



State of Connecticut

Office of the Secretary of the State

Election Day Protocols

Important Protocols:

- If an OS machine is opened at ANYTIME then it needs to be retired for the duration of the Election Day.
- NO new memory cards will be burned on Election Day
- If at any point there is a switch to a back up OS machine as indicated, the ballots counted in the first OS machine are to be kept separate in case additional analysis is needed. For example, once the election has ended pull out all the counted ballots from the ballot box, secure them and then count the ballots from the first OS machine retired on the second OS machine.
- If at any time after the start of the election an OS machine is retired, it is to be isolated together with the memory card and remain untouched for subsequent inspection by SOTS personnel or their designates. Any OS machine and memory card is to be sealed if retired. If a memory card was removed, it is to be sealed separately. Appropriate log records must document this.

	Election Day Problems	Call LHS Help Desk?	Solution	Discrepancy Audit: Y/N?
1.	The OS machine will not take ballots	Call Required	1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Document the ballot count on the LCD	YES

			<p>screen. Turn the machine off, and enter card through the back of the machine to unlock the read head. Turn the machine back on and check the ballot count. If the ballot count does not match then turn the machine off and switch to the back up machine. If the counter does match have the next voter insert their ballot. If this does not solve the problem, then retire that machine for the duration of the election and switch to the back up OS machine. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk faxes the completed call sheet to SOTS with the election day problem and final resolution.</p>	
2.	If the OS machine partially takes the ballot and then spits it back	Call Required	<p>1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Document the ballot count on the LCD. Check that the vertical bar in the throat of the ballot box is in the horizontal position. Usually it is in the vertical position and it needs to be horizontally. If the ballot count does not match then turn the machine off and switch to the back up machine. If the counter does match have the next voter insert their ballot. If this does not solve the problem, then retire that machine for the duration of the election and switch to the back up OS machine. 6. ROV or the</p>	NO

			technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk faxes the completed call sheet to SOTS with the election day problem and final resolution.	
3.	It is before the election has started and the LCD screen displays "Ok to Format"	Call Required	1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Use the backup memory card provided. If that memory card fails then future cast ballots need to be inserted into the ballot box for a manual hand count. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk faxes the completed call sheet to SOTS with the election day problem and final resolution.	NO
4.	The LCD screen displays " Power Fail"	No Call Required	1. This display means that there is no electricity to the machine. Either the UPS is not on, the outlet is not live, or the connection in the back of the OS machine is not tight.	NO
5.	It is before the election has started and the LCD screen displays " Test Ballots"	No Call Required	1. This display means that the memory card was not put into election mode after the test was completed. Turn the OS machine off and then back on and hit the "no" button until the LCD displays "Prepare for Election", then hit the "yes" button, "OK to prepare for election" hit the "yes" button. Turn the machine off and then back on, the zero report will start to print.	NO
6.	The LCD displays "ISR ??? Call for Service"	Call Required	1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix	YES

			<p>the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. If possible document the ballot count on the LCD. Turn the machine off, then turn the machine back on and check the LCD screen for the ballot count. If the message is gone have the next voter insert their ballot. If this does not solve the problem retire the machine for the duration of the election and switch to the back up OS machines. If the LCD displays the same message then turn it off and switch to the back up machine. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.</p>	
7.	What happens if on election day after the voting has started and it is determined that the Memory Card is corrupt?	Call Required	<p>1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Shut the machine down and use the back up memory card in the back up OS machine. The ballots from the first machine can be recounted in the backup machine. If the back up memory card fails, shut the OS machine off. All ballots will have to be inserted into the ballot box for a manual hand count. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with</p>	NO

			the election day problem and final resolution.	
8.	The keys to the OS machine are not in the OS carrying case	No Call Required	1. Contact the ROV	NO
9.	The print on the report is too light	No Call Required	1. Ensure that the printer paper is hanging freely. 2. Do not pull on the paper while it is printing. 3. Check the printer ribbon to ensure that is securely in place.	NO
10.	The LCD screen is blank	Call Required	(This is prior to the election. If the LCD screen becomes blank during the election, then discontinue the use of the OS machine and switch to the back up OS machine.)1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Check to see if the OS machine is turned on. Verify that the power cord is plugged into the UPS, wall outlet, and the OS machine. If the problem persists, contact the ROV. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.	NO (If this happens during the election, then a post audit will be required)
11.	The Zero Report does not print	Call Required	1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Determine if any of the following conditions exist: A. The printer cover is	NO

			<p>unlocked. B. The printer paper is in the correct position. C. The printer ribbon is secure. D. Ensure that the printer paper is jammed. Next document the ballot count on the LCD screen. Then turn the OS machine off and then back on. Make sure that the ballot count on the LCD screen is the same. Try to reprint the report. If the report does not print call the ROV. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.</p>	
12.	The printer paper jams while printing a report	No Call Required	1. Notify the ROV of the problem.	NO
13.	The LCD screen displays " OK to Format This Memory Card"	Call Required	<p>1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Shut the OS machine down and use the back up OS machine. The ballots from the first machine can be recounted in the back up machine. If the back up memory card fails retire the machine for the rest of the election. Ballots will have to be inserted into the ballot box for a manual hand count. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.</p>	NO
14.	The LCD screen displays	Call Required	1. Notify the ROV of the problem. 2. The ROV	NO

	"Memory Card Bad – Please Remove" (this happens before the election)		or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Use the backup card provided. If that card fails then the ballots need to be placed in the ballot box to be hand count. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.	
15.	The LCD screen displays "Ballot not Read – Please Reinsert"	No Call Required	1. Instruct the voter to reinsert the ballot.	NO
16.	The LCD screen displays "Over Vote"	No Call Required	1. Allow the voter to inspect their ballot. 2. The voter is given the option to SPOIL the ballot or to keep it as is and insert it into the Auxiliary Slot to be counted later.	NO
17.	The LCD screen displays "Invalid Ballot – See Official Race"	No Call Required	1. Reinsert the ballot. 2. If the problem persists, contact the ROV.	NO
18.	The LCD screen displays "Counted Ballot Jammed in Reader"	No Call Required	1. Check to see if the ballot box slot is jammed with ballots. 2. Pull the ballot from the back and drop it into the slot. <u>DO NOT PUT THE BALLOT THROUGH THE MACHINE</u>	NO
19.	The LCD screen displays "Ballot not Read- Jammed in Reader"	No Call Required	1. Check to see if the ballot box slot is jammed with ballots. 2. Pull the ballot from the back and then have the voter reinsert the ballot. <u>PUT THE BALLOT THROUGH THE MACHINE</u>	NO
20.	The LCD screen displays " Blank Voted Ballot"	No Call Required	1. Allow the voter to inspect the ballot. 2. The voter is then given the choice to Spoil the	NO

			ballot or drop the ballot as is into the Auxiliary slot and the votes will be counted at a later time.	
21.	A voter leaves the polling location without inserting the ballot into the OS machine or Auxiliary slot	No Call Required	1. Select two poll workers to go to the privacy booth. 2. Place a privacy folder over the ballot. 3. Walk the ballot over to the Ballot Clerk and have the ballot Spoiled.	NO
22.	You are missing the Ender Card	No Call Required	1. Immediately notify the ROV of the problem.	NO
23.	After you insert the Ender Card the LCD screen displays "Invalid Ballot See Official"	No Call Required	1. Press the Yes and the No buttons <u>TOGETHER</u> while inserting the Ender Card into the OS machine.	NO
24.	The LCD screen displays "Generating Report" and then the zero reports do not print	Call Required	1. Notify the ROV of the problem. 2. The ROV or the LHS technician calls the LHS Help Desk to log in a case. 3. LHS provides the ROV or the technician with the action plan to try to fix the problem. 4. The ROV calls the SOTS and reports the problem to document the case. 5. Determine if any of the following conditions exist: A. The printer cover is unlocked. B. The printer paper is in the correct position. C. The printer ribbon is secure. D. The printer paper is jammed? Next document the count on the ballot count on the LCD screen. Then turn the OS machine off and then back on. Make sure that the ballot count on the LCD is the same. Try to reprint the report. If the report does not print call the ROV. 6. ROV or the technician call the LHS Help Desk and report the outcome. 7. LHS Help Desk sends the completed call sheet to SOTS with the election day problem and final resolution.	NO
25.	The ballot box fills with	No Call Required	There are two options that can be performed:	NO

	ballots		<p>Option One</p> <ol style="list-style-type: none">1. Have the Moderator unlock the back of the ballot box.2. Have the Moderator empty the voted ballots into the designated ballot transfer bag.3. Seal the bag and record the seal number in the Moderator's Return Form. <p>Option Two:</p> <ol style="list-style-type: none">1. Remove the OS machine from the full ballot box2. Replace the security plate on the full ballot box.3. Place the OS machine on the backup (empty) ballot box and resume voting.	
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