Board Member Orientation

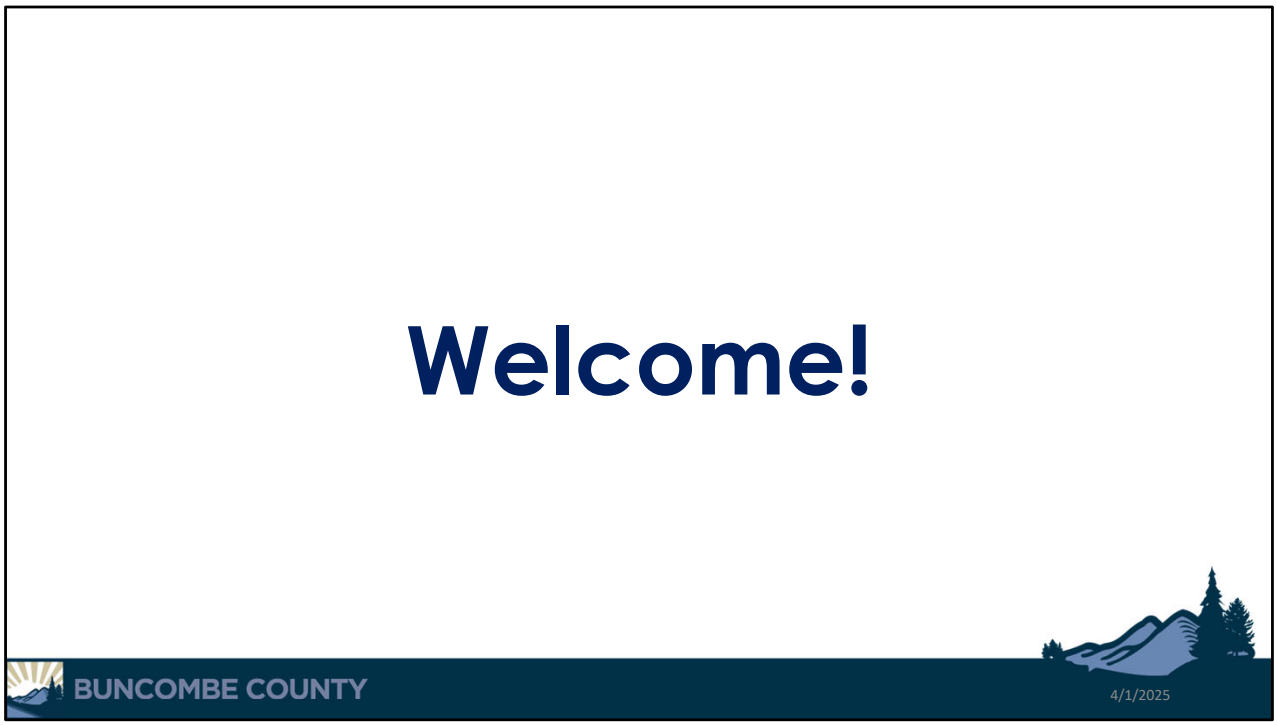
Presented by

Your Election Services Team

BUNCOMBE COUNTY

4/1/2025

CMD



CMD introduces AKM and MC and introduce Board members briefly – you can talk later

What you have in front of you

Agenda

- Laptops and IT
- Election Management
- Meet the Election Services Team
- Locations
- Board Duties
- Types of Board Meetings
- Law Book and Resources

CMD

- NO BUSINESS CONDUCTED

Laptops and IT

- Why do you have a laptop?
- Encouraged **not** to use personal devices for Board of Elections' business
- Encouraged to bring laptops to each meeting

BUNCOMBE COUNTY

4/1/2025

AKM / IT

- Why do you have a laptop?
    - Easier to access BC email both at home and here, separate machine so if there is a records request its clearly separated from personal stuff, makes joining remotely easier since you have access to the same Teams Live we do,
- Encouraged **not** to use personal devices (or accounts?) for Board of Elections' business
    - When you work for the county, any business done for the county is public records. By using personal devices or accounts it confuses the line and could open up those devices and accounts to public records requests.
- Encouraged to bring laptops to each meeting
    - Look up memos and laws during meeting
    - Can only change password on county network which happens every 90 days
- Introduce Cata and Mark

INFORMATION TECHNOLOGY

Presented by

Information Technology

BUNCOMBE COUNTY

PASS... PHRASE?

What are the rules?

Age

Passphrase age is 90 days. You will be prompted automatically 14 days prior to the change date. Cannot reuse last 10 passphrases.

Length

8 character minimum. Why not longer?

Avoid Mirroring

Avoid using account name, full name that exceeds 2 characters

Upper Or Lower Case

Use both!

Number

Any number of numbers

Symbol

Any non-alpha numeric character

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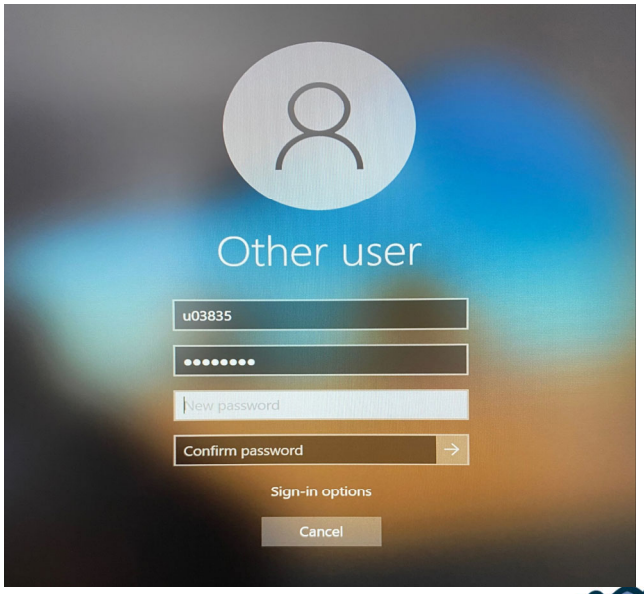
Passphrase requirements

- Uppercase
- Lowercase
- Number
- Letter
- Special character
- No part of your name
- At least 8 characters long



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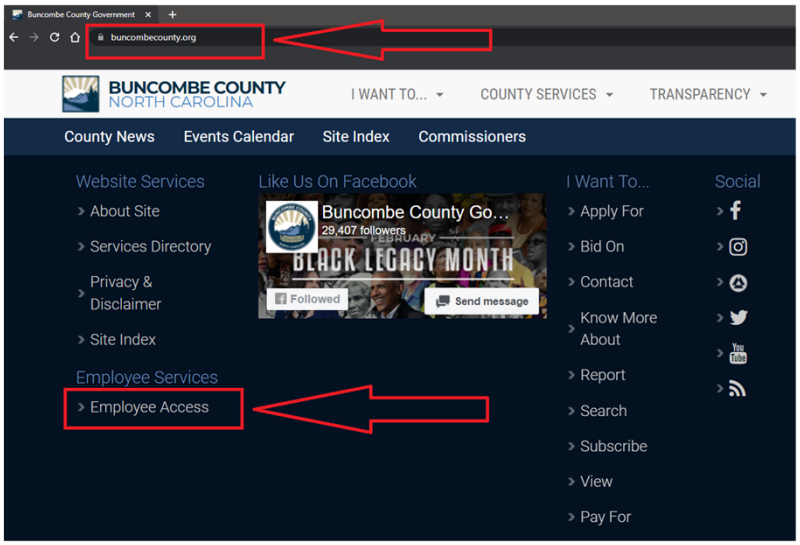
RESET PASSWORD
&
UNLOCK ACCOUNT

https://www.buncombecounty.org/Governing/website-services/employee-services/default.aspx

From a non- county laptop go to Employee Access on buncombecounty.org



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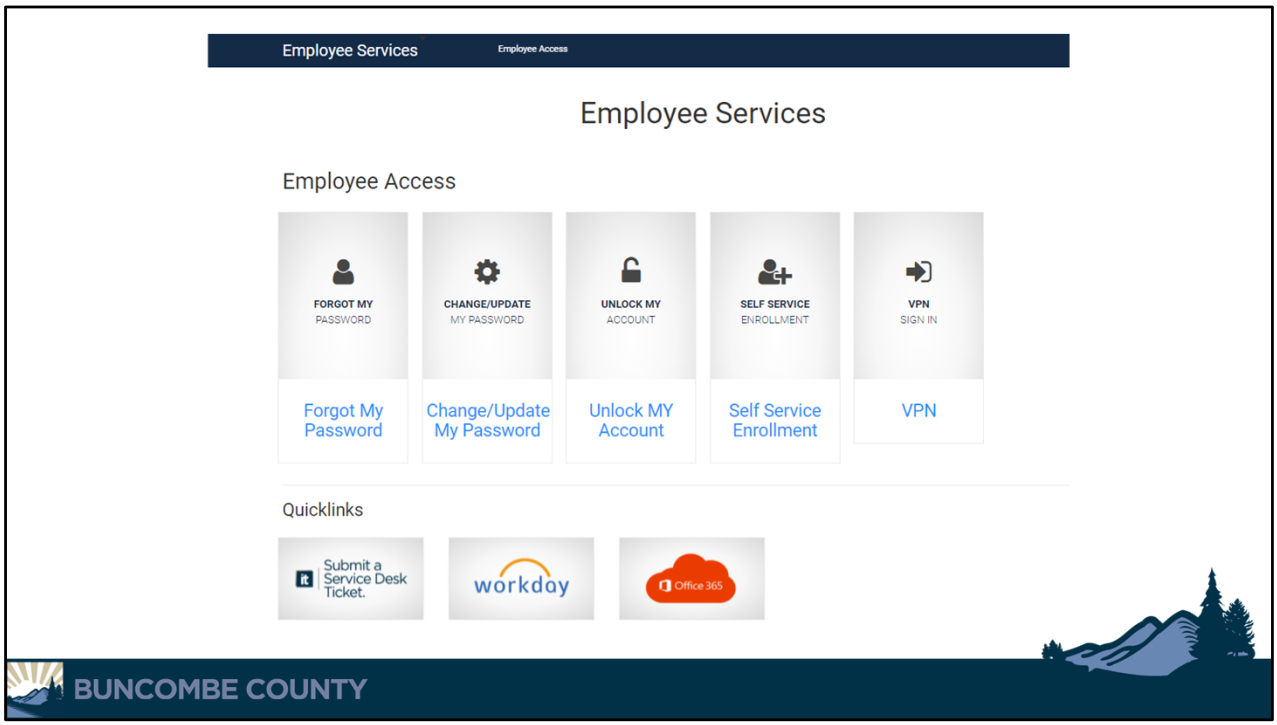
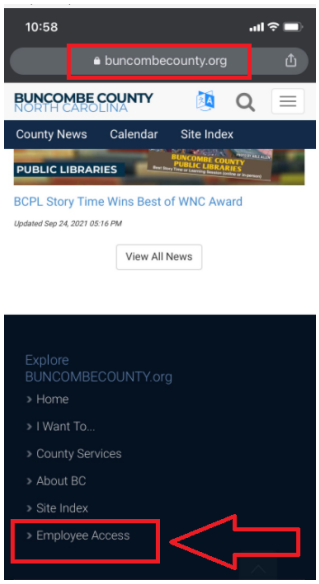
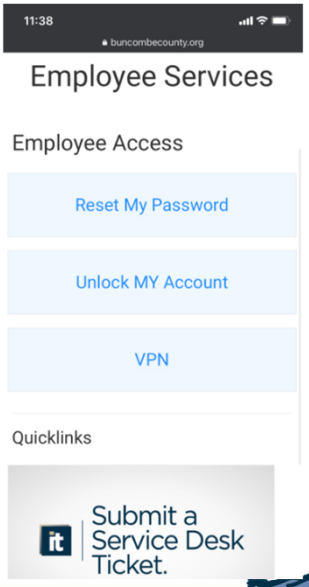

Employee Services
Employee Access
Employee Services
Employee Access
FORGOT MY PASSWORD
CHANGE/UPDATE MY PASSWORD
UNLOCK MY ACCOUNT
SELF SERVICE ENROLLMENT
VPN SIGN IN
Forgot My Password
Change/Update My Password
Unlock MY Account
Self Service Enrollment
VPN
Quicklinks
Submit a Service Desk Ticket.
workday
Office 365
BUNCOMBE COUNTY

From a cell phone browser go to Employee Access on buncombecounty.org





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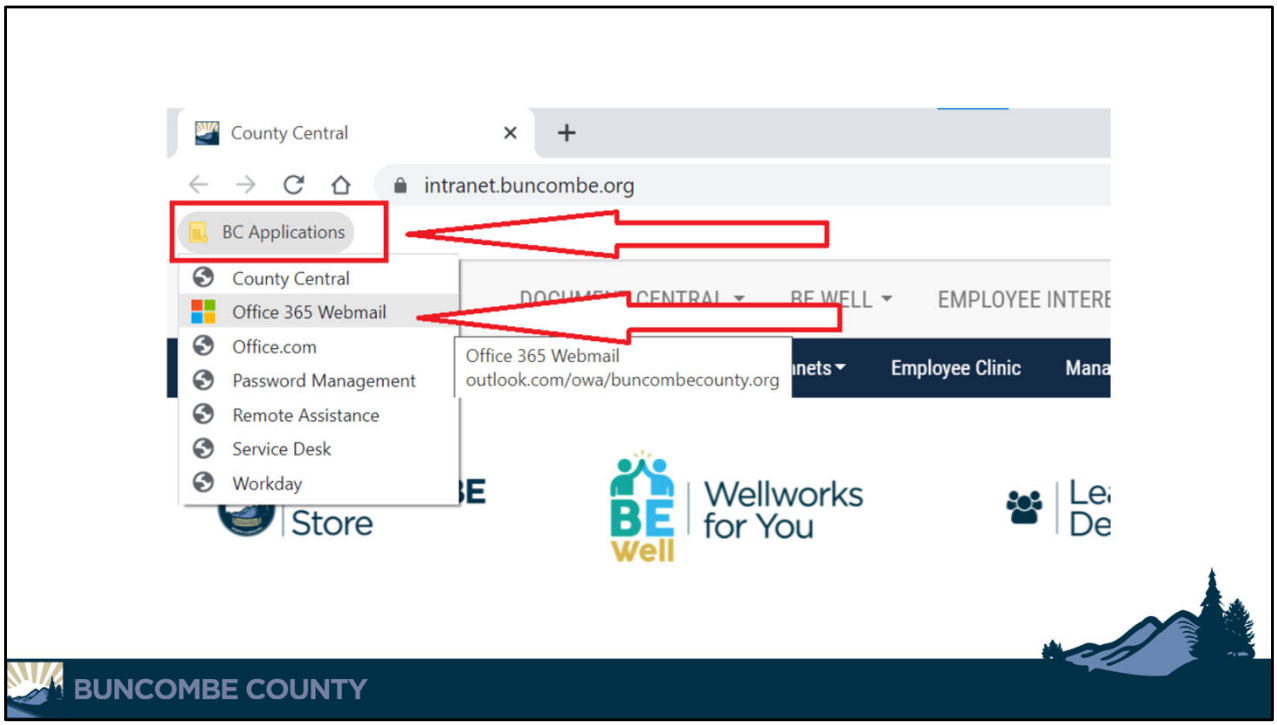
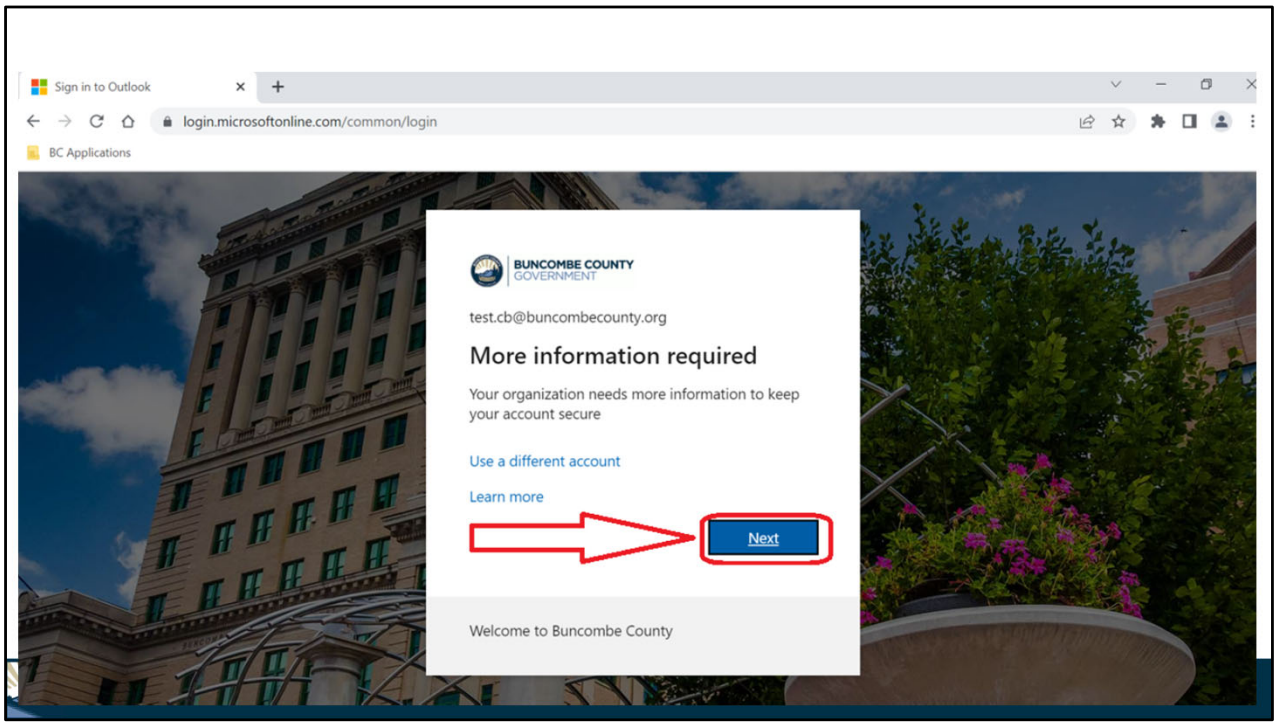
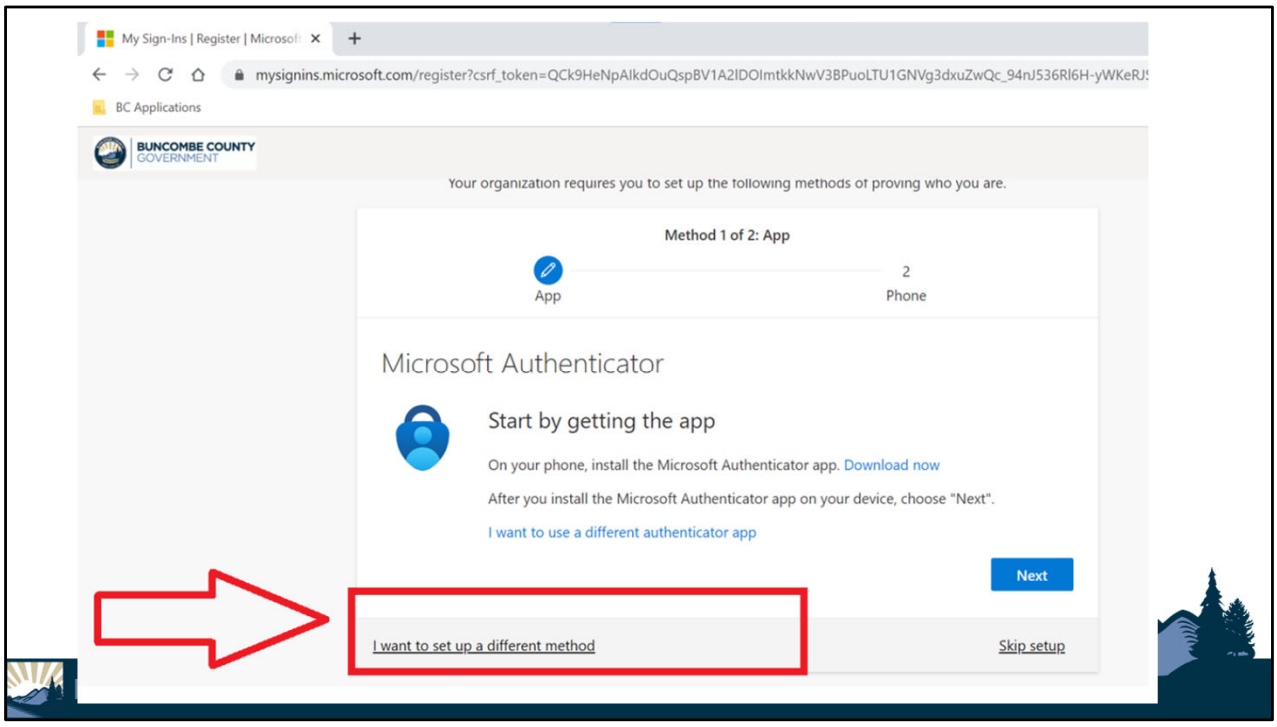
Open Google Chrome from Desktop icon

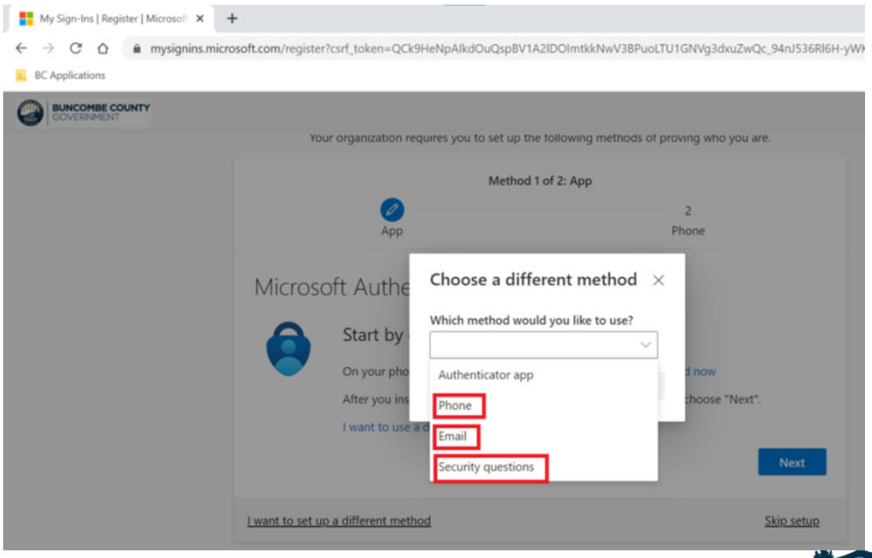
BUNCOMBE COUNTY


County Central
intranet.buncombe.org
BC Applications
County Central
Office 365 Webmail
Office.com
Password Management
Remote Assistance
Service Desk
Workday
Office 365 Webmail
outlook.com/owa/buncombecounty.org
EMPLOYEE INTERE
Employee Clinic
Store
Wellworks for You
BUNCOMBE COUNTY


Sign in to Outlook
login.microsoftonline.com/common/login
BC Applications
BUNCOMBE COUNTY
GOVERNMENT
test.cb@buncombecounty.org
More information required
Your organization needs more information to keep your account secure
Use a different account
Learn more
Next
Welcome to Buncombe County

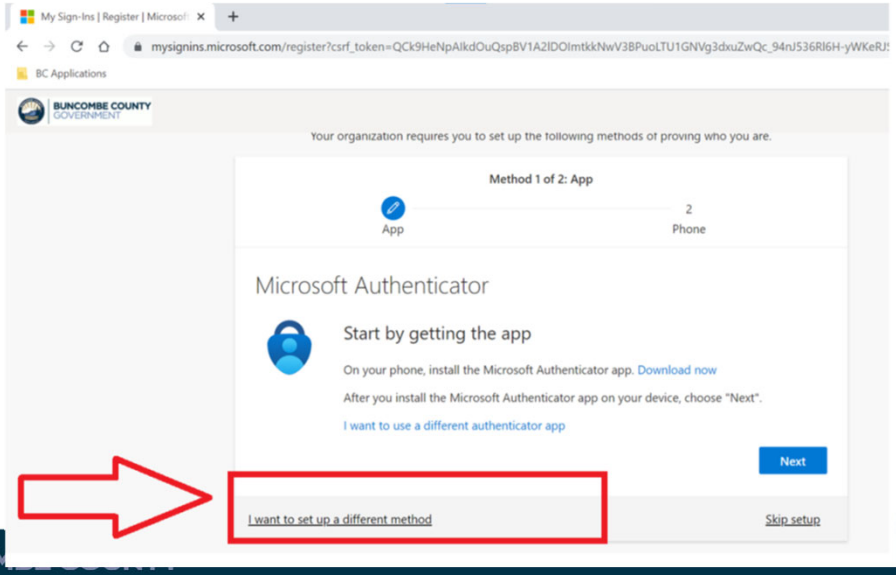

My Sign-Ins | Register | Microsof
mysignins.microsoft.com/register?csrf_token=QCk9HeNpAlkdOuQspBV1A2IDOImtkkNwV3BPuoLTU1GNVg3dxuZwQc_94nJ536Rl6H-yWKeRJ
BC Applications
BUNCOMBE COUNTY GOVERNMENT
Your organization requires you to set up the following methods of proving who you are.
Method 1 of 2: App
App
2
Phone
Microsoft Authenticator
Start by getting the app
On your phone, install the Microsoft Authenticator app. Download now
After you install the Microsoft Authenticator app on your device, choose "Next".
I want to use a different authenticator app
Next
I want to set up a different method
Skip setup

Set two methods

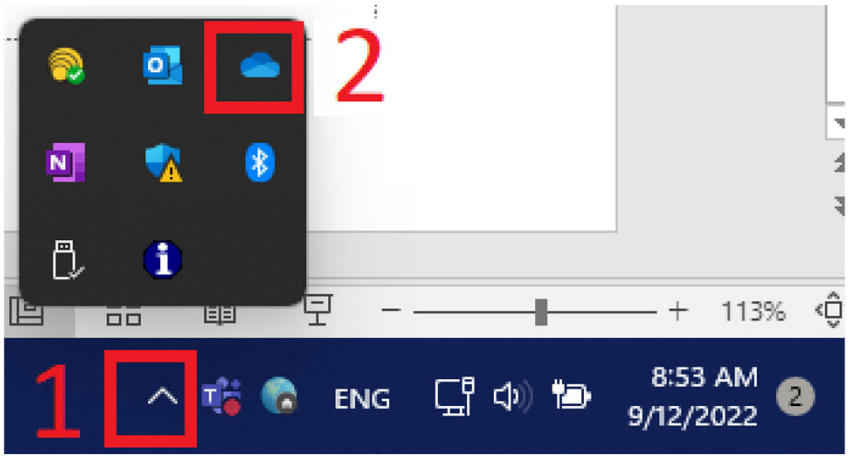


BUNCOMBE COUNTY

Get back to this screen to set up the second method



OneDrive



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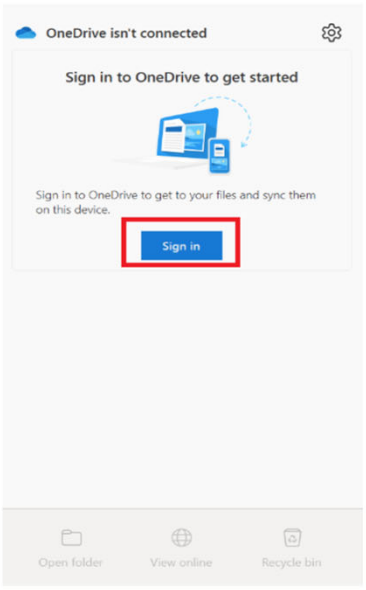
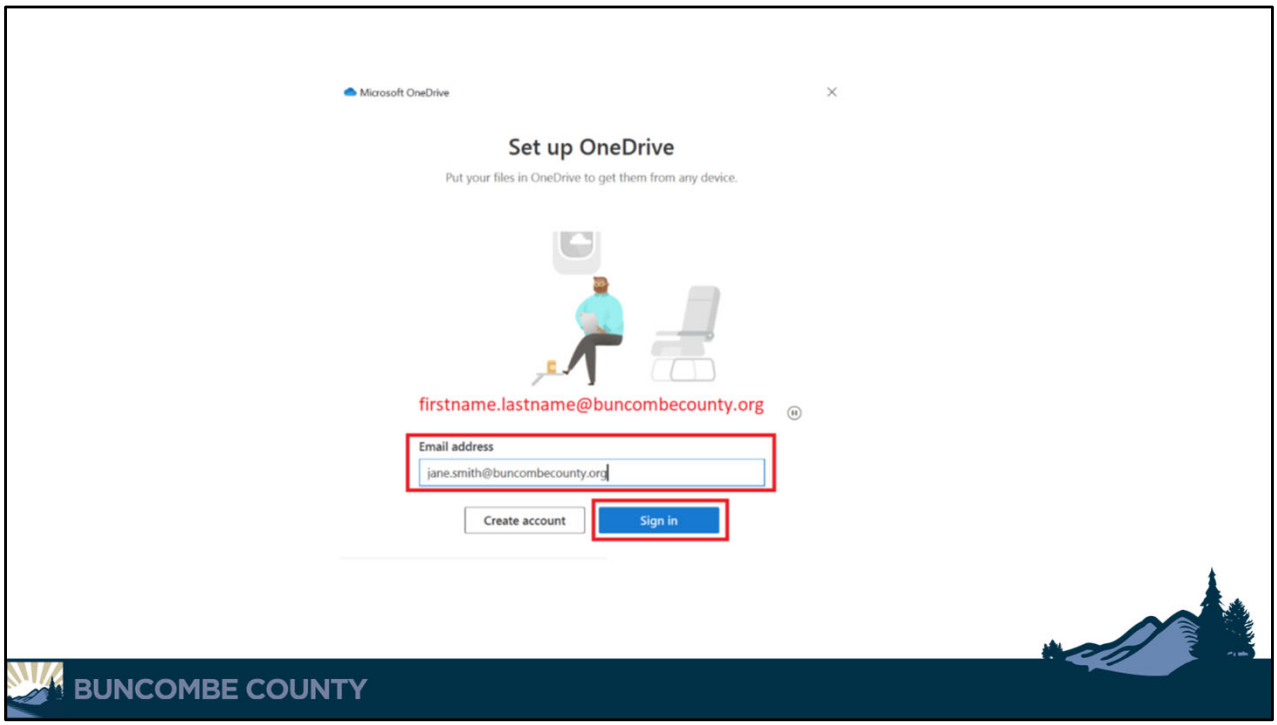
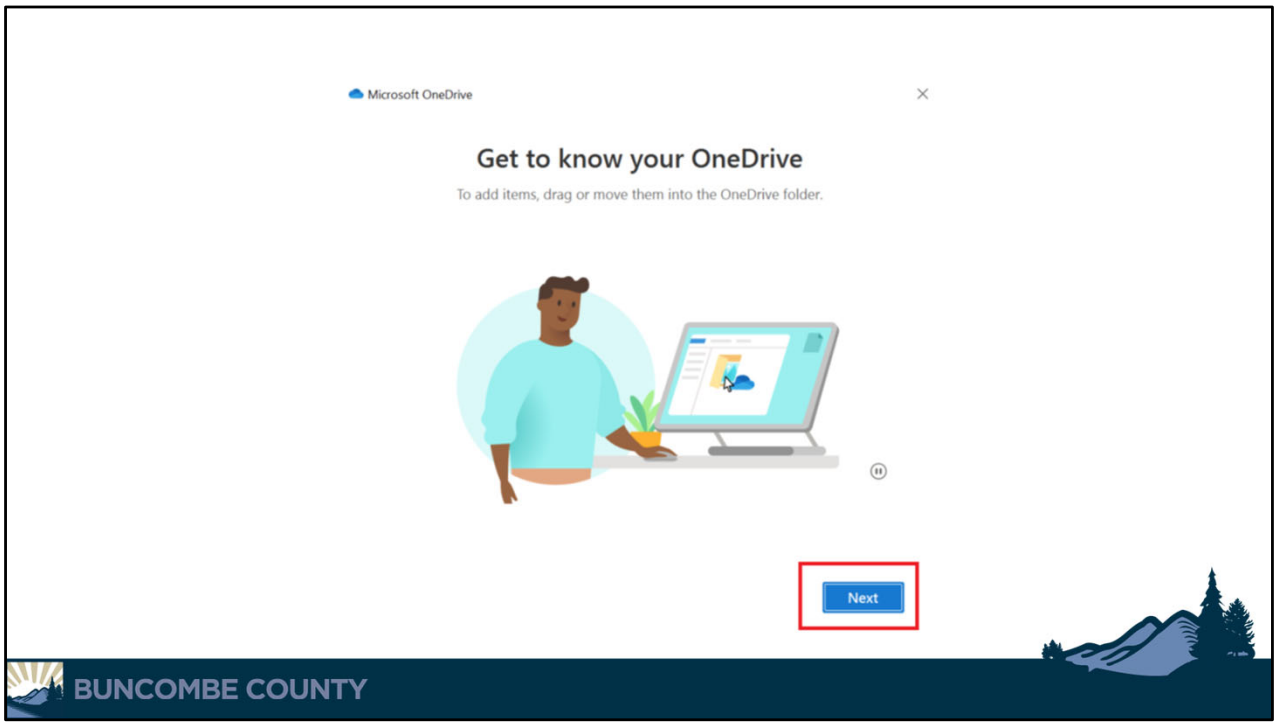
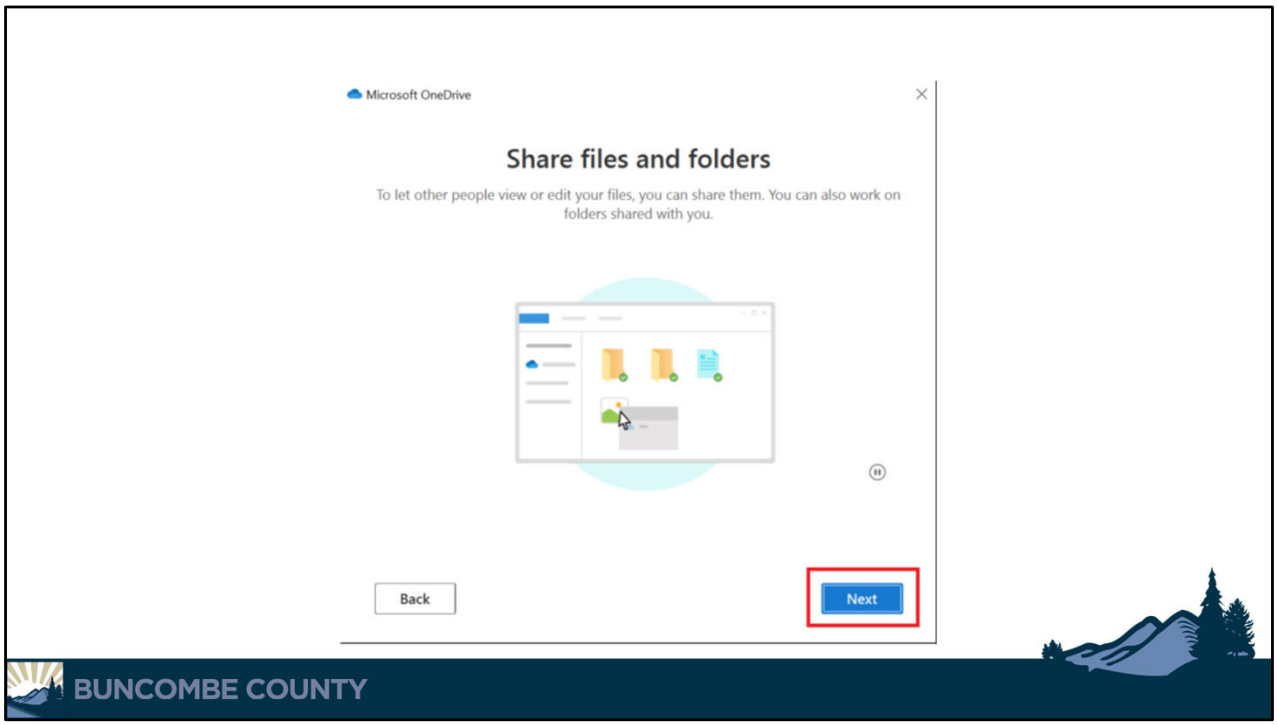


BUNCOMBE COUNTY


Microsoft OneDrive
Set up OneDrive
Put your files in OneDrive to get them from any device.
firstname.lastname@buncombecounty.org
Email address
jane.smith@buncombecounty.org
Create account
Sign in
BUNCOMBE COUNTY


Microsoft OneDrive
Get to know your OneDrive
To add items, drag or move them into the OneDrive folder.
Next
BUNCOMBE COUNTY



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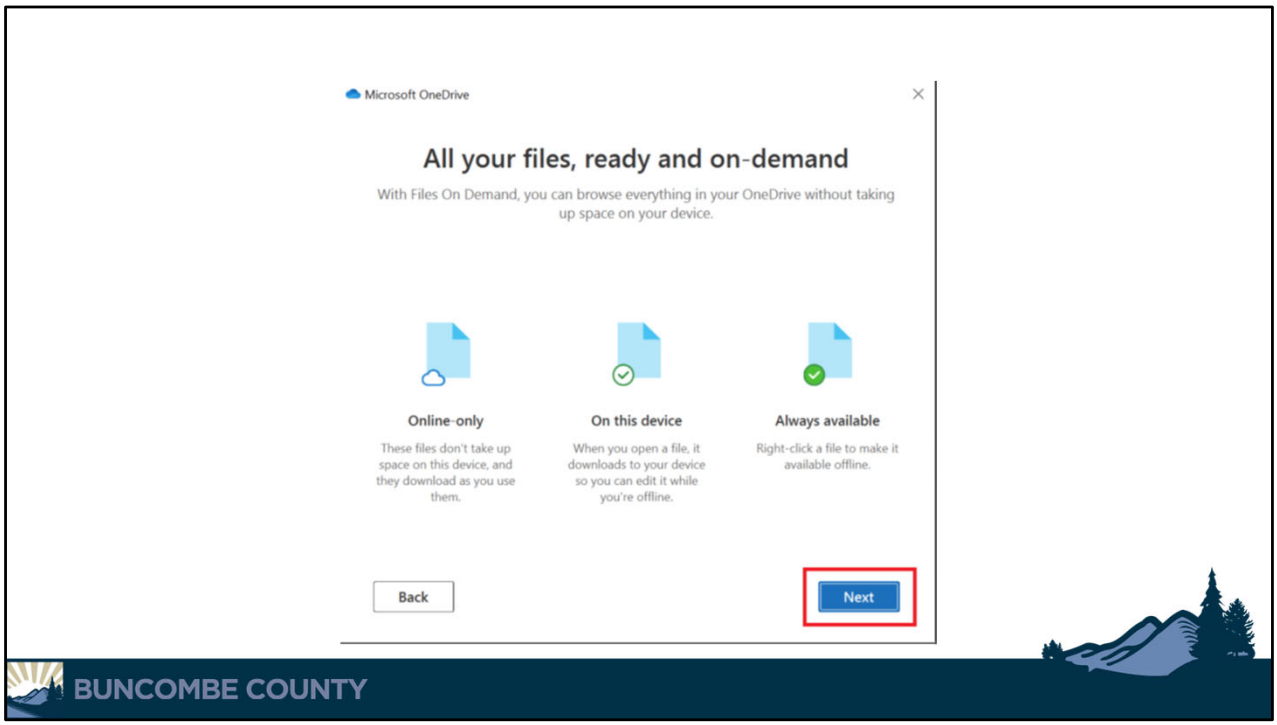
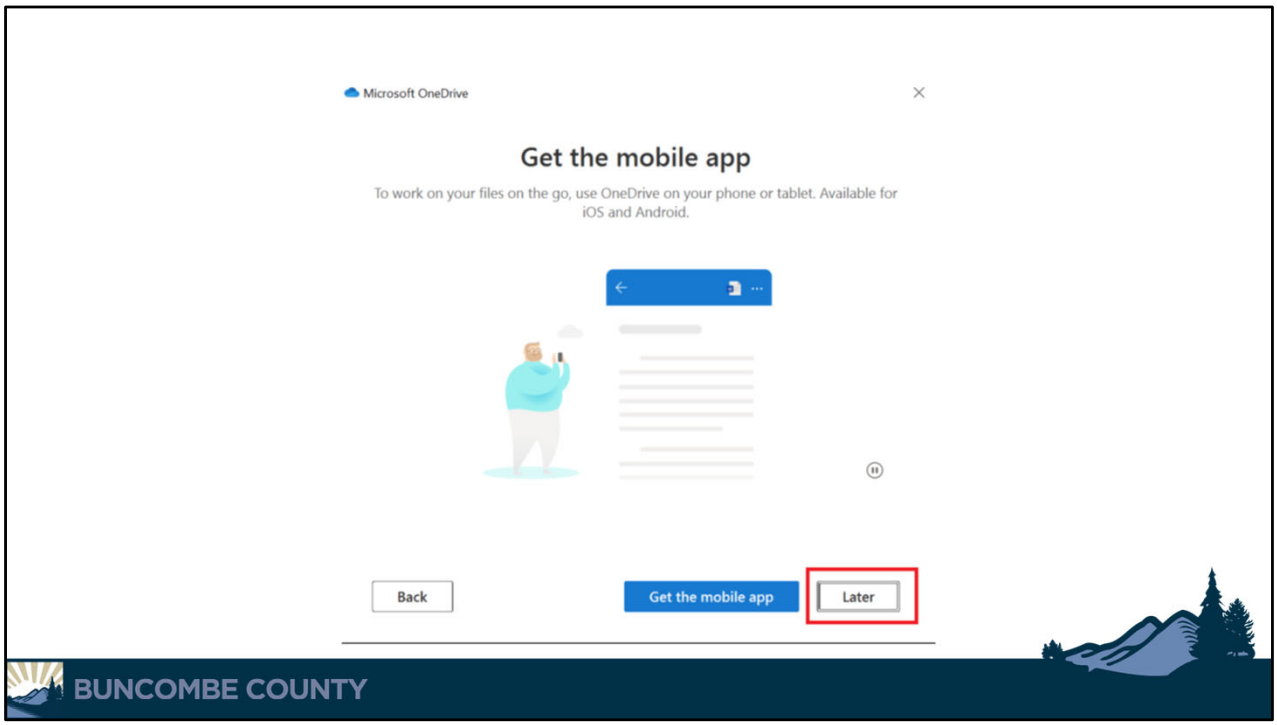
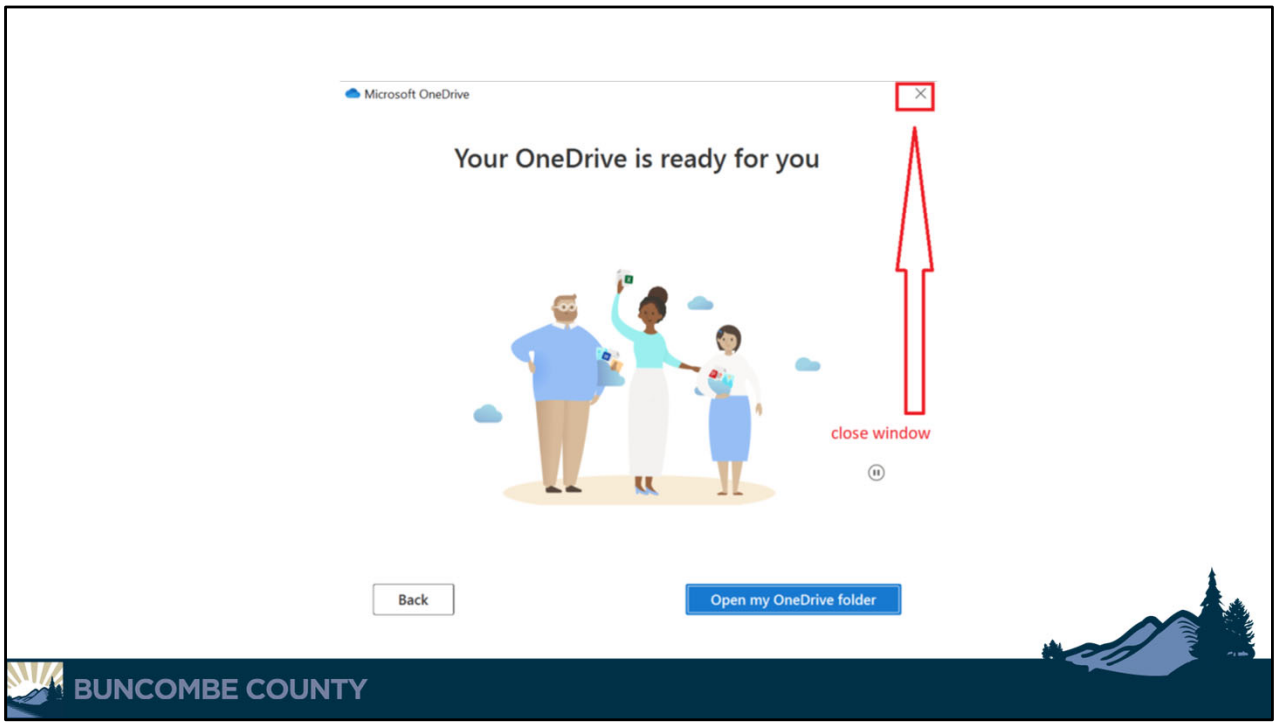
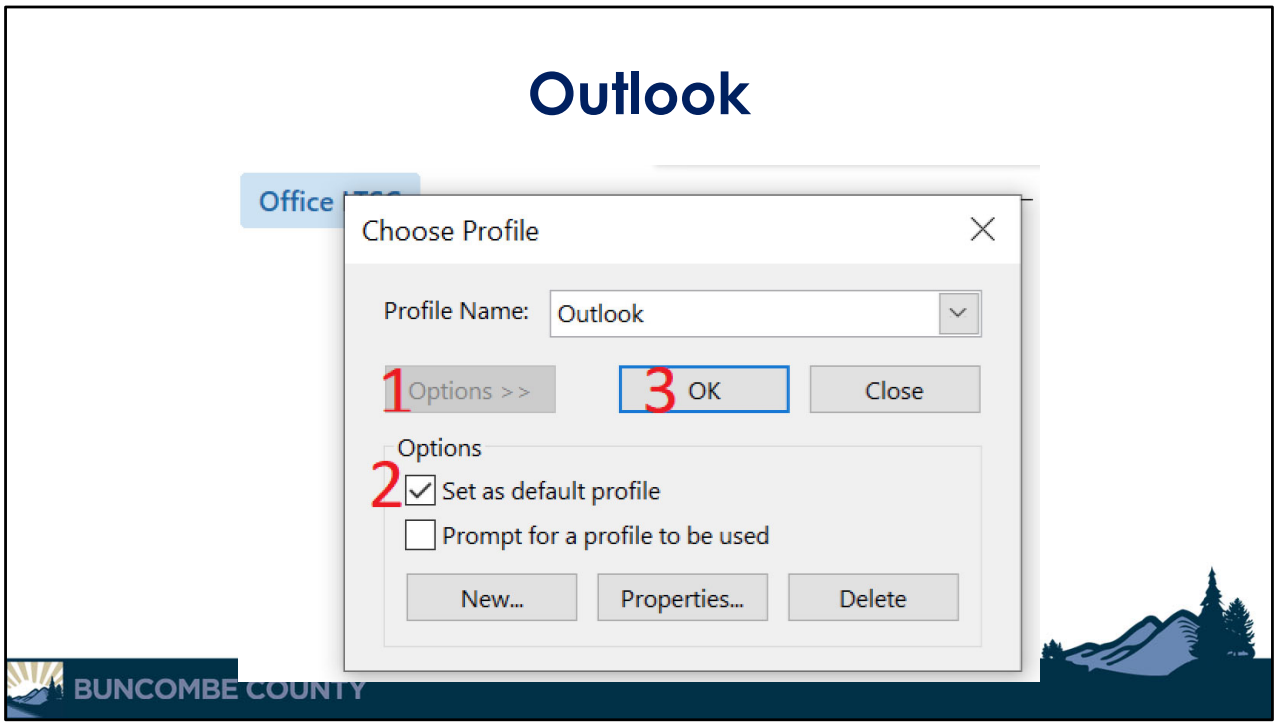

Microsoft OneDrive
All your files, ready and on-demand
With Files On Demand, you can browse everything in your OneDrive without taking up space on your device.
Online-only
These files don't take up space on this device, and they download as you use them.
On this device
When you open a file, it downloads to your device so you can edit it while you're offline.
Always available
Right-click a file to make it available offline.
Back
Next
BUNCOMBE COUNTY

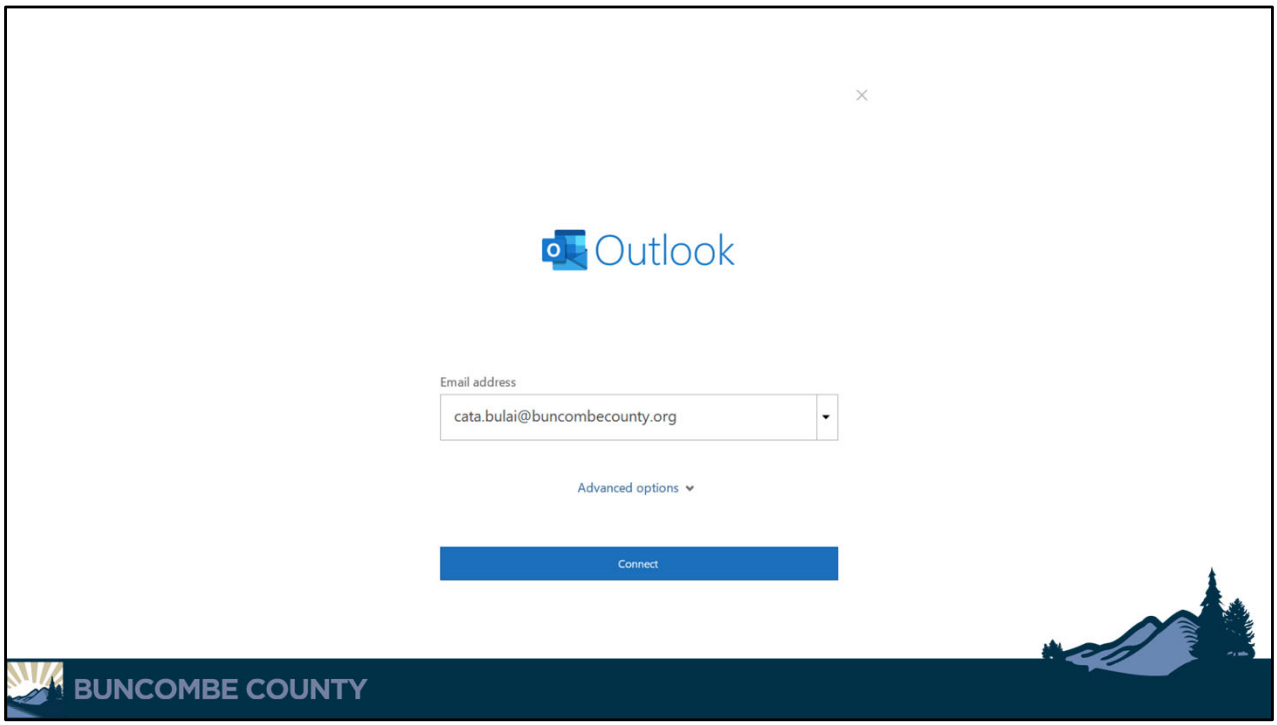

Microsoft OneDrive
Get the mobile app
To work on your files on the go, use OneDrive on your phone or tablet. Available for iOS and Android.
Back
Get the mobile app
Later
BUNCOMBE COUNTY

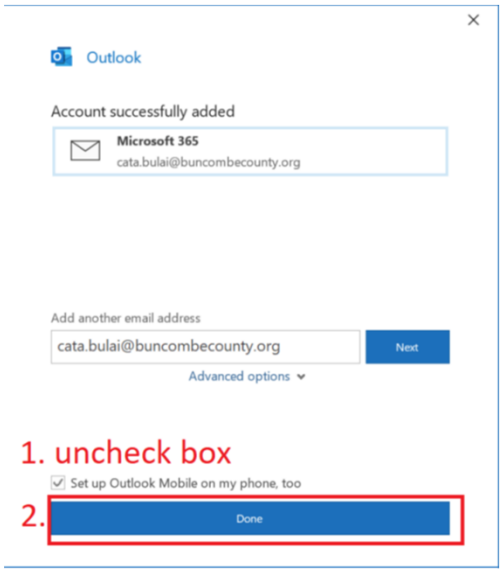


BUNCOMBE COUNTY

Outlook


Office
Choose Profile
Profile Name:
Outlook
1 Options >>
3 OK
Close
Options
2 Set as default profile
Prompt for a profile to be used
New...
Properties...
Delete
BUNCOMBE COUNTY


Outlook
Email address
cata.bulai@buncombecounty.org
Advanced options
Connect
BUNCOMBE COUNTY



BUNCOMBE COUNTY

PHISHING & SECURITY AWARENESS

BUNCOMBE COUNTY

WHAT DO THEY WANT FROM ME?

TOP 10 GENERAL EMAIL SUBJECTS

Password Check Required Immediately	25%
Please review: Appropriate Halloween costumes	14%
Change of Password Required Immediately	14%
Starbucks: Free Drink for the Holidays	11%
New Message about [[company_name]] Holiday Party	7%
You have been drawn a name for Holiday Gift Exchange	6%
IT: Scheduled Server Maintenance -- No Internet Access	6%
FYI - Important information about your insurance	6%
HR: Revised Vacation & Sick Time Policy	6%
Microsoft/Office 365: De-activation of Email in Process	5%

RULE #1
EXPECT
THE
EXPECTED

BUNCOMBE COUNTY

ANATOMY OF A PHISHING EMAIL

BUNCOMBE COUNTY

Phishing Email - Common Red Flags

1. Often related to financial matters or account access
2. Has a sense of urgency (very important!)
3. Warns of bad consequences/plays on fear
4. Incorrect or uncommon grammar/spelling/phrasing
5. Sender's email address does not look professional or doesn't match the name

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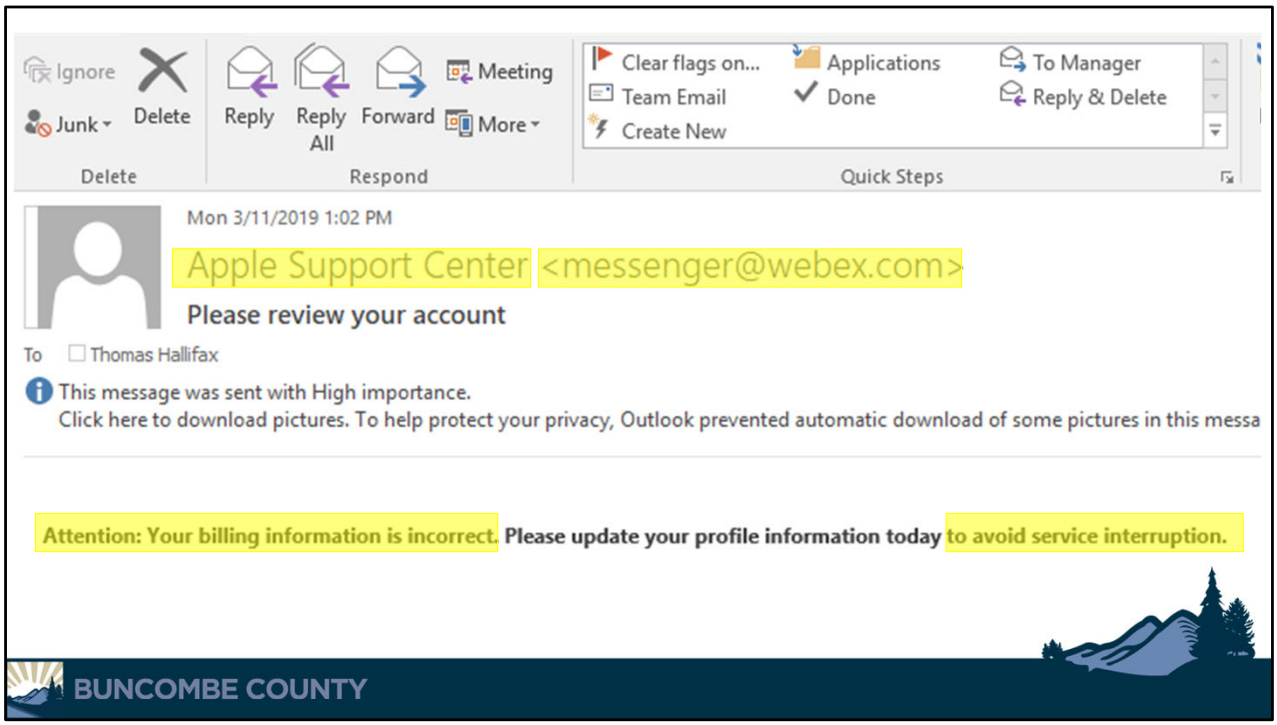
Ignore
Junk
Delete
Delete
Reply
Reply All
Forward
Meeting
More
Respond
Clear flags on...
Team Email
Create New
Applications
Done
To Manager
Reply & Delete
Quick Steps
Mon 3/11/2019 1:02 PM
Apple Support Center <messenger@webex.com>
Please review your account
To Thomas Hallifax
This message was sent with High importance.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this messa
Attention: Your billing information is incorrect. Please update your profile information today to avoid service interruption.
BUNCOMBE COUNTY

From: gerry Locklear <glock519@hotmail.com>
Sent: Monday, March 4, 2019 12:08 PM
To: gerry Locklear <glock519@hotmail.com>
Subject: Important File! Please view

Hello,

I tried sending this important file to you earlier but Due to large size of file i decided to send them via Adobe file attachment, View file below.

Adobe_File_attachment

Sincerely
Gerry

Sent from my iPad

RULE #2
DON'T GET ATTACHED

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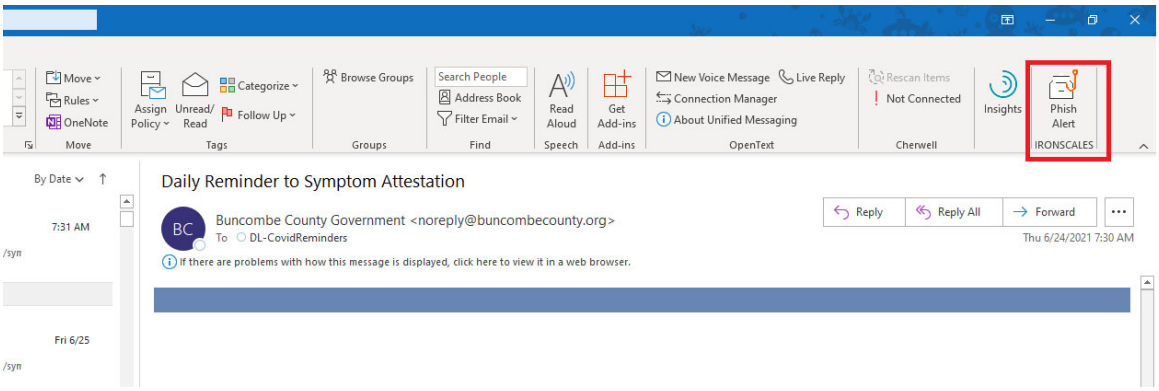
1. we send phishing tests that tell us we are 3 times more likely to open an unknown attachment than click a suspicious link
2. know who the attachment is coming from and why they sent it
3. if an attachment asks you to open another document online, be cautious

RULE #3
REPORT

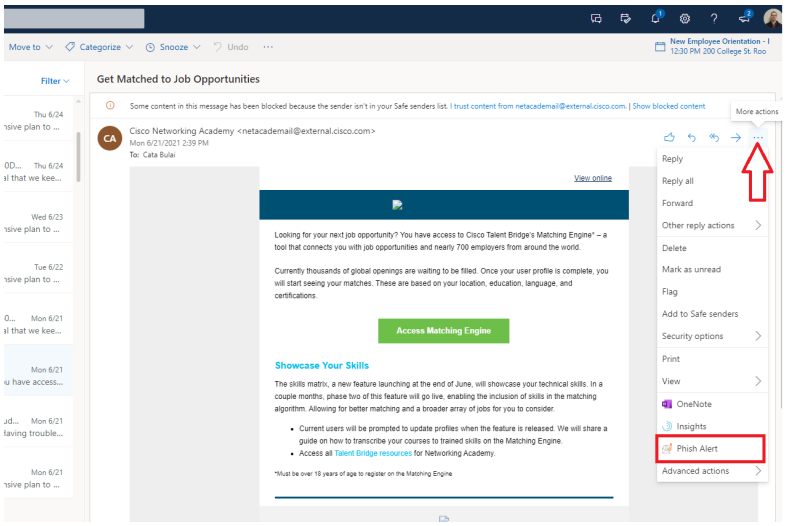
BUNCOMBE COUNTY

Outlook Client



BUNCOMBE COUNTY

Outlook Webmail



BUNCOMBE COUNTY

- ✓ Send files securely (confidential emails)
- ✓ Don't send work home (email, personal computer)
- ✓ Don't plug in non-BC USB flash drives (malware)
- ✓ Protect your password (don't share)

BUNCOMBE COUNTY

Pin Teams, Outlook, Chrome to taskbar
Download and save PDF of schedule

Need IT Help?

✓Contact AK

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TWO THINGS TO REMEMBER

1. www.buncombecounty.org then go to Employee Access

2. Report phishing emails

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Questions?

BUNCOMBE COUNTY

AKM/ IT

AKM
-Intro into being recorded, camera, etc
-Highly preferred to be in person
-But in the never event you're virtual AK explain
-Never absentee though

AKM/ Devin
-Open Teams – log in
-When joining remotely it is important to go through the link Devin sends as that is what allows you to be heard. If you join with the link on our website, you cannot unmute. This is also why we ask you not to forward the email invite.
-The chat can be used by audience members, which is how they ask questions if virtual
-By joining through link Devin sends there is also record you joined
- If you have a conflict with a meeting please let Jake and AK know

Things to mention:

- All meetings are recorded and live streamed
- Recordings typically start a few minutes before a meeting begins. Usually, the sound is muted until the chair calls the meeting to order. But you may not know exactly when that switches. Please keep in mind that whatever you say in the board room could be recorded and during meetings will be recorded.
    - In that vein, please remember to speak into the microphone so the **public at home can hear**. And if possible, please have the public do the same. If they are not speaking into a microphone, please repeat the gist of the question so the public at home can understand.
    - In addition to us recording, the media is always allowed with no warning.

-10 minute break next

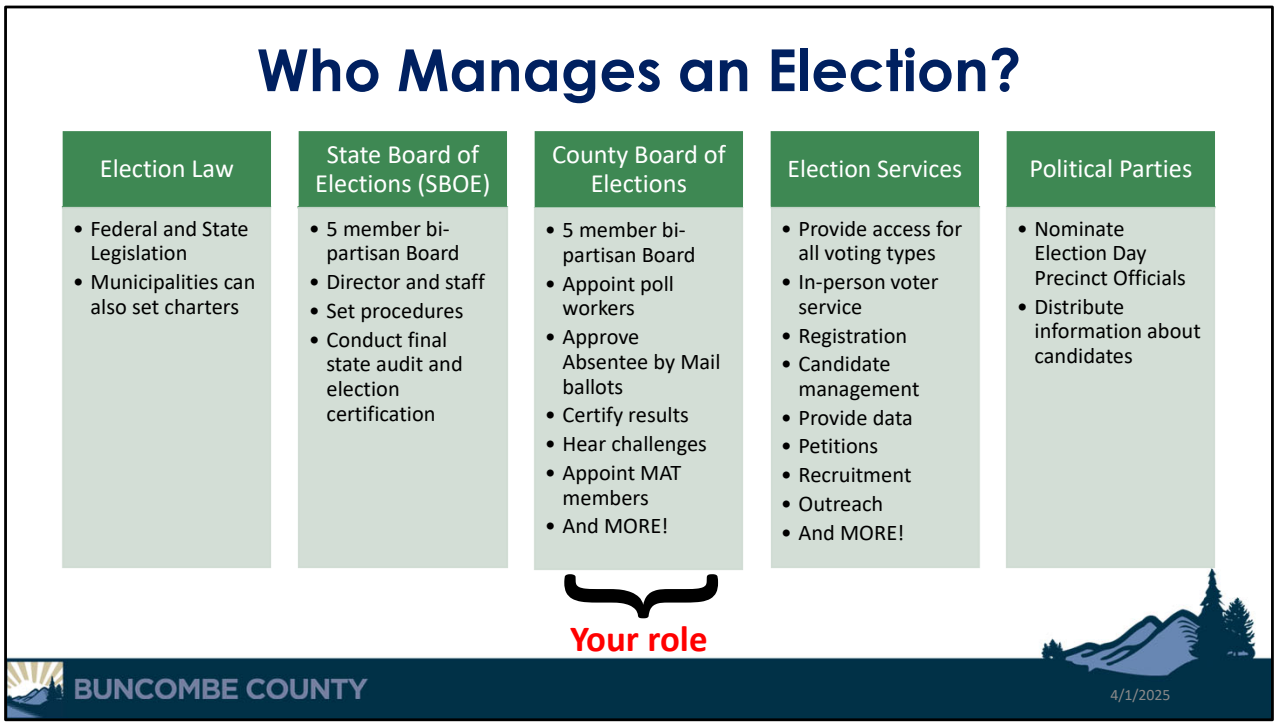
AKM

Election Management

BUNCOMBE COUNTY

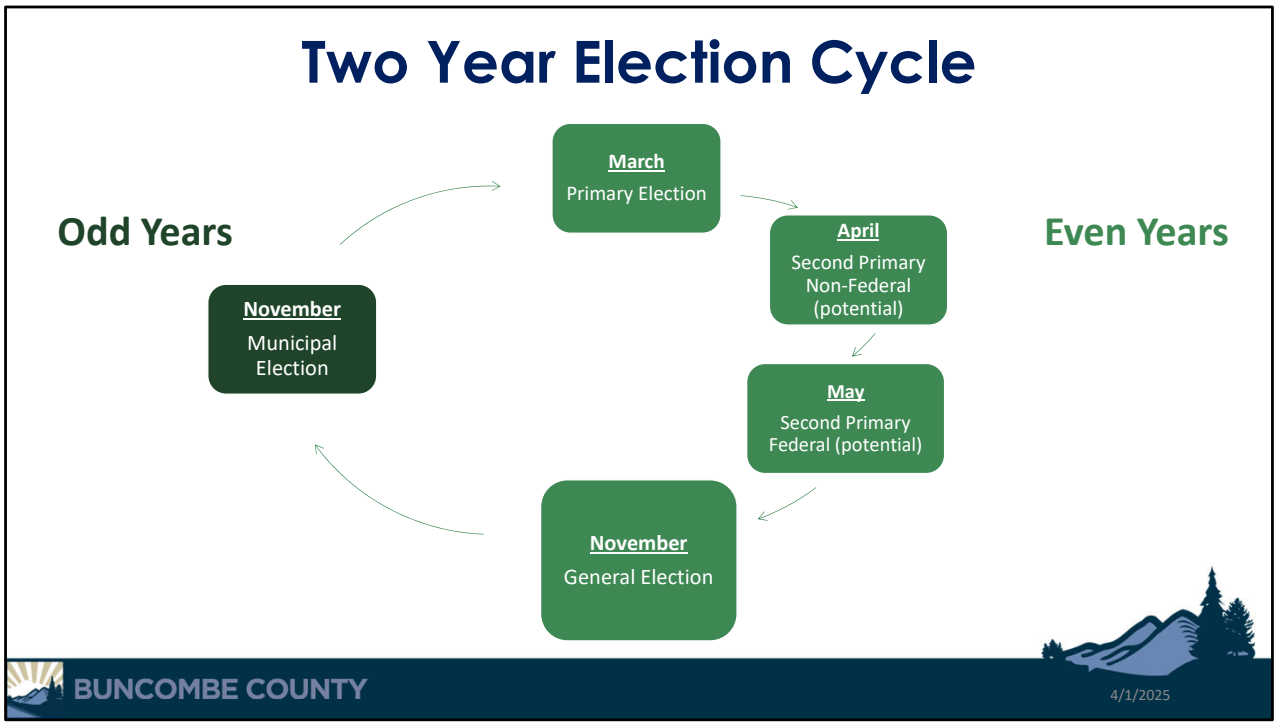
4/1/2025

CMD



CMD
- People and locations
- Quasi-judicial

- AKM tell staff to start coming down to Board Room for introductions



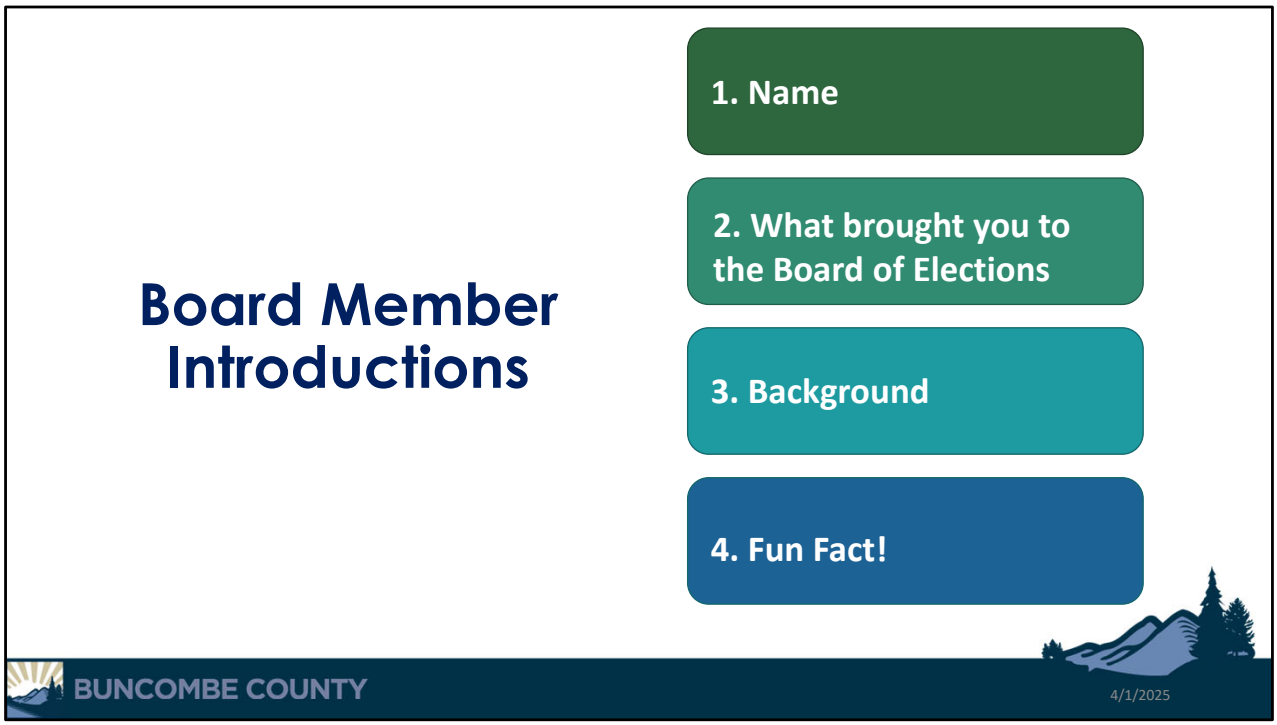
CMD

- Precincts vary across counties.
- Buncombe County has 80 precincts. Largest in western NC.

Our Mission

Buncombe County Election Services is committed to **transparent**, **inclusive**, and **efficient** elections giving the citizens of Buncombe County confidence in exercising their right to vote.

CMD


Board Member Introductions
1. Name
2. What brought you to the Board of Elections
3. Background
4. Fun Fact!
BUNCOMBE COUNTY
4/1/2025

CMD

CMD
Talk about team growth
Open positions and adding a position in 2024
Mention how we staff up for certain election types

Introduction bullets:

- Name
- Title
- How long here/in elections
- General Duties (guidance from list from Corinne and Neggy)
- Where you will see me
- Fun fact/something surprising they learned about elections/tell a mini-story

Order: CAPE, John, Corinne, AK, Devin, Neggy, Karen, Morgan, Bria, Justin, Shannon, Victoria

Introductions

- Name
- Title
- Time worked in Buncombe County and elections
- General duties
- Where you will see me
- Storytime!

Order: CAPE, John, Corinne, AK, Devin, Neggy, Karen, Morgan, Bria, Justin, Shannon, Victoria

A Message from our
Absentee Program
Coordinator: Justin Tate

CMD

- Early Voting locations
- Election Day Voting locations
- Training facilities
- 3 working facilities
- Ballot security
- High security in elections
- Cameras all over the place and anywhere there are ballots stored
- Board badges explained (ID and where to wear)

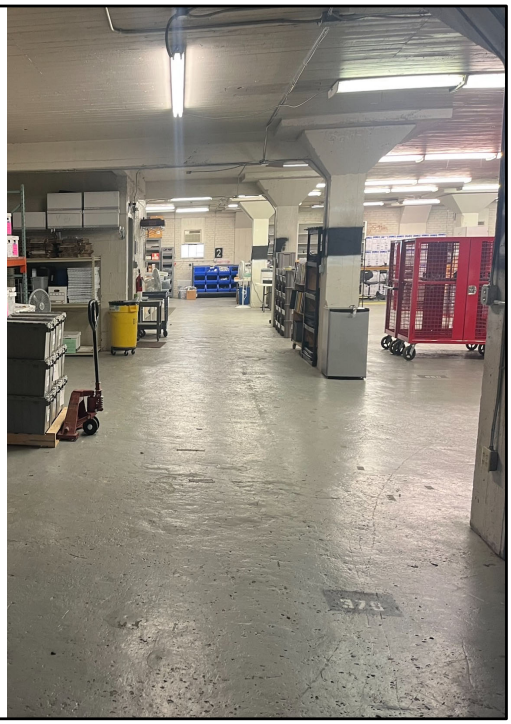
Warehouse—
50 Coxe Ave

- Voting equipment
- Election supplies
- Logic and Accuracy testing
- Election Night returns

CMD

Alport—
5th Floor

- Early Voting supplies
- Laptops and printers
- BOD printers
- Archived documents

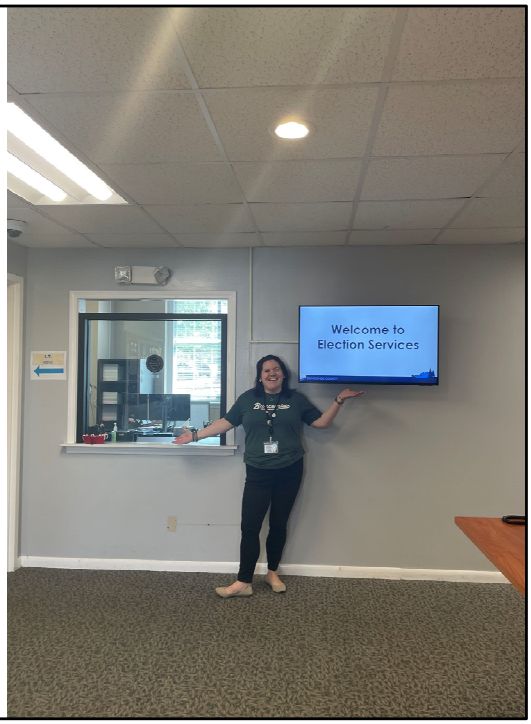


CMD

- Facility study
- Talk about the security in the building.
- Permanent archive/temporary archive.

Interchange Building—59 Woodfin Pl

- Public-facing reception
- Open 8:00 a.m. to 5:00 p.m. Monday-Friday
- Administrative offices
- Board Room



CMD

- Discuss security in the building.

AKM
Tour of 59
-Start with Board room
-Under cameras (one streaming, one security) -Seats -Coat rack -Cubbies -Bookcase (lawbooks, memos, open meeting books, etc)
-Show staircase / emergency exit
-Bathroom
-Election Ware room
-Under camera -computer not connected to internet -fireproof safes -election night returns
-
-Kitchen
-Coffee & coffee supplies -tea -cups -water - show how to use Keurig if people don't know
-850 room (soon to be 950 room?)
-two rooms both under cameras -fireproof safes - where absentee ballots stored once scanned -where scanning happens during board meetings
-Hallway bathrooms
-Reception
-public facing operations -where AK lives a lot of the time, in muni will have one seasonal staff, in primary & general will have two
-help people register, update registration, hand out forms for drives, accept forms from drives, data requests, map requests, answer questions, etc
-In muni, will take absentee ballots & ballot request forms
-Receive packages / mail
-Conference room
-Shared space with IT -Photo ID booth -Primary & General absentee ballots and request forms will be handled here by absentee team -MAT team? -Canvass party?

2nd floor
-Doorbell
-Gretchen (EV) space & Victoria seasonal staff
-Absentee closet
-Where absentee ballots go when they arrive and are being prechecked -Fireproof safes -security camera (infrared)
-Warehouse manager's office / extra storage
-Conference Room
-staff meetings -other meetings
-Victoria, Bria, and Devin's offices
-Absentee room
-Security camera -where absentee ballots get printed / ready for mail -some of the absentee desks where people data enter and double check absentee request forms and check envelopes of returned ballots, etc
-AK, Justin, Corinne, Neggy, and Morgan's offices
-Upstairs bathrooms
-Cubicles
-It may seem quiet now, but it becomes extremely busy (seems like it's plenty of space but not everyone fits here)
-Convertibility
-Kitchen
-Stairs

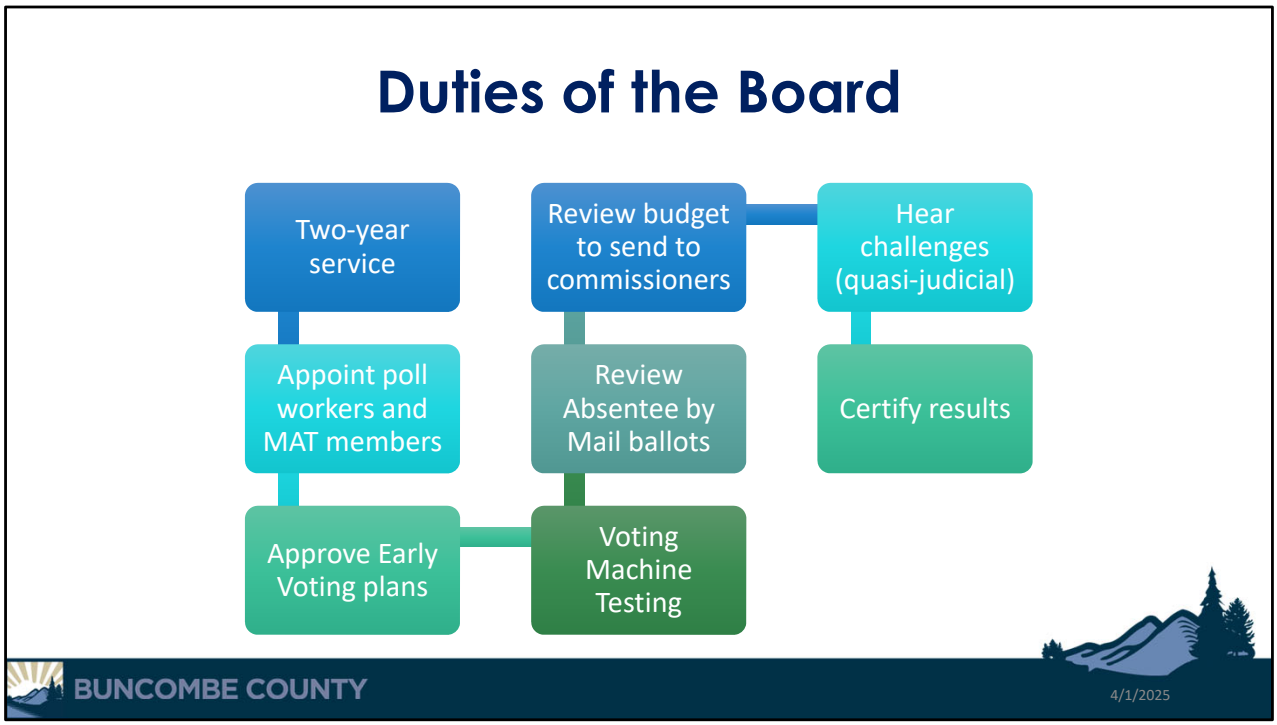
Lunch

-Favorites list
-Make sure have emergency contact and food preference list

What Does Taking the Oath Mean?

CMD

- GS 163-30 (e)
- You have taken the oath, review physical copy.
- Not theoretical.
- Helps us keep integrity and holds us accountable
- All election officials (Staff, temp staff, and Precinct Officials) also take the Oath.
- Serving the public (seen as experts, people will ask you questions, know your role, profession presentation in board meetings).
- Public appointment and restrictions on political activity



CMD

- Don't worry staff has done all of this before and is supporting you
- Duties listed in 163-33 (the Board and Staff together)
- You have delegated to the Director, but still have ultimate responsibility to make sure the duties are carried out.
- Your duties but we are a TEAM
- We run the election, you certify it

Board Communications

- Communication with each other
- Communication with Election Services

BUNCOMBE COUNTY 4/1/2025

CMD - Communication with each other

Quorum, don't meet outside of meetings

Talk with Jake

Corinne's weekly meetings

AKM - Communication with Election Services

AK, Corinne, and Neggy are your main points of contact

Email

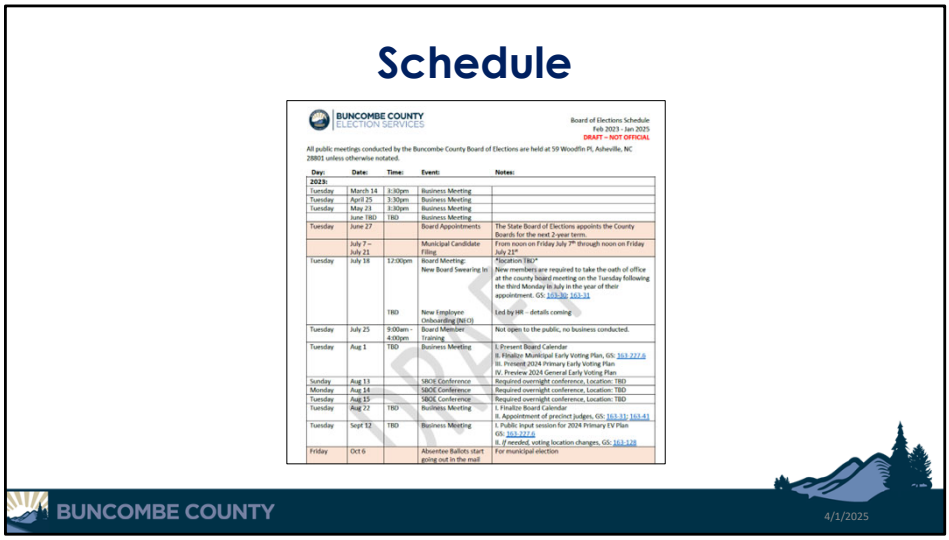
- Often emails with agenda and minutes to be approved, but anything else we think is important.
- Try not to inundate you
- Starting today, we will be sending emails to your BC email only, as we talked about previous records request etc.

Text messages

- When I email your BC account, I will also send a text letting you know I have sent an email, but other people could be emailing it as well, as your email is available to the public on our website and it's what I would give out to someone if asked for your contact information.
- Careful not to do business in text and

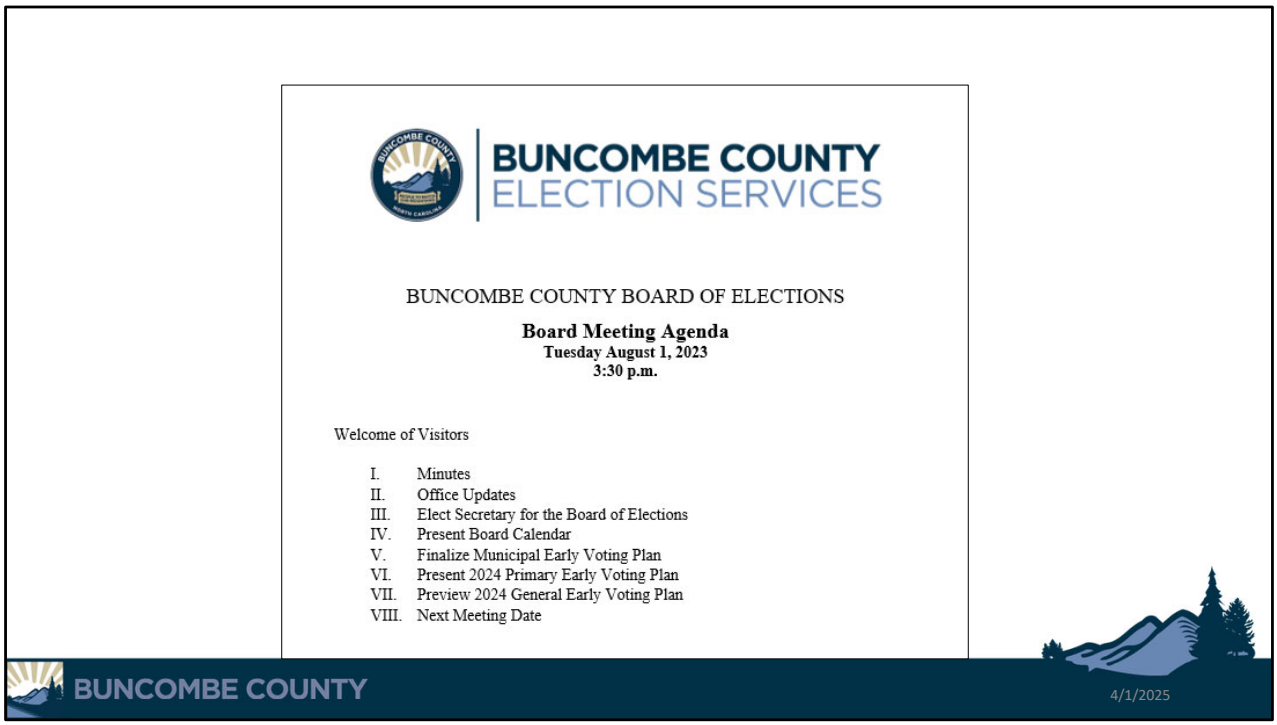
Phone calls

Contact sheet (hand out)



AKM

- Hand out draft schedule
- How many of you have looked at this?
- We created this to help everyone understand the time commitment being on the board it
- This is a draft schedule; it will not be official until you (the Board) votes on it in August
    - August 1st, present Board schedule, August 22 vote on schedule. 48 hour notice to add or cancel meetings ??
    - This is a draft schedule we have laid out through January 2025. It gives a very good estimation of what the next couple of years will look like based on dates mandated by law and past experience.
    - The peach color lines on the schedule are dates of interest for the Board, but attendance is not required
- Meeting times:
    - Meetings times vary depending on what business there is to occur, how many absentee ballots or provisional ballots we have, if we have full Board attendance, etc. Absentee meetings in particular are likely to be longer than other meetings. Looking at the minutes for 2022, the shortest meeting was 12 minutes (an emergency meeting) and the longest one (excluding Election Day) was 6 hours and 45 minutes including the dinner break.
    - Corinne will be going over Election Day in more detail a little bit later
- If you know of any conflicts you have, please let Jake and I know ASAP
- A reminder that while some meetings can be attended virtually, you cannot attend absentee meetings virtually
- Show Training dates
    - You are welcome to attend any of the trainings but if you do please let AK know so we can make sure Morgan know and that there is room. Etc
- In case of a run off, there would be a 2nd primary - two possibilities listed on last page
    - No federal offices: April 23
    - Federal offices: May 14th

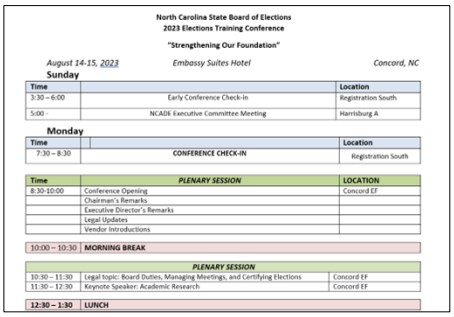


AKM

- Your first official meeting is in one week! On Tuesday August 1st at 3:30pm
- On the screen is what the agenda looks like. This is the format you can expect to see the agendas. I try to send them out as soon as I have them.
- You, and the public, can also find them on our website, which Corinne will show you how to do later
- Normally on agenda you will see
    - Welcome of Visitors
    - Minutes
    - Office Updates
    - Next Meeting Date
    - Everything in between is more meeting specific. If you have an item you want added, speak with Jake
- Careful not to do any business today

SBOE Conference

- Conference title: Strengthening Our Foundation
- **Required: § 163-82.24**
- August 14-15 in Concord
- Certification Program



North Carolina State Board of Elections
2023 Elections Training Conference
"Strengthening Our Foundation"

August 14-15, 2023 *Embassy Suites Hotel* *Concord, NC*

Sunday

Time		Location
3:30 – 6:00	Early Conference Check-In	Registration South
5:00 -	NCADE Executive Committee Meeting	Harrisburg A

Monday

Time		Location
7:30 – 8:30	CONFERENCE CHECK-IN	Registration South

Time	PLENARY SESSION	LOCATION
8:30-10:00	Conference Opening	Concord EF
	Chairman's Remarks	
	Executive Director's Remarks	
	Legal Updates	
	Vendor Introductions	
10:00 – 10:30	MORNING BREAK	
	PLENARY SESSION	
10:30 – 11:30	Legal topic: Board Duties, Managing Meetings, and Certifying Elections	Concord EF
11:30 – 12:30	Keynote Speaker: Academic Research	Concord EF
12:30 – 1:30	LUNCH	

BUNCOMBE COUNTY 4/1/2025

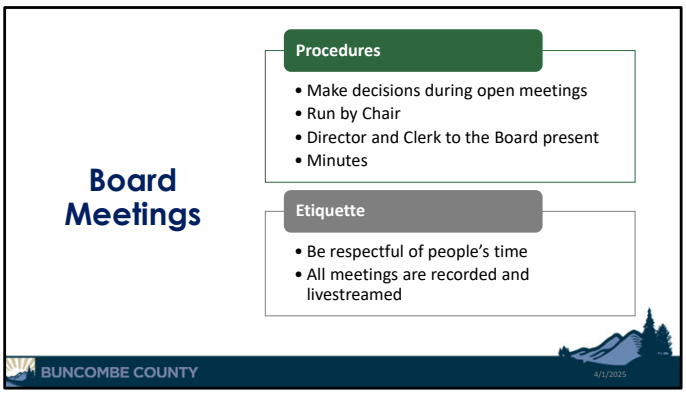
AKM (CMD pipe in)

- This is the first in person conference the State Board is hosting since 2020
- As a new member you are required to attend one within in 6 months of initial appointment and then another one within a year, which in this case would be August 2024. But we find the conferences important, so we offered to all once a year
- What is the conference good for? Learning more about elections and election related topics, meeting people from other counties, helps towards certification program
- Go over tentative agenda
    - Must go the board member on Monday then you may roam free
    - ExpressVote will be demonstrated there
- Run through information in email:
    - Hotels and conference registration are covered. They are also the same location!
    - Embassy Suites by Hilton Charlotte, Concord Golf Resort & Spa (about 2 hr 15 min away)
    - Arrive on Sunday the 13th, leave on Tuesday the 15th (Jake's birthday!)
    - Option to ride with us in a rental car, exact time leaving TBD. Please let me know if you plan on riding with us or not by ????
    - Per diem (75% on travel days) - $14 for breakfast, $16 for lunch, $29 for dinner
    - AK is your contact.
- Certification
    - Hand out certification info ?
    - Have them bookmark the certification info?

Questions?

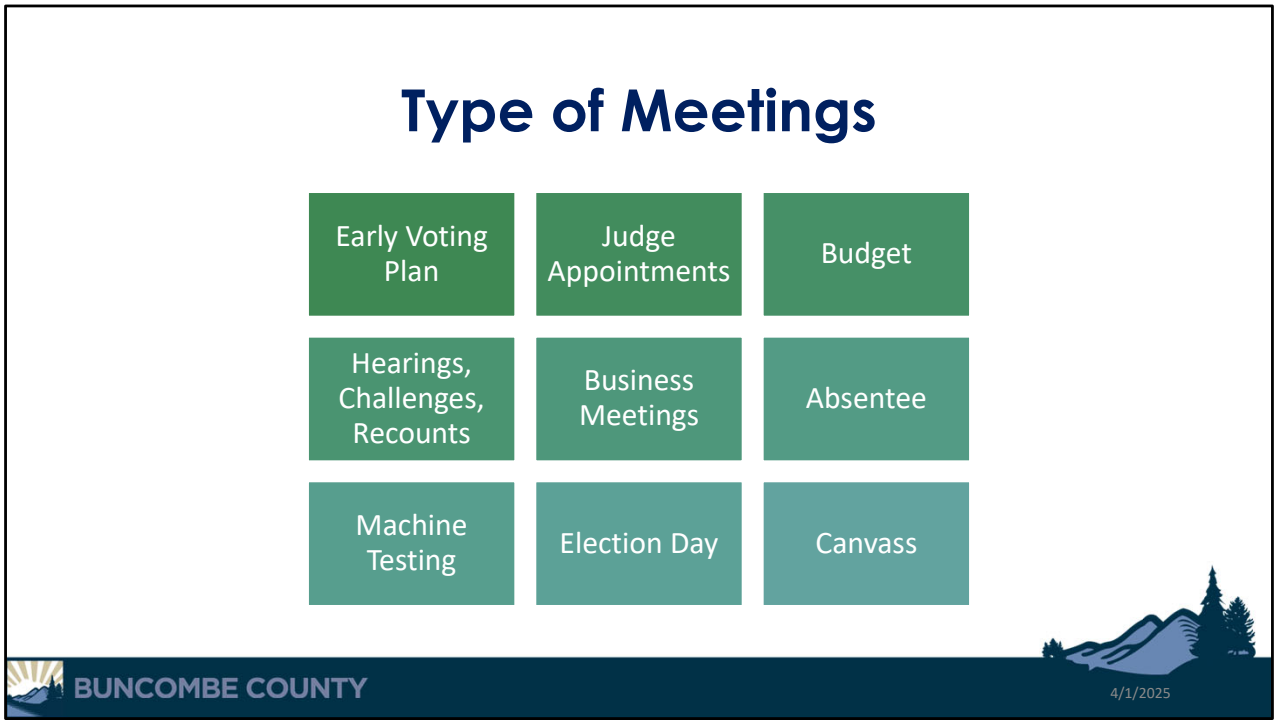
AKM

- Before we move on into Board meeting procedures and types, any questions?



AKM (Corinne chime in)

- Procedures
    - Each board meeting is run by the Chair of the Board, in this case, run by Jake
    - In addition to the board, the Director and Clerk to the Board are present at every meeting. As is an Elections Tech Specialist (Devin) and Angelica from CAPE and any staff presenting (basically everyone but Morgan and warehouse manager). You may see Neggy and Karen filling in for Corinne and AK
    - Minutes
        - Minutes are for recording the actions that the board takes. Not a court reporter. Just actions.
        - AK will be at the meetings taking minutes and will send out a draft to the board
        - Send edits to AK
        - Vote on at next meeting
- Etiquette
    - Be respectful of people's time
        - Arrive on time – the Board Room will open 15 minutes prior to each meeting but can be opened earlier if communicated to the Clerk of the Board.
        - Give yourself time to make coffee, chat, get settled, logged in, etc
        - Some meetings go very long so starting on time and having everyone present goes a long way to help keep things moving.
    - All meetings are recorded and live streamed
    - Recordings typically start a few minutes before a meeting begins. Usually, the sound is muted until the chair calls the meeting to order. But please keep in mind that whatever you say in the board room could be recorded and during meetings will be recorded.
        - In that vein, please remember to speak into the microphone so the **public at home can hear**. And if possible, please have the public do the same. If they are not speaking into a microphone, please repeat the gist of the question so the public at home can understand.
        - In addition to us recording, the media is always allowed with no warning.
    - **Jake** is there anything you want to add?



CMD

Broad overview, muni is the time to really study and learn. The primary (most complicated) in 2020 was 40x then muni in 2021. General was 2x as big as primary but easier than primary.

- Early Voting Plan
    - Staff presents a draft plan of Early Voting sites, dates, and hours
    - Public input of plan
    - Board approves plan
- Judge Appointments
    - Staff present names for Judges positions from Party Chairs
    - Board approves Chief Judges and Party Judges
- Budget
    - Budget Approval
- Hearings, Challenges, Recounts
    - Special meetings outside of normal business
- Business Meetings
    - Meetings outside of election time
    - Other meetings meeting
- Absentee - Pay attention during a smaller election so that you know what to do when it is a large election. You will want to understand the process in order to be efficient.
    - Review absentee envelopes
    - Difference in volume based on election type
    - Work with a partner
- Machine Testing
    - Election equipment for both Early Voting and Election Day are tested
- Election Day
- Canvass

Election Day Meetings

- Be prepared to spend all day at Interchange and the evening at the Warehouse
- Example schedule
- Warehouse for Election Night Returns

BUNCOMBE COUNTY

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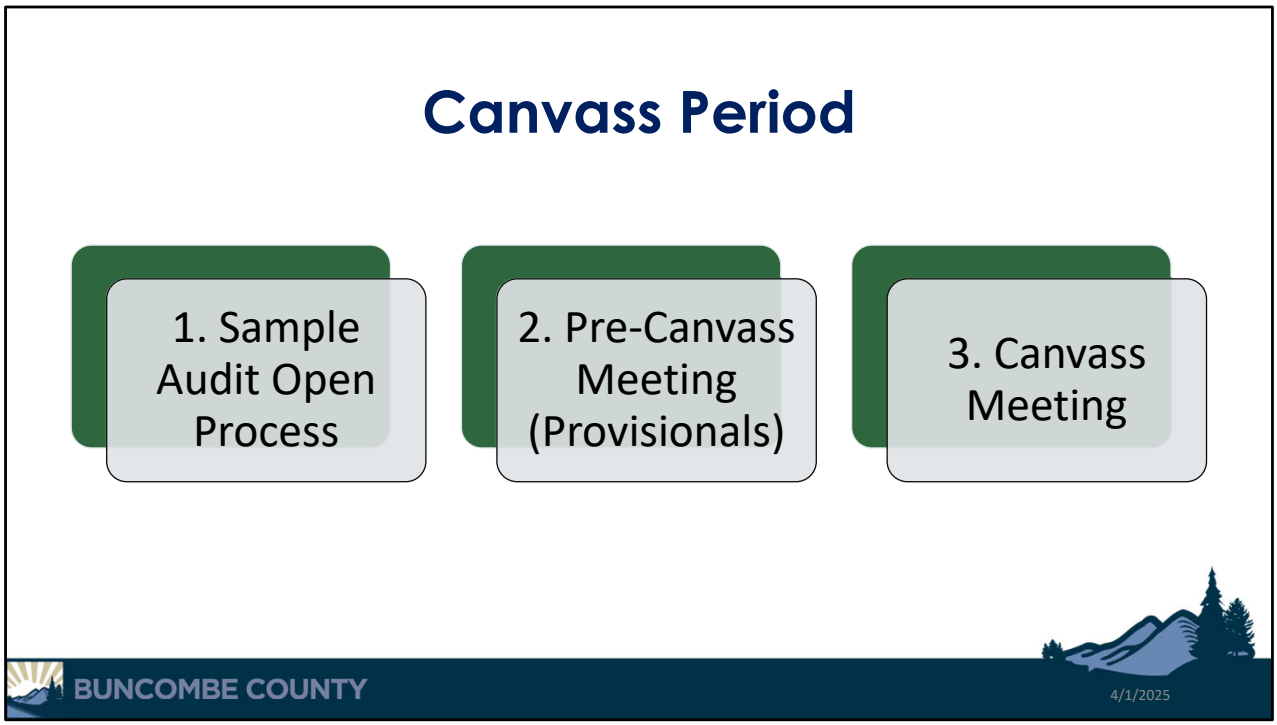
CMD

- Literally all day. Literally. 18 hours.
- Go over example schedule (schedule from last year)

1. 5:30 a.m. Be available by phone
2. 2:00 p.m. Absentee Meeting
3. 7:00 p.m. Absentee Abstract
4. 10:00-ish p.m.: End of Day



CMD

This is the culmination of everything but it's the part of the process the public is the least aware of (the challenges of that)

Sample Audit Open Process

- Hand-eye-count of randomly chosen precinct or Early Voting site
- Report results to State Board
- Machine count vs. voter intent

Pre-Canvass Meeting

- Absentee ballot review
- Provisional ballot review
- Continued next day, if needed

Canvass Meeting

- Certification of election results
- Celebrate!

CELEBRATE!

CMD Keep

AKM

Resources

CMD

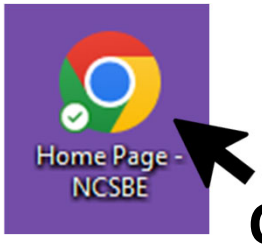
- The office!
- Curt Euler
- Law book
- BC Elections' website
- State Board's website (online law, number memos)
- Each other! ☺

LAW BOOK!

CMD

- Pass out law books

State Board of Elections Website



Click!

BUNCOMBE COUNTY

4/1/2025

CMD

- We signed you up for press releases on BC email
- Go to Legal Resources.
- Locate the Photo ID page.
- State Board contact
- Extensive NC data

Buncombe County
Election Services Website

BUNCOMBE COUNTY

4/1/2025

CMD

- Locate a precinct map.
- How to sign up for Trumba calendar reminders

Questions for us?
Questions for the board that has been here?
Questions for Jake?

Did you turn in all your paperwork?
- emergency contact sheet
- favorites list
- food list

Thank you!

BUNCOMBE COUNTY

4/1/2025

CMD