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# User Guide

**Dutchess County Board of Elections**

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 **knowWINK**

Final Review

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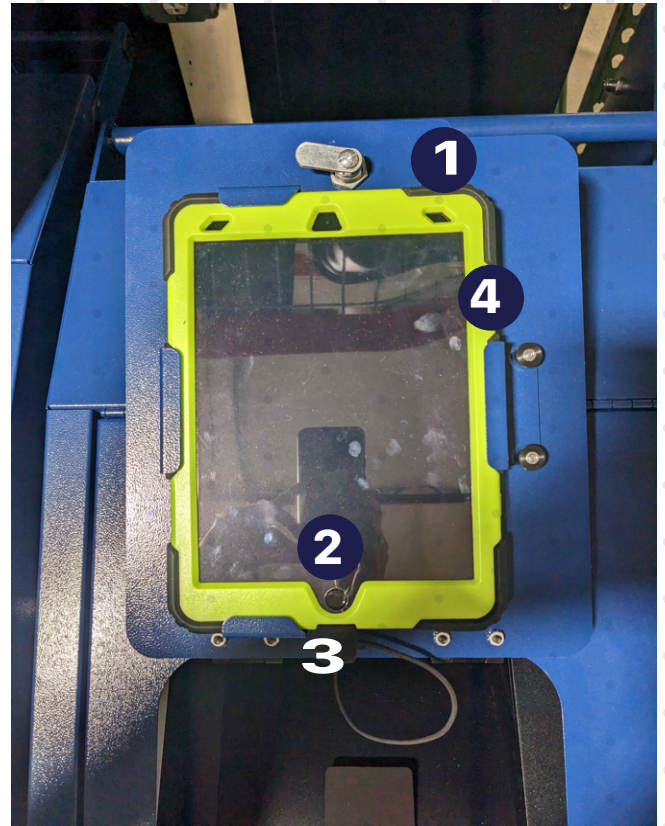
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BALLOT STATION

## **POLL PRINT Tablet**

- ❶ Power Button
- ❷ Home Button
- ❸ Charging Port
- ❹ Plastic Shell



## **POLL PRINT Printer**

- ❺ Printer Power Button
- ❻ Paper Tray
- ❼ LCD Screen
- ❽ Output Tray





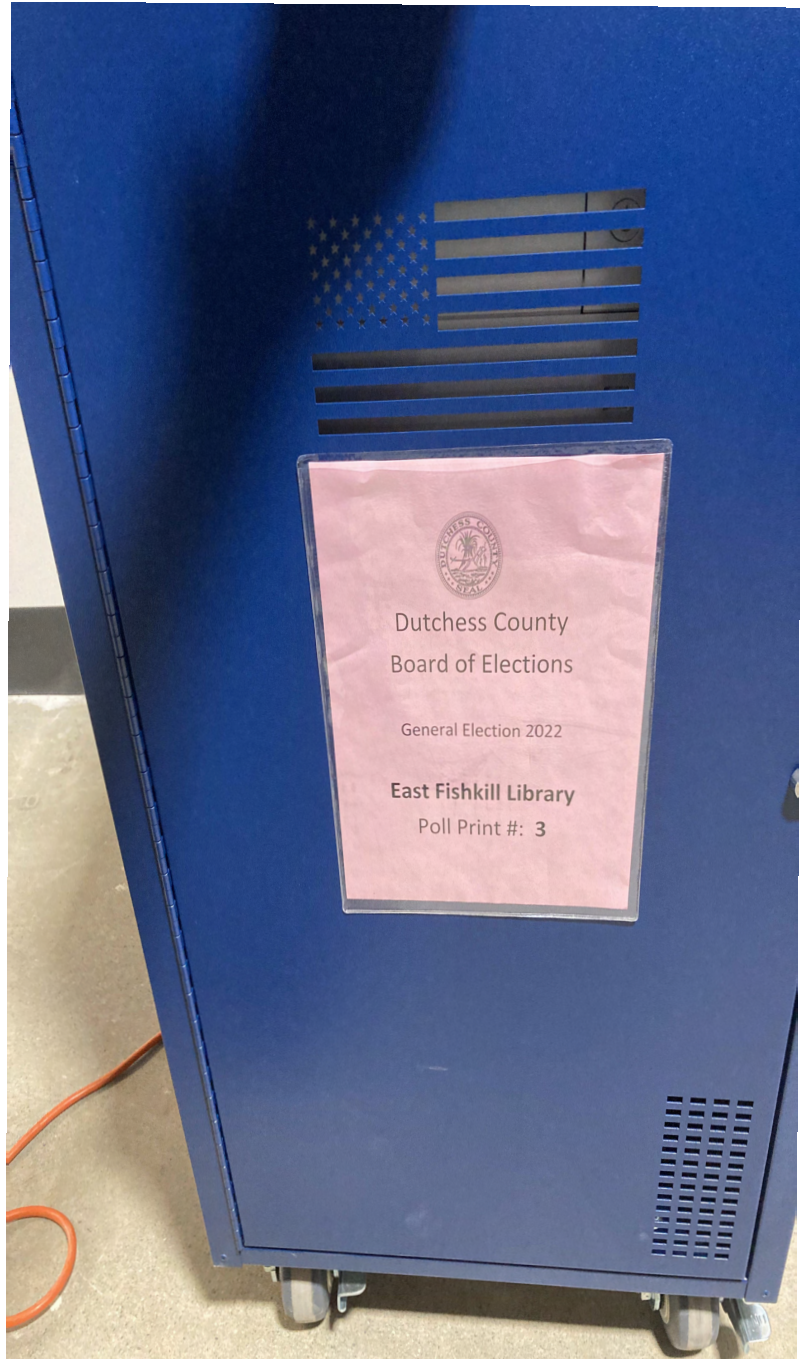
## LOCATE KEYS

Keys will be located in the Poll Print envelope in the Poll Bag.



## LOCATE PRINTER CABINET AND VERIFY LOCATION

There is a transport label on the front of the Poll Print Cabinet. Verify the voting location is correct and cabinet number matches the Poll Print envelope.



## UNLOCK STATION

Use the Poll Print Cabinet key to unlock the two locations circled in the front of the cabinet and also the door at the back of the cabinet.



## OPEN THE UNLOCKED DOORS

You will find the poll pad that will print to this cabinet on the bottom shelf. Deliver it to the intake inspectors.

You will also find emergency ballots on this shelf. Do not use the emergency ballots unless instructed to by the BOE.

Also on this shelf are replacement blank paper reams and an extension cord to plug the cabinet in.





## **POWER CORD**

Locate the extension cord on the cabinet's bottom shelf and plug it in to the back of the cabinet, and then into an outlet.



## **LOCK WHEELS**

Lock the wheels of the cabinet.



## LOCK STATION



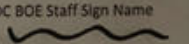
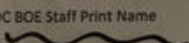
Close the front door and larger top door and lock for remainder of the day. Unlock and open the smaller top door to display tablet as shown.

Ballots will come out of this smaller door when printed.



## SEALS REPORT

The Seals Report is located in the clear pouch on the inside of the front door. Use this sheet to verify and record seal numbers in the morning and to record your new seals when you close.

Town: <u>Hyde Park</u>		Poll Print Cabinet: <u>17</u>	
Poll Site: <u>BOE Training Center</u>			
<b>Seals Report Poll Print Cabinet</b> <b>DC BOE Installed Seals: OPEN</b>			
Front	(1) <u>12345</u>	 DC BOE Staff Print Name	
Front	(2) <u>67891</u>	 DC BOE Staff Sign Name	
Back	(3) <u>54321</u>	 DC BOE Staff Print Name	
		 DC BOE Staff Sign Name	
<b>Poll Print Cabinet: OPEN LOG</b>		<b>Poll Print Cabinet: CLOSE LOG</b>	
Front	(1) _____	Front	(1) _____
Front	(2) _____	Front	(2) _____
Back	(3) _____	Back	(3) _____
1) _____	1) _____	1) _____	1) _____
2) _____	2) _____	2) _____	2) _____
Inspector Print Name	Inspector Sign Name	Inspector Print Name	Inspector Sign Name

## VERIFY PAPER TRAY SETTING

The window on the front of the paper tray **MUST** show "OTHER". If it's on any other setting, turn the dial behind it until it reads correctly.





## POWERING DEVICES

The battery backup powers the printer and tablet, and is located on the station's bottom shelf. Press the power button (1), then press the enter button (2) to turn on the battery backup.



Press and hold the printer power button.



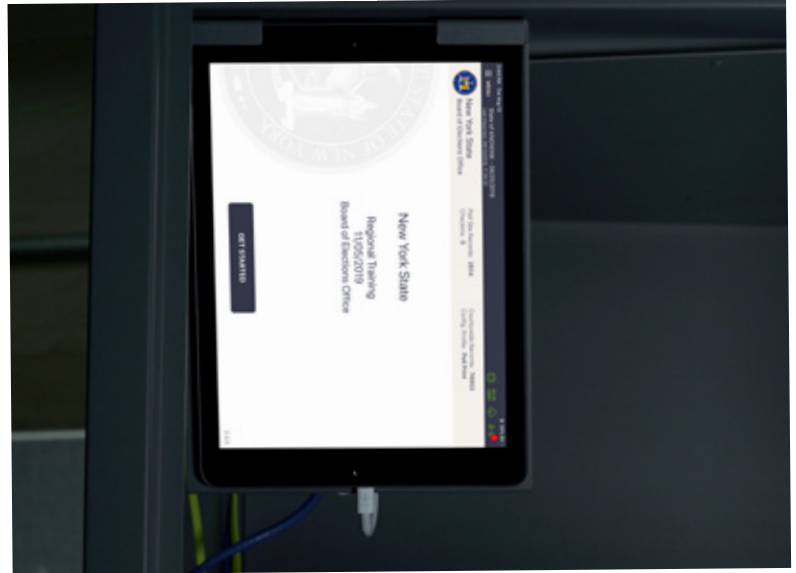
If the tablet has not yet turned on, press the power button on its top right.



## HOME SCREEN

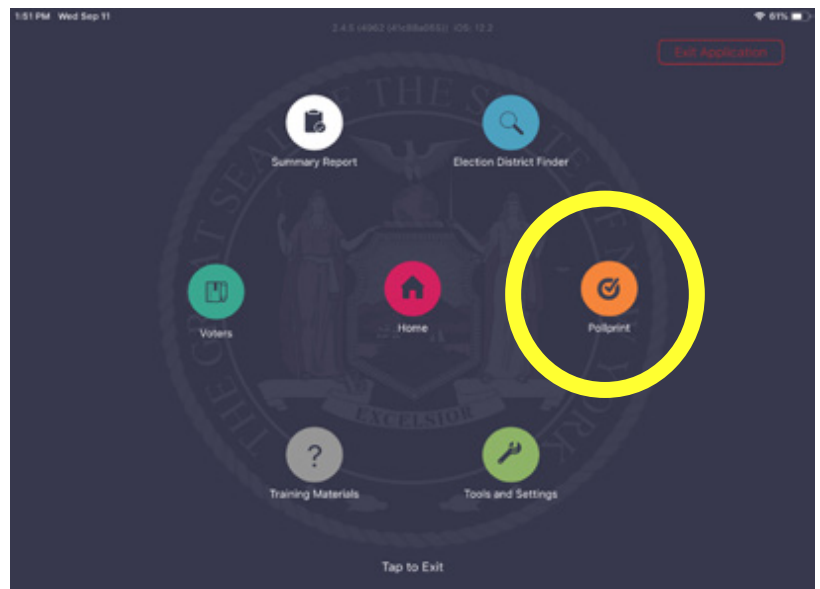
Once you are on the Home Screen, **verify** you have the correct location and election. Also make sure the PollPrint tablet is charging.

**NOTE:** Poll Print tablet's orientation will automatically adjust when entering the Poll Print module.



## POLL PRINT MENU

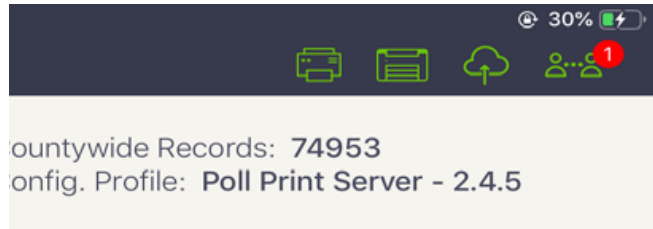
Press the **Menu** button at the screen's top right. From the **Menu** select the orange Poll Print icon to launch the Poll Print module.



## PRINTER ICONS

Verify that both printer icons on the home screen are green.

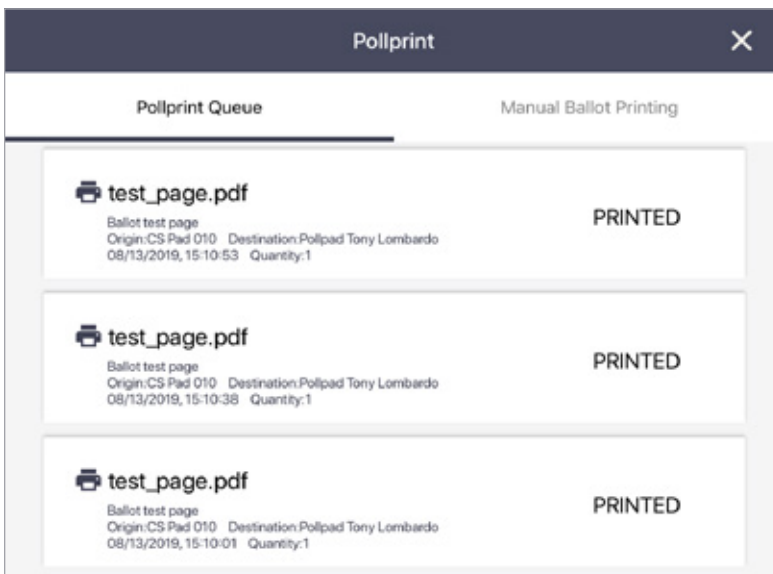
Note: Printer may take a few seconds to load.



## POLL PRINT QUEUE

The Pollprint Queue screen will display.

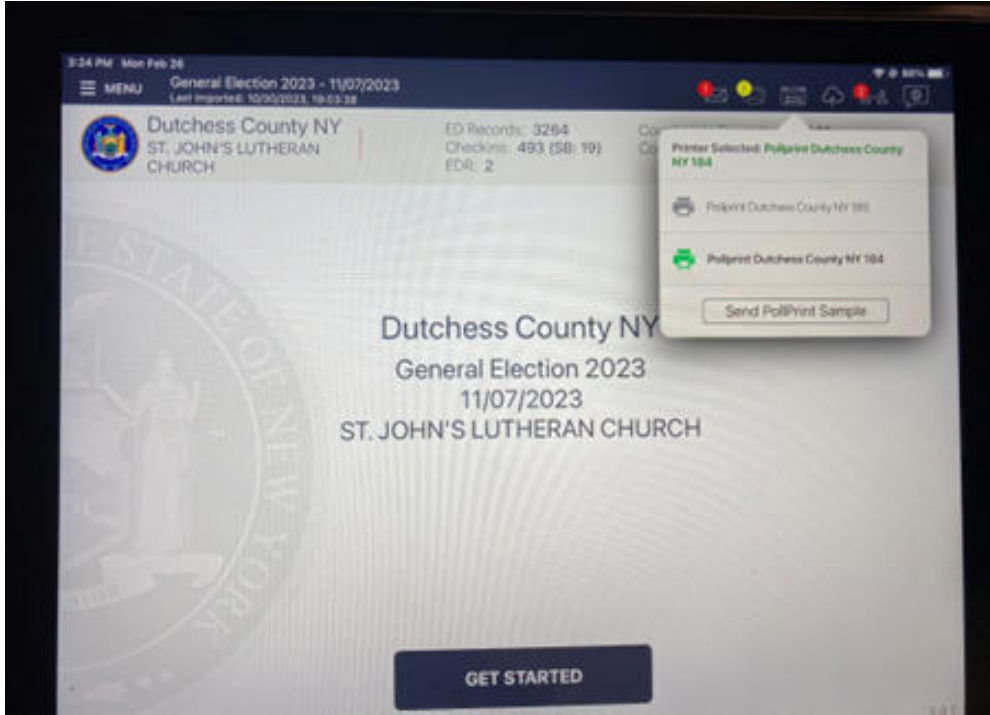
**NOTE:** Complete the setup of each Poll Print tablet before moving to the next steps.




## POLL PRINT | OPENING BALLOT STATION

### PRINT TEST

Using the intake Poll Pad(s) connected to the PollPrint tablet, press the printer icon and verify that correct Poll Pads are communicating with the printer. Press **Send PollPrint Sample**.



 <b>OFFICIAL BALLOT GENERAL ELECTION THE STATE OF NEW YORK NOVEMBER 3, 2020</b>	
<b>INSTRUCTIONS TO VOTERS</b> A. TO VOTE, completely fill in the OVAL to the RIGHT of your choice(s) like this: <input checked="" type="radio"/> B. Follow directions as to the number of issues to be marked.	
<b>PROVISIONAL BALLOT INITIATIVE:</b> A yes vote indicates that my jurisdiction would like to reduce the number of Provisional Ballots issued at the polls. <input type="radio"/> YES <input type="radio"/> NO	
<b>VOTE CENTER INITIATIVE (VOTE FOR ONE):</b> <input type="radio"/> My jurisdiction plans to move to or include Vote Centers prior to 2020 <input type="radio"/> My jurisdiction plans to move to or include Vote Centers in 2022 <input type="radio"/> My jurisdiction has no plans to move to Vote Centers at this time	
<b>ON-SITE VISIT INITIATIVE (VOTE FOR ALL THAT APPLY):</b> <input type="radio"/> I would like KNOWINK to visit my jurisdiction and conduct an in-depth demonstration of the Poll Pad & ePulse solution. <input type="radio"/> I would like Apple to join KNOWINK on a visit to my jurisdiction to discuss security of the platform. <input type="radio"/> I am interested in learning more about the capabilities of Poll Print.	
<b>ACQUISITION INITIATIVE (VOTE FOR ALL THAT APPLY):</b> <input type="radio"/> My jurisdiction would be interested in learning about a state agreement for iPad acquisition. <input type="radio"/> My jurisdiction plans to issue an RFP for electronic poll books within the next 90 days. <input type="radio"/> My jurisdiction would be interested in leasing versus buying a solution.	

### VERIFY TEST

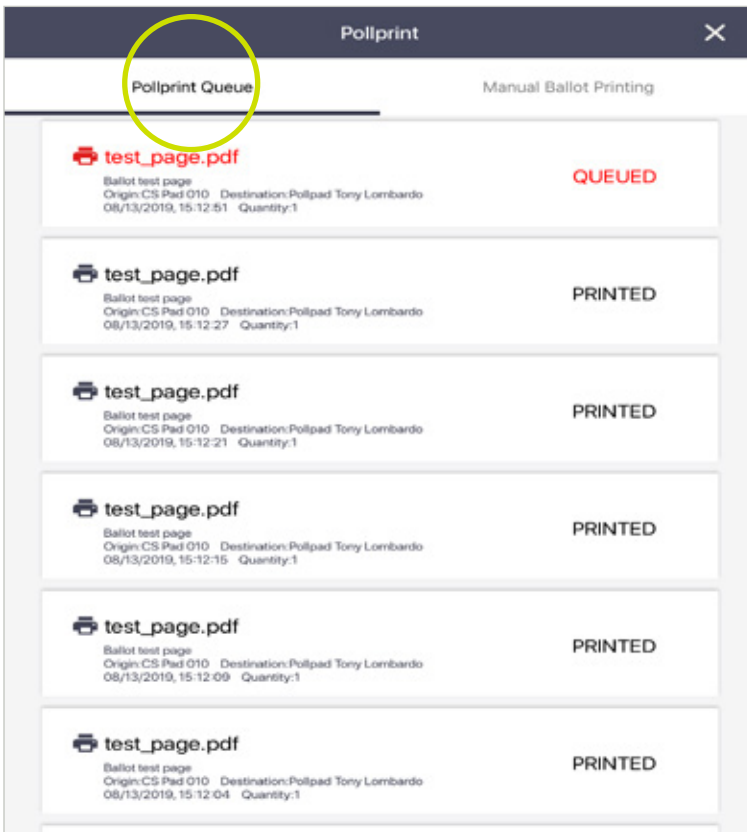
Verify that a sample ballot has printed from each of the Poll Pads.



## POLL PRINT | POLL PRINT QUEUE

### 1 POLL PRINT QUEUE

Once the voter check-in process is complete on the Poll Pad, the ballot will automatically be sent to the designated printer. Press the **PollPrint Queue** category to view all recent ballot print history and current ballots that are **QUEUED**.



### 2 COLLECT BALLOTS

Collect the ballots from the printer and **verify** you have the correct ballots by checking the voter's receipt tape or affidavit card that was given to them by the Intake Inspector.



## Compare Information to Ensure Correct Ballot is Given

Once the ballot is printed, confirm that it is correct for the voter.

There are 3 pieces of information to match to the receipt or card:

1. Election district
2. Whether the ballot is a regular ballot or affidavit ballot
3. Party (during primary elections only)

After confirming correct ballot, give to voter and place receipt/ card in baggie.



GE24 Voting Affidavit

Voter's Name: \_\_\_\_\_

Town: \_\_\_\_\_ Ward \_\_\_\_\_ District \_\_\_\_\_

VOTER'S PARTY \_\_\_\_\_

DEM \_\_\_\_\_ REP \_\_\_\_\_

Office Oficina	Town Supervisor Supervisor Municipal Vote for one! Vote por uno	
Republican	<input type="radio"/> Joseph D. Cavacconi	<input type="radio"/> Richard L. Thurston
Write-In	WRITE-IN/POR ESCRITO	

Party (primaries only)

Ballot type: Regular ballots will say "OFFICIAL BALLOT." Affidavit ballots will say "OFFICIAL AFFIDAVIT BALLOT."

Election District(s)

OFFICIAL BALLOT FOR THE PRIMARY ELECTION - June 27, 2023

STATE OF NEW YORK, COUNTY OF DUTCHESS

Ballot ID: 2216  
Wappinger  
E.D.(s): W1 ED 1,2,3,4, W2 ED 1,2

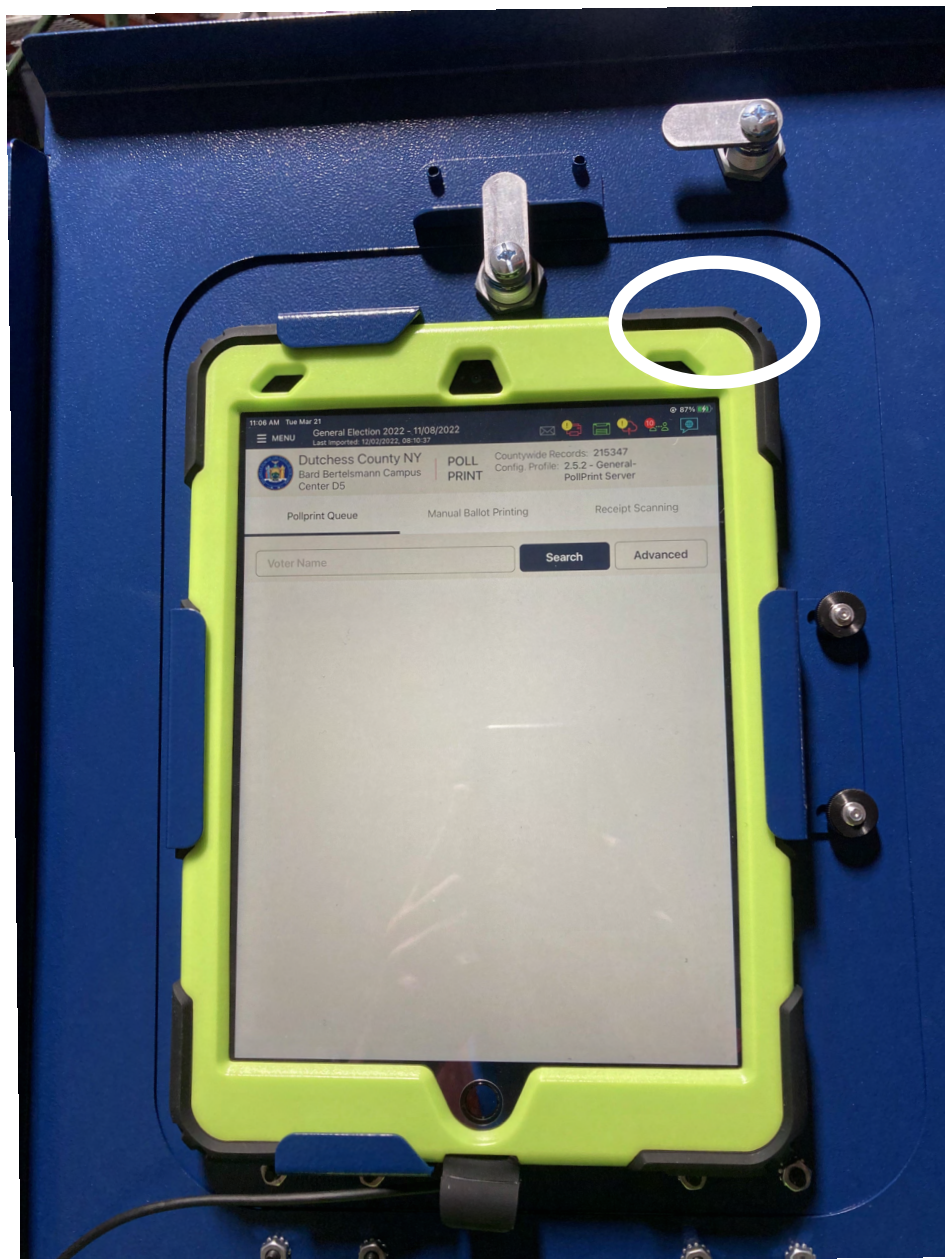


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BALLOT STATION

## POWER OFF

Turn off the tablet by holding the power button (pictured).





## **POWER OFF**

Hold the printer power button for 2 seconds to power off.



## **POWER OFF BATTERY BACKUP**

On the bottom shelf of the cabinet, locate the battery backup.

Press the power button, then the enter button.



## UNPLUG POWER

Unplug the extension cord and place on the bottom shelf of the cabinet. Also place poll pad and poll bag(s) back in cabinet(s). Remember to keep 1 poll print key outside of the poll bag to lock cabinets. Keep emergency ballots in cabinet.



## PLASTIC BAGGIE

Place plastic baggie with receipts into poll print envelope.

Record blue sticker seals on seals report/log. Sign and place the report/log in plastic sleeve.

## **CLOSE DOORS**

Close and lock all cabinet doors. Place 3 blue stickers seals on cabinet as shown.



## **PLACE REMAINING POLL PRINT KEY INTO LOCK BOX**

Find lock box in Blue Rubbermaid Tote. Find lock box code on poll print seals report/log. Open lock box and place remaining poll print key in.



**POLL  
PRINT  
QUEUE  
MANUAL**

**POLL PRINT QUEUE  
MANUAL / AFFIDAVIT  
BALLOT PRINTING**



## 1 MANUAL PRINTING

If the ballot does not print out, press the **Manual Ballot Printing** option to issue any ballot requiring a manual print. Options for manual ballot printing will display on-screen.

**Note:** if the printer has been idle for a few minutes, it may take some time to warm up. Give it a chance to do so before manually printing.

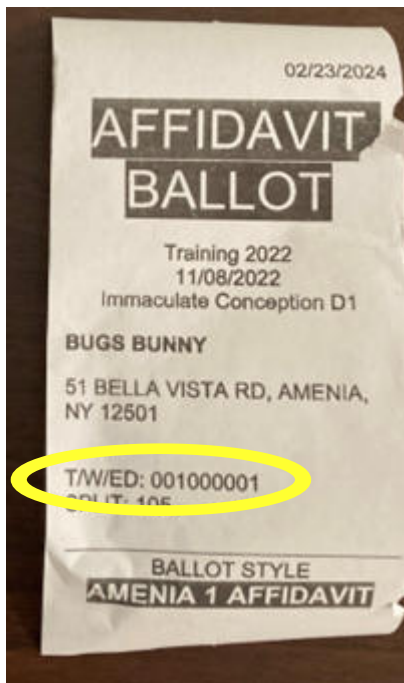
Take the voter's receipt or card to gather necessary information.

## 2 SELECT A PARTY AND ELECTION DISTRICT

If it is a primary, select the correct party.

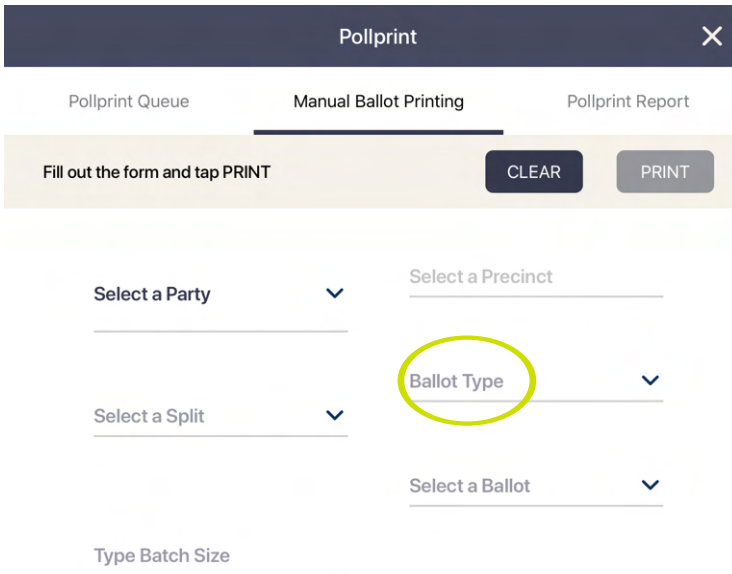
Press **Select a Precinct**, then swipe up until you find the correct number. This number is on your receipt (circled).

There will also be a code sheet with the precinct information for each election district inside the poll print envelope.



## 3 SELECT PROVISIONAL OR REGULAR

If printing an affidavit ballot, select Provisional. All other ballots should be regular.

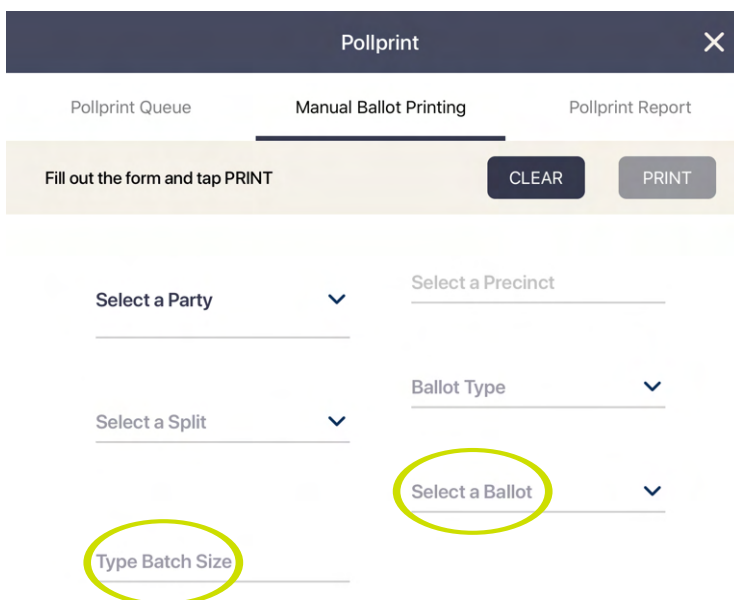


The screenshot shows the 'Pollprint' interface with the 'Manual Ballot Printing' tab selected. The form includes fields for 'Select a Party', 'Select a Split', 'Type Batch Size', 'Select a Precinct', 'Ballot Type', and 'Select a Ballot'. The 'Ballot Type' dropdown menu is highlighted with a yellow circle.

## 4 CONFIRM BALLOT

**NOTE:** Please confirm the correct ballot style is listed in the **Select a Ballot** field.

Type "1" in batch size.



The screenshot shows the 'Pollprint' interface with the 'Manual Ballot Printing' tab selected. The form includes fields for 'Select a Party', 'Select a Split', 'Type Batch Size', 'Select a Precinct', 'Ballot Type', and 'Select a Ballot'. The 'Type Batch Size' text input and the 'Select a Ballot' dropdown menu are highlighted with yellow circles.

## 4 PRINT BALLOT

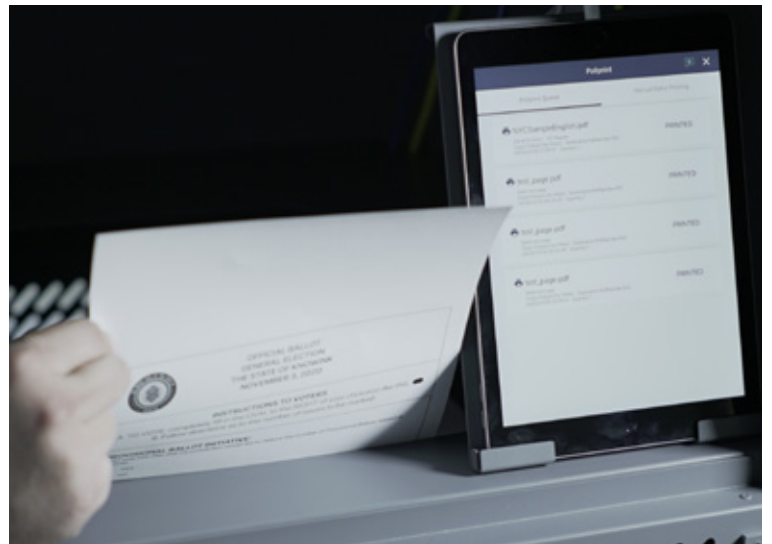
Press **PRINT**.

The screenshot shows the 'Pollprint' application interface. At the top, there's a header bar with 'Pollprint' and a close button. Below it, three tabs are visible: 'Pollprint Queue', 'Manual Ballot Printing' (which is selected), and 'Pollprint Report'. A light orange banner below the tabs says 'Fill out the form and tap PRINT'. To the right of this banner are two buttons: 'CLEAR' and 'PRINT'. The 'PRINT' button is circled in yellow. Below the banner, there are several dropdown menus: 'Select a Party', 'Select a Split', 'Type Batch Size', 'Select a Precinct', 'Ballot Type', and 'Select a Ballot'. Each dropdown has a downward arrow icon.

## 5 COLLECT BALLOTS

Collect the ballots from the printer and verify you have the correct ballots the same way you would for a normal ballot. Make sure to check whether the ballot must be an affidavit, that it's for the right election district, and that it's for the correct party in a primary.

Inspectors must make sure that the correct ballot is given to the voter.



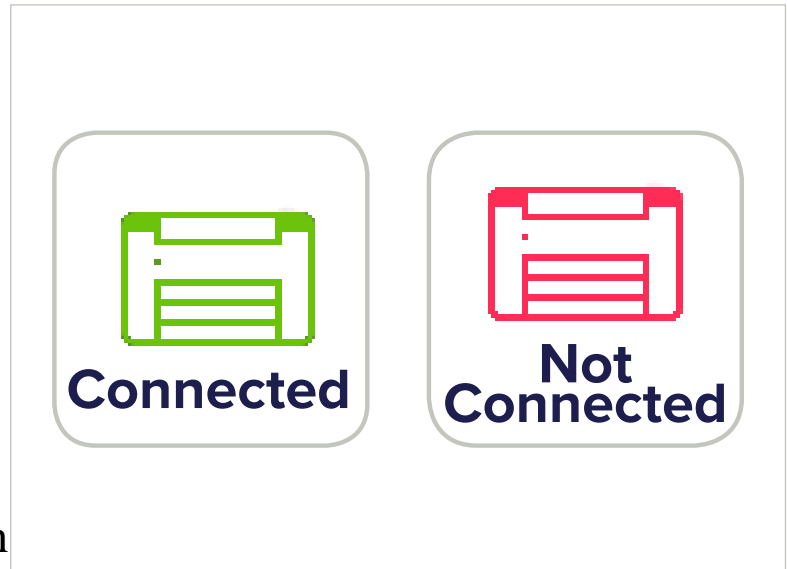


TROUBLESHOOTING

## 1 LOST CONNECTION

If the poll printer stops printing ballots, tell the intake inspectors to pause checking in voters until they have connected their poll pad to a different printer.

Verify that the printer icon is **GREEN**. If the icon is **RED**, please check the tablet's adapter connection to ensure the connection is secure.



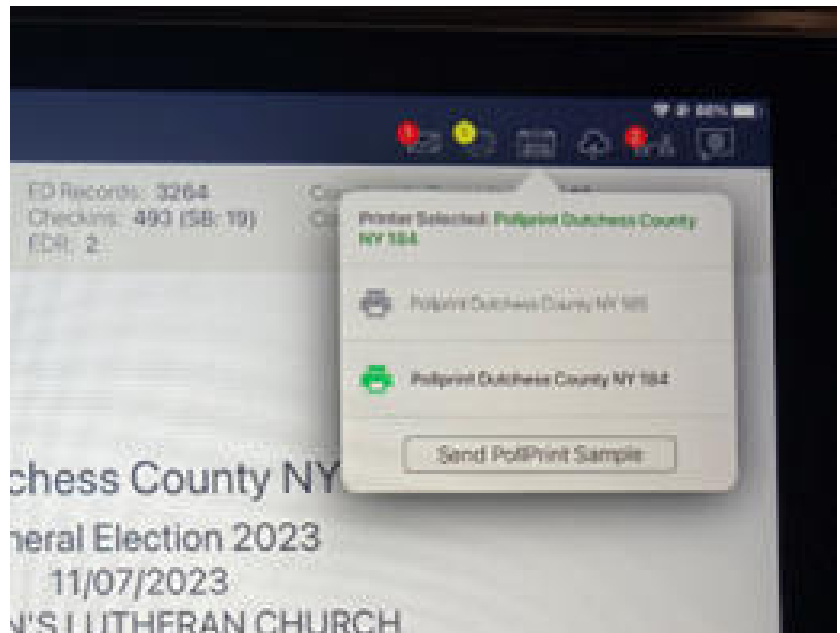
## 2 CONTACT BOE

- If you are unable to get the poll print back up and running, call the board of elections at 845-486-2473
- If you only have one printer cabinet at your site, you may be instructed to open the emergency ballot books located in the bottom of your cabinet. **DO NOT OPEN THESE BALLOT BOOKS UNLESS INSTRUCTED BY THE BOE.**
- Poll print inspectors are still responsible for handing voters emergency ballots. You must still take the voter's receipt or affidavit card and confirm ballot information.

### 3 SWITCHING PRINTERS

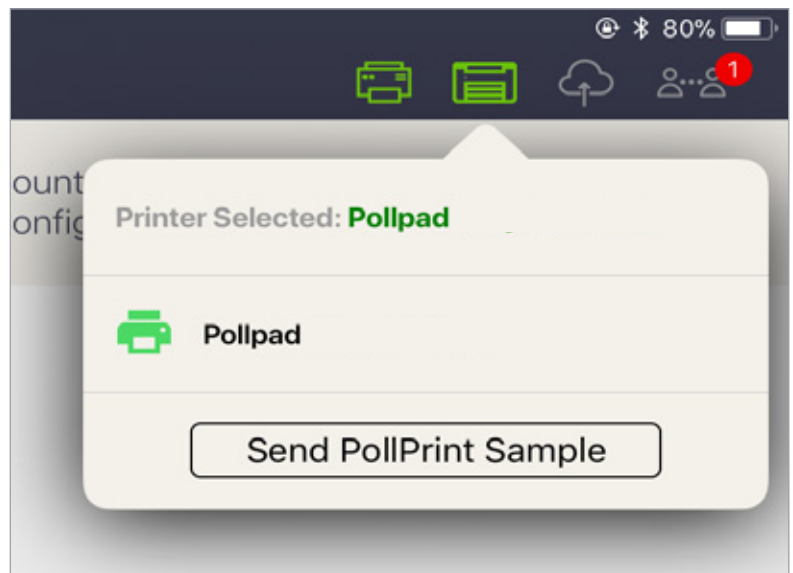
If an intake poll pad needs to switch printers, have the intake inspectors tap the **GREEN** printer icon on their pad.

Select which poll print tablet you would like to connect with and it will automatically pair. The paired poll print tablet will be bolded.



### 4 TEST PRINT

After switching, conduct a test print by tapping on the GREEN printer and selecting **Send PollPrint Sample**.





## ADDING PAPER

First, unlock and **FULLY OPEN** cabinet's front door.



## OPEN TRAY

Slide out paper tray about halfway, as shown. Then lift slightly on the tray to pull out fully. Insert ballot stock into the paper tray. Slide tray back into printer.

Close and lock front cabinet door.



### 1 PAPER JAM ERROR

If the Poll Print printer encounters a paper jam, the LCD display will show **"PAPER JAM"**.

**NOTE:** There are two possible areas where a paper jam could occur; rear or front.



### 2 REAR PAPER JAM

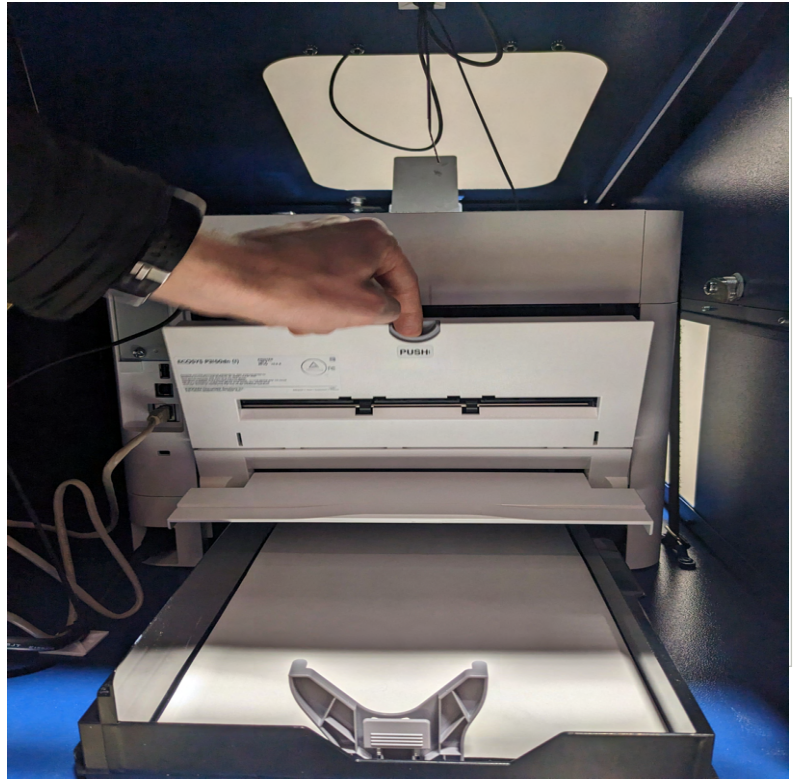
To check the rear opening of the printer for a paper jam, open the door on the backside of the cart by unlocking the door.





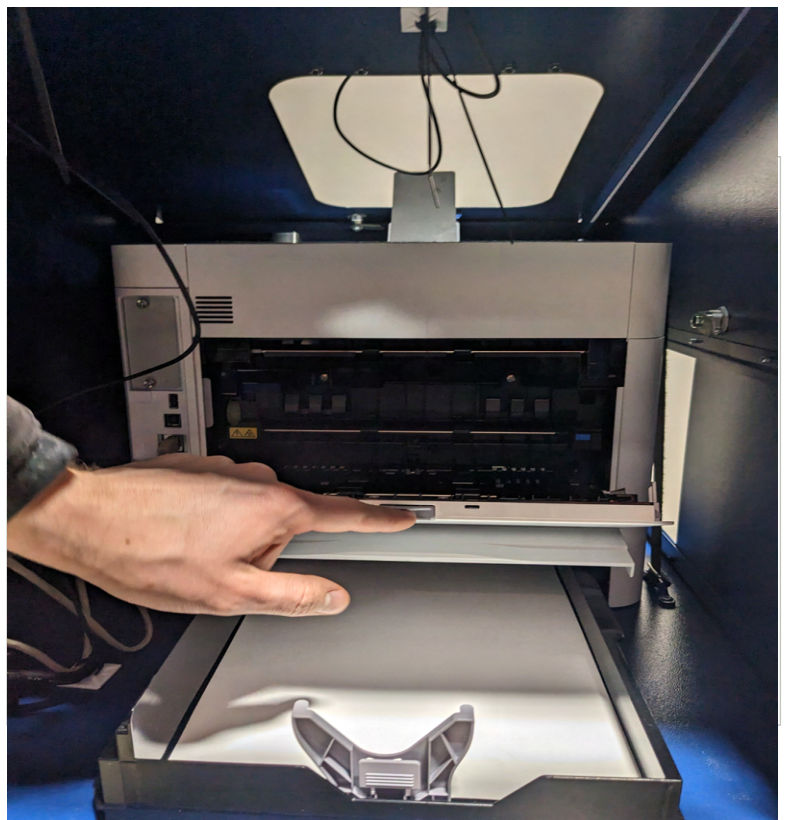
### 3 OPEN PRINTER

Push down on the door marked push.



### 4 REMOVE PAPER JAM

Remove the paper jam and close compartment door.



## **7 FRONT PAPER JAM**

Open front door completely.

Raise top portion of printer from handle as shown.



## **8 OPEN FRONT DOOR**

Pull down front door with two hands to provide better access to jam.





## REMOVE TONER

Remove the toner cartridge by releasing the blue latch to access the paper jam.

Check for paper under cartridge.



## 9 REMOVE PAPER JAM

From front of printer, lift from the blue tab marked D to check for the jam.

Remove the paper jam, replace and secure toner, then close the printer hatch.



### 1 TONER ERROR

If the Poll Print printer encounters low or no toner, the LCD display will show an error message.



### 2 LOCATE TONER

Locate the replacement toner cartridge.





### 3 REMOVE TONER

Remove the old toner cartridge by sliding the blue latch toward the front of the cabinet, then lift up.

### 4 REPLACE TONER

Place new cartridge in place and ensure blue latch is secured. Place the old toner cartridge in the black bag and into the empty toner box. Store in the cabinet for the remainder of the day.

