

BALLOT COUNTER JUDGE DUTY CARD

RESPONSIBILITIES:

- Assist Voters at Ballot Counter
- Respond to Error Messages
- Collect pens and secrecy sleeves
- Distribute I Voted Stickers

TOOLS AND SUPPLIES:

- Duty Card
- I voted stickers

INSTRUCTIONS

1. Stand or sit at least 6 feet away from ballot counter
2. KEEP BALLOT COUNTER SCREEN IN VIEW TO MONITOR FOR ERROR MESSAGES
3. Respond to error messages
4. Assist voters as necessary
5. Return pens and secrecy sleeves to ballot/demonstration judge station

BALLOT COUNTER ERROR MESSAGES

VOTER ERROR - The following situations will result in an error message for the voter

Voters can respond themselves to the message, or ask the Ballot Counter Judge for assistance

Message	Possible Cause	Action
Blank Ballot	Voter did not mark any votes Voter did not mark ballot correctly Voter used incorrect marking device	“Cast Blank Ballot” OR “Return Ballot”
Overvote	Voter voted for more candidates than allowed in one or more races	“Cast Ballot” OR “Return Ballot”

MACHINE ERROR - Follow machine prompts

Message	Possible Cause	Action
Error Scanning Ballot OR Ballot Cannot Be Read	Wrong ballot for precinct Ballot is damaged Stray marks in timing track Ballot path obstructed	Reinsert ballot in different orientation If ballot still cannot be read send voter to Ballot Judge for new ballot Clean ballot path (see Troubleshooting Instructions)
Jammed Ballot	See local procedures on reverse of this card	

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JAMMED BALLOT PROCEDURES

1. If ballot **HAS been counted** this message will appear:



Your ballot has been counted but it didn't drop into the ballot box. Ballot Jam. Please check the paper path. Please contact a poll worker.

- Show Voter the message saying Ballot HAS BEEN COUNTED
- Call Head Judge to assist
- Locate the jammed ballot and place inside ballot box
 - Look at "ballot path window" on back of ballot box.
 - If ballot is visible, TWO JUDGES slide ballot counter forward and push ballot further along ballot path until it drops in the box.
 - If ballot is not visible, TWO JUDGES slide ballot counter forward to locate ballot. If ballot is found feed ballot into ballot path opening until it drops in the box.
 - DO NOT feed through ballot counter again! It's already been counted!

2. If ballot **HAS NOT been counted** this message will appear:



Ballot Jam. Your ballot has NOT been counted. Ballot Jam. Please contact a poll worker.

- Call Head Judge to Assist
- Election Judge must remove the ballot from the machine
- Voter re-insert ballot OR go to ballot judge for new ballot if ballot is damaged
 - Call Election Judge Hotline for assistance if ballot cannot be located or cannot be removed