

Tenex ePollbook Guide

County of San Luis Obispo



SLOVOTE.GOV

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Assembly for the Check-In Workstation

1

The ePollbook carrying bag should be sealed with zip ties. Compare the zip tie seal numbers with those on the Opening Certificate (Inspector has this certificate).



2

Carefully unpack the ePollbook bag and make sure you have the following materials: ePollbook, printer, receipt paper, ePollbook charger and cord, printer power cable, extension cord, and 5 styluses/styli.



3

Open your desktop ePollbooks by inserting your finger under the tab opposite the hinge. Open the case as if opening a book and flip it open. Set it on the table.



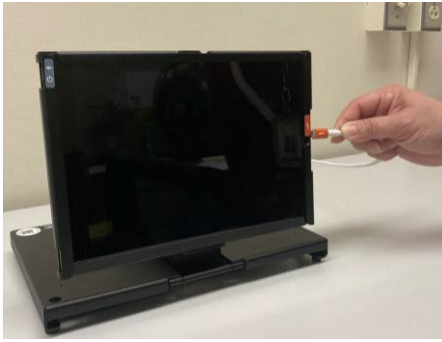
4

Once the ePollbooks have been properly set up, locate the power port on the right-hand side of the unit.



5

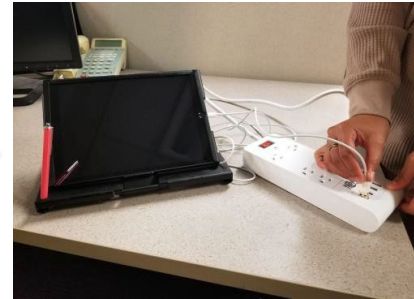
Insert the compatible end of the white charging cord into the power port on the ePollbook.



6

Plug the other end of the charging cord into the power strip. The ePollbook should turn on automatically. If it does not, use the power button.

Power
button
→



(Ours
have a
charging
block)

7

If you didn't already, remove the receipt printer and the power cord from the purple bag. Insert one end of the power cord into the printer. Plug the other end into the power strip.



8

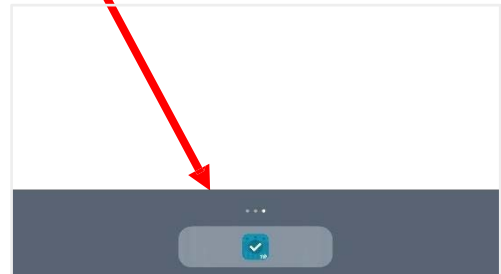
It may be that the power cord for the printer is in two pieces when you take it out of the bag. If it is, connect it at the power box.



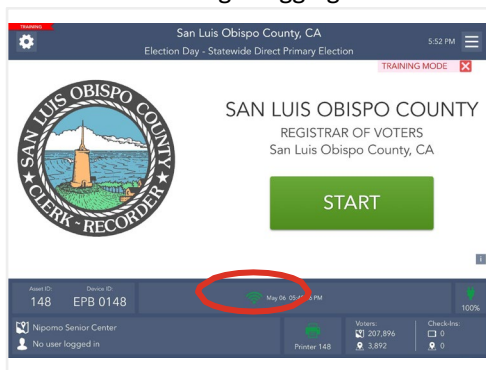
Logging into the ePollbook



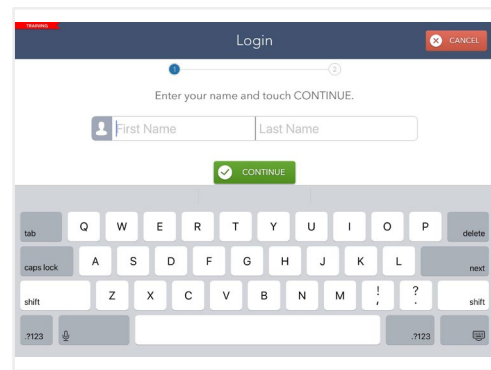
- 1 Begin by selecting the teal **ePollbook app** icon at the bottom of the screen. This will launch the ePollbook application.



- 2 The ePollbook application will automatically launch. Make sure the Wi-Fi icon is green. Touch the green **START** button to begin logging in.



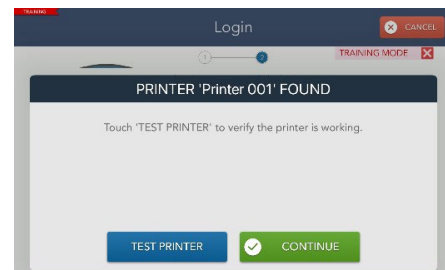
- 3 Enter your full first and last name using the pop-up keyboard and touch **CONTINUE**.



- 4 Enter the password provided to the Inspector and then touch **UNLOCK DEVICE**.

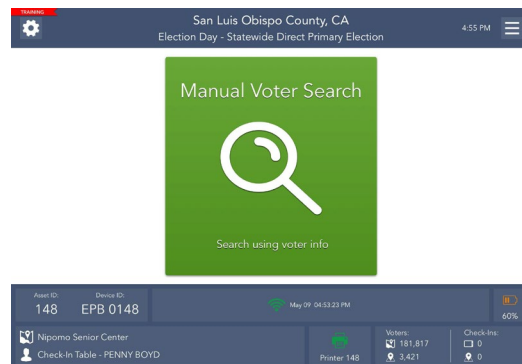


- 5 The Printer Found screen will appear. Touch the **blue TEST PRINTER** button to test the printer connection and print a test receipt. Once it prints the test receipt, the printer will generate a Poll Opening Report/Receipt; store both of these receipts in the Election Night Return Envelope.



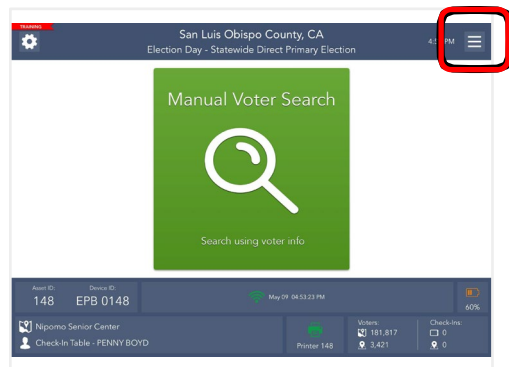
- 6 After the ePollbook has been unlocked, you will be redirected to the **Launchpad** screen and ready to begin checking in voters.

- 6 This is what the home screen will look like throughout the day.

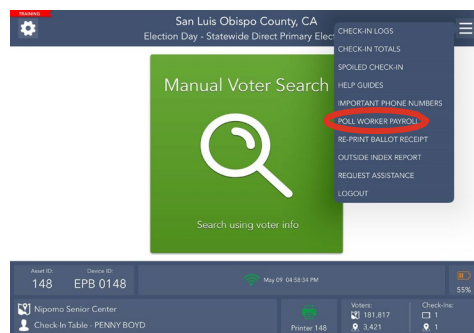


Clocking in on the ePollbook

- 1 Touch the Launchpad Menu button in the upper right-hand corner ('hamburger' menu)



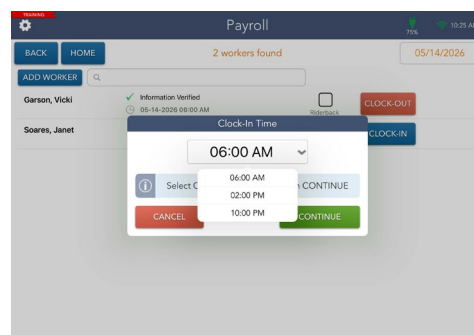
- 2 Select "POLL WORKER PAYROLL"



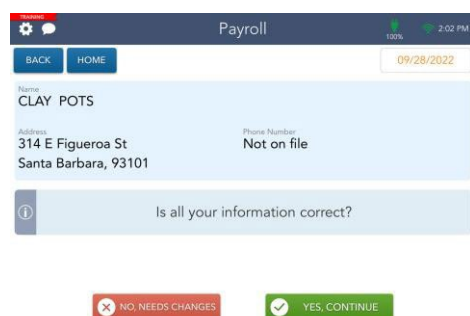
- 3 Find your name in the list and touch "Clock-In"



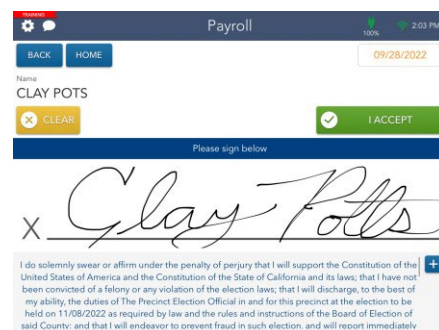
- 4 Select your shift start time and select "Continue"



- 5 Confirm your information and then select "Yes, Continue"

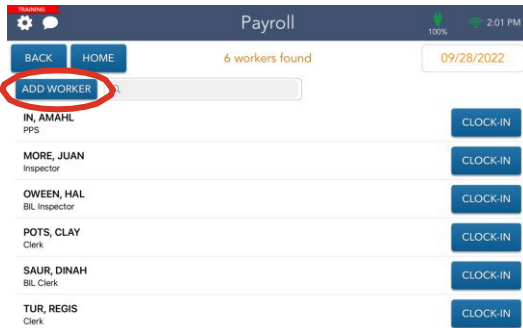


- 6 Read the Election Officer Declaration, sign your name and select "I Accept".

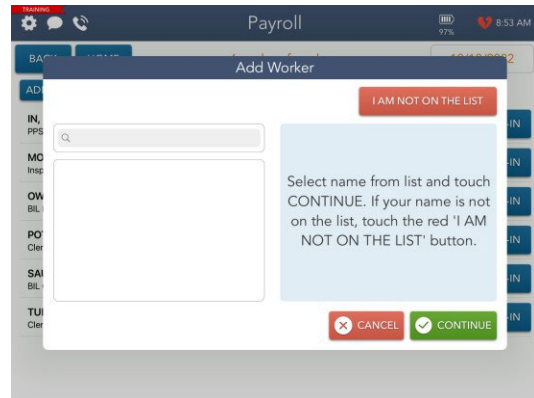


Adding an Election Officer to the Clock In Menu

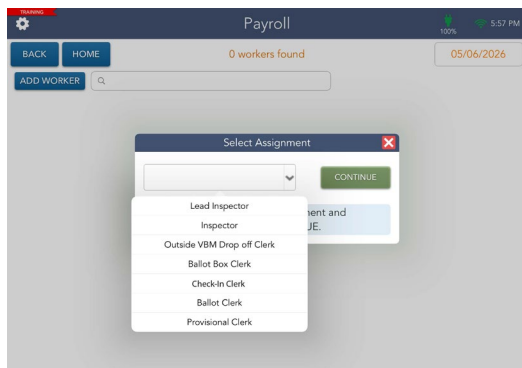
- 1** If you do not see your name listed in the Clock-In screen, select “Add Worker”



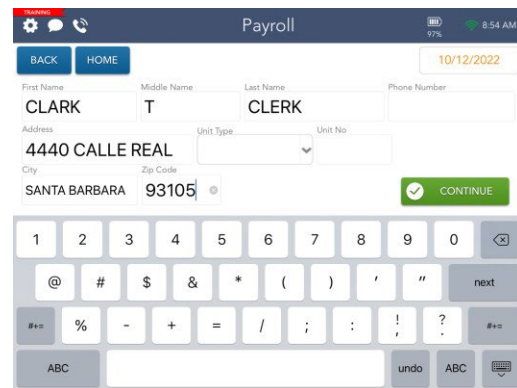
- 2** Select “I am not on the List”



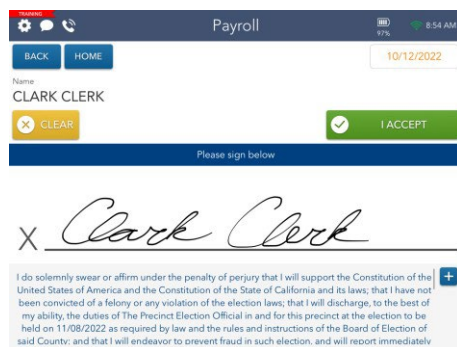
- 3** From the drop down select your assigned role. Then select “Continue”



- 4** Enter your name and address information, then press “Continue”

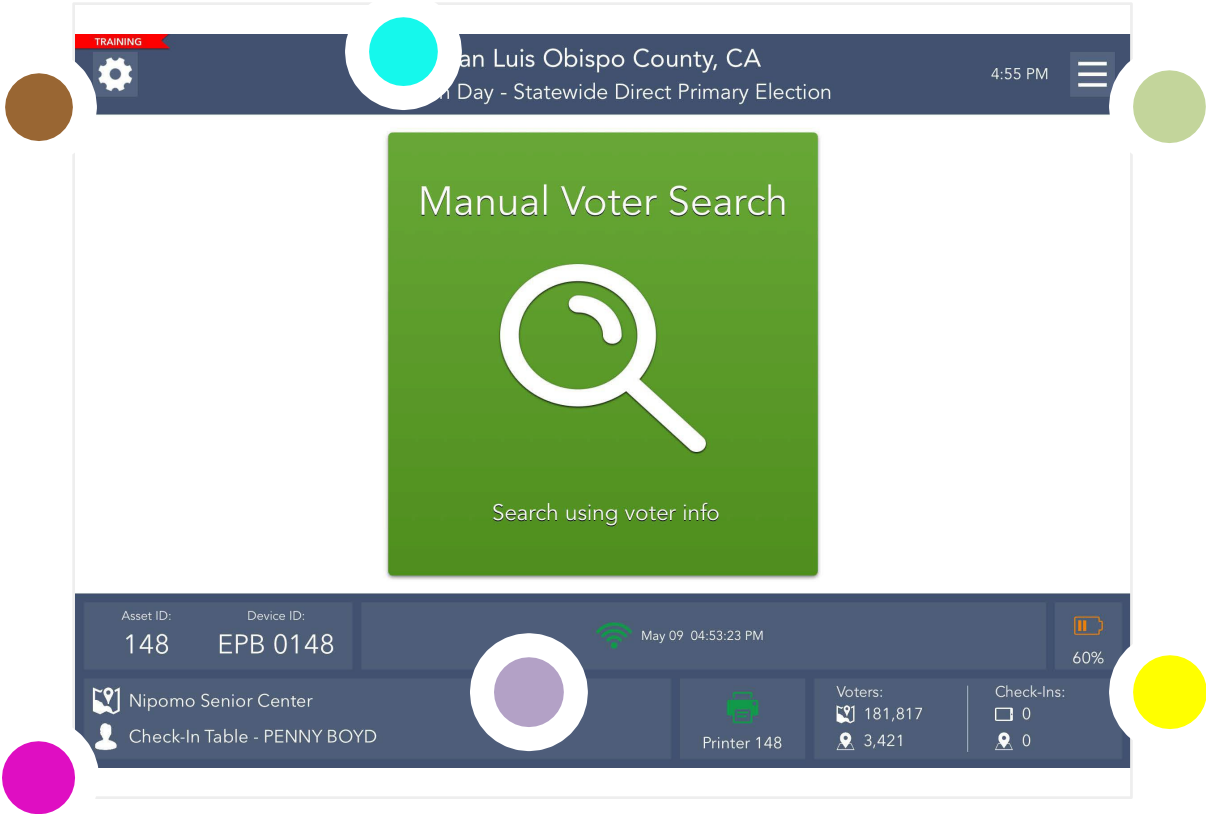


- 5** Read the Election Officer Declaration, sign your name and select “I Accept”.



The Launchpad

This is your home screen. After every check-in, you should arrive back at this screen.



At the top of the screen, you will see

- Troubleshooting Menu
- Election Name
- Launchpad Menu

At the bottom of the screen, you will see

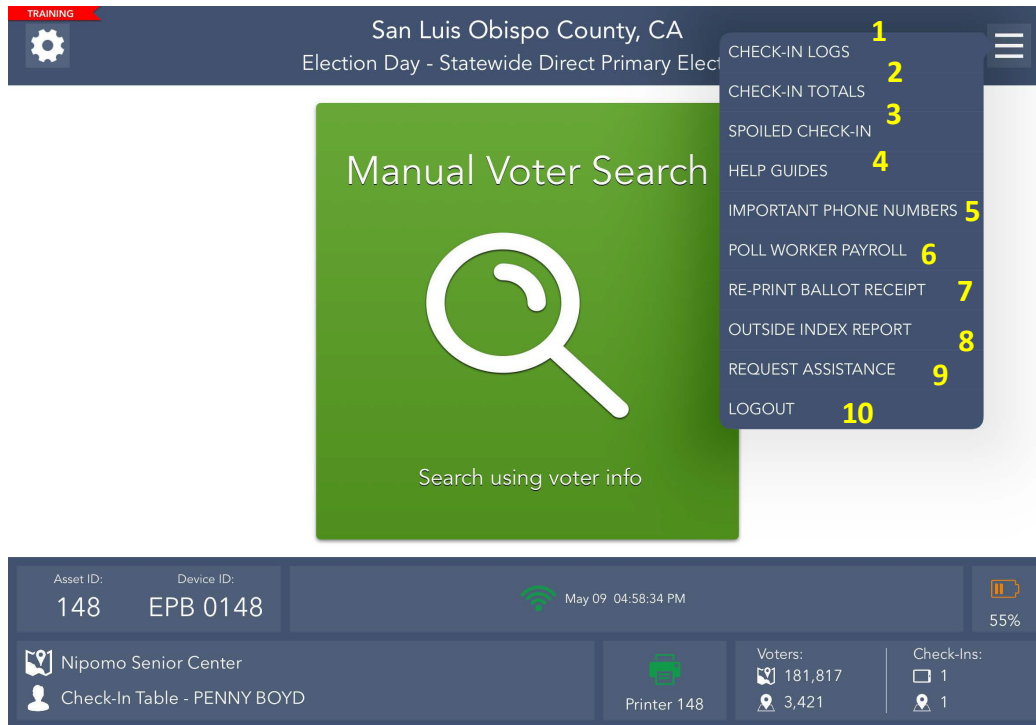
- Location you are logged into, your role, and your name
- Connectivity and sideways status
- Battery status

Big Green Square:

To manually search for a voter, touch the green **Manual Voter Search** button.

The Launchpad Menu

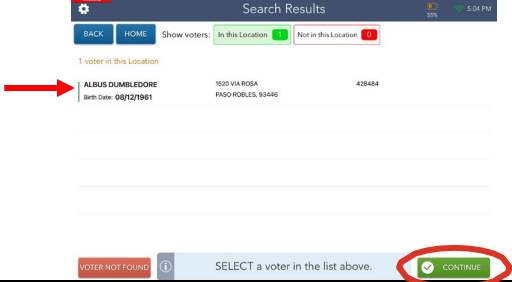
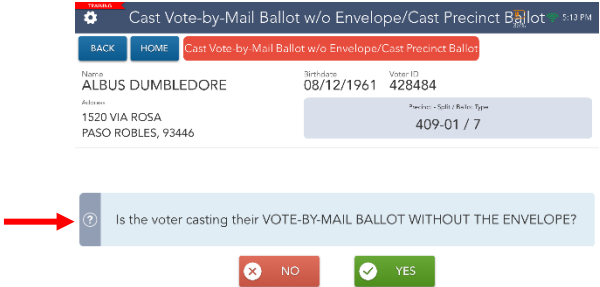
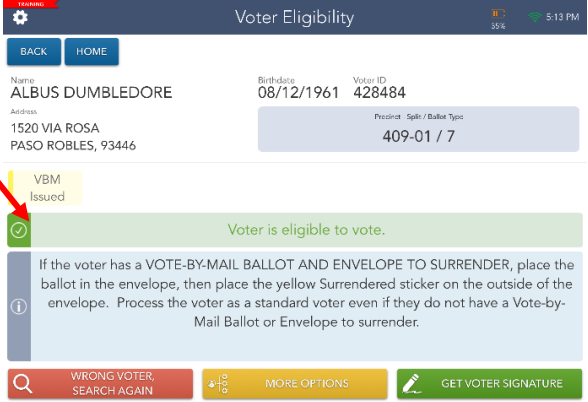
The Launchpad Menu provides menu options to access additional system functions.



The Launchpad Menu provides further menu options:

1	CHECK-IN LOGS – View a running log of all voters checked-in.
2	CHECK-IN TOTALS – View running totals of different ballot types issued throughout the day.
3	SPOILED CHECK-IN – For spoiling ballots that have been mismarked or damaged by the voter.
4	HELP GUIDES – View informational guides on Election Day (Poll Worker Manual, this ePollbook Guide, ICX Guide)
5	IMPORTANT PHONE NUMBERS – Gives access to a directory of phone numbers for election officers and voting equipment assistance.
6	POLL WORKER PAYROLL – Provides Poll Workers the ability to clock in and out.
7	RE-PRINT BALLOT RECEIPT -- Reprints the ballot receipt for any voter who has completed check-in.
8	OUTSIDE INDEX REPORT – Use this feature to print a summary of voters who have checked in.
9	REQUEST ASSISTANCE – Use this feature to complete the request assistance process for a voter who has already been checked-in.
10	LOGOUT – Use this feature to temporarily logout for a break or to close the election at the end of the night.

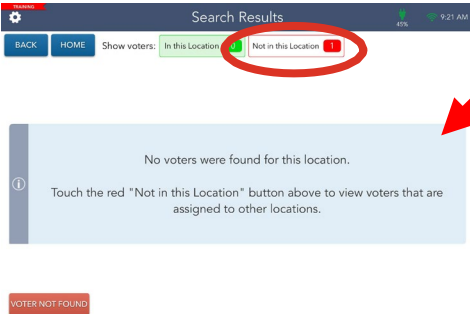
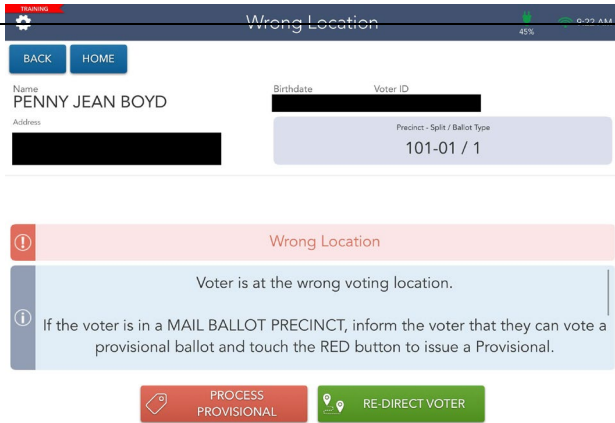
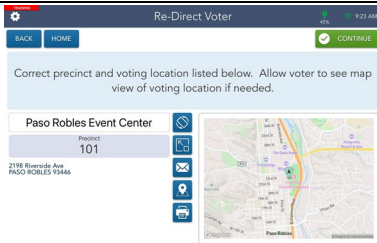
Standard Voter Check-In

1	Select the MANUAL VOTER SEARCH button. Ask the voter to state their LAST NAME and FIRST NAME. Enter the first three letters of the voter's LAST name and FIRST name, then tap SEARCH to continue.
2	Screen may display more than one voter that matches your search criteria. Ask the voter to verify their full name and address, then select them from the list (tap their name) and tap CONTINUE. 
3	Screen will display this question: “Is the voter casting their Vote-by-Mail ballot WITHOUT THE ENVELOPE?”  Have the voter verbally confirm their answer, then select NO or YES. If YES, skip to Step 5.
4	1. Check the Voter Eligibility screen for Green check mark indicating the voter is eligible to vote. 2. If the voter is NOT voting their Vote-by-Mail ballot without the envelope AND wants to surrender their Vote-by-Mail ballot/envelope/ both, do as directed in the gray box: Place a green "Surrendered" sticker on the outside of the VBM ballot/envelope, put it in the yellow "Spoiled and Surrendered" bag, and proceed to get the voter's signature. 

Standard Voter Check-In

5	GET VOTER SIGNATURE  GET VOTER SIGNATURE The voter will sign & select DONE.	6 Tap the voter’s preferred voting method Paper Ballot ICX Ballot Marking... Casting VBM w/...  Note: Remember to select “Casting VBM w/...” if the voter brought their Vote-by-Mail ballot to cast WITHOUT the envelope. Tap ISSUE BALLOT.  ISSUE BALLOT
7	Review instructions in the gray box. Select  COMPLETE CHECK-IN Ballot Issue Receipt will print: - Precinct & Voter Name - Location - Voter ID - Voting Method Printed by: ERIN CLAUSEN Date: 2026-05-14 09:20 Ballot Receipt Roster Clerk: For Paper Ballot Instruct the voter to provide ballot receipt to the Ballot Clerk For Electronic Ballot Instruct the voter to provide ballot receipt to the ICX Clerk/Inspector Location: Nipomo Senior Center Voter Precinct #: 409 SPROUT Last Name POMONA Give the Ballot Receipt to the voter, and direct them to their assigned precinct’s Ballot Clerk to exchange their receipt for the correct ballot and get a secrecy sleeve (or, in the case of a voter casting their Vote-by-Mail ballot WITHOUT the envelope, just a secrecy sleeve). If the voter requested the ICX Ballot Marking Device, direct the voter to the Inspector.	

Wrong Location Check-In

1	Search voter using all available search methods. Screen may display the following message:  Select "Not in this Location" at the top of the screen. Ask the voter to confirm their address, locate them on the screen and select CONTINUE.	
2	1. Check the Voter Eligibility screen for "Wrong Location" highlighted in red. 2. Read the instructions in the gray box underneath. 3. If the voter is at the wrong poll, offer to redirect them to the correct location. Based on the voter's preference, choose between "Process Provisional" (red) and "Re-Direct Voter" (green).	
WRONG LOCATION VOTERS MUST VOTE PROVISIONALLY USING THE BALLOT MARKING DEVICE (ICX) or A PAPER BALLOT. Review instructions in the gray box of the Voter Eligibility screen to provide more options to the voter.		
3	ISSUE BALLOT Select ballot type Paper Ballot ICX Ballot Marking... Casting VBM w/... OR The screen will display  the correct polling location.	
4	GET VOTER SIGNATURE The voter will sign & select DONE. 	5
		Print Ballot Issue Receipt, give receipt to voter, and direct voter to their provisionally assigned precinct's Ballot Clerk. If the voter is being redirected, their assigned location will print on the receipt.

Provisional Envelope

COMPLETED
AT CHECK-IN
BEFORE
VOTER GOES
ON TO THE
BALLOT CLERK

The elections official assisting the voter completes this section.

Precinct Worker name: _____ Precinct #: _____ BT: _____

☐ Voter checked U.S. citizen box, completed, and signed the other side of this envelope

Check appropriate box:

- ☐ Voter's name not listed on Roster, Supplemental Roster or ePollbook
- ☐ Voter moved and did not re-register to vote
- ☐ VBM ballot already returned
- ☐ Mail Ballot Precinct Voter voting at Polling Place
- ☐ ID Required - Voter has no identification to show Precinct clerk
- ☐ Presidential Primary ONLY - voter requests a party ballot that is different from the voter's registered party.
Party Ballot Requested: _____
- ☐ Miscellaneous: _____

The Elections Department staff completes the section below during the official canvass.

- ☐ **Green light** - Count if ALL conditions are met:
 - Voter is active
 - No VBM has been returned, no provisional has been issued, and no voter participation history exists
 - Voter does NOT have any unprocessed list maintenance messages in VoteCal
- ☐ **Yellow light** - Review the voter's record if:
 - Voter is not active, or
 - Voter has unprocessed list maintenance messages in VoteCal, or
 - Voter moved to San Luis Obispo County after 15-day close of reg.
- ☐ **Red light** - Do not count if:
 - Voter has voted in this election, or
 - Voter participation history exists for this election.

☐ Count	☐ Provisional Voter ☐ CVR Voter
Precinct Voted & BT: _____	Correct Pct & BT: _____
Party Voted: _____	Party (Primary): _____
Voter ID#: _____	
☐ Don't Count	☐ Duplicate Ballot
☐ Already Voted/VBM ☐ Incomplete/Illegible ☐ Signature Mismatch ☐ No Signature ☐ Invalid Address ☐ No Ballot enclosed ☐ Other: _____	Initials of reviewer: _____ 1st check: _____ 2nd check: _____ Final: _____

Rev. 2/2026

040-PVB-0626

Provisional Check-In

Processing **Voter Eligibility** 4/3 5:17 PM

BACK HOME **ALREADY VOTED**

Name: RON WEASLEY
 Address: 1950 ADELAIDA RD SPC 130
 PASO ROBLES, 93446
 Precinct: 409-01 / 7
 Voter ID: 57480

ALREADY VOTED

⚠️ Voter is not eligible to vote a precinct ballot. Read instructions below.

ⓘ If the voter insists they did not vote and still wishes to vote at this location, provide the voter with a PINK provisional envelope and a ballot receipt, then direct them to the Ballot Clerk. If yes, click the GREEN PROCESS PROVISIONAL BUTTON to issue a provisional to the voter.

🔍 WRONG VOTER, SEARCH AGAIN **⚙️** MORE OPTIONS **✅** PROCESS PROVISIONAL

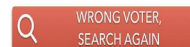
RED BOX AT TOP SAYS "ALREADY VOTED"

1

Select



The voter will sign & select



2

Select



Select ballot type

Paper Ballot

ICX Ballot Marking...

Casting VBM w/...

Tap the voter's preferred voting method

Select



& "Continue"

3

Print Ballot Issue Receipt, give it to the voter, and send the voter to the Ballot Clerk.

Processing **Processing Complete** 4/3 6:14 PM

ALREADY VOTED

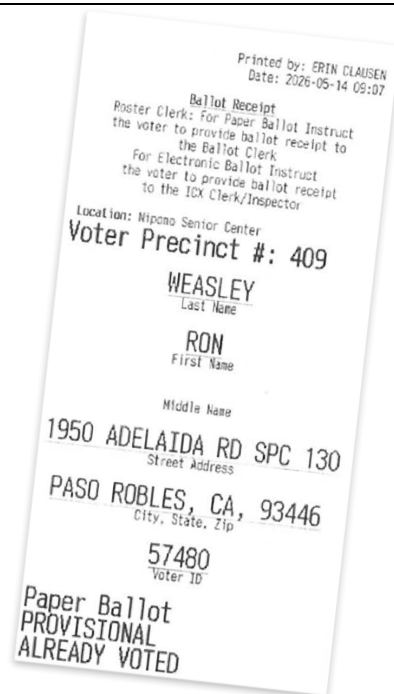
Name: RON WEASLEY
 Voter ID: 57480
 Ballot Type: 7

✅ Voter successfully checked in

Great Job!

ⓘ Voter must vote provisionally.
 Voter will vote on paper ballot. Please direct the voter to the Ballot Clerk. Instruct the voter to provide ballot receipt to the Ballot Clerk.

👤 PROCESS NEXT VOTER

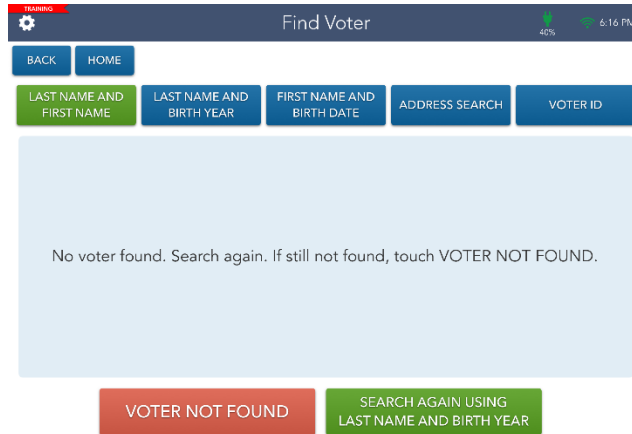


PROVISIONAL CHECK-IN: Already Voted

Gray box states "No voter found"

1

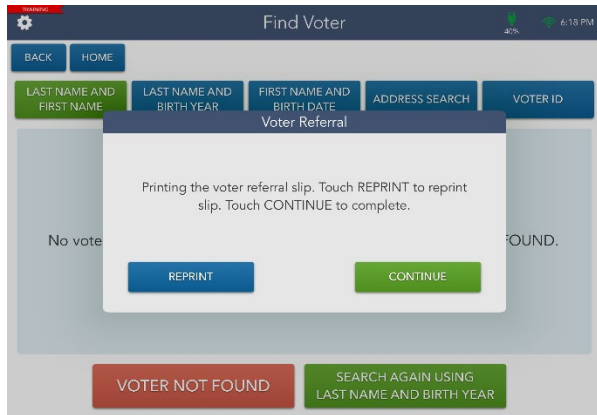
Try looking up the voter again, using birth date or address.



If still not found, select **red** "Voter Not Found" button.

2

Your ePollbook will print the voter's Referral Slip.



3

Give the voter the Referral Slip and direct them to the **Provisional Clerk**.

*THIS IS THE ONLY CASE IN WHICH YOU WILL SEND A VOTER DIRECTLY TO THE PROVISIONAL CLERK.

First Time Federal Voter – ID Required

If a voter is flagged as a First Time Federal Voter, they will need to produce a valid form of ID to vote as a standard voter on Election Day.

ID PROVIDED

Select the **RECORD ID** button to continue.

1

Flip the screen; voter selects the **ID Type** provided.

2

Voter selects **YES** to confirm that the voter has provided the correct valid form of photo ID.

3

Select **GET VOTER SIGNATURE** and process them using the standard check-in procedures.

4

ID NOT PROVIDED

Select the **RECORD ID** button to continue.

1

Flip the screen; voter selects **NOT PROVIDED**.

2

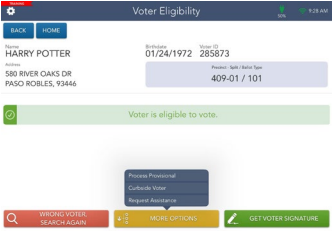
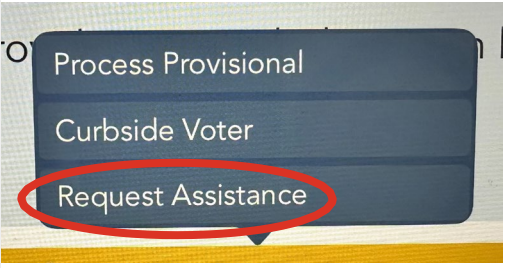
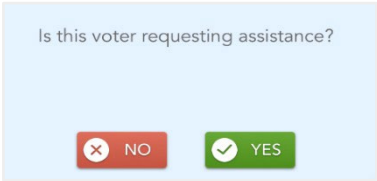
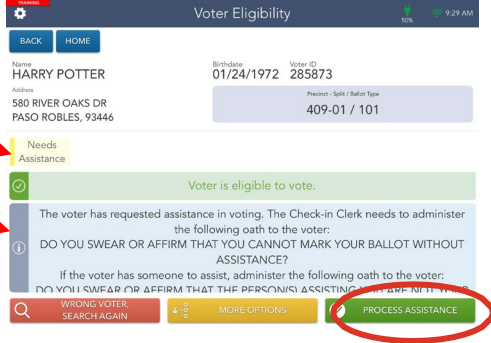
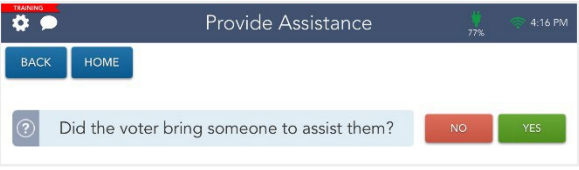
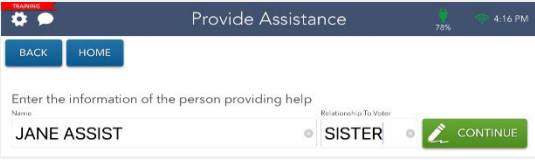
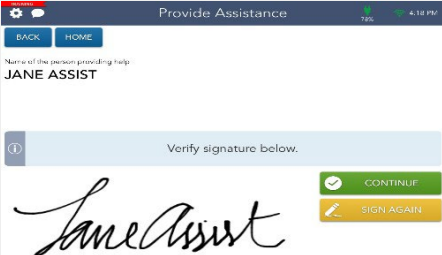
Select **YES** to confirm that the voter is NOT PROVIDING ID.

3

Select **PROCESS PROVISIONAL** and use the provisional check-in procedures.

4

Requesting Assistance

1	 Select the yellow MORE OPTIONS button and choose Request Assistance from the menu options.	
2	Select YES to confirm that the voter is requesting assistance.	
3	A yellow NEEDS ASSISTANCE flag will appear under their name. - Follow instructions in gray box. - Select PROCESS ASSISTANCE to continue.	
4	If the voter has brought someone to assist, select YES to continue. If the voter hasn't brought someone, select NO. 2 poll workers must offer to assist the voter. - Follow prompts in the gray box.	
5	Enter the name and relationship of the person providing assistance, then select CONTINUE.	
6	Have the person providing assistance sign and select DONE. Select CONTINUE. THEN: Select GET VOTER SIGNATURE and continue to process the voter using the standard check-in procedure on page 9.	

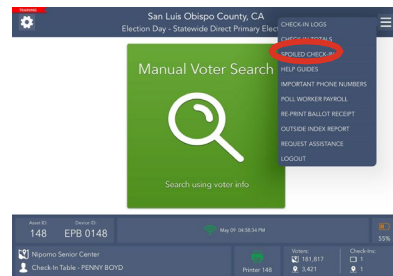
Spoiling a Ballot/Transaction

Reasons for spoil may include:

- Mismarked Ballot
- Damaged Ballot
- Voter no longer wanting to vote their ballot
- Voter requesting a different voting method after previously voting another method

You are going to spoil the voter's original check-in and then begin their check-in process again from scratch.

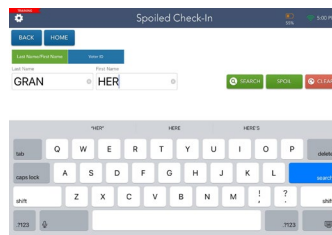
Tap the options menu at the top right of the screen and select **SPOILED CHECK IN**.



1

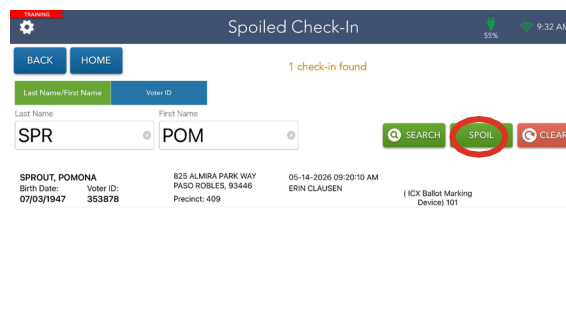
2

Type in the voter's partial LAST name and partial FIRST, select **search**, then tap on the voter's name.



3

Select the voter's name and then select "**Spoil**."

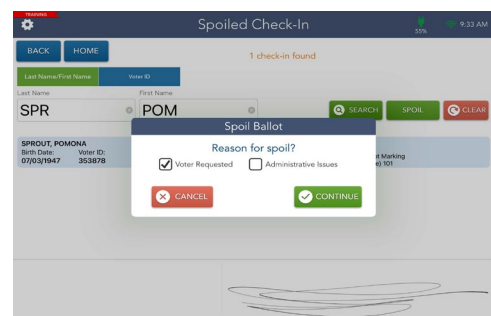


4

Select:

- Reason for spoil?
 - Voter Requested or,
 - Administrative Issues
- Are you sure you want to spoil the ballot?
 - Yes
 - No

Select **YES** and "**PROCESS NEXT VOTER**" to begin new Check-In.



SPOILING A BALLOT/TRANSACTION

Check-In Totals

From the **Launchpad Menu**, Select the **CHECK-IN TOTALS** link to view this screen. Here, you will be able to see a running total of all ballots issued throughout the day.

TRAINING

Check-In Totals

100%

9:09 AM

BACK

HOME

PRINT

Include For

Show Precinct

Select Date

This Loca...

This Touchpad

No

Yes

CLEAR

Ballot Type	Precinct	Asset ID	Ballot TypeRegular	Provisional	TotalSpoil		
7	409	148	Paper Ballot	1	1	0	2
Total for:			(7)	1	1	0	2
Grand Total:				1	1	0	2

These totals allow you to account for all ballots issued. To change from **This Location** to **This Touchpad**, select the appropriate button in the **Include For** section.

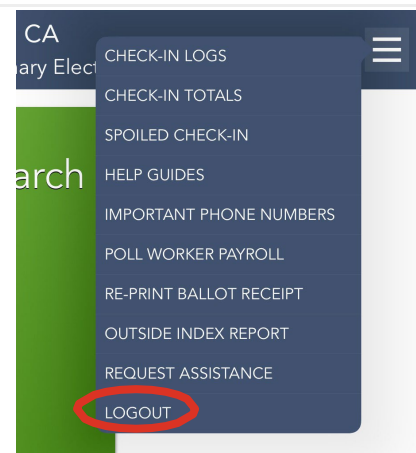
Use the Check-In Totals to complete the Precinct Ballot Statement at the end of the night. Be sure to use "This Location" and select "Yes" for "Show Precinct."

Logging Out of the ePollbook Temporarily

1

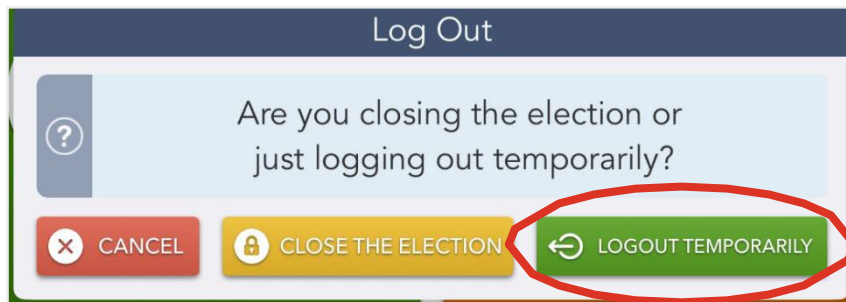
If changing workstations or going on break, you **MUST** log out of the ePollbook.

From the **Launchpad**, open the **Launchpad Menu** and select **LOGOUT**.



2

A pop-up will appear. Select the green **LOGOUT TEMPORARILY** button. **DO NOT PRESS CLOSE THE ELECTION.**



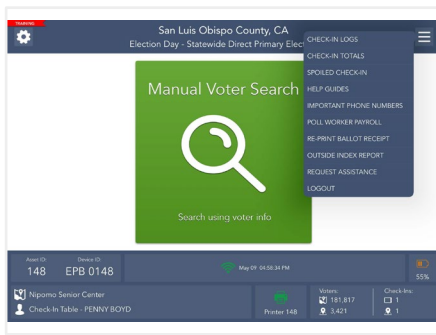
3



After logging out, your Touchpad will return to the **START** Screen. At this point, you are successfully logged out.

Closing the Election

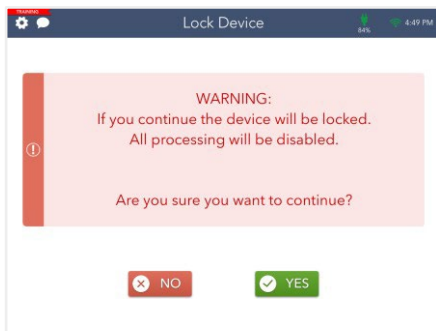
- 1 From the **Launchpad**, open the **Launchpad Menu** and select **LOGOUT**.



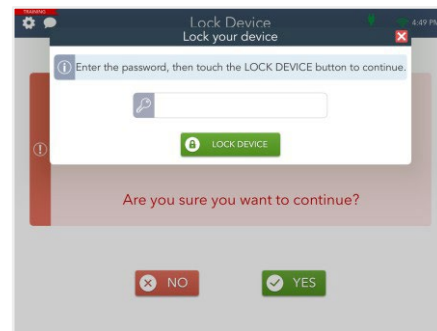
- 2 Select the yellow **CLOSE THE ELECTION** button.



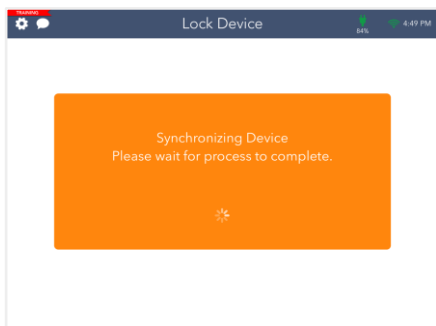
- 3 A warning screen will appear. If you are ready to close the election, select **YES**.



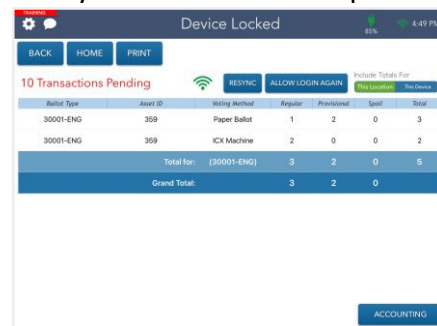
- 4 Enter the password you've been given to lock the device then select the **LOCK DEVICE** button.



- 5 An orange screen will appear with a "Synchronizing Device" message. Wait for the message to disappear.



- 6 If your Device has not sent all its transactions, **PENDING** will appear in the left-hand corner. Don't panic! This is normal. Complete the rest of your end-of-election procedures.



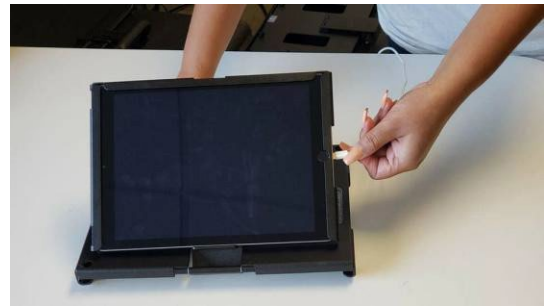
- 7 Hit "Print" and then have all poll workers sign the receipt.

Packing Up the ePollbook

- 1 Power down the ePollbook by holding down the power button for three (3) seconds, then sliding the power icon to the right.



- 2 Unplug the ePollbook's charging cord and wrap it up.



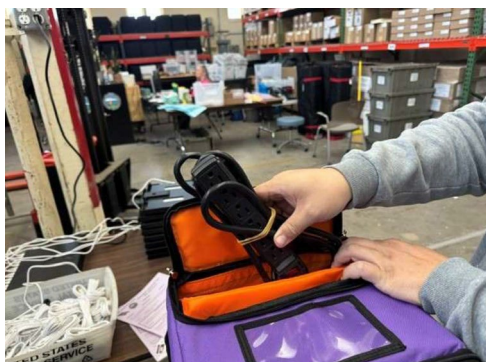
- 3 Gather the items listed on the ePollbook Seal Instructions for packing into the case.



- 4 Close the ePollbook by bringing the ePollbook screen toward you. Then, fold the ePollbook's screen under the base so it lies flat, as pictured below.



- 5 Place your ePollbook, cords, and printer into the case, as pictured below.



Common Mistakes

1. Provisional were not checked in on the ePollbook

- The Ballot Clerk should never issue a ballot without receiving a Ballot Issue Receipt or Voter Referral Slip (if voter not found) first. If a voter comes up to the Ballot Clerk workstation without a Ballot Issue Receipt, they **must** be directed to the check-in line to receive their Ballot Issue Receipt or Voter Referral Slip.

2. Ballots returned to the incorrect ballot box/bag

- The Ballot Box Clerk should **never** abandon their station. Please ensure that all stations are covered throughout the day and that a poll worker only works one station at a time. If ballots get deposited into the incorrect bag, please write an incident report.

3. Ballot boxes left unopened

- The Lead Inspector must ensure that the inspectors have opened and inventoried all precinct ballot boxes provided.

4. ePollbooks shut down and packed away before totals are recorded on the Certificate of Packaging & Sealing

- The Lead Inspector should ensure that all Election Officers are aware of their roles and responsibilities on Election Day. If this happens, you will need to break the seal and turn the ePollbook back on – call the Command Center to inform them that you will need to use a seal from your emergency supplies to re-seal the ePollbook bag.

5. Entering in the wrong code on the ICX to unlock it or activate a voter's session

- The password to unlock the ICX will be with the Inspector supplies.
- Voter activation codes are the precinct numbers on the Ballot Issue Receipts.
- If you have locked yourself out of the ICX, call the Command Center and report it – you will need to wait for a new 'poll worker card' to be delivered to you so that you can access the machine.

6. Spoiled ballots **not** placed in the "Spoiled & Surrendered" ballot bag

- Please write an incident report. Ensure that all spoiled ballots are placed inside of the yellow spoiled ballot bag. Please DO NOT throw away any ballots – they must all return to the Elections Office.

If you have any questions before election day, please call your Precinct Assistant or email precinctworker@co.slo.ca.us.

If you have any questions, need troubleshooting, or would like to report an incident on Election Day, please call the **Command Center at (805) 781-4989**.