Election Tips for the TSX

2012 Executive Committee Certification Training

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Agenda

I. Election Prep Tips
II. Election Prep/Election Day Tips
III. Election Night Tips
IV. Questions/Answers

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Election Prep

Poll Managers Notebook

- Forms/Poll Managers Guide
- Contact Names and Numbers
- Address Library list
- Trouble-shooting section

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Prep/Election Day

TSX calibration is off:

- Clean screen using an electronic solution.
- Go into System Setup with CA card. Go to Display Settings and recalibrate.
- If machine still will not hold calibration, call the ES&S help desk.

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Prep/Election Day

TSX printer will not work:

- Make sure smoky gray cover is closed all of the way (listen for click).
- Make sure paper is installed properly. (Thermal paper only prints on one side).

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Election Day

Check the power lights on the TSX:

- Top Green light shows A/C Power
- Middle blue light shows machine is on
- Bottom flashing light – yellow means battery is charging and green means battery is charged.

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Election Day

TSX on battery power may not recognize the memory card:

- You may need to restart the TSX with the memory card in and A/C power connected.

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Election Day

Location of the Poll Managers providing Voter Access Cards:

- There must be a connection between the voter signing the Receipt Book and the poll manager issuing the card.
- Do not create Voter Access Cards in advance.

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Election Day

Voter is not in the poll book:

- This voter cannot vote on the TSX
- This voter cannot vote on a REGULAR paper ballot.

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Election Day

Use of Supervisor Cards:

- Should be used to change the machine paper, clear certain paper jams and close or shutdown the machine at the end of the election.
- Inserting a Supervisor Card in an encoder will clear all ballots styles on the Encoder.

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Election Day

Placement of the TSX machines:

- Machine must be turned to allow privacy for the voter.

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Smart card is stuck in TSX:

- Reboot TSX machines and card should pop out.
- Clean any debris from card using an electronic wipe (while avoiding the metal smart chip).

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TSX 'Freezes-up":

- Remove the seal, power the unit off and then on again (reboot). Reseal and record seal number and reason.

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Election Day

Voting after TSX Reboot:

- Re-insert the Voter Access Card and read the message:
  - Card Already Voted – the ballot was cast before the freeze.
  - Card was Cancelled – re-code the card and allow the voter to continue voting.

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Encoder Screen keeps fading in and out:

- Replace batteries (be careful not to apply too much force when installing the screws that hold the cover).
- Turn the Encoder off when not in use.
- Do not leave card in encoder (even if it is off).

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Election Night

While closing out the election:

- Remove the memory card as soon as the result tape is printed. With the memory card removed, there are only two options: to Shut Down TSX or go to Election Archives.

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Election Night

Don't Panic!

If the Poll Manager presses shutdown on the TSX before all close out procedures are complete, just turn it back on and the system will start back at the place you left off.

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Questions and Answers

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