build. If you attempt to close polls too early, you may be prompted to enter an Administrator passcode before proceeding. In many jurisdictions, once polls are closed they cannot be reopened on that Scan device.

- 1. Press the *blue* poll worker button on the back of the Verity Scan.
- 2. Select Close Polls. >



3. Select Yes, close the polls. ▶

IMPORTANT: In many jurisdictions, once polls have been closed, they cannot be reopened on that Scan device. Do not close polls until you have finished scanning.



4. Enter the Close Polls Code and select **Accept**.

IMPORTANT: If you attempt to close the polls before the proper time, you will be prompted to enter an Administrator passcode. Contact your Elections office before proceeding.

The Close Polls report will print automatically. Depending on election settings chosen by your jurisdiction, certain additional reports may also print automatically.



5. The polls are now closed. Print and file reports available on the screen as required by your jurisdiction. You may use the space below to document local requirements.

local reporting requirements

6. When you have finished printing reports, wait at least 10 seconds, and then press the red power button on the back of the Verity Scan to power it off. ▶



IMPORTANT: Wait for the Verity Scan to be completely powered down and showing a

black screen if you will be unlocking and removing the tablet. If stowing the tablet, make sure to lock it in place with the key and pull the blue latch down to secure it in place.

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

7. Follow your local jurisdiction's guidelines, including chain-of-custody procedures, when handling Scan devices, vDrives, and/or ballots. If you are leaving equipment in place, be sure to properly secure all equipment, preferably behind a locked door. You may use the space below to document local procedures.

local procedures

creating a recovery vDrive

In the event that the vDrive from the Verity Scan is lost or damaged, a recovery vDrive can be created by accessing the Administrator menu on the device itself. To access the Administrator menu, you will need to know the Administrator password for devices, set up in Build (see the *Verity Administrator's Guide: Build*).

To recover vote data from the Verity Scan, you will also need a vDrive that has not been used in any device or software application for the current election. If necessary, the vDrive can be from a previous election (if allowed by state and local rule and code).

NOTE: The Create Recovery vDrive feature is only available when no election is currently loaded (i.e., no vDrive is present), or during a System Alert state.

1. On the device startup screen, select **Menu**.



2. Select Administrator Menu.



3. Enter the device Administrator passcode and select **Accept**. ▶



4. Select Create recovery vDrive. ▶



Insert a vDrive that has not been previously used in the election. ▶



6. Select the election data you wish to recover, and then select **OK**. Wait while the data is written to the vDrive. ▶



7. Select OK.



8. Remove the vDrive. If needed, the vDrive can now be read into Count and tabulated (for information on reading Recovery vDrives into Verity Count, see the *Verity Administrator's Guide: Count*).

changing voting method

The change default voting method function allows an authorized election official to override the default voting method (Verity Duo Printed Vote Records or Paper Ballots). Verity Scan supports scanning of both PVRs and Paper Ballots in the same session; if the 'non-default' type is detected, the PVR/ballot will be quickly ejected and then re-scanned using the correct settings.

NOTE: The Create Recovery vDrive feature is only available when no election is currently loaded (i.e. no vDrive is present), or during a System Alert state.

1. On the Ready to Open Polls screen, select **Menu**.

NOTE: If an election is loaded, press the blue Poll Worker button on the back of the device to access the Menu button.



2. Select Change Settings.



3. Enter the Maintenance passcode and select **Accept**.

4. Select Set default voting method.



- 5. Select the default voting method. ▶
 - Select **Use election setting** to use default voting method set in the Verity Build application.
 - Selecting **Paper Ballots** will make Paper Ballots the default voting method.
 - Selecting Printed Vote Records will make Verity Duo Printed Vote Records the default voting method.



6. Select OK.

enabling recount mode

The following provides procedures for conducting a recount using Verity Scan. These procedures may not be relevant to your jurisdiction, or to the specific recount ordered. As always, follow local and state election rule and code. Recount mode is accessed on the Verity Scan through the Administrator menu. Verity Scan recount mode is only available when the Scan has been predefined using a vDrive for the current election (for Recount mode, the Scan must also be in a Ready to Open Polls state). In Recount Mode, you can configure a Scan device to report only results for a particular contest (or contests).

1. On the Ready to Open Polls screen, select **Menu**.

NOTE: Enable Recount Mode is only available if an election is loaded, but polls have not been opened.



2. Select Administrator Menu.



3. Enter the device Administrator passcode and select **Accept**. ▶



4. The Administrator Menu displays. Insert a Verity Key for the election into the device, and then select **Enable recount mode**.



5. Select Yes, enable recount mode to confirm. ▶



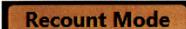
- Choose the contest(s) that you would like to recount from the list, and then select OK. ▶
 - A green check mark will display next to the contest when you have selected it.
 - Touch the yellow bar to see additional contests.
 - Use the keypad to search; select ABC to type using an alphabetic keypad.



 Select **OK** to confirm your contest selection(s) or choose **Add another contest** to choose additional contests.



8. Recount mode setup is complete; select OK. You may now begin scanning ballots using the Verity Scan. Device reports will include only vote totals for the contests you selected in steps 6-7. While the device is in Recount Mode, an indicator will appear on the bottom left. ▶





notes:

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notes:



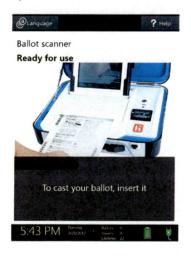
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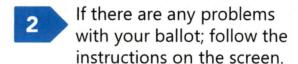
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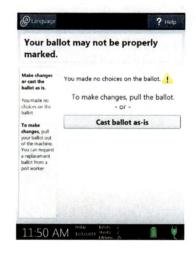


scan and cast your ballot

- ▶ The ballot scanner is touch screen operated
- ▶ Follow the instructions on the screen to:
 - Insert your ballot
 - Respond to any on-screen messages
 - Verify your ballot has been cast
- Insert your ballot into the scanner short edge first.
- ► If your ballot contains multiple sheets, insert the first sheet.







- Your ballot is cast when you see the American flag or hear the chime.
- ▶ If your ballot requires multiple sheets, repeat the process for each sheet.

