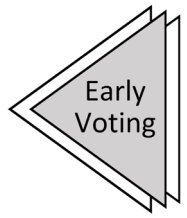


# Voter Assistance Quick Guide



## Checklist

*This checklist must be completed by staff responsible for voter assistance.*

### At the beginning of each day

#### Review these reminders:

- Put out any signage that must be taken in/out of the enclosure daily, including flipping the Open/Closed sign to "Open."
- Make sure the Chief Judge turns on the ExpressVote and that it is ready for voters.
- Place and adjust traffic cones, as necessary.

### During each day

#### Review these reminders:

- Do not stand too close to the Tabulator.
- Direct voters to available voting booths. If no voting booths are available, advise voters they are not required to vote in a voting booth.
- Advise the Chief Judge to slow down processing at the Application Table when voting booths are full.
- Do not provide assistance unless the voter requests assistance.
- Check booths regularly to remove trash and/or campaign materials.
- Notify the Chief Judge when a Tabulator issue arises, such as a ballot jam. If a ballot jam occurs during Early Voting, always call the Help Line before following the Ballot Jam Flow Chart in this Quick Guide.
- Assist voters with the Tabulator. Refer to the Common Tabulator Errors and Solutions chart in this Quick Guide.
- Assist voters with using the ExpressVote, as needed.
- Assist curbside voters, as needed.
- Always wear a yellow safety vest while assisting curbside voters.
- ONLY ASSIST ONE CURBSIDE VOTER AT A TIME.**

### At the end of each day

#### Review these reminders:

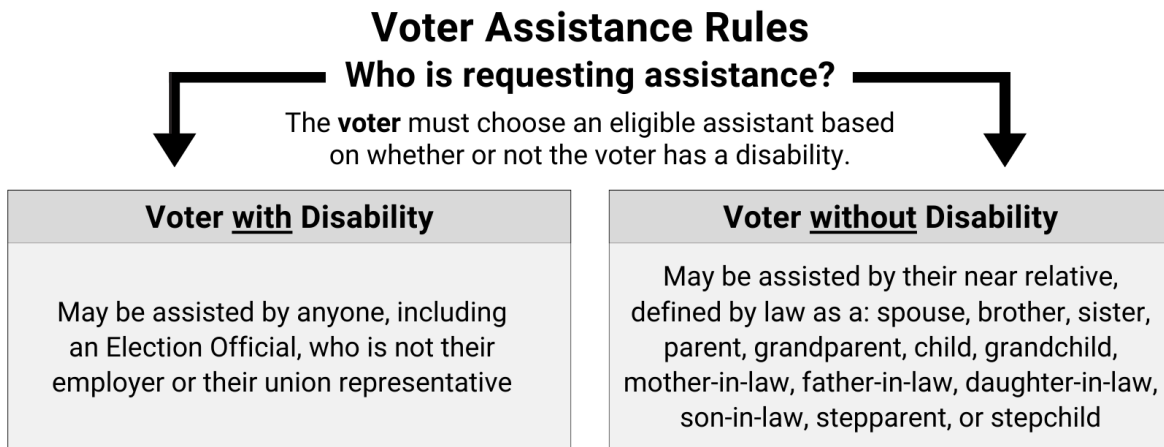
- Check the supply of "I Voted Early" stickers at the Tabulator and at curbside. Let the Chief Judge know if you are running low.
- Check booths to remove trash or campaign materials, as needed.
- Bring in any signage and cones that cannot be left outside, and flip the Open/Closed sign to "Closed."

# Guide to Voter Assistance

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## Q: Who is eligible to receive voter assistance?

A: Disabled voters may receive assistance from anyone except their employer or union representative or an appointed observer. Any voter may receive assistance from a near relative.



## Q: Who qualifies as a voter with a disability?

A: There are four types of voters defined in North Carolina election law:

- » A voter who, on account of physical disability, is unable to enter the voting booth without assistance.
- » A voter who, on account of physical disability, is unable to mark a ballot without assistance.
- » A voter who, on account of illiteracy, is unable to mark a ballot without assistance.
- » A voter who, on account of blindness, is unable to enter the voting booth or mark a ballot without assistance.

## Q: What types of actions are defined as voter assistance?

A: There are two main types of assistance defined in North Carolina election law:

- » Physical assistance when entering and exiting the voting booth
- » Assistance in marking a ballot

## Q: May a voter receive assistance in signing forms?

A: North Carolina requires a person be able to make a mark. That mark need not approximate a legible signature, just as a signature need not be legible to be legal. However, if a person is completely unable to even make a mark, he or she may use a registered signature facsimile as a proper mark of the person's legal signature. An example of the signature facsimile shall be registered by the person with a disability with the clerk of the superior court in the county where the person lives. The registered signature facsimile may be revoked at any time in writing by the person with a disability.

## Q: Is illiteracy considered a disability?

A: Illiteracy is a statutory basis for voter assistance. Illiteracy should be understood as the inability to read, write, or speak English. Early Voting staff members should make every effort to accommodate voters who are illiterate and who may seek assistance on that basis.

## Q: May Early Voting staff provide voter assistance upon the voter's request?

A: Yes.

**Q: How does a voter request voter assistance?**

**A:** A voter must request permission to obtain assistance. Certain disabilities may affect a voter’s ability to vocalize their request, but federal law still provides that such a disabled voter is entitled to assistance. Accordingly, Early Voting staff should exercise their best efforts to understand and respond to individual requests for assistance, however communicated.

State administrative law provides that an Early Voting staff member may prompt the voter to request assistance from the person who is with them, where appropriate.

1. Ask the voter: “Is this person here to assist you?”
2. If **YES**, ask the voter: “Is this person a near relative?”
3. If **YES**, the voter may receive assistance. No further information is needed.  
If **NO**, state: “A voter who needs assistance because the voter is blind, disabled, or unable to read, speak, or write English may receive assistance from a person of the voter’s choice. Do you need assistance for one of these reasons?”

**Q: What should I do if I am unable to determine if the voter is requesting assistance from the person who is with them?**

**A:** Early Voting staff must ensure that voters are afforded appropriate assistance. However, they also have a responsibility to ensure that a voter’s decisions are not coerced. If, after an Early Voting staff member has provided the voter every opportunity to request assistance by whatever manner the voter is able to communicate, the voter does not communicate a request for assistance, it would be inappropriate for the Early Voting staff member to allow an individual to assist the voter.

Early Voting staff should use common sense in the effort to determine whether the voter has requested assistance, bearing in mind that both state and federal law vest all qualified voters with the right to vote, including those suffering from paralysis, hearing loss, or vocal disabilities.

**Q: What am I allowed to tell voters about the ballot?**

**A:** It is the duty of the Early Voting staff to provide voters with any technical information the voter requests regarding ballot items. Technical information is limited to information necessary to allow the voter to mark their ballot. No Early Voting staff member may provide opinions, interpretations, or summaries of ballot items. No Early Voting staff member may provide information regarding the positions of candidates or otherwise point out which candidates may support particular policy positions.

**Q: What should I do if it appears that a systematic pattern of disregard for the standards of voter assistance is occurring?**

**A:** If you notice what appears to be a systematic disregard for the standards described in this guide, notify the Chief Judge, who will call the Help Line.

When evaluating a circumstance to determine whether standards are being violated, bear in mind that there are no legal restrictions on the number of times a person can assist different voters as long as the voters qualify for that assistance and proper procedures are followed. In all cases, avoid embarrassing a voter who makes a request for assistance.

**Q: Do the voter assistance requirements apply to curbside voters?**

**A:** Voting curbside does not suspend the requirements for receiving voter assistance. Curbside voters must still communicate their request for assistance and the individual providing assistance must be qualified to do so.

# Other Duties

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## Abandoned Ballots

If, at any point during the day, you find or are notified that there is a ballot abandoned by a voter in one of the voting booths or the ExpressVote, immediately notify the Chief Judge. The Chief Judge shall call the Help Line.

The Chief Judge, with the assistance of the Help Line, must determine whether the ballot marked by the voter has been disturbed or marked by anyone other than the voter.

If the determination is that the ballot **has not** been disturbed, per the North Carolina State Board of Elections, the Chief Judge and two Early Voting staff members must put the ballot in the Tabulator for the voter who has vacated the voting enclosure.

If the determination is that the ballot **has** been disturbed or if the Chief Judge is unable to determine, further instructions will be provided by the Help Line.

The fact that a ballot is only partially and not fully marked shall have no bearing on the decision of the Chief Judge. In each instance where this type of incident occurs, the Chief Judge must document the circumstances and report the incident to the Help Line.

*These rules are published by the NC State Board of Elections in North Carolina Administrative Code Chapter 8 10B.0104.*

## Ballot Questions

As the closest Early Voting staff member to the voting booths, you may receive questions from voters about the contents of their ballot.

### Q: What questions may I answer about the ballot?

**A:** The only kind of assistance you may give a voter who has a question about their ballot is to read the ballot for them exactly as it is printed. No other information other than what is provided on the ballot may be given.

In certain elections where there is a bond or constitutional amendment on the ballot, you are only permitted to read the wording on the ballot for the voter. If there is any other information that can be given to the voter, you will be notified by the Board of Elections beforehand and provided with a document containing the information that may be read or given to the voter.

### Q: What questions may I NOT answer about the ballot?

**A:** Any questions that require a different answer other than the reading of the ballot. You may not offer opinions, explanations, definitions, or any other type of information to the voter. This is to prevent any misinformation or misinterpretation that could lead to liability for the Board of Elections.

You may not answer questions about the parties of the candidates whose party affiliation is not listed on the ballot. The voter may look up the party affiliation of a candidate running for a nonpartisan contest on their smart phone. You may not answer questions about your own political views.

## Assisting Voters at the ExpressVote

1. Escort the voter to the ExpressVote with their ballot.
  - » Review the information on the back of the ballot. You will need the voter's ballot style after inserting it into the ExpressVote.
2. Instruct the voter to insert the ballot into the slot with the green arrows.
  - » The ballot must be inserted with the clipped corner toward the ExpressVote and the blank side facing up.
3. When the **Precinct Selection: Search** screen appears, press the blue **Search** button at the bottom of the screen. Select the voter's ballot style from the list that appears.
4. When the **Confirm Selections** screen appears, verify the **Precinct** is your Early Voting site and the **Ballot Style** is the voter's ballot style.
5. Press the blue **Activate** button at the bottom of the screen.
6. When the first contest appears, the voter may begin making their selections.

# Curbside Procedures



1. Take the following items to the voter's car: blank *Curbside Affidavit* form, black and red pens, and Curbside Privacy Sleeve.
2. Ask the voter to state their name and residential address. (In a primary, also ask voters to state their party affiliation).
3. Read to the voter (or ask the voter to read) the curbside oath on the *Curbside Affidavit*.
4. Instruct the voter to complete and sign the *Curbside Affidavit*. (In a primary, ask unaffiliated voter to select their ballot choice and note their choice on the *Curbside Affidavit*).
5. Ask the voter to present an acceptable photo ID.
6. Sign the *Curbside Affidavit* to verify you administered the oath.



7. Take the voter's *Curbside Affidavit* to the Help Table (or curbside station) to receive the voter's ATV.
  - **NOTE:** If the voter's address on the ATV does not match what the voter wrote on the *Curbside Affidavit*, you will then be required to go back to obtain additional information and return to the Help Table (or curbside station).
8. Take the Curbside Affidavit and the ATV to the Ballot Table to receive the voter's ballot.
  - Keep the voter's ATV.
  - Give the *Curbside Affidavit* to the Ballot Table staff member to write the voter's application number and precinct number on the ballot. \*Ensure the Ballot Table staff member does not write the sequential number until AFTER the voter has voted.



9. Return to the voter's car with the ATV, pens, and ballot inside the Curbside Privacy Sleeve.
10. Give the voter the ATV and black pen **and** instruct the voter to review the information on the ATV, sign and return the ATV to you.
11. Give the voter the ballot inside the Curbside Privacy Sleeve. Step aside to allow the person to vote. Instruct the voter to place the ballot inside the Curbside Privacy Sleeve and return it to you.
12. While you wait for the voter to mark the ballot, sign the Official's Initials line on the ATV with a red pen.
13. After the voter returns the ballot to you inside the Curbside Privacy Sleeve, ask the voter to wait while you return to the voting enclosure to place the ballot in the Tabulator. Notify the voter that you will bring an "I Voted Early" sticker and confirm the ballot was counted by the Tabulator.



14. Place the ballot in the Tabulator, and take the ATV to the Ballot Table to be sequentially numbered and placed on the spindle.



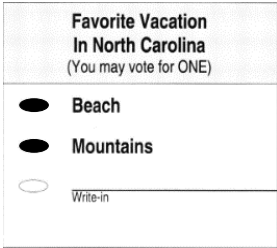
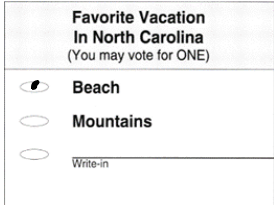
15. Return to the car to give the voter the "I Voted Early" sticker and report that the ballot has been counted by the Tabulator.

**NEVER ASSIST MORE THAN ONE CURBSIDE VOTER AT A TIME.**

# Common Tabulator Error Messages and Solutions

*NOTE: Refer to the Ballot Jam Flow Chart for ballot jams.*

## Tabulator Screen Error Messages:

Message Text	Cause	Solution
<p>You filled in too many ovals in 1 contest.</p> <p>These votes will not count:</p> <p>FAVORITE VACATION IN NC</p>	<p>Votes have been marked for more than the allowed number of choices in a contest.</p> 	<p>Explain to the voter that they voted for more than the allowed number of choices for one or more contests on the ballot. The voter has two options:</p> <p>Press the <b>“Return”</b> button. Tabulator will return the ballot to the voter. Voter may request to spoil the ballot and mark a new ballot.</p> <p>Press the <b>“Cast”</b> button. Tabulator will accept the ballot as marked. Any contest that contains overvotes will not be counted, but all other votes will count.</p>
<p><b>Unreadable Marks</b></p> <p>Some unreadable marks have been detected on your ballot</p> <p>Your ballot was not cast. Please take your ballot and see a poll worker for help.</p>	<p>Marks on the ballot are too light for the Tabulator to read or a mark is on or near the oval and the Tabulator cannot determine whether the mark is an intended vote for the contest.</p> 	<p>Explain to the voter that the Tabulator is unable to read the mark(s) on the ballot. Instruct the voter to return to a voting booth with the ballot, darken his/her original marks, and insert the ballot into the Tabulator again.</p> <p>Voter may request to spoil the ballot and mark a new ballot.</p> <p>Voter must mark a new ballot if the message appears again.</p>
<p><b>Ballot was removed during scanning.</b></p> <p>Please re-insert the ballot completely.</p>	<p>Voter hesitated when inserting ballot.</p>	<p>Wait for the beeps to stop and have the voter re-insert the ballot. If the problem persists, call the Help Line.</p>
<p><b>Error scanning ballot.</b></p> <p>Please remove your ballot and re-insert the opposite end first. Ensure all stubs are removed from the ballot.</p>	<p>Voter held ballot too long when inserting into feed path.</p>	<p>Wait for the beeps to stop and have the voter re-insert the ballot. If the problem persists, call the Help Line.</p>

# Common Tabulator Error Messages and Solutions (continued)

<p><b>Blank Ballot</b></p> <p>You have made no selections on this ballot.</p>	<p>Voter inserted blank ballot</p>	<p>Instruct voter to press “<b>Cast Blank Ballot</b>” if they wish to cast their ballot unmarked or “<b>Return</b>” if they wish to mark their ballot before casting.</p>
<p><b>Ballot Could Not Be Read.</b></p> <p>Please remove your ballot and re-insert the opposite end first.</p>	<p>The Tabulator could not determine the orientation of the ballot.</p>	<p>Have the voter re-insert the ballot opposite end first. If the problem persists, call the Help Line.</p>
<p><b>Multiple ballots were detected.</b></p> <p>Please remove ballots and insert them one ballot at a time. Ensure your ballot is not folded or damaged.</p>	<p>The Tabulator has detected more than one ballot in the feed path.</p>	<p>Verify the voter is only inserting one ballot into the Tabulator. If the problem persists, call the Help Line.</p>
<p><b>Printer Error</b></p>	<p>Tabulator printer ran out of paper, or a jam has occurred.</p>	<p>Notify Chief Judge/Supervisor to open the Emergency Bin and call the Help Line.</p>

## Tabulator Will Not Start:

- Confirm that power cord is plugged into the back of the Tabulator and a working 3-prong wall outlet.
- If the Tabulator Screen is open, close it and reopen it again. Tabulator will initiate the boot up process.
- If you are unable to resolve the problem, **CALL THE HELP LINE IMMEDIATELY.**

## Interior Security Lock is Difficult to Lock:

- Press down on the right side of the flap as you lock it.



Interior Security Lock

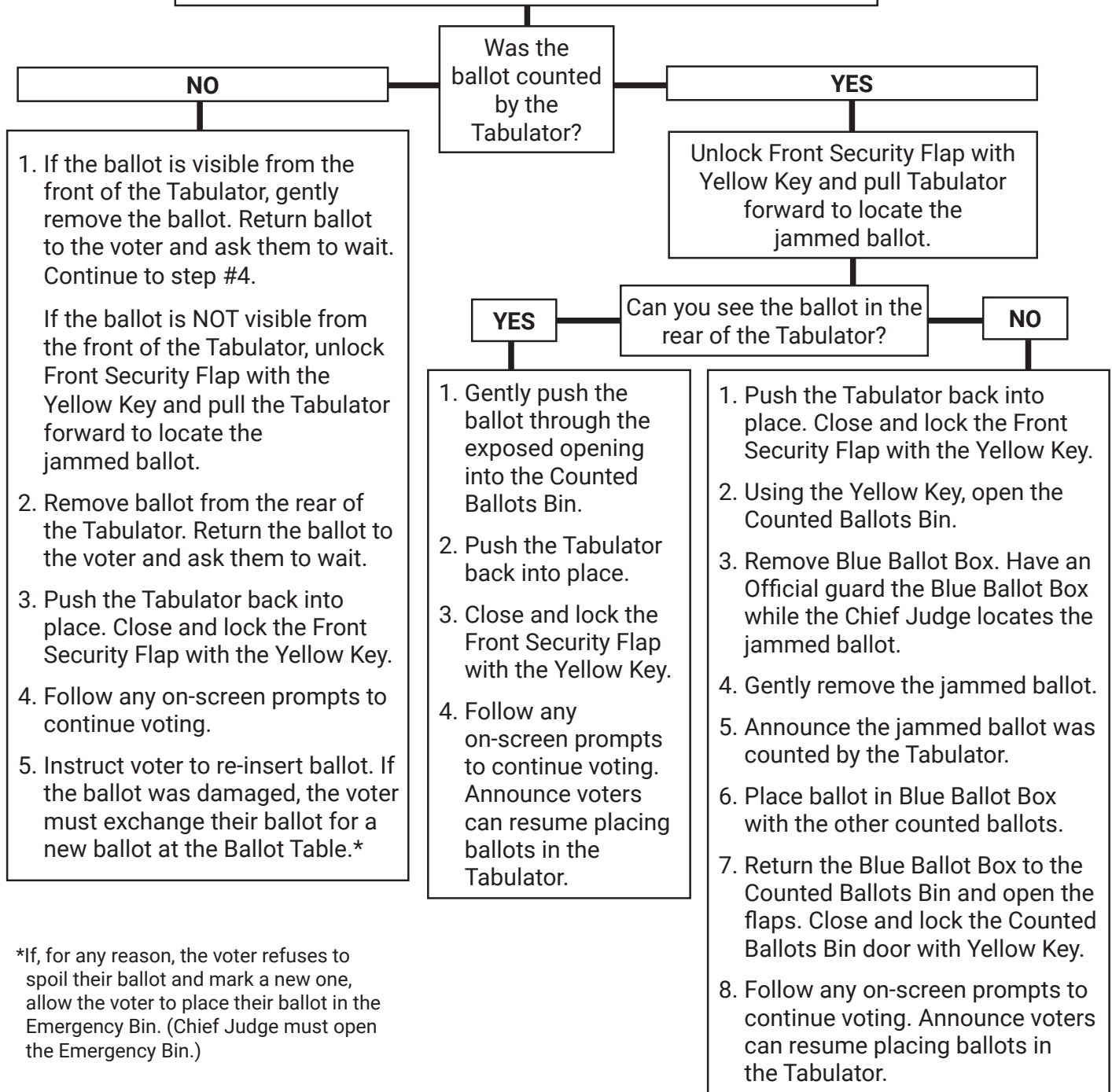


# Ballot Jam Flow Chart

The Chief Judge must **ALWAYS** call the Help Line before proceeding with the steps in the Ballot Jam Flow Chart.

1. The Voter Assistance Official should announce to the voters there is a ballot jam at the Tabulator.
2. The Voter Assistance Official should notify the Chief Judge that a ballot jam has occurred so they can assist in resolving the issue.

The Chief Judge should complete the steps below.



\*If, for any reason, the voter refuses to spoil their ballot and mark a new one, allow the voter to place their ballot in the Emergency Bin. (Chief Judge must open the Emergency Bin.)