



What is the main mission of a poll worker?

Serve every voter fairly,
protect their rights and privacy,
keep processes secure,
and stay professional and nonpartisan.





When should you ask the Inspector for help?

Whenever you are unsure of a procedure,
a voter situation becomes tense,
or an outside person causes disruption.
Never guess.





Can a poll worker wear or discuss political messages at the polls?

No. Poll workers must remain neutral. Do not wear, display, or discuss support for candidates or measures.





What should you do if anyone's safety may be in danger?

Do not put yourself in physical danger.
Call local law enforcement first, then
notify the Elections Office and Inspector.





What time must full-day or morning-shift workers arrive?

No later than 6:15 a.m., unless your Inspector gives you another instruction.





What are the official voting hours?

Polls open at 7:00 a.m. and close at 8:00 p.m.





What is the new check-in tool for this election?

The ePollbook. It is used to look up voters, verify registration information, capture signatures, and print Ballot Receipts.





What must stay clear in the polling area at all times?

Accessible entrances, pathways, ramps,
and the route to accessible voting
equipment.





Where should the No Electioneering sign be posted?

The required distance from the polling place. Electioneering is prohibited within 100 feet of a polling place.





What should be announced when polls open?

At 7:00 a.m., announce: 'THE POLLS ARE
NOW OPEN.'





What does the first precinct-ballot voter do before voting?

They look into the gray Precinct Ballot Box and confirm it is empty. The Inspector then completes the certificate and seals the box.





How should you greet and look up a voter?

Ask for their last and first name, or the first three letters of each. Search only by name and/or address.





When should you ask a voter for ID?

Ask for their last and first name, or the first three letters of each. Search only by name and/or address.





When should you ask a voter for ID?

Only when the ePollbook says ID is required - generally for a first-time federal voter who did not previously provide adequate ID.





What should you verify after finding a voter in the ePollbook?

Ask the voter to verify their address and check the remarks before completing check-in.





What must happen before a voter receives a precinct ballot?

The voter signs the ePollbook and receives a printed Ballot Receipt. The Ballot Clerk must have that receipt before issuing a ballot.





What two questions should be asked after the voter signs?

Ask whether they need help marking their ballot or would like to use the ICX accessible ballot marking device.





What if a voter cannot sign the ePollbook?

The voter may make any mark on the signature line. Another person must witness the mark and sign beside it.





What if a voter signed the
ePollbook but leaves without
voting or leaves with a ballot?

List the voter's name on the Closing
Certificate.





How do you process an
inactive voter whose address
has **not** changed?

Process them the same as an active
voter.





How do you process an inactive voter whose address has changed?

If the voter is found in the ePollbook, their precinct has not changed, and they can still vote as usual. Check them in as an active voter and also hand them a change-of-address form.

If they are not found in the ePollbook, call the Call Center to get their new precinct. They can use the ICX to vote that precinct's ballot, or they can be processed as a provisional voter and vote a paper precinct ballot.





What does 'VBM ISSUED' mean in the ePollbook?

The voter was issued a Vote-by-Mail ballot. Check what the voter has with them and follow the applicable check in procedure (e.g., accept surrendered ballot, check them in without ballot, etc.)





A voter wants to surrender a
VBM ballot and envelope for a precinct ballot.
What do you do?

Put a SURRENDERED sticker on the
envelope and on the ballot timing marks.
Put the ballot in the envelope and place it
in the Yellow Canvas Bag.





What if a voter surrenders a VBM ballot without an envelope?

Put a SURRENDERED sticker over the
ballot timing marks and place the ballot
in the Yellow Canvas Bag.





What if a voter surrenders a VBM envelope with no ballot inside?

Put SURRENDERED stickers on the signature space and return-address area - not voter information. Write 'NO BALLOT - ENVELOPE ONLY' and place it in the Yellow Canvas Bag.





**Can a voter cast their VBM
ballot at the polling place
without its return envelope?**

Yes, if eligible. Check them in, select YES
for casting a VBM ballot without the
envelope, give a Ballot Receipt, and send
them to the Ballot Clerk.





What must you check before putting a Vote-by-Mail envelope in the blue VBM box?

Make sure the voter signed the envelope in the required signature space. VBM ballots in envelopes are not tallied at the polls.





Can a voter return a voted VBM ballot from another California county?

Yes. A voted VBM ballot may be returned
at any polling place in California.





What if a voter has a voted VBM ballot but no return envelope?

Provide a blue replacement ID envelope.
The voter must complete the name and
address section and sign it before it goes
in the blue VBM box.





How many official ballot cards
does each voter receive?

Two cards. Remind voters to vote both
sides of both cards.





What must the Ballot Clerk receive before giving out a ballot?

The voter's Ballot Receipt. If the voter does not have it, send them back to Check-In.





Why should you remove only
one set of ballots from the pad
at a time?

To prevent issuing extra ballots and to
make end-of-day balancing accurate.





What secrecy sleeve should a provisional voter receive?

A pink secrecy sleeve. Regular precinct sleeves are color-coded by precinct.





What should you tell a voter when giving them a ballot?

There are two ballot cards and contests
on both sides. Return the voted ballot in
the sleeve with the stub sticking out.





What should a voter do if they
make a mistake on their
ballot?

Return BOTH ballot cards to Check-In. Do
not put the ballot in a ballot box.





How do you process a spoiled ballot?

Put SPOILED BALLOT stickers over the timing marks on both cards, record the spoilage in the ePollbook, issue a new Ballot Receipt, and place the spoiled cards in the Yellow Canvas Bag.





What is the maximum number
of precinct ballots a voter may
receive?

Two total ballots.





What does the Ballot Box Clerk do with the ballot stub?

Tear the stub off the ballot while it is still
sticking out of the secrecy sleeve and
give the stub to the voter.





Where do regular voted precinct ballots go?

Into the gray Precinct Ballot Box. The
secrecy sleeve does not go into the box.





What must the Ballot Box Clerk do after depositing each ballot?

Mark the next number on the appropriate Ballot Box Tally Sheet, then offer an 'I Voted' sticker.





What is the ICX?

The accessible ballot marking device. Any voter may choose to use it to mark a ballot privately and independently.





What information is needed to start an ICX voting session?

The voter's Ballot Receipt and the correct precinct's ballot activation code.





What must the ICX Clerk do with the Poll Worker activation card?

Remove it and take it with you before
leaving the voter to vote privately.





When must a provisional ballot be issued?

When a voter is not listed in the ePollbook. It is also used for VBM Returned status, missing required ID, or a voter who insists on voting at the wrong polling place.





What should you say to a voter assigned to another polling place?

Direct them to the correct location. If they insist on staying, offer a provisional ballot and explain it will be counted after eligibility is confirmed.





What must a provisional voter complete on the envelope?

The voter information side, including U.S. citizenship confirmation, residence address, and signature. Make sure it is complete and legible.





Where does a voted provisional ballot go?

The voter seals it in the Provisional Envelope. The Provisional Clerk verifies it, removes and gives the voter the receipt stub, then deposits the envelope in the pink Provisional Ballot Bag and tallies it.





Who may assist a voter?

A person the voter chooses, except the voter's employer or union representative.
If the voter does not bring someone, a precinct worker must assist.





What is curbside voting?

Voting assistance for a voter who cannot enter the polling place because of a mobility limitation. It requires dual custody: the Inspector and one Clerk.





What language materials are available to help voters?

Spanish facsimile ballots are required in all precincts. Chinese, Khmer, Gujarati, and Tagalog facsimile ballots are required in select precincts.





May a voter bring their own translator?

Yes, except the voter's employer or union representative. Voters may also take a facsimile ballot into the booth for reference.





Who may challenge a voter at the polling place?

Only a member of the precinct board.
A member of the public may not challenge a voter.





What do you do when a voter is challenged?

Contact the County Elections Official immediately, complete the Challenge List, and offer the voter a provisional ballot. The right to a provisional ballot cannot be denied.





What may election observers do?

They may watch check-in, ballot issuance, provisional voting without seeing private information, and closing from a reasonable distance.





What may election observers **NOT** do?

They may not interfere, talk to voters in the voting area, touch election materials, view a marked ballot, or enter a voting booth with a voter.





What may media NOT do?

They may not film inside a voting booth, film a voter casting a ballot without consent, or disrupt election operations.





What is electioneering?

Visible or audible advocacy for or against
a candidate or measure within
100 feet of the polling place.





How should you respond to electioneering?

Courteously ask the person to remove or cover political items and stop campaigning. Contact the Inspector, Precinct Assistant, or Elections Office if needed.





Is exit polling electioneering?

No. Exit polling asks voters about the election after they have voted and left. It must be at least 25 feet from the exit.





What should be announced at 8:00 p.m.?

'THE POLLS ARE NOW CLOSED.'
Anyone already in line at 8:00 p.m.
may vote; voters arriving after that
may not vote.





What should a worker do if there is a line at closing time?

Stand behind the last voter in line at 8:00 p.m. so it is clear who is eligible to vote.





Can the public watch closing procedures?

Yes, but they may not touch ballots or voting materials and may not interfere. Only precinct workers or Clerk-Recorder staff may handle ballots.





What if a court order extends voting hours?

Follow only official notice from a County Elections Official - not rumors. All ballots cast during the extension are provisional and must be kept separate.





What are the most important closing reminders?

Accuracy matters more than speed.
Never leave ballots or the ePollbook
unattended. All workers stay until the
Inspector confirms the site is fully
secured.





What should you check before opening the ePollbook carrying bag?

Compare the zip-tie seal numbers with the Opening Certificate.





What items should be at the ePollbook workstation?

The ePollbook, printer, receipt paper, charger and cords, extension cord, and styluses.





What should you do after connecting the printer?

Select Test Printer and place the test receipt and Poll Opening Report in the Election Night Return Envelope.





How do you start the ePollbook application?

Select the teal ePollbook app icon, make sure Wi-Fi is green, and select START.





What do you need to enter to unlock the ePollbook?

Your full name and the password provided
to the Inspector.





How do you clock in on the ePollbook?

Open the Launchpad Menu,
select Poll Worker Payroll, find your name,
select Clock-In, and accept the Election
Officer Declaration.





What should you do if your name is missing from the Clock-In list?

Select Add Worker, choose "I am not on the List," enter your role and information, and accept the declaration.





What is the Launchpad?

The ePollbook home screen. You should return to it after each voter check-in.





What does the Manual Voter Search button do?

It lets you search for a voter by entering part of their first and last name.





What should you verify before selecting a voter from the search results?

Their full name and address.





What does the Check-In Logs feature show?

A running log of voters who have been checked in.





What does Check-In Totals show?

Running totals of the different ballot types issued during the day.





What setting should you use when viewing totals for the Precinct Ballot Statement?

Select "This Location" and choose "Yes" for "Show Precinct."





What does Re-Print Ballot Receipt do?

It prints another Ballot Issue Receipt for a voter who has already checked in.





What does the Outside Index Report do?

It prints a summary of voters who have checked in.





What should you do before going on break or switching workstations?

Log out temporarily from the Launchpad Menu.





What should you never select when taking a break?

Do not select "Close the Election."
Select "Logout Temporarily."





What should you do before closing the election on the ePollbook?

Make sure all necessary totals and information have been recorded.





What does “Pending” mean when closing the ePollbook?

Some transactions have not finished sending yet. This is normal; continue the rest of closing procedures.





What is one major ePollbook mistake to avoid?

Do not shut down or pack away the ePollbook before recording the needed totals and completing required closing paperwork.

