Election Day Laptop Operator Quick Reference Card

Tips for Locating a Voter

Search using Birthdate	Clear all search information and enter the voter's birthdate. All registered voters with that date of birth will appear. Be sure to clear out all other search fields when using this option
Search using Wildcard Feature	Place the "%" symbol after any part of the known name and criteria will return based on the letters preceding the "%". Example: **(Last Name: TUT%, First Name: COL%)** this will bring back all voters with "TUT" as the first 3 letters of the last name and "COL" as the first 3 letters of the first name

Be sure to exhaust all search methods before sending a voter to the help desk

Processing a Perfect Voter

STEP 1	Ask the voter to state his name and address (and party in a partisan primary) • Enter the voter's last name and first name and click the "Search" button and compare the name and address to that found on record. Exhaust all search methods if a simple name search does not return the correct result • If the voter is registered as unaffiliated, ask which party they would like to vote 　• If voter wants to vote a ballot for a party other than the one they are registered, they must vote provisionally
STEP 2	Select the voter's record in the results pane (Green check mark indicates that the voter is eligible to vote in the precinct)
STEP 3	State the voter's name, address (and party in a partisan primary) back to him and inform him of his registration status
STEP 4	Click the "Vote" button in the "Voting" pane under the "Home" tab
STEP 5	If an unaffiliated voter is processed in a partisan primary, you will get a pop-up to choose which party the voter would like to vote. Choose the voting method and click "Select" • The most common is "In-Person" but "Curbside" is chosen if voter is processed with by curbside coordinator
STEP 6	The Authorization to Vote (ATV) form will print • Voter should sign and precinct official should initial in section "A" • If voter is curbside, he and the curbside coordinator will sign in section "C"
STEP 7	Instruct the voter to proceed to the ballot distribution station or iVotronic operator with his ATV form

Processing an Inactive Voter

STEP 1	Ask the voter to state his name and address (and party in a partisan primary) • Enter the voter's last name and first name and click the "Search" button and compare the name and address to that found on record. Exhaust all search methods if a simple name search does not return the correct result • If the voter is registered as unaffiliated, ask which party they would like to vote • If voter wants to vote a ballot for a party other than the one they are registered, they must vote provisionally
STEP 2	Select voter's record in the results (The inactive symbols should appear indicating address must be confirmed or updated)
STEP 3	Confirm that the voter has lived at the address for 30 days or more and select the "Update Voter Reg" button in the "Registration" pane under the "Home" tab
STEP 4	When on the update registration screen for an inactive voter, any combination of the below scenarios may exist 1. Voter may update his residential address (Must meet the 30-day requirement from step 3) 2. Voter may update or add his mailing address (Does not have to meet the 30-day requirement) 3. Voter may confirm that the address(es) on file are correct and not provide new address information 　○ Continue through the update screen without making any edits
STEP 5	Click the "Review" button on the "Update Voter Registration" screen and state the voter's name, address (and party in a partisan primary) back to him and inform him of his registration status
STEP 6	Click the "Vote" button • The "Cancel Vote" button allows the user to cancel out of the voting process if needed • The "Back" button allows the user to go back to the "Update Voter Registration" screen to make updates
STEP 7	If an unaffiliated voter is processed in a partisan primary, you will get a pop-up to choose which party the voter would like to vote. Choose the voting method and click "Select" • The most common is "In-Person" but "Curbside" is chosen if voter is processed with by curbside coordinator
STEP 8	When processing an inactive voter and an update is performed, an additional voter update form will print • The voter will sign and precinct official will initial in section "A" on the ATV as always • If an address update transferred the voter into the precinct, the official must sign in section "B" on the ATV 　○ If section "B" is populated, record the information on the transfer-in log to notify the chief judge • If voter is curbside, he and the curbside coordinator will sign in section "C" • The voter will sign in section "D" on the second page if a change was made
STEP 9	Instruct the voter to proceed to the ballot distribution station or iVotronic operator with his ATV form

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Flagging a Voter as Cancelled

If the vote process has been completed for a voter and an ATV form has been printed, it is possible to cancel the vote in OVRD until the voter receives his ballot. This may occur if it is noticed that the wrong voter was processed or if the voter decides that he no longer wishes to cast a ballot before it is received. If the voter needs to be reprocessed, he must do so on a laptop different from the one that he was cancelled on.

STEP 1	Clear all previously searched information using the "Clear" button in the "Search" pane under the "Home" tab
STEP 2	Search for the voter who has already been processed as voted in OVRD
STEP 3	Click the "Cancel Vote" button in the "Voting" pane under the "Home" tab
STEP 4	Mark through the ATV that was originally printed for the voter and place into the errors folder

Reprinting an ATV Form

If the vote process has been completed for a voter in OVRD and an ATV form or transfer sheet has been printed but an error occurred during the printing process (no ink, paper jam, etc.), it is possible to reprint the ATV form(s) and transfer sheet.

STEP 1	Clear all previously searched information using the "Clear" button in the "Search" pane under the "Home" tab
STEP 2	Search for the voter who has already been processed as voted in OVRD
STEP 3	Click the "Reprint" button in the "Voting" pane under the "Home" tab

Flagging Voter as Absentee

By 10 AM on Election Day, the New Hanover County Sheriff's Office will deliver at least two lists of absentee voters. If a third list is delivered and is labeled "SUPPLEMENTAL" all of the voters on the list must be flagged as absentee voters in OVRD.

STEP 1	Receive the supplemental absentee list from the chief judge once it is delivered by NHCSO
STEP 2	Clear all previously searched information using the "Clear" button in the "Search" pane under the "Home" tab
STEP 3	Search for the voter on the supplemental list
STEP 4	Locate the voter in the results pane
STEP 5	Click the "Flag as Absentee" button found in the "Voting" pane under the "Home" tab
STEP 6	Notice the status of the voter has changed in the results pane and the absentee symbol appears
STEP 7	Repeat for all voters on the supplemental absentee list and on all laptops in the precinct

Flagging Voter as Transfer

If a voter who was previously registered in the precinct presents in a different precinct and performs an address update that transfers him into the other precinct, the chief judge will call to alert the old precinct of the transfer. When this occurs, the voter must be flagged as transferred on all computers in the precinct.

STEP 1	Receive the transfer out log from the chief judge
STEP 2	Record the names on the transfer out log onto the transfer out log at the laptop
STEP 3	As soon as possible, clear all previously searched information using the "Clear" button in the "Search" pane under the "Home" tab
STEP 4	Search for the voter on the transfer out log
STEP 5	Locate the voter in the results pane
STEP 6	Click the "Flag as Transfer" button found in the "Voting" pane under the "Home" tab
STEP 7	Select the precinct that the voter was transferred into
STEP 8	Repeat for all voters on the transfer out log

The only time that a voter should be asked to show identification is when prompted by the electronic poll book.

If a voter requires an update to his registration and he is not an inactive voter, process him using the "Update Voter Reg" button in the "Registration" pane under the "Home" tab.

Inactive does not mean that the voter needs to be sent to the help desk. It simply means that an update needs to be performed on the registration record.

In order to update residential address, the voter must have lived at the address for 30 days or more. This requirement does not apply to mailing address updates.