

## AFFIDAVIT OF BRIAN FREID

Before me, the undersigned authority, appeared who being first duly sworn, says:

1. My name is Brian Freid. I am over the age of eighteen (18) and in all respects am competent to make this Affidavit.
2. I am a citizen of Orange County, Florida.
3. I am personally familiar with the facts stated herein based upon my personal knowledge and review.
4. I am providing this affidavit of my own free will, without any coercion or offer of any compensation.
5. I was the Information Systems Director of the Orange County Supervisor of Elections in Orlando, Florida beginning in June of 2020 until my involuntary termination on October 14, 2022.
6. In the regular performance of my job functions, I became aware of the security issues and inconsistencies at the Supervisor of Elections (SOE) Office. Additionally, through training, conversations, reviewing of processes, procedures, and documentation I became personally knowledgeable of the operations of the SOE Office.
7. The facts set forth herein are based upon my personal knowledge and upon my working knowledge of the SOE Office in Orange County Florida and may not reflect other SOE Offices.
  - a. I observed a gross lack of governance, oversight, rules, ethical standards, and regulations on how an SOE Office operates. It appeared to me that each office is managed as an independent entity and is not held accountable for its actions. To my knowledge, the SOE Office is a constitutional office; however, I was unable to find any documentation requiring it to be a stand-alone entity from the county in which

it resides.

b. I've witnessed several staff member behaviors that impacted the integrity of the election process, violated multiple internal policies, and/or appeared to violate several Florida statutes and laws, as are detailed in this sworn affidavit. Although these activities were egregious and warranted further investigation, there were minimal, if any, actions taken to address these behaviors. To properly serve the interests of the people, there should be, oversight, regulations, and consequences for the SOE Office related to the election process, as well as guidelines on how to run the SOE Office. However, during my tenure at the SOE Office, my observations were that the SOE set the example through unwritten guidelines and personal interpretation of the law, and the staff followed this model, effectively rendering the SOE position sovereign.

c. **Critical issues:**

- i. **Felons Voting Illegally.** In 2022, the State notified the Orange County SOE Office that felons voted in their county during the 2020 election. Although the SOE Office was notified late, it took no action to safeguard the election against this type of fraud. This violation only became known because of the investigations performed by Peter Antonacci and the Office of Election Crimes and Security. There was no apparent due diligence by the SOE Office in the past to ensure this did not happen and no apparent changes implemented since then to effectively ensure this does not happen again in the future.
- ii. **Inadequate Vote-by-Mail Fraud Prevention.** The SOE Office does not exercise due diligence to prevent Vote-by-Mail (VBM) election fraud. The Division of Elections collaborates with the Florida Department of Health and the U.S. Social Security Administration to match death certificates to

recordings to the Florida Voter Registration rolls. Unfortunately, this is not 100% accurate. After attending a state legislative delegation meeting on January 12, 2023, State legislators approached me to converse about VBM issues. We discussed complaints from their constituents that deceased family members had been receiving VBM ballots for years after their passing, despite the family members having reported the deaths to the corresponding SOE Offices. I heard the same complaints from several voters of deceased family members while I worked at the SOE Office in Orange County. To my knowledge, there was no action taken to follow up on such notifications and to remove deceased voters.

iii. **Mismanaged Voter Address Changes.** There are processes in place that allow for only certain people to change addresses. When I joined the SOE Office, the Office had been using generic shared logins for years. The ID's and passwords were well known throughout the SOE Office and were never changed, this would allow any staff member to change an address at any time with no trace of precisely who made the change or why. Voters, who came to the SOE Office, complained to me that their addresses had been changed and they did not receive a sample ballot or their VBM ballot. The issue of the shared generic logins was resolved while I was there; however, complaints still continued to be lodged by voters about their addresses being changed.

iv. **Minimal VBM Address Validations.** The required form to request a VBM ballot is shown in **EXHIBIT 1**. When the SOE Office receives this request form, they verify the name, address, signature, and validate the voter is on the active role. That's the entire process. If they pass those minimal checks, then the person is added to the VBM list and will receive a ballot in the mail. To my



knowledge, there is no validation to see if that person's address had recently changed in the system, there are no call to the person to verify their information, there is no validation of whether an out-of-state voter is still alive. Additionally, there was no follow-up to validate that the person did, in fact, even request a VBM ballot. The form does not even require the person include their email or phone number. The form *does, however, allow* the person to input a mailing address that differs from their residential address. As asserted in my initial sworn statement, dated November 17, 2022, voter signatures may have been exfiltrated and it's relatively easy to find citizens' signatures on the internet. Combined with the process described above, this renders the form extremely susceptible to fraud by using a printer to forge a person's signature.

v. **Violation of Confidential Personal Information.** Defined in 2022 Florida Statute 501.171(1)(a), a breach of security "means unauthorized access of data in electronic form containing personal information." A breach of this nature occurred twice in 2022, as documented in my initial sworn statement dated November 17, 2022, and verified by a third-party company, Redbeard Intelligence and Investigations. One of these instances was also confirmed by the Office of Election Crimes and Security, who recommended that an additional investigation be performed. The additional investigation only began after I left the SOE Office and reached out to nonpartisan election integrity organizations, news outlets, and other agencies within the state that I previously was instructed not to contact. There was minimal investigation through the "proper channels" during the several months I had been reporting these issues from within the SOE Office.

vi. **Insufficient Data Breach Response.** The Florida Information Protection Act

of 2014 requires data protection measures for any office that acquires, uses, stores, or maintains Florida State residents' personal information. The law also mandates that these entities take certain steps in the event of a breach within 30 days. To my knowledge, no notifications were made by the SOE Office following the discovery of the aforementioned data breaches when their data protection measures failed.

Article II, Section 8(g) of the Florida Constitution provides for "an independent commission to conduct investigations and make public reports on all complaints concerning breach of public trust by public officers or employees not within the jurisdiction of the judicial qualifications commission"; however, this action was not taken when the aforementioned data breaches occurred under the supervision of Orange County SOE Bill Cowles.

- vii. **Election Law Violations.** There have been recent news reports of several SOE Offices that violated election laws including through the destruction of ballots, exfiltration of voter data and by allowing felons to vote; yet these SOE personnel were not prosecuted and did not face disciplinary actions. My research indicated they were able to resign their positions and keep their benefits.
- ix. **Inflated Staffing and Misappropriation of Funds.** The SOE Office maintains an administration department (HR, purchasing, administration, etc.), that is separate from the County; yet I observed *no tasks* being performed by this department that were specific to the operations of an election. Instead, I witnessed work that was redundant and/or could have been performed by the County administration office. For example:
  - a. Helping with an employee handbook

b. Having a Labor and Employment Lawyer on retainer, who refers to the county's legal team

c. Hiring a private contractor for media coverage – *three days after I was terminated* - who is a realtor, the sole proprietor, and the daughter of retired Florida House of Representatives member, John Mica.

d. ES&S, the election equipment and software vendor contracted by Orange County that employs Bill Cowles' son, Nick Cowles, is paid a year in advance, every year. I questioned why this was being done but was never received a reasonable explanation.

e. The SOE Office's multimillion-dollar budget, that is approved and allocated by the Orange County Board of Commissioners, is audited annually, to ensure all money provided by the county is accounted for. Year after year, the budget forecast is inflated, and when the "extra" funds are returned to the county at year-end, it is unclear as to whether those funds had been kept in a separate interest-bearing account during the year, and whether that interest, earned on an inflated multimillion-dollar bank balance, was also returned to the county for future use, as I was unable to find documentation of the disposition of the funds.

x. **Discriminatory Practices.** During my tenure at the Orange County SOE Office, I observed multiple instances where employment laws were unevenly administered. I witnessed a person being terminated for a minor policy infraction, while another was allowed to resign with benefits after an investigation uncovered serious violations of policies and laws. The details for each example are as follows:

a. The first employee was terminated for taking hand sanitizer from the supply closet without permission. This happened during the peak of the COVID-19 pandemic and occurred after 4:00 PM. The time is relevant because the Director



of Administration and the person in charge of the supply closet leaves before 4:00 PM, and the employee, who was terminated, needed the bottle after that time. The person, a female, even left a note saying she took a small bottle of hand sanitizer and would replace it. The SOE Office at the time had several pallets of hand sanitizer, so there were no concerns about shortages.

The employee, who was allowed to resign with benefits and who was at the center of my first sworn statement, dated November 17, 2022, and whose misconduct was verified by Redbeard Intelligence and Investigations, was not fired. Rather, the male employee, who tried to hide his actions, was not required to provide a statement explaining his behaviors, was not required to assist with the investigation, and was allowed to resign with benefits. These incidents had been reported to the Orange County Administration, Risk Management Division, which was involved throughout the process, including the exit interview. They disagreed with questioning this person or pursuing prosecution, despite having received a copy of the forensic report from Redbeard and being fully aware of the violations and potential consequences to the citizens and SOE employees.

xii. **Contradictory Interpretation of Law.** During my tenure at the Orange County SOE, I observed Mr. Cowles communicate his interpretation of Florida Statutes that contradicted the letter and spirit of the laws.

- a. 2022 Florida Statute 104.0616(2) clearly states, “Any person who distributes, orders, requests, collects, delivers, or otherwise physically possesses more than two vote-by-mail ballots per election in addition to his or her own ballot or a ballot belonging to an immediate family member, except as provided in ss. 101.6105-101.694, including supervised voting at assisted living facilities and nursing home facilities as authorized under

s. 101.655, commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.” Contradictory to the specified law, Cowles has stated to election office staff and advocacy group members that his interpretation of “immediate family” is spouse, children, parents, and in-laws. He has also stated that the SOE Office is not a law enforcement agency, so the people working at each secure ballot intake station (“drop box”) locations are not to take any action against anyone who is dropping off multiple ballots.

1. 2022 Florida Statute 101.68(2)(c)(1) states, “A vote-by-mail ballot may only be counted if:
  - a. The signature on the voter’s certificate or the cure affidavit matches the elector’s signature in the registration books or precinct register”; yet, Cowles conveyed verbally to the SOE Office staff and during training, that a signature does not match only if it’s “substantially different.” This information is contained in the SOE Office’s training material related to signature verification (see below) which also can be found on [ocfelections.gov/training](https://ocfelections.gov/training) for the following training materials ‘HDOP 2022 General Power Point’, ‘ePoll Book Inspector Training Manual 2022 General’ and ‘Poll Clerk Training Manual 2022 General’.





STATE OF FLORIDA,  
COUNTY OF ORANGE

The foregoing instrument was acknowledged before me this 2 day of March, 2023 by Brian Freid (name of person acknowledging), who is **personally known to me** or who has produced Florida D.L. (type of identification) as identification.

Diana Ogerally  
Signature of Notary Public

DIANA OGERALLY  
Print, Type, or Stamp



# EXHIBIT 1

## ORANGE COUNTY VOTE-BY-MAIL REQUEST FORM

### VOTER INFORMATION (REQUIRED)

1. \_\_\_\_\_  
Name (First / Middle / Last)
2. \_\_\_\_\_  
Date of Birth (MM / DD / YYYY)
3. \_\_\_\_\_ **OR** \_\_\_\_\_  
Florida Driver License Number **OR** Florida Identification Card Number Last 4 Digits of SSN
4. \_\_\_\_\_  
Address Where You Live (include apartment or suite if applicable; no P.O. Box) City, State Zip Code  
 Check to indicate this is a change to your residential address.
5. Check the election(s) for which you are requesting a ballot:  All elections I'm eligible for through Dec. 31, 2024  
 Municipal Election (March 14, 2023)  City of Orlando Election (Nov. 7, 2023)  
 Municipal Election and/or Presidential Preference Primary (March 19, 2024)  Primary Election (Aug. 20, 2024)  
 General Election (Nov. 5, 2024)
6. \_\_\_\_\_  
Voter's Signature Date  
 I am a visually impaired voter requesting an electronic vote-by-mail ballot. (\*If checked, providing your email below is required.)

### Optional Voter Information

- \_\_\_\_\_ Email\* \_\_\_\_\_ Phone Number
- \_\_\_\_\_ Address Where You Want Your Ballot Mailed (if different from above address, include apartment or suite, if applicable)
- \_\_\_\_\_ City \_\_\_\_\_ State / Country \_\_\_\_\_ Zip Code
- Check to indicate this is your **permanent** mailing address.  Check to indicate this is a **temporary** mailing address.  
(For the next election only.)



### INFORMATION TO NOTE

- Return this completed form via fax to 407-254-6577, email to [vbmrequest@ocfelections.gov](mailto:vbmrequest@ocfelections.gov), or mail to: Orange County Supervisor of Elections, P.O. Box 562001, Orlando, FL 32856-2001
- Check [www.ocfelections.gov](http://www.ocfelections.gov) or call 407-836-2070 for information about upcoming elections.
- For a vote-by-mail ballot to be mailed, we must receive your request **no later than 5:00 p.m.** the 10th day before the election.
- Vote-by-mail ballots can only be requested by the voter, voter's immediate family, or voter's legal guardian.
- Your completed vote-by-mail ballot must be received by our office no later than 7 p.m. on Election Day - **postmarks DO NOT count.**
- Track your vote-by-mail ballot at: [floridaorangevotes.ballottrax.net/voter](http://floridaorangevotes.ballottrax.net/voter).

Revised: 1/12/2023



**ORANGE COUNTY, FL SUPERVISOR OF ELECTIONS**



# **POLL WORKER TRAINING MANUAL**

**ePoll Book Inspector  
(epoll Inspector)**

## General Information

- ⇒ Read and study your Poll Worker training materials; bring them with you on Election Day.
- ⇒ Arrive at your assigned polling place no later than **6 a.m.**
- ⇒ If unable to work, call the Elections Office at **(407) 836-2070 x 46566** immediately—**do not** call your Poll Clerk or someone to replace you (only trained back-ups may work at the polls).
- ⇒ Bring all food, water, medicine, jackets, and anything you will need for the entire day.
- ⇒ You are **not** permitted to leave the polling place once you arrive—all Poll Workers must stay until the Poll Clerk dismisses you after the polls close.
- ⇒ If the Poll Clerk is not there by 6 a.m., call the Elections Office.
- ⇒ Know your precinct number and polling place location; drive to the polling place where you have been assigned to work and become familiar with it **prior** to Election Day.
- ⇒ Your personal cell phone use should be kept to a minimum, and only used during breaks and **away** from the voting area.
- ⇒ **Do not** charge your personal electronic equipment using the tablet—only charge your electronic equipment using a wall socket.
- ⇒ Dress appropriately and comfortable. Clothing with political messages or statements is not allowed.
- ⇒ Be mindful of persons with allergies (avoid perfumes and strong fragrances).
- ⇒ Respect the polling place smoking policy.
- ⇒ Work as a team—be a team player.
- ⇒ There is **NO** solicitation allowed within the polling place.
- ⇒ There is **NO** solicitation within the 150-foot zone.
- ⇒ You may be asked to help set up the polling place on election eve.
- ⇒ The Training PowerPoint can be viewed at [www.ocfelections.gov/training](http://www.ocfelections.gov/training).

## I. The Election Team

*(Sections 101.5610; 102.012, Fla. Stat.)*

The Election Team consists of the Election Board and the Poll Deputy. The Election Board focuses on election issues inside the polling room. The Poll Deputy organizes the process outside the polling room on Election Day.

On Election Day, the Election Team must arrive at its assigned polling place no later than 6 a.m. in order to set up the room. Everything must be set up and the polls ready to open by 7 a.m.

Set up the accessible voting equipment for persons with disabilities, even if you do not expect anyone to use this equipment.

<b>Poll Clerk</b>	This is the person who is in charge of a polling place during an election. All Election Board members take direction from the Poll Clerk, including the Poll Deputy.
<b>Poll Deputy</b>	This person monitors and maintains order at the polls while remaining outside the polling room during voting hours. Also enforces the 150-foot no-solicitation zone.
<b>ePoll Book Inspector</b>	The ePoll Book Inspector checks in voters using the ePoll tablet, verifies voter information, and distributes the correct ballot to the voter.
<b>Voting Systems Inspector (VSI)</b>	This person is responsible for the set-up, operation, and closing of the Tabulator and ExpressVote® machines.
<b>Help Desk Oath Person (HDOP)</b>	The HDOP verifies the voter's eligibility when the ePoll Book Inspector acknowledges a voter as an "exception" to standard verification procedures.

### *Other Orange County Election Day Workers*

<b>SOE Clerk</b>	Travel to polling places, assisting with procedures and other duties as needed.
<b>Circuit Riders</b>	Travel from polling place to polling place with supplies and help identify any problems that may arise at the polling location. They will deliver a back-up paper PR/PL book and pre-challenged elector forms (if applicable). Circuit Riders will pick up the Oath/Payroll Sheet and, once verified, deliver the paychecks.
<b>Field Service Technicians</b>	Provide on-site technical support of voting and voting-related equipment to each precinct and picks up the yellow copy of the Election Media Control form.



## A. Definitions

<b>Election Board</b>	The board consists of all trained and assigned poll workers except Deputies.
<b>Adopt-A-Precinct (AAP)</b>	This program is a community partnership between the Orange County Elections Office and various nonprofit community organizations. All Poll Worker pay goes to the community organization collectively.
<b>Polling Place</b>	The building which contains the polling room where Election Day voting occurs. On Election Day, a polling place is designated for each precinct.
<b>Polling Room</b>	The room in which ballots are cast on Election Day.
<b>Precinct</b>	A division of geographic area determined (for election administrative purposes) by Orange County in which a voter's legal residence is located, that then serves as the basis for determining what contests and issues the voter is eligible to vote on in an election.
<b>Precinct Register</b>	Precinct register refers to either the computer printout or electronic database. <i>(Section 98.461(2), Florida Statutes)</i>
<b>Uniformed Services Members</b>	This term includes any member of the Army, Navy, Air Force, Marine Corps, Coast Guard, the commissioned corps of the Public Health Service (PHS), and the commissioned corps of the National Oceanic and Atmospheric Administration (NOAA).
<b>Poll Watchers</b>	A group of individuals who are allowed to be at the polling location to observe the voting process. A list of eligible Poll Watchers is given to the Poll Clerk. They are not associated with the Elections Office and may only speak to the Poll Clerk, not voters.
<b>Voting Area</b>	The area designated by the Supervisor of Elections at the early voting or Election Day voting sites where voting activities occur, including, but not limited to: lines of voters waiting to be processed, the area where voters check-in and are processed, and the area where voters cast their ballots.

## \$ Your Pay \$

<b>Beginning of Day</b>	Sign the Oath/Payroll Form.
<b>End of Day</b>	You will receive your check. If you were assigned after the cut-off date, your check will be mailed. AAP groups will receive their checks after the election.
<b>Pay</b>	Social Security and Medicare will not be deducted if you make less than \$1,800 from polling place work during the year. Any poll worker that exceeds \$600 from polling place work in 2022 will receive a W-2 on or before January 31, 2023. This form will show the gross wages. The poll worker will be responsible for paying their own taxes if any are due when they file.

## II. The Polling Place

### A. Who is allowed in the polling room?

*(Sections 101.051, 102.031(3), Fla. Stat.)*

While the polls are open, the only persons allowed in the polling room on Election Day or during the early voting periods are:

- ⇒ Poll workers
- ⇒ The Supervisor of Elections or Deputy Supervisor of Elections
- ⇒ Voters
- ⇒ A person in the care of a voter (such as an elderly person or a child)
- ⇒ A person caring for a voter or assisting a voter (for example, someone assisting a voter who cannot read or does not speak English, or assisting an elderly person or a person with disabilities)
- ⇒ Poll watchers approved by the Supervisor of Elections
- ⇒ Election observers appointed by the Department of State

The public is allowed to enter the polling room and watch the procedures before the polls open and after the polls close and all voters have cast their ballots.

### B. Who is not allowed in the polling room?

*(Section 102.031, Fla. Stat.)*

While the polls are open, the following persons or activities are **not** allowed in the polling room on Election Day:

- ⇒ Candidates (except to vote)
- ⇒ Members of the media (except to vote)
- ⇒ Law enforcement officers or emergency service personnel in a capacity other than as a voter or unless permitted by the Poll Clerk or a majority of the Election Board
- ⇒ Photography, except voter taking a photo of their **own ballot** *(Section 102.031 Fla. Stat.)*

If the polling room is in a location commonly used by the public to gain access to businesses or homes (such as the lobby of a condominium) or in an area traditionally used as public area for discussion (such as a mall), there may be other people traveling through the polling area. However, care should be taken that these people do not interfere with the voting process.

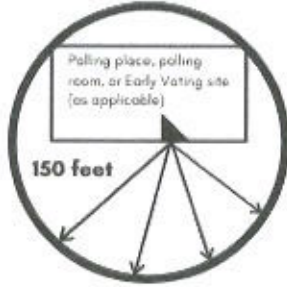
### C. Solicitation Restrictions

*(Sections 101.051(2), 102.031, Fla. Stat.)*

No person or group may solicit voters inside the polling place. Subject to the exception noted, no person or group may solicit voters within 150 feet of the entrance to the polling place or early voting site.



Before the polls open, the Poll Deputy shall designate the non-solicitation zone and mark the boundaries.



The words "solicit" or "solicitation" includes such things as:

- ⇒ Asking someone for his or her vote
- ⇒ Offering to provide someone assistance to vote
- ⇒ Asking for someone's opinion
- ⇒ Asking for a contribution
- ⇒ Distributing any political or campaign material or handout
- ⇒ Conducting a poll\*
- ⇒ Asking someone for his or her signature on a petition
- ⇒ Selling any type of item



\*The **only exception** to the non-solicitation law is for **exit polling**, which media or others may conduct. They may approach voters only *after* voters leave the polling place.

The Supervisor of Elections or the Poll Clerk may take any reasonable action to ensure order is maintained at the polling place. That means, if necessary, having law enforcement officers remove disruptive persons from either the polling room or from the non-solicitation zone.

### D. The Election Team

Poll workers must remain **non-partisan** during the early voting period and on Election Day.

- ⇒ **DO NOT** discuss any candidate, political party, issue, or any related topic with other poll workers, poll watchers, or voters
- ⇒ **DO NOT** wear campaign buttons, shirts, hats, or any other items that are politically oriented

### E. Poll Watchers

*(Sections 101.111, 101.131, 101.23, 102.031(3), Fla.)*

Political parties, candidates, and some political committees are allowed to have poll watchers in each polling room during the early voting period and on Election Day. Poll watchers must be approved by the Supervisor of Elections prior to the election. The Supervisor of Elections will provide each polling place with a list of the names of approved poll watchers.

Approved poll watchers are allowed in all polling locations within the county designated.

However, each political party, candidate, or political committee may have only one poll watcher present at any one time in each polling room when the polls are open on Election Day, or during designated early voting hours.

- ⇒ Poll watchers must wear their identification badges
- ⇒ Poll watchers are allowed within the polling room to watch and observe the conduct of the election—they may not obstruct the orderly conduct of the election.

- ⇒ Poll watchers may observe the voter check-in process—they may not come closer to the inspector’s table or the voting booths than is reasonably necessary to perform the poll watcher functions
- ⇒ Poll watchers may not speak to or otherwise interact with voters
- ⇒ Poll watchers may make written voter challenges with the Poll Clerk
- ⇒ Poll watchers are not allowed to wear campaign buttons, shirts, hats, or other campaign items while they are in the polling room
- ⇒ Poll watchers should pose any questions regarding polling place procedures to the Poll Clerk for resolution
- ⇒ Poll watchers assigned to a polling place in a public school facility must submit to a background check—the list given to the Poll Clerk will indicate which poll watchers are eligible to work in a public school facility; only those poll watchers with that designation are allowed in your polling place if it is in a public school (*OCPS Agreement*)

## F. Voters

Voters may bring in pre-marked sample ballots or campaign literature for their personal use. They may not use these for campaigning purposes. Voters may wear campaign buttons, shirts, hats, or any other campaign items when they enter the polling place to vote; voters may not otherwise campaign there. After each voter leaves, a poll worker must check the voting booth to

make sure that the voter cast his or her ballot and that no literature or other materials have been left in the booth. Poll workers must remove and discard any sample ballots or campaign material left by a voter in the polling place.

## G. Guns in the Polling Place

A license issued under F.S. 790.06 (12)(a) (6) does not authorize any person to openly carry a handgun or carry a concealed weapon or firearm into any Polling Place.

## III. Interacting with Voters

### A. Voters with Special Needs

A large segment of the voting age population has special needs perhaps because of hearing, sight, or mobility impairment.

Additionally, a voter may have a range of functional impairments resulting from a brain injury, accident, or genetic or birth condition that affects his or her thinking, memory, concentration, speech, emotions, or physical coordination.

A significant number of these voters do not vote because of concern that their special needs cannot or will not be accommodated during the voting process.

#### 1. General

All voters have the right to request and obtain assistance in voting. Some voters may have a disability that is not visible or evident. Regardless of the name of the disability, the basic steps below should be followed:



## Inclusive People First Language •••

People-first language emphasizes the individuality, equality and dignity of people with disabilities. Rather than defining people primarily by their disability, people-first language conveys respect by emphasizing the fact that people with disabilities are first and foremost just that—people.

### Consider Using

Person with a disability

Person who is Deaf/ hard of hearing

Person who is blind/ visually impaired

Person who uses a wheelchair/ wheelchair user

Person who is unable to speak

Person with a physical disability

Person with (a) mental health condition/s

Accommodations are needed

Accessible parking

Person with/ Person who has

### Instead of

Disabled/ crippled

the Deaf / Deaf and/or dumb

The Blind

Wheelchair bound/ Confined to a wheelchair

Dumb/ mute

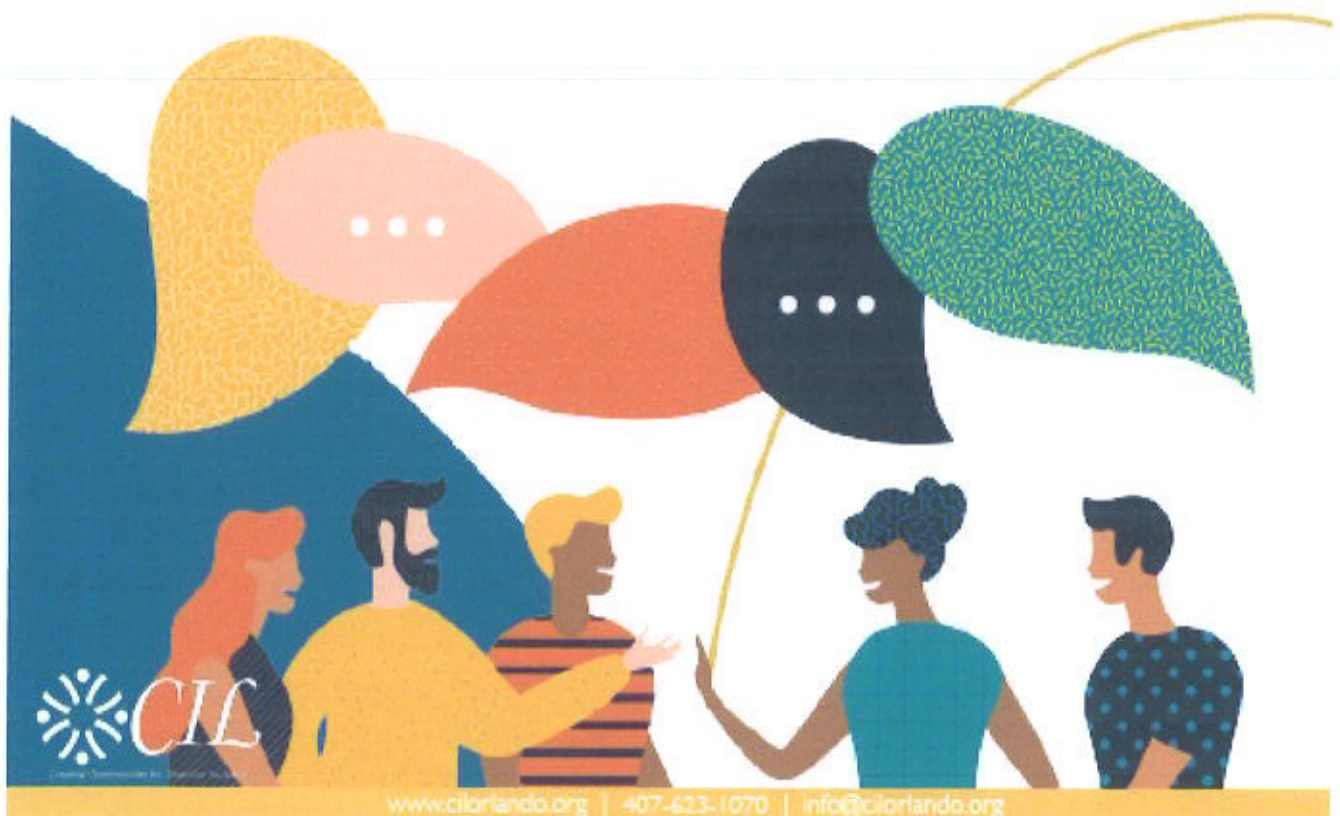
Crippled/ Deformed

insane/ crazy/ mentally ill

Special/ person has special needs

Handicapped parking

Afflicted/ Stricken/ suffers/ victim of





- ⇒ Treat every voter with the same dignity and respect you would want, expect, and deserve in words, tone, and actions.
- ⇒ Be professional, courteous, and patient.
- ⇒ Use “People First” language. For example:
- ⇒ Avoid outdated terms such as “handicapped” or “crippled” or contrived or potentially offensive terms such as “differently abled” or “physically challenged.”
- ⇒ Avoid using vague and exclusive group terms such as “they” or “them” for voters with disabilities.
- ⇒ Speak directly to the voter, even if accompanied by a companion or caregiver.
- ⇒ Treat assistive devices as an extension of the voter whether it is a wheelchair, scooter, crutch, walker, cane, eye wear, hearing aid, prosthetic device, or orthotic device.
- ⇒ Listen carefully to the voter to learn how to best help the voter. Explain the process and, if needed, give the voter more time to complete the task at hand.

## 2. Cognition

A voter with a cognitive disability may have difficulty with memory, attention, reading, or sight.

- ⇒ Use a calm demeanor.
- ⇒ Use simple words and short sentences to explain the process.
- ⇒ Repeat process as needed.
- ⇒ Give them time to move through the process without feeling rushed.

## 3. Hearing

A voter who is deaf, hard of hearing, or with mild or moderate hearing ability may use a hearing device or an interpreter. It may not be immediately obvious.

- ⇒ Do not shout. It is disruptive to shout and may actually make you harder to understand, especially if the voter reads lips.
- ⇒ Speak directly to the voter, even if accompanied by an interpreter.

## 4. Mobility

A voter with a permanent or temporary physical disability may use a cane, a crutch, a walker, or a wheelchair to move around. The degree of mobility may vary. For example, a voter using a wheelchair may still be able to use his or her hands and arms or get out of the wheelchair and walk a short distance. A person with respiratory or heart trouble may not appear to be mobility impaired, but he or she may need to sit down.

- ⇒ Do not lean across a wheelchair user to talk to someone else or to shake another person’s hand.
- ⇒ Make eye contact with the voter. If voter is in a wheelchair, be at eye level, if possible, by either sitting in a chair or standing at a slight distance.
- ⇒ Do not pull or touch a voter’s wheelchair unless you have received permission to do so. The chair is part of the voter’s personal space.
- ⇒ Ensure ramps are not obstructed so they can be used without difficulty.

Ensure there is a clear path of travel into and out of the polling area for persons who may be in wheelchairs or using other assistive devices.

- ⇒ Be aware of the reach limits of people in wheelchairs. If a counter is too high for a wheelchair user to see over it, step around it to conduct business with the person.
- ⇒ Do not grab a cane, crutch, or walker. People who use them rely on them for balance.

## 5. Sight

A voter who is blind or has low vision may use glasses or a magnifying glass, or travel with a guide dog, a cane, or a sighted guide, or be alone. Be prepared to offer assistance in orientation and reading.

- ⇒ A poll worker should identify themselves with name and title as he or she makes contact with a person who is blind or has low vision.
- ⇒ Do not speak loudly to a person who is blind or has low vision.
- ⇒ If a voter asks to be guided, offer an arm or shoulder to guide and walk slightly in front of the voter.
- ⇒ Describe the setting including any partly open doors, steps, or ramps.
- ⇒ If the person is using a guide dog, walk on the opposite side of where the dog is guiding the voter. Do not talk to, distract, or otherwise touch service animals including their harness or leash. The dog is “on duty.”

- ⇒ Do not touch a person’s cane. If the person puts down the cane in an unsafe place, do not move it. Tell the person kindly to move it. That way, the person will know where the cane is.
- ⇒ Be specific with warnings such as stop, swerve, duck, or bend. Do not shout or use non-specific warnings such as “Look out!”
- ⇒ Be specific and non-visual with directions. Do not tell someone to turn left at the end of the desk. It would be better to say, “Take five steps and turn left.”
- ⇒ When departing from a person who is blind or has low vision, let him or her know.
- ⇒ Read informational signs that appear in print on the walls of the polling place.
- ⇒ Offer magnifying sheets or lens if available or requested by the voter.
- ⇒ Offer the voter who is blind or has low vision the option of voting on the accessible voting device. If the voter would rather have assistance, allow him or her to be accompanied in the voting booth by someone of his or her choosing or two election officials.

## 6. Speech and Communication

A voter with a speech or communication disability may have difficulty with speaking, memory, or concentration. It may not be immediately obvious.

- ⇒ Be patient and do not interrupt. Wait for the voter to finish speaking.
- ⇒ If you do not understand or need clarification, restate what you understood.



- ⇒ If needed or requested, provide the voter a pen/pencil and paper to write questions and answers.

### **B. Voters Who Become Upset**

Voters who come to the polling place to vote and are told that they must go elsewhere or that their registration or eligibility is in question may become frustrated or even irate. To handle the situation the following things should be kept in mind:

- ⇒ Stay calm
- ⇒ Watch your body language
- ⇒ Listen to what the voter is saying
- ⇒ Offer the voter assistance—try to find a solution to the concern
- ⇒ Be polite—treat the voter as you would like to be treated
- ⇒ If necessary, ask the Poll Clerk to assist if the voter becomes very angry or threatening
- ⇒ Keep voice levels down
- ⇒ Poll workers must document reported problems

### **C. Voter Sensitivity**

Always use inclusive language when addressing a voter:

- ⇒ Ask how the individuals identify or would like to be referred to as
- ⇒ Learn and use correct terminology
- ⇒ Feminine—She, her, hers
- ⇒ Masculine—He, him, his
- ⇒ Gender Neutral—They, them, their

If you make a mistake:

- ⇒ Acknowledge - What you have said
- ⇒ Apologize— “I am sorry.”
- ⇒ Thank—“Thank you for teaching me something new.”

Together, we can create an inclusive voting experience for ALL.



## IV. Voters' Bill of Rights and Responsibilities

A Voters' Bill of Rights and Responsibilities are posted on our signboards. *(Section 101.031, Fla. Stat.)*

### A. Voters' Rights

Each registered voter in this state has the right to:

- ⇒ Vote and have his/her vote accurately counted
- ⇒ Cast a vote if he/she is in line at the official closing for the polls in that county
- ⇒ Ask for and receive assistance in voting
- ⇒ Receive up to two replacement ballots if he/she makes a mistake prior to the ballot being cast
- ⇒ An explanation if his/her registration or identity is in question
- ⇒ Cast a provisional ballot if his/her registration or identify is in question
- ⇒ Receive written instructions to use when voting and, upon request, oral instructions in voting from election officers
- ⇒ Vote free from coercion or intimidation by election officers or any other person
- ⇒ Vote on a voting system that is in working condition and that will allow votes to be accurately cast

### B. Voters' Responsibilities

Each registered voter in this state should:

- ⇒ Familiarize himself/herself with the candidates and issues
- ⇒ Maintain with the Supervisor of Elections office a current address

- ⇒ Know the location of his/her polling place and its hours of operation
- ⇒ Bring proper identification to the polling station
- ⇒ Familiarize himself/herself with the operation of the voting equipment in his/her precinct
- ⇒ Treat precinct workers with courtesy
- ⇒ Respect the privacy of others
- ⇒ Report any problems or violations of election laws to the Supervisor of Elections
- ⇒ Ask questions if needed
- ⇒ Make sure that his/her completed ballot is correct before leaving the polling station

Failure to perform any of these responsibilities does not prohibit a voter from voting.

## V. Other Important Information

### A. When The Unexpected Happens

In the event of a medical or other emergency requiring assistance from the police, fire department, or medical personnel, call "911" and then call the Supervisor of Elections Office to report the incident. If there is a power outage, refer to the VSI Troubleshooting Guide on how to deal with ballots cast during an outage.

For all other types of emergencies, an Accident/ Incident form will be delivered if needed as determined by the Supervisor of Elections Office.

## VI. Contingency

### A. Security

The size of a polling place and the number of persons in a polling place can have security implications from traffic flow to voter privacy to order and vigilance in the polling place. The election team should follow written procedures for security established by the Supervisor of Elections which will include but not be limited to securing voting devices and ballots before, during and after the voting process.

Some basic steps that should be taken include but are not limited to:

- ⇒ Monitor closely, entrances and exits to ensure that only authorized persons are within the polling room and any surrounding restricted areas at all times.
- ⇒ Prevent unauthorized access, theft, or misuse of election materials and sensitive and/or confidential documents such as signed forms, voted ballots, ballot stock, provisional ballots, and equipment from time of delivery through voting and return.
- ⇒ Ensure that equipment (including ancillary equipment such as cables and modems) cannot be tampered with or deliberately damaged.
- ⇒ Check (e.g., audit, reconcile, inventory) periodically throughout the day to make sure there are no vulnerabilities or oversights which allow inappropriate access to election materials and equipment.
- ⇒ Follow established procedures for securing, counting, and transporting ballots to and from the polling place.
- ⇒ Document procedures, incidents, and troubleshooting.
- ⇒ Ensure electronic transmission of results, data, and files are secure. For example, if signal is weak, exercise caution if moving equipment to window or door within public view or access.
- ⇒ Review chain-of-custody procedures.
- ⇒ Review and be familiar with a contingency plan to communicate and respond to a threat to public safety (e.g., bomb, electrical outage, fire, knife/shooting, flood, or other disaster) and include an evacuation plan, if necessary.
- ⇒ No sheriff, deputy sheriff, police officer or other officer of the law is allowed within the polling place until the clerk or majority of the inspectors grant permission or unless he or she is there to vote. Once allowed, the deputy sheriff in an official capacity is subject to the clerk's or inspector's commands.

***ePoll Book Inspector Duties Before the Polls Open***

- ⇒ Remove the tablets from the case and place the case out of the way for the remainder of the day.
- ⇒ Plug in the ePoll tablet. Ensure the power cord is plugged in at all time.
- ⇒ Power on the tablet.
- ⇒ Enter the password (*orange*) and press the enter key.
- ⇒ Have the HDOP insert the USB drive into the tablet to update the data.
- ⇒ Plug the hand-held scanner into the tablet.
- ⇒ Login to the tablet.
- ⇒ Poll Clerk will use their password card.
- ⇒ Locate your forms/supplies.

One ePoll Book Inspector will handle ballot verification following the steps on the *Ballot Verification Check-Off Sheet* and set up the ballot issuing table.

If you have problems with your ePoll tablet, notify the Poll Clerk.





## ePoll Book Inspector

### ***Materials Needed by the ePoll Book Inspector***

- ⇒ Tablet
- ⇒ Extension cord
- ⇒ Power strips
- ⇒ Help Desk Slips (**EXHIBIT 2**)
- ⇒ ePoll Book Inspector Envelope
- ⇒ Ballot Transfer Cases
- ⇒ Ballot Verification Sheet
- ⇒ Ballot Card Tent Number Signs
- ⇒ Composite Creole ballots
- ⇒ Disposable secrecy folders
- ⇒ Signature Guide
- ⇒ Cloth for screen cleaning
- ⇒ Ballot packets

### ***About the ePoll Book Inspector***

The Orange County Supervisor of Elections will assign at least four ePoll Book Inspectors to a polling location.

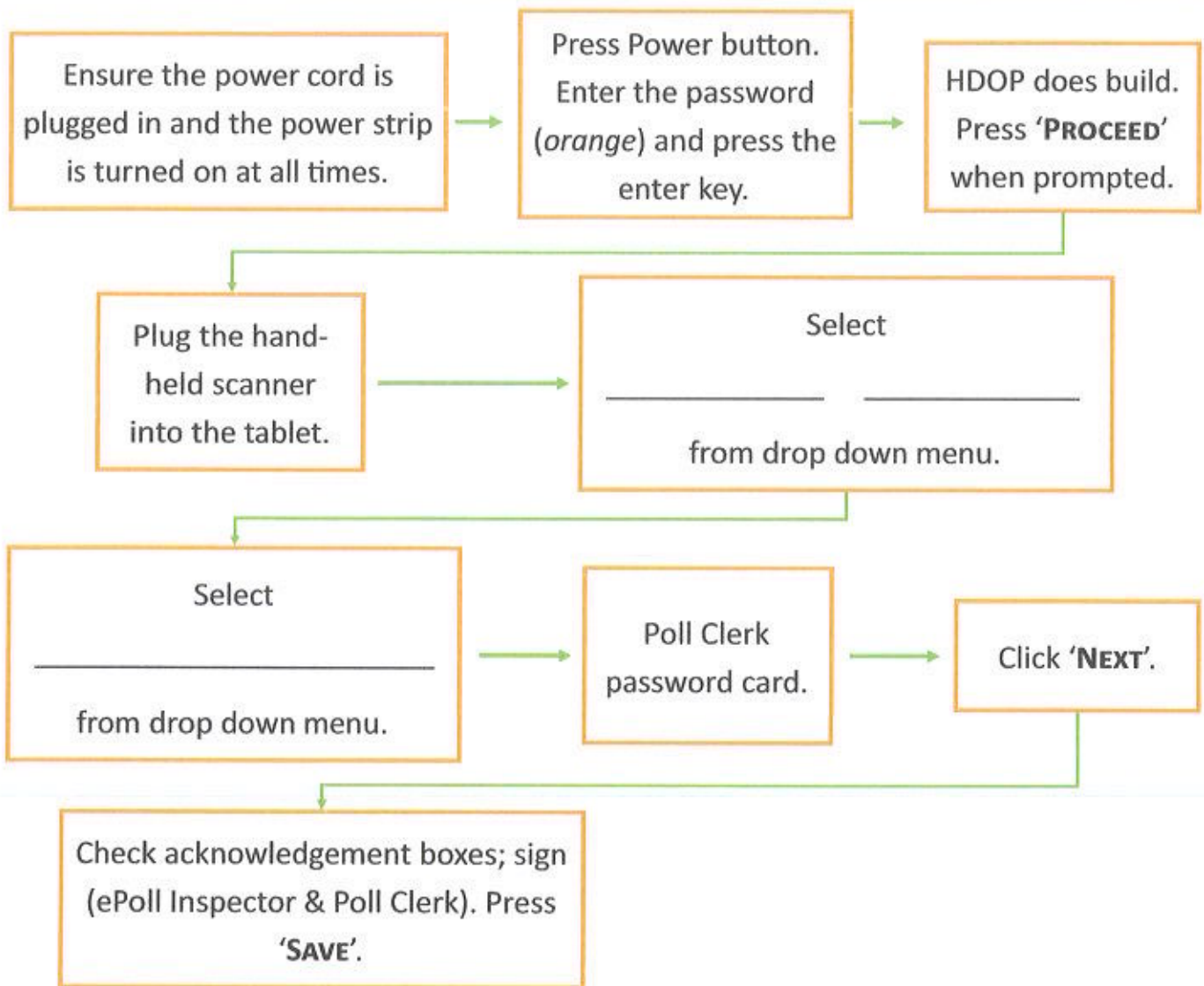
In the precincts with four ePoll Book Inspectors, three ePoll Book Inspectors will be responsible for checking in voters, while the fourth will be responsible for distributing the ballots. All ePoll Book Inspectors will be cross-trained to handle both responsibilities and will rotate in positions throughout the day.

The ePoll Book Inspectors responsible for checking in voters will be using the ePoll Book Inspector's tablet to check-in voters and use the photo/signature ID provided to verify that the voter is eligible to vote in the precinct he/she is currently in.

The ePoll Book Inspector responsible for distributing ballots will pull the ballot assigned to the voter and hand it to the ePoll Book Inspector or HDOP checking the voter in.

One of the ePoll Book Inspectors will be responsible for verifying ballots received using the *Ballot Verification Form* provided by your Poll Clerk. They will also assist the Poll Clerk with Ballot Accounting and sign when asked.

## ePoll Inspectors Sign-In



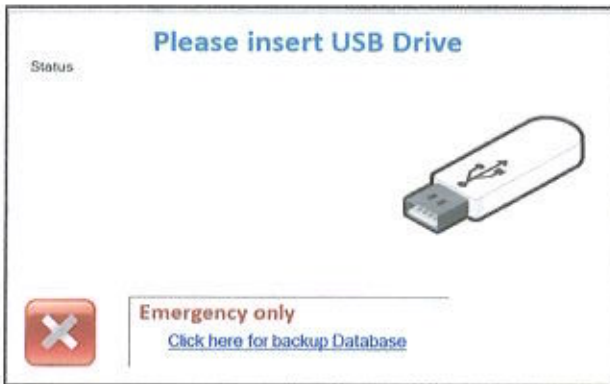
**THIS PROCESS MUST BE COMPLETED BY 6:15 A.M.**

## Initial Login: Election Morning

1. Plug in the tablet. Ensure the power cord is plugged in at all times. Power on the tablet.



2. Enter the password (*orange*) and press the enter key.
3. The update data base screen will display.

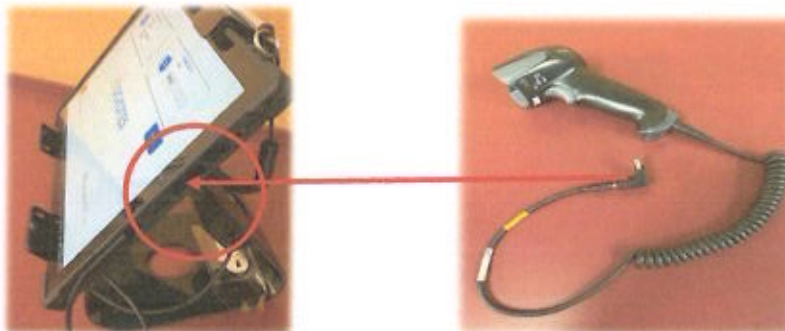


The HDOP will insert a USB drive into your tablet to update the database on your tablet.



The tablet will automatically update. Once the update is complete, the HDOP will remove the USB drive. The ePoll Book Inspector will press 'Proceed'.

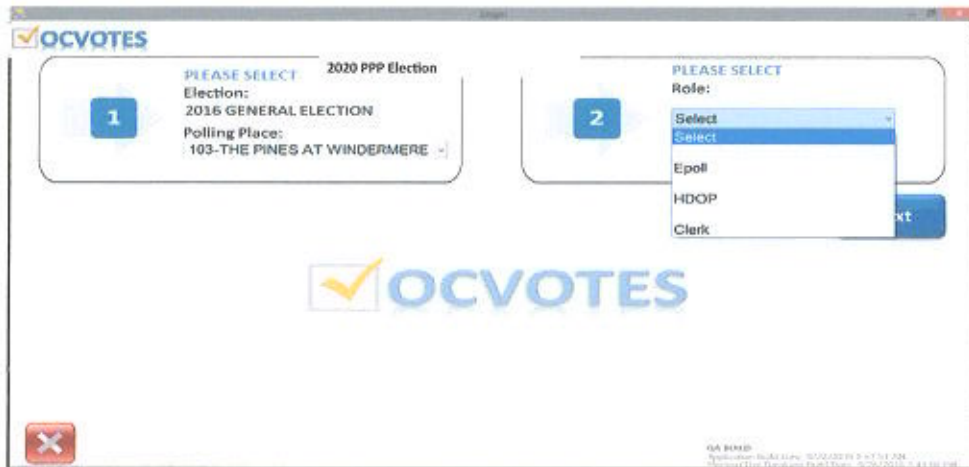
4. Plug the hand-held scanner into the tablet.




### NOTE

Do not press the 'Emergency Only' link. If there is an issue during the data update, notify the Poll Clerk who will call the **Equipment and Modeming Problems** line.





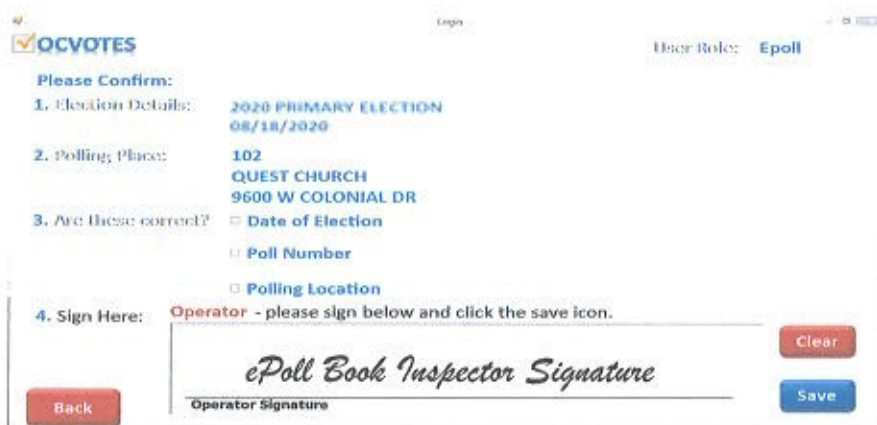
 **NOTE** If the tablet doesn't load to the log-in screen, double press the **OCVOTES** icon on the tablet home screen.

7. Confirm the 'Election Details,' which will be the name and date of the election, and confirm the polling place.

⇒ Click on the three acknowledgement boxes: 'Election Date,' 'Poll Number,' 'Polling Location'.

⇒ Sign your name in the Operator signature box.

⇒ Press Save.




⇒ Have your Poll Clerk sign and press 'Save'

⇒ Both ePoll Book Inspector and the Poll Clerk's signature will display. Click 'Process Voters' to start processing voters.

The screenshots show the OCVOTES interface with the following details:

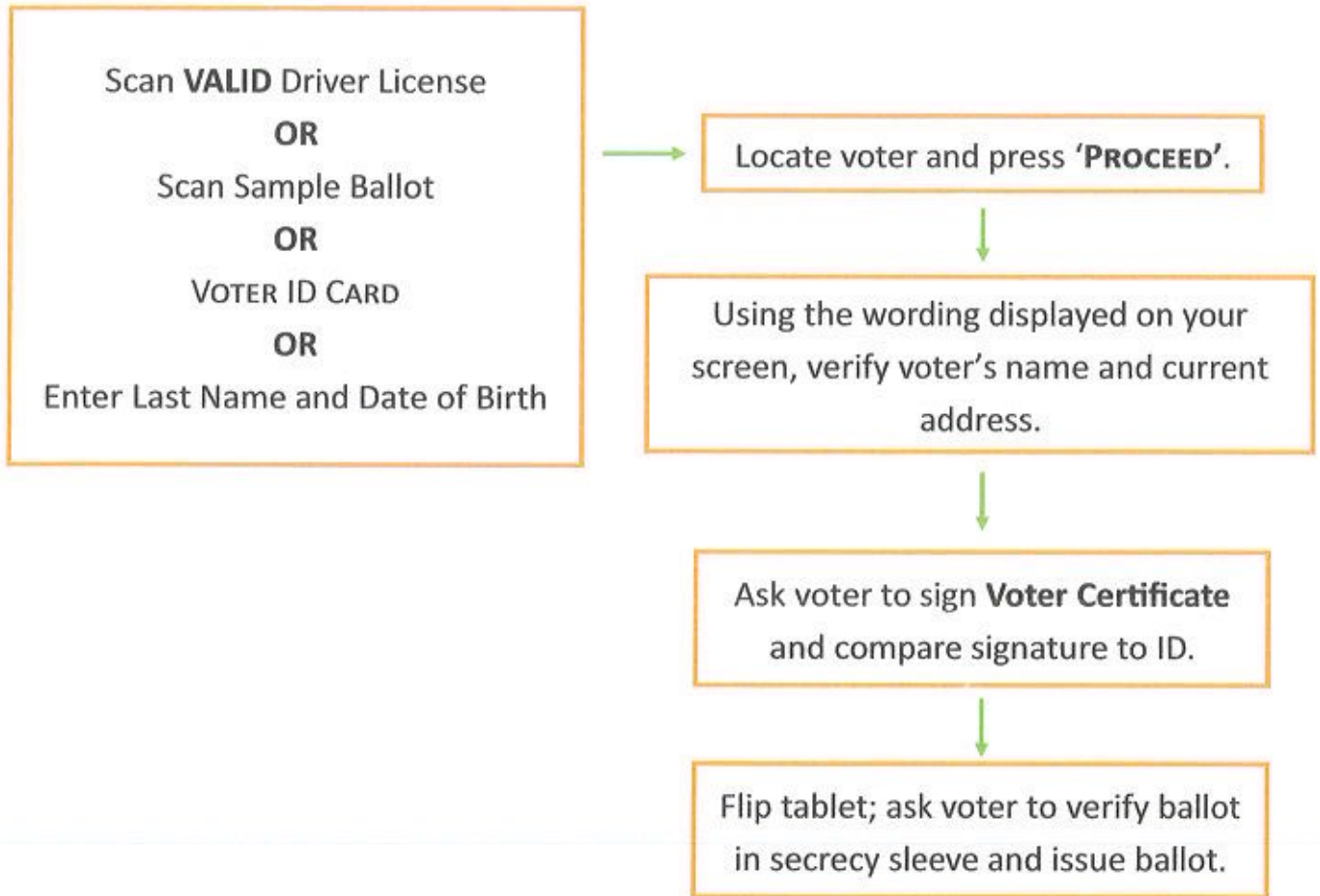
- OCVOTES** logo and **User Role: Epoll** in the top right.
- Please Confirm:**
  - 1. Election Details: 2018 PRIMARY ELECTION, 08/28/2018
  - 2. Polling Place: 102, QUEST CHURCH, 9600 W COLONIAL DR
  - 3. Are these correct?
    - ☑ Date of Election
    - ☑ Poll Number
    - ☑ Polling Location
- 4. Sign Here:** Poll Clerk - please sign below and click the save icon.
  - Top screenshot: A single signature box containing "Poll Clerk Signature" with a "Clear" button to the right and a "Save" button below.
  - Bottom screenshot: Two signature boxes. The left one is labeled "Operator" and contains "Poll Book Inspector Signature". The right one is labeled "Poll Clerk" and contains "Poll Clerk Signature". A "Process Voters" button is located below the boxes.
- Back** buttons are present in the bottom left of both screenshots.

 **NOTE** Pressing the 'Clear' button before 'Save' will erase the current signature, which will allow you to sign again. Pressing the 'Back' button will take you back to the

**Procedures for Processing Voters**

Ask the voter for their **photo and signature ID**. VALID Photo and signature ID can be two separate documents. **Do not** ask voters for their driver's license, as there are other allowable forms of photo and signature ID. The following ID's are acceptable:

## Voter Check-In Process: Ideal Voter

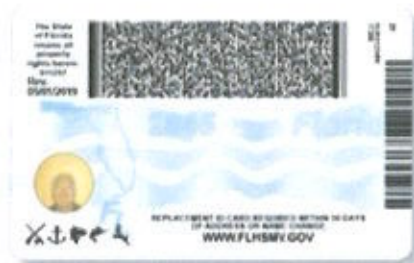






**NOTE**

The tablet cursor must be in the **Last Name** field to conduct a scanned voter search.



Voter Information Card



Sample Ballot Bar Code

The screenshot shows a voter search interface. On the left, there is a 'Voter Search' section with input fields for 'Last Name' (baldwin), 'Driver's license or Voter ID', and 'DOB' (08/15/1962). There are 'Search' and 'Reset' buttons. On the right, there is a 'Voter Information' section displaying: 'Voter ID: 113094202', 'Name: ANNETTE M BALDWIN', 'Date of Birth: 08/15/1962', 'Status: ACTIVE', 'Reg. Date: 02/07/1984', 'Precinct: 235', and 'Address: 1648 SWEETWATER WEST CIR APOPKA FL 32712'. To the right of this section are buttons for 'Voter Challenge', 'Provisional Ballot', 'Voter Assistance', and 'Sign Out'. Below these sections is a table with columns for 'ID NUMBER', 'CLICK TO SORT BY NAME', and 'Date of Birth'. The table contains one row with the values: '113094202', 'ANNETTE M BALDWIN', and '08/15/1962'.

When a voter is located, the following information will display at the top right of the screen:

- ⇒ Voter ID
- ⇒ Voter's Name
- ⇒ Voter's Date of Birth
- ⇒ Voter's Status
- ⇒ Voter's Registration Date
- ⇒ Voter's Precinct

Exempt voter - Do not say their address out loud.


⇒ Voter's Address (if the voter is exempt you will see the exempt message)

In this example we scanned/swiped the voter's valid driver's license/state ID. The system will automatically recognize that a photo and signature is included on the driver's license/Florida ID and **will not** ask if the voter has a picture/signature ID.

Proceed to **Step 2**.

If the voter is not found, press '**Not Found**'. A voter message will display. Complete a *Help Desk Slip (EXHIBIT 2)* and send the voter to the '**Help Desk Oath Person (HDOP)**'. **They will not come back to you—the HDOP will complete the check-in process.**

## 2. Verify the Voter's Name

 **NOTE** Pressing the **X** on any screen will take you back to the 'Voter Search' home screen without processing the voter.

If the voter's name is correct, press 'Yes' and proceed to **Step 3**.

If the voter's name is incorrect, different, or misspelled, press 'No'. A voter message will display. Complete the *Help Desk Slip* and send the voter to the HDOP. Press 'Next Voter' to process the next voter in line.

## 3. Verify the Voter's Address

Compare the address on the voter's ID to our record. If it matches, press 'Proceed'. If it does not, ask the voter, "Do you have an address change or update to make?" If the voter says no, press 'Proceed.'



If the voter states the address is not correct, press **'No'**. A voter message will display. Complete the *Help Desk Slip* and send the voter to the HDOP. Press **'Next Voter'** to process the next voter in line.

If the screen says **'Exempt Voter,'** ask the voter, "Do you still live at the address we have on file?"

**Never** ask for or ask the exempt voters to state their address. Exempt voters, by law, are judges, law enforcement, etc.

If an exempt voter states their address has changed from what we have on file, press **'No'**. A voter message will display. Complete the *Help Desk Slip* and send the voter to the HDOP.

#### 4. Voter Certificate

Flip the tablet over and have the voter sign the **Voter Certificate**. Flip the tablet back and press **'Done'** (if the voter hasn't already pressed **'Done'**).

If the voter has pressed the **'Done'** button, or when you press the **'Done'** button, the message **'Please Flip Back To Poll Worker'** will flash for three seconds.



The tablet automatically progresses to an acknowledgment screen which will allow you to **pre-verify** the signature on the tablet matches the signature of the ID you are holding.

If the signature matches, press **'For Poll Worker Only (Proceed)'**. Follow the normal work flow.

If the signature **does not** match, press **'Voter would like to sign again,'** which will take you back to the **Voter Certificate** screen and will allow the voter to redo their signature.

Once the voter has re-signed, press **'Done'**. After three seconds the acknowledgement screen will again display. Verify the signature, press **'For Poll Worker Only (Proceed)'** and follow the normal work flow. Proceed to **Step 5**.

### 5. Signature Verification

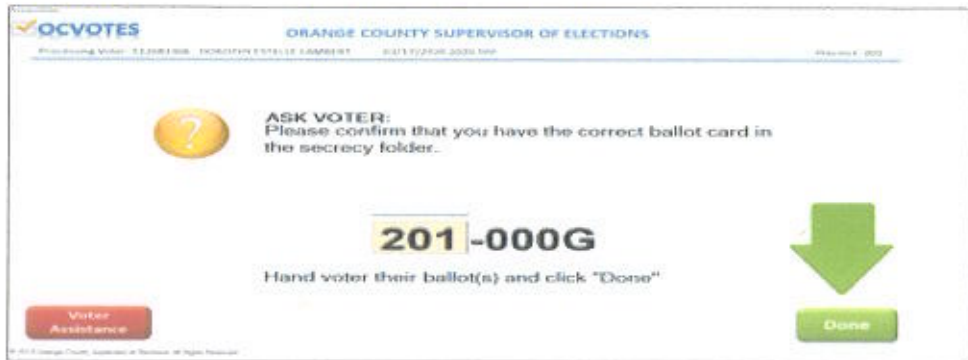
Using the signature ID the voter has given you, verify that the voter's signature ID matches the signature on the tablet.

If the signature matches the signature ID presented, press **'Yes'**.




If the signature does not match, press **'No'**. Complete the **'Signature Differs Affidavit'** displayed on the screen. Follow the process on the screen to continue checking in the voter.

## 6. Ballot Confirmation



Flip the tablet to the voter and have them verify they have the correct ballot in the disposable secrecy folder. After verifying the voter has the correct ballot card in the disposable secrecy folder, thank the voter, then direct them to the voting booth and press 'Done'. You can now process the next voter in line.

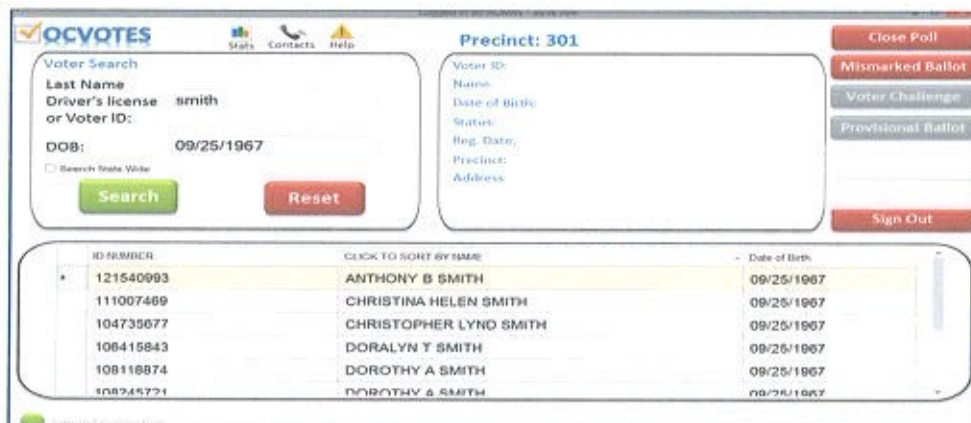


**NOTE** You **do not** have to ask the voter if they need assistance. Only if the voter asks for assistance will you press the 'Voter Assistance' button (page 43).

Carefully remove the ballots by pulling them out of the shrink-wrapped packet. Remove **one ballot at a time** from the packet. Leave the shrink-wrap intact and the ballots enclosed in the packet. If a voter mismarks a ballot, notify the Poll Clerk. **The ePoll Book Inspector does not take any action on a mis-marked ballot.**

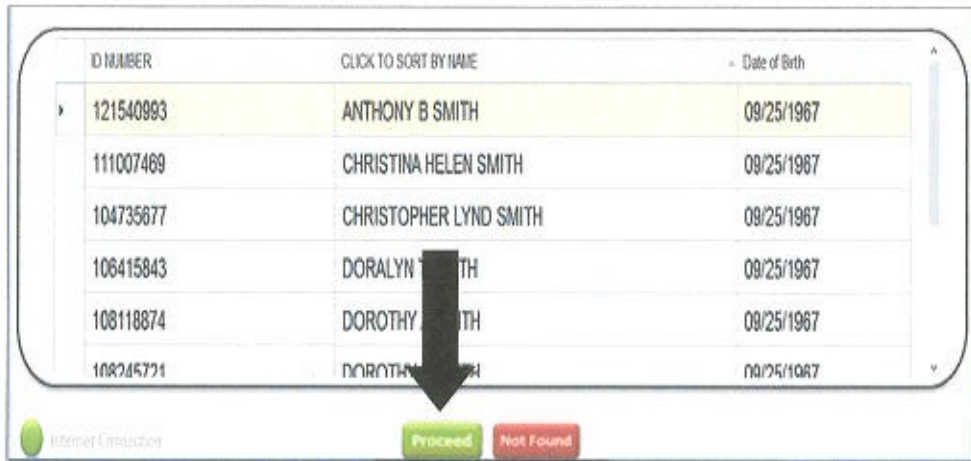
### *Procedures for Manual Voter Search*

Enter the voter's last name and date of birth (i.e. smith, 09/25/1967). Results will display. **Do not enter the first name or initials at this point.**





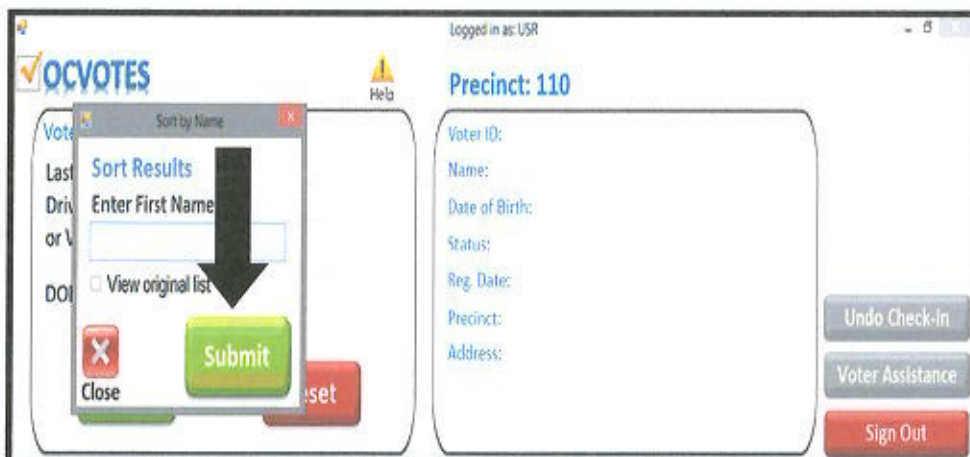
Scroll to view names. If the correct voter is found, press the name to highlight it. The **'Proceed'** button will display. Press **'Proceed'** to continue.



Follow the next steps on the screen. If the voter is not found, or too many results are displayed, you can conduct an additional search using the voter's first name. Press **'Click To Sort By Name'**.



Enter the first name or first few letters of the voter's first name in the display box and press **'Submit'**. To cancel, press **'X Close'** button.



Results will display in alphabetical order. Scroll to view names.

ID NUMBER	CLICK TO SORT BY NAME	Date of Birth
121540993	ANTHONY B SMITH	09/25/1967
111007469	CHRISTINA HELEN SMITH	09/25/1967
104735677	CHRISTOPHER LYND SMITH	09/25/1967
106415843	DORALYN T SMITH	09/25/1967
108118874	DOROTHY A SMITH	09/25/1967
108245771	DOROTHY A SMITH	09/25/1967

Internet Connection

Once you find the correct voter, press the name to highlight it. The **'Proceed'** button will display. Press **'Proceed'** to continue.

ID NUMBER	CLICK TO SORT BY NAME	Date of Birth
121540993	ANTHONY B SMITH	09/25/1967
111007469	CHRISTINA HELEN SMITH	09/25/1967
104735677	CHRISTOPHER LYND SMITH	09/25/1967
106415843	DORALYN T SMITH	09/25/1967
108118874	DOROTHY A SMITH	09/25/1967
108245771	DOROTHY A SMITH	09/25/1967

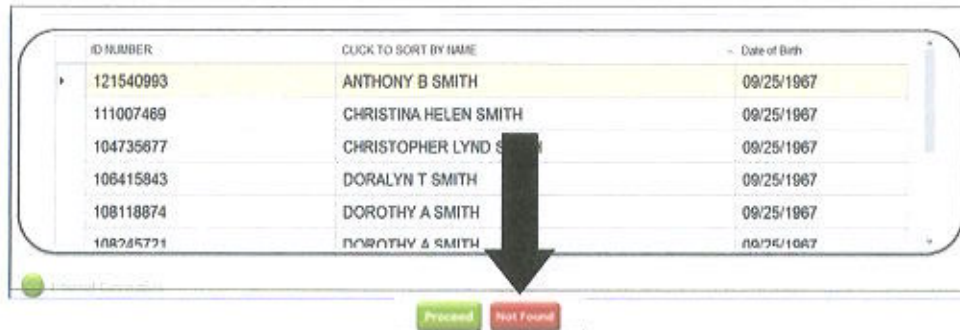
Internet Connection

Proceed Not Found

You can also do a sort by date of birth, but it does not bring up a pop-up window—it only sorts it in the selected order.

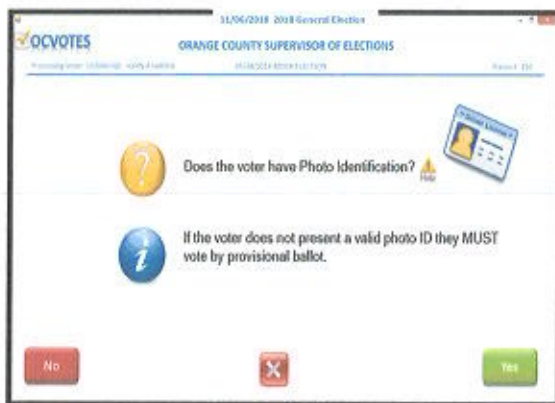
**When doing a manual search, be sure to verify the correct spelling of a person's name (i.e., Brown vs. Browne).**

If after **Steps 1** and **2** of the manual search the voter is not found, press and highlight any name to display the **'Not Found'** button and press **'Not Found'**. A voter message will display. Complete a *Help Desk Slip* and send the voter to the HDOP. Press **'Next Voter'** to process the next voter in line.



### Photo Identification

When you locate a voter by conducting a manual search or scan a sample ballot, the system will automatically ask if the voter has photo identification. If the voter has photo identification, press **'Yes'** and follow the next steps on the screen.



If the voter does not have photo identification press **'No'**. A voter message will display. Complete a *Help Desk Slip* and refer the voter to the HDOP.

If you are unsure which forms of Valid Photo ID can be used, press the **'Help'** button and a list of acceptable forms will display.

**Never use** voter ID cards or Voter Information Notices as proof of identify, proof of registration status, or proof of party affiliation.



### NOTE

Photo and signature ID may be two separate forms of ID. Voters must have both **VALID** photo and signature ID to vote a regular ballot.

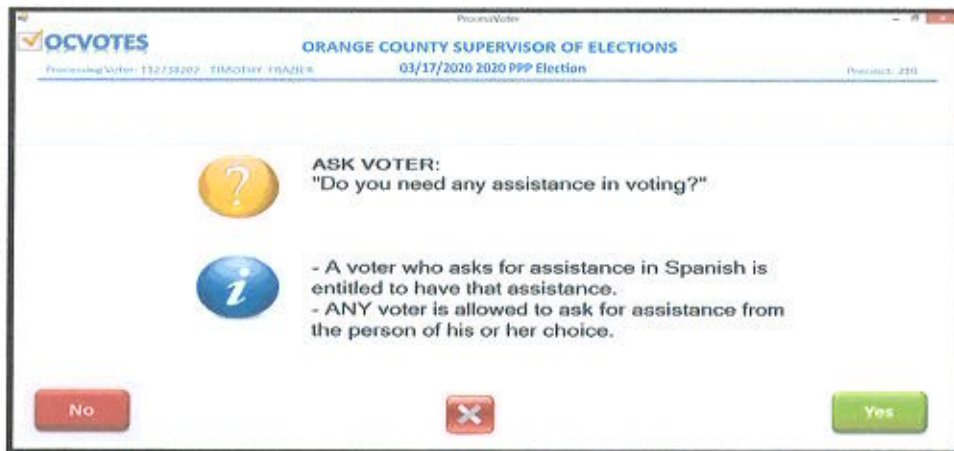


## Signature Identification

If the voter has signature identification press **'Yes'**. Follow the next steps on the screen. If the voter does not have signature identification, press **'No'**. A voter message will display. Complete a *Help Desk Slip* and send the voter to the HDOP.



## Voter Assistance



If a voter has requested assistance in the past, this notification will automatically appear. If the voter still requests assistance, press **'Yes'** to proceed to the next screen. If a voter has never requested assistance in the past you will not see this screen.

If the voter does not require assistance, press **'No'** to proceed to the next screen.

POLL WORKER TRAINING MANUAL:

OCVOTES ORANGE COUNTY SUPERVISOR OF ELECTIONS  
Processing Voter: 12304781-TIMOTHY FRADDE 03/17/2020 2020 PPP Election Precinct: 110

**ASK VOTER:**  
"Do you have someone here to assist you?"  
\* Yes \* No

Assistor 1:  
John Smith

- If needed, two poll workers may assist a voter.  
- Poll workers do NOT have to complete the Declaration to Provide Assistance.

Back Continue

Ask the voter if they have someone here to assist them. If they do, press 'Yes' and enter the assistor's **first and last name**. Press 'Continue'. If you fail to enter the assistor's last name, you will receive an error message. Press 'OK,' enter the assistor's **last name**, and press 'Continue'.

**ASK VOTER:**  
"Do you have someone here to assist you?"

Required field  
Please enter Last name of person assisting.

OK

The **Declaration to Secure Assistance** will display. If they do not, press 'No'.

OCVOTES ORANGE COUNTY SUPERVISOR OF ELECTIONS  
Processing Voter: 12304781-TIMOTHY FRADDE 03/17/2020 2020 PPP Election Precinct: 110  
Orange County, FL (Sec. 103.091 FS) ENGLISH SPANISH

**DECLARATION TO SECURE ASSISTANCE**

I, BARBARA ANN LOPEZ, swear or affirm that I am a registered elector and request assistance from TIMOTHY ASSISTOR in voting at the MOCK ELECTION held on 05/28/2014.  
81648 VICOLO LOOP WINDERMERE FL 34786

*Voter Signature* Clear Save

Signature  
Sworn and subscribed to before me this 16th day of June, 2014.

*ePoll Book Inspector Signature* Clear Save Continue

Operator Signature Back

Flip the tablet over and have the voter sign the **Declaration to Secure Assistance** form. Once the voter has signed, flip the tablet back and click **'Save'**. If the voter is not satisfied with their signature, press the **'Clear'** button to start over.

The ePoll Book Inspector will also sign and press **'Save'**.

Flip the tablet over and have the person assisting sign the **Declaration to Provide Assistance** form. Once the assistor has signed, flip the tablet back and click **'Save'**.

The ePoll Book Inspector will also sign and press **'Save'**.

Once you press **'Continue'** after entering the names, the **'Affidavit has been issued'** acknowledgment will display.



If the voter does not have anyone will them to assist, choose 'No'. Two poll workers may then assist.

The screenshot shows the OCVOTES interface for the Orange County Supervisor of Elections. The header includes the OCVOTES logo, the title "ORANGE COUNTY SUPERVISOR OF ELECTIONS", and the date "03/17/2020 2020 PPP Election". The main content area features a yellow question mark icon with the text "ASK VOTER: 'Do you have someone here to assist you?'" and two radio button options: "Yes" and "No". Below this, an information icon (i) is followed by two instructions: "- If needed, two poll workers may assist a voter." and "- Poll workers do NOT have to complete the Declaration to Provide Assistance." At the bottom, there are "Back" and "Continue" buttons.



**NOTE**

If the voter does not have anyone to assist them, two poll workers can assist them. In this case, it is not necessary to complete the **Declaration to Provide Assistance** form.

Voter assistance after voter has checked in

If you notice someone providing assistance to the voter and they have not signed the affidavit, notify the Poll Clerk, who will in turn advise the voter and person assisting to return to any ePoll Book Inspector's station to complete the necessary affidavit on the tablet. (If the Poll Clerk determines they're just visiting each other, the Poll Clerk will ask whomever is finished to step outside while the other completes their ballot.)

Once the voter and person assisting arrive at the ePoll Book Inspector's station, locate the voter in the tablet, then press the '**Voter Assistance**' button.

The screenshot shows the OCVOTES voter search interface. On the left, there is a "Voter Search" section with input fields for "Last Name", "Driver's license or Voter ID:" (containing "119092682"), and "DOB:". Below these are "Search" and "Reset" buttons, and a "Search State Wide" checkbox. On the right, the "Precinct: 101" section displays voter details: "Voter ID: 119092682", "Name: STEVEN DOUGLAS YOUNG", "Date of Birth: 09/03/1977", "Status: ACTIVE", "Party: NPA", "Reg. Date: 09/02/2011", "Precinct: 101", and "Address: 1899 VISTA ROYALE BLVD ORLANDO FL 32835". A vertical menu on the far right contains buttons for "Close Poll", "Mismarked Ballot", "Voter Challenge", "Provisional Ballot", "Undo Check-in", "Voter Assistance", and "Sign Out". At the bottom, a table lists search results with columns for "ID NUMBER", "CLICK TO SORT BY NAME", and "Date of Birth". The first result is: "119092682", "STEVEN DOUGLAS YOUNG", "09/03/1977". Below the table are "Proceed" and "Not Found" buttons, and the text "Logged In As: CLERK".

Follow the steps on **page 35** to complete the voter assistance forms.

## Voter Assistance

If a voter needs assistance:

- ⇒ The **'Voter Assistance'** button will appear on the ballot issue screen at the bottom left corner for any voter who has **never** requested assistance in the past—only click the button if they ask for assistance.
- ⇒ If the voter has requested assistance in the past, you will be prompted to ask, “Do you need any assistance in voting?”
  - ◇ If the voter does not need assistance, press **'No'**.
  - ◇ If the voter still requires assistance, select **'Yes'**.
  - ◇ Ask the voter if they have someone to assist them.
    - ◆ If so, press **'Yes'** and enter the assistor's first and last name. Then press **'Continue'**.
      - Flip the tablet over and have the voter sign the *Declaration to Secure Assistance* form. Then press **'Save'**.
      - Flip the tablet over and have the assistor sign the *Declaration to Provide Assistance* form. Then press **'Save'**.
      - You will then sign and press **'Save'**.
      - Press **'Okay'** when the “Affidavit has been issued” screen appears. Then press **'Continue'**.
    - ◆ If they do not have an assistor, press **'No'**.
      - Two Election Board members may then assist after the voter has signed the *Declaration to Secure Assistance* form.

## Processing Voters with Exceptions

**No Photo ID  
OR  
Signature ID**

*Complete Help Desk Slip*

*Send voter to HDOP*



**Signature  
Differs**

*Have voter complete the  
Signature Differs Affidavit  
on the tablet*



**Vote-by-Mail  
Returned**

*Follow prompts on tablet*

*Complete Help Desk Slip*

*Send voter to HDOP*



### Signature Differs

If the voter's signature is **substantially different** from the signature identification provided, press 'No'.



The program will automatically display the 'Signature Differs Affidavit'.

Flip the tablet, have the voter sign the affidavit, flip the tablet back and press 'Save'.

The ePoll Book Inspector will also sign and press 'Save'. Press 'Continue'. Press 'OK' on the acknowledgement box. Follow the prompts on the screen to complete processing the voter.



## Voter Check-In Process: Vote-by-Mail Issued

Scan Driver License  
**OR**  
Scan Sample Ballot  
**OR**  
VOTER INFORMATION CARD  
**OR**  
Enter Last Name and Date of Birth



Locate voter and press '**PROCEED**'.




Voter was mailed a Vote-by-Mail ballot and has it to surrender. Press '**YES**'. Follow instructions. Press '**CONTINUE**'.  
**OR**  
Voter was mailed a Vote-by-Mail ballot and does not have it to surrender. Press '**NO**'.



Ask voter to sign **Voter Certificate** and compare signature to ID.



Ask voter to verify ballot in secrecy sleeve and issue ballot.

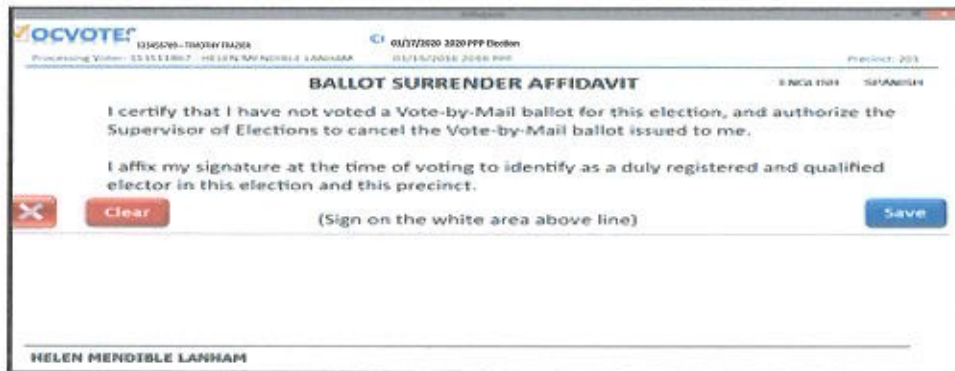
  
Voters are **NOT** permitted to take their vote-by-mail ballot into the voting booth to use as a guide. Voters must surrender their vote-by-mail ballot at the ePoll Book Inspector's table where they will receive a sample ballot if needed.

Ask the Poll Clerk for an alternate sample ballot if the voter insists on using their cancelled vote-by-mail ballot as a template to mark their regular ballot.

### Vote-by-Mail Ballot

Voters who have been mailed a Vote-by-Mail ballot will be asked if they have the Vote-by-Mail ballot to surrender. If the voter has the Vote-by-Mail ballot to surrender, press **'Yes'**. Write **'Cancelled'** on the Vote-by-Mail ballot envelope and place inside the *ePoll Book Inspector's Envelope*. Press **'OK'** and follow the screens to complete processing the voter. If the voter does not have the Vote-by-Mail ballot to surrender, press **'No'**. The **'Ballot Surrender Affidavit'** will display.

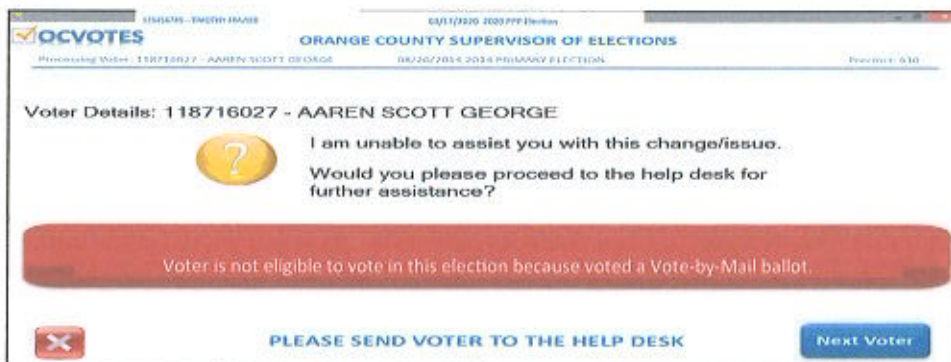
Flip the tablet to the voter, have them sign the affidavit, flip the tablet back, and press **'Save'**.



**'Affidavit has been issued'** message will display. Press **'OK'**. Continue to process the voter.



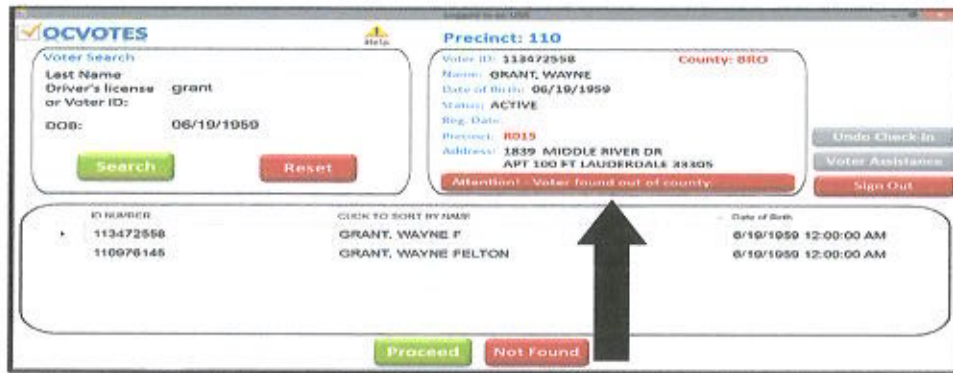
If the voter has already mailed in their Vote-by-Mail ballot and it has been processed, the following message will display. Complete a *Help Desk Slip* and send them to the HDOP.





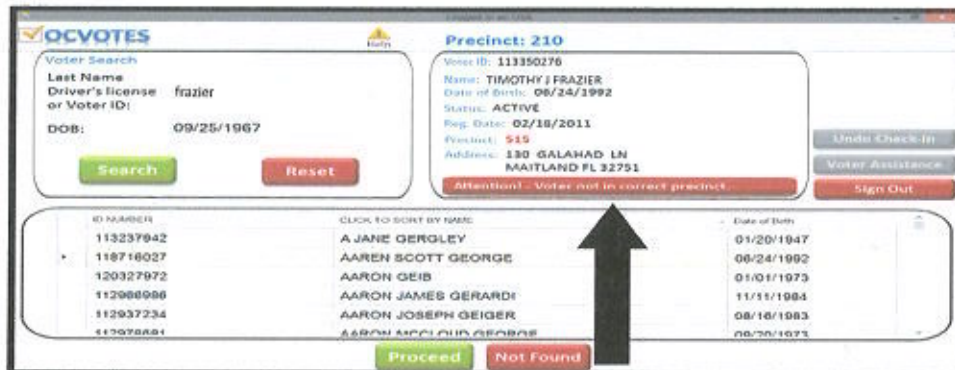
### Voter Out of County

The system will determine if the voter is out of county. If a voter is determined to be out of county, press **'Proceed'**. A voter message will display. Complete a *Help Desk Slip* and send the voter to the HDOP. Press **'Next Voter'**.



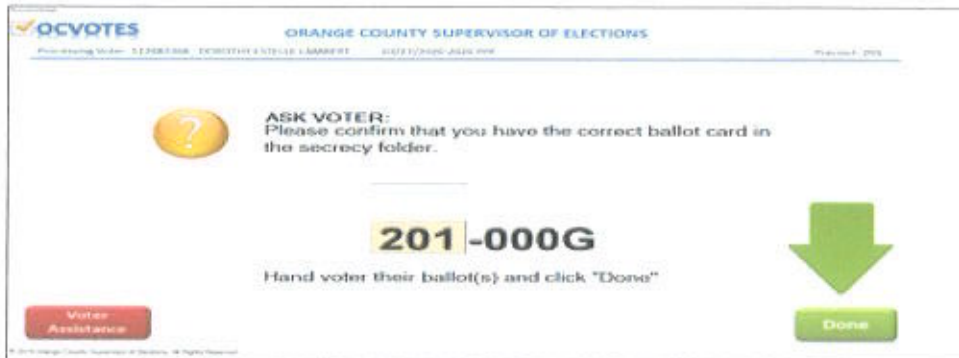
### Incorrect Precinct

If a voter is determined to be in the incorrect precinct, press **'Proceed'**. A voter message will display. Complete a *Help Desk Slip* and send the voter to the HDOP. Press **'Next Voter'**.



## Ballot Issuing: During Voting Hours

Locate the ballot card number on the tablet.



1. Each voter will receive 1 ballot card.
2. Carefully remove the ballot by pulling it out of the shrink-wrapped packet. Remove **one ballot at a time** from the packet. Leave the shrink-wrap intact and the ballots enclosed in the packet.
3. Place ballot in the secrecy folder. Hand ballot, in the secrecy folder, to the worker at the appropriate tablet—this includes the HDOP.
4. The ePoll Book Inspector at the tablet will hand the ballot to the voter, flip the tablet toward the voter, and ask them to verify they received the ballot card noted on the screen.
5. **If a voter mis-marks a ballot, notify the Poll Clerk. You do not take any action on a mis-marked ballot.**

### WHAT TO DO IF...

What do I do if I pulled out the wrong ballot for the voter?

- ⇒ If you notice it before you hand the ballot to the voter, place the wrong ballot back into the packet it came from and pull the correct ballot from the packet and place it inside the secrecy folder.
- ⇒ If the voter notices it at the ePoll station as they are verifying their ballot, replace it with the correct ballot. Place the one that was issued incorrectly back in the packet it originally came from.
- ⇒ What do I do if the voter says, "I was issued the wrong ballot," but the numbers match what the ePoll book shows? Call the Poll Clerk.
- ⇒ What do I do if the voter comes back to me asking for a replacement ballot because they made a mistake on their ballot? Call the Poll Clerk over so they can issue the voter a replacement ballot. The replacement ballot should come from your packet of ballots.

### ***Ballot Issuing: End of Day***

Two poll workers will handle ballot verification.

1. Ask the Poll Clerk for the *Ballot Verification Check-Off List*.
2. Open all ballot transfer case (s) and remove the paper seals.
3. Place all full packets into transfer cases for the Poll Clerk to complete Ballot Accounting.
4. Gather the partial packets of ballots for the Poll Clerk to do Ballot Accounting.
5. Once the Poll Clerk/VSI breaks the seal and unlocks the ballot door on the Tabulator tub, remove **all ballots** from the tub.
6. Neatly pack the voted ballots into the gray bins. **Do not** separate the ballots by card number.
7. Once the Poll Clerk has completed Ballot Accounting, place all unused partial/full ballots into ballot transfer cases.
8. The **only** ballots that should be remaining and **not** packed into the transfer case (s) are the mis-marked ballots and the un-scanned ballots, which are unable to be read by the Tabulator and have been placed in the *Not Counted/Un-scanned Ballot* envelope (large clear zip-lock bag).
9. After the Poll Clerk finishes Ballot Accounting, use the red paper seals to seal each transfer case and initial each seal along with another poll worker.
10. Sign the '**End of Day**' section on the tablet, along with Poll Clerk and another poll worker.





## Knowledge Check

- ◆ Your ePoll tablet must be up and running by \_\_\_\_\_.
- ◆ Plug in your hand-held scanner \_\_\_\_\_ your HDOP builds your tablet.
- ◆ Never let a \_\_\_\_\_ ballot go past your sign-in station.
- ◆ If the voter wants to use their canceled vote-by-mail ballot as a template to mark their issued ballot, you must call the \_\_\_\_\_, who will issue them an \_\_\_\_\_.
- ◆ If the voter needs a new ballot because they made a mistake, you must call the \_\_\_\_\_, who will issue a new ballot.

Exhibit 1

<b>Help Desk Slip</b>		Pct # _____
Voter's Name: _____		D.O.B: _____
Voter's ID Number: _____		ePoll Book Inspector's Initials: _____
<input type="checkbox"/> Voter's name has changed/misspelled	<b>*AUTOMATIC PROVISIONALS</b> (No Phone Call to Office Required) <i>ALL Provisionals MUST be completed on Tablet</i>	
<input type="checkbox"/> Voter's address has changed	<input type="checkbox"/> Early Voted	
<input type="checkbox"/> "Update Needed" Message	<input type="checkbox"/> No Photo ID	
<input type="checkbox"/> "Must Call" message	<input type="checkbox"/> No Signature ID	
<input type="checkbox"/> Political Party in question	<input type="checkbox"/> Challenged Voter	
<input type="checkbox"/> Voter Not Found	<input type="checkbox"/> Wrong Precinct	
(*paperclip this slip to the Provisional Ballot Envelope)		

<b>New Polling Place</b>	
(Have Voter Complete this Information and take with them)	
Precinct #: _____	Facility Name: _____
Directions listed on the Help Desk Tablet:	
_____	
_____	
_____	



## Election Day Check-off List ePoll Book Inspector

Use this check-off list to complete the Ballot Verification process **BEFORE THE POLLS OPEN** at 7:00 a.m.

### BEFORE THE POLLS OPEN

- ⇒ Remove your tablet from the black case.
- ⇒ Power on your tablet, enter the password “orange”, press ‘Enter’. **DO NOT** plug in your scanner until the HDOP has inserted the flash drive into your tablet, and you have pressed the ‘**PROCEED**’ button on the tablet.
- ⇒ Select your Polling Place and Role from the drop-down menu. Press ‘**NEXT**’.
- ⇒ Check your three boxes, sign, and press ‘**SAVE.**’ Have the Poll Clerk sign and press ‘**SAVE.**’ Press ‘**PROCESS VOTERS.**’ Your tablet is now ready to process voters.
- ⇒ In the presence of another poll worker, open **ALL** Ballot Transfer cases.
- ⇒ Verify the number of packets against the *Ballot Chain of Custody* form located in the Election Results Box.
- ⇒ Take the *Ballot Chain of Custody* form and verify the ballot card numbers are the same as those on the sample ballots on the signboard. If the numbers do not match, tell the Poll Clerk to call the **Poll Clerk Issues and Procedures line.**
- ⇒ Place one packet of each ballot card number in front of the tent cards, on the ballot-issuing table.
- ⇒ Carefully open the top of the shrink-wrapped packet of ballot cards you have on the ballot-issuing table.
  - ⇒ **DO NOT** pre-open all the packets of ballots.
  - ⇒ Only open one packet of each ballot card number at a time. (Except the precinct (s) with less than 100 ballots)
  - ⇒ Leave the unopened shrink-wrapped ballots in the ballot transfer cases stored under ballot issuing table until needed.
  - ⇒ Return **ALL** ballot transfer cases to Collection site at the end of the night.







## Election Day Check-Off List

Use this check-off list to complete the ballot packing process **AFTER RESULTS** have been modemed, and while the Poll Clerk completes Ballot Accounting Worksheet

### AFTER THE POLLS CLOSE

- ⇒ Open **ALL** Ballot Transfer case (s) and remove the unused paper seals.
- ⇒ Count the unopened and partial packets of ballots for the Poll Clerk to do Ballot Accounting.
- ⇒ Once the Poll Clerk breaks the seal and unlocks the ballot door on the tabulator tub, assist the VSI in removing **ALL VOTED BALLOTS** from the tub.
- ⇒ Neatly pack the **voted ballots** into the gray bin and seal with 2 orange plastic numbered seals. **Do not put the gray bins back into the tabulator.**
- ⇒ Once the Poll Clerk has completed Ballot Accounting, place all unused partial/full ballot packets into the Ballot Transfer case (s).
- ⇒ The **ONLY** ballots that should be remaining and **NOT** packed into the transfer case (s) are the torn **mis-marked ballots** (in the large manila envelope), and the **unscanned ballots**, which are unable to be read by the tabulator and have been placed in the *Not Counted/Unscanned Ballot* envelope (large clear zip-lock bag).
- ⇒ After the Poll Clerk finishes Ballot Accounting, with another poll worker, use the orange paper seals to seal each transfer case and initial each seal.